

GOOD BEHAVIOR BETTER DRIVING



SCHOOL AND LEISURE BUS OF HÓPBÍLAR

Hópbílar hf. was founded in 1995. The company has always aimed to offer good service, competent and well-trained drivers and good buses with all basic comfort and safety.

The main projects of Hópbílar hf. are related to tourism and all those who want to travel, companies as well as individuals. Hópbílar provides school transport and leisure time transport for Hafnarfjörður town, but also transport for senior citizens and disabled people in the capital area under the name Hópbílar's Driving Service. All transportation for Alcan employees is serviced by us. Hópbílar also takes care of out-of-town driving on behalf of Strætó Bs.

Safety is an important part of the operations of Hópbílar. In 2014, a certified safety management system was implemented according to the international standard OHSAS 18001, now ISO 45001. The standard makes high demands on the company regarding safety issues and related prevention. Seat belts are in every seat, cars go through regular checks and are prepared for the conditions at all times.

Environmental issues are an important part of our strategy and operations. In 2003, the company was one of the first companies in Iceland to implement a certified environmental management system according to the international standard ISO 14001, and since 2020, all bus driving, including school and leisure time driving, has been carbon offset in collaboration with Kolviður. Our cars also run on Biodiesel fuel, which pollutes less and lubricates much better than regular diesel oil.

It is a privilege for us at Hópbílar to drive students on school and leisure drives. To ensure the safety, health and well-being of passengers on board our cars, it is important that behavior is exemplary. It really helps if school administrators, teachers, school staff and guardians enforce appropriate behavior for students before starting the school year, as well as regular reminders of the importance of good behavior for all passengers. It is important that passengers are guided by respect, consideration and responsibility in the school and leisure bus.

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Hópbílar in the front line

- Environmental issues are an important part of the strategy and work of Hópbílar.
- Safety is an important part of Hópbílar operations.
- In order to ensure the safety, health and well-being of passengers on board our cars, it is important that behavior is exemplary.

SCHOOL BUS



It is important that representatives of school work inform Hópbílar in time about timetables and important schedules before work begins in the autumn months. Information well in advance facilitates our organization and increases professionalism.

It is important for us to get:

- Timetables for all school trips. These include driving to swimming pools and driving to gymnasiums.
- Information about where it is desirable for a car from us to stop and pick up passengers (waiting station). It would be nice if a picture of a waiting station would follow.
- Information on the number of passengers per trip. This makes it easier for us to provide the appropriate car size.
- Information on whether and when an employee follows. It is good to get the names of school staff/guards who accompany students on the school bus.
- Specific information on special department driving where applicable.
- Other information that may be useful to us in planning the drive and providing the best possible service.

LEISURE BUS

SPORT AND LEISURE CLUBS

It is important that sports and leisure clubs prepare the working year and the aspects related to leisure driving diligently.

It is important that sports and leisure clubs inform Hópbílar about suitable waiting areas / bus stops near their activities. It would be nice if a picture of the place in question would be attached.

It is important that sports and leisure clubs ensure easy access for our cars to such waiting stations all year round, ensure the safety of passengers to and from the car, and inform us if there are any changes to the previously planned waiting stations and stops.

LEISURE BUS

It is important that representatives of leisure work inform Hópbílar in time about timetables and important schedules before work begins in the autumn months. Information well in advance facilitates our organization and increases professionalism.

It is important for us to get:

- Timetables for all leisure trips.
- Information about where it is desirable for a car from us to stop and pick up passengers (waiting station). It would be nice if a picture of a waiting station would follow.
- Information on the number of passengers per trip. This makes it easier for us to provide the appropriate car size.
- Information on whether and when an employee follows. It is good to get the names of leisure staff/guards who accompany students on the leisure bus.
- Specific information on special situation driving where applicable.
- Other information that may be useful to us in planning the drive and providing the best possible service.





