



Audit for Compliance With
Code of Minimum Standards and Quality Assurance Standards for
CoachMarque Operators

Operator: Anthony's Travel

Audit Conducted By

Ian Foster

Lloyd Morgan Group

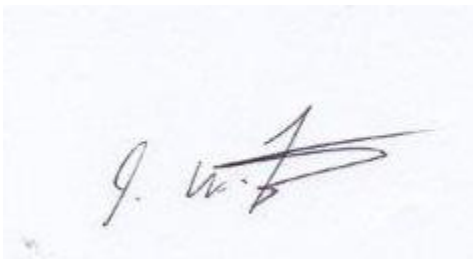
Executive Summary

Company: Anthony's Travel

Date of Audit: 9th February

Section		Common Standards		CoachMarque Specific Standards	
		Possible	Actual	Possible	Actual
A	Customer Service Standards	8	8	0	0
B	Employee Investment	4	4	0	0
C	Fleet Standards	5	5	3	3
D	Community and Regulatory Standards	5	5	3	3
Total		22	22	6	6

COMPLIANCE POINTS NOT MET AT TIME OF UNDERTAKING OF AUDIT	
Compliance point(s):	All met 100%



I Foster
Compliance Engineer
Lloyd Morgan Group

No.	Standard	Compliant
A) Customer Service Standards		
<i>Enquiries and Bookings</i>		
A1	Descriptions of coaches used in quotations, contracts, brochures etc., are open, honest and explicit.	Yes
A2	A point of booking is provided for customers, which is open during normal business hours and is staffed by persons competent to deal with coach-hire enquiries.	Yes
A3	Once customers have made an enquiry or booking, they receive the highest level of care throughout the booking process, including the issue of appropriate documentation.	Yes
<i>The Journey</i>		
A8	The driver's instructions for a journey are an accurate reflection of the detailed itinerary supplied to/agreed with the customer.	Yes
A9	At any time a coach is on the road, a 24-hour back-up arrangement is maintained. This will include a system to contact drivers by phone or radio, with customers being provided with a 24-hour emergency contact number for a company contact who has the authority to make decisions to deal with emergencies or has ready access to a decision maker.	Yes
<i>Terms and Conditions</i>		
A11	Conditions of hire are at least as favourable to customers as CPT's current Model Conditions of Private Hire	Yes
A12	There is an effective complaints procedure in place and a nominated officer to take responsibility for dealing with complaints.	Yes
A13	Complaints are acknowledged within 14 days and a full reply normally made within 28 days of the complaint being made.	Yes
B) Employee Investment		
<i>Training and Competence</i>		

No.	Standard	Compliant
B1	There is a formal commitment to training and procedures which aim to ensure that the highest standards are maintained.	Yes
B2	On engagement and then at intervals of no more than 12 month, all drivers licences are checked by obtaining a copy of the DVLA record from the DVLA.	Yes
Presentation		
B8	All staff employed with regular face to face contact with the public is fully uniformed. This includes drivers, couriers, travel office staff, office counter staff and customer carers.	Yes
Procedures		
B9	There is a written Company Rules or a Handbook, which is accessible or issued to all staff and which will incorporate at least the minimum standards as defined in this document.	Yes
C) Fleet Standards		
Management Control		
C1	The CPC Holder nominated on the operator's 'O' Licence is employed full time in the business in a managerial capacity.	Yes
C2	The CPC Holder nominated on the operator's 'O' Licence abides with the guidelines of the Guild Code of Minimum Standards.	Yes
Engineering Standards		
C3	A daily walk-round visual check is made by driver or engineer with a written report made.	Yes
C4	There is a system for drivers to report any damage or defect which becomes apparent on any vehicle they drive and for reported matters to be rectified as appropriate before a vehicle is returned to service.	Yes
C5	The maintenance system and maintenance records are subject to scrutiny as part of the quality assurance scheme.	Yes
Vehicle Presentation		

No.	Standard	Compliant
C11	In the event of a vehicle shortfall, substitute vehicles are, wherever possible, to the same high standard as promised.	Yes
C12	There is an internal system in place, which includes document checks, to ensure that CoachMarque approved vehicles are presentable at all times.	Yes
C13	CoachMarque logo vinyls are affixed only to vehicles of 10 years or less age and are affixed in the required positions.	Yes
D) Community and Regulatory Standards		
	<i>Regulatory Compliance</i>	
D1	The member holds a valid Operator's License, Insurances and any required Bonding.	Yes
D2	The member will produce evidence that they meet the requirements for adequate Financial Standing under the Operators Licensing rules, as of the date of the audit.	Yes
D2a	The member will produce an up to date printout of their OCRS score for all 'O' Licenses covered by CoachMarque membership. <i>NB: this needs to be obtained in advance of the visit and can only be done by registering with the VOSA online service.</i>	Yes
D3	Tachograph records will be subject to checks for driving licence compliance.	Yes
	<i>Health and Safety</i>	
D4	A clean, safe and professional environment consistent with Health and Safety regulations is provided at all times for staff and customers.	Yes
D5	A copy of the Health and Safety Policy Statement is available to customers on request.	Yes
	<i>Environment</i>	
D6	The member will have a written Environmental Policy, which will cover specific aspects of coach operation, including the disposal of litter, oil and other fluids, the discharge of chemical toilets only at approved places and minimising the running of engines when parked.	Yes

No.	Standard	Compliant
	<i>Scheme Compliance</i>	
D8	The member will complete a signed declaration confirming that they are in full compliance with all CoachMarque standards.	Yes

Audit Notes:

All standards met and 100% compliant

LICENCE

EUROPEAN COMMUNITY



OFFICE OF THE TRAFFIC COMMISSIONER
NORTH WEST OF ENGLAND

LICENCE No/CERTIFIED TRUE COPY No UKGB/PC1138358/00000

For the international carriage of passengers by coach and bus for hire or reward

The holder of this licence:

RICHARD BAMBER & ANNE BAMBER
T/A ANTHONYS TRAVEL
8 CORMORANT DRIVE
RUNCORN
WA7 4UD

is authorised to carry out international carriage of passengers by road for hire or reward in the territory of the community pursuant to the conditions laid down by Regulation (EC) No 1073/2009 of the European Parliament and of the Council of 21 October 2009 on common rules for access to the international market for coach and bus service and in accordance with the general provisions of this licence.

