



## PURPOSE:

The purpose of this policy is to establish the intention of Emirates Future International Academy (EFIA) to operate and maintain an effective and efficient school bus transportation program for all eligible students in accordance to Abu Dhabi Department of Education and Knowledge (ADEK) and Integrated Transport Center (ITC) Safety Standards.

## POLICY STATEMENT:

The school aims to provide a safe, high quality, and cost-efficient bus service that meets the needs of all students at EFIA, by delivering quality bus service to and from school.

## OBJECTIVES

**Safety:** Safety remains a top priority for transportation of students. All EFIA school buses are equipped as per ADEK and DMAT & ITC HSE guidelines and regulations including the length of time students are riding the buses. The assignment of Bus/Transportation (Bus #) will be determined by the route that corresponds with the student's accommodation.

**Efficiency:** Buses must remain on schedule and bus routes must be well planned to minimize the time of transport ensuring the safest and swiftest route to and from school. Students must be waiting in the correct waiting area at the time assigned by Bus Supervisor for collection to go to school. Parents must be waiting in the correct waiting area at the time assigned by Bus Supervisor for collection to receive their child (if under 11 years old). Older siblings are not allowed to take Bus students who are 11 years old and under unless they are 18 years old and above. In the event that the parent/guardian is not waiting to receive the student (if under 11 years old) then the student will be returned to the school for collection by the parent/guardian.

**Quality:** All school buses will be subject to ongoing checking and maintenance as per ADEK & DMAT & ITC Safety Standards. Drivers and Bus Supervisors are qualified, licensed from ITC, experienced, and work under the supervision of the EFIA School Transportation Co-coordinator.

## ROLES AND RESPONSIBILITIES:

- Parents are responsible for providing supervision for their child/children as they walk to and from the bus stop and wait at bus stops at/near their homes.
- In the morning, for pick-up, students should be prepared and waiting for their bus at the bus stop, at the allocated time.
- The parents are requested to bring the students to the pick-up point at least 5 minutes before the designated pick-up time of the bus, and to be at the pick-up point at least 5 minutes before the designated drop-off time in order to avoid delay for the remainder of the students in the bus.
- The bus driver will not wait beyond designated time. In the case of students below the age of 11 years, if there is no one at the drop off point and if all attempts fail to contact the parent, the student will be brought back to school as no one was there to collect the student. This is for the EHS wellbeing of the student and if returned, it will be the responsibility of the parent to pick up the student from the school. If returned to the school, the Student Supervisor Staff from school will





- remain with the student to ensure safety until the parent/guardian arrives. Parents will sign a letter of understanding from the school, ADEK, and DMAT as per policy when coming to collect the student that was returned to the school and to verify that the parent/guardian collected the student.
- Please note that the Bus Supervisors will not be allowed to leave the bus as they are responsible for all students in the bus. Under no circumstance will the Bus Supervisors take a student from the bus to the busstop / front door of the student's home. A parent/guardian must supervise the student from the bus to the front door of the student's home.
  - The buses will depart at the designated time from the school. Should a student miss the bus for any reason then it will be responsibility of the parent(s) to come and pick the student up from school.
  - Parents should become familiar with school, ADEK and DMAT & ITC policies, pickup/drop off zones at school and the rules and regulations for school bus safety. Parent orientation sessions are provided during Bus Registration/Re-registration times of the year to provide an opportunity to understand the necessity for safety in EFIA school buses. Parents are responsible for the actions of their children in the bus, parents are responsible for their children's behavior abiding by the bus safety rules.
  - As part of the ongoing Safety Orientation Awareness campaigns in the school, students will be given orientation during school hours to assist in the students to understand the importance of the Bus behavior policy.
  - Students must abide by the instructions of the Bus Driver and Bus supervisors at all times.
  - Parents should voice complaints regarding buses to the Transportation Coordinator and the School Administration. Parents should not address complaints to the Bus Driver or Bus Supervisor.
  - Older siblings are not responsible for younger siblings (under 11) unless above the age of 18. They cannot accompany under 11's from the bus to home.
  - Parents should assist their children in understanding bus safety rules and encourage them to abide by these rules.
  - Students are assigned to a seat in the bus and they must follow the bus rules. Please review with your child the following rules for bus.

## WHILE ON THE BUS, STUDENTS WILL:

- For the morning pick-up, be ready and prepared for the bus at the time and bus stop that is specified.
- Sit in the place allocated by the bus supervisor
- Buckle your seat belt.
- Always abide by all school rules and keep the bus clean. No eating or drinking in the bus.
- Always keep your head and hands inside the bus.
- Do not use improper language in the bus. Be polite at all times.
- Do not speak to the driver. If you need assistance, ask the bus supervisor.
- Students must wear their full uniform at all times.
- Leave class promptly for the bus directly after school unless they have an activity.

