

# 2011

Human Resource & Administration Manager

KBSM

1/6/2009

# Kenya Bus Service Management Ltd – Rule Book

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## **i. Rules and Regulations for Inspectors and Route Controllers**

These rules are intended to supplement, and not to contradict, rules that may be given to the Inspectors and Route Controller as per the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Depot Clerk's Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

### **I. General Rules for Inspectors and Route Controllers**

1. Must embrace customer care at all times
2. Should maintain close contact with passengers
3. Must produce weekly report on passengers views regarding our services
4. Must ensure revenue integrity and enhance revenue collection
5. Must give a weekly report on competitor's plans of operation wise and report back to the management.
6. Maintain general order and discipline amongst road crews
7. Should ensure that crews observe company rules and regulations on service operation
8. Should take any other action that is beneficial to the company rules and regulations on service operation
9. Must carry himself with honesty and integrity
10. Must be fair and firm
11. Must make sure that all revenue is collected appropriately ticketed and is paid in
12. Must ensure that crews offer expected service to commuters
13. Ensure passengers travel in comfort
14. Monitor police activities in their operation areas
15. Ensure that crew adhere to the traffic rules and local authorities by laws
16. Must never address the press
17. Must report all the breakdowns and accidents in their area of operation accurately and on time
18. Must not receive any money by virtue of employment without authority
19. Must identify themselves to the crews and pax at all times
20. Must sign the waybill in all the buses that they inspect and crew to sign their worksheets
21. Must report crews that do not adhere to the company's code of conduct for disciplinary action
22. Must be full uniform while on duty at all times unless directed otherwise

23. Must take all accidents details and report the same to the radio controller
24. Must know how to communicate on radio
25. Must be clean, neat and smart at all times.
26. Must exercise correct accident handling procedures
27. Will stick to their respective corridors unless advised
28. Will assist new comers (crews) to settle and act as mentors
29. Report all problems within their corridors of work i.e potholes, flow of buses, breakdowns, accidents, incidents etc
30. Should help pax by giving them necessary information(pax information)
31. Must have a knowledge of all the travel routes and fares applicable

## **II. Rules for Route Controllers**

1. Should make sure that buses run on schedule
2. Must regulate buses which are out of their scheduled time
3. Should not leave their assigned terminus before his/her scheduled time
4. Will be ready to work extra time depending on the need and fares
5. Must contact stationary checking
6. Must monitor the vehicles that sneak out of service
7. Must monitor the first and last buses
8. Should report on intruding vehicles in the operation area

## **III. Rules for Route Inspectors**

1. Must give accurate reports on disciplinary cases and attach all the relevant evidence
2. Must ensure that offloading is done at appropriate times
3. Must carry a fare book at all times
4. Must ensure that correct fares are displayed and charged (peak, off peak, weekend fares etc)
5. Ensure that conductors have fare books at all times
6. Must ensure that the ticket machine on bus is the one allocated
7. Must ensure the opening and closing of the ticket machine is done properly
8. Must check and verify that the ticket machine number that is appearing on the ticket is the correct one
9. Must ensure that the waybill details are filled in correctly (crew staff numbers, ticket machine number etc).

## **IV. Rules for Follow Up Team/Instructors**

1. Must observe and report drivers jumping traffic lights
2. Must report drivers who drive fast
3. Must observe usage of wrong lanes and discipline the errand drivers
4. Must observe high driving standards
5. Must check substance abuse by crews (miraa etc)

6. Must ensure that drivers obey the set speed limits
7. Must be able to detect vehicle defects
8. Must enforce the highway code
9. Must ensure that the crews use the right gears and change gears well.
10. Must observe vehicle apathy
11. Must enforce use of engine break by drivers

**I have read and understood the above as rules, responsibilities, accountabilities and my performance indicators will be based on the same.**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

**ii. Rules and Regulations for Cashiers**

These rules are intended to supplement, and not to contradict, rules that may be given to the Cashiers as provided for in the Employment Act. Any contradiction between these rules and the Employer’s rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Depot Clerk’s Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must be honest at all times
2. Must work at odd times when called for
3. Must not mix personal cash with company money
4. Must receipt all cash received and hand over receipts to the payee instantly
5. Must pay out vouchers that are duly authorized and retain all paid vouchers
6. Must process, edit both receipts and petty cash vouchers daily
7. Prepare daily cash reconciliation before handing over money for banking
8. Must exercise customer care while dealing with both internal and external customers
9. Must not incur any shortages
10. All cash over’s must be declared at the end of the shift and paid in
11. Must uphold company confidential matters
12. Must keep and reconcile all revenues at the end of the shift
13. Must allocate petty cash vouchers to correct account numbers
14. Must ensure all money is paid against a document/guideline/schedule or rate card fully approved
15. Must know the expected commission by having a list of run out buses

16. Must obtain a daily run out list of buses
17. Must declare any personal cash at the start of the shift
18. Must be very fast and accurate
19. Must honour instructions regarding payments
20. Must not pay himself without authority
21. Must register all shortfalls in revenue as shortage
22. Must recover all monies as per instructions
23. Must keep all the money in their custody in the safe(vault)
24. Must not have not more than Kshs. 50,000 in the cash box at the counter at all times
25. Any money in excess of Kshs. 50,000 must be offloaded and kept in the safe
26. Must know the position of all the alarm buttons in the cash office
27. Must keep all doors locked at all times
28. Must reconcile cash against receipts and payments
29. Must **NOT** cash personal cheques
30. Must pay out only on identification of the payee( ID Card, letter of authority from the payee)
31. Must not leave place of work with cash in excess of Kshs.5,000.00
32. Must report all suspicious characters and movements by both staff and strangers
33. Must detect fake currency immediately while receiving cash
34. Must no pay more than Kshs. 20,000 petty cash voucher
35. Where an amount of more than Kshs. 20,000 is authorized for payment the petty cash voucher has to be referred to the banking cashier for instructions
36. Must not hold any petty cash vouchers (cash in transit) by the end of each shift
37. Must only pay out money against an authorized petty cash voucher
38. Must not mix KBSM and Franchisees money at any given time

