

# NAKURU

## COUNTY PUBLIC TRANSPORT SYSTEM

### CODE OF CONDUCT

October 2024



On behalf of



National Ministry  
for Economic Corporation  
and Development

Implemented by

**giz**

Deutsche Gesellschaft  
für Internationale  
Cooperation mbH (GIZ) GmbH





**NAKURU COUNTY PUBLIC TRANSPORT SYSTEM  
CODE OF CONDUCT  
OCTOBER – 2024**





**COUNTY GOVERNMENT OF NAKURU**  
DEPARTMENT OF INFRASTRUCTURE  
P.O. Box 2870 -20100  
NAKURU, Kenya

✉ [governor@nakuru.go.ke](mailto:governor@nakuru.go.ke)

🌐 [www.nakuru.go.ke](http://www.nakuru.go.ke)

☎ (051) 221414



# FOREWORD



Nakuru County Government is committed to promoting a safe and secure public transport system for service providers and users. We believe that continually improving the experiences of users and workers of the Nakuru County public transport system is paramount.

This can only be achieved through the formulation and full implementation of effective guidelines that promote effective and efficient navigation of the system. In this regard, the County Government of Nakuru must have a Public Transport System Code of Conduct to enhance the rights of vulnerable groups and further provide a clear framework for promoting better experiences among the workers and users. The Nakuru County Public Transport System Code of Conduct was developed to enhance the freedom to enjoy all fundamental human rights, improve access to better public transport services and working environment, promote empowerment, and improve access to social, economic and political opportunities in Nakuru County. Despite the Constitution protecting citizens, human





rights violations in the public transport sector are rampant, mainly affecting vulnerable workers and users. Nakuru County has, therefore, developed this Code of Conduct, which supports the constitutional provisions and reflects the changing operating environment. The code of conduct takes cognisance of the prevalence of SGBV, specifically against women as a vulnerable population, climate change, discrimination of women and persons with disabilities in public transport agenda, unprofessionalism in the sector and traffic rules violations. The code of conduct outlines a roadmap for promoting a more socially just public transport system and provides wide latitude for engagement with the people of Nakuru County. I hope that the implementation of this Code of Conduct will offer an excellent experience to the constituents of Nakuru County and that it will culminate in increased personal and community development for a more robust economy.

**H.E. Hon Susan Kihika, EGH**

Governor, Nakuru County

Date:.....







# Table of Contents

<b>ACRONYMS.....</b>	<b>08</b>
<b>DEFINITION OF TERMS.....</b>	<b>09</b>
<b>SECTION 1: INTRODUCTION.....</b>	<b>21</b>
<b>SECTION 2: LEGAL FRAMEWORK.....</b>	<b>23</b>
2.1: International Normative Framework.....	24
2.2: National Legal Framework.....	31
2.3: Nakuru County Public Transport Regulatory Bodies.....	37
<b>SECTION 3: GUIDING PRINCIPLES.....</b>	<b>41</b>
<b>SECTION 4: ETHICAL STANDARDS.....</b>	<b>46</b>
<b>SECTION 5: OBLIGATIONS.....</b>	<b>59</b>
5.1: Obligation to Zero Tolerance for Harassment and Sexual & Gender-Based Violence.....	60
5.2: Obligation To Equality and Non-Discrimination.....	61
5.3: Obligation To Professional Service Delivery.....	63
5.4: Obligation To Road Safety.....	66
5.5: Obligation To Environmental Conservation and Sustainability.....	68







<b>SECTION 6: IMPLEMENTATION OF THIS CODE.....</b>	<b>71</b>
<b>SECTION 7: MINIMUM STANDARDS FOR COMPLIANCE.....</b>	<b>74</b>
<b>SECTION 8: COMPLAINTS MECHANISM.....</b>	<b>77</b>
<b>SECTION 9: COMPLAINTS COMMITTEE HOSTED BY THE CTSC.....</b>	<b>81</b>
<b>SECTION 10: COUNTY GOVERNMENT SUPPORT.....</b>	<b>88</b>
<b>SECTION 11: STAKEHOLDERS' SUPPORT.....</b>	<b>91</b>
<b>SECTION 12: MONITORING &amp; EVALUATION.....</b>	<b>96</b>
<b>SECTION 13: DECLARATION.....</b>	<b>99</b>
<b>ANNEX I: AUDIT MATRICES.....</b>	<b>101</b>





## ACRONYMS

<b>CEDAW:</b>	Convention on Elimination of Discrimination Against Women
<b>CoK:</b>	Constitution of Kenya
<b>COP:</b>	Conference Of Parties
<b>EV:</b>	Electric Vehicle
<b>GBV:</b>	Gender-Based Violence
<b>ILO:</b>	International Labour Organisation
<b>NEMA:</b>	National Environment Management Authority
<b>NGEC:</b>	National Gender and Equality Commission
<b>NTSA:</b>	National Transport & Safety Authority
<b>PSVs:</b>	Public Service Vehicles
<b>SACCOs:</b>	Savings and Credit Cooperative Organizations
<b>SGBV:</b>	Sexual and Gender-Based Violence
<b>SHGBV:</b>	Sexual Harassment & Gender-Based Violence
<b>SOA:</b>	Sexual Offenses Act
<b>UN:</b>	United Nations
<b>UNFCCC:</b>	United Nations Framework Convention on Climate Change
<b>UNHCR:</b>	United Nations High Commissioner for Refugees





# DEFINITION OF TERMS





## DEFINITION OF TERMS

### **Carbon Credit**

means a system of monetary investment in interventions that are designed to reduce, remove, or avoid greenhouse gas emissions

### **Climate Change**



means changes in global or regional climate patterns, including changes in temperature, wind patterns, and rainfall, attributed largely to human activities that increase levels of greenhouse gas emissions, especially atmospheric carbon dioxide. Climate change is sometimes referred to as 'global warming, which refers specifically to the long-term trend of a rising average global temperature

### **Disability**

means any physical, sensory, mental, psychological, or other impairment, condition, or illness that has, or is perceived by significant sectors of the community to have, a substantial or long-term effect on an individual's ability to carry out ordinary day-to-day activities<sup>1</sup>

<sup>1</sup> Constitution of Kenya 2010, Art. 260.





## DEFINITION OF TERMS

### **Disability Mainstreaming**

means integrating the needs of persons with disabilities at all stages and levels of public transport policies, programs, and projects

### **Diversity**



means the variation in personal, physical, and social characteristics

### **Emotional Intelligence**

means the ability to manage one's own emotions and understand the emotions of others. It requires self-awareness, self-regulation, motivation, empathy, and social skills

### **Environmental Conservation**



means the practice of paving the way for the protection of the environment and natural resources on individual, organisational as well as governmental levels.