Champions League co-operation

WHAT IS NECESSARY FOR STUDENTS / PASSENGERS TO HAVE IN MIND?

- Be at the waiting station 5 minutes before departure time.
- Get on the bus and/or get off the bus when the car has stopped.
- Board and exit the bus in a purposeful and safe manner. In a simple order and without running or pushing others.
- Remain still in the seat with the seat belt fastened throughout the journey and leave the seat when signaled by the driver and/or escort.
- Keep your hands and feet to yourselves. That's why we don't swing our arms, kick our feet, and throw things in, out, or in the car.
- Be polite and use nice and friendly words. Speak to others as you would want them to speak to you.
- The use of electronic devices that could disturb the driver or other passengers is prohibited.
- Large objects that do not fit in the lap of a passenger do not belong in the car.
- We do not eat or drink in the car.
- Always obey the driver and escort, if present.
- If you cause damage to the car, e.g. seat back, then you must be prepared to pay for the damage. It is smarter to use the money for other things, and better to be careful in the car and walk around respectfully.

We encourage our drivers to:

- Drive carefully
- Drive at the legal speed
- Drive according to the conditions
- Keep the car tidy
- Show courtesy
- Be punctual
- Be neatly dressed
- Be a role model
- Maintain clear instructions
- Show good attitude
- Be considerate
- Inform about what is going well
- Inform about what could be done better
- Bring the undeliverables to the school or shift management
- Compliment
- Encourage
- Smile



LOST AND FOUND

If students lose something in our cars, e.g. clothing or anything loose that they have with them, we try to take everything from the cars.

You can check at our shift station at Eyrartröð 2.

Eyrartröð 2

The shift management of Hópbílar is located at Eyrartröð 2. **Our shift managers are:**

Andri Birgisson

Gunnar Þór Finnbjörnsson

Hörður Sveinsson

Ólafur Gísli Reynisson

Staff on **evening shifts** are:

Slavomira Stateczna(Mira)

Stefán Harðarson

Shift managers in **Hópbílar driving service** (handicapped/elderly) are:

Elfar J Eiríksson

Kristinn Örn Jóhannesson

SUCCESSFUL COMMUNICATION

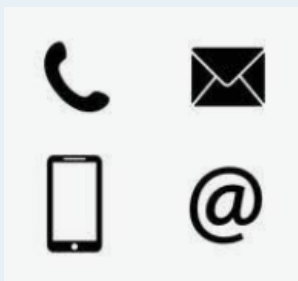
Communication characterized by mutual respect, deliberation and trust is the most promising for finding solutions. It is important to us to have good and purposeful communication with our customers.

There may be changes in timings and cancellations, various events cancelled or changes in the program that affect school and leisure time driving. It is important to inform us in time if possible because changes in the program have a knock-on effect on our other projects, cars and drivers.

It is also important for us to know if there are any changes to the waiting stations or the places where passengers are normally picked up. It is most successful if information reaches us in a timely manner so that our service is excellent.

Hópbílar hf.
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220 Hafnarfirði

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HERE YOU CAN REACH US

Main phone number of Hópbílar is 599 6000. Offices are located at Melabraut 18 and are open from 9:00-16:00, but the Shift station is at Eyrartröð 2.

The sales and marketing department is located at Melabraut 18. It is managed by Jón Arnar Ingvarsson and Kristín B. Aðalsteinsdóttir. If you want offers or bookings for special trips, you must contact the sales and marketing department on 599 6000 or email hopbilar@hopbilar.is

Everything related to the day-to-day operation of school and leisure drives goes through our shift. Shift management begins work at 06:00 every morning. The daily working hours of the shift at Eyrartröð are from **6:00-18:00**, after which the evening shift takes over. You can reach the shift managers **by calling** 599-6080, 599-6081 or 599-6085.

If service users prefer to send an email, the email address vakt@hopbilar.is should be used to contact the shift management. However, the most successful and fastest way to find a solution is to contact them by phone.

