



أنترناشونال ستار شيننج مدرسة

Shining Star International School, Abu Dhabi

## Our Vision

To be a school of innovation & creativity; preparing students for global challenges.

## Our Mission

“Our mission is through the combined efforts of our staff, parents, students, and community to develop future leaders with active and creative minds. Our focus is on the holistic development of the individual, social, moral, intellectual, and physical growth, along with a strong sense of heritage and culture.”

## Core Values

Care, Ownership, Togetherness, Honesty, Empathy, Gratitude  
We ensure that the entire SSIS family follows these values.

Student Transportation Discipline Policy	
Date of Publishing	08/02/2025
Review date	07/02/2027
Policy Type	Transport Policy
Circulation	Internal & External
Date of Authorisation	08/02/2025
Authorised by	Principal
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### **(1) AIM:**

1. The aim of this policy is to lay down the parameters and processes regarding staffing, documentation and assets required to operate a safe, economical and efficient transport system for the students of Shining Star International School.
2. Properly trained staff in adequate strength on the one hand and maintenance and care of vehicles is of utmost importance in order to keep the transportation system functional at all times. This will be achieved by streamlining the staffing and transportation related procedures with regard to personnel discipline; economy in use of transport and proper documentation.
3. The objective of putting into place a comprehensive Transport Policy is to ensure:
  - a) Prepare a system to have organized and smooth transport.
  - b) Highest level of security for all students.
  - c) Implementing all modern technologies to ensure the safety and security of the child.
  - d) Highest level of operational efficiency at minimal running cost.
  - e) Minimum Down-Time of the vehicles.
  - f) Keeping a check on undesirable elements gaining access to the School Transportation system.
  - g) To have proper and valid documentations and approvals for all buses and staff as per the guidelines of ADEK and DOT.
  - h) Deciding the Roles & Responsibility of staff involved in the transport.

### **Role of School Management**

4. The responsibility for procurement and logistical management of School Buses is vested with the school management. The School Management shall be the final authority for granting approvals in all matters related to School Transport.
5. The School management to set a proper hierarchy in the transport department. There should be Transport In charge and Transport Clerk with additional support from the HR and Purchase departments of School.

### **Organisational Set Up (Operational and Line Control)**

6. Each school will have a Transport Section functioning under the directions of the Admin Officer. The overall responsibility for the Transport Section will be vested in the Admin Officer who will exercise operational control over the Transport Section while the Operational Functions of the section will be controlled by the Transport Department at the School.

### **Transport Management Team (Schools)**

7. Each School shall have a Transport Management Team consisting of the following members:
- a) Principal
  - b) Administrative officer
  - c) Teacher- in- charge
  - d) Transport Supervisor from Transport company
  - e) Any member of the Academic Team if and when required.

### **Areas of Responsibility**

8. The Transport Management Team of the School and the transport outsource company will oversee the procurement, documentation and operations of the complete fleet system. Broadly the areas of responsibility may be categorised as given below.
- a) Daily operation of all the Buses
  - b) Documentation
  - c) Route Planning (New / Alteration)
  - d) Parental Liaison
  - e) Repair and Maintenance Functions

## **(2) PROCUREMENT OF VEHICLES**

### **Hiring of Private Buses**

9. Economical, private buses may be hired on contract basis from the private transporters for single / double routes as per the requirement. Before engaging buses of private transporters following procedure will be followed:
- a) Requirement of additional buses must be projected to the management for prior approval.
  - b) Invite quotations from reputed private transporters Contract negotiations will be done as per financial rules.
  - c) The transporters company will have to agree for the installation and safe keeping of the RFID and CCTV equipment by the school.
  - d) It would be mandatory for the contractor to possess all the valid documents as per the requirement of ADEC and DOT.
  - e) They will also undertake to make permanent allotment of Driver and Attendant on the bus. Replacement if and when required will be done only after obtaining the prior approval of the authorities.
  - f) Private transporter will ensure that both the driver and the helper will not proceed on leave the same day. If such a situation is arises then the transporter must inform the transport Superintendent in advance and take the help of the school to make necessary arrangements.
10. Private transporters will undertake to not change the bus once approved by the authorities. If needed for repair or routine maintenance the transporter will obtain prior permission of the school.
11. The contract will be signed after the inspection of buses of the selected transporters at the school premises. The inspection of the vehicles will invariably cover the under mentioned aspects.
- a) General appearance and passenger comfort.
  - b) Verification of bus documents.

- c) Experience of the private transporters in the field of operating buses for educational institutions.
  - d) Experience and overall personality of Drivers and conductors attached to the buses.
  - e) Public reputation / feedback regarding the quality of services being rendered by the transporters to other educational institutions.
12. The Manager/ Director will sign the Contract Agreement on behalf of the school with the bus operator / proprietor.
13. Rates negotiated at the time of contract will not be revised unless and until there is an exceptional increase in the price of diesel.
14. After rendering satisfactory services for the full month, the private bus operator will raise the bill and attach necessary documents in support as per agreed terms. The same will be cleared through the due process of payment.

