

BUV BUS SERVICE MANAGEMENT POLICY

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1. PURPOSE

This policy has been developed to support British University Vietnam (BUV)'s Asset Management Department to manage buses for students and staff. This documentation will provide a formal standardized and repeatable process with clear timelines for the Asset management department.

2. SCOPE

This policy applies to all University employees, students, visitors, and contractors.

3. DEFINITIONS

3.1. Abbreviations

Definitions of abbreviations used throughout the policy and related references are as follows:

Abbreviations	Definitions
BUV	British University Vietnam
AM	Asset Management Department
CO	Course Office Team
CS	Campus Service Team
SM, S&F	Senior Manager, Campus Services and Facilities

3.2. Terminologies

Terminologies	Definitions

The operation of the bus service to transport students and staff is directly operated by the asset management department under the approval of the Chief Operations Officer.

Regulations on the development of operating plans for buses abide by the regulation and the interaction between the asset management department and the service request departments according to the process agreed and approved that enclosed in this document.

** Please refer to the sixth article in this document for the related documents.*

3.3. Regulation on bus services usage

- This policy encompasses the process of bus management for all BUV staff, all the passengers who are allowed to use the BUV bus services, and all the students of

all programmes: Staffordshire University programmes, BUV Own Degree programmes and University of London programmes.

- Regulations on management of bus service providers to ensure safety: Service providers meet the operating standards in general and the BUV's service operation regulation to ensure the safety of service users. Comply with the articles committed in the transportation service contract and constantly improve and develop the service.
- Payment of service fees complies with FAM (Financial Approval Matric regulations) of British University Viet Nam Co.,Ltd.

4. POLICY STATEMENT

It is the University's policy that health and safety of people and conservation of the environment must be integrated in the conduct of our operations.

The University is committed to a safe and healthy service.

5. PRINCIPLES

5.1. Bus management policy

The University will comply with all policy relating to the Bus service operation management.

5.2. Compliance

All staff, students who are working and studying was encouraged to knowledge and implement according to this policy. The cooperation of everyone will contribute to keeping BUV a safe and effective service.

The vendor who is providing bus services is required to compliance according to this policy.

The vendor who implements other work according to requests from departments of BUV that those services must use operation systems of BUV such as: observation, monitoring the services and resolve the issues, has responsible for compliance and implementation according to this policy. In case the vendor refuse compliance, BUV has permission to stop the service usage and stop collaborating with the vendor.

5.3. Authority

Vice Chancellor and President is the sponsor of this policy, with the responsibility for implementation being provided through Chief Operating Officer (COO) and The Asset Management Department (AM).

5.4. Inspections and Audits

The Asset Management Department will conduct an inspection and audit yearly to evaluate the effectiveness of this policy implementation.

5.5. Training

The Asset Management Department has responsibility for training to staff, students, the vendor is providing the transportation services to BUV and other vendor who has request uses transportation services for implementing other activities according to requests from departments of BUV.

5.6. Suspend, Restrict or Close Unsafe Operations

The Asset Management Department has the authority to suspend, restrict or close any operation that presents an immediate danger to the health, safety or welfare of persons or property, or threatens violation of laws or regulations.

The terminated activity may resume with the approval of the Asset Management Department.

6. RELATED DOCUMENTS

BUV_AM_CS_BUV Bus management Procedure

7. RESPONSIBILITIES

7.1. Document responsibility: Policy

Owner: Chief Operating Officer

Policy Delegate: Senior Manager, Campus Facilities and Services

7.2. Performance responsibilities

7.2.1. Senior Manager, Campus Services and Facilities

Senior Manager, Campus Facilities & Services (SM, F&S) is permission person to command all activities to cope with all risks that will happen under authorization of COO. SM, F&S has responsibility report directly to COO if there is any risk happen in BUV 's Campus.

7.2.2. Campus services team (CS)

The campus services team (CS) is part of the Asset Management Department, they have been authorized by SM, F&S to notify and instruct every person if there is any risk or any issues happening.

Campus services team also report directly to SM, F&S and process other mission is assigned by SM, F&S since risk prevention actions begin until the end.

The campus services team is responsible for notifying and instruction to employees, students, and all staff of vendors are providing services to BUV to ensure every person is received suitable advice for any issues if any during operate the BUV bus service.

7.2.3. Associate Manager, Campus Services

Associate Manager, Campus Service is a position under SM, F&S, who is responsibility for operation BUV bus systems and supervise the service if there are

issues happens under authorize of SM, F&S. According to command of SM, F&S, Associate Manager, Campus Service will coordinate transportation team to implement activities to cope with any risk might happen.

7.2.4. Bus coordinator, directly operating observation position

The Bus coordinator, directly operation observation position is a position under Associate Manager, Campus Services who is responsible for directly operating the service under the guidance of the Deputy Director, reporting directly on service issues to the Deputy Director, and directly instructing students, staff and service users, coordinate activities at the parking lot at the campus, Monitor the BUV Bus service via GPS system and communication channels from service providers to provide solutions to handle arising situations. Calculation of the number of vehicles to inform the service provider to ensure the number of vehicles transporting passengers; keep informed to all the bus service user if any issues happen.

7.2.5. Bus coordinator, Back-office position

The Bus coordinator, directly operation observation position is a position under Associate Manager, Campus Services who is responsible for interacting with other departments to collect bus requests for their schedule such as: weekly timetable, extra-class, exam, parents' meeting, MBA class, event, etc. and promptly support.

Coordinate with team to make calculation to issues the bus schedule accordingly.

Send out the most updated bus schedule to students/ staff or relevant on time with clear, easy-to-see, and easy-to-understand content.

Provide the bus supplier with accurate and timely number of bus booking information.

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