

Centro Bus Stations and Interchanges

Approved Code of Conduct



centro

transforming public transport

What Centro expects from you

The following points have been taken from the Bus Station Users Agreement, as agreed to by your operating company, and is what you should/shouldn't do whilst on the bus station or interchange to ensure everyone's safety and to ensure an efficient Bus Station or Interchange.

Failure to comply with this code may result in further action being taken by Centro.

- ✓ Do enter and leave the station via recognised routes.
- ✓ Do be aware of pedestrians and give way to them at designated crossing points.
- ✓ Do wear hi visibility clothing at ALL TIMES at any place on the bus station.
- ✓ Do use designated walkways and crossings and remain in safe areas.
- ✓ Do adhere to scheduled arrival and departure times as agreed.
- ✓ Do switch off engines when parked.



- ✓ Do park in marked bays.
- ✓ Do inform a Centro Representative immediately if your vehicle suffers mechanical problems whilst on the station.
- ✓ Do carry out any reasonable instruction or request from the bus station manager or their representative.
- ✗ Do not exceed the 10 MPH speed limit on the station. Centro have Calibrated Speed checking equipment.
- ✗ Do not use hand held mobile phones or similar devices.
- ✗ Do not load/unload passengers at any place other than an official stand or designated unloading area.
- ✗ Do not double park at any time. If the stand is blocked proceed to the next available stand/unloading area.
- ✗ Do not smoke anywhere on the bus station.
- ✗ Do not reverse without adequate supervision by a qualified person.
- ✗ Do not remain on the stand longer than 5 MINUTES.



- X** Do not stay in the layover areas longer than 10 MINUTES.
- X** Do not litter.
- X** Do not leave buses unattended on a departure stand.
- X** Do not leave your vehicle until your relief driver arrives.
- X** Do not bring buses with serious mechanical failure (oil and fuel leaks) on to the station.
- X** Do not do anything on the station that may become a nuisance or danger to other bus station users.



What you can expect from Centro

Centro will ensure, so far as is reasonably practicable, that the bus station is operated and managed in a safe and responsible manner.

Centro will maintain the bus station to a standard expected by its customers in terms of cleanliness, lighting and general day to day repairs.

Centro will allocate departure stands in the interests of the travelling public and not in the interest of any one particular operator.

Centro employees and representatives will not show favour to any operator or company representative.

The Bus Station Managers will behave in a courteous and helpful manner, will investigate any complaints and will respond as soon as possible.

Centro will assist operators to ensure timetable information is always on display and is up to date.

Centro will, so far as is reasonably practicable, ensure the safety and security of its customers and all users of the bus stations. All new bus stations and associated infrastructure will be designed with these issues in mind.

Centro would like to thank all drivers for their help and ongoing cooperation.

A full copy of the Bus Station User Agreement is available to view from the Bus Station Manager's Office.

Complaints, Comments or Suggestions

Should you have any issues whilst using the Bus Station, please contact the Bus Station Manager, or their Representative, on the numbers below:

Area	Contact Name	Telephone No
Bearwood	Stuart Gilchrist	07887 794 203
Bilston	Sue McCormack	07887 794 217
Cradley Heath	Steve Hutchinson	07881 811 362
Coventry	Alan Beeson	07887 794 209
Dudley	Alistair Blackwood	07887 794 220
Halesowen	Steve Hutchinson	07881 811 362
Merry Hill	Steve Hutchinson	07881 811 362
Stourbridge	Steve Hutchinson	07881 811 362
Walsall	Mike Hudson	07887 794 221
Wednesbury	Mike Hudson	07887 794 221
West Bromwich	Alistair Blackwood	07887 794 220
Wolverhampton	Sue McCormack	07887 794 217

Our staff and their representatives have the right to work without fear of assault or intimidation.

Centro will actively prosecute anybody who does not respect this right.