I have read and understood the above as rules, responsibilities, accountabilities and my performance

**SIGNED BY :( CASHIER)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

## HR & ADM. MANAGER

### iii. Rules and Regulations for Depot Clerks

These rules are intended to supplement, and not to contradict, rules that may be given to the Depot Clerks as per the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Depot Clerk. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Make sure that all buses pick up ticket machines in the morning on time
2. Make sure that all ticket machines are verified before and after duty
3. Make sure that all ticket machines issued out to buses are in good working condition
4. Must make sure that all lost and found items are recorded in their respective OB's and forwarded to Riruta Depot for safe upkeep
5. Make sure that they record all information passed to them is recorded in the OB and passed over to the main depots OB in Riruta
6. Make sure that passenger change is recovered and processed in time
7. Make sure that only crew with staff numbers are allocated duty
8. Must maintain ticket machine issue record and pass a copy to the City Centre Supervisors daily.
9. Make collect commission from all buses before crews signing off
10. Must **ONLY** allocate duty to crew in full uniform
11. Must make sure that he/she dispatches clean buses
12. Must make sure that all buses in their respective depots are fuelled full tank and paid for after duty or before they are dispatched to avoid fuel breakdowns

13. Must not allocate duty to suspended crew until they are cleared by the main depot in charge
14. Must make sure that all revenue collected is banked in time and forward the banking slips to the accounts department.
15. Must make sure that crews inspect vehicle documentations before they depart for duty
16. Must ensure that crew with court cases attend without failure
17. Make sure that crews do not overpay themselves
18. Must report robberies to police on time and obtain abstracts for the robberies
19. Must be trustworthy and uphold their integrity
20. Must not collude with other staff /franchisees
21. Must not address the press
22. Make sure that all costs are indicated on the waybill
23. Must verify all waybill entries
24. Must report accidents and incidences and record in OB in the depots and transfer the same information to the main depot
25. Must liaise with engineering for buses due for service
26. Must ensure that all buses in his/her depot are safari checked daily
27. Must ensure there is enough security in the depots for the buses and raise concerns to his supervisors incase there is a lapse
28. Must collect and bank revenue for buss that operate upcountry before issuing them with ticket machines

I have read and understood the above as rules, responsibilities, accountabilities and my performance

**SIGNED BY :( DEPOT CLERK)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**



#### **iv. Rules and Regulations for Dispatchers**

These rules are intended to supplement, and not to contradict, rules that may be given to the Dispatchers as per the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Franchisee. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must adhere to Rota discipline.
2. Must enhance crew discipline.
3. Must have a list of daily VORS & defective buses.
4. Should have knowledge of fleet list update.
5. Must ensure all vehicles have documents/ licenses before.
6. Must use a parking plan.
7. Must know types of vehicle characteristics.
8. Must control crew irregular duties
9. Must liaise with the engineering in defective/ run backs/ availability.
10. Must pick daily operation requirements.
11. Must adhere to P.H. and CONTRACT ethics.
12. Must check on adverts position and advice on those that have expired.
13. Must not dispatch dirty and defective buses.
14. Must allocate buses to crew are clean and in neat uniform.
15. Must detect substance abuse and not allocate duty.

16. Must perform conductors cash count when required.
17. Must monitor over speeding in the depot.
18. Must make sure parking rules are followed.
19. Must make sure there are no depot accidents and investigate.
20. Should monitor any intended stealing.
21. Must stop any engine idling.
22. Must avoid any unnecessary use of energy (switch of lights).
23. Must fuel buses before dispatch.
24. Must at all times co-ordinate with the radio controllers and engineering supervisor.
25. Should liaise with the security for buses to be checked when entering and leaving the depot.
26. Co-ordinate out of depot parking for bus position and sign on.
27. Should be able to prepare run out in time.
28. Must record all night events in the OB and report to the supervisor.
29. Must control shunting drivers.
30. Should facilitate the co-ordination of fuelling, washing and parking.
31. Should be able to control bus movement in the depot.
32. Must spot and report idlers to the security.
33. Should make sure commission is collected and banked within the stipulated time.
34. Should enhance revenue collection from washing and parking.
35. Must know how to use an alcoholmeter (Alco blow).
36. Must be able to drive and park vehicles.
37. Should be able to participate in team building.
38. Ensure there is no fuel malpractice in the premises.
39. Must have fleet position report always.
40. Must forward rune to the radio controller in time.
41. Must not address the press.

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( DISPATCHER)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

**v. Rules and Regulations for Ticket Machine Clerks**

These rules are intended to supplement, and not to contradict, rules that may be given to the Ticket machine Clerks as provided for in the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Police Liaison Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must produce waybills through computers system.
2. Must do the verification of machines and waybills.
3. Should accurately open and close ticket machines.
4. Should be able to do the allocation of ticket machines to conductors.
5. Shall control the usage of ticket rolls.
6. Must be able to tell the position of ticket machines daily.
7. Should be able to list the types of machine defects.
8. Must know the type and range and allocate ticket machines to respective areas of operation
9. Should know the of ticket machines.
10. Must have knowledge of the ticket machine master file.
11. Must understand ticket machine continuity.
12. Should test the status of machine at the end of every shift and do verification.
13. Must manage waybill control and continuity.
14. Must know machine-checking procedures.

15. Must take ticket machine count at the end of every period and verify with the master file.
16. Must investigate loss of ticket machines.
17. Must make sure that machines are kept safely.
18. Must do the signing on and signing off conductors.
19. Must identify crews on irregular duties and should not assign them duty.
20. Must make sure that defective ticket machines are repaired after issuing a repair waybill.
21. Should control the movement of ticket machines.
22. Must be conversant with sign on sheet and Rota allocation.
23. Must allocate issue correct run cards and destination boards.
24. Must make sure revenue, commission, washing fee and parking fee are collected and paid.
25. Must ensure Rota discipline is followed.
26. Must prepare duty allocation for the next day.
27. Must participate in staff team building.
28. Should not indulge in acts that may lead to collusion with other staff.
29. Should accept any other assignments as may be allocated by from the management.
30. Must be ready to work at odd hours.
31. Must secure company property and documents.
32. Should not address press.
33. Should not issue defective machines and rolls.
34. Must make sure that all crew are smart and in uniform when signing for duty.
35. Must keep the working place clean and safe.
36. Must not allocate duty to crews who are suspected to be under substance abuse.
37. Must not allocate duty to crew without a staff number
38. Must ensure that they issue right PH waybill, allocate right crew, make sure that the bus is fuelled, and has spare wheel, jack, spanner etc.
39. Must not use unfair practices in duty allocation
40. Must not receive gifts, offers and money by virtue of their employment
41. Must serve crew on a first come first serve basis unless otherwise provided for by the Management.

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( TICKET MACHINE CLERK)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

## **vi. Rules and Regulations for Workshop Staff**

These rules are intended to supplement, and not to contradict, rules that may be given to the Workshop Staff by their Employer. Any contradiction between these rules and the Employer’s rules will be resolved by the respective managements of **KENYA BUS SERVICE MANAGEMENT LTD** and the Workshop’s Staff Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

### **I. General Rules for All workshop Staff**

1. Must do correct diagnosis of the defects before starting to repair vehicles
2. No Mechanic should leave the depot in overall
3. While inspecting a vehicle for defects shall not omit any defects that can be detected later
4. Should not operate any gadgets in the vehicle without authority
5. Every mechanic shall have a complete tool box
6. Must have craft training (Govt. Trade test) Grade 3 and above
7. Must be in possession of an overall
8. Must repair vehicles within specified time
9. Must ensure safety rules at all times
10. Must ensure that parts are fitted correctly on buses
11. Should never leave the place of work dirty and untidy
12. Must never use wrong tools
13. Must not drive without authority
14. Should not receive any cash by virtue of his employment or on behalf of Kenya Bus Service Management without authority
15. Must keep his/her overall clean at all times
16. Ensure usage of seat covers when repairing vehicles to avoid making seats dirty
17. Must not do repeat jobs
18. Must be at place of work for the entire working hours

19. Must not sleep in buses
20. Must not repair buses not allocated to him
21. Must only repair buses that have job cards
22. Ensure that the job done on the bus is paid for
23. Should report to the radio room all repaired and ready buses
24. Must ensure that all vehicles are safari checked
25. Must record all bus defects in the defect report book
26. No mechanic is allowed purchase spare parts on behalf of the franchisees/customers
27. No mechanic is allowed to keep any spare part in his/her locker
28. Must never cannibalize any vehicle for parts
29. Drainage of engine oil should be done at specified areas
30. Must never siphon fuel from any vehicle
31. All mechanics shall keep to designated routes when taking a vehicle on test drive
32. No mechanic shall take instructions directly from the customers
33. No breakdown driver shall carry more than 2 pax on board without authority
34. Mechanics should never divulge company information to customers
35. All mechanics should wear protective equipments while on duty
36. Should never pick spare parts from stores without a stores requisition fully signed and authorized
37. Should return all the replaced parts to the stores
38. Must never wear a tie while on duty
39. Must only operate machines that you have been trained to handle.
40. Make sure to return company tools to stores after use.

## **II. Rules for Machine Shop Staff**

1. Mechanics must wear short sleeves overall.
2. Must never wear a tie while working on machines.
3. Use safety measures while working on machines.
4. Use welding glass always while welding
5. Use mask while working on leathe /grinding /drilling machines.
6. Wear safety boots while on duty.
7. Should not obstruct the gangway with working tools
8. Should keep all tools in the right place on shelves provided
9. Must learn and get to know the machines servicing plan
10. Must switch off power and machines whenever it is not use
11. Must only operate machines that you have been trained to handle.

## **III. Rules for Body Shop Staff**

1. Must never over /under estimate the cost of repair
2. Always wear overalls
3. Wear gloves while welding.
4. Use correct tools
5. Avoid doing repeat jobs.
6. Clean working tools after use.
7. Make working place clean always.
8. Must always work from a designated area
9. Must use masks while spray painting
10. Should never use sub standard materials

**IV. Rules for Tyre Shop Staff**

1. Wear uniform while on duty( overall/protective clothing)
2. Use safety precautions when removing tyre
3. Use correct tools when changing tyre
4. Check cause of damage before changing tyre.
5. Advice for retread before the tyre gets worn out.
6. Keep proper record when changing tyre.
7. Use stand for safety when changing tyre.
8. Must check pressure at all times
9. Must make sure that all tyres with a minimum tread of 3mm and below are taken for retread by informing the relevant franchisees

**V. Rules for Unit Shop Staff**

1. Must never allow unauthorized people in the Unit Shop
2. Ensure that all the machines are serviceable
3. Shall be liable for tools/parts under his/her custody while on duty
4. Must never wear a tie while working on machines.