Every Supervisor has a mobile phone. Parents are asked to call her when necessary. Contact number for the Bus Supervisor is provided to all parents at the start of the year. Parents can get the phone number from the Transportation Coordinator.





It is strictly forbidden for any student not registered in the school bus to ride the bus. Bus students can never invite other students to ride the bus home with them in any circumstance.

It is strictly forbidden for any child to ride a different bus from the bus he/she has been assigned. Students can only ride the bus in which they have been registered.

It is strictly forbidden for any student to be dropped off or picked up from any other location other than the registered pick-up/drop-off location.

Any request for any temporary change of drop-off or pick-up location (e.g., son/daughter staying with relatives during parent's travel outside of UAE) must be submitted in writing to the Transportation Coordinator in advance. Such requests will be approved or refused at the discretion of the Administration on a case-by-case basis.

All school rules apply to the school bus as well. Any student who breaks the school bus rules or behaves in a manner that threatens the safety of others on the bus will be reported to the administration by the bus supervisor and will receive a disciplinary warning. After this warning, the student will be denied the privilege to use the school bus services for one week. If the student still doesn't abide by the rules, the student will be denied the privilege to use the school bus services.

Parents who register their son/daughter for the school bus service are bound by the Transportation Department Bus Service Rules and Regulations **AY 2019-2020**:

## School Bus Transportation Pledge

I pledge to obey and comply fully with all the rules and regulations as per EFIA, Department of Municipal Affairs and Transportation, Abu Dhabi Emirate School Transport guidebook and to the executive regulations list, decision No. 259 issued in 2017 in terms of organizing the school transportation services in Abu Dhabi. I agree to full compliance regarding any update in the below written rules and regulations including the Health and Safety

### I as a Parent am aware of all my responsibilities, which include:

- I (myself or an authorized person) which is known by or identified to the school administration before, I know I must wait with my child/children who are below 11 years in the assigned pick-up points every morning until the bus arrives.
- To provide the school with all the required information (correct mobile number, e-mail,) to communicate and update in case of any changes.
- To make the school administration aware of my child's physical or mental health issues (if any), whether it's permanent or temporary, which can pose a danger to themselves or to others and provide a medical report certified by the Department of Health Abu Dhabi. In this case: I am





REF: EFIA/PLCY -017/2022-24

Issue Date: 05/04/2023

aware that my child will not be allowed to use the bus service until we have the permission from the Department of Transport.

- Fully aware that I must pick up my child/ children from school in case no one was waiting for them in the drop off point or if they missed the bus in the afternoon.
- Fully responsible for any damages inside the school bus caused by my child/ children and pay all the repair expenses.
- Accept that I should make an official complaint only to the transportation coordinator if any bus issue arises regarding the bus driver, bus supervisor, school-staff, other students or other parents.
- Oblige my child/ children to follow all the safety and health rules during the bus trip in terms of:
  - Waiting for the bus in the pick-up points 5 minutes earlier of the assigned timing.
  - Notify the bus escort if the student is not coming to school and if I will drive them or pick them up from school.
  - It is my responsibility to wait with my child/ children near the main gate in case we're living in a compound knowing the fact compounds don't allow the school buses to enter their premises.
  - Oblige my child/ children to sit at the assigned seat and use the seatbelt during the bus trip.
  - Oblige my child/ children to never misbehave abuse, annoy or cause any violation or problems.
  - Fully aware of and accept the fees for the transportation services and the settlement deadlines.

## Changing Location:

- I must provide detailed/ accurate information about my address online or through e-mail to the bus coordinator, at least month earlier in case of planning to move somewhere else.
- Due to change of location I'm aware of the possibility that bus service might not be available in the new address.
- Accept that I must apply online or to the bus coordinator if I would like to cancel the bus service and understand that my child/ children bus registration is only cancelled from the date of application.
- Accept the refund based on the policies of Abu Dhabi Department of Education and Knowledge (ADEK).
- Accept that in case I did not pay the school bus service for my child/ children it will be cancelled immediately.

