

**“Code of Ethical and Professional Conduct for Users, Operators, and Workers in Public
Transport Facilities and Transportation Modes”**

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The Ministry of Labour
The Ministry of Transport
Land Transport Regulatory Commission

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Introduction

The Government of the Jordan aims to realize its ultimate aspirations in providing protection in the place of work and in the transport sector. This code of conduct (CoC) aims to protect all users of, and workers in public transport according to the highest moral and ethical standards to help build and reach an ideal and conducive work and public transit environment.

This CoC applies to users of public transport and workers in the sector including operators, passengers, and drivers who are governed by the Land Transport Regulatory Committee Law (4) for the year 2011, and the the Passenger Transport Regulation Law (19) for the year 2017 and the Labour Law, and the applicable Traffic Law.

This document will provide an ethical and moral framework to guide behavior, decisions, and actions during the use, access, and operation of public transportation, while promoting the building of a safer professional working environment.

The CoC will also aim to offer users, workers, and operators, guidelines to what constitutes acceptable behavior and prevent actions that do not.

The CoC adopts all definitions included in the Land Transport Regulatory Commission (LTRC) Law (4) for the year 2011, and the the Passenger Transport Regulatory Law (19) for the year 2017 and the Labour Law, and the applicable Traffic Law.

Our Values

This CoC adopts the principles of justice, rule of law, equality, non- discrimination, transparency, professional integrity, impartiality, trust, social responsibility, commitment to the institution of government, loyalty to country, accountability, safeguarding the environment and perseverance in the promotion of public good.

The CoC also seeks to safeguard and respect the rights of all parties involved in the public transit system whether they are passengers, workers, or operators. Moreover, the CoC aims to achieve the public good of the community by working towards instating a public transport system that provides services of the highest standards in terms of safety, reliability, availability, and accessibility to users.

The Goals of the CoC

1. The promotion of better public behavior in public spaces particularly those that involve public transportation. The CoC aims to reinforce positive behavior and limit actions and behaviors that are not with the aim of creating a public transport system that provides services of the highest standards to all users.
2. To create a public transport system that is safe, reliable, accessible and available to all, that operates within a safe working environment that underpins high professional and ethical values conducive to delivering an efficient and effective service.
3. Promote the values of non-discrimination on the basis of sex or gender according to national and international standards, and respecting rights of women users of public transport.
4. Raise awareness amongst workers in public transport and users on the ethical and moral behavior that governs accessing and operating public transportation and falls inline with the existing legal framework.
5. Prevent discriminatory practices of all natures particularly those against marginalized groups.
6. Safeguard the rights of passengers and workers in public transport including drivers and operators regardless of their gender, ethnicity, age, or nationality.
7. Contribute to detailing the duties and rights of passengers and workers in public transport including drivers and operators, as well as encourage operators to issue internal policies for their companies that include this code of conduct according to Article (55) of the Labour Law to improve their working environment.
8. Guarantee accountability in seeing the implementation of the code of conduct and the laws and standards through a complaints mechanism coupled by an evaluation and monitoring procedure.
9. Establish a focal point for all institutions working in the public transport domain to prepare and adapt their own sets of codes of conduct.
10. Encourage commuters to use public transport instead of their private vehicles by improving services in order to relief traffic congestions and limit air pollution, which ultimately will result in the lowering of the national energy bill.
11. Remove the obstacles that prevent workers from reaching their places of work, and provide public transport services and vehicles that accommodate the needs of women, the elderly, and people with disabilities, which will ultimately lead to increasing their role in society and their economic participation.

