

White Pearl Transport



ไวท์เพิร์ล ทรานสปอร์ต



White Pearl
TRANSPORT

White Pearl Transport1

Triple EEE Co.,Ltd บริษัท ทริปเปิ้ล อีอีอี จำกัด Tax ID: 0105561135294

Address: 459. Huamark 31 Bangkapi Bangkok 10240

Email: support@whitepearlth.com Tel: 02-718-3981

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Introduction

White Pearl Transport is a dedicated transportation service provider focused on offering efficient and reliable transportation solutions. The company operates under the Triple-EEE company, a well-established enterprise that has specialized in supporting tourists, expatriates, and business travelers visiting Thailand for various purposes, including business, leisure, and medical care, for the past six years.

Triple-EEE's operations are rooted in a multicultural and multilingual environment, ensuring a smooth and pleasant experience for clients from all over the world. The team includes language experts proficient in French, English, Thai, and Chinese, enabling effective communication and a high level of customer satisfaction.

White Pearl Transport manages a fleet of over 100 vans from a network of trusted contractors. This extensive and flexible fleet allows the company to meet the demands of its customers while maintaining high safety and service standards. Whether it's for daily school routes or special events, White Pearl Transport delivers dependable transportation solutions tailored to your needs.

White Pearl Transport Values on School Bus Service

- 1. Safety:** At White Pearl Transport, safety is our top priority. We ensure that every ride is secure and reliable for our passengers. Our team consists of trained drivers and supervisors dedicated to delivering exceptional service. White Pearl Transport organizes training for all staff in collaboration with the police department and Human rights officers regarding road safety for Children. Our commitment to safety sets us apart and provides peace of mind to parents and the school.
- 2. Transparency:** At White Pearl Transport, transparency is at the core of our service. We believe in open communication and honesty with our customers.

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From pricing to scheduling, we maintain a transparent approach to build trust and confidence.

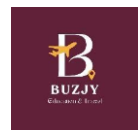
3. **Consistency:** White Pearl Transport maintains an unwavering commitment to consistency in their school bus service, setting high standards in reliability and safety. Our fleet of vehicles are meticulously maintained to ensure smooth operations and adhere to schedules. From punctual pick-ups to safe drop-offs, every aspect of our service is marked by consistency, ensuring that students arrive at their destinations on time and in good hands.
4. **Ethical Governance:** White Pearl Transport upholds ethical governance as a cornerstone of its operations, fostering trust and accountability at every level of the company. Compliance with regulations and standards is non-negotiable. Moreover, we prioritize ethical treatment of employees and focus on a positive work environment based on trust and respect.

Experiences

White Pearl Transport is a trusted provider of VIP transportation for political groups, ensuring seamless, confidential, and comfortable journeys. We prioritize the educational experiences of Krirk University's staff and students with safe rides. Additionally, we offer convenient drop-off and pick-up services for students at local schools lacking transportation.

In tourism, we partner with BUZZY Education and Travel for client transportation. Furthermore, we collaborate with Don Muang, Khlong Tan, and Hua mark Police stations for their internal conferences.

For more information, please see **annex I, II, III.**



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Bus Specifications

Bus Type/Model:

- Toyota HIACE
- Toyota Coaster
- Toyota commuter
- Nissan Urvan
- MG V80

Vehicle Insurance:

- Compliant with the Car Accident Victim Protection Act B.E. 2535.
- Must include commercial van insurance covering:
 - Liability for bodily injury or death of passengers and other parties.
 - Liability for third-party property damage.
 - Comprehensive protection plans as detailed on page 22.

Inspection and Maintenance:

- Annual inspection by the Ministry of Transport.
- See Vehicle Maintenance Plan on page 17.

Our Drivers

- Drivers of White Pearl fleet are equipped with Type 1 or Type 2 driving license as per Ministry of Transport and expiry date not less than 6 months and passed the background check from Royal Thai Police.
- Minimum 5 years of service
- Completed annual health examination.
- Completed a semi-annual transportation rules and regulation training program
Driver training program conducted by officers from Ministry of Land Transport, Royal Thai Police or other related authority (The report from the program shall be submitted to the school representative upon completion)

White Pearl Transport's drivers are committed to **safety, reliability, and integrity**. Their foremost objective is to ensure that all passengers reach their destinations safely and punctually, adhering to traffic laws and adapting to changing road conditions.

To reinforce this commitment, the company conducts **daily random alcohol tests on five drivers**, ensuring they are always fit to operate their vehicles. Monthly drug tests are also conducted on all personnel.

Our Supervisors

- Onboard supervisors are equipped with a minimum vocational certificate in service-related fields and passed background checks from the Royal Thai Police.
- Minimum 3 years of service
- Completed annual health examination.

The onboard supervisors at White Pearl Transport **are proactive, responsible, and dependable**. Their primary goal is to ensure the safety and well-being of all passengers from pickup to drop-off, taking care of every aspect of the journey. They maintain a watchful eye throughout the trip, ensuring a smooth and secure experience for everyone on board.

Recruitment of Personnel

White Pearl Transport adheres to rigorous recruitment procedures for its staff, comprising stringent qualifications, comprehensive training programs, and skill assessment examinations. For a detailed overview of the recruitment process, please refer to **annex IV**. Name list of all drivers and supervisors will be provided to the school.

Communication Tools

1. **Email:** Emails serve as a reliable avenue for personalized updates, announcements, and responses to inquiries, fostering a direct and efficient connection between the company and guardians.

2. **Application:** Our dedicated application offers a user-friendly interface for real-time tracking of bus routes, schedules, and allows direct communication with drivers or customer service representatives. The application is available in English, French, and Thai (page 9).
3. **Website:** Our website serves as a comprehensive hub, housing essential information, safety protocols, and frequently asked questions, empowering users with easy access to important resources.
4. **Call center:** White Pearl Transport further enhances accessibility and support through a dedicated call center. Staffed with knowledgeable representatives, the call center serves as a reliable point of contact for immediate assistance, resolving concerns, and addressing queries in real-time. Whether it's a sudden change in schedule, a request for additional information, or an urgent matter requiring swift attention, parents, guardians, and other stakeholders can rely on the call center to provide personalized assistance and guidance.

White Pearl Transport Application

White Pearl Transport's school bus service applications leverage technology to enhance safety, efficiency, and transparency for all stakeholders. Each van will be equipped with a phone to access the White Pearl application for safety and tracking.

1. Information for Parents

Our parent-oriented application provides real-time monitoring and important information to registered parents, keeping them informed about their child's bus journey. Through this app, parents can access:

Driver and Supervisors Information: View the names and emergency contact details of the bus driver and supervisor, allowing parents to reach out if needed.

Bus information: Bus number, vehicle registration plate number, vehicle insurance information.

Service Status Updates: Track the bus's current status, including whether it's en route, completed, or experiencing delays.

2. Checklist for Bus Supervisors

Our application is designed to ensure a smooth and safe operation. It includes various features to facilitate efficient monitoring and safety checks, such as:

Staff Clock-In/Out: Our application requires all supervisors to log in in order to access the student checklist before the departure of the bus. This allows us to track staff attendance and punctuality, ensuring accountability.

Student Check-In/Out with Timestamps: Bus supervisors use the application to check students in and out, creating a real-time log of student attendance. If a student is absent, the supervisor can promptly notify the school or contact parents, ensuring quick response in case of any issues.

Parent Contact Information for Emergencies: The application holds emergency contact numbers for parents and the nanny (if applicable), allowing bus supervisors to reach out promptly if needed.