I have read and understood the above as rules, responsibilities, accountabilities and my performance

**SIGNED BY :( Mechanic/Electrician/Tyre Man/Painters/)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

## **vii. Rules and Regulations for Police Liaison Clerk**

These rules are intended to supplement, and not to contradict, rules that may be given to the Police Liaison Clerk as provided for in the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Police Liaison Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Familiarise with police procedures
2. Must ensure good public relations while representing the company
3. Must get details of all buses in police and all crew detained
4. Must release all the buses and crew in police as soon as possible
5. Must process all cash bails and account for the same in time
6. Must ensure that all bus documentation is done on time and updates are done as required
7. Must apply and process promptly new TLB's when necessary
8. Must attend TLB meetings when required
9. Must ensure that all crew are compliant with the company policy
10. Must maintain a report on validity and expiry of licenses
11. Must advise management on any changes on the licensing requirements
12. Must account for the float money advanced to him at all times
13. Must avoid bureaucracy as much as possible by reporting any problems pertaining to his performance of duties
14. Must maintain good public relations with the franchisees by being honest and in all his dealings



- 15. Must be ready at any time to be summoned for urgent assignments
- 16. Must maintain company confidentiality
- 17. Must secure company documents

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( POLICE LIAISON CLERK)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

### **viii. Rules and Regulations for Road Crews (Drivers & Conductors)**

The employee shall be liable to summary dismissal if he is found guilty of any of the following offences or breach of discipline on account of gross misconduct within the meaning of section 17 of the Employment Act or does not adhere to the following guidelines

**1) Cap 226 section 17 of Employment Act.**

- (a) If, without leave or other lawful cause, an employee absents himself from the place proper and appointed for the performance of his work;
  - (b) if, during working hours, by becoming or being intoxicated, an employee renders himself unwilling or incapable properly to perform his work;
  - (c) if , an employee willfully neglects to perform any work which it was his duty to have performed, or if he carelessly and improperly performs any work which from its nature it was his duty, under his contract, to have performed carefully and properly;
  - (d) if an employee uses abusive or insulting language, or to a person placed in authority over him by his employer;
  - (e) if an employee knowingly fails, or refuses, to obey a lawful and proper command which it was within the scope of his duty to obey, issued by his employer or a person placed in authority over him by his employer.
  - (f) If, in the lawful exercise of any power of arrest given by or underwritten law, an employee is arrested for cognizable offence punishable by imprisonment and is not within ten days either released on bail or on bond or otherwise lawfully set at liberty;
  - (g) If an employee commits, or on reasonable and sufficient ground is suspected of having committed, a criminal offence against or to the substantial detriment of his employer or his employer’s property.
- 2) Engaging in any form of business, agency or part-time work in competition with the company.
  - 3) Assaulting or threatening or being abusive to any other employee of the company or fare paying passenger.

- 4) Divulging company information/ secrets to publics or press. All press matters must be referred to Company Director
- 5) By neglect/intent, damaging & losing company property placed in your charge, the company reserves the right to recover the same from your wages.
- 6) Failure to wear full clean uniform including badges and logos
- 7) Inciting or uttering words that may affect the performance of other employees.
- 8) **Waybill offences**
  - a) Failure to complete waybill correctly as required and or deliberately forging and altering figures fraudulently.
  - b) Wrongs punching of tickets e.g. using wrong dates, stage, deliberate undercharging & slow punching with intent.  
Passengers or undervaluing tickets.
    - c) By failing to indicate conductor, driver, fleet & shift numbers on the waybill
    - d) Incurring shortage and failing to repay the same within 48 hours.
    - e) Failing to indicate odometer reading & showing kilometer covered on your waybill.
    - f) Failure to properly open & close your waybill on completion & start of journey
    - g) Failure to issue a passenger with valid tickets for self and his/her luggage or overrides in the bus.
- 9) Deliberately withholding passenger change.
- 10) Willfully colluding with passengers to defraud the company in regard to bus or luggage fare.
- 11) Damaging/tampering with ticket machine and failing to carry spare ticket roll
- 12) Giving free ride to a passenger.
- 13) Smoking inside the bus while on duty or permitting a passenger to do so.
- 14) Failure to clean or keep the bus in a tidy condition.
- 15) Failure to comply with Highway rules, Traffic Act ordinance, TLB rules, Local authority by laws or regulations currently in force, e.g. PSV License, KRA advance tax,
- 16) Using mobile phone while driving
- 17) Failing to be courteous
- 18) All conductors and drivers must undergo such refresher training, as the company considers necessary
- 19) Drivers and conductors must not both of them leave the bus unattended under whatever circumstances.
- 20) Drivers and conductors must observe the fueling of their buses and sign against the amount fueled and litres of fuel consumed by the bus.
- 21) Drivers and the conductor are responsible for the correct displaying of appropriate destination & fare boards at all times while in operation.
- 22) A driver leaving his conductor behind will be liable for instant dismissal.
- 23) A conductor leaving the bus without notifying the driver will instantly be dismissed.
- 24) When a vehicle breaks down the driver/ conductor is responsible for getting a message to the radio room as quickly as possible. Breakdown reports should be genuine and truthful. It is the duty of driver/conductor to keep all the communication contacts
- 25) Conductors/drivers are responsible for paying in all monies received to the authorized company officials of their specific depot immediately after end of duty/shift.
- 26) Conductors are responsible for the bus operating in accordance to TLB rules on the route.
- 27) If a ticket machine jams or breaks down, the conductor will unthread the machine and cut a piece of the roll and write on it the fares  
Collected thereafter & report to the nearest supervisor/station.
- 28) All articles forgotten or incidentally left by passengers must be taken to the depot office
- 29) Passenger who cannot or who will not pay his/her fare should be requested to alight, if he/she refuses to do so the bus should stop for other customers to coerce the offending passenger to alight or pay, if the

passenger still refuses the bus must proceed to the nearest police station. In the event of difficult passengers the conductor can do everything possible to settle them himself, the police will be called as a last resort.

