



SOUTHERN AFRICAN BUS OPERATORS ASSOCIATION (SABOA)

CODE OF CONDUCT

All members of the Southern African Bus Operators Association shall abide by the *Code of Conduct* set out hereunder:

1 AIMS

- 1.1 To ensure that customers receive an affordable, safe and reliable service from members.
- 1.2 To conduct the business in such a manner that the reputation of SABOA and its members shall in no way be brought into disrepute.
- 1.3 To adhere to common law and statutory laws of South Africa and to operate in the spirit of those laws.
- 1.4 To promote the growth and development of the bus industry in South Africa.
- 1.5 To promote, uphold and protect the interests of SABOA.

2 STANDARD OF SERVICE

- 2.1 Members shall keep their vehicles in roadworthy condition.
- 2.2 Members shall engage drivers who are licensed and trained for the relevant vehicles.
- 2.3 Members shall ensure that all staff adhere to the Road Traffic Act, Act 29 of 1989 or any other legislation that may repeal or replace this Act, and that drivers in particular adhere to those regulations relating to speed, overloading of vehicles, following distances and overtaking.
- 2.4 Members shall at all times render services to customers using vehicles which are clean and presentable.
- 2.5 Members shall honour their commitments to customers by applying sound business principles.
- 2.6 Members shall give accurate information to customers, whether through notices, advertisements, statements, documents or any other means.
- 2.7 Members shall take out adequate passenger liability insurance.

3 COMPLAINTS

- 3.1 Members shall deal with complaints promptly, efficiently and courteously.
- 3.2 Complaints by the public regarding illegal actions must be referred to the provincial

offices of SABOA.

4 CONDUCT BETWEEN MEMBERS

- 4.1 Members shall deal fairly and honourably with one another and shall not damage the reputation of, nor disparage the business practices or services offered by fellow members.
- 4.2 Where applicable, members will endeavour to empower SMME's through financially viable subcontracting, joint ventures, alliances and other initiatives. Preference should be given to SABOA members.
- 4.3 In doing business, members shall endeavour to support and make use of the services offered by other members, including associate and affiliate members.

5 INFRINGEMENT AND ENFORCEMENT

- 5.1 Members shall advise SABOA Provincial offices of breaches of this Code of Conduct by a fellow member.
- 5.2 The relevant Provincial office of SABOA will investigate allegations of malpractice and will be empowered to call on the alleged offending member to provide the relevant information.
- 5.3 Matters that cannot be solved at Provincial level should be referred to the SABOA Head Office.
- 5.4 Disputes and appeals will be dealt with in terms of the procedure prescribed in the SABOA constitution.

6 GENERAL

- 6.1 Members shall familiarise themselves and their staff with the provisions of this *Code of Conduct*.
- 6.2 Members shall observe not only the letter but also the spirit of this *Code of Conduct*, thus giving true significance to the aims and objectives of SABOA.
- 6.3 This Code of Conduct shall be interpreted and applied in terms of the constitution of SABOA.

I/We the undersigned agree to adhere to the above *Code of Conduct*.

Signed:

Member:

Date: