

**London Gateway Port and No.1 Office Building
Guaranteed Ride Home Scheme
Adopted Scheme Protocol
30th March 2015**

1. Objective of this Note

a) To define:

- How the Guaranteed Ride Home (GRH) Scheme is to be implemented as an initiative to encourage the take up of car sharing as a sustainable mode of transport to and from work by staff employed at the London Gateway Port and No.1 Office building
- The process of application, assessment and determination for a GHR
- The policy for assessing applications for a GHR and the criteria for a successful application

b) Thus the objectives of this note are to:

- Define how the obligations contained within the relevant Port Travel Plans are to be satisfied
- Establish 'buy in' to the GRH Scheme by relevant DPWLG departments

2. What does a GHR Scheme Involve

In support of the site Car Sharing Scheme a GRH Scheme makes Appropriate Provision for the transport of a member of staff from their place of work to their place of residence under certain conditions where, due to Unforeseeable Circumstances:

- (a) they are required to return home at an Unscheduled Time; or
- (b) their car share 'Buddy', in whose vehicle they travelled to work as a passenger (hereinafter referred to as 'Driver') is required to leave work at an Unscheduled Time, leaving the passenger without transport home

Such Unforeseeable Circumstances include:

- (i) The employee becoming unwell during the working day to the extent that they consider it necessary to return home at an Unscheduled Time
- (ii) The employees Driver becoming unwell during the working day to the extent that they consider it necessary to return home at an Unscheduled Time
- (iii) The employee or their Driver receiving a request from their line manager to perform an Unforeseen task which requires them to leave their regular place of work at an Unscheduled Time
- (iv) The occurrence of a 'personal circumstance' (e.g. illness or injury to a close relative) which, at the agreement of the employees line manager, requires the employee or their Driver to return home at an Unscheduled Time

3. 'Appropriate Provision'

Depending upon the circumstances Appropriate Provision will constitute one of the following transport modes:

Liftshare - In the first instance the site Travel Plan Coordination team will consult the www.LondonGateway.liftshare.com database to see if any potential alternate potential Car Share Budi's exist which match the employees travel profile. Where a suitable match is identified the Travel Plan Coordination team shall make contact with the potential Budi to discuss arrangements for the employees GRH. The Driver shall be eligible to claim compensation for the cost of the journey from the site Travel Plan Coordination team at a rate of £0.23 per mile

Passenger Transport - In certain circumstances (see Table 1), and where an appropriate alternate Liftshare opportunity cannot be identified, it is considered appropriate that GRH is provided via existing public transport services. This may comprise a multi-modal journey but such shall be considered inappropriate:

- If the service(s) have a journey time in excess of 150% of the private car journey time (as indicated by the AA Route-planner website);
- If they require the employee to walk more than 400m to or from the passenger transport service from their place of work/place of residence respectively
- For any other reason at the discretion of the Site Travel Plan Coordination team

The cost of the passenger transport journey shall be redeemable (upon the presentation of a valid ticket or proof of payment) from the site Travel Plan Coordination team

Private Hire Taxi - Should it not be possible to identify appropriate Liftshare alternative or passenger transport service(s) or otherwise in certain circumstances (see Table 1) the GRH shall be provided via a private hire taxi, which will provide the employee with a transfer between their place of work and place of residence. The cost of the taxi shall be redeemably from the site Travel Plan Coordination team upon the presentation of an invoice

The circumstances in which each of the above transport modes is considered to constitute appropriate provision is indicated within Table 1 below

Table 1 – Protocol for assessing appropriate travel mode for GRH

Unforeseeable Circumstance (see Section 2)	Liftshare	Passenger Transport	Private Hire Taxi
(i)	1 st Option	Not appropriate	2 nd Option
(ii)	1 st Option	2 nd Option ¹	3 rd Option
(iii)	1 st Option	2 nd Option ¹	3 rd Option
(iv)	1 st Option	2 nd Option ¹	3 rd Option

¹ Not an appropriate option if it results in the employee reaching their place of residence between the hours of 8pm and 7am

4. The Application Process and Criteria

The occurrence of Unforeseeable circumstances can often result in an employee being placed under considerable stress. As such it is proposed that applications for GHR can be made either prior to the journey being undertaken (i.e. prospectively) or after the journey has been undertaken (i.e. retrospectively). Prospective applications (and the determination thereof) will offer the employee the security of knowing that the cost of the journey will be covered under the GHR scheme before committing to any cost. Retrospective applications, which must be submitted within 5 working days of the journey being undertaken, will be undertaken at the employees risk (in the event that the claim is subsequently rejected).

Whether prospective or retrospective, for an application to be successful the following criteria will need to be satisfied:

- The application is submitted to the Travel Plan Coordination team (LGTravelplanner@londongateway.com) via the completion of the appropriate form (see Appendix 1). It is prudent to follow up a prospective application with a phone call to the FM Helpdesk to ensure it is processed quickly
- If retrospective, the application is supported by the relevant invoices/receipts
- The employee is registered with www.LondonGateway.liftshare.com and is a member of a registered and active Car Share Budi team
- To claim for the cost of a Private Hire Taxi the employees place of residence must be within 30 miles (journey distance) of their place of work
- Authority to depart work at an Unscheduled Time has been provided by the employees line manager or, in the absence of the line manager, by a relevant head of department
- The reason for departing the place of work at an Unscheduled time is in accordance with one of the Unforeseeable Circumstances set out in Section 2
- The choice of travel mode utilised is in accordance with Section 3 and Table 1 of this document

5. Other Definitions

- Unforeseen/Unforeseeable - An event that could not reasonable have been predicted before the employee departed on their journey to work
- Unscheduled Time - A time which is Unforeseen and which differs from the employee's regular arrival/departure time by more than 30 minutes