- 30) Conductor to off-load cash to remain with little cash as possible. This is due to security reasons
  - 31) Hawking, smoking and preaching inside the bus are strictly prohibited.
  - 32) All conductors and drivers must read and understand the company's code of conduct and conditions of carriage.
  - 33) All drivers must check their vehicles in regard to e.g. water, oil, pressure, documents
  - 34) Drivers and conductors should not allow strangers to drive or do conductor's job.
  - 35) Failure to report defects and concealing accidents is an offence
- And any other rules that may be deemed necessary from time to time

**I HAVE READ AND UNDERSTOOD THE ABOVE RULES AND REGULATIONS AND I DO HERE BY AGREE AND ADHERE TO THEM ALL**

**SIGNED BY :( DRIVER/CONDUCTOR)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

## **ix. Rules and Regulations for Shunting Drivers**

These rules are intended to supplement, and not to contradict, rules that may be given to the Shunting Drivers as per the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Shunting Drivers. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

- 1. Must be in possession of a valid Driving License
- 2. Must pass through the KBSM Ltd Training School
- 3. Must possess a certificate of good conduct
- 4. Ensure that the bus is fuelled, safari checked and washed before being parked
- 5. Ensure that all windows and doors are closed after packing the bus
- 6. Report dents and accidents in the depot to the radio control room
- 7. Must follow the laid down parking plan
- 8. Must observe the depot set speed limit
- 9. Ensure that all vehicles accessories are intact (Fire Extinguisher, First Aid box etc.)

10. Must ensure that buses that are not supposed to run the following day are marked
11. Must leave all the personal belongings at the gate
12. Should not have any tools e.g. Spanners during his time on duty
13. Should not accept anyone who is not authorized to drive vehicles in the depot e.g. Cleaners and mechanics
14. Should only drive a bus after fuel bay and after it has been fuelled.
15. Should never fuel a bus without authority
16. Shall wear reflective clothing during his time on duty
17. Must switch off all vehicles lights after parking
18. Must switch off all vehicles engines after parking
19. Must return all the washing equipments in store after duty
20. Will be liable for damage of any vehicles
21. Should not be away out of depot
22. Should not drive a vehicle in and out of engineering pit.

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( SHUNTING DRIVER)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

## **x. Rules and Regulations for Ticket Machine Technician**

These rules are intended to supplement, and not to contradict, rules that may be given to the Ticket Machine Technician as provided for under the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the management of KENYA BUS SERVICE MANAGEMENT LTD and the Employee. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must have technical knowledge to repair ticket machines.
2. Must know all ticket machine components.
3. Must know how to dismantle and repair machines in time.
4. Must understand all machine parts by name and their functions.
5. Must understand all machine defects by name.
6. Must not collude with conductors to fiddle in order to defraud the company
7. All ticket machines for repair must have correct job cards
8. Must be able to modify the machine from all ranges.
9. Must write job card correctly.
10. Must use ticket machine repair waybills.
11. Must keep proper records of ticket machines repaired

12. Must identify and report all ticket machines tampering, fiddling or fraud
13. Must be honest on giving evidence when fiddling cases are being handled.
14. Must monitor ticket machine movements and positions.
15. Must advice on update ticket machines master file.
16. Must maintain and keep correct ticket machine openings and closings.
17. Must open machine delivery book and keep records.
18. Must participate in ticket machine audit/testing and counting.
19. Must control ticket machine testing.
20. Must keep his working place tidy.
21. Must have a servicing program for ticket machines.
22. Must give position of defective machines daily.
23. Must advise Depot Manager on scrapping faulty ticket machines.
24. Must report non-repairable machines to the management.
25. Must advice on ordering, storage and usage and account for the usage of ticket machine spare parts.
26. Must keep machines under repair in safe custody.
27. Must account for all machines in operation.
28. Must report frequent machine defects to the Depot manager and the Workshop Manager.
29. Shall not allow un authorized persons in the ticket machine workshop.
30. Shall not deal with conductors/drivers directly.
31. Must know the make, types and range of machines.
32. Must verify all machine readings before handing over.
33. Must keep records of machine readings after repair.
34. During repair or service, the technician must check all functioning parts i.e. counters, ribbons, totals and cash counters.
35. Must ensure all machines are sealed and riveted when receiving and when handing over.
36. Shall not allow defective machines back on duty.
37. Must use correct tools for repair.
38. Must put on overalls while working in the workshop.
39. Must maintain the company's confidentiality.
40. Must not issue single tickets while testing ticket machines under repair.

**I have read and understood the above as rules, responsibilities, accountabilities and my performance indicators will be based on the same.**

**SIGNED BY (TICKET MACHINE TECHNICIAN)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

**xi. Rules and Regulations for Fuel Pump Attendants**

These rules are intended to supplement, and not to contradict, rules that may be given to the Fuel Pump Attendant by their Employer. Any contradiction between these rules and the Employer’s rules will be resolved by the respective managements of **KENYA BUS SERVICE MANAGEMENT LTD** and the Fuel Pump Attendant’s Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must attend to all the vehicles at the fuel bay.
2. Must prepare fuel sheet analysis form.
3. Must be able to read and record openings and closings of meter readings.
4. Make sure fuel consumed corresponds with the amount on the meter.
5. Make sure fuel pump is calibrated.
6. Make sure the driver signs for the quantity consumed.
7. Make sure fuel consumed is paid for.
8. Must issue and verify all the receipts for the fuel dispensed.
9. Must be able to do reconciliation of fuel consumption every day.
10. Must be able to do the dipping and physical balance daily
11. Should check all the seals and make sure they are intact.

12. Should be able to check the quality of the product.
13. Should be able to know quality and measure density, temperature of the product.
14. Must be able to off-load fuel from the tanker.
15. Be able to identify substance mixture like kerosene or water.
16. Should never smoke at fuel bay.
17. Should not collude by interfering with the fuel price.
18. Must not tamper with the pump meter.
19. Should not break pump seal.
20. Should not allow customers to take fuel on credit.
21. Must not accept cheques.
22. Should not accept cash at the fuel bay
23. Must never be under the influence of alcohol.
24. Should not work at the station without protective clothing (fire proof).
25. Must put on oil proof boots, helmets and gloves.
26. Should make sure fire extinguishers are in good working condition. There should also be first aid kits and enough sand in a bail.
27. Must have fire fighting knowledge and have first aid knowledge.
28. Should remove all flammable materials around the fuel bay.
29. Should avoid fuel spillage.
30. Should be able to check the water level in the buses/vehicles
31. Should be able to check the oil level.
32. Must make sure fuel caps have been checked and retained.
33. Insist that fuel caps are put in place and report any bus without the cap
34. Should not drive vehicles off the fuel bay.
35. Must report any accident at the fuel bay.
36. Give report of all vehicles without ant-all siphoning
37. Must file all fuel transactions.
38. Should not handle cash.
39. Should not move out of the pumping point without taking meter readings.
40. Should discourage unnecessary movement at fuel bay.
41. Must follow rota schedule.
42. Observe daily attendance.
43. Must use measuring apparatus.