## DEFINITION OF TERMS

### Gender

means the socially constructed identities, behaviours, expressions and roles associated with men, women, boys, girls and gender diverse individuals to which individuals are expected to adhere in society “among different communities and cultures, classes, ages, and during different periods in history.”(NGEC Act, No 15 of 2011

### Gender Equality



means that the rights and opportunities of a person do not depend on the person's real or perceived sex, and implies that the interests, needs and priorities of all gender identities are considered

### Gender Identity

means an individual's natural and inherent sense of being a particular gender, gender-neutral or gender-fluid

### Gender Diversity

means an equitable ratio of variations in gender identity and expression





## DEFINITION OF TERMS

### **Gender Mainstreaming**

means integrating a gender equality perspective at all stages and levels of public transport policies, programs, and projects

### **Gender-Based Violence**

means unwelcome acts rooted in gender inequality, the abuse of power, and harmful norms that are carried out against an individual based on their gender.

### **Harassment**

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

### **Impairment**

means diminishment or loss of a person's physical or mental function or ability

### **Inclusion**

means recognizing and incorporating the contributions, needs, and perspectives of different groups of people in public transport system, policy and process design, and implementation





## DEFINITION OF TERMS

### **License**

Means a legal document issued by the National Transport and Safety Authority for the operation of a public service vehicle

### **Persons With Disabilities**

means individuals with any physical, sensory, mental, psychological, or other impairment, condition, or illness that has, or is perceived by significant sectors of the community to have, a substantial or long-term effect on an individual's ability to carry out ordinary day-to-day activities (Constitution of Kenya, 2010).

### **Personal Harassment**

means oral, written or physical behaviour or visual display, on either a one-time or repeated basis, whether deliberate or negligent, direct or indirect, that is offensive, embarrassing, humiliating or denies an individual their dignity and respect, and that is known or ought reasonably to be known to be unwelcome, and causes offense or harm. Personal harassment includes behaviour such as bullying, derogatory comments, abuse of authority, direct or implied threats, and conduct which creates an intimidating or offensive work environment





## DEFINITION OF TERMS

### **Public Service Vehicle (PSV)**

means a motor vehicle that is licensed under the Traffic Act to carry passengers for hire or reward

### **Public Transport**

means a group transport system that facilitates the movement of people and goods from one point to another. The system must be designated and utilized by members of the general public as a transit service. The modes of public transport available in Nakuru County are road.

### **Public Transport Operators**

means individuals and groups that provide public transportation services directly or indirectly, including PSV owners, drivers, and conductors and other support workers

### **Public Transport Service Provider**

means any person or an institution that directly or indirectly provides public transport services in Nakuru County, and includes PSV owners, operators, drivers, conductors and touts, bodaboda/ motorcycle riders whether providing services on a full, part-time or casual basis on salary, contract or otherwise





## DEFINITION OF TERMS

### Sex

means the biological and physiological characteristics that are used as the basis for assignment at birth as male, female, or intersex

### Sexual Violence

means physical or psychological violence, coercion, threats, deception, or control directed against a person based on their actual or perceived sex, gender, or gender identity, and includes harassment, assault, defilement, rape, female genital mutilation, early and forced marriage, and control of financial means. Sexual Violence is rooted in gender inequality, the abuse of power, and harmful cultural and social norms.





## DEFINITION OF TERMS

### **Sexual Harassment**

means direct or indirect physical, verbal, and non-verbal conduct that is sexual and gender-based and that the person responsible knows or ought reasonably to know is unwelcome or offensive and that, either by its nature or through repetition, has a detrimental effect on the subjected person's ability to engage in everyday activities. It includes unwanted sexual advances, requests for sexual favors, unwelcome physical contact, sexual remarks, jokes, or innuendo, and an implied or express promise of reward for complying with a sexually oriented request. Sexual harassment is a form of gender-based violence.

NB: consensual behavior based on mutual attraction, friendship, and respect is not sexual harassment.

### **Sustainability**

means meeting the needs of the present without compromising the ability of future generations to meet their own needs<sup>3</sup>





## DEFINITION OF TERMS

### **Sustainable Climate**

means a physical atmosphere in which life and the natural world thrive and human activities are carried out in a manner that does not cause harm to biodiversity and ecosystems

### **Sustainable Climate Action**

means initiatives geared toward addressing climate change with the long-term goal of promoting social, economic, and environmental sustainability.



### **Sustainable Transport**

means the provision of services and infrastructure for the mobility of people and goods in a manner that is safe, affordable, accessible, efficient, and resilient while minimizing carbon and other emissions and environmental impact. (United Nations)

<sup>3</sup> *United Nations Brundtland Commission*





## DEFINITION OF TERMS

### **Vulnerable groups**

means groups of people who are disadvantaged in society due to historical or continuing discrimination or inequality based on one or more grounds, including race, sex, gender identity or expression, marital status, health status, ethnic or social origin, color, age, disability, religion, conscience, belief, culture, dress, language or birth





## Notes

[illegible]



## SECTION 1:

## INTRODUCTION







This Code of Conduct sets minimum standards of behavior and actions expected of all service providers in the public transport system in Nakuru County. This Code addresses issues that can arise during interactions between service providers and users of the system and is intended to guide the conduct of public transport employers, workers and SACCOs to provide exemplary professional services to all users of the public transport system.<sup>4</sup>

All public transport employers and workers are expected to abide by the basic principles set out in Annex I of this Code of Conduct. Confirmed violations of the Code of Conduct shall lead to immediate and proportionate sanctions as set out in this Code.

---

<sup>4</sup> *Gender Equity Assessment Report 2018*





## SECTION 2

## LEGAL FRAMEWORK





This Code of Conduct is based on the existing legal framework, consisting of laws, policies, institutions, programs and processes relating to transport, labor and non-discrimination in Kenya, regionally and globally, which includes the following:

## **2.1: International Normative Framework**

This Code of Conduct is based on the existing legal framework, consisting of laws, policies, institutions, programs and processes relating to transport, labor and non-discrimination in Kenya, regionally and globally, which includes the following:



### **1. UN Declaration on Human Rights**

Art. 2 of the UN Declaration on Human Rights, proclaimed by the United Nations General Assembly on 10 December 1948, recognizes the entitlement of all persons to fundamental human rights without distinction of any kind, such as race, color, sex, language, religion, political opinion, national or social origin, property, birth, or other statuses. Art. 23 recognizes the right to favorable working conditions and just remuneration, mandating that every person is entitled to equal pay for equal work.







