



Driver App Usage FAQ

Existing Procedure & Expectations for 24x7 Drivers

Reminder to all staff on the original and current set of expectation as per the Staff Handbook and Employment Contracts.

All staff to possess a mobile telephone, as it is used by the company to communicate urgent or day-to-day operational changes.

Current Staff Handbook explains the need for staff to use the company's Contract Control System (CCS), this an updated version with a different way to access.

- Staff must use the CCS to check daily updates regarding routes and passengers.
 - Staff are required to complete their daily work activities through the CCS login.
 - The CCS system is also used to communicate with the office via a messaging feature.
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Purpose of the App

Q: Who needs to use the app?

A: The app will initially for Drivers, and Passenger Assistants will be introduced at a later stage.

Q: Why do I need to use this app?

A: The app helps streamline operations, enhance safeguarding, and improve collecting essential information that we need to report on as a business.

Q: What does the app track exactly?

A: The app tracks your location only during working hours and when the app is actively running. It does **not** record audio, video, or personal usage outside work.

Privacy & Data Security

Q: Is my personal location data shared with anyone?

A: No. Your location data is only accessible to authorised personnel for operational and safety purposes. It is stored securely and not shared with third parties.

Q: Can the app track me outside of work hours?

A: No. we only pinpoint your location periodically during your scheduled work hours; you start and disable your shifts within the App.

Q: Do I need to buy new phones or Data?

A: No, most phone deals will be sufficient, but we can help when you renew phone deals or handsets to help you find a cheaper and more suitable solution.



Why change from a Portal to an App

- **Optimisation:** Apps usually download and cache essential information, reducing repeated downloads.
- **Efficient Communication:** Apps request smaller, targeted packets of data.
- **Offline Access:** Apps often store data locally, limiting ongoing data usage.

Web Portals Often Use More Data:

- **Full-page Loads:** Web pages frequently reload entire pages, including scripts and images.
- **Less Caching:** Web browsers usually cache less data, resulting in repeated downloads.
- **Additional Overhead:** Websites typically include more unnecessary content and advertisements.

Usage & Compliance

Q: Do I have to use the app?

A: Yes. It is mandatory for all staff as part of 24x7's commitment to the Local authorities, this will support consistent, detailed uniformed reporting.

Q: What happens if I forget to log in or turn on tracking?

A: You may receive reminders. Repeated issues may lead to follow-up by your supervisor for compliance review.

Q: What if I experience technical issues with the app?

A: Please report any issues immediately to the Contracts Team. Assistance will be provided promptly.

Q: Do I need to use the original "Staff Login Portal"?

A: Yes, however you can login to the original Staff Login Page via the menu in the new APP.

We will be pulling out all the features of the Staff Login and these will gradually be brought into the App i.e. Daily Vehicle Checks, Future Bookings, Absence and Overtime.

Q: Do I still need to use the Multiple Factor Authentication to login to the Staff Login Page via the APP.

No, once you get access to the new App you can get straight into the Staff Login without the email multifactor authentication which is much easier.

Support & Feedback

Q: Who can I contact if I have concerns about privacy or data use?

A: You can speak confidentially with your manager, or alternatively with Group HR or our Data Protection Officer. Your concerns will be addressed respectfully.

Q: Can I provide feedback about the app?

A: Absolutely. We welcome staff input to improve the app's usability and functionality.

Tracking Locations, when and why?

- When you are working and sharing feedback, we only see the information after you complete the booking.
- We get time stamps periodically via the App, some are shared to Parents who are using the Parent/Guardian App i.e. Arrived, picked up, dropped off.
- Your location is registered periodically throughout your working shift and at milestones of the journey.
- Your location stamps help with communication and sharing the journey updates with the parents via the Parent/Guardian App.
- In the event of an incident, you can easily notify us of your exact location.

When covering occasional bookings, you will be able to be guided to the actual pick-up point.

Technical Details

Q: Does the app drain my phone battery or data?

A: The app is optimized for low battery and data usage. We recommend keeping your phone charged during work hours.

Q: Do I close the App when working?

A: No, you must not close the App when using it, you can minimise the App when driving, but you will be required to conduct a register on the App as and when you collect or don't collect and drop off your passengers. It makes it quicker and easier to just minimise or use the mapping while driving. This will also limit the information available to parents when we introduce the parent app in the summer.

Q: Is my device compatible with the app?

A: The app supports Android and iOS. If you have an older device or issues with installation, contact your Contracts Team with details of the make and model.

Q: Can I use the app on my laptop or Tablet?

A: No, the App needs to be used while working so needs to be mobile and have mobile data.

Thank you for your support.