

EQUALITY POLICY

Employment Policy Statement

Herts Cars recognises its responsibilities and legal obligations in ensuring, as far as is reasonably possible, that people with disabilities are afforded equal opportunities with respect to employment.

As an employer, Herts Cars will take reasonable steps to ensure:
recruitment processes and terms of employment do not discriminate for reasons related to disability;
opportunities offered for promotion, transfer, training or other benefits are the same for all drivers and employees;
a disabled person is not put at a disadvantage because of their disability (e.g. provide specialist equipment, reorganise the working environment).

Responsibilities

Every member of Herts Cars is expected, and encouraged, to show consideration towards disabled colleagues and customers, and to help implement this policy and related procedures. Discrimination on the grounds of disability will not be tolerated by this company.

Recruitment

All person specifications, job descriptions and advertisements will clearly outline the genuine essential requirements of the post.

All applicants will be assessed on their individual merits.

Reasonable adjustments will be made in the recruitment and selection process, as required. The discussion of support requirements to enable an applicant with a disability to fulfil the duties of the post will take place after those involved in recruitment have taken the decision to appoint the applicant. The offer of employment to the applicant may be conditional on the nature of the disability and the reasonableness of any adjustments that may be required to be made.

We will not treat you less favourably than anyone else because of your:

- sex or legal marital or same-sex partnership status
- sexual orientation
- colour or race: this includes ethnic or national origin or nationality
- disability
- religious or political beliefs, or trade union affiliation
- any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

Training and development opportunities for promotion are offered equally to all employees. Reasonable adjustments that will help a disabled employee fulfil the functions of their position and avoid putting them at a disadvantage will be discussed with the employee and put into action.

Customer Equality Policy Statement

Providing our service by an alternative method where physical barriers make it impossible or difficult for disabled people to use our service.

Drivers Responsibilities

- Helping customers into the car by opening the doors
- Helping with shopping and carrying to the entrance of address
- Insuring safety of the passenger by given them time to put on their seatbelt
- Insuring they are comfortable before driving off
- Any dispute in the price of the journey, stay calm and contact the office
- Always act within the law, so you can be supported
- Drivers are required to pass a disability awareness training course before they are issued their badges.
- Assist or guide the blind or visually impaired passengers by announcing their arrival and describing which way the vehicle is facing, also any other useful information.
- Deaf or hearing impaired, on arrival announce your presence with maintaining eye contact for the passenger to see your mouth. Write on a paper if needed to communicate.
- Patience is paramount if the passenger has difficulties in speaking.
- Patience and clarity are required when driving passengers with learning difficulties.
- Queries and complicated sentences should be avoided, and clear speech is required.
- Carry any assistance guide dogs, allow them to travel with the passenger and not charge any additional fees for the service.
- Carry passengers seated in their wheelchair (Wheelchair accessible vehicles) – these are on advanced bookings and if available.
- Carry the wheelchair separately if requested to by the passenger
- Charge the same fare as for non-wheelchair users
- Take all necessary steps to ensure the passenger's safety and comfort
- Aid in and out of the vehicle, 'as is reasonably required'

Booking procedure

All bookings are taking by phone, email or our App. Bookings for Wheelchair accessible vehicles must be booked in advance, as we have limited drivers owning vehicles for these special adapted vehicles.

The advance dispatching system we use is **Cordic**, which enables tracking of the driver real time and records all job history logs. The customer receives mobile text upon arrival with vehicle details also if booked via our app can track the driver and provide feedback for the service provided.