### **(3) ROUTE LISTS & COMPOSITE ROUTE CHART**

15. A list of students and staff members using the school bus facility shall be prepared by the Admission Team of the concerned wing and shall be given to the Administrative Officer and Transport In charge.
16. Based on the route list, Transport In charge will prepare / modify a route chart. Transport In charge will periodically conduct trial runs on the routes to measure travelling and stoppage timings.
17. One lady guard with bus attendant shall be assigned for bus duty on each bus. Bus in charge will nominate one bus monitor to assist in the teacher in the management of the bus attendance/discipline etc.
18. The final route lists will have the route number; name of lady guard, names of the students and their corresponding stops, and the name of bus monitors. This route list duly signed by the Principal will be displayed in each bus and a copy of the same shall also be available with each member of the Transport In charge.

### **(4) DAILY OPERATIONS (TRANSPORT SECTION)**

19. The daily routine of the Transport will comprise any combination of the under mentioned actions.
- a) Duty on Arrival – Departure Punctuality / Deployment of Stand-by Vehicle in case of breakdown / Retrieval of vehicle in case of breakdown
  - b) Issue / Return of RFID Devices.
  - c) Liaison with Parents and staff related to transport issues.
  - d) Redeployment of standby staff due to leave / sickness of appointed personnel.
  - e) Updating Attendance Reports of all Nannies and Drivers.
  - f) Updating CCTV & RFID data in school server.
  - g) Updating Bus register on daily basis.
  - h) Processing bills for clearance.

## **(5) SECURITY**

### **Discipline and Road Etiquette**

20. Transport In charge will brief all drivers once a month to educate them on important rules and road etiquette and motivate them in prevention of accidents.
21. Transport In charge will give training to all new arrivals about the safety and security measures and use of RFID system in the buses.

### **Personal Details of Drivers, & Helpers**

22. Personal details of the drivers, attendants, lady guards along with their photographs and contact numbers shall be maintained by the Transport Dept.

### **Police Verification and Other Documents**

23. The outsourcing agency will furnish all the documents like Driving License, Police Verification, Emirates ID card, DOT approvals, Training Certificates of all Nannies and the drivers. The outsourcing company will not be allowed to replace any of its personnel without first giving advance notice to the school authorities including reasons thereof.

### **Health Check**

24. The Admin Officer of the School will carry out surprise checks for alcohol consumption with the assistance of the Transport Superintendent. The services of any person found under the influence of liquor will be summarily terminated.

### **Bus check**

25. The Admin officer of the school will carry a surprise of all the buses to ensure that all buses are in perfect condition and plying to rules and regulation of ADEC and DOT and keeping a record of all inspection done for audit and inspection purpose.

### **Accidents / Mishaps**

26. In case any vehicle belonging to the School meets with an accident / mishap, the following relief and legal actions will be carried out expeditiously.
  - a) Bus Driver / Attendant / Lady Guard will inform the Transport In charge via mobile phone who will further inform the Principal and the Admin Officer and at the same time it is school responsibility to inform parent about the safety of the child.
  - b) A Quick Reaction Team consisting of Admin Officer or Transport In charge will reach the accident spot just to ensure everything is safe.
  - c) The Transport In charge of the school and Bus Supervisor will immediately deploy a replacement bus and will inform the parents of the children on the bus and accompany a 'Relief Bus's to the spot.

### **CCTV, RFID and GPS Services**

27. The school buses shall be equipped with CCTV, RFID and GPS system for use by parents and school authorities. The students will be issued Smart Identity Cards and their attendance shall be automatically

recorded by the RFID readers as soon as students board the buses and at The RFID and GPS data shall be preserved on institutional servers for 3 months.

28. The Teacher In charge / Nannies will activate the CCTV and RFID system with her own RFID code in the morning and afternoon trips and only then allow the students to board the bus. The CCTV and RFID system will be log out when the vehicle is finally empty.

### **Spare bus**

29. Each school will endeavor to possess a spare bus to be utilized when a nominated bus on the routes requires periodic / special repairs and the same bus to be utilized in case of accident and mishap happens.

## **(6) DUTIES & ROUTINES**

### **Duties & Responsibilities of the Transport Superintendent**

30. A broad overview of duties and responsibilities of the Transport In charge are enumerated below.
- Organize daily operation procedures and ensure proper execution.
  - Ensure management of Driver, Helper and Lady Guards.
  - Manage, supervise and monitor fleet operations
  - Carry out monthly inspection of vehicles and put up the report to Management.
  - Keep a proper check over documents as per the guidelines of ADEC and DOT.
  - Maintain a regularly updated directory of parental tele / mob numbers and liaise with them as and when required.
  - Ensure compliance of school rules by subordinate staff.
  - Ensure provision of efficient transport services to the students and staff.
  - Coordinate staff training to ensure the drivers are conversant with the traffic regulations.
  - Coordinate staff training to ensure the safety and security of the child.
  - Oversee the daily logistics relating to transport.
  - Plan the fastest and least-expensive routes.
  - Ensure that the School buses run according to scheduled timings.
  - Maintain data and records pertaining to all aspects of the Transport Section.
  - Update records and procedures according to changes in policies of ADEC and DOT.
  - Deal with employee misconduct, late arrivals / departures, students complaints etc. and make reports about the same to the school Admin Officer.
  - Enforce and ensure drivers discipline and vehicular serviceability.