## **2. ILO Convention No. 190 – Violence and Harassment Convention, 2019<sup>5</sup>**

C190 requires Member States (governments) to ensure a safe working environment free from violence and harassment for all workers. It recognizes that harassment has a negative impact on individuals' physical, psychological, mental and sexual health, dignity, and family and social life. The Convention further recognizes that violence and harassment disproportionately affect women and girls and have a ripple effect on their participation in the development agenda.



## **3. Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)**

Kenya ratified the Convention on the Elimination of All Forms of Discrimination Against Women on 9 March 1984. By virtue of becoming a Member State of the CEDAW, Kenya is required to make laws to practically realize the principle of equality between women and men, including the right of women to equal pay for work of equal value to men. CEDAW Art. 11(f) requires Member States (ie. Kenya) to ensure the right to protection of health and to safety in working conditions, including safeguarding the function of reproduction. To prevent discrimination against women on the grounds of maternity and to ensure their effective right to work, the Convention requires Member States (Kenya) to prohibit





dismissal on the grounds of pregnancy or maternity leave, to provide for maternity leave with pay or with comparable social benefits without loss of former employment, seniority, or social allowances, and to ensure the protection of women during pregnancy in types of work that are harmful to them.



#### **4. United Nations Framework Convention on Climate Change (UNFCCC)**

The UNFCCC was ratified by Kenya on 30 August 1994. The primary objective of the UNFCCC is to stabilize greenhouse gas concentrations in the atmosphere at a level that will prevent dangerous human interference with the climate system. It provides a framework for negotiating and implementing measures to tackle climate change globally. The UNFCCC sets the stage for various international climate negotiations, including the annual Conference of the Parties (COP) meetings, where countries discuss and negotiate climate action plans and agreements

---

<sup>5</sup> Kenya has not yet ratified C190, but its principles are also found in other ILO Conventions that Kenya has ratified, and the ILO's Declaration on Fundamental Principles and Rights at Work clarifies that all members of the ILO – including Kenya – have an obligation arising from their membership in the ILO, “to respect, to promote and to realize, in good faith ... the principles concerning the fundamental rights which are the subject of [ILO] Conventions.”





## 5. Kyoto Protocol 2005

The Kyoto Protocol operationalizes the United Nations Framework Convention on Climate Change. Kenya acceded to the Kyoto Protocol on 25 February 2005 and has since adopted mechanisms to address climate change and its effects in accordance with its commitments. To strengthen its sustainable climate action, Kenya enacted the Climate Change Act in 2016, which established the National Climate Change Council to provide oversight and guidance on climate policy and implementation and inform interventions in mitigating climate change in Kenya, including adopting clean energy. Kenya is currently finalizing the review of the e-Mobility Policy that will position Kenya on the global map on clean energy and will significantly reduce GHG emissions. Despite these measures, the country's current public transport system has continually failed to adopt climate-resilient public transport solutions.

## 6. Paris Agreement 2015

On 12 December 2015, Parties to the UNFCCC reached a landmark agreement – called the Paris Agreement – to combat climate change and to accelerate and intensify the actions and investments needed for a sustainable low carbon future. Kenya ratified the Paris Agreement on 28 December 2016. One of the action points for Member States is





the adoption of climate-resilient practices, adaptation to current changes, and further fostering collaborations to address climate change and its effects. Since then, Kenya has been actively engaged in interventions addressing climate change, including participation in the Conference of the Parties (COP) to the UNFCCC. Kenya has since developed an e-mobility Policy to serve as the country's roadmap to a more climate-resilient transport ecosystem.



## 7. The Sustainable Development Goals (SDGs)

The UN General Assembly resolved in 2015 to eradicate poverty in all its forms and dimensions by 2030, and to this end, all countries and all stakeholders are encouraged to implement the 2030 Agenda for Sustainable Development, commonly known as the Sustainable Development Goals or SDGs. The SDGs mandate all UN member states to actualize the goals as a shared responsibility, and each country is responsible for implementing the plan to the extent of its capacity in a manner that is consistent with its rights and obligations under international law .

5  
GENDER  
EQUALITY



**Goal 5** focuses on achieving gender equality and empowering all women and girls, including ensuring women's full and effective participation and equal opportunities for leadership at all levels of decision-making in the development agenda.







**Goal 5** focuses on achieving gender equality and empowering all women and girls, including ensuring women's full and effective participation and equal opportunities for leadership at all levels of decision-making in the development agenda.



**Goal 10** focuses on inequality reduction to enhance universal social, economic, and political inclusion and includes a target to adopt fiscal and social protection policies that promote equality.



Finally, **Goal 11** focuses on sustainable cities and communities, targeting the provision of a safe, affordable, accessible, and sustainable transport system for all and promoting sustainable urbanization, focusing on reducing the environmental impact of cities, including by paying special attention to air quality.





Notes

[illegible]



## 2.2: National Legal Framework



### 1. Constitution of Kenya, 2010 (COK 2010)

Article 2 of the CoK 2010 provides that Kenya's international and regional treaty obligations automatically form part of the domestic law, as does the 'general rules of international law.' Chapter 4, Art. 27 of the COK2010 recognizes and upholds the fundamental right to equal treatment and non-discrimination for all. Art.36 states that all individuals have freedom of movement and Article. 46 confirms that all consumers have the right to protection of their health, safety, and economic interests, to services of reasonable quality, and compensation for loss or injury arising from defects in services. Art. 41 provides that every worker has the right to reasonable working conditions. Art. 54 highlights the fundamental human rights specific to persons with disabilities, including accessible public transport, dignified treatment, provision of assistive devices, and appropriate communication methods such as sign language and Braille. Art. 55 requires the governments to implement affirmative action programs focusing on ensuring meaningful participation of marginalized groups in social, political, and economic spheres. Finally, the Constitution in Art.21 dictates that all public officers have the duty to address the particular needs of vulnerable groups so that they may enjoy all fundamental human rights.





## 2. Kenya Vision 2030

The aim of Kenya's Vision 2030 is to transform the country into one that provides a high quality of life for all Kenyans, intending to achieve internationally accepted standards for measuring progress towards poverty alleviation and sustainable development. The Vision highlights infrastructure development and improvement as a pivotal component of economic growth and aims for efficient and effective public transport that enhances the movement of people and goods across the region.



## 3. The Integrated National Transport Policy

Originally adopted in 2009 and last updated in March 2024, one of the Integrated National Transport Policy's objectives is to establish and support an economically, environmentally, and socially sustainable transport system that is safe and secure, and to this end, the government aims to formulate and enforce codes of conduct supportive and complementary to legislation to enhance self-regulation and discipline in the transport sector. The Policy emphasizes the universality of access to transport infrastructure and services, in particular, the inclusivity of vulnerable groups and persons with disabilities. The Policy states that the long-term goal of the Government is to promote efficient, coordinated, integrated, affordable, safe, reliable, and environmentally friendly road passenger transport services in Kenya.