3. Administrator Access

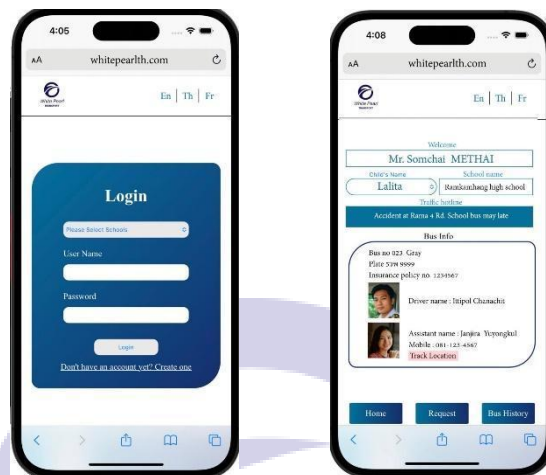
For White Pearl Transport's administrators, our application streamlines the management of student transportation, offering features to help coordinate and monitor the bus service:

Student Scheduling Upload: Administrators can upload bus schedules for supervisors to ensure each student is allocated to the correct bus.

Hard Copy Distribution: Hard copies of bus schedules are printed and displayed to help allocate students effectively.

Older Student App Access: Older students can log into their parent's account on the application to view their designated bus number which helps reduce confusion.

Through the application, White Pearl Transport aims to create a safer, more efficient, and more transparent school bus service, reinforcing our commitment to the safety and well-being of students.



Operation

Stage 1:

- **Registration:** Families can contact us for registration at support@whitepearlth.com. Upon request, we will send a registration form to gather all necessary information. After submission, our team will validate the student's information and cross-reference it with the school database to ensure accuracy. Based on the student's location, service duration, and specific requirements, we will then provide a detailed, customized quote. For more details regarding the registration process, please see **annex V**.
- **Payment:** Families are required to pay a registration fee in addition to the service fee. We offer various payment plans and promotions, detailed in our financial regulations (page 16). Once the service payment is processed and confirmed, the student's information is securely encrypted and added to White Pearl Transport's database.
- **Confirmation:** Parents will receive an ID and password to access the White Pearl Transport web application, which is available for both iOS and Android devices. This app allows clients to track the real-time status of their designated van, make

adjustments to their service, and provide feedback on the transportation experience.

Stage 2:

- **Morning Pick-ups:** During the morning service, each supervisor is provided with a pick-up checklist which they can check on the web application. Every day, the supervisor checks students in and out of the van to ensure they are accounted for during the morning route. The web application will notify parents of the student's ride status each time they are checked in and out the vehicle. In case of an emergency, parents can contact the hotline or reach the bus supervisor directly by phone. For more information about morning pick-ups, please refer to **annex VI**.
- **Afternoon Drop-offs:** Once the school day ends, the supervisor checks each student into the van as they leave for their designated drop-off locations. The supervisor ensures that all students are accounted for during the afternoon service. Similar to the morning trip, parents can use the web application to track their child's van location and access the supervisor's contact information for any immediate questions or concerns. For more information about afternoon drop-offs, please refer to **annex VII**.

Stage 3:

- **Driver and supervisor Duties:** The supervisor is responsible for performing a final check for any items left behind in the bus at the end of each trip (see **annex VIII** for Lost & Found Policy). The driver must complete a daily readiness check of the van to ensure it is prepared for the next ride. Both the bus driver and the bus supervisor undergo regular performance evaluations to maintain high service standards.
- **Client Feedback:** Families can provide feedback regarding the service through an internal points system that helps maintain and improve the quality of service. This feedback is collected and used to evaluate and enhance the performance of the transportation team, ensuring a safe and satisfactory experience for all users.

- **Complaint Request:** Families can make a complaint request by calling the hotline or sending an email. For more information, please see **annex IX**

Financial Rules

Registration

- Registration fees: new families are subjected to a non-refundable one-time registration fee of 5,000 THB.
- The registration must be done 3 weeks before the start of the school. Families are only required to registered once regardless of the number of their children
- The registration is confirmed only after the payment is verified by the administrator. Username and password will be given to the clients within 5 working days.
- Service subscription is renewed automatically under the same terms and conditions with the previous period given that the payment is verified within the payment schedule.

Promotions

- Families currently utilizing the school transportation service are eligible for a **50% discount on registration fees.**
- Families situated in zones with increased transportation fees can **maintain their previous rate** upon presenting proof of prior payment.
- Families utilizing White Pearl school transportation are eligible for **10% discount on vehicle rental service.**
- Big Family promotion: Families will receive a **5% discount for the second child and 10% for the second child onwards.**
- Annual service fee can be paid semi-annually, before the beginning of the first trimester (before 10th August) and the second payment within the first month of the second trimester (before 31st January).

Payment Terms

- Payment in full for desired type of service has to be verified 14 days before each service period and the transportation details will be provided.
- All payment is non-refundable except for the following circumstances:
 - In case a student is unable to attend school for more than seven days due to medical reasons, White Pearl will refund 50% of the transport fee on a pro-rata temporis basis. Parents must present a medical certificate proving hospital admission. The final decision rests with White Pearl.
 - In case where the school have to close more than 5 days, White Pearl will refund the families an amount equivalent to 40% of the transportation fee on a pro-rata temporis.
 - In case a student leaves the school for the remainder of the school year, White Pearl will refund the families 50% of the transportation fee on a pro-rata temporis.
- Transfer rights are available if a student wishes to cancel the service, subject to conditions and an additional fee.
- Parents will be subjected to additional fee for any changes or adjustment made regarding the location of pick up/drop off locations in the system during the period of service. Unless the adjustments are done between each servicing period or trimesters.
- If a family relocates to a zone with lower service fees and wishes to change their pick-up and drop-off address, the company will propose new pricing on a case-by-case basis (if sufficient seating is available).

Method of Payment

- Bank transfer
- Credit card + 3%
- Cashier Cheque
- Transfer in EUR:
 - Bank name: KASIKORNBANK PUBLIC COMPANY LIMITED
 - Branch: Hua Mak Branch
 - Account name: TRIPLE EEE CO., LTD.

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- Account number: 078-92-1198-1
- SWIFT code: KASITHBK

*The primary payment should be made in THB; payments in other currencies will incur an additional charge based on the intermediary exchange rate.

Management Plan for Vehicle

The company has a clear management plan for its vehicles (see **annex X**), along with a comprehensive maintenance plan as followed:

Maintenance schedule:

1. Daily inspection: (after the work of sending the children home is completed)
 - Check the oil level. Coolant level and windshield washer fluid
 - Check the tire pressure to be appropriate.
 - Check that all lighting systems (headlights, brake lights, turn signals) are working.
 - Check the cleanliness of the inside and outside of the vehicle.
 - Make sure the air conditioning system is working properly.
 - Recheck air conditioning system and check the tire pressure again on the morning.
2. Monthly inspection:
 - Check battery condition and terminals.
 - Check the belt and hose for signs of wear.
 - Tread inspection and swap tires if necessary.
 - Check and change the fluid when a change cycle is due.
 - Check the exhaust system for leaks or damage.
 - Check for abnormal noises from the engine and suspension.
 - Check and replace the air filter and engine air filter if necessary.
 - Check the black smoke with a special tool.
3. Annual inspection:

- Inspect at a vehicle inspection center certified by the Department of Land Transport. If it doesn't pass the inspection Corrections must be completed within 7 days.
 - Replace worn spark plugs and parts.
 - Check the operation of the spark plug coil if necessary.
 - Check air conditioner pressure Top up until the pressure is normal.
4. Documentation and record keeping:
- Maintain a log for each vehicle detailing all inspections, maintenance activities, repairs and Insurance information.
 - Record mileage and any issues reported by drivers daily.
 - Store digital copies of maintenance logs for easy access and reference.
5. Employee training:
- Train all drivers and maintenance staff on basic vehicle inspection and maintenance tasks.
 - Conduct periodic training sessions to update staff on new maintenance techniques and technologies.

