Transportation Policy

PRN-146: **Transportation Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

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1. Introduction

CAREHOPES (TC) is committed to delivering companionship services safely, professionally, and in full compliance with UK safeguarding, insurance, and transportation regulations. This Transportation Policy outlines how companions, volunteers, clients, and sponsors must manage transportation during companionship activities.

The policy ensures:

- client safety
- companion safety
- insurance compliance
- safeguarding alignment
- operational clarity
- prevention of liability
- protection of TC's organisational integrity

2. Purpose of the Policy

The purpose of this policy is to:

- define transportation responsibilities
- protect companions from liability
- protect clients from unsafe practices
- ensure compliance with UK insurance and safeguarding laws
- prevent misuse of private vehicles
- clarify transportation rules during companionship
- establish reimbursement and booking procedures

3. Scope of the Policy

This policy applies to:

- companions
- volunteers
- clients
- family sponsors
- organisational sponsors
- TC staff
- TC administrators

4. Core Transportation Principles

4.1. Safety First

Transportation decisions must prioritise:

- client safety
- companion safety
- public safety
- safeguarding compliance

4.2. Insurance Compliance

Companions are **not insured** to transport clients in private vehicles.

4.3. Professional Boundaries

Companions must not engage in transportation activities outside TC's approved framework.

4.4. Client Responsibility

Clients are responsible for providing transportation during companionship unless explicitly stated in the contract.

4.5. Transparency

All transportation arrangements must be communicated through official TC channels.

5. Companion Transportation Rules (Strict & Non-Negotiable)

5.1. Companions Must Not Transport Clients in Private Vehicles

Companions and volunteers are **strictly prohibited** from:

- driving clients in their personal cars
- allowing clients to enter their private vehicles
- using private vehicles for companionship activities
- transporting clients under any circumstance

Reason for Prohibition

- companions are **not insured** for client transport
- violates UK motor insurance regulations
- constitutes **gross misconduct**
- exposes TC to legal liability
- breaches safeguarding standards
- endangers both client and companion

Penalty

Transporting a client in a private vehicle may result in:

- immediate suspension
- summary dismissal
- safeguarding escalation
- permanent removal from TC services

This list is unexhausted and may be further defined by UK authorities.

5.2. Companion Responsibility for Their Own Vehicle

If a companion chooses to drive to work:

- they are responsible for their own vehicle safety
- TC is not liable for damage, fines, or accidents
- TC does not reimburse fuel or vehicle costs
- TC does not provide parking allowances

6. Client Transportation Responsibilities

Clients and sponsors are responsible for:

- providing transportation for companionship activities
- ensuring transportation is safe and appropriate
- covering all transportation costs

- arranging taxis, ride-share services, or mobility transport
- ensuring transportation aligns with the companionship plan

Transportation is **not included** in TC's contract rate unless explicitly stated.

7. When Transportation *Is* Included in the Contract

If transportation is explicitly included in the contract:

7.1. Companion Booking Rules

Companions may:

- book public transport services (taxi, Uber, Bolt, bus, train)
- book mobility transport services
- request reimbursement for transport costs
- call TC office to arrange transport

7.2. Booking Timing Rules

Companions must:

- book transport early in the morning **OR**
- book transport only when the client is ready

This prevents:

- unnecessary waiting charges
- cancellation fees
- financial penalties
- operational disruption

7.3. Itinerary Change Rules

If the client's itinerary changes:

- companion must call the transport provider to adjust booking
- companion may call TC office for support
- companion must avoid unnecessary delays
- companion must avoid last-minute cancellations

7.4. Reimbursement Rules

If transportation is part of the contract:

- companion may pay upfront

- companion must keep receipts
- companion must submit receipts to TC
- TC will reimburse within the approved timeframe

8. Activities Outside the Care Plan

Activities outside the care plan require:

- pre-approval from TC
- confirmation of transportation responsibility
- confirmation of additional costs
- confirmation of companion availability

If not pre-approved:

- companion may decline the activity
- TC may refuse reimbursement
- TC may adjust the companionship plan

9. Safeguarding & Transportation

Transportation decisions must protect:

- vulnerable clients
- companions
- public safety
- organisational integrity

TC may:

- suspend transportation privileges
- decline unsafe transportation requests
- escalate safeguarding concerns
- terminate contracts involving unsafe transport practices

10. Transportation Misconduct

Transportation misconduct includes:

- transporting clients in private vehicles
- allowing clients into private cars
- refusing to follow transportation rules

- misusing transportation funds
- failing to report unsafe transport conditions
- booking transport without client readiness
- causing repeated cancellation fees

Penalties may include:

- written warnings
- suspension
- removal from client assignment
- termination (for serious or repeated misconduct)

This list is unexhausted and may be further defined by UK authorities.

11. Reporting Transportation Concerns

Companions must report:

- unsafe transport conditions
- client refusal to follow transport rules
- repeated itinerary changes
- financial concerns
- safeguarding risks

Reports must be sent to:

admin@carehopes.com or through TC's internal reporting channels.

12. Amendments to This Policy

TC may update this policy to reflect:

- legal changes
- safeguarding updates
- operational improvements
- governance decisions

Updates will be communicated through official TC channels.