Comments:

UKGB/PC1138358/00000

This licence is valid from: 30/06/2015 To 31/05/2020

Issued in:
North West of England
Hillcrest House
386 Harehills Lane
Leeds
LS9 6NF

On: 30/06/2015



Beverley Beu

Traffic Commissioner





AMLIN UK

CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE

(A copy or copies of this certificate must be displayed at each place of business
at which you employ persons covered by this insurance)

Policy Number: 9132535
Insured: A and R Bamber t/a Anthony's Travel

Date of commencement of insurance: 16/10/2015

Date of expiry of insurance: 15/10/2016

We hereby certify that subject to paragraph 2 below

1. The insurance to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey, the Island of Alderney; and
2. The minimum amount of cover provided by this insurance is 5,000,000 GBP any one occurrence.

Signed on behalf of the Lloyd's Underwriters subscribing to Amlin UK (authorised insurers)

Signed:

Country Manager, P&C Europe-UK

IMPORTANT

It is strongly recommended that you store this certificate after expiry in a secure place as a record of insurance as you may still be liable for claims after many years.

Amlin UK is a trading name of Amlin UK Limited. Amlin UK Limited is wholly owned by and an Appointed Representative of Amlin Underwriting Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under reference number 204918. Amlin UK Limited is registered in England No. 2739220. Registered office: The Leadenhall Building, 122 Leadenhall Street, London EC3V 4AB.

Amlin House, 90-96 Victoria Road, Chelmsford, Essex CM1 1QU. 01245 396396



FLEET DECLARATION- COACHMARQUE : 2016

I confirm that ANTHONY'S TRADEL conforms to all CoachMarque rules and regulations, and we intend to pay our subscription for 2016. I confirm that the information given in the attached schedule is accurate and true, and I understand that any false information given will result in expulsion from the scheme.

Our total coach hire fleet as at 01/01/16 consists of:-

9 Coaches (more than 26 seats) and/or

5 Minicoaches (up to 26 seats)

I also enclose a copy of our current fleet list. (May include non-CoachMarque vehicles)

Signed on behalf of:

ANTHONY'S TRADEL (enter company name)

Signed by:

[Signature] (print name)

Position in Company:

PARTNER

Date:

5.5.16

Signature:

R RAMBER

Subscription rates for 2016

Coaches: **£57.00 plus VAT (£65.55 per vehicle). NB Maximum of £2,000**

Minicoaches: **£26.00 plus VAT (£29.90 per vehicle)**

Minimum Subscription of **£260.00 plus VAT applies (£305.50) NB Equivalent to 4 coaches.**

Please Note: From 2015, the audit fee of £500 will be incorporated into two annual subscriptions of £250 per annum.

An invoice will be despatched based on these figures. Annual subscriptions must be paid within 3 months of invoice. Failure to do so will result in penalties (to be agreed) and ultimately in exclusion from the scheme.

Combined Liability Policy

SCHEDULE

This schedule together with your policy wording, any endorsements or certificates, the proposal form, broker presentation and any other information supplied shall form the basis of the contract between us and as such shall be read together as one document.

Agency number 7050 **Broker** Thompson Heath & Bond London Market (Route 2)

Policy number	9132535
Effective date	16/10/2015
Date of issue	04/11/2015
Reason for issue	Renewal

Period of Insurance		Premium	
From	16/10/2015	Premium due before tax	120000 GBP
To	15/10/2016	Tax amount	1100 GBP

Policyholder	A and R Bamber t/a Anthony's Travel
Address	8 Cormorant Drive Runcorn Cheshire WA7 4UA
Business	Coach Operator.

Section	Limit of indemnity		Excess	
Employers Liability	10000000	GBP	0	GBP
Public Liability / Products	10000000	GBP	250	GBP

Section	Rating Category	Exposure
Employers Liability	In Full	0
Public Liability / Products	In Full	0

Long Term Undertaking Applicable	No
Long Term Undertaking Effective Until	

Endorsements



Re

Appendix

- **Public Service Vehicle Operator's Licence**
- **Motor Insurance Certificate**
- **Liability Insurance Information**

Any other documents - Coach Marque Renewal Form



Audit for compliance with Code of Minimum Standards

CERTIFICATE OF COMPLETION: Anthony Travel

Date of original audit: 9/2/16

Section		CoachMarque Code of Minimum Standards	
		Possible	Actual
A	Customer Service Standards	8	8
B	Employee Investment	4	4
C	Fleet Standards	8	8
D	Community and Regulatory Standards	8	8
Total		28	28

I confirm that all compliance points required to satisfy the requirements of CoachMarque's audit for compliance with the Code of Minimum Standards have now been met.

Date of Completion: 8/2/16

I Foster

Ian Foster – Lloyd Morgan Group Ltd