#### **4. Persons with Disabilities Act**

The Persons with Disabilities Act recognizes equal opportunity for employment for persons with disabilities, providing that a qualified employee with a disability shall be subject to the same terms and conditions of employment and the same compensation, privileges, benefits, fringe benefits, incentives, or allowances as qualified able-bodied employees. The Act prohibits discrimination against persons with disabilities in both public and private spheres and requires operators of public service vehicles to adapt PSVs to suit persons with disabilities.



#### **5. National e-Mobility Policy**

The draft National e-Mobility Policy was launched in March 2024 and is currently undergoing public consultation. The draft Policy recognizes that the transport sector is at the heart of the realization of Kenya's emissions reduction target under the Paris Agreement and, therefore, seeks to enhance the adoption of e-mobility in Kenya's public transport ecosystem as one of its climate actions. One of the Policy's intended actions is to promote the development and integration of electric vehicle (EV) based public transport, including measures to facilitate the installation of charging infrastructure in public spaces and to develop a financing





players to transition their vehicles from internal combustion engine vehicles to EVs.



## **6. National Transport and Safety Authority Act (NTSA Act)**

The NTSA Act recognizes the need for a safe, reliable, and efficient road transport system, including the need for regulation of public service vehicles. The NTSA Act establishes the National Transport and Safety Authority with the mandate to license motor vehicles including PSVs, oversee the training and testing of drivers and the curriculum of driving schools, and conduct motor vehicle inspections and certification. The NTSA Act also provides for establishment of county transport and safety committees.



## **7. Employment Act**

Section 5 of the Employment Act prohibits discrimination and harassment in employment based on sex, pregnancy, and disability, among other bases, and section 6 prohibits sexual harassment in employment. Part V of the Employment Act sets out the rights and duties in employment, including the rights to set hours of work and rest periods, annual leave, sick leave, and maternity leave. Part VI of the Employment Act regulates dismissal and protects employees from unfair termination.







## 8. Sexual offenses Act

The Sexual offenses Act prohibits sexual violence in both private and public spheres, including sexual harassment, rape, sexual assault and defilement. Section 24 makes it an offense for any person who is in a position of trust – such as persons who provide services to the public, including workers in the public transport system – to take advantage of that position to induce a person in their care to engage in any type of sexual activity





Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.



## 2.3: Nakuru County Public Transport Regulatory Bodies

### 1. County Transport and Safety Committee ('CTSC')

The international and national laws, policies, norms and standards apply to provision of public transport in Nakuru County. Coordination and oversight of the public transport system, including implementation and enforcement of the national legal framework, at the county level is the responsibility of the County Transport and Safety Committee ('CTSC'). The CTSC was established by the Honourable Susan Kihika, Governor of Nakuru County in or about April 2023 on the advice of the County Executive Committee Member responsible for Roads, Transport and Public Works and in accordance with the NTSA Act as noted above. One of the CTSC's mandates is to "oversee the management and regulation of the road transport system by the [NTSA] at the county level". The CTSC is comprised of the following members:





1

County Executive Committee Member responsible for Infrastructure Affairs, who is the Chairperson of the CTSC



2

County Commander



3

County Commissioner



4

County Director of Health



5

Two representatives of the NTSA, being the NTSA Regional Manager and Road Safety Officer



6

Representatives of the Association of Public Transport Operators, being the Chairperson of the



7

Central Rift Matatu Owners Association and the Chairperson of the Nakuru County Bodaboda Association



8

Two other persons appointed by the Governor in consultation with the NTSA, being the Chief Officer Resource Mobilization and the Chief Officer Office of the Governor.







## **2. Bodaboda Safety Association of Kenya**

The Bodaboda Safety Association of Kenya is a National body of Bodaboda riders in Kenya, registered under the Societies Act. It has branches and offices in all of the 47 counties, including Nakuru. Its mandate includes partnering with the national government, county governments, sponsors and other non-governmental organizations to support development projects, road safety trainings and provision of safety gear to boda boda riders.

## **3. Matatu Owners' Association (Central Rift Region)**

The Matatu Owners' Association advocates for a corporate environment that encourages investment in road public transport. It aims for a sustainable and supportive future for the industry. Its strategic focus areas include matatu crew capacity building and training, behaviour change communication, road safety awareness, vehicle maintenance clinics, and civic education.





## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.



## SECTION 3

### GUIDING PRINCIPLES







### 1. Sustainable Mobility

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



### 2. Environmental Conservation, Climate Change and Sustainability

A public transport system that invests in practices that reduce adverse environmental effects in the quest to support the long-term goal of promoting social, economic, and environmental sustainability.



### 3. Safety & Security

A public transport system in which all service providers ensure the safety and security of all users of the system by –

- i. strictly observing all traffic rules and regulations;
- ii. ensuring that passengers are safe and free from harassment of any kind; and
- iii. equipping vehicles with safety kits for use in emergencies







#### 4. Integrity

A public transport system in which passengers can rely on service providers to ensure they get to their correct destination, and owners/employers can rely on their workers to remit all fares collected.



#### 5. 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 on the basis of race, sex, pregnancy, gender identity or expression, marital status, health status, ethnic or social origin, color, age, disability, religion, conscience, belief, culture, dress, language or birth.



#### 6. Customer Satisfaction & Welfare

A public transport system that meets the needs and priorities, and ensures the comfort and welfare of all users.







## 7. Excellence & Professionalism

A public transport system that provides quality and efficient services to all users while promoting the long-term professional growth and development of its service providers.



## 8. Diversity & Inclusion

A public transport system that embraces the diversity of its users and service providers and is responsive to their different needs and perspectives, including by observing emotional intelligence in the provision of service.





## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.



## SECTION 4

## ETHICAL STANDARDS





The Nakuru County Public Transport System cannot be effective unless it is supported by public transport service providers who demonstrate professional integrity in their conduct. All Nakuru County public transport service providers have a responsibility to perform their duties, to support their employer and their associated professional association in undertaking their responsibilities as public transport service providers, and to uphold the trust given to all public transport service providers by the public.

The successful operation and reputation of the Nakuru County Public Transport System is built upon the principle of integrity and ethical conduct of all public transport service providers. Nakuru County's reputation and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, and the highest standards of conduct and personal integrity. All public transport service providers are expected to exemplify high standards of ethics and personal conduct at all times. The following minimum standards shall be observed.







## **Discrimination, Harassment, Violence and Criminal Conduct**



Nakuru County values a diverse public transport system and seeks to create and maintain provision of public transport services that is free of harassment, violence and other criminal conduct as defined in the Nakuru County Public Transport Code of Conduct or any other applicable law or policy.