Insurance Coverage Plan

At White Pearl Transport, the safety and security of our passengers and assets are paramount. For this reason, our vans are equipped with a comprehensive insurance plan that offers extensive premium coverage. In the event of unforeseen circumstances, our insurance provides coverage of up to ten million baht per occurrence, ensuring financial protection for any damages incurred. Additionally, for any individual injured during transit, our plan offers coverage of up to five hundred thousand baht per person, prioritizing the well-being and care of our passengers. Property damages are covered up to one million baht per occurrence.

Issue Management

White Pearl Transport's issue management strategy is founded on principles of transparency and efficiency, ensuring swift resolution and client satisfaction. Embracing transparency, the plan commits to clear communication channels, providing clients with real-time updates on any encountered challenges. Recognizing the diverse nature of potential issues, we ensure our team remains vigilantly prepared to take decisive actions whenever necessary. For traffic emergency workflow, see **annex XI**

Safety Policies

Our company is committed to maintaining the highest standards of safety. We adhere to stringent safety policies and rely on the expertise of our highly qualified advisors in the field of security.

Pol. Lt. Col. Metas Yookoom, an esteemed specialist in road safety, frequently organizes comprehensive training sessions for our drivers to ensure they are well-equipped with the latest safety protocols and practices. Additionally, Mr. Somchai Niyomraj, a dedicated Social Development and Human Security Volunteer with the Bangkok Metropolitan Administration, brings his extensive knowledge in child protection to our team. He conducts specialized training for our supervisors, focusing on the safety and well-being of children under our care. We also have a partnership with the Emergency Medical Services of Wang Thong Lang, ensuring a rapid response in the event of an emergency.

The company has implemented comprehensive safety policies to ensure the well-being of all stakeholders. These policies cover various aspects of safety:

- Transportation Policy, see **annex XII**
- Safeguarding Policy, see **annex XIII**
- Student Behavior Management see **annex XIV**
- Code of Conduct see **annex XV**

Implications in case of Force Majeure

White Pearl Transport considers any event beyond its reasonable control as force majeure, encompassing severe weather, natural disasters, war, riots, strikes, demonstrations, terrorism, chemical or biological contamination, epidemic outbreaks, and compliance with local regulations. The company will not be liable for obligations affected by force majeure if it has acted reasonably and prudently to mitigate its effects.

Sustainability

At White Pearl Transport, sustainability is a core value that permeates every aspect of our operations. We prioritize fuel-efficient driving practices, ensuring that our vehicles are operated with minimal environmental impact. Additionally, we are planning to install solar cells in our office premises to generate electricity, reducing our reliance on non-renewable energy sources. To further minimize our carbon footprint, we will use smaller vehicles for demands of less than six passengers, optimizing resources and reducing emissions. Regular black smoke inspections will be conducted to maintain the efficiency and environmental friendliness of our fleet, reflecting our commitment to sustainable transportation solutions. Utilizing a web application also reduces the consumption of A4 paper. Through these initiatives, we strive to contribute positively to the environment while providing exceptional service to our clients.

PM2.5

White Pearl Transport takes air quality seriously, especially when it comes to PM 2.5 levels that can impact children's health. To address this, we have upgraded our fleet to include only cars that are equipped with high-efficiency air filters designed to trap fine particulate matter. These filters help to ensure that the air circulating inside our vehicles is cleaner and safer for young passengers.

Overall Benefits

Benefits for Children and Parents:

Price and Services:

- Transfer rights available (with transfer fees and additional fees)

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- Discounts for families (registration fees, big family promotion, etc.)
- Rental service discounts for the school and families using WP
- Expanded service area
- Service centered around customer satisfaction

Environment:

A strategic agreement has been reached with the school's landowner, enabling the utilization of the rear alley exit. This helps:

- Reduce traffic congestion in alleys
- Faster transportation for children to and from school

Convenience and Coordination:

- Access to hotlines in Thai, English
- Direct contact with designated supervisors
- Regular updates through various channels

Safety:

- Real-time tracking of vehicles
- Get notified about the check-in and check-out times of children getting on and off the vehicle
- Daily vehicle information available, including driver and supervisor names, vehicle license plate numbers.
- Access to historical data to identify which bus a child boarded
- Employees receive supervision and training from the Department of Land Transport and the Royal Thai Police.

List of Annexes

Annex I: Recommendation Letter from President of the National Assembly of Thailand

Annex II: Recommendation Letter from Krirk University

Annex III: Recommendation Letter from Pracharat Bamrung School

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Annex V: Customer Registration Process

Annex VI: Morning Pick-up Workflow
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Annex VIII: Lost & Found Policy
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Annex XIII: Safeguarding Policy
Annex XIV: Student Behavior Management
Annex XV: Code of Conduct



White Pearl
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Annex I: Recommendation Letter from President of the National Assembly of Thailand



24th May 2024

To Whom It May Concern,

It is with great pleasure that my political working group extends our highest recommendation for Whitepearl Transportation. We have consistently availed ourselves of their exceptional transportation services, which regularly meet our expectations in terms of safety, security, and professionalism.

I have full confidence in Whitepearl Transportation's ability to fulfill the transportation needs of your organization. Their dedication to quality service and their proven track record makes them a reliable choice for any transportation requirements.

Sincerely,



H.E. Mr. Wanmuhamadnoor Matha

President of National Assembly and the Speaker of the House of Representatives

Annex II: Recommendation Letter from Krirk University



3 ซอยรามอินทรา 1 เขตบางเขน กรุงเทพฯ 10220 โทร. 0-2552-3500-9 ตู้ ป.ณ. 93 โทรสาร 0-2552-3513 www.krirk.ac.th
3 Soi. Ram-intra 1 Bangkhen. Bangkok 10220 Tel. 0-2552-3500-9 P.O. Box. 93 Fax. 0-2552-3513 www.krirk.ac.th

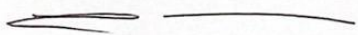
No. KR.U 570100/158

Dated: 27th May 2024

To Whom it May Concern,

I am writing to recommend the services of White Pearl Transport on behalf of Krirk University. As a leading educational institution, we have exacting standards when it comes to transportation for our students, faculty, and staff. Since 2020, White Pearl Transport has consistently proven themselves to be reliable, punctual, and efficient, essential qualities especially for our international students and offsite university events.

Sincerely,



Prof. Dr. Jaran Maluleam

Vice President of Krirk University and

Dean, International Islamic College Bangkok.