44. Should not off-load a tanker without a fire extinguisher, stopper, earth wire and other relevant documents.

45. Must make sure driver signs for related documents.

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( PUMP ATTENTAND)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

## **xii. Rules and Regulations for Radio Controllers**

These rules are intended to supplement, and not to contradict, rules that may be given to the Radio Controllers as provided for in the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Police Liaison Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must have effective communication skills.
2. Should precise pass information on time.
3. Must filter all communication through mobile, radios, inspection car and supervisors and control the airtime.
4. Must be in a position to identify all radios by call signs.
5. Must understand ticket machines and waybills controls.
6. Must effectively follow up Private and Contract hires.
7. Should differentiate the types of radios by frequency covers.
8. Should have knowledge of operation network; in terms roads, estate and termini.

9. Should liaise with police and government officials.
10. Should update daily events and advise peoples concerns.
11. Should keep all managers aware of incidences and events.
12. Should co-ordinate with external and internal customers.
13. Should be in control of the recovery vehicle movement.
14. Must be in control of runbacks.
15. Should record and update vehicle availability and reliability.
16. Must liaise with the engineering supervisor on duty.
17. Must record all incidents in the occurrence book make sure it safe.
18. Should be in charge of recording statements about incidences.
19. Must record all accidents details in the OB at all times
20. Must update irregular duties for crews (suspended, police and courts etc).
21. Must communicate daily morning run-out at 0635hrs.
22. Should be in charge of radio positions.
23. Must liaison with stores and authorize issuance of “gate pass”.
24. Must handle telephone calls in the absence of the reception.
25. Must control the movement of customers and staff in the premises.
26. Should not use insulting or provocative language on radio and should control other users.
27. Must have good hearing ability.
28. Must be conversant with the alarm system/siren and should be able to trigger them in case of a problem.
29. Must only use the two official languages (English/Kiswahili) on the radio.
30. Should be able to use PHONETIC ALPHABETS.
31. Must make sure breakdowns are recorded accurately and recovered in time.
32. Must collect and forward all defective radios for repair and follow up with the respective department to have them back in service.
33. Should monitor operations and update the managers about the same.
34. Must control the expenditure of radio room air time.
35. Must supervise the dispatch of all vehicles and issue movement forms (waybills).
36. Should be in possession of an updated fleet list.
37. Should update operational projection fleet requirements at 0635hrs.
38. Should be in the fore - front in enhancing/improving the company’s corporate image.
39. Should not address press.
40. Must record in the OB all gate pass details

41. Must keep and update PH and Contracts diary at all times
42. Must alert management about delayed PH/Contract hires
43. Must keep all Managers contacts and residential location map.
44. Must do an hourly radio positions by calling out all call signs in service
45. Must have access to all rate cards

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( RADIO CONTROLLER)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

### **xiii. Rules and Regulations for Private Hire and Contracts Supervisor**

These rules are intended to supplement, and not to contradict, rules that may be given to the Private Hire and Contracts Supervisor as provided for under the Employment Act. Any contradiction between these rules and the Employer's rules will be resolved by the management of KENYA BUS SERVICE MANAGEMENT LTD and the Employee. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Co-ordinate PH & contract buses.
2. Ensure the buses run on time.
3. Ensure crews are briefed on the trip details.
4. Ensure the bus run out with PH way bills.
5. Ensure buses on private hire have the relevant documents, a functioning speed governor, speedometer, seat belts etc
6. Ensure buses are clean and meet the corporate standards.
7. Ensure commission is collected.
8. Ensure crew carry serviceable tools for the journeys e.g. Jack, spare tyres, spanners, life savers and return them back.

9. Ensure crew do not operate extra journey apart from the specified on the way bill.
10. Ensure crews are smart and exercise customer care.
11. Any lost and found items are secured.
12. Must avoid press communication and interviews.
13. Ensure extra hours are surcharged accordingly.
14. Ensure only authorized passengers are carried in the buses as per the hirer.
15. Ensure crews do not un-authorized passenger while on duty.
16. Ensure the hirer declare by authorized passengers (manifest)
17. Must ensure crew avoid bad roads that may damage the bus
18. Must ensure the way bill produced has all the required details i.e amount paid and must be signed by the hirer after the completion of the journey.
19. Ensure all crew proceeding on private hire and contract run have cell phones.
20. Secure company confidentiality
21. Be honest and sincere.
22. Must record the odometer reading at the start of the hire and when the vehicle returns after delivering the service
23. Must make sure that the bus is fuelled full tank and ensure that the fuel will be enough to bring back the bus from its destination
24. Must allocate only trained staff(drivers) on the hire buses
25. Monitor bus movement Incase of a breakdown
26. Must tabulate and pay crew allowances
27. Must know fuel tank capacity and consumption
28. Must have the contacts of the contact person for the hire
29. Must ensure that any dents are checked and recorded before the bus departs
30. Must understand the vehicle specs that the hirer wants
31. Must ensure that the vehicle is safari checked before and after the journey
32. Must hand in a complete report to the marketing Manager after the bus returns from the hire

