



NAKURU

COUNTY PUBLIC TRANSPORT SYSTEM CODE OF CONDUCT

October 2024

Popular Version



On behalf of



Federal Ministry
for Economic Cooperation
and Development

Implemented by



Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH



SECTION 1: INTRODUCTION

This Code of Conduct sets minimum standards of behaviour and actions expected of all service providers in the public transport system in Nakuru County.

SECTION 2: LEGAL FRAMEWORKS



International Normative Framework

UN Declaration on Human Rights

ILO Convention No. 190 – Violence and Harassment Convention, 2019

Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)

United Nations Framework Convention on Climate Change (UNFCCC)

Kyoto Protocol 2005

Paris Agreement 2015

The Sustainable Development Goals (SDGs)

Notes: _____





National Legal Framework

1. Constitution of Kenya, 2010 (COK 2010)
2. Kenya Vision 2030
3. The Integrated National Transport Policy
4. Persons with Disabilities Act
5. National e-Mobility Policy
6. National Transport and Safety Authority Act (NTSA Act)
7. Employment Act
8. Sexual offences Act



COUNTY OF UNLIMITED OPPORTUNITIES

Nakuru County Public Transport Regulatory Bodies

County Transport and Safety Committee ('CTSC')

Bodaboda Safety Association of Kenya

Matatu Owners Association (Central Rift Region)

Notes: _____



SECTION 3: GUIDING PRINCIPLES

01 Sustainable Mobility



A public transport system that continuously innovates while meeting the mobility needs of all users without causing harm to persons or the environment.

02 Environmental Conservation, Climate Change and Sustainability



A public transport system that invests in practices that reduce adverse environmental effects.

03 Safety & Security



A public transport system in which all service providers adhere to traffic rules ensures workers and commuters are free from harassment and emergency response systems.

04 Integrity



A public transport system in which passengers can rely on service providers to ensure they get to their correct destination and at standardised fare charges.

Notes: _____



05 Respect & Non-Discrimination



A public transport system in which service providers treat each other and all users of the system with equal dignity, courtesy, and respect, and services are provided in an age, gender, and disability-responsive manner, without any discrimination based on race, sex, pregnancy, gender identity or expression, marital status, health status, ethnic or social origin, colour, age, disability, religion, conscience, belief, culture, dress, language.

06 Excellence & Professionalism



A public transport system that encourages continuous and long-term professional growth and development of its service provider leading to quality and efficient services to all users.

07 Diversity & Inclusion



A public transport system that embraces all of its users and service providers and is responsive to their different needs.

Notes: _____



SECTION 4: ETHICAL STANDARDS AND OBLIGATIONS

5.1: Obligation to Zero Tolerance for Harassment and Sexual & Gender-Based Violence



1. Public transport service providers must:
 - a. Refrain from and stand against harassment in all its forms,
 - b. develop and/or commit to a zero-tolerance harassment policy reviewed every 5 years.
 - c. Read, understand and sign to abide by this code of conduct
2. Public transport service providers shall not:
 - a. Engage in sexual relations and activities of any kind at the workplace or
 - b. Request sexual favours in exchange for any form of services
3. Public transport owners and employers shall create and maintain a database of harassment and SGBV complaints, including the status (ongoing/finalised) and outcome.
4. Public transport service providers should allocate budgets to train and create awareness on the prevention of, response to, and protection from SHGBV among its members.

Notes: _____





5.2: Obligation to Equality and Non-Discrimination

Public transport service providers should at all times:

- Treat their colleagues and users of their services with respect regardless of age, gender, race, socioeconomic status, religion or belief, sex, pregnancy, disability, tribe, language, culture or other status.
- Strive to meet the ^{2/3} gender rule in management and operations
- Consider Persons with Disabilities in the recruitment and selection of their staff both at the management and operations levels
- Maintain a database of sex, gender, dis/ability disaggregated data of their workforce to inform inclusivity interventions.
- Public transport service providers should ensure that their workplaces, vehicles and amenities, including office spaces, washrooms, loading/offloading areas, and waiting bays are accessible to persons with disabilities, pregnant women and elderly persons (for example by the provision of ramps, and by accessible designated seating).
- Public transport service providers should ensure that all communications are disability-inclusive.
- Noise should be minimised inside vehicles and at stages
- Ensure that their staff are sensitised on equality and non-discrimination,
- Vulnerable groups should be consulted in the design of public transport service delivery.