Annex III: Recommendation Letter from Pracharat Bamrung School

ที่ 71/2567



โรงเรียนประจักษ์บุรี หมู่ที่ 4
ตำบลบางบัวทอง อำเภอบางบัวทอง
จังหวัดนนทบุรี 11110

หนังสือรับรอง

โรงเรียนประจักษ์บุรี ขอรับรองบริษัท ทริปเพิลอีอี จำกัด (White Pearl Transport)
สำหรับบริการรับส่งครู บุคลากรและนักเรียนไปทัศนศึกษาตลอดปีการศึกษา 2566-2567 อย่างปลอดภัย
ตรงต่อเวลา และมีประสิทธิภาพในนามคณาจารย์ เจ้าหน้าที่และนักเรียน ขออวยพรให้ บริษัท ทริปเพิลอีอี
จำกัด (White Pearl Transport) จงมีแต่ความเจริญรุ่งเรืองและรักษาคุณภาพการบริการดังกล่าวตลอดไป

ให้ไว้ ณ วันที่ 27 เดือน พฤษภาคม พ.ศ. 2567

(ลงชื่อ)

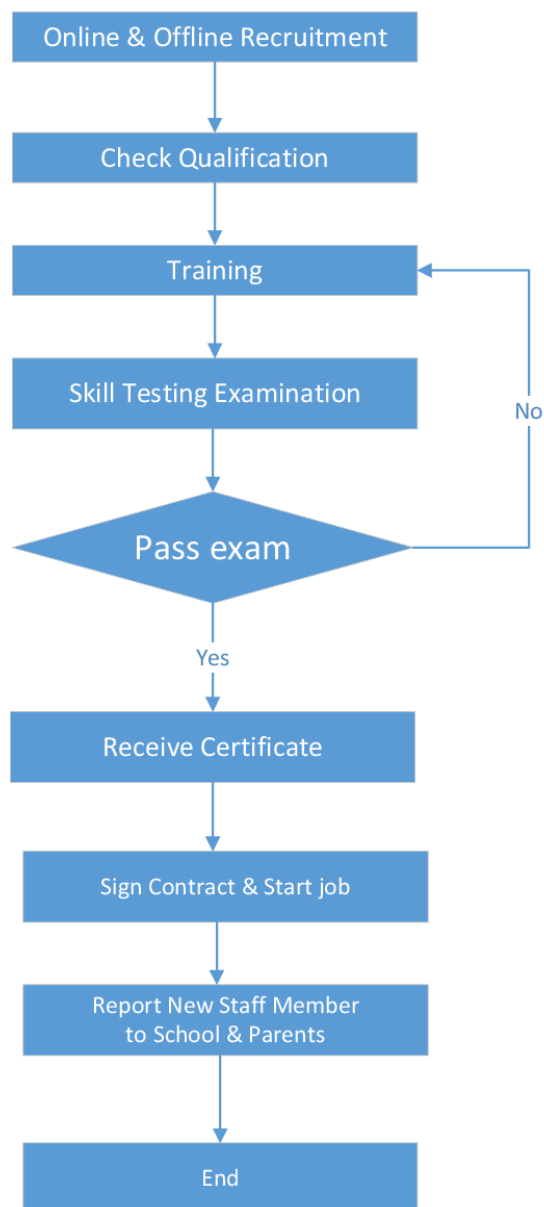


(นายวรจักร จาววฤต)

ตำแหน่ง ผู้อำนวยการ โรงเรียนประจักษ์บุรี

Annex IV: Recruitment Process

Recruitment Process

**Recruit:**

- No criminal record
- Maximum 58 years old

Training:

- Group Training or on job training (co driver, co monitor)
- WP frequently organizes training for all staff with police officers

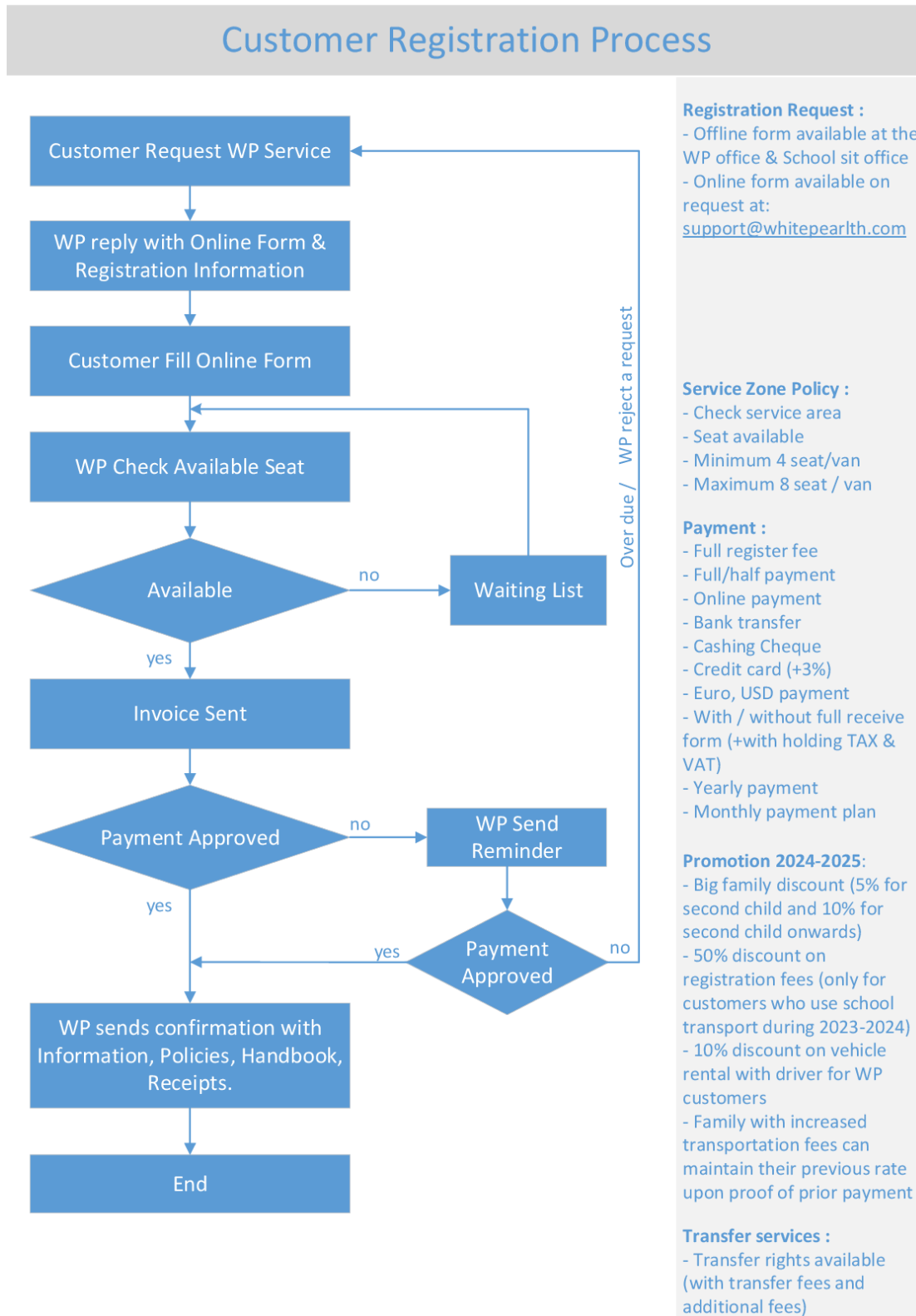
Exam

- Driver testing skill
- Monitor testing skill

Report:

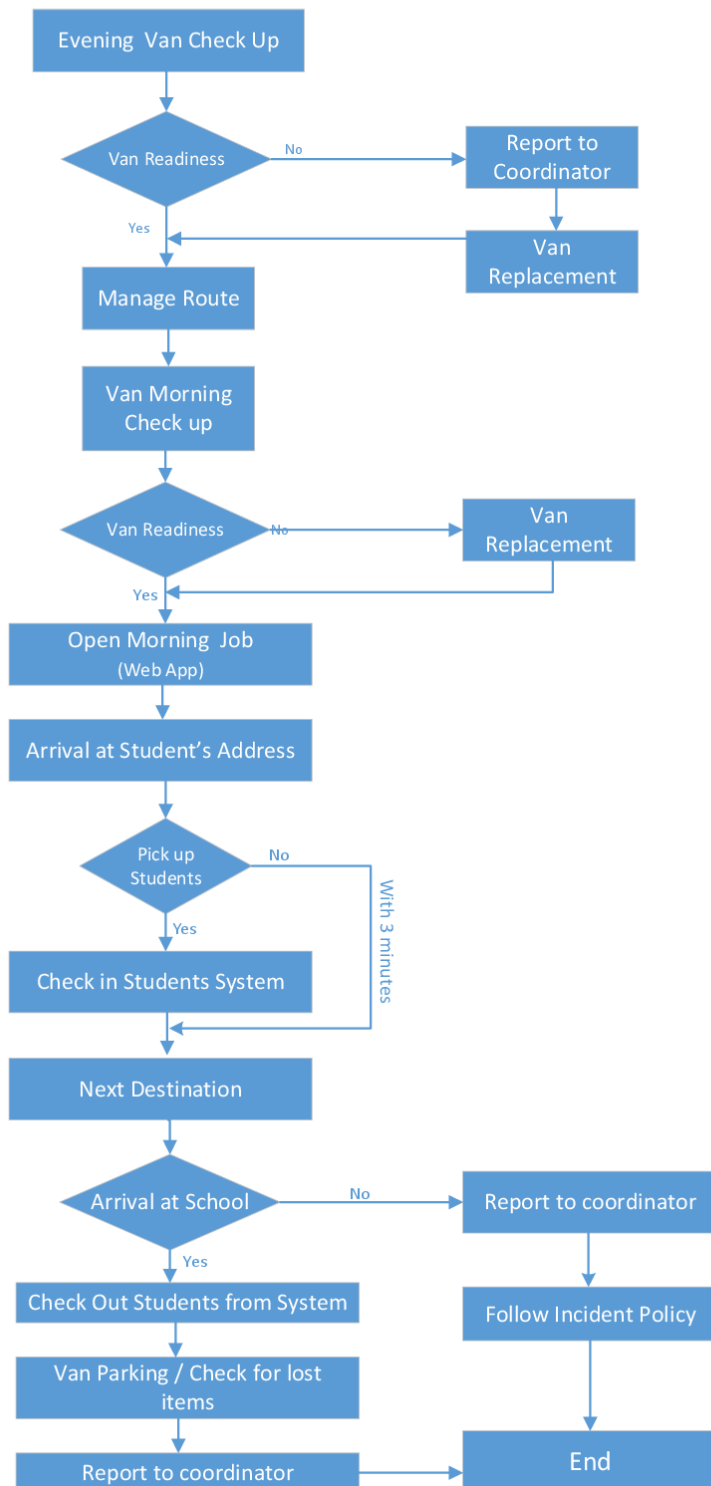
- Email to school
- Monthly newsletter

Annex V: Customer Registration Process



Annex VI: Morning Pick-up Workflow

Morning Pickup Workflow

**Van Daily Check List :**

- Gas, tires, cooler, air condition, mobile app, light, etc.

Route :

- Driver select the fastest route for tomorrow pickup service

Open job :

- Web app / Mobile app send mail to parents

Waiting policy :

- Call to parents
- 3 minutes

Check in :

- Application notifies parent with time of pick up and van information

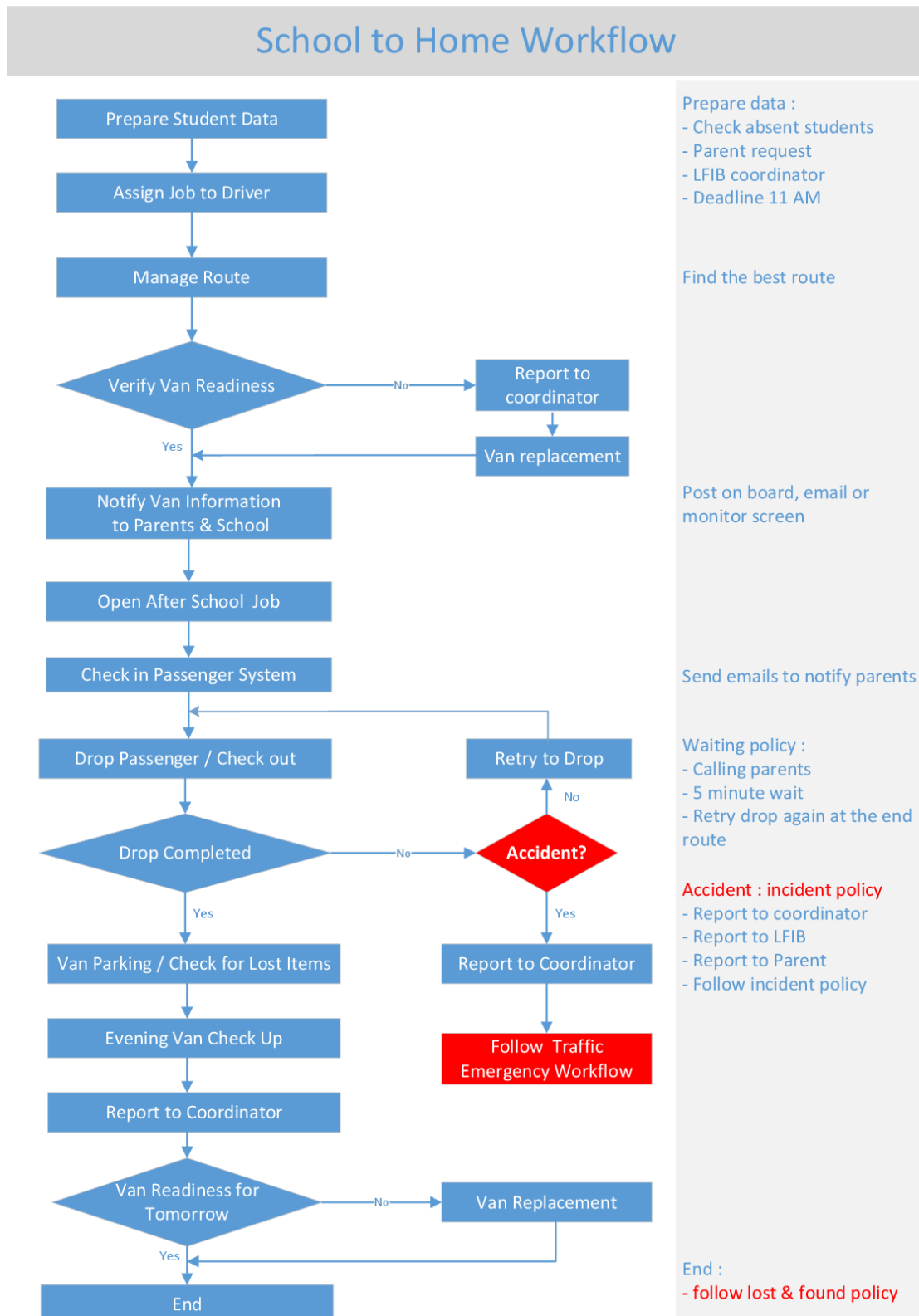
Incident :

- Report to LFIB
- Report to Parent
- Follow incident policy

Check out :