**SIGNED BY: (PRIVATE HIRE & CONTRACTS SUPERVISOR)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

**xiv. Rules and Regulations for Franchisees**

These rules are intended to supplement, and not to contradict, rules that may be given to the Franchisees in the Franchise Agreement. Any contradiction between these rules and the Employer’s rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Franchisee. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must not obstruct KBSM officials from doing their work
2. Must make sure that all buses operate and use Ticket Machines at all times
3. Must ensure that buses are fuelled full tank daily before or after duty
4. Must not allow buses to operate unscheduled routes without KBSM authority
5. Make sure that buses authorised by KBSM to operate on unscheduled routes pay in commission before departing their picking points
6. Must liaise with supervisors on the ground or any other Company Official for smooth operations
7. Must ensure that crew comply with KBSM rules and regulations

8. Must not encourage usage of unorthodox means of competition (unfair and wasteful)
9. Must not undermine other Franchisees
10. Must ensure that all the crew who are bonded in police and court attend court without failure
11. Must ensure that all the crew are bonded and have guarantors
12. Must make sure that all vehicle defects reported are repaired before allowing the buses back into operation
13. Must ensure that buses have all documentations and are displayed properly – compliant
14. Must ensure that buses operate on routes licensed by TLB
15. Must be trustworthy and hold their integrity
16. Must not address the press on behalf of the KBSM
17. Must treat all KBSM matters confidentially
18. Must not act or purport to represent KBSM
19. Must make sure that vehicles are serviced and also parked at KBSM appointed and designated areas in consultation with the workshop manager.
20. Must declare all Private Hire and Contracts for guidance on pricing and formalization by the company
21. Must adhere to company ethics
22. Must declare to the company if vehicles change ownership
23. Must cater for any compliant related cases against the bus

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( FRANCHISEE)**

Name .....ID No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

## **xv. Rules and Regulations for Bus washing staff**

These rules are intended to supplement, and not to contradict, rules that may be given to the Bus Washing Staff by their Employer. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of **KENYA BUS SERVICE MANAGEMENT LTD** and the Bus Washing Staff Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Should leave the washing bay clean at all times
2. Should never drive a bus/vehicle without authority
3. Must possess a certificate of good conduct
4. Should be physically fit and in good health status
5. Should never wash non- rexine seats with water
6. Should never pour or splash water on the dash board
7. Should not operate any machines without authority
8. Should forward all lost and found items to the supervisor immediately
9. Should not pick any items from vehicles without authority

10. Should control water wastage by closing the taps whenever there are no vehicles to be washed
11. Do not tamper with vehicle documents on the windscreen
12. Any spare parts falling off the vehicles should be handed over to the supervisor immediately
13. Must cover all the sensitive parts of the vehicles before washing them
14. Should clean vehicles while the engines are switched off
15. Should report all fresh dents to the supervisor immediately
16. Must wash and mob all compartments of the vehicles including the boots, wheel rims and the drivers compartment ,batteries compartment, vehicle floor, floor mats
17. Should leave all the personal belongings at the gate
18. No cleaner should be found sleeping in the buses
19. All cleaners shall be rotated after every 3 months
20. Should not be in custody of any washing materials
21. Must not use worn out brooms to wash the buses
22. Must wear protective clothing while on duty
23. Should unblock all the drainage system at the wash bay before leaving duty

**I have read and understood the above as rules, responsibilities, accountabilities and my performance**

**SIGNED BY :( BUS WASHING STAFF)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**



## **xvi. Rules and Regulations for Security Guards**

These rules are intended to supplement, and not to contradict, rules that may be given to the security guards by their Employer. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of **KENYA BUS SERVICE MANAGEMENT LTD** and the guards' Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. The guards shall not discuss issues of KBSM LTD with anyone other than fellow guards, their superiors, or company official incharge of security.
2. Guards shall note that their fundamental role shall be to protect people (staff, clients, tenants, Franchisees, visitors, enquirers) and property.
3. Guards shall note that all their responsibilities will strictly relate to security matters. Any exceptions to this rule shall be made by the Employer in conjunction with KBSM LTD and shall be communicated to the guards by the employer.
4. Guards must have a certificate of good conduct and must fill in the employment forms provide for by KBSM giving all the details about himself.
5. Guards will not under any circumstances run errands for KBSM LTD's staff, clients, tenants, Franchisees, visitors or enquirers.

6. Guards shall at all times remain at the Premises while on duty. Under no circumstances will guards leave the designated work place in the Premises while on duty.
7. Guards must be alert and security-conscious at all times.
8. Guards shall at all times have appropriate equipment including batons, whistles and torches.
9. Guards shall be clean, neat and smart at all times.
10. Guards shall be in full uniform (security boots, helmet, uniforms, rain coats) whenever they are on duty, unless otherwise instructed by their supervisors following consultation with KBSM LTD.
11. Guards shall direct clients, visitors and enquirers to the Gate Keeper/Reception where they will be assisted by the staff. Prolonged conversations between guards and staff, clients, visitors, enquirers or strangers will not be permitted.
12. Guards should not engage in quarrels, arguments or physical fights with each other. Any disputes between guards should, in the first instance, be brought to the attention of KBSM LTD's Management and later to the attention of the guards' Employer.
13. Guards shall not discuss with clients, visitors, enquirers or strangers **ANY** matters relating to the Premises. All such persons shall be directed to the Gate Keeper/Reception where they will be assisted by the staff.
14. Guards shall not smoke or take intoxicating liquor while on duty.
  