All public transport service providers are expected to demonstrate an awareness of, and fully comply with, all laws and policies regarding equality and non-discrimination, including in particular the commitments set out in section 5 of the Nakuru County Public Transport Code of Conduct. Duties must always be performed in a manner that shows respect, cooperation and fairness towards colleagues, public transport system users, and the general public.





## 2

## Skill and Diligence



All public transport service providers shall perform their duties to the operational standard expected of a skilled and diligent professional. Any conditions or circumstances in the work environment that prevent a public transport service providers from performing effectively are to be reported to the service provider's immediate supervisor and/or relevant professional association.





# 3

## Professionalism

Public transport service providers are expected to be well mannered and tactful towards supervisors, colleagues, public transport system users, other road users, and the general public. The projection of a professional and positive image is highly encouraged. All public transport service providers ;

### Shall



- i. Perform their duties in a manner that promotes and maintains public confidence in the Nakuru County Public Transport System;
- ii. Dress in a manner that presents a professional image to the community and is respectful of others;
- iii. Treat the public and colleagues with courtesy and respect;
- iv. Discharge all their duties in a professional, timely, safe and efficient manner; and
- v. Respect the rights and freedoms of all persons that the public transport service providers may interact with

### Shall NOT



- i. By their statement or conduct or in any other manner place in jeopardy the safety or security of any person;
- ii. Provide statements to the media or address matters of public debate on behalf of the Nakuru County Public Transport System;
- iii. Divulge any official information gained through employment about the Nakuru County Public Transport System which has not yet been made public, to any third party, except in conformity with Article 35 of the Constitution and the law on access to information; and
- iv. Make private use of or profit from any confidential information gained through employment.





## 4

## Improper Payments



A public transport service provider shall not offer or accept from any person any fee, commission, service, inducement, gratuity, gift, benefit or other form of compensation, whether direct or indirect, in the course of performing their duties, other than the proper fee chargeable for the serving they are providing, and/or compensation payable to them by their employer.





# 5

## Conflict of Interest

Conflict of interest includes –

- i. Engagement in any outside employment or other activity which interferes in any way with the full performance of an employee's duties and responsibilities; and
- ii. Romantic and/or sexual relationships between individuals in a supervisory, evaluation, advising, mentoring or counseling relationship. The person in the position of higher institutional authority has the responsibility to eliminate the conflict of interest in a way which minimizes the potential for harm caused to the person with lower institutional authority and/or the public.

**If a public transport service provider's personal interest conflicts with their official duties, the person shall –**

- i. Declare the personal interest to their supervisor or any other person in authority over the service provider, and comply with any direction given to avoid the conflict; and
- ii. Refrain from participating in any procedure or taking any action with respect to the matter.

**If a public transport service provider believes that they are being required to act in any way which –**

- i. Is contrary to any written law, improper or unethical; is in breach of any of the provisions of the Nakuru County Public Transport Code of Conduct;
- ii. Involves or results in unlawful conduct such as fraud or misappropriation of funds; or is otherwise inconsistent with this Code of Conduct,
- iii. The public transport service provider shall report the matter to their employer and/or relevant professional association, and/or file a complaint with the Complaints Committee as set out in the Nakuru County Public Transport Code of Conduct.





## 6

## Solicitation, Selling and Political Activity



Solicitation of funds (harambee), promoting a cause, selling any products or goods, and political activity are all protected rights but not during working hours or while providing public transport services to the public



A public transport service provider shall not without permission, in the course of performing their duties or during working hours –



Promote, act as an agent for, or otherwise further the interests of a political party or candidate in an election; or



Engage in political activity that may compromise or be seen to compromise political neutrality.







## Forgery and Impersonation



Except as is strictly necessary to facilitate effective performance of their duties and responsibilities, a public transport service provider shall not take possession, control, disseminate, damage, destroy or access for personal use or the use of any other person, official documents or other property of Nakuru County. Any confidential, internal or personal document in a public transport service provider's possession shall be kept out of sight as well as out of reach of those not entitled to access it. All public property shall be treated with the utmost care and in accordance with its intended use. Additionally, public transport operators shall not impersonate, be in possession and use other people's document to seek employment or offer public transport services







## Alcohol/ Drugs/ Substance Use



All public transport service providers have the right to work in an environment, and all public transport system users have the right to utilise public transport, that is free from misuse of alcohol, drugs or other controlled substances. Public transport service providers who are under the influence of alcohol, drugs or other controlled substances may adversely affect the safety of themselves, their colleagues, public transport system users and the public at large.

Nakuru County has a strict no tolerance rule against the use of alcohol, drugs or other controlled substances by any public transport service provider who is on duty or in the work environment, including at any terminal or stage and in any public service vehicle.

Any violation of the following rules will be subject to discipline and/or other sanctions as may be appropriate and proportional in the circumstances:







cigarettes and other tobacco products shall only be used in designated outdoor smoking areas, and shall be disposed of in designated trash bins;

Use of alcohol or other drugs while on duty, or reporting to duty while impaired by alcohol or other drugs, is prohibited and may be subject to disciplinary action up to and including summary dismissal and/or revocation of any relevant license or operations permit;



Any public transport service provider who is convicted of an offense relating to drug or substance possession or use while on duty or providing transport services to the public will immediately have their applicable license or permit revoked and will be barred from providing further public transport services in Nakuru County.







All public transport service providers are expected to demonstrate an awareness of, and fully comply with, all laws and policies regarding road safety and protection of the environment, including in particular the commitments set out in section 5 of the Nakuru County Public Transport Code of Conduct.





## Notes

[illegible]



## SECTION 5 OBLIGATIONS





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

- i. Public transport service providers must:
  - a. refrain from and stand against harassment in all its forms; and
  - b. develop and/or commit to a zero-tolerance harassment policy that covers sexual and personal harassment and includes clear guidelines for both users and service providers on how to report incidents of harassment and the hierarchy of responsibility for intervention at different stages.
- ii. Public transport service providers shall not:
  - a. engage in sexual activity of any kind at the workplace; or
  - b. request sexual favours in exchange for any form of services (such as job offers or free rides).
- iii. Public transport owners and employers shall ensure that every worker is provided with a copy of this Code of Conduct during recruitment or onboarding and signs their commitment to adhere to the Code of Conduct at all times while providing public transport services.
- iv. Public transport owners and employers shall create and maintain a database of harassment and SGBV complaints, including the status (ongoing/finalized) and outcome.
- v. 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.
- vi. The harassment policy in i(b) should be reviewed after every 5 years.





