

Colleague Concessionary Travel Policy

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Ownership

Policy Area Owner(s)	John Boughton, UK Coach Commercial Director Antony Goozee, Bus Strategy & Commercial Director
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Version Control

Version	Date	Purpose / Change	Reviewed by
3.0	01/10/2022	Merge of Bus and Coach Travel Benefits	Natalie Harries, Senior HRBP
4.0	18/02/2025	<ul style="list-style-type: none">Updated to include roles, responsibilities and accountabilities for monitoring pass usage for employees, nominated pass holder and compliance to the policyPolicy formatting updated	Rachel James, HR Director Human Resources Director UK & Germany

This version 4.2, supersedes all previous versions of this policy within the business areas specified below. Previous versions of this policy must not be used and should be destroyed.



One printed, this document is uncontrolled

Policy Scope & Application

This policy applies to all **UK employees** under the following business areas:

- National Express UK Bus & Coach, inclusive of National Express Accessible Transport & National Express Transport Solutions
- National Express UK Central Services
- Mobico Group

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1.0 Introduction & Policy Purpose

This policy sets out the entitlement and process in order for employees and their family to receive free and/or discounted travel as per this policy.

2.0 Scope

This policy applies to all employees of National Express UK.

3.0 Entitlement

3.1 Concessionary Entitlement

All employees are eligible for the following concessions:

➤ Free bus travel on National Express West Midlands & Coventry network of scheduled services
➤ Free coach travel on National Express Ltd network of scheduled services* without a booking fee (limited to 40 journeys per complete month, per pass).
➤ A choice between either: <ul style="list-style-type: none">○ Complimentary coach travel on the National Express Ltd network of scheduled services* for a Nominated Person without a booking fee. (limited to 40 journeys per complete month, per pass) <p style="text-align: center;">OR</p> <ul style="list-style-type: none">○ Complimentary bus travel on the West Midlands Travel Ltd network of scheduled services for a Spouse or Partner (no other relation)
➤ 50% discount code for friends and family on full fares on National Express Ltd network of scheduled services (limited to 10 bookable journeys per complete month)

Please note this benefit (in part) is also available to temporary employees directly employed by National Express, (providing they are employed for a minimum of 6 months or longer)

* This excludes event services, third party services and any services outside of the UK and Ireland. Add-on products such as seat reservation may be available, but will be charged at the normal customer rate.

3.2 Entitlement for Agency Employees

Agency employees are not entitled to this benefit.

3.3 Entitlement for Retired Employees

Retired Employees (who retire from the company at age 65 or over) are eligible for the following concessions:

➤ Free coach travel on National Express Ltd network of scheduled services* without a booking fee (limited to 40 journeys per complete month, per pass)
➤ Free coach travel on the National Express Ltd network of scheduled services* for a Nominated Person without a booking fee (limited to 40 journeys per complete month, per pass)

- To continue to be eligible for free bus travel a retired employee must have been in continuous service for 25 years or have retired due to ill-health.
- A retired employee is not eligible for a partner pass
- In England retired employees receive a bus pass for free travel when they reach the [State Pension age](#).

4.0 Definitions

Nominated Person (for Coach Travel)	A Nominated Person can be either family or friend and must be 14 years of age or older.
Nominated Person (For Bus Travel)	A nominated person is restricted to spouse or partners (no other relation), who live in the same household

A nominated person can be changed every 12 months (from the date of issue). Individuals wishing to change their nominated person will need to complete the application progress, detailing the change required.

5.0 Concessionary Pass Application Process

5.1 Coach Passes

To apply for a coach employee pass and/or nominated person pass an application form must be completed online at <https://www.nationalexpress.com/en/staff-pass-request-form>.

Retired employees if they do not have a pass before retiring or they wish to change their nominated person can complete the same application form <https://www.nationalexpress.com/en/staff-pass-request-form>.

Once the application has been completed and received by the Concessionary Travel pass department employees will receive an email confirmation asking them to upload a photo and reply back. Where an application also includes a nominated pass you are required to indicate which photo is yourself and which photo is your nominated person. Employees will then be issued with the employee pass and nominated pass.

50% discount for friends and family will be issued by a bespoke voucher code and no photos are required.

