

OUR CUSTOMER CHARTER



OUR MISSION

Across New Zealand our teams provide bus services for a range of customers – in public transport, school transport or for private companies and clients wanting charter services to attend events or experience Aotearoa in all its beauty.

First established in the South Canterbury town of Temuka in 1935, our company has grown over the decades. We now manage a national network of depots and have over a team of over 2,000 employees, most of these full and part-time drivers from the deep South to the far North.

If you ask any of them, as I often do, what they enjoy most about their work with us – it is almost always their engagement with passengers that gives them the most pleasure in their job. Meeting and helping people makes a difference in their lives and that's our goal in providing the services we do.

We are proud that every day our teams are getting people where they want to go in safety, in comfort and with consistently reliable services. Regular, well run bus services build confidence in the benefits of public transport. Every full bus means less cars on the road and less carbon emissions in our communities. We are also working hard to transition from diesel to more sustainable zero emission (at tailpipe) fleet, with all the benefits that brings.

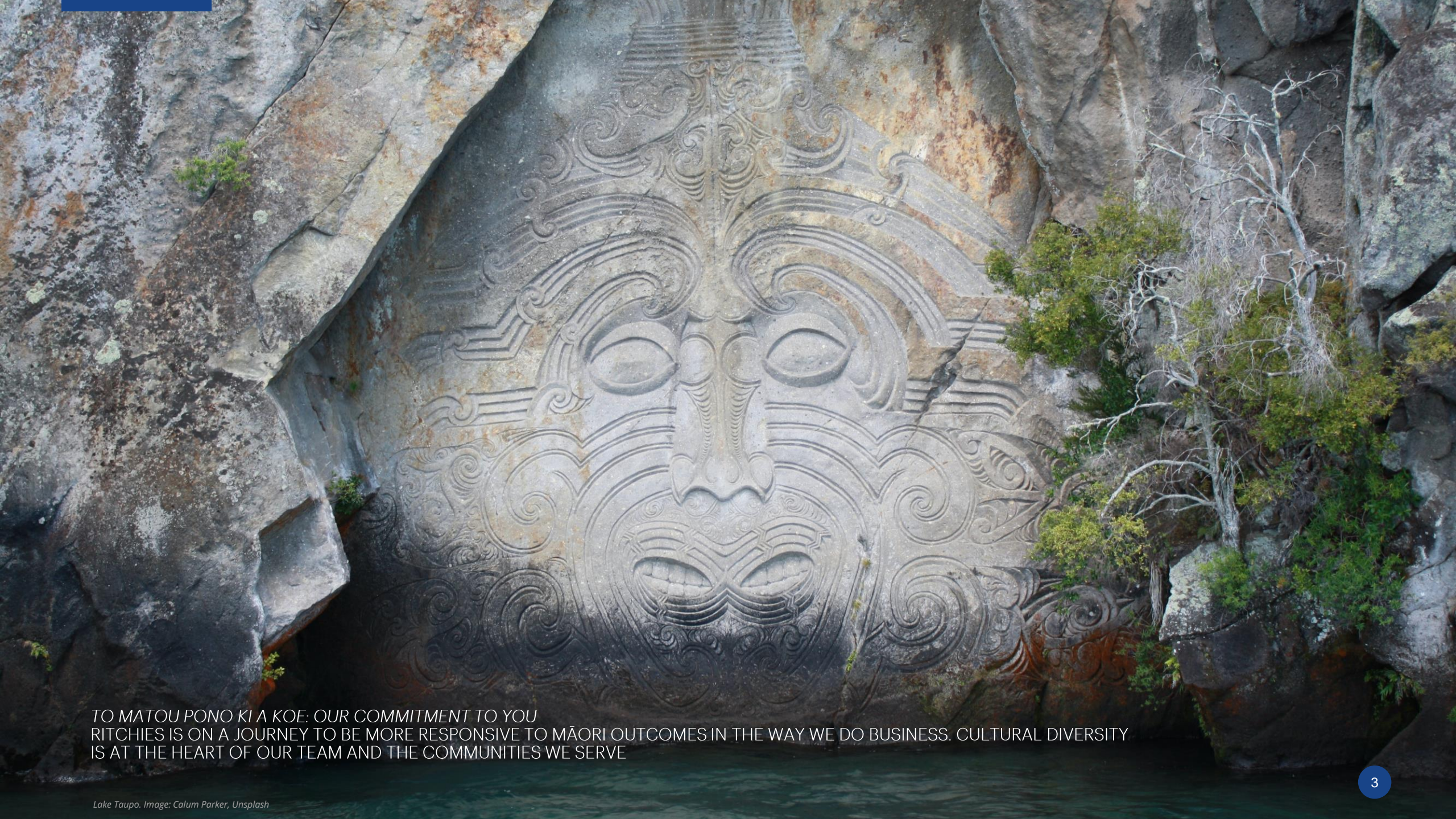
The Covid pandemic and a national driver shortage has provided some challenges to service provision for all operators, but we are moving past that and at Ritchies we've been talking with our teams and our leaders on ways we can improve the experience for passengers. Your feedback can help us do that.

Our teams enjoy all the compliments and thanks they get, but we also want to listen and learn how we can do better for you. Anytime you have an experience that is positive or otherwise please let us know.

In this information sheet you will find details of our commitment to you as well as some guidance on what we expect from passengers we carry. Thank you for taking the time read this through.

Kind regards,
Michele Kernahan
Chief Executive Officer





TO MATOU PONO KI A KOE: OUR COMMITMENT TO YOU
RITCHIES IS ON A JOURNEY TO BE MORE RESPONSIVE TO MĀORI OUTCOMES IN THE WAY WE DO BUSINESS. CULTURAL DIVERSITY
IS AT THE HEART OF OUR TEAM AND THE COMMUNITIES WE SERVE

OUR CUSTOMER CHARTER

We want customers to enjoy the experience of being on bus services we provide. Our drivers and other operational teams are trained to meet high standards of service. They work hard to provide journeys that you can rely on, because we know that fuller buses mean fewer cars on the road, less carbon emission and less congestion in our towns and cities.

This Customer Charter sets out our commitments to you.

Your Safety & Comfort

Everything we do is geared toward getting passengers to their destination safely. Putting people first is a core value at Ritchies and we won't compromise on safety. Our aim is to ensure safe and comfortable travel that will get you where you need to go, in a timely manner:

All our drivers and operational teams receive training in safe driving and in how to provide the best customer experience.

Our urban buses are fitted with CCTV cameras for the safety and security of drivers and passengers. Newer electric buses have a range of safety technology features including anti-collision software to provide an enhanced level of on the road assurance

- Our operation teams monitor the progress of our buses on the road in real time, via GPS
- Drivers are trained to deal with emergency situations and with any difficult passengers
- We have comfortable seating, Wi-Fi available on many buses and a regular cleaning regime with a preventive service maintenance programme for all our fleet

Service Standards

We will welcome you onboard and if you don't have a smile – then you can expect our drivers to provide you with one.

- All passengers will be treated with respect, in a friendly and courteous manner.
- Our drivers will be happy to answer any questions you have and can help you understand the route, stops, travel times and fares. They can also provide the latest information if there are changes or disruptions to the service
- In most of our buses, drivers can park close to the kerb and lower the bus for those who need it for better accessibility. They can also provide reasonable assistance to help passengers get on and off the bus, and give you time to settle in before departing
- All our services will be as reliable as is operationally possible, noting that there can be unplanned service interruptions in or outside our control – weather, accidents, mechanical or other disruptions

OUR CUSTOMER CHARTER

“A good customer experience is key to ensuring passengers keep using and recommend public transport to their friends and family. We are well set up to deliver a quality service and our drivers are trained to meet the high standards you should rightfully expect.”

Sean Hayes, Ritchies Director of Operations

Improving what we do

For the thousands of people who travel with us every day, we think our teams are doing a pretty good job, but we are always looking to find new ways to improve the service we offer.

- We regularly review our customer service processes to make sure they continue to meet your needs.
- We work with public transport authorities to help promote and improve schedules and network design.
- Compliments and positive feedback from passengers is used to help celebrate and raise awareness of best practice.
- If we get things wrong and let you down, then we accept responsibility and include lessons learned to update our training for our teams.

All concerns raised will be responded to. All complaints, which should be made in written form, will be investigated in a fair and open manner.

We will acknowledge complaints within 2 working days and aim to have investigated and responded with complaint findings at the latest within 20 working days.

If you are unhappy with the initial response to your complaint, you can ask for it to be escalated.

What we would ask of you

Make sure you are clearly visible to the driver at your bus stop or pick up point and always board at the front of the bus, unless requested otherwise.

Respect our drivers, and other passengers always – no loud music, shouting or other disruptive behaviour.

If your conduct is inappropriate or you are abusive towards our driver or other passengers, or if you cause discomfort or offence, you are likely to be asked to leave.

- Avoid eating or drinking while onboard
- No weapons are allowed, and you cannot wear a bike helmet, ski mask or headgear which conceals your face, unless for religious or public health reasons
- Always be or stay seated when the bus is mobile to reduce the risk of trips or falls
- Don't stand on the steps of the bus or in any area marked as "no standing area" (e.g., beside the driver) while the bus is moving. Standing is not permitted on the upper deck of the decker buses or in the stairs leading to the upper deck
- Tell our driver immediately if you become unwell or injure yourself getting on, off or travelling on the bus

At any time, our driver may ask a passenger to leave for safety, security or other reasons. Passengers must always obey the driver's instructions.

Before you leave, please check and take all your things and any rubbish with you. Contact your nearest depot if you have queries about lost property.

OUR PEOPLE ARE PASSIONATE ABOUT WHAT THEY DO