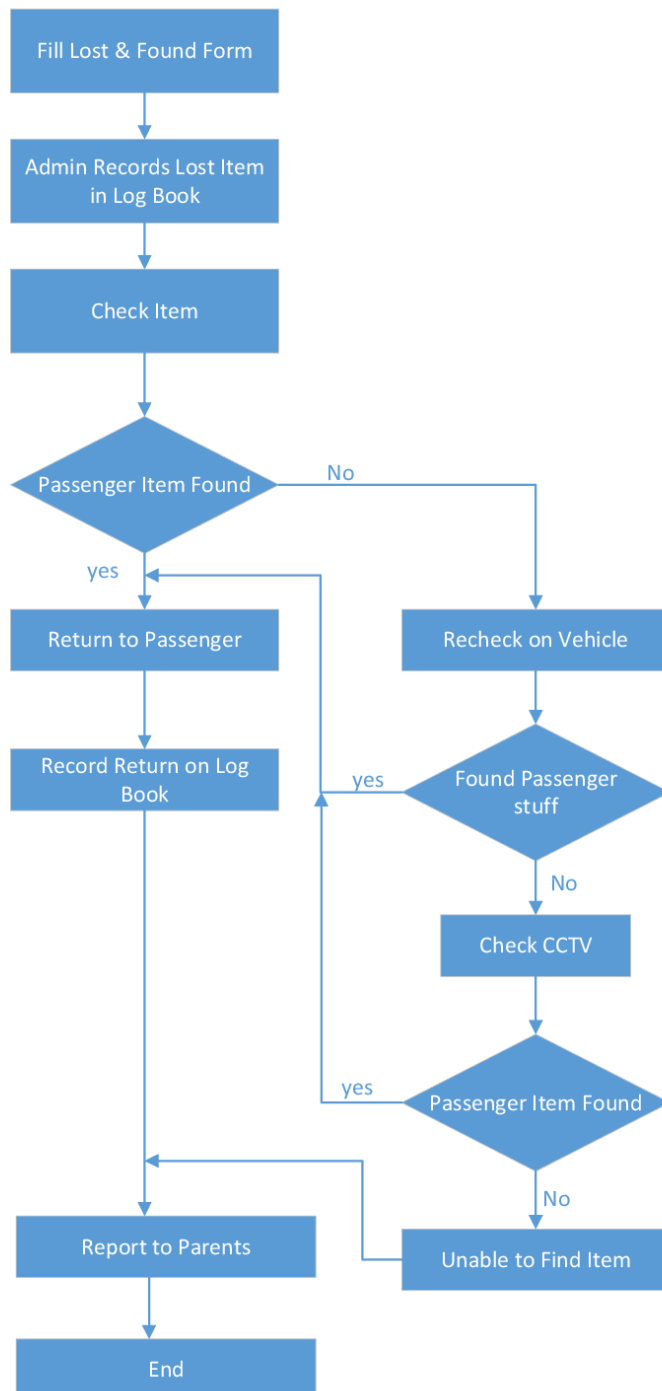
- Application notifies parents with time of arrival
- In case of missing items, please follow the lost & found policy

Annex VII: Afternoon Drop-off Workflow



Annex VIII: Lost & Found Policy

Lost and Found Workflow



Lost and Found form

- Name of passenger
- Date
- Route
- Item description

Daily Van check :

- Check forgotten item after each completed job
- Report, record, store to WP office
- Label with bus info date time, route
- Ask passenger on the same vehicle

Yearly

- Report found items to parent

Annex X: Vehicle Management Plan**White Pearl Transport Vehicle Management Plan****1. Fleet Expansion:**

Once the company knows the number of students using the school bus service, it will allocate the appropriate number of buses, including 10 additional buses owned by the company. Each bus will accommodate 8 students, as specified in the call for tenders.

2. Daily Operations:

Each day, 5 vans with drivers will be designated as spare vehicles. These spare vehicles will be kept ready to step in whenever needed due to maintenance issues, unexpected demands, or any other operational requirements.

3. Recruitment Process:

Selected vans for inclusion in our fleet will undergo the same rigorous process as outlined in the White Pearl recruitment policy for staff. This process includes thorough qualification checks, completion of training programs, and skill testing examinations to ensure the quality and reliability of our fleet.

4. Maintenance and Inspection:

Regular maintenance schedules will be implemented to keep all vans in optimal condition. Periodic inspections will be conducted to address any mechanical issues promptly and ensure compliance with safety standards as referred in the White Pearl vehicle maintenance plan.

5. Driver Training:

All van drivers will undergo comprehensive training programs to familiarize themselves with company policies, safety protocols, and efficient driving practices. Ongoing training sessions will be organized to refresh and enhance driver skills.

6. Route Optimization:

Continual evaluation of routes and schedules will be carried out to optimize efficiency and minimize travel time. Advanced routing software may be utilized to identify the most efficient routes and make adjustments as necessary.

7. Environmental Considerations:

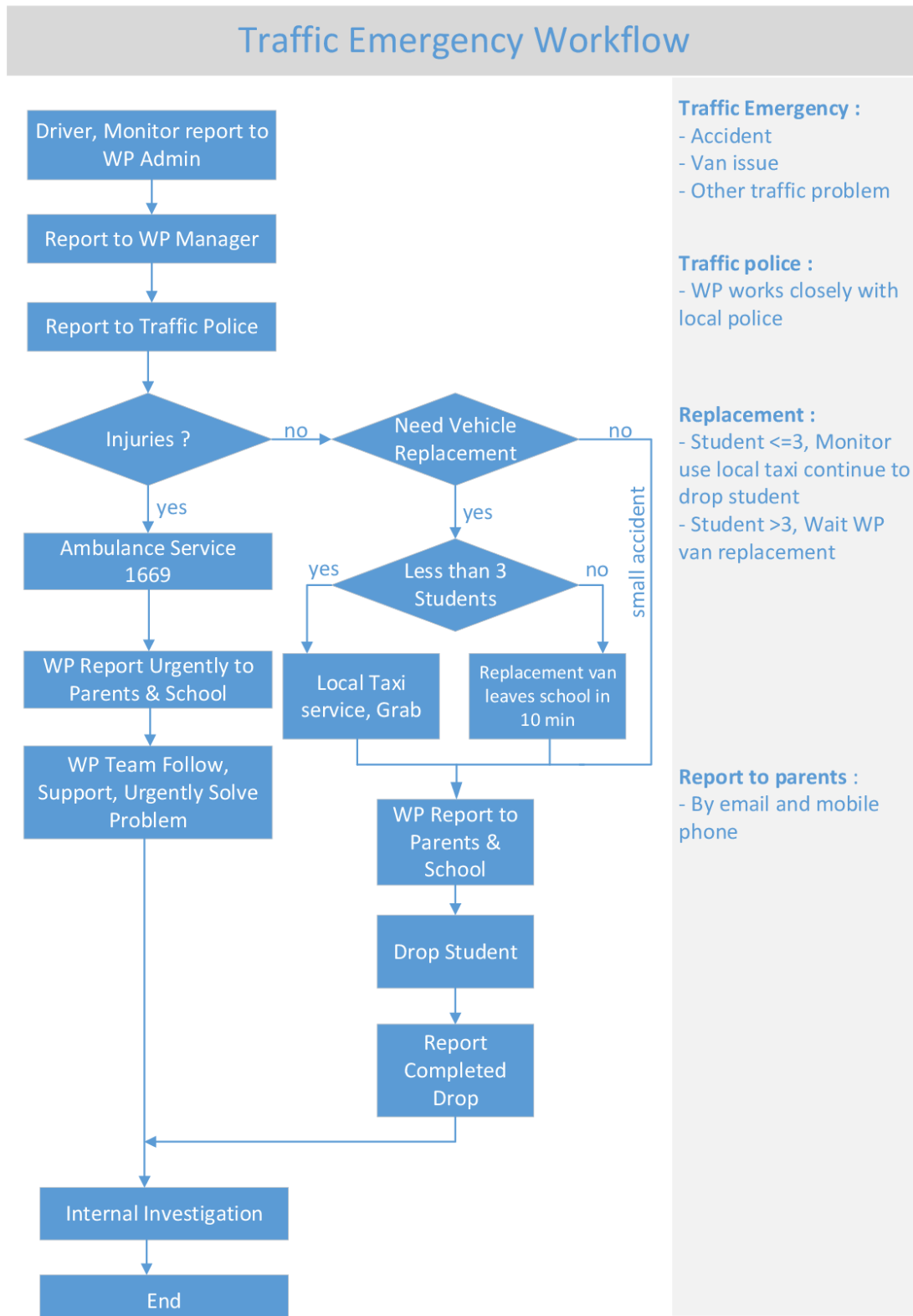
Where possible, we will prioritize the use of environmentally friendly vans and implement eco-friendly practices in our operations to reduce our carbon footprint. Regular black smoke inspections will be conducted to maintain the efficiency and environmental friendliness of our fleet. Moreover, we are considering the use of 12-seat minivans as well as Battery Electric Vehicles (BEVs) and Plug-in Hybrid Electric Vehicles (PHEVs).

8. Cases of Emergency

The company has established clear procedures for various types of emergencies, including traffic-related and human emergencies. All staff involved with the school bus service have been trained to follow these procedures.

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Annex XI: Traffic Emergency Workflow



Annex XII: Transportation Policy

Transportation Policy for School Bus Services

To ensure that school transportation service is smooth, safe, and compliant with relevant regulations, White Pearl Transport has established comprehensive safety guidelines. These guidelines align with the requirements outlined in the Automobile Act of 1979, the Department of Land Transport's 2004 regulations on licensing student transport vehicles, and the Ministry of Education's 2019 regulations on school bus safety. These guidelines aim to provide a clear framework, offering a consistent approach to managing and overseeing student transportation service. The details are as follows:

The vehicles used for student transportation must meet the following conditions:

- (1) They must be fully equipped with all necessary components as required by law, and the annual vehicle tax must be paid in full.
- (2) They must display reflective orange signs, at least 25 cm wide and 60 cm long, with the words "Student Transport" in black letters at least 15 cm high, visible from a distance of at least 50 meters. The signs must be placed at the front and back of the vehicle.
- (3) The vehicle's windows must be transparent enough to allow clear visibility into the interior of the vehicle and the traffic outside. If tinted, the level of light transmission must meet the standards set by the Department of Land Transport. No other material may be used to obscure any part of the windows, except for legal labels or documents that do not impede driving visibility.
- (4) Vehicles must be equipped with necessary tools to assist students in case of accidents or emergencies, including:
 - (a) Fire extinguishers: For vehicles with up to 20 seats, at least one fire extinguisher is required. For vehicles with more than 20 seats, at least two fire extinguishers are required. Fire extinguishers must be of appropriate size and placed in a suitable location within the vehicle for immediate use.

- (b) Glass-breaking hammers and crowbars: At least one hammer and one crowbar must be kept in a safe place, easily accessible for use when needed.
- (c) A safety warning sign must be displayed inside the vehicle, in a position that is easily visible, as specified or approved by the Department of Land Transport.
- (5) The vehicle's color must comply with the regulations set by the Department of Land Transport.

White Pearl Transport must ensure the followings:

- (1) Ensure safety in student transportation.
- (2) Employ drivers who meet the following criteria:
 - (a) Be at least 25 years old.
 - (b) Hold a public vehicle driver's license or have held a personal vehicle driver's license for at least 3 years.
 - (c) Be in good health.
 - (d) Demonstrate good behavior, dress appropriately, and be well-mannered.
 - (e) Have knowledge, expertise, and caution when driving, and be well-acquainted with the student transport routes.
 - (f) Have the ability to inspect and maintain the vehicle's equipment, tools, and signals to ensure they are operational at all times.
- (3) The drivers of White Pearl Transport must ensure they adhere to the following duties:
 - (a) Drive with caution, priorities safety, and comply with traffic laws.
 - (b) Regularly check the vehicle and its equipment to ensure they are in good condition and ready for use at all times.
 - (c) Ensure students are seated properly before the vehicle begins moving.
 - (d) Ensure students are wearing seat belts or other safety devices provided in the vehicle to prevent injuries during transit, in accordance with the Land Transport Act and other relevant laws.

- (e) Ensure student safety throughout the journey. In case of accidents, immediately seek assistance and provide first aid to injured students.
 - (f) Avoid reckless driving that could endanger people or property.
 - (g) Refrain from using mobile phones or communication devices while driving, unless necessary, and use hands-free accessories if needed.
 - (h) Do not consume alcohol or any substances that affect consciousness while driving or while operating student transport vehicles.
 - (i) Report to the school immediately in case of accidents or emergencies.
 - (j) Comply strictly with relevant laws, rules, and regulations.
 - (k) Participate in training or education as specified by the company.
- (4) Ensure there is a supervisor aged at least 21 years on board at all times during student transportation. The supervisor must:
- (a) Verify the correct number of students being transported on each trip according to the passenger list, and maintain an accurate record in the prescribed format.
 - (b) Stay with the vehicle to supervise and ensure the safety of students during transportation. The supervisor should also assist students with other matters, such as caring for sick or injured students, among other responsibilities.
 - (c) Coordinate with the driver to report to the school immediately if an accident or emergency occurs.
 - (d) Attend training and educational sessions as specified by the company.
- (5) Provide safety knowledge and understanding to drivers and supervisors to ensure they are aware of the best practices for student transportation.
- (6) Maintain a register of student transport vehicles and a record of driver and supervisor histories as specified in the appendix.
- (7) If a vehicle has an accident that endangers the safety of passengers or students, report to the relevant higher-level authority without delay to ensure swift and effective assistance.
- (8) Arrange for the vehicles to pick up students from their residences or agreed locations and deliver them to the school or designated area. For the return

journey, the vehicles should pick up students from the school or designated area and return them to their residences or agreed locations.

(9) Establish a system or channel to maintain communication with the driver or supervisor at all times during student transportation.

Annex XIII: Safeguarding Policy

Safeguarding Policies for School Bus Service

1. Purpose

The safeguarding policies for White Pearl Transport's school bus service are designed to ensure the safety, protection, and well-being of all children using the service. These policies are intended to protect children from harm, abuse, and neglect, and to create a safe environment for transportation to and from school and school-related activities.

2. Scope

These policies apply to all employees, drivers, supervisors, and personnel involved in the school bus service provided by White Pearl Transport.

3. Core Principles

- **Child-centered:** The safety and best interests of children are paramount.
- **Transparency:** All processes and decisions related to safeguarding must be clear and accessible.
- **Accountability:** Staff must take responsibility for ensuring child safety and report any concerns.
- **Zero Tolerance:** WP has zero tolerance for any form of abuse or neglect involving children.

4. Staff Screening and Training

- **Background Checks:** All staff involved in the school bus service must undergo comprehensive background checks, including criminal record checks and references.
- **Safeguarding Training:** All employees must complete safeguarding training prior to starting work and receive annual refresher courses.
- **Code of Conduct:** Staff must adhere to a strict code of conduct that outlines appropriate behavior and interactions with children.

5. Safe Transportation Practices

- **Supervision:** Each school bus has a driver and an additional supervisor to ensure children's safety and address any incidents.
- **Seat Belts and Safety:** All children must wear seat belts or use appropriate safety restraints at all times during transit.
- **Designated Destination:** Bus should stop only at designated, approved locations for pick-up and drop-off.

6. Procedures for Reporting and Responding to Concerns

- **Incident Reporting:** Any suspicion of abuse, neglect, or other safeguarding concerns must be reported immediately to the supervisor and the designated safeguarding officer. Parents can report by filling a complaint file and send it to support@whitepearlth.com
- **Confidentiality:** All reports are to be treated with the utmost confidentiality and only shared with individuals who need to know to address the concern.
- **Response and Action:** The safeguarding officer is responsible for investigating reported incidents and taking appropriate action, including notifying authorities if necessary.

