

SCHOOL BUS

HANDBOOK

BY MONTRI TRANSPORT CORPORATION PUBLIC COMPANY LIMITED



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ABOUT MONTRI

With over 50 years of experience in the transportation service, we endeavor to provide the best standards of school bus services for our customers, with particular emphasis on safety and punctuality. Moreover, we are extremely committed to achieving the company's goals, one of which is to provide quality services through our sincerity and promptness so as to maximize customer satisfaction

We are happy to be a part of school community that fulfill the happiness for the students while travelling between home and school. We endeavor to continually improve our transportation services to ensure that school bus transport is safe & reliable.

This handbook is aim to give parents comprehensive information of terms and conditions of our service, including the policies, code of conducts, suggestions and contact information when parents need to contact MONTRI.

We are proud of our outstanding record in school bus



COVID-19 : MONTRI School Bus Safeguarding Measures



FOR OUR STAFF:

- **Check the temperature for operation team before working** : The Operation team checks the temperature of all staff; bus drivers & bus monitors in the morning and in the afternoon. If their body temperature exceeds 37.5°C, they will be suspended from their duty. All staff need to inform instantly if they are unwell.
- **Masks** : Bus drivers, Bus monitors must wear their mask while riding on the bus and at the school campus.
- **Cleaning the School vans/buses** : The bus drivers clean up the vans twice a day and use the antiseptic liquid at the end around the seats, seatbelts, handles, etc.
- **Disinfectant Spraying** : The school bus vans/buses will be cleaned using a disinfectant sprayer once a COVID-19 case is found.
- **Vaccination** : All bus drivers and bus monitors have been fully vaccinated.



FOR BUS RIDERS:

- **Masks** : Wearing masks is optional. All bus riders are not required to wear them anymore.
- **Hand sanitizers** : Alcohol Hand Sanitizers are available for use on the school vans/buses. The bus monitors will serve every bus rider.

PASSENGER CODE OF CONDUCT

- ✓ Buses are not required to wait for students who are late. When a student is late, other students will have to wait at all other pickup points. Hence, please arrive at your pick-up point five minutes before your scheduled bus-time. Please be aware that no call from Montri will be made to inform the parents in these particular circumstances. The afternoon trip, the students should also be punctual for each specified departure time.

Important Note: If a child missed the bus because he or she was not there to board the bus at the appointed time, it is the responsibility of the parents to arrange alternative transport.
- ✓ All bus riders are required to wear seatbelt. Please fasten your seatbelt when you get on the bus, or ask the bus monitor for assistance if needed. If a bus rider does not comply with this regulation, the bus monitor will remind the bus rider about the policy for the first offence. For the second or third offence, Customer Service staff will report to the appropriate school office.
- ✓ The bus monitor will not allow the bus riders to get off the bus at any undesignated points.
- ✓ Do not stand or move around while the bus is moving. No one is permitted to save a seat for another person or leave belongings on the other seats. The seats must remain upright.
- ✓ Keep hands, arms and head inside the bus. Do not stick anything out of the window. The bus monitor will keep the bus door closed at all times, especially when the bus is in motion.
- ✓ Eating, drinking and/or smoking are not allowed on MONTRI buses.
- ✓ Please talk quietly so that the bus driver can hear traffic sounds. Do not talk to the driver unless it is an emergency. The driver needs to concentrate on driving, and distractions can cause accidents to occur.
- ✓ The use of profane language, yelling, loudness or fighting is strictly forbidden. The bus monitor will supervise the bus riders and make a report if an incident happens.
- ✓ Sharp instruments, drinks in cans or glass bottles, and satay sticks are not permitted in the van.
- ✓ Bus riders and parents are expected to show respect to 'MONTRI' employees and fellow bus riders.
- ✓ Do not deface or litter on the bus. Bus riders are expected to show respect for private and public property. Parents will be held accountable for any damages resulting from the behavior of their children.
- ✓ All bus riders are responsible for their valuable belongings in the van. Neither MONTRI nor RIS-Swiss Section will be responsible for items left on the bus.
- ✓ Take your turn, do not crowd in front of others. Please watch your step and ensure that you have all of your belongings with you before leaving.
- ✓ If your child has allergies, please note that you must complete the "release of liability" form on the School Bus Application form or inform MONTRI Customer Service by email for recording.