Professional Standards of Conduct for Users, Operators, and Workers in Public Transport

Professional Standard of Conduct for Drivers

1. Seek constant improvement of performance and professional development, and follow up on the latest industry standards in order to achieve the delivery of better services.
2. Complete duties and task to the best of one's abilities and comply with the directions of operators that do not put people within harms way and within the limits of the law, and apply honesty, transparency, integrity, and professional conduct throughout.
3. Respect the rights and interest of others without exclusion or discrimination on any basis including but not limited to ethnicity, sex, gender, religious beliefs, political views, social status, age, physical disability.
4. Refrain from sharing information, or industry and company secrets and documents, either verbally, electronically or in writing, during and post employment.
5. Abide by respectful and honest behavior while dealing with colleagues, and respect their privacy and refrain from using any information from their personal lives against them.
6. Collaborate with colleagues and share professional knowledge with them for the best interest of the company and help them in problem solving while maintaining a healthy professional competitive spirit among them and refrain from any harmful conduct or behavior against them.
7. Ensure knowledge and application of all laws and regulations governing all aspects of work, and abide by them.
8. Drivers must be aware and up to date, and have full knowledge of, and abide by the Traffic Law and its governing regulations and any of its amendments. Drivers are fully responsible for their vehicles and all its aspects, including passengers and their conduct inside the vehicle as well as their general safety.
9. Be present at all times at the place of work during working hours and according to what the job requirements, and refrain from being absent without obtaining official approval, and dedicate working hours to completing work matters only.
10. Undergo necessary medical checkups that the nature of work may require prior to and post employment to ensure that the driver is clear of any professional or epidemic diseases.
11. Conduct regular daily checkups of the vehicles prior to driving it including checking operation of lights, tires, chassis, and seats, and document these checkups and report any fault to the licensing authorities.
12. Abide by rules and regulations concerning professional safety and health and maintain public safety providing first aid equipment and fire extinguishers in public transport vehicles.
13. Prepare public transport vehicles for passengers in a timely manner prior to embarking on trips, and take all necessary procedures to maintaining their readiness to guarantee the quality of services provided to passengers.
14. Maintain the cleanliness, upkeep, and safety of facilities and seats in the vehicle.
15. Refrain from eating, drinking and using the mobile phone while driving.

16. Refrain from smoking and allowing others to smoke inside the vehicle at all times.
17. Do not put passengers in harms way through any form of conduct while using the vehicle, and ensure their safety at all times.
18. Abide by the licensed maximum passenger capacity limit for the vehicle directed by regulations and the governing Traffic Law.
19. Abide by the legally specified tariff per trip.
20. Drivers must use the vehicle solely for its intended purpose of transporting passengers from the designated stops to the the designated drop-off locations, and refrain from using it for any other purpose including personal use.
21. Abide by the traffic regulations and speed limits at all times.
22. Abide by the designated and licensed routes for each vehicle from starting to termination, and refrain from stopping or changing route except in the cases of mechanical or operational failure, and in the cases of emergency that might put passengers in harms way.
23. Abide by the licensed designated stops (pick-up and drop-off locations) specified in the regulations and operator's contract, under penalty of law.
24. Refrain from any offensive behavior or disrupts public order and conduct, and refrain from offending the political and religious views of others, or incite others against them.
25. Follow pleasant behavior with passengers and ensure their safety at all times during their use of the vehicle including pick-up, drop-off, entering and exiting the vehicle, and commit to a safe driving manner.
26. Provide all necessary assistance to passengers when needed whether it be physical assistance, information provision, directional, and offer intervention between passengers for any issues that might arise between them and to solve it in a pleasant manner.
27. Refrain from using offensive language with passengers or use it within their hearing, and maintain an environment free of noise-pollution inside the vehicle.
28. Refrain from harming passengers through respecting public space inside the vehicle and ensure that passengers are not submitted to any form of inconvenience or trouble.
29. Ensure that the vehicle is free of any verbal, visual, or physical behavior that disrupts public conduct or any form of behavior that can cause an unsafe, threatening, or violent environment.
30. Ensure that the vehicle is free of any form of sexual harassment, under the penalty of law.
31. Abide by the regulations and procedures specified by the operator when dealing with infractions of the CoC and/ or what was included in the compulsory training on the CoC.
32. Give special attention and importance to disenfranchised groups of passengers namely, women, children, the elderly, and people with disabilities, and give priority in the front seats to pregnant women, the elderly, persons accompanying young children, people with disabilities, and any passenger requiring special assistance.
33. Respect the right of children to have their own independent seat in the vehicle and ensure that children above the age of four sit in a separate seat than those accompanying them.

