

Driver Sanctions Matrix

	Category	Offence	Sanction
1	Safety	Using hand held mobile phone whilst driving	Removal for minimum 6 months, 2nd offence return via appeal only
2	Safety	Wearing headphones & using MP3 player or equivalent whilst driving	Formal warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban before NX-approved return
3	Safety	Wearing bluetooth earpiece whilst driving	Formal warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban before NX-approved return
4	Safety	Proven distraction whilst driving caused by smart watch or equivalent device	Formal warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban before NX-approved return
5	Safety	Driving / Attempting to drive with excess alcohol	No return for anyone over the legal limit, 5 years for anyone below legal limit but above NX limit
6	Safety	Knowingly allowing another person to provide breath sample in Alcolock device after alcolock failure	Removal from network, return via appeal only (minimum 5 year ban).
7	Safety	Knowingly providing Alcolock breath sample to allow another person to drive after Alcolock failure	Removal from network, return via appeal only (minimum 5 year ban).
8	Safety	Failure to reset Alcolock at end of journey	Removal for 3 offences in 3 months, with minimum 6 month ban before NX-approved return
9	Safety	Failure to provide Alcolock sample at first usage of vehicle	Removal from network, no return within 6 months. Would allow appeal to consider perceived genuine errors.
10	Safety	Refusal to provide breath sample for manual test	Removal from network, return via appeal only (minimum 5 year ban).
11	Safety	Driving / Attempting to drive under influence of drugs	Removal from network, return via appeal only (minimum 5 year ban).
12	Safety	Vehicle accident (driver at fault)	Action Plan as per 8.4, Dependent on circumstances
13	Safety	Knowingly driving whilst overloaded (carrying standing passengers)	Warning for 1st offence and removal for 2nd offence or instant removal, depending on distance travelled and the perceived safety risk. Minimum 6 month ban. NX to approve return.
14	Safety	Driver fatigue	Suspension and investigation, action plan if confirmed fatigue
15	Safety	Not wearing seatbelt	Removal for 3 offences in 6 months, with minimum 6 month ban before NX-approved return
16	Safety	Motorway - use of prohibited lane	Warning for 1st offence. Removal for 2nd offence, with minimum 6 month ban before NX-approved return
17	Safety	Eating / Drinking while driving	Warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban, dependent on circumstances. NX to approve return.
18	Safety	Poor driving standard	Dependent on circumstances of incident
19	Safety	Unauthorised / Dangerous manoeuvre at coach station	Dependent on circumstances of incident
20	Safety	Leaving engine running whilst vehicle unattended	Warning for 1st offence. Removal for 2nd offence, minimum 6 month ban with NX-approved return
21	Safety	Motorway - stopping on hard shoulder without good reason	Dependent on circumstances of incident
22	Safety	Seeing Machines/Guardian or Drivecam event recorder obstruction	Formal warning for 1st offence. Removal for 2nd offence, minimum 6 month ban with NX-approved return
23	Safety	Speeding	In line with Global Standard (to be finalised)
24	Safety	Red lights	Dependent on circumstances of incident
25	Safety	Failure to wear required PPE during boarding process and customer interaction (Face Covering)	Removal for 3 offences in 6 months, with minimum 6 month ban before NX-approved return
26	Safety	Customer temperature checking not conducted during boarding process	Removal for 3 offences in 6 months, with minimum 6 month ban before NX-approved return
27	Safety	Not Loading / Unloading luggage	Formal warning for 1st offence. Removal for 2nd offence, with minimum 6 month ban. NX to approve return
28	Safety	Not wearing hi-vis when required	Warning for 1st offence. Suspension for 2nd offence, no return within 3 months with NX-approved return
29	Safety	Stowaway found in luggage lockers	Formal warning for 1st offence. Removal for 2nd offence, minimum 6 month ban with NX-approved return

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30	Safety	Smoking whilst driving	<i>If no customers on board:</i> Warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban. <i>If customers on board:</i> Removal for 1st offence, minimum 6 month ban. NX to approve returns to network.
31	Safety	Illegal / Unauthorised Parking	Warning for 1st offence. Potential refusal of operating through location for minimum 1 month for second offence.
32	Customer Service	Smoking next to vehicle	Formal warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban before NX-approved return
33	Customer Service	Proven failure to cycle wheelchair lift fully at first walk around check of the day from depot	Formal warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban before NX-approved return
34	Customer Service	Wheelchair customer refused travel without NCC approval	Removal from network, return via appeal only (minimum 1 year ban).
35	Customer Service	Wheelchair boarding and/or alighting process not adhered to correctly	Formal warning and retraining for 1st offence. Removal for 2nd offence, with minimum 6 month ban. NX to approve return
36	Customer Service	Not adhering to stranded customer policy	Formal warning for 1st offence. Removal for 2nd offence within 6 months, minimum 6 month ban with NX-approved return
37	Customer Service	Proven prejudice and discrimination of any nature (eg racial, sexual, gender, disability etc)	Removal from network, return via appeal only (minimum 3 year ban).
38	Customer Service	Failure to adhere to Customer Service Standards	Dependent on severity, circumstances and impact on customer
39	Customer Service	Rude / Offensive behaviour or language	Dependent on severity, circumstances and impact on customer
40	Customer Service	Assault / Threat of assault	Dependent on severity, circumstances and impact on customer
41	Customer Service	Leaving stop early	Warning for 1st offence. Suspension for 2nd offence, no return within 6 months with NX-approved return
42	Customer Service	Failure to serve stops without permission to miss	Warning for 1st offence. Suspension for 2nd offence within 6 months. NX to approve return.
43	Customer Service	Front seats blocked off	Removal for 3 offences in 12 months, with minimum 6 month ban before NX-approved return
44	Customer Service	Failure to make proper announcements	Dependent on circumstances of incident
45	Customer Service	Luggage damaged by driver	Dependent on circumstances of incident
46	Customer Service	Driver lost en-route	Dependent on circumstances of incident
47	Customer Service	Knowingly bringing National Express into disrepute (eg damaging brand image, negative PR)	If proven, removal from network, return via appeal only (minimum 3 year ban).
48	Customer Service	Using personal social media to interfere in customer conversations/'troll' Customers	Formal warning for 1st offence. Suspension for 2nd offence within 6 months, no return within 12 months. NX to approve return.
49	Customer Service	Failure to keep up to date with company policy and/or applying an out of date policy	Retraining/review of driver handbook. Warning for repeat mistakes.
50	Communication	Failure to notify NCC of significant incident / accident	Warning for 1st offence. Suspension for 2nd offence within 6 months. NX to approve return.
51	Revenue / Ticketing	Taking money without issuing ticket or selling appropriate add-on products (such as excess luggage)	Removal From Network, with minimum 12 month ban. NX to approve return.
52	Revenue / Ticketing	Allowing a non-customer to travel without ticket without a valid reason to do so	Formal warning for 1st offence. Suspension for 2nd offence within 6 months. NX to approve return.
53	Revenue / Ticketing	Not carrying ticket book (when issued)	Dependent on circumstances of incident
54	Revenue / Ticketing	Refusing to sell ticket (when able to do so)	Dependent on circumstances of incident
55	Revenue / Ticketing	Not validating a ticket with a handheld device	Dependent on circumstances of incident