



# JSKL BUSING HANDBOOK

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# The Company Difference

Pandu Jaya Sdn. Bhd. has been providing school bus transportation services for over 46 years, proudly serving numerous international schools and university colleges.

At Pandu Jaya Sdn. Bhd, we are dedicated to maintaining the trust that parents place in us. We deeply understand the vital role our school bus drivers and monitors play in ensuring the safe, efficient, and reliable transportation of students. Their unwavering commitment and professionalism reflect our core values of safety, care, and excellence."

At Pandu Jaya Sdn. Bhd., our commitment is to recruit and retain the most highly trained drivers and monitors in the school bus transportation industry. We strive to foster strong relationships with our clients, ensuring safe, efficient, and reliable bus services that provide parents with the ultimate peace of mind. With over 46 years of experience, we continue to set the standard for excellence in school transportation."



## Mr. Yap Kon Fook

"Mr. Yap Kon Fook, owner and founder of Pandu Jaya Sdn. Bhd., began providing school bus services for Malaysia's public schools in 1973. Recognizing a growing demand for safe student transportation, he entered the busing industry with a 25-seater bus, moving beyond the standard 11-seater van

# Company Development

**1977**

Mr. Yap engaged as the school bus sub-contractor in the Japanese School of Kuala Lumpur (JSKL).

**1980**

Pandu Jaya successfully obtained a school bus service contract with the Korean School in Kuala Lumpur.

**2005**

Mr. Yap successfully secured the school bus contract at The International School of Kuala Lumpur (ISKL). Within five years, Pandu Jaya expanded to a fleet of 38 new school buses, establishing itself as one of the largest school