15. Guards who are unwell or otherwise indisposed shall inform their Employer of the same so that they may be replaced at the earliest possible time.
16. Guards shall not solicit for or borrow money from the KBSM staff, clients, Franchisees, visitors or enquirers, or seek favours from them.
17. Guards shall not accept to receive or in any way handle keys belonging to tenants or Franchisees. Only the staff may handle keys belonging to tenants or Franchisees.
18. Guards shall not keep with them any luggage or other belonging for Franchisees or any other person at their desk or at any other place. Guards should direct to the Premises office staff guest or anyone else who need storage for their luggage or other belongings.
19. Guards shall ensure that the set driving school is adhered to within the depot by anyone driving within the premises.
20. Guards shall ensure that no taking of photos or shooting of videos is carried out at the Premises. They shall instead direct anyone wishing to do so to the Gate Keeper/Reception staff who will in turn consult the Security Officer or the Director.
21. Guards will keep away hawkers from the Premise's, including the internal and external car parks.
22. Guards will identify idlers, strangers and suspicious-looking persons hovering around the Premises, including the internal and external car parks. The guards shall confront such persons and ask them to leave. If necessary the guard will also bring the matter to the attention of the Gate Keeper/Reception staff who will follow up the matter with the Management of the Premises. Any person claiming to be genuine enquirers will be directed to the Gate Keeper/Reception staff for assistance. The guard will monitor the enquirer and ensure that the enquirer leaves the premises if the enquirer has no legitimate business at the Premises.
23. Guards shall inspect all vehicles coming in and going out of the depot both inside, the boots and underneath using a reflective mirror.
24. Guards shall inspect all person leaving the depot by a metal detector or by having them pas through a scanner.
25. All guards must record in the reporting time and leaving by signing in and out.
26. Guards shall ensure that tenants or other clients do not draw water, in any form of container, from the water taps in the Premises. Only staff may do so.
27. Guards shall demonstrate maturity and good conduct. They shall handle all people with politeness and respect, but shall be firm with hawkers, idlers, strangers, or people who refuse to identify themselves. They shall seek the assistance of Gate Keeper/Reception staff whenever they encounter people that prove difficult to handle.

28. Guards shall record in the Occurrence Book (OB) the events of the day and night. Guard must never disclose the information written in the OB to anyone other than his supervisors as well as KBSM LTD Security Officer. Guards shall never allow the OB to be handled by any person other than the said persons.
29. Guards shall not be found at places where they have been assigned duty.
30. Guards shall not be found in custody of company property without authority.
31. Guard shall not permit themselves to work in excess of 12 hours without rest.
32. Guards shall screen all people entering or accessing the premises or their are of jurisdiction.
33. Guards handling dogs shall ensure that the dog does not harm staff or other authorised people in the guarded premises.
34. Guards must ensure that they get a proper handover which includes a parade and inspection of the premises.
35. Guards should ensure that all the security lights are working and are switched on and off at the appropriate times.
36. Guards manning the watchtower must be alert at all times and must raise an alarm to the Gate Keeper/ Security Guard In charge in case he observes any sinister motive underneath.
37. Guards must be familiar with all the alarm systems and siren activation procedures within the premises.
38. Guards must not allow any one to sleep over in the buses in the depot or in the buses during their time on duty.
39. Guards should not allow any other vehicles other than fleet buses to sleep over in the depot without authority.
40. Guards shall not allow any item to leave the premises without a written gate pass duly signed and authorised.
41. Guards must ensure that all visitors in the premises deposit their identification and should be issued by a visitors pass to be worn through out during the visit.
42. No vehicle other than an operating KBS fleet bus will be allowed to leave the premises without a security number plate.
  
43. Guards should not open the barriers from either side until the vehicle is cleared.

**I have read and understood the above as rules, responsibilities, accountabilities and my performance indicators will be based on the same.**

**SIGNED BY (SECURITY GUARD)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

## **xvii. Rules and Regulations for Franchisee Bus Manager**

These rules are intended to supplement, and not to contradict, rules that may be given to the Franchisee Bus Managers by their Employer. Any contradiction between these rules and the Employer's rules will be resolved by the respective managements of KENYA BUS SERVICE MANAGEMENT LTD and the Franchisee Route Managers' Employer. These rules are not exhaustive, and shall be subject to updating from time to time as need arises.

1. Must not obstruct KBSM inspectors from doing their work
2. Must make sure that all buses offload cash on time
3. Must make sure that all buses operate with ticket machines at all times
4. Must ensure that buses run out at the right time with both crews
5. Must not allow buses to operate upcountry without KBSM authority
6. Make sure that buses authorised by KBSM to operate upcountry routes pay in commission before departing their picking points
7. Must not drive buses without authority from KBSM Ltd

8. Must report all bus accidents and incidences to their respective depots
9. Must coordinate with supervisors on the ground or any other Company Official for smooth operations
10. Must witness bus fuelling to full tank and monitor fuel consumption and pass the information to the Depot Clerk for input in the computer system
11. Must not encourage usage of unorthodox means of competition (unfair and wasteful)
12. Must desist from illegal operations activities
13. Must not be involved in blackmail of other Franchisee buses
14. Must ensure that all the crew are bonded attend court without failure
15. Must report all vehicle defects to the franchisee and ensure that they are repaired before allowing the buses back into operation
16. Must ensure that buses have all documentations and are displayed properly
17. Must ensure that buses operate on routes licensed by TLB
18. Must be trustworthy and hold their integrity
19. Must report all cases first to KBSM before reporting the same to the franchisee
20. Must not address the press on behalf of the company
21. Must uphold company confidentiality
  
22. Must make sure that all buses are safari checked every day
23. Must not act or purport to represent KBSM
24. Must produce introductory letters from the franchisee confirming his/her duties
25. Must service vehicles at KBSM appointed and designated areas in consultation with the workshop manager.
26. Must remit all money collected on hire and advertising
27. Must ensure that all spare parts bought for buses are genuine and must have a receipt to account for the money spend and ensure they are fitted on the bus properly
28. Must undergo inspection training

**SIGNED BY (FRANCHISEE BUS MANAGER)**

Name .....Staff No.....Sign..... Date .....

**WITNESS BY FOR KBSM LTD:**

Name.....Sign ..... Date .....

**HR & ADM. MANAGER**