34. It is prohibited to carry any contraband items or use them inside the vehicle including alcoholic drinks and illegal drugs and any items that can constitute a weapon. Drivers should report the presence of these items to the authorities according to the procedures specific by the operator when dealing with such incidents.
35. Avoid competition with other public transport drivers whether it be during loading passengers, or driving, under penalty of law.

Professional Standard of Conduct for Operators

1. Constantly seek improvement of public transport services.
2. Respect the rights and interest of others without exclusion or discrimination on any basis including but not limited to ethnicity, sex, gender, religious beliefs, political views, social status, age, physical disability.
3. Provide decent work conditions and a suitable working environment and refrain from any discriminatory conduct.
4. Abide by the Labour Law and all its bylaws, regulations, and instructions including but not limited to contracts, vacations, pay, public safety and health, etc.
5. Deal with all employees in the professional sphere on the basis of merit, competition, equal opportunity and non-discrimination.
6. Provide a friendly environment to women passengers and employees whether onboard vehicles, public transport facilities, or the working space including but not limited to providing separate sex washrooms and toilets, etc.
7. Abide by the working hours for drivers specified in the Labour Law.
8. Provide constant training and career development opportunities to employees as specified by the internal regulations and Labour Law.
9. Guarantee the right of complaint and legal action for employees to contest any wrongful decision as regulated by law.
10. Clearly state and specify each employee's job description according to the company's internal regulations if available.
11. Raise awareness of drivers and keep them up-to-date with full knowledge of the Traffic Law and its governing regulations and any of its amendments. Operators must ensure drivers are fully aware of their full responsible for their vehicles and all its aspects, including passengers and their conduct inside the vehicle as well as their general safety.
12. Offer constant training on the CoC and raise awareness of drivers on its content and provide them with necessary support and follow-up to guarantee their abidance by its stipulations through constant performance monitoring and evaluation measures.
13. Operators must commit to publicizing the CoC to their employees and passengers both inside and outside the vehicle and in public transport facilities.
14. Operators must include measures and procedures that will be taken against any infractions of the CoC in their internal regulations and in the compulsory training they will offer their employees on the CoC.
15. Create an internal database of actions taken against employees who committed infractions of the CoC.
16. Operators must not place the responsibility of acquiring gains/ revenues or losses of the vehicle they drive.

17. Operators must not oblige drivers to wait for loading the largest number of passengers before embarking on trips which is a practice that causes delays.
18. Oblige drivers to abide by the licensed maximum passenger capacity limit for the vehicle directed by regulations and the governing Traffic Law.
19. Provide all assistance necessary to labor inspectors to help them complete their mission and refrain from preventing them from entering the place of work or prevent them from accessing and taking copies of company related documents they request.
20. Inform labor inspectors and/or the Ministry of Labour of any work related accidents and injuries.
21. Publicize hotline numbers on vehicles dedicated for the reporting of any infringement or infraction of the CoC.
22. Respect the rights of passengers in an independent seat on the vehicle, and refrain from forcing them to share their seat with other passengers or load the seat with more than its intended capacity.
23. Ensure the right of the passengers in a clean, modern, and safe vehicle that caters for their needs as users including pregnant women, children, the elderly, persons accompanying young children, persons with disabilities, and any passenger that requires assistance.
24. Ensure drivers allow passengers to load personal belongings and suitcases according to rules and conditions. Operators must ensure drivers provide assistance to passengers in this case and guide them to the designated stowage areas.
25. Provide clear written information and instructions inside the vehicle detailing the rules and conditions pertaining to loading personal belongings and suitcases.
26. Provide clear written information and detailing the tariff and designated and trip route the vehicle is licensed to take.
27. Abide by the legally specified tariff per trip, provide the fee collection mechanism specified by law, and the collection machines required if applicable.
36. Ensure drivers give priority in the front seats to pregnant women, the elderly, persons accompanying young children, people with disabilities, and any passenger requiring special assistance.
37. Conduct regular vehicle maintenance and relinquish old vehicles that are deemed unsuitable for driving or transporting passengers and abide by the specified vehicle substitution procedures and mechanisms specified in the rules and regulations.
28. Maintain a professional competitive environment with other operators and refrain from any conduct that could negatively harm other operators and/ or their interests.
29. Operators must provide a periodic report detailing the infringements and infractions of the CoC, the number of complaints received and how they were dealt with and the procedures taken to prevent their repetition according to the following time frame; monthly in 2019, yearly in subsequent years.