5.2 Bus Passes

To apply for a bus employee pass an application form must be completed via google, using this link

<https://docs.google.com/forms/d/e/1FAIpQLSfnPUhLgArxiUF42CpqB9iDkUpfrLCU9TPEpwUUPoApKGBuAg/viewform?vc=0&c=0&w=1&flr=0>

To apply for a partner pass or replacement Swift card for bus travel an application must be completed via google, using this link

<https://docs.google.com/forms/d/e/1FAIpQLSeFogABnPP7zNVEWCGusJJqr0Y48FFmkfsROSBldoL1tKCKTw/viewform?vc=0&c=0&w=1&flr=0>

Passes issued are not transferable.

6.0 Rules and Regulations

- Employees are advised that the benefits outlined in this policy are non contractual and are granted at the discretion of the Company.
- Each pass is issued with relevant terms and conditions that the individual must comply with and any breach of these terms may result in the removal of the benefit and may be considered gross misconduct which could lead to dismissal.
- Under no circumstance should you misuse any passes or voucher codes issued - either your own or Nominated person / Partner. Under no circumstances are any passes to be sold.
- A Concessionary Travel Pass is non-contractual and remains the property of National Express and may be cancelled, suspended or withdrawn at any time.

6.1 Coach Passes

- Concessionary Travel Passes offering a 100% discount are granted on the express condition that they are to be used only by the persons in whose names they are issued. Proof of identity may be requested by an authorised employee of the company. Any person who either books, or allows their travel pass to be used to book tickets for another person will be considered to be in breach of this policy.
- When travelling on tickets using a 100% concessionary discount, a valid Concessionary Travel Pass must be shown with the ticket when boarding. If a valid Concessionary Travel Pass is not shown, or not available, then the ticket will be considered as invalid.
- No sequential bookings of tickets for multiple journeys on one service or route should be booked e.g. Booking for the 040 service at 1230, 1330, 1430, and 1530 on the same date. This 'seat blocking' prevents the seats from being sold for paying customers. Likewise, no multiple seats for the same service using one Concessionary Travel Pass should be booked i.e 4 separate tickets for the 040 service at 1300.
- Under no circumstances must an employee with access to the reservations system issue themselves or another colleague the ticket.

- **Coach Travel Cancellation**

If a ticket is booked, but then subsequently not required, it is the responsibility of the employee to ensure the ticket is cancelled. Please email staff.passes@nationalexpress.com to cancel your ticket. If your journey is due to depart in less than 72 hours you will need to contact the customer service centre on 03717 818181 or via the contact us page here <https://www.nationalexpress.com/en/help/contact>

6.2 Bus Passes

- Current employees who have left the business for reasons other than retirement which include (but is not an exhaustive list of reasons); ill health, dismissal, seeking other employment and redundancy will **not** be able to retain their passes.

7.0 Roles and Responsibilities

7.1 Monitoring Concessionary Pass Usage

Employees are responsible for ensuring that their **own pass** and **Nominated Person's pass** is used in line with this policy. Any misuse or abuse of the pass may result in disciplinary action.

The Company will monitor the usage of concessionary passes to ensure compliance with the terms and conditions outlined in this policy. This may include, but is not limited to:

- **Random checks:** Periodic checks may be conducted to verify the identity of pass holders and ensure correct usage.
- **Data analysis:** Analysis of usage data to identify any potential misuse.

8.0 Frequently Asked Questions

Do I need a ticket to travel with my Coach Concessionary Travel Pass?

Yes - standby travel is no longer permitted and travel must be booked in advance of travel obtaining a ticket to travel.

When will I receive my pass/passes?

Current average processing times will be displayed on the application form.

Do I need to renew my pass annually?

No, digitally issued Concessionary Travel Passes will no longer expire annually. Voucher codes and passes will expire upon leaving the business.

Do I need to show my pass when travelling?

Coach Travel:

Yes, either on your mobile device or a print out of your Concessionary Travel Pass as it must be shown with your ticket for travel to the driver.

Bus Travel:

Yes, you must scan your Concessionary Travel Pass on the ticket reader and present the pass to the Driver if requested.

How do I obtain a concessionary Coach Travel Ticket from the website?

A ticket can be obtained by accessing the Company website at www.nationalexpress.com.

Important: Please remember when travelling the Concessionary Travel Pass must be available for inspection at all times.

When booking a service with *National Express Ireland*, a ticket can be obtained at the ticket desk when presenting your Coach Concessionary pass.

How do I purchase a 50% coach discount ticket for my family or a friend?

All NX employees will be given a code for 50% discount on NX services which can be shared with friends and family for up to 10 uses each month on a rolling basis.

Details of how to purchase tickets are provided to you in the [user guide attached](#).