## 5.2: Obligation To Equality and Non-Discrimination



- i. 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, ethnic background, language, culture or other status.
- ii. Public transport service providers should strive to meet the gender rule, and to include Persons with Disabilities in the recruitment and selection of their staff both at the management and operations levels, and to this end should collect and maintain current disaggregated data (at a minimum including age, sex/gender, and dis/ability) to inform hiring practices and operational measures to implement this Policy and Code of Conduct.
- iii. 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).
- iv. Public transport service providers should ensure that all communications are disability-responsive, including through the use of Braille, large font and sound.





- v. Noise should be minimized inside vehicles and at stages to mitigate the adverse effects on persons with hearing impairment.
- vi. Public transport service providers should ensure that their staff are sensitized on the rights to equality and non-discrimination, which includes the right of all users to access public transport services on an equal basis with others, and trained on how to interact with and support different groups of PWDs to access their services.
- vii. Vulnerable groups, including youth, children, women, Persons with Disabilities, and older persons, should be consulted in the design of public transport service delivery.





### 5.3: Obligation To Professional Service Delivery



- i. All public transport owners/employers should ensure that:
  - a. their staff are trained in professionalism and delivery of services to the public;
  - 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
  - d. exemplary customer service is recognized and rewarded.
- ii. Public transport service providers should post clear and accurate routes and other service information – specifically The management of all public transport companies should allocate budgets to train new employees on customer and service deliveries. including current fare charts – in every vehicle and terminus, and announce arrival at each stage.
- iii. All public transport service providers shall wear an identification tag bearing their name, and the name of their association so that they can be easily identified for the purpose of complaints and/or other feedback.
- iv. All public transport operators should be trained in customer service by an accredited institution.





- v. All public transport service providers should provide a mechanism for public transport system users to provide feedback and/or complaints about their experience using the services and should ensure that information about the mechanism – including the person responsible for receiving complaints and their contact information – is posted in a conspicuous place where users can easily find it, and otherwise ensure that it is made available upon request. The mechanisms should provide a timeline for the provision of a response, which should, in any event, be no longer than 72 hours.
- vi. Public transport service providers should ensure that passengers arrive at their final destination, which may require providing special assistance to vulnerable groups and upon request. If, for any reason, a passenger cannot reach their destination, service providers shall reimburse the fare paid or source for alternative means to get passengers to their destination.
- vii. All public transport service providers should ensure that vehicles are clean and well-maintained (including regular fumigation) at all times. Smoking should be prohibited.
- viii. Music or other entertainment should be kept at a low level inside vehicles so that passengers can converse comfortably and hear conductor announcements.
- ix. ix. All public transport operators should prioritize, respect, and offer support to the most vulnerable members of society, such as the elderly, pregnant women, nursing mothers, and small children.



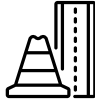


- x. No public transport service providers shall operate without having all required licensing, registration, and insurance documentation up-to-date, publicly displayed as required, and available for inspection by any person upon request at any time
- xi. Public transport service providers shall not accept or offer bribes or any other inducement in exchange for service information or delivery. Any public transport service provider found to have engaged in bribery shall be subject to immediate dismissal for cause (without further pay or benefits).
- xii. Display driver details in matatus i.e. name, picture, and office complaints communication channels
- xiii. All bodaboda riders should ensure their motorcycles bear an identification tag bearing their stage name/a unique identification registration number for easy identification.





## 5.4: Obligation To Road Safety



- i. Public transport service providers shall 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.
- ii. Public transport service providers shall **ONLY** employ individuals who can prove that they have all up-to-date licenses, permits, and insurance as may be required by law, are fit to perform their duties safely, and are otherwise qualified and properly trained such that they have the requisite skills to perform their duties with a high degree of professionalism and safety.
- iii. Public transport service providers shall commit to obeying all traffic laws and rules and to the safe operation of the motor vehicle at all times, including ensuring that passengers have safely boarded, seated, and alighted before proceeding to move the vehicle.
- iv. Operators should always remind passengers to sit properly and fasten their seat belts. Allowing or requiring passengers to stand while the vehicle is in motion is strictly prohibited, and any service provider determined to be in violation of this prohibition shall be subject to disciplinary action up to and including dismissal for cause.





- v. Public transport service providers to publish and maintain database on accidents and incidents of safety and insecurity.
- vi. Data and privacy protection measures for commuters.
- vii. Boda boda/motorcycle riders must be trained by a registered professional training institution and have all up-to-date licenses, permits, and insurance as may be required by law.
- viii. Boda boda/motorcycle 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 of the pillion passenger.
- ix. All safety precautions and measures to avoid injury or damage to any person, animal or other vehicle – including, at a minimum, those required by the Traffic Act – shall be taken in the event that a vehicle breaks down or is involved in an accident.
- x. All public transport owners/employers should require that their staff undergo refresher training after no more than every three years.
- xi. All operators should commit to training and regularly updating their employees of FirstAid response.
- xii. All public service vehicles should have well-equipped first-aid kits and fire extinguishers which are regularly refilled upon expiry or mechanical damage.





## 5.5: Obligation To Environmental Conservation and Sustainability



- i. Public transport service providers should 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. Public transport service providers should 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.
- iii. Public transport service providers, including boda boda/motorcycle riders, should avoid noise pollution to the greatest extent possible by strictly adhering to the NEMA Regulations (2009), which prohibit excessive noise from motor vehicles including sounding the horn or other warning devices at any time except when necessary to prevent an accident or danger to any person, vehicle or thing.
- iv. Public transport owners shall reduce their carbon footprint/GHG emissions to the greatest extent possible by strictly adhering to air quality standards for their vehicles as set by the law and should further consider investing in carbon credits to contribute to sustainable climate action.





- v. Motor vehicle repair and maintenance should be undertaken in a manner that avoids spillages/leakages to the greatest extent possible. If a motor vehicle must be repaired on the roadside or other location outside of a garage/service centre, the utmost care should be taken to avoid any damage to the environment or injury to people or animals.





## Notes

[illegible]



## SECTION 6

### IMPLEMENTATION OF THIS CODE





This Code of Conduct shall be provided to every public transport owner, employer, and service provider and shall further be posted in a conspicuous place at every terminus such that it can be viewed by the public.

As a condition of employment, every service provider shall be provided with a copy of this Code of Conduct and shall be required to sign the Code in Annex I to indicate their understanding and agreement to comply with its provisions.

Public transport SACCOs, owners, and employers should designate a senior member of staff to be knowledgeable about this Code and responsible for addressing all matters related to its implementation.





## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.







Public transport service providers shall be held liable for their compliance with this Code of Conduct and all other applicable laws, regulations, and policies.

Public transport service providers' compliance shall be evaluated against the applicable provisions of the audit matrices set out in Annex I to this Code, and owners, employers, and service providers are expected to have a minimum score of 75% in any audit.

Failure to meet this requirement will result in suspension or revocation of operational licenses and/or permits by the County Government of Nakuru.





## Notes

[illegible]



## SECTION 8

# COMPLAINTS MECHANISM





Any person who is aggrieved by the conduct of any service provider in the public transport system may make a complaint by taking any one or more of the following steps –



Discuss the matter with the available staff at the time of the unsatisfactory service and attempt to resolve the matter informally and amicably



If step 1 above does not resolve the issue to the complainant's satisfaction, or the complainant prefers not to attempt informal resolution for any reason, a complaint may be made to the vehicle owner/employer through their direct complaints mechanism



If the matter is not resolved at step 2, a formal complaint may be made in writing to the Complaints Committee established in section 9 of this Code or



Criminal conduct and traffic violations should be reported to the appropriate authorities as follows –

- a. the traffic police for traffic violations;
- b. the local police Gender Desk for SGBV/harassment;
- c. the nearest police officer or station for all other criminal conduct;
- d. the Ethics and Anti-Corruption Commission for corruption offenses such as bribery, etc.





A formal written complaint to the Complaints Committee in accordance with paragraph 3 above shall include a detailed summary of the incident or incidents complained of, including as much information as known about the dates, times and locations of violations of the Code of Conduct, and the names and/or Association membership/affiliation of the person or persons who are the subject of the complaint. The complaint shall be dated and signed (or marked) by the complainant and submitted to the Secretary of the Complaints Committee.

Complaints may not be submitted anonymously, but the Complaints Committee shall take all measures that are reasonably necessary to ensure that the right to privacy of all persons involved is respected, and that personal or otherwise sensitive information is kept confidential except to the limited extent necessary to ensure that recommendations of the Complaints Committee may be effectively implemented.





## Notes

[illegible]



## SECTION 9

# COMPLAINTS COMMITTEE HOSTED BY THE CTSC





There shall be a Complaints Committee consisting of the following –

- i. the Chairperson (or designated representative) of the Nakuru Branch of the Boda Boda Safety Association of Kenya;
- ii. the Chairperson (or designated representative) of the Nakuru County Matatus Association;
- iii. the Chairperson (or designated representative) of the National Council for Persons with Disabilities (Nakuru County Office);
- iv. the Chairperson (or designated representative) of the LSK (Rift Valley Branch);
- v. two representatives (one male, one female) of the Nakuru County Youth Bunge Forum;
- vi. the Nakuru County Women Rep (or designated representative);
- vii. one representative of the NTSA Nakuru Regional Office; and
- viii. the Nakuru County Police Commander (or designated representative).





The CTSC can coopt members whose work is in line with public transport matters within Nakuru County as per the provisions of the NTSA ACT.

The Complaints Committee shall elect a Chairperson and a Secretary from amongst its members at its first meeting, which shall be held within one (1) month of this Code of Conduct coming into effect. The Chairperson shall be responsible for convening and presiding over meetings of the Committee, and the Secretary shall be responsible for recording minutes of each meeting and for receiving complaints and notifying the Chairperson of the need for a meeting to be convened. The Secretary shall ensure that information on how to submit a complaint is made publicly available and posted/disseminated together with the Code of Conduct as required by this Policy.

The Complaints Committee shall meet virtually on an ad hoc basis as necessary to address complaints submitted in accordance with Section 8 above. If a member of the Committee is unable to attend any meeting, that member shall designate an alternate representative from their institution/organization to attend the meeting on their behalf, and that representative shall be responsible for contributing to the deliberations and decisions of the Committee on that basis.





Unless a unanimous decision is reached, a decision on any matter before the Complaints Committee shall be by a simple majority of the votes. The quorum for making recommendations on complaints as set out below shall be the full Committee, unless any of the Committee members has a conflict of interest in respect of any complaint being deliberated on by the Committee, in which circumstances the quorum for deliberations on that complaint shall be all members of the Committee less the member having a conflict of interest. In the event a conflict of interest results in a vote of the Committee ending in a tie, the person chairing the meeting (ie. the Chairperson or their representative) shall cast the deciding vote.





## 9.1 Complaints Procedure



Upon receiving a complaint, the Secretary of the Complaints Committee shall immediately forward a copy of the complaint to the person or persons whose conduct is the subject of the complaint and request a formal response in writing within two (2) weeks. The Complaints Committee shall meet virtually within one (1) month of the expiry of the two-week period for receipt of the response, regardless of whether a response has been received, and consider the complaint and any response received. The Complaints Committee may then -

1



Request further information from a complainant, a respondent, or any other person (including any expert); and

2



Request legal advice from the Office of the County Attorney;  
as may be necessary to ensure that a decision is made based on all relevant information.





Once the Complaints Committee is satisfied that it has received all relevant information, the Committee shall again meet virtually to deliberate on the complaint and reach a decision, which shall be in the form of a recommendation to the relevant employer(s) and/or Association(s) representing the person or persons whose conduct is the subject of the complaint, but may also include any recommendation directed at any other person, organization or public institution to ensure that the matter is addressed in a holistic manner. The recommendation shall be in writing and shall include a summary of the information received regarding the complaint, and the reasons for the recommendation(s) made.

A copy of the recommendation shall be provided to the complainant(s), the person or persons whose conduct is the subject of the complaint, any other person, organization or public institution that is the subject of a recommendation, and to the County Transport and Safety Committee established in accordance with section 21 of the NTSA Act. The County Transport and Safety Committee shall take any follow up action it may deem necessary to ensure that the recommendation(s) are complied with by any person, employer, organization or public institution responsible for doing so.





## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.



## SECTION 10

### COUNTY GOVERNMENT SUPPORT





The Nakuru County Government shall support the implementation of this Code, including



- i. Providing accessible washrooms at bus terminals and along transport routes;
- ii. Providing and maintaining dustbins;
- iii. Providing emergency response;
- iv. Improving and maintaining infrastructure;
- v. Conducting regular audits of compliance with this Code in accordance with the Annexes; and
- vi. Monitoring and evaluating the implementation of this Policy as set out in Section 12.





## Notes

[illegible]







Some of the suggestions for stakeholders include but not limited to



### **Members of the public**

- i. Comply with all rules and laws in public transport
- ii. Treat public transport service providers and other users of public transport with respect and dignity
- iii. Report misconduct and other service concerns via the available mechanisms



### **NTSA**

Include modules on gender mainstreaming, disability mainstreaming, climate change, sexual harassment and responding to SGBV in their PSV training curriculum





### **Traffic Police**

Permit public transport service providers to drop vulnerable persons, especially persons with disabilities, at the most accessible places for them, even if such place is not at a regular stop/stage



### **Ministry responsible for Transportation**

Include modules on gender mainstreaming, disability mainstreaming, climate change, sexual harassment and responding to SGBV in their PSV training curriculum







## **Non-Governmental Organizations (NGOs) and Community-Based Organizations**

Support the County Government in the implementation of this Code by providing human and financial resources and reviewing and monitoring its implementation



- i. Provide training to public transport service providers in environmental conservation and sustainability and how to comply with their obligations under the law.
- ii. Strengthen systems and infrastructure to support collective climate change action and reduce carbon footprints.





## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.



## SECTION 12

## MONITORING & EVALUATION





The Nakuru County Government, in consultation with public transport service providers and all other relevant stakeholders, including the general public, shall review and update this Code of Conduct as necessary, and in any event, not less than every 5 years.

Measures to monitor the implementation of this Code of Conduct shall include:

1. An annual review by the County Transport and Safety Committee of the number of complaints addressed by the Complaints Committee and the number of recommendations made by the Complaints Committee that have been acted upon, and those that remain outstanding;
2. Audits shall be conducted regularly, gaps and deficiencies in service delivery identified, and all necessary actions taken, including making necessary amendments to this Code; and
3. Surveys/questionnaires of a representative sample of public transport system providers and users shall be conducted regularly to obtain feedback and collect relevant disaggregated data to identify and address issues of concern to the various stakeholder groups.





## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.







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









## Blueprint for Elimination of Sexual Harassment & Gender-Based Violence in Public Transport

Area of Intervention	Outcomes	No Guidelines = 0	Guidelines available but Not Implemented = 1	Implemented = 2	Comments
Policies	Internal policy on SHGBV				
Structures and systems to document incidents & preserve evidence	Installation of surveillance systems				
	Operational incidents management desks				
	Frontline responders training for staff				
	Updated incidents occurrence database				
Aftercare support	Coordinated framework to provide services to victims /survivors of SHGBV; clear SHGBV referral pathway				
	Allocation of resources to promote service provision to survivors of SHGBV				
	Operators awareness training on SHGBV reporting channels and bystander interventions				
Advocacy	Advocacy campaigns on SHGBV				
<b>Totals out of 100%</b>					





# Blueprint for Gender Inclusion in Public Transport

Area of Intervention	Outcomes	No Guidelines =0	Guidelines available but Not Implemented =1	Implemented= 2	Comments
Affirmative Action	½ gender rule implemented in operations				
	½ gender rule implemented in management				
	Equity in promotion				
	Flexible working hours				
	Equity in support for career advancement				
	Provisions for amenities and structures to support workers with care work responsibilities				
	Targeted outreach campaigns on the requests for information				
	Availability of information in Braille, English and Kiswahili				
Customer Service	Operators trained on professionalism and customer service, including this code.				
	Customer satisfaction survey responses/data				
Conflict resolution mechanisms	Implement an effective (accessible, timely, responsive) complaints and feedback mechanism.				
	Implement Complaints Committee as required by this Code				
Transparency & integrity	Enforcement of this code and publication of information on enforcement measures taken				
	Enforcement of the Anti-Corruption and Economic Crimes Act (2003)				
Totals out of 100%					





## Blueprint for Disability Inclusion in Public Transport.

Area of Intervention	Outcomes	Absent=0	Available but Unfunctional =1	Available & Functional =2	Comments
Vehicles Designs	Stanchions, grab bars and hand-holds				
	Dedicated priority seating				
	800mm x 1200mm dedicated space for persons using mobility devices				
	Accessible and labelled stop request buttons				
	Network map, fare chart, system map, station locations, and an area map with surrounding landmarks 1.2m				
Fares	Regulated fares for all				
	Integrated Fare Payment Systems-Cash and Electronic and Tactile payment systems)				
Passenger Information	Multilingual Audio-visual Announcements				
	Tickets in typed and braille languages				
Staff Training	Interacting & Supporting persons with disabilities				
Advocacy	Disability Inclusion				
Totals out of 100%					0





## Blueprint for Improving Customer Service and Professionalism

Area of Intervention	Outcomes	Absent=0	Available but Unfunctional =1	Available & Functional =2	Comments
Access to Information	Visible and accurate information on complaint mechanisms				
	Visible display of this Code				
	Visible and accurate fare and route charts, including timely and accurate responses to requests for information				
	Availability of information in Braille, English and Kiswahili				
Customer Service	Operators trained on professionalism and customer service, including this code.				
	Customer satisfaction survey responses/data				
Conflict resolution mechanisms	Implement an effective (accessible, timely, responsive) complaints and feedback mechanism.				
	Implement Complaints Committee as required by this Code				
Transparency & integrity	Enforcement of this code and publication of information on enforcement measures taken				
	Enforcement of the Anti-Corruption and Economic 2 Crimes Act (2003)				
Totals out of 100%					





## Blueprint for Promotion of Environmental Conservation and Sustainability

Area of Intervention	Outcomes	Absent=0	Available but Unfunctional =1	Available & Functional =2	Comments
Environmental conservation, climate change and sustainability	Compliance with all laws and regulations on environmental pollution related to the transportation sector				
	Designated receptacles (dustbins) for litter.				
	Awareness training among public transport users and service providers on the importance of using clean public transport as a means of environmental conservation and sustainability				
	Investment in low-emission vehicles				
	Incentivise investments in e-mobility by public transport owners and service providers				
	Advocacy campaigns on environmental conservation and sustainability				
<b>Totals out of 100%</b>					





## Blueprint for Compliance With Road Safety Rules

Area of Intervention	Outcomes	Absent=0	Available but Unfunctional =1	Available & Functional =2	Comments
Traffic violations	Regularly and systematically documenting (collecting and making publicly available data on) all traffic-related violations/incidents involving the service providers associations in Nakuru County.				
Trained and licensed public transport service providers	Training and licensing of all public transport service providers on road safety rules and best practices				
Vehicle Maintenance	Responsive, regular and cost-effective repair and maintenance of all public transport vehicles				
Occupational safety	Public transport vehicles are equipped with required/necessary safety equipment/devices, and service providers are trained on their proper use.				
	Advocacy campaigns on road safety				
<b>Totals out of 100%</b>					
<b>OVERALL SCORE IN ALL THEMATIC AREAS</b>					





## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.





**COUNTY GOVERNMENT OF NAKURU**  
DEPARTMENT OF INFRASTRUCTURE  
P.O. Box 2870 -20100  
NAKURU, Kenya

✉ [governor@nakuru.go.ke](mailto:governor@nakuru.go.ke)

🌐 [www.nakuru.go.ke](http://www.nakuru.go.ke)

☎ (051) 221414





On behalf of



Federal Ministry  
for Economic Cooperation  
and Development

Implemented by



Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH

