



COACHMARQUE

“quality assured”



Stewarts of Mortimer is proud to be one of only 40 operators within the UK and the only operator in the Thames Valley area to have been awarded the Confederation of Passenger Transport's CoachMarque award for its high levels of customer service, excellent safety record and fleet of quality vehicles.

CoachMarque is the only universally recognised kite mark of quality in the UK coach industry. It is concerned with all aspects of the business and not just the coach itself.

All CoachMarque members operate to a strict set of criteria and are independently audited to ensure compliance with the highest standards of operation.

For first class quality and first class service look for the logo



STEWARTS OF MORTIMER LTD

The Courtyard, James Farm, James Lane,
Grazeley Green, READING, Berks RG7 1NB

Tel: +44 (0) 118 983 1231

Email: enquiries@somph.co.uk



www.somph.co.uk

“Quality assured”

All individuals and businesses who book coaches for contract work have a duty of care to those being carried. Can YOU guarantee that your existing supplier reaches the required standards and how do you risk assess to ensure that they do?

As the only CoachMarque member in the Thames Valley area, Stewarts of Mortimer is independently audited to ensure compliance with the undernoted standards:

- ✓ Stewarts has a comprehensive health and safety policy available for inspection and an appointed person responsible for all health and safety issues.
- ✓ There is a policy of informing customers of the on-board safety procedures before departure in place.
- ✓ Driver's licences are checked on a regular basis to ensure that drivers have a current valid licence for the type of vehicle they are likely to drive.
- ✓ All drivers have a copy of a drivers handbook containing relevant information required to carry out their duties professionally and in line with Company policy.
- ✓ In the unlikely event of a complaint, the Company operates a formal complaints procedure to deal effectively and quickly with any client dissatisfaction.
- ✓ The Company fully complies with all the public liability, group vehicle cover, and employer's insurance requirements
- ✓ An approved and documented training policy is in place within the Company.
- ✓ All company vehicles are subject to a rigorous preventative maintenance programme to maximise reliability and safety.
- ✓ All CoachMarque accredited vehicles are under 10 years old and comply with the latest European safety standards.
- ✓ A 24 hour helpline is provided to be used in cases of emergency.
- ✓ The Company operates from an identifiable operating base.
- ✓ The coaches are presented in a clean and safe condition and be fitted with seat belts.
- ✓ All Company Vehicles are equipped with mobile communications.
- ✓ The driver will be in full Company uniform.

The Confederation of Passenger Transport's CoachMarque standard is the only universally recognised kite mark of quality in the UK coach industry and is concerned with ALL aspects of the business, not just the coach itself.

**Remember, not all operators are the same
LOOK FOR THE LOGO**



COACHMARQUE



Stewarts
of Mortimer (Private Hire) Ltd