

Disability Awareness Policy

T&T Private Hire Ltd

Purpose: To ensure that T&T Private Hire Ltd provides accessible, inclusive, and respectful transportation services to all passengers, including individuals with disabilities, in compliance with applicable laws and regulations.

1. Commitment to Accessibility

1.1 Equal Service for All

- T&T Private Hire Ltd is committed to providing the same high-quality service to passengers with disabilities as to all other customers.
- Services will be adapted, where possible, to meet the unique needs of passengers with disabilities.

1.2 Legal Compliance

- Comply with all relevant local laws or equivalent regulations.
 - Ensure all drivers and staff are aware of and adhere to these requirements.
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2. Training and Awareness

2.1 Employee Training

- All drivers and staff must complete disability awareness and sensitivity training upon hiring and as part of ongoing education.
- Training topics include:
 - Understanding different types of disabilities.
 - Effective communication techniques.
 - Proper use of mobility aids and securement systems.

2.2 Empathy and Respect

- Encourage employees to interact with passengers with patience, understanding, and professionalism.
 - Reinforce the importance of dignity and respect in all interactions.
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3. Accessible Services

3.1 Vehicle Accessibility

- Maintain a fleet that includes wheelchair-accessible vehicles.
- Ensure vehicles are equipped with functioning ramps, lifts, and securement systems.
- Perform regular maintenance to ensure all accessibility features remain operational.

3.2 Assistance to Passengers

- Drivers are required to assist passengers with boarding and disembarking, securing mobility devices, and handling luggage when requested.
- Drivers must respect the independence of passengers and only provide assistance when consented to or requested.

3.3 Service Animals

- Service animals are always allowed in vehicles, as required by law.
 - Drivers must not refuse rides or impose additional charges for passengers accompanied by service animals.
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4. Communication and Feedback

4.1 Accessible Communication

- Ensure that booking and customer service options are accessible to individuals with hearing, vision, or speech impairments.
- Provide alternative communication methods, such as text messaging or relay services, when needed.

4.2 Feedback Mechanisms

- Encourage passengers to provide feedback about accessibility and disability services.
 - Offer multiple ways to submit feedback, such as phone, email, or online forms.
 - Respond promptly and respectfully to concerns or complaints.
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5. Emergency Procedures

5.1 Driver Preparedness

- Drivers must be trained in emergency procedures for assisting passengers with disabilities.
- Emergency equipment, such as first aid kits and accessible communication tools, must be available in all vehicles.

5.2 Incident Reporting

- Document and report any incidents involving passengers with disabilities to management.
- Take corrective actions to prevent future occurrences.