Standard of Conduct for Passengers

1. Abide by the law and maintain public transport vehicles and facilities.
2. Respect drivers and passengers and their privacy, and deal with them in a pleasant manner and refrain from using technology in a way that causes disturbance to them.

3. Refrain from any offensive behavior or disrupts public order and conduct, and refrain from offending the political and religious views of others, or incite others against them.
4. Refrain from any verbal, visual, or physical behavior that disrupts public conduct or any form of behavior that can cause an unsafe, threatening, or violent environment, and any form of sexual harassment, under the penalty of law.
5. Refrain from smoking inside the vehicle at all times.
6. Respect line orders and designated pick-up and drop-off stops.
7. Give seat priority to pregnant women, the elderly, persons accompanying young children, people with disabilities, and any passenger requiring special assistance.
8. Keep front seats clear for the use of pregnant women, the elderly, persons accompanying young children, people with disabilities, and any passenger requiring special assistance.
9. Abide by the designated boarding and un-boarding exits of the vehicle.
10. Refrain from putting other passengers in harms way during boarding and exiting the vehicle.
11. Refrain from blocking the vehicle exits and passageways in any form that impedes other passengers' mobility.
12. Abide by one passenger per seat capacity and refrain from taking up more than one seat should other passengers need it.
13. Abide paying the legally specified tariff per trip according to the designated collection mechanisms specified by operators, under penalty of law.
14. Abide by the driver's professional instructions since the driver is fully responsible for the safety of passengers onboard his/ her vehicle.
15. Refrain from speaking to the driver while driving.
16. Accompany and observe children at all times while using the vehicle for their own safety and the safety of other passengers, and public transport facilities.
17. Passengers should refrain from loading any animals without obtaining driver's consent and according to rules and regulations for the safety and comfort of other passengers and the cleanliness and maintenance of the vehicle.
18. Passengers should load their personal belongings and suitcases according to the rules and conditions, ensuring they are properly stowed in the designated stowage areas onboard the vehicle and refrain from blocking passageways and exits.
19. It is prohibited to carry any contraband items or use them inside the vehicle including alcoholic drinks and illegal drugs and any items that can constitute a weapon. Passengers should report the presence of these items to the driver and authorities.
20. Refrain from using public transport vehicles or facilities for purposes other than accessing public transport services, including but not limited to economic activities, loitering, etc.
21. Refrain from using public transport vehicles or facilities for marketing and advertising activities including but not limited to handing out leaflets, brochures, hanging posters, etc. prior to obtaining official approvals within the rules and conditions.

Implementation Mechanism and Responsibilities

A detailed implementation mechanism identifying the roles and responsibilities of the concerned authorities will guarantee the implementation of the CoC, ensure commitment to the rights of workers in public transport, and create an ethical work culture and environment. The implementation mechanism will highlight how to better support operators, workers, drivers, and passengers to implement the CoC allowing room for constant revision, reflection and improvement to services.