**Fully aware that the school has the right to ban my child/children from using transport service** if they repeatedly violate the safety regulations or endanger themselves or others during the trip. (After three written warning letters within one year)

## Parent's information:

Home Number: \_\_\_\_\_ Name: \_\_\_\_\_  
 Mobile Number: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Date: \_\_\_\_\_

School Bus

02-

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Revision Date: 31/03/2024

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## Transportation Department Bus Service Rules and Regulations

You have registered your son/daughter in the bus service in EFIA and therefore accepted the rules and regulations of the School and the Department of Municipality Affairs and Transportation and the Abu Dhabi Emirate School Transport Guidebook and Decision (35) for the Year 2012. By registering you pledge full compliance with the following:

- Fully committed to the policy of school transportation in terms of:
  - Maintain the cleanliness of the bus where my son/daughter is seated.
  - Oblige my son/daughter to use the seat belt during the bus trip.
  - Abide the bus timings and responsible for all the circumstances, oblige my son/daughter to reach the assigned bus stop on or before the specified time.
  - Oblige my son/daughter to sit on his/her assigned seat.
  - Oblige my son/daughter to follow the instructions of the Bus Supervisor.
  - Notify directly the Bus Coordinator and Bus Supervisor if I come and collect my son/daughter from the school.
- Fully understand and accept that the bus will not wait more than two minutes from the assigned pick-up time for my son/daughter in the morning and no missed calls will be given by the supervisor.
- Changing of Home Address and Updating Details:
  - Contact the Bus Coordinator to change the location one month before transferring my home, stating the complete details of my new location.
  - Due to change of location, I'm aware of the possibility that buses might not be available.
  - Undertake to provide clear and accurate data (contact numbers, home address, email accounts) and also update these if necessary.
- For the safety and convenience of all the students and parents, buses will move no later than 2:10 pm and late students will be left in the school. I accept that it will be my responsibility to collect my son/daughter from the school if he/she does not go to the bus on time and is left behind.
- Fully aware of and accept the fees for the transportation services and the settlement deadline.
- Accept that I must apply to the Bus Coordinator in writing to cancel the bus service and understand that my son/daughter's bus registration is only canceled from the date of the application.
- Accept the refund policy of the School for bus cancelation.
- Accept that I should make an official complaint to the Transportation Coordinator if any bus issue arises regarding the Bus Driver, Bus Supervisor and Bus Coordinator, any school staff, other student or other parent. Complaints should not be discussed with the Bus Supervisor or Bus Driver directly.
- Fully aware that the safety of my son/daughter while waiting for or coming from the bus is my responsibility.
- Fully aware of the rules and regulations if living in a compound. It is my responsibility to wait for my son/daughter at the bus stop, knowing the fact that compounds don't allow the school buses to enter their premises.
- Fully aware that the school has the right to ban my child from using the school transport service if he/she repeatedly violates the safety regulations or endangers himself/herself or others while in the bus.







- In accordance with the EFIA guidelines, the school Director/Deputy Director may exclude any student from the school transport service in any of the following cases:
  - If a student causes the delay of a trip more than three times in one school year.
  - If a student violates any safety rule and endangers the lives of others during the trip.
  - If a student refuses to ride a bus from a pickup point approved by the school.
  - If a student leaves the bus at any other drop-off point other than official drop-off point.
  - If a student leaves the bus before reaching his/her designated destination without prior approval/permission.
  - If a student continues to cause disturbance and more than three written complaints.

## BUS ROUTES AND STOPS

### RESPONSIBILITIES OF BUSTRANSPORTATION DEPARTMENT

- All students' eligible to take the bus will be provided the location of a designated Bus Stop near student's home.
- The bus routes will be established to avoid unnecessary turns and turnarounds. All routes shall wherever possible be established along major streets.
- Bus drivers will be required to conform to the approved routes and will not be permitted to deviate from the established bus route or bus stop unless receiving written permission from the Administration.
- The Transportation Coordinator shall approve the bus stops that are safe for loading and unloading students.
- Requests for stop location must be made in writing by the parents during the registration process. However, in some instances if directions are not clear, parents and bus drivers should drive to the location prior to start of student transport to ensure the safest route possible.
- Students cannot change their bus or their bus stop for any reason. Only in certain emergency cases, parents may submit a written request to the Administration for a change of bus or bus stop as an isolated incident, approval will be based on capacity of bus. The Administration will inform the Bus Coordinator and Transport Manager who will determine whether the request should be rejected or can be approved, in which case the student will be provided a written approval.
- Students who change their residence during the school year or the summer holiday must re-register for the bus service and are not guaranteed a seat on the new bus route. In the event that this is the case, **pro-rated bus fees will be refunded as per policy.**





## BUS BEHAVIOR

### PURPOSE:

This policy establishes rules that the students who attend EFIA must follow when riding the school bus.