7. Communication and Engagement with Parents/Guardians

- **Transparent Communication:** Regular updates on school bus schedules, safety protocols, and other relevant information must be shared with parents/guardians.

- **Parental Feedback:** parents/guardians can provide feedback or raise concerns by filling a complaint file which will be accessible on WP's website.
- **Emergency Contact:** WP maintains an emergency contact list for all children using the bus service.

8. Emergency Procedures

- **Emergency Drills:** Regular emergency drills are conducted to ensure all staff know how to respond in an emergency.
- **First Aid and Medical Response:** Each bus is equipped with a first aid kit and a list of closest hospitals for each zone as well as the contact person.
- **Evacuation Protocols:** WP has procedures for evacuating the bus in case of an accident or other emergencies.

9. Monitoring and Review

- **Feedback and Continuous Improvement:** Feedback from staff, children, and parents/guardians should be used to improve safeguarding measures.
- **Policy Review:** These policies are reviewed annually or whenever there are significant changes in regulations or best practices.

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Annex XIV: Student Behavior Management

Student Behavior Management on the School Bus

Managing student behavior on a school bus is essential to ensure a safe, respectful, and pleasant environment for both students and the bus driver. The following guidelines outline strategies and practices to achieve effective student behavior management on the school bus.

1. Clear Rules and Expectations

- **White Pearl Bus Rules:** Clear, concise rules which have been set by the service provider and are easy for students to understand. Examples include:
 - Remain seated at all times
 - Speak in a low voice
 - No eating or drinking on the bus
 - Respect the personnel and other students

2. Consistent Enforcement of Rules

- **Immediate Consequences:** WP will address rule violations immediately to reinforce expectations.
- **Progressive Discipline :** WP implements a progressive discipline system.
 - First offense: Verbal warning.
 - Second offense: Assigned seating or moved to the front.
 - Third offense: Report to school administration.
 - Severe or repeated offenses: Suspension from bus riding privileges.

3. Positive Reinforcement

Recognize Good Behavior: Acknowledge and reward students who follow the rules. This can be through verbal praise, a positive note to parents, or a small reward system.

4. Clear Communication

Regular Communication with Parents: WP will keep parents informed about their child's behavior, both positive and negative. This partnership can reinforce expectations at home and on the bus.

5. Training and Support for staff

Behavior Management Training: WP will provide drivers and supervisors with regular training on behavior management techniques and de-escalation strategies.

6. Safety and Emergency Procedures

- **Safety Drills:** Regular bus evacuation drills are conducted to make sure that all staff understand what to do in an emergency situation.
- **Emergency Plan:** WP has a clear plan for handling emergencies or severe behavioral issues, including communication with school officials and parents.

7. Monitoring and Supervision

- **Assign Seats:** In cases of recurring issues, assigned seating can help manage behavior by separating students who may cause disturbances.

8. Feedback and Improvement

Regular Review: WP will periodically review and assess the effectiveness of behavior management strategies and make adjustments as necessary.

9. Addressing Specific Issues

- **Bullying Prevention:** WP has a zero-tolerance policy for bullying and encourages students regarding the importance of kindness and respect.
- **Conflict Resolution:** WP educates supervisors on conflict resolution skills to help manage disagreements between students peacefully.

Annex XV: Code of Conduct

Code of Conduct for School Bus Drivers and Onboard Supervisors

The following Code of Conduct outlines the expected behavior and responsibilities of school bus drivers and onboard supervisors to ensure a safe, respectful, and efficient transportation environment for students.

1. Professionalism and Responsibility

- **Punctuality:** Arrive on time for all scheduled routes and ensure timely pick-up and drop-off of students.
- **Dress Code:** Maintain a neat, clean, and professional appearance while on duty.
- **Conduct:** Exhibit courteous, respectful, and professional behavior towards students, parents, school staff, and the public at all times.
- **Confidentiality:** Respect the privacy of students and families by not disclosing any personal or sensitive information.

2. Safety and Compliance

- **Adherence to Laws:** Follow all local, state, and federal traffic laws and regulations.
- **Bus Safety:** Perform pre-trip and post-trip inspections to ensure the bus is in safe operating condition. Report any mechanical issues promptly.
- **Seat Belt Use:** Ensure all students are seated and using seat belts, if available, before the bus is in motion.
- **Emergency Preparedness:** Be familiar with and follow all emergency procedures.

3. Student Interaction

- **Positive Reinforcement:** Encourage and acknowledge positive behavior among students.
- **Fair Treatment:** Treat all students equitably and with respect, without favoritism or discrimination.

- **Behavior Management:** Enforce bus rules consistently and fairly. Use appropriate behavior management techniques to handle misconduct.
- **Conflict Resolution:** Address conflicts and behavioral issues calmly and effectively, seeking to de-escalate situations whenever possible.

4. Communication

- **Clear Instructions:** Provide clear and understandable instructions to students regarding bus safety and behavior expectations.
- **Parent Interaction:** Communicate respectfully with parents and guardians, providing updates on student behavior and addressing any concerns.
- **Reporting:** Report any significant incidents, accidents, or concerns to the appropriate school authorities promptly and accurately.

5. Integrity and Ethics

- **Honesty:** Conduct duties with honesty and integrity, including accurate reporting of incidents and adherence to schedules.
- **Drug and Alcohol-Free:** Maintain a drug and alcohol-free environment. Adhere to policies regarding substance use and undergo required testing.
- **Prohibited Conduct:** Avoid any form of inappropriate behavior or physical contact with students. Refrain from using offensive or inappropriate language.

6. Professional Development

- **Training:** Participate in required training sessions, including those focused on safety, behavior management, and emergency procedures.
- **Skill Improvement:** Continuously seek to improve driving skills, knowledge of safety practices, and student management techniques.

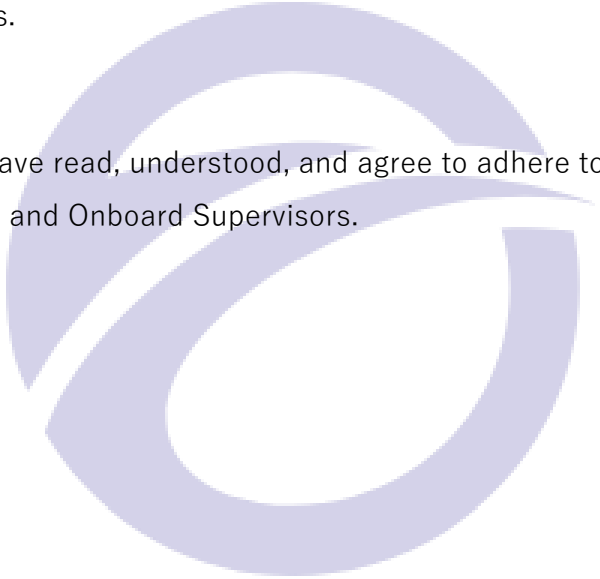
7. Teamwork and Support

- **Collaboration:** Work collaboratively with school staff, fellow drivers, and onboard supervisors to ensure smooth and safe operation of transportation services.
- **Support:** Offer support and assistance to colleagues when needed, fostering a cooperative and supportive work environment.

- **Enforcement and Accountability**
- **Compliance:** Adherence to this Code of Conduct is mandatory. Failure to comply may result in disciplinary actions, including warnings, suspension, or termination of employment.
- **Monitoring:** School administrators will regularly monitor compliance with this Code of Conduct through evaluations, feedback from students and parents, and incident reports.

Acknowledgment

I acknowledge that I have read, understood, and agree to adhere to the Code of Conduct for School Bus Drivers and Onboard Supervisors.



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