Implementation Mechanism

- All concerned authorities (MoT, MoL, LTRC, GAM, PSD) should appoint a focal point to oversee the implementation of the CoC and monitor and follow-up on the suggestions and complaints received.
- The focal points will refer the suggestions and complaints to the relevant authority.
- The relevant authorities concerned with overseeing operators (LTRC, GAM, etc.) will refer the complaint to the operator in concern according to a mechanism to be specified in collaboration with operators.
- Operators should dedicate a hotline to receive suggestion and complaints on the CoC and commit to publicizing it on vehicles and public transport facilities.
- Operators should appoint a focal point to oversee the implementation of the CoC.
- Complaints should be dealt with in a positive manner.
- In the case of a complaint filed against a driver, the authority responsible for licensing operators should warn the operator to take the necessary measurements and take disciplinary action if needed.
- In the case of repetitive infraction of the CoC by operators, disciplinary action will be taken in accordance to articles 11/A/1 and 11/A/2 of the rules and regulations of issuing permits and licenses to operators for passenger transport for the year 2009.
- Sign a memorandum of understanding between MoT, MoL, LTRC, GAM, PSD to conduct training sessions and workshops on the CoC for public transport drivers.

Ministry of Labor (MoL)

- Publish the CoC on MoL's website and social media platforms.
- By instructing companies involved in passenger transportation to include the CoC in their internal regulations under article (55) of the Labor Law.
- Through the procedures followed by labor inspectors when conducting field inspections on companies operating in public transport for compliance with the Labor Law particularly upon receiving complaints, including inspecting on decent working conditions, pay equity, minimum wage, working hours, vacations, etc. In the case of the employment of women workers and drivers in public transport companies, inspection will also include the company's compliance with the labor law's articles pertaining to maternity leave, workplace daycares, flexible working hours, pay equity, nursing hour, and the availability of facilities that serve working women in the work place.

Ministry of Transport (MoT)

- Publish the CoC on MoT's website and social media platforms.
- Raise awareness on this CoC among operators and drivers through holding workshops and training sessions in cooperation with the relevant entities including LTRC, GAM, PSD.
- Publicize the CoC amongst the relevant entities as soon as it is incorporated within the rules and regulations of issuing permits and licenses to operators for passenger transport for the year 2009.
- Receive suggestions and complaints on the CoC and refer them to relevant authorities.
- Monitor and evaluate the implementation of the CoC.
- Amend and update the CoC as needed in accordance to developments in the public transport industry upon approval by the CEO of the LTRC.

Land Transport Regulatory Commission (LTRC)

- Raise awareness on this CoC amongst operators through publicizing it through different media channels including TV, radio, newspapers, electronic information boards on buses, SMS, and provide operators with the CoC. As well as cooperate and partner with the relevant entities on awareness raising campaigns on the CoC.
- Ensure operators publicize the CoC inside their vehicles and public transport facilities in a clear and visible manner by instruction from the head of the board of directors of the LTRC.
- Publicize the CoC amongst the relevant entities as soon as it is incorporated within the rules and regulations of issuing permits and licenses to operators for passenger transport for the year 2009.
- Ensure that the CoC is implemented through:
 - Ensure operators of all types sign upon receiving the CoC and commit to implementing it under penalty of law.
 - Include the CoC as an integral part of the operators' operational contracts upon renewal of these contracts.
 - Ensure operators commit to signing their workers and drivers upon receiving the CoC and commit to implementing it under penalty of law, and include the CoC as an annex to their job contracts.
 - Ensure operators appoint a focal point to oversee the implementation of the CoC.
 - Ensure operators conduct compulsory training on the CoC to all their workers and drivers detailing their responsibilities, its implementation mechanisms, the overseeing authoritative bodies, and the repercussion of its infringement.
 - Oblige workers and drivers to report on any infraction they note on the CoC.
 - Ensure operators uphold the rights of their workers, drivers, and passengers to report any infringement or infraction of the CoC without fear of persecution or repercussions.
 - Ensure operators offer extra training on the CoC to their employees and drivers who commit a first time infraction.

