

Communication Protocol - General

About Registration

Stage	Planning / Scheduling	Suggestion for parents	Synergy's actions	Processing time for Synergy Travel Service Limited <small>(for reference, depend on situation and the volume)</small>
1	- Routing, no. and size of the buses will be planned and fixed throughout the school year, based on the actual no. of applications.	Sign up <u>before</u> the application deadline (30 June, 2021)	<ol style="list-style-type: none"> 1. Plan all routings, no./size of the buses 2. Hire and train necessary personnel 3. Confirm parents of the final schedule 4. Issue bus card 5. Inform Escorts/Drivers with necessary student/route list 6. Inform GSIS of the bus students 7. Prepare the instant bus location apps for operation and more... 	1.5-2month
2	- Bus application submitted <u>after</u> the application deadline	<ol style="list-style-type: none"> 1. Check if seat/stop is available for better planning 2. Wait for the final confirmation on the start of the service 	<ol style="list-style-type: none"> 1. Check if seat/stop is available => If yes, Synergy will try to arrange the service at parents' requested => If not, Synergy will further advise the start date or alternative suggestion 2. As Stage 1 - # 3-7 listed above 	Pokfulam Campus: 1-5 working days Peak Campus: 5-14 working days Pokfulam/Peak : 5-21 working days

About Daily Operation/Admin

Item	Suggestion for parents	Synergy's actions	Processing time for Synergy Travel Service Limited <small>(for reference, depend on situation and the volume)</small>	
1	Daily student arrangement (e.g. taking/not taking bus/play date)	Email to onsite bus coordinator at your earliest convenience: Peak Campus: gsisbus_peak@hksynergytravel.com Pokfulam Campus: gsisbus_pfl@hksynergytravel.com	<ol style="list-style-type: none"> 1. Read the information from parents carefully 2. Inform the related escort(s) according to the dismissal time at GSIS 	1-2 working days
2	Lost-n-found	<ol style="list-style-type: none"> 1. Expensive item (over HK\$500) call: Peak Campus: (852) 2333 3052 Pokfulam Campus: (852) 2333 3055 2. Email to onsite bus coordinator at your earliest convenience: Peak Campus: gsisbus_peak@hksynergytravel.com Pokfulam Campus: gsisbus_pfl@hksynergytravel.com 	<ol style="list-style-type: none"> 1. Check on the driver/escort and waiting for the findings (e.g. bus/driver/escort is still on the road on duty) 2. If item is found, arrange the item(s) return to:- <ol style="list-style-type: none"> a) to be collected the next day the same (morning/afterschool trip) or b) GSIS office or c) Synergy office or d) advise otherwise 	
3	Change of address (involving route changing) - Acknowledgement	Email to onsite bus coordinator at your earliest convenience: Peak Campus: gsisbus_peak@hksynergytravel.com Pokfulam Campus: gsisbus_pfl@hksynergytravel.com	<ol style="list-style-type: none"> 1. Read the information from parents carefully 2. Advise the stops/seats availability 	1-2 working days
	- Confirmation of the arrangement		As Registration - Stage 2 - listed above	1-21 working days
4	Feedback and comment - Acknowledgement	<ol style="list-style-type: none"> 1. Email to onsite bus coordinator at your earliest convenience: Peak Campus: gsisbus_peak@hksynergytravel.com Pokfulam Campus: gsisbus_pfl@hksynergytravel.com 	<ol style="list-style-type: none"> 1. Response receipt of the email/information 2. Ask for more information if necessary 3. Provide initial understanding/findings 	1-2 working days
	- fact findings and full investigation	<ol style="list-style-type: none"> 2. Provide as details as possible, e.g. bus no., date, morning to school or dismissal time bus etc. to speed up the process 	<ol style="list-style-type: none"> 1. Facts findings 2. Routing/staff review 3. Provide feedback/outcome of the investigation 	3-5 working days
5	Cancellation - Acknowledgement	Email to onsite bus coordinator at your earliest convenience: Peak Campus: gsisbus_peak@hksynergytravel.com Pokfulam Campus: gsisbus_pfl@hksynergytravel.com	Inform the relevant escorts(s) before - Peak Campus: morning, 1315, 1520 <u>or</u> - Pokfulam Campus: morning, 1230, 1400	1-2 working days
	- Refund deposited into parent's bank account (if necessary)		<ol style="list-style-type: none"> 1. Verify the information, payment 2. Actions to be done by School and Account Dept 3. Endorsement by Management 	4-8 weeks <small>(after the last day of service)</small>

Communication Protocol - Ad hoc/Emergencies situation

Ad hoc/Emergencies situation		Suggestion for parents	Synergy's actions
1	Bus delay with more than 15mins	1. Be aware of the instant message from Synergy's designated communication web-apps platform 2. Check the instant bus location apps with traffic conditions via google map	1. Send instant message through Synergy's designated communication web-apps platform, to inform parents and GSIS 2. If delay persisted, will update in approx. every 15mins
2	Bus broken down on the road/street	Be aware of the instant message from Synergy's designated communication web-apps platform	1. Send instant message through Synergy's designated communication web-apps platform, to inform parents and GSIS 2. Arrange replacement bus asap 3. Update parents when students safely transit to the replacement bus 4. Update parents when students safely arrived GSIS/home (trip finished)
	Bus broken down on highway or in the middle/right lane		1. As the above listed 2. Police will call to ensure students could safely transit to the replacement bus
3	Incident: not an accident but the bus has a quick/sudden stop to avoid any potnetial accident (e.g. pedestrians suddenly ran out from the road, other road users not followed the traffic rules etc.)		
	Incident - without injury	1. Be aware of the instant message from Synergy's designated communication web-apps platform 2. Stay calm and please be assured Synergy will take good care of students	1. Escort will check the status of all students and see if any students claimed not well 2. Inform GSIS via phone call 3. Send instant message through Synergy's designated communication web-apps platform, to inform parents and GSIS 4. Call police and arrange replacement bus (if necessary) 5. Update parents & GSIS when students safely transit to the replacement bus (if necessary) 6. Update parents & GSIS when students safely arrived GSIS/home (trip finished) 7. Incident report to be sent within 24hours
	- with injury (or being emotional e.g. scared/crying)	1. Be aware of the instant message from Synergy's designated communication web-apps platform 2. Stay calm and please be assured Synergy will take good care of students 3. <u>Please expect the students will be sent to hospital by ambulance for check up for safety and standard procedure</u>	1. As the above listed 2. Parents of injured student(s) & GSIS will receive a call from Synergy office for detailed information 3. Bus escort will call at scene for parents to speak with the injured/emotional student to make sure everything is fine through calls 4. To ensure parents of injured/needed students and GSIS could have the timely update and the follow up (e.g. which hospital is sending), <u>parents of non-injured students will receive instant message through Synergy's designated communication web-apps platform only instead a phone call.</u>
4	Accident: any touch or hit with other vehicle, object or person		
	Accident - without injury	1. Be aware of the instant message from Synergy's designated communication web-apps platform 2. Stay calm and please be assured Synergy will take good care of students	1. Escort will check the status of all students and see if any students claimed not well 2. Inform GSIS via phone call 3. Send instant message through Synergy's designated communication web-apps platform, to inform parents and GSIS 4. Call police and arrange replacement bus 5. Update parents & GSIS when students safely transit to the replacement bus . 6. Update parents & GSIS when students safely arrived GSIS/home (trip finished) 7. Accident report to be sent within 24hours to parents
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