SCHOOL BUS SCHEDULE TIME

Morning Arrival time	Afternoon Departure times	
	Regular bus	Activity bus
7:45 AM	2:35 PM.	4:15 PM.

PLEASE NOTE:

MORNING TRIP

- Please plan to arrive at your pick-up point 5 minutes before your scheduled bus time. When a student is late other students will be kept waiting at all remaining pick-up points. Any delays can dramatically affect the overall commute time.
- If your child will be absent or ride only one-way bus on a certain day(s), please call MONTRI via the contact information on Page 10.
- If your child will change the pick-up or drop-off address temporarily or permanently, please give MONTRI a warning 1-2 days in advance.

AFTERNOON TRIP

- Please plan your child's afternoon schedule and inform MONTRI in advance at least before noon on the day.
- In case of urgent requests, your child's after-school activity schedule has changed. Please inform MONTRI directly, calling is greatly appreciated for fast communication.
- Please understand that the routes are not always available for any urgent changes, but we will do our best to support any requests from the parents and school.

SAFETY FEATURES

SEAT BELT POLICY

The seat belt must be worn at all times by all occupied.

TRAINING PROGRAMS

Training Program with emphasis on safety, punctuality and a commitment to prompt and courteous services.

- ✓ Daily staff meetings are conducted by Chief Supervisors and Supervisors to respond promptly to concerns and problems that have arisen as well as to maximize customer satisfaction.
- ✓ Special conferences with guest speakers concerning smoking, alcohol, and drug abuse.
- ✓ Specialized training from vehicle manufacturers regarding vehicle safety and maintenance, for instance.

MAINTENANCE

All MONTRI school buses meet Thai safety standards and undergo extensive maintenance inspection. Each day before operation, all drivers are required to perform visual safety inspection of their bus and report on any deficiencies. MONTRI has its own garage and Maintenance Department for prompt services.

ALCOHOL CHECK

- ✓ Each driver must pass a daily alcohol safety check, which utilizes. Alcohol Electronic Detector, before they carry out their duties.
- ✓ Such daily alcohol checks are extremely important for the safety of our passengers and staff members.
- ✓ Failure to pass such checks will result in a day's suspension from work.

Child Protection

การปกป้องคุ้มครองเด็ก

TYPES OF CHILD ABUSE



Emotional Abuse

การทำร้ายทางจิตใจ



Sexual Abuse

การล่วงละเมิดทางเพศ



Physical Abuse

การทำร้ายร่างกาย



Neglect

การถูกทอดทิ้ง



Child Labor

การใช้แรงงานเด็ก

DUTIES

AND ROLES

OF THE DRIVER

AND BUS

MONITOR

01

No photographing children under any circumstances.

02

No touching children (unless necessary).

03

No being alone with a child in a private place.

04

No asking for a child's personal information.

05

Please use polite language with children.

When encountering signs of abnormality in children, it's important to be aware of the following:

- The child's name.
- Date, time, and location.
- Other individuals present during the incident.
- Analyze potential factors contributing to the occurrence of misconduct (without interpretation).



SPECIAL PROVISIONS

CCTV (External)

- ✓ Installed on windshield of MONTRI buses.
- ✓ Records the driving performance.

GPS (Global Positioning System) Vehicle Tracking Device Usage

- ✓ System monitors:
 - Bus Speed
 - Breaking paddle
 - Driving Behavior
 - Real-Time Location

SPEED LIMIT

MONTRI school buses do not operate at speeds that exceed;

10-15 km. / hour on school ground

30-35 km. / hour on narrow street

60-75 km. / hour in municipal areas

80 km. / hour on expressways

Bus speed is further reduced in traffic, bad weather, and other circumstances to ensure safety for passengers, pedestrians and the general public.

TRAFFIC JAM AND LATE HOME ARRIVAL

In case the home arrival time is likely to be late from the usual arrival time by 30 minutes or more (e.g. due to traffic), Customer Service Staff will attempt to notify parents of the delay. Parents may also call Customer Service Team if they have any queries regarding the drop-off time.

SPECIAL PROVISIONS (cont.)

STEPS TO FOLLOW WHEN THERE ARE PROBLEMS WHILE TRANSITING

- ✓ When a school bus is having trouble while in transit, the bus will slow down and make way into the emergency lane or side of the road.
- ✓ The bus riders do not come out of the vehicle unless it is necessary. The Bus Driver will contact 'MONTRI' Head Office / Bus Managers / Bus Chief Supervisors who will then supervise closely, and take prompt actions accordingly.

Remark: In this case, a standby bus will be immediately sent to pick up all remaining bus riders on the bus.

MEDICAL EMERGENCY

- ✓ If a bus rider gets sick on his/her way to or from school, the bus monitor will contact our Customer Services Department. The Customer Services Staff will subsequently contact the bus rider's parent(s). If necessary, the bus rider will be taken to the nearest standard hospital, or the hospital of the parent's choice. A standby bus will be arranged to take the remaining bus rider to home or school.
- ✓ If a bus rider gets sick before getting on the afternoon bus, the bus monitor will inform the supervisor. The bus rider will then be taken to the nurse's office where the school nurse will care for the bus rider and contact his/her parents.

RFID (RADIO FREQUENCY IDENTIFICATION)

- ✓ All students are required to tap their RFID card when entering and exiting the bus.
- ✓ The RFID reader is designed to work with GPS tracking, interfaced to the Smart Fleet TM vehicle tracking server. When each bus rider taps his/her RFID card on the card reader installed on the bus door, data enters the database with a time stamp and is sent to parents immediately by email.
- ✓ Please note that this is an additional service that is meaningful only if the students tap their RFID card.
- ✓ Parent notification is done in the morning and afternoon, if the child taps card.

SPECIAL PROVISIONS (cont.)

MONTRI procures insurance, throughout the contract term, that shall jointly insure MONTRI and HARROW as follows:

1. Liability and accident insurance includes death, bodily injury, property damage and medical payments resulting from automobile accidents. It provides coverage for all domestic judgments, in favor of third parties, including at least all authorized bus rides:

A. Personal Accident			
	Each Person	Each Occurrence	Per Policy Year or Aggregate
Death	฿200,000	As per total no. of bus riders	As per total no. of bus riders
Dismemberment	฿200,000	As per total no. of bus riders	As per total no. of bus riders
Permanent Disability	฿200,000	As per total no. of bus riders	As per total no. of bus riders
Medical Expenses	฿50,000	As per total no. of bus riders	As per total no. of bus riders

B. Liability to Passengers			
	Each Person	Each Occurrence	Per Policy Year or Aggregate
Bodily Injury or Death	฿800,000	฿6,000,000	฿6,000,000
Property Damage	฿200,000	฿200,000	฿200,000

2. Any other insurance required by law or regulations that are issued by appropriate governmental authorities.

CONTACT INFORMATION

MONTRI CUSTOMER SERVICE DEPARTMENT

Office hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Telephone: +66 (0) 2056 9499

English and Thai Ext: 1310 – 1317, 1326

E-mail: montricenter@montri.co.th

Emergency case: 081-466-3508, 086-341-8819

MONTRI STANDBY OPERATOR

Office hours: Monday – Friday 5:00 a.m. - 7:00 p.m.

Saturday – Sunday 8:00 a.m. - 7:00 p.m.

Telephone: +66 (0) 2056 9499

Ext. 0

NOTE: The Standby Operator caters to only urgent cases or emergencies.

For instance, your child wakes up ill and you cannot send him/her to school. For all other requests and concerns, please contact our Customer Service Dept. during office hours.