### **Duties of Drivers**

31. Each driver will be responsible for the safe arrival and dispersal of students and staff travelling in the bus and maintenance of the vehicle on his charge. He will be responsible for the following actions:
- Safe and secure travelling of students and staff travelling in the bus.
  - Proper pick up and drop off of all the kids at the designated stops.
  - First Stage Liaoning with the parents in case of any grievance.
  - Cleaning of vehicle and lubrication.
  - Upkeep of passenger seating, window glasses and grilles

- f) Serviceability of GPS, RFID scanners and CCTV cameras.
- g) Hand over daily recordings of CCTV to the school the Transport In charge when ever required.
- h) Report any defect/deficiency which is beyond his personal capacity.
- i) Always keeping the required documents with him as per the guidelines.

### **Duties of Lady Guard**

32. The duties of the Lady Guards are as follows:

- a) Function on the directions of the Driver for cleaning and maintaining the bus.
- b) Get down at all stops and ensure no person goes near the wheels or standing at the rear or front of the bus prior to the bus moving off.
- c) Ensure all doors and windows are locked prior to leaving the school premises
- d) Informing the parent if there is any change of driver / route / accident or mishap / timings.
- e) Facilitate the boarding and disembarking of the students. Maintain discipline in the bus while moving and at stops.
- f) Be the first one to get down at each stop and assist the children in getting down.
- g) Ensure each child is collected by an authorized person from the child's family.
- h) Board the bus after ensuring that all the children have been collected by the authorized persons

## **(7) DOCUMENTATION**

### **Records**

33. Following records shall be maintained by the Transport In charge :

- a) Route list of all the Buses to be maintained.
- b) Student wise route details to be prepared.
- c) List of drivers with their route numbers, emirates id number, phone number.
- d) List of Nannies with their route numbers, emirates Id number, phone number.
- e) Driving license of all drivers.
- f) Emirates ID copy of all drivers.
- g) DOT approval of all drivers.
- h) DOT approval of all Buses.
- i) Police verification of all drivers and nannies.
- j) Training certificate of all nannies and drivers from DOT.
- k) Bus login register.
- l) Daily Student Attendance.
- m) Monthly Inspection report of all buses.
- n) RFID details and equipment's details.
- o) Parent complaint log book.
- p) Accident Record

## **(8) Registers**

### **Bus Register Arrival Departure Register**

34. The arrival & departure of the buses shall be recorded on daily basis in the bus register which should be duly signed by the Driver and the Transport In charge.

### **Students Bus Attendance Register**

35. The Nannies shall maintain a daily attendance register in which they will mark attendance on daily basis of the students using school transport.

### **Students Complaint Register**

36. In the situation of making any change in route or stop, the parents will either meet the HM/wing head with a written request. The same will be discussed with the Transport In charge for finding a viable solution. For this, the transport In charge shall physically visit the spot to assess the situation. The action taken on the complaint will be recorded and communicated by the Transport Incharge.

## **(9) DISCLAIMER**

37. The Management reserves the right to modify the policy at any time without any notice.

## **(10) Amendments and Additional Guidelines**

### **1. Alignment with ADEK Transport Policy Requirements:**

- All transport operations shall adhere strictly to ADEK and DOT regulations regarding student safety, documentation, and operational control.
- Every driver and transport assistant shall receive mandatory training on child safety, vehicle operation, and emergency procedures, in line with ADEK requirements.
- All transport vehicles must have valid DOT and ADEK approvals, and these will be periodically audited by the Transport Management Team.
- Adequate first aid equipment and fire extinguishers must be present on every bus and checked monthly.
- CCTV, RFID, and GPS tracking systems are mandatory and shall be monitored by designated personnel, with data retained for at least 3 months.
- Regular health and police background checks will be conducted for all transport staff in line with ADEK-mandated frequency and guidelines.

### **2. Special Provision for Board Examinations (Grades 10 & 12):**

During the CBSE Board Examinations for Grades 10 and 12, parents are advised to drop their children at the school in the morning. School transport will only be provided from the school to the designated board examination center. This amendment is introduced due to unavoidable disruptions in regular bus timings during this period and aims to ensure smooth logistics and punctual arrival at examination venues.

We kindly request all parents to cooperate during this crucial time and support the school's efforts to facilitate a smooth and stress-free examination process for our students.