### POLICY STATEMENT:

1. EFIA School will impose strict rules of conduct regarding the expected behavior of students while they are riding to and from school in the school bus. The safety and security of all students is of prime importance to all members of EFIA School learning community.
2. Students must obey the following rules at all times:
  - Students will have a bus ID card. They must use this card at all times.
  - Students riding the school bus will follow the Code of Conduct at all times.
  - Students must abide by the timings of the school bus. The bus driver will not wait for tardy students to ensure that all students arrive at school on time.
  - KG and (G1-6) students will be supervised by the Bus Supervisor until they board the school bus.
  - Students will board the bus with their Bus Supervisor.
  - Students will respect the bus driver and the Bus Supervisor.
  - Students will sit quietly and remain seated at all times. Students will not shout or use abusive language while in the bus.
  - Students will not eat in the bus they are only allowed to drink water. Any waste will be disposed in the trash bin.
  - Students cannot open the bus windows or shout at people outside of the bus.
  - Students must exit the bus in a safe manner.
  - Students will be dropped off at the location specified by their parents. Alternative arrangements are not allowed without the permission of the school administration.
3. Parents will be encouraged to support the positive implementation of all activities surrounding the operation of the school bus system.
  - Students must wait until the bus comes to a complete stop. Drivers will not open doors before completely stopping the bus.
  - When getting off the bus, students (above 11 years old) should go home directly and are not allowed to go to any other place. This cannot be ensured by school, if unsupervised by parent/guardian.
  - Students must not put their heads or hands outside the window of the bus. Bus windows should be closed at all times.
  - Students must respect the Bus Supervisor and Bus Driver as they provide good service, take care of students, and get them to their house and school safely.
  - Students 11 and under will not be allowed off the bus unless parent/guardian are there to collect them.





## DISCIPLINARY PROCEDURES:

Student behavior will be assessed according to the following guidelines:

### BUS OFFENCES

#### Level 1:

- Leaving seat or standing up while the bus is in motion.
- Rough playing
- Spitting
- Excessive noise
- Eating or drinking in the bus, unhealthy food in the bus.
- Other offenses as reported by the Bus Supervisor or Bus Driver.

#### Level 2: (will receive written warning)

- Verbal or physical abuse of another student, the Bus Supervisor or Bus Driver.
- Trying to ride another bus or use an unassigned bus stop without permission.
- Hanging out of windows.
- Throwing/shooting objects in the bus or out the window.
- Vandalism to the bus.
- Other offenses as reported by the Bus Supervisor or Bus Driver.

Students who do not comply with the established rules will be subject to the following disciplinary process.

### Consequences for Misbehavior in the Bus

The School has the right to impose any punishment deemed to be appropriate.

### Guidelines

**Level 1:** First offence for minor infringement will receive a verbal warning, e.g., eating or drinking, littering, bad language, leaving seat or standing up while the bus in in motion.

#### Disciplinary Process

1. **First Offence:** Verbal warning
2. **Second Offence:** Written warning
3. **Third Offence:** Inform parents with both verbal and written warnings.
4. **Fourth Offence:** Meeting with Parents at the time of second written warning.
5. **Suspension** from the bus for one week at the time of third written warning.
6. **Suspension** from the bus for remainder of the term.
7. **Cancellation** of bus service and bus fees will be refunded as per ADEK policies.







**Level 2:** First offence for major infringement will receive written warning, e.g., physical abuse, willful damage, threatening behavior, vandalism to the bus.

## Disciplinary Process

1. **First Offence:** Written warning and inform parents.
2. **Second Offence:** Suspension from the bus for one week at the time of second written warning.
3. **Additional offences:** Cancellation of bus service and bus fees will be refunded as per ADEK policy.

The length of any suspension will depend on the finding of the investigation.

Expulsion may be considered in any situation where the behavior of the student is a violation of EHS policy and a threat to the safety of himself/herself or to the safety of others.

## SALAMA SYSTEM

The Salama application is an initiative by the Integrated Transport Centre (ITC) of Abu Dhabi, which is focused on ensuring the safety of students during their trips on school buses. The app is part of an integrated smart system for managing and monitoring school transport, launched in collaboration with the Department of Education and Knowledge (ADEK).

- The app allows parents to monitor their children's bus trips to and from school in real-time, ensuring their safety. Parents should download the app and ensure the safe travel of their students.
- It provides status updates and details of the school bus trip in real-time, including the time of departure and destination, the time in which student's board and disembark from the school bus, and records students' attendance.
- Bus supervisors are responsible to use the Salama app in their tablets during daily school trips. Supervisor should enter the details correctly without fail.
- School transport coordinator must monitor the Salama system daily basis, and ensure that all the buses using the Salama app correctly and safely. Also monitor the incidents notifications and daily attendance.
- School bus transport operating company responsible to monitor the daily trip details and also add/update the details like student's data, bus documents, drivers & supervisors data's etc.
- The app also provides parents and schools with details on drivers and supervisors, and allows direct communication with bus supervisors and operators.