¹ Harassment shall refer to unwelcome, harmful behavior(s) and acts directed towards an individual or a group of people directly or indirectly.

Notes: _____





5.3: Obligation to Professional Service Delivery

All public transport owners/employers should ensure that:

- a. Their staff are trained in professionalism and delivery of services to the public by an accredited institution;
- b. All staff are aware of and have explicitly committed to abide by this Code of Conduct and any other workplace policy as a condition of employment;
- c. Violations of the Code of Conduct are subject to disciplinary action; and exemplary customer service is recognized and rewarded.
- d. Should ensure that vehicles are clean and well-maintained

Public transport service providers shall:

- e. Post clear and accurate routes and fare charts
- f. Allocate budgets to train employees on customer and service delivery.
- g. Wear an identification tag bearing their name and the name of their association so that they can be easily identified for complaints and/or other feedback.
- h. Provide a functional mechanism for public transport system users to provide feedback and/or complaints about their experience using the services; complaints should be resolved within 72 hours.

Notes: _____



- i. Ensure that passengers arrive at their final destination, which may require providing special assistance to vulnerable groups upon request. If otherwise, the fare shall be reimbursed.
- j. Prioritise, respect, and offer support to vulnerable users.
- k. Only operate with all licenses and should produce them upon request.
- l. Display service providers' details in matatus, i.e., name, picture, and staff number in addition to the official complaints channels
- m. Smoking at the workplace shall remain prohibited.
- n. Music or other entertainment should adhere to NEMA regulations.
- o. Public transport service providers shall not request, accept or offer bribes, enticement, or favours in exchange for service or information delivery. The contrary shall lead to dismissal.
- p. All bodaboda riders should ensure their motorcycles bear an identification tag bearing their stage name/a unique identification registration number for easy identification.



Notes: _____





5.4: Obligation to Road Safety

- i. Public transport service providers shall:
 - a. Be held responsible for the safety of passengers, other public transport system users, pedestrians, and other road users whom they encounter in their daily work activities.
 - b. ONLY employ individuals who can prove they have all up-to-date licenses, are fit to perform their duties safely, and are otherwise qualified.
 - c. Commit to obeying all traffic laws and rules.
 - d. Always remind passengers to remain seated and fasten their seat belts.
 - e. Publish and maintain a database on accidents and incidents of safety and insecurity while ensuring data and privacy protection measures for commuters.
- ii. Boda boda/motorcycle riders must be trained by a registered professional training institution and have all up-to-date licenses, permits, and insurance.
- iii. Boda boda/motorcycle riders and bicycle taxis' riders must always wear a helmet, reflector jacket and identification tag bearing their name, registration number and name of their association or employer for easy identification, and always carry an extra helmet and reflector jacket for use by the pillion passenger.

Notes: _____



- iv. Shall take all safety precautions and measures to avoid injury or damage to any person, animal or other vehicle
- v. All public transport owners/employers should require that their staff undergo refresher training and medical checkup to ascertain fitness to work after no more than every three years.
- vi. All operators should commit to training and regularly updating their employees of First Aid response.
- vii. All public service vehicles should have well-equipped first-aid kits and fire extinguishers which are regularly refilled upon expiry or damage.



5.5: Obligations To Environmental Conservation and Sustainability

Public transport service providers should ensure:

- i. Respect and observe environmental conservation/proper solid waste management by displaying NO LITTERING messaging and providing dustbins for waste disposal inside vehicles that carry passengers/the public.
- ii. Avoid noise pollution to the greatest extent possible by strictly adhering to the NEMA Regulations (2009).
- iii. Reduce their carbon footprint/GHG emissions, for example, by installing catalytic converters in their vehicles and or transitioning to electric vehicles.
- iv. Motor vehicle repair and maintenance should be undertaken in a manner that avoids spillages/leakages to the greatest extent possible.



SECDTION 5: DECLARATION

I,

[Full Name Of Service Provider]

of

[Transport Company/Agency/SACCO]

confirm that I have read and understand this Code of Conduct, and commit to abide by it. I understand that any violation of this Code of Conduct may result in disciplinary action, up to and including dismissal, and/or revocation of relevant licenses and/or permits.

SIGNATURE

ID Number

Date

Notes: _____





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