

Revenue Protection Plan

Policy	Premier Charters derives the major part of its revenues from OPAL/CTP products, which includes contactless payment by credit card through the Opal system. We are committed to ensuring that passengers use the OPAL/CTP products when travelling on our services.
Training	<p>Effective training is delivered through a combination of real-world situations and desktop environment.</p> <p>Our trainers deliver top quality training to drivers with a thorough induction process and ongoing refresher training as required.</p>
Cash Management	<p>Due to a shift in customer ticketing preferences and considerations for driver health and safety, Premier Charters operates a cashless ticket system. Customers will need to tap with an Opal card, Credit Card, Debit Card or Linked Device.</p> <p>There are many benefits of cashless buses including faster boarding times, fewer delays and more reliable on-time running, as well as increased safety for drivers.</p>
Opal/ Contactless Transport Payment (CTP) Products	<p>Passengers are required to use OPAL/CTP products for all travel on Premier Charters services, hence drivers are to ensure that their ticket machine is open and active at each stop.</p> <p>Drivers ensure that passengers tap on at their boarding point and tap off at their terminal stop.</p> <p>Drivers must also monitor the validation sounds emitted by the card validator as the passenger's board the bus.</p> <p>Drivers will counsel and assist the passenger if the card is invalid or has no credit.</p>
Concession Cards	<p>Drivers are to monitor passengers who are travelling on a concession fare, and ensure that they have a current approved concession card.</p> <p>Our trainers will provide updated information on approved concession cards to all drivers as required.</p>
Inspector Procedures for Revenue and Ticket Irregularities	<p>Premier Charters will continually review incidence of fare evasion and revenue protection and will utilise a range of procedures to minimize losses and evasion. These include use/employment of inspections and training program.</p> <p>Inspectors will Check the following:</p> <ul style="list-style-type: none"> • Each customer has tapped on and off correctly with a validation sound emitted? • If a customer uses a concession opal card, do they have a current approved concession card? • Overall customer service provided by driver and condition of bus

Revision N°	Issued	Approved By	Document N°	Page
10	June 2025	Lorraine Di Cesare	Business Plan	1 of 2

Revenue Protection Plan

	Any issues found during the above inspections will be included in the Inspectors report and addressed with the customer.
Management Procedures	Inspectors' Reports Inspectors' reports must be followed up promptly as they may identify problems with ticketing, reliability, customer service and driver performance. Procedure <ol style="list-style-type: none"> 1 Management to review Inspectors' Reports on a regular basis. 2 Investigate any comments concerning driver performance, reliability, bus appearance customer service, passengers and SSTS issues. 3 All reports to be finalised within 7 days. 4 Complete a Feedback Form for any incident requiring investigation. 5 Management to conduct a weekly check monitoring Feedback Forms and action required. 6 Compliance Manager to carry out a quarterly audit on all Feedback Forms.

Revision N°	Issued	Approved By	Document N°	Page
10	June 2025	Lorraine Di Cesare	Business Plan	2 of 2