- Receive the periodic report from operators on the infringements and infractions of the CoC, the number of complaints received and how they were dealt with and the procedures taken to prevent their repetition according to the following time frame; monthly in 2019, yearly in subsequent years.
- Activate the laws and regulations governing public transport particularly those concerning disciplinary action.
- Publicize the CoC through “Hokoumati Fee Khidmati” governmental app.
- Encourage and celebrate operators, workers and drivers, who are committed to implementing and upholding the CoC through placing their names on a list of honor on the LTRC website or through issuing letters of thanks, or in any other manner.
- Publish the CoC on LTRC website and social media platforms and ensure that operators follow suit on their own electronic platforms.
- Commit to the maintenance, cleanliness, and surveillance of all public transport facilities in coordination with the relevant entities in accordance with the LTRC law.
- Ensure operators maintain the safety and cleanliness of their vehicles within the LTRC jurisdiction.

Operators

- Raise awareness on this CoC amongst workers and drivers through publicizing it through different media channels including TV, radio, newspapers, electronic information boards on buses, SMS, and provide operators with the CoC. As well as cooperate and partner with the relevant entities on awareness raising campaigns on the CoC.
- Ensure workers and drivers publicize the CoC inside their vehicles and public transport facilities in a clear and visible manner by instruction from the head of the board of directors of the LTRC.
- Ensure workers and drivers, sign upon receiving the CoC and commit to implementing it under penalty of law, and include the CoC as an annex to their job contracts.
- In the case of first time infraction of the CoC by workers and drivers, operators will offer extra training to the employees who committed the infraction.
- Set standards operating procedures for drivers to follow in the case of passengers breaching the CoC which includes verbal warnings, stopping the vehicle, and calling the authorities.
- In the case of repetitive infractions of the CoC by workers and drivers, the operator should take disciplinary action in their internal policies as stipulated and approved by MoL. Operators should warn their works and drivers against repeating the infraction under penalty of law.
- Appoint a focal point to oversee the implementation of the CoC.
- Conduct compulsory training on the CoC to all their workers and drivers detailing their responsibilities, its implementation mechanisms, the overseeing authoritative bodies, and the repercussion of its infringement.
- Oblige workers and drivers to report on any infraction they note on the CoC.
- Uphold the rights of their workers, drivers, and passengers to report any infringement or infraction of the CoC without fear of persecution or repercussions.

- Publish the CoC on the operator's websites and social media platforms, if applicable.

Drivers and Workers

- Sign upon receiving the CoC and commit to implementing it under penalty of law.
- Commit to attending the full training session or workshop held by the operator on the CoC.
- Publicize the CoC onboard vehicles and public transport facilities.
- Drivers should warn passengers in the case of committing any infraction of CoC, should the passenger insist on continuing with his/ her infraction the driver should follow the procedures set by the operators according to the nature of the breach including; stopping the vehicle and calling the authorities.
- Commit to reporting infractions of the CoC.

Greater Amman Municipality (GAM)

- Commit to the maintenance, cleanliness, and surveillance of all public transport facilities including embarking and drop-off stops, bus depots, etc.
- Ensure operators maintain the safety and cleanliness of their vehicles within the GAM's jurisdiction.
- Raise the awareness of this CoC amongst operators through publicizing it through different media channels including TV, radio, newspapers, electronic information boards on buses, SMS, and provide operators with the CoC. As well as cooperate and partner with the relevant entities on awareness raising campaigns on the CoC.
- Ensure operators publicize the CoC inside their vehicles and public transport facilities in a clear and visible manner.
- Ensure operators of all types when checking in at GAM offices, sign upon receiving the CoC and commit to implementing it under penalty of law.
- Add the CoC as a clause related to the renewal of operator contracts.
- Ensure operators oblige their workers and drivers to sign the CoC and make it an annex to their job contracts.
- Ensure operators appoint a focal point to oversee the implementation of the CoC amongst their staff.
- Ensure operators offer compulsory training on the CoC to all their workers and drivers detailing their responsibilities, its implementation mechanisms, the overseeing authoritative bodies, and the repercussion of its infringement.
- In the case of first time infraction of the CoC by workers and drivers, GAM would request the operator offers extra training to his/ her employees who committed the breach.
- Ensure that operators uphold the rights of their workers, drivers, and passengers to report any infringement or infraction of the CoC without fear of persecution or repercussions.

- Encourage and celebrate operators, workers and drivers, who are committed to implementing and upholding the CoC through placing their names on a list of honor on the GAM website or through issuing letters of thanks, or in any other manner.
- Publish the CoC on GAM's websites and social media platforms and ensure that operators follow suit on their own electronic platforms.
- Publicize the CoC through "Hokoumati Fee Khidmati" governmental app.

Public Security Directorate (PSD)

- Publish the CoC on the PSD's website and social media platforms and through SMS.
- Raise the awareness and train operators and drivers on the CoC through conducting training sessions and workshops in partnership with the relevant entities including MoT, LTRC, GAM, etc.
- Publicize the CoC among all PSD staff concerned with its implementation according to the law.
- The issuance and renewal of driving permits are tied to the undergoing of a training session on the CoC at the Traffic Institute or any other certified centers.

Complaints and Suggestions Mechanism

This mechanism is intended to provide a tool to guarantee the commitment to implementing this CoC and limit infractions and infringements on it, as well as provide a communication pathway for passengers, workers, drivers and operators of public transport with decision makers and authorities concerned with monitoring the implementation of the CoC for purposes of improving work and transport services.

Workers in public transport should seek to solve issues and conflict in a professional and just manner. Not all issues need to be referred to the official channels and can be solved unofficially through dialogue. Should the issue need to be taken further, official channels should be approached according to the specified procedures.

Suggestions and Complaints Channels

1. A dedicated email address for suggestions and complaints that should be publicized on an information board inside the vehicle.
2. Through electronic websites including:
 - a) "Bikhidmetkom" government platform. Complaint will be referred to relevant entity.
 - b) Websites of Ministry of Transport (MoT) and Ministry of Labour (MoL) and Land Transport Regulatory Commission (LTRC), Greater Amman Municipality (GAM), and Public Security Directorate (PSD).
 - c) Social media platforms of Ministry of Transport (MoT) and Ministry of Labour (MoL) and Land Transport Regulatory Commission (LTRC), Greater Amman Municipality (GAM), and Public Security Directorate (PSD).

- d) Publicize different suggestions and complaints addresses and channels through media.
3. Through the dedicated hotline numbers at all the relevant authorities for suggestions and complaints that should be publicized on an information board inside the vehicle, noting that the main hotline number will be at the LTRC.
 - a) The hotline number of MoL
 - b) The hotline number of MoT
 - c) The hotline number of GAM
4. Through the suggestions and complaints box at the LTRC and public transport facilities where possible.

Monitoring and Evaluation Mechanism

Monitoring and evaluating the publication and implementation of this CoC according to mechanism that covers all information pertaining to complaints, infractions, and infringements, by operators and analyze it periodically to evaluate performance and conduct regular evaluation through different research tools, as well as identify key performance indicators (KPIs) to measure the implementation of this CoC including:

1. The number and percentage of training sessions and workshops conducted on the CoC.
2. The number and percentage of operators, drivers, and workers in public transport who undertook the training and workshops on the CoC.
3. The number and percentage of CoC signed by operators, drivers and workers,
4. The number and percentage of operational contracts signed that include the CoC.
5. The number and percentage of driving permits issued tied to the completion of the training on the CoC.
6. The number and percentage of complaints received by the designated authorities on the infringement and infractions of the CoC.
7. The number and percentage of complaints solved.

References

- The Labour Law
- The Traffic Law
- The Civil Service Law
- The Land Transport Regulatory Commission (LTRC) Law number (4) for the year 2011
- The Passenger Transport Law number (9) for the year 2017
- The Regulations and Conditions for Issuing Licenses and Permits to Operate Passenger Transport Routes for the year 2009