

SYDNEY CHARTER BUS PTY LTD

Transport Safety & Compliance Policy

NSW Bus Operator Accreditation Scheme (BOAS) Accredited Operator: Acc: 39461

1. Purpose

This Corporate Transport Safety & Compliance Policy provides a clear, client-facing summary of the operational, legal, and safety obligations governing all charter services conducted by Sydney Charter Bus Pty Ltd as an accredited bus operator under the NSW Bus Operator Accreditation Scheme (BOAS).

It is designed to inform corporate clients, event organisers, and procurement teams of their responsibilities and the conditions under which services are delivered.

2. Accreditation & Legal Framework

Sydney Charter Bus Pty Ltd operates in compliance with all relevant NSW and federal legislation. The table below summarises the primary legal frameworks that govern all services.

Legal Instrument / Framework	Scope & Application
Passenger Transport Act 2014 (NSW)	Primary legislation governing passenger transport operations in NSW
Bus Operator Accreditation Scheme (BOAS)	Accreditation framework requiring approved Safety Management System
Heavy Vehicle National Law (HVNL)	Regulates vehicle standards, mass, dimensions and fatigue management
Chain of Responsibility (CoR)	Imposes legal liability on all parties who influence transport outcomes
Work Health & Safety (WHS) Legislation	Governs workplace safety obligations for operators and drivers

LEGAL NOTICE — Chain of Responsibility (CoR)

Under CoR provisions, any party who influences transport decisions — including clients, event organisers and procurement teams — may be held legally liable for safety breaches.

This includes pressure on drivers regarding schedules, itinerary changes, route selection, or any instruction that may result in a breach of road laws or fatigue regulations.

3. Client Duty of Care Obligations

By confirming a booking, the client accepts the following obligations:

Client Obligation	Requirement Detail
Accurate Itineraries	Complete and accurate itineraries must be provided prior to service commencement
Sufficient Travel Time	Schedules must allow adequate time to prevent driver fatigue or speeding pressures
Safe Pick-Up / Drop-Off Locations	All locations must be lawful, accessible and safe for bus operations
No Unlawful Instructions	Clients must not issue instructions that breach road laws, fatigue laws, or safety procedures
Site Disclosure	Site-specific hazards (restricted access, unsealed roads, height limits) must be disclosed in advance
Passenger Supervision	Clients are responsible for ensuring passengers comply with all safety requirements

4. Safety Management System (SMS)

All services are conducted under a formal, accredited Safety Management System which includes:

- Risk identification and mitigation controls
- Incident and hazard reporting procedures
- Driver fitness-for-duty monitoring
- Emergency and critical incident response protocols

Clients and passengers must comply with any direction given by the driver or operator in relation to safety at all times.

5. Driver Authority & Fatigue Management

Area	Policy
Licensing	All drivers hold current NSW Driver Authority and applicable Heavy Vehicle Licences
Medical Fitness	Drivers are subject to ongoing licence and periodic medical checks
Fatigue Limits	All drivers operate under regulated fatigue management work/rest limits (HVNL)
Extended Hours	Clients must NOT request extended driving hours beyond legal fatigue limits
Schedule Changes	Alterations that breach fatigue compliance will not be actioned
Unrealistic Timeframes	Pressure to meet unrealistic timeframes will result in service refusal or modification

Where legally required, additional drivers, accommodation, or schedule adjustments will be mandatory. These will be chargeable to the client.

6. Vehicle Safety & Maintenance

Standard / Requirement	Detail
Manufacturer Specifications	All vehicles maintained to OEM standards at all times
Heavy Vehicle Inspection Scheme (HVIS)	Compliance with all HVIS inspection requirements
Daily Pre-Departure Inspections	Safety inspections conducted before every service departure
Maintenance Records & Audits	Ongoing compliance records maintained and subject to audit
Vehicle Substitution	Operator reserves the right to substitute vehicles for safety or operational reasons

🚫 ZERO TOLERANCE — Drug & Alcohol Policy

Maximum Blood Alcohol Concentration (BAC): 0.02 or below at all times.

Zero presence of illicit drugs is required for all transport safety employees.

Mandatory testing is conducted following all notifiable incidents.

Services may be suspended or terminated immediately where safety concerns arise.

7. Passenger Conduct & Safety Obligations

Clients are responsible for ensuring all passengers comply with the following:

Requirement	Consequence of Non-Compliance
Remain seated where required	Immediate direction from driver; service may be halted
No distracting the driver	Passengers may be required to move or be removed from service
Comply with lawful directions	Failure may result in termination of service
Adhere to capacity limits	Overloading will result in refusal to operate the vehicle
Seatbelt compliance	Mandatory; non-compliance is a breach of road law

⚠️ Client Liability for Passenger Conduct

Unsafe or non-compliant passenger behaviour may result in: immediate termination of service, removal of passengers, and additional costs or liability borne by the client.

8. Incident Management & Reporting

All incidents are managed in accordance with the accredited SMS, including:

- Immediate response and escalation protocols
- Formal reporting and investigation processes
- Notification to relevant authorities where required by law

Clients must cooperate with any reasonable request for information following an incident.

9. Right to Refuse or Modify Service

Sydney Charter Bus Pty Ltd reserves the absolute right to:

- Refuse unsafe routes, locations, or instructions
- Modify itineraries due to safety, traffic, or operational constraints
- Suspend or terminate services where safety, legal, or behavioural risks arise

No Liability for Safety-Compliant Actions

No liability will be accepted by Sydney Charter Bus Pty Ltd for any action taken in compliance with legal safety obligations, including refusal, modification, or termination of services.

10. Limitation of Liability

To the extent permitted by law, Sydney Charter Bus Pty Ltd is not liable for:

Exclusion	Circumstances
Traffic & Road Delays	Delays caused by traffic, road conditions, or regulatory compliance requirements
Incorrect Client Information	Costs arising from inaccurate or incomplete information provided by the client
Consequential Loss	Indirect or consequential loss resulting from service modification for safety or legal reasons
Inaccessible Locations	Service disruption caused by unsafe or inaccessible pick-up/drop-off sites

Acceptance of Terms — Booking Confirmation

By confirming a booking with Sydney Charter Bus Pty Ltd, the client acknowledges and agrees to:

1. Comply with all applicable transport safety laws and regulations.
2. Adhere to all operator policies and driver instructions at all times.
3. Accept that safety and legal compliance override all scheduling or commercial considerations.

Contact & Compliance Enquiries

Channel	Details
Phone	1300 468 199
Email	info@sydneycharterbus.com.au
Website	www.sydneycharterbus.com.au

For all compliance, safety, and policy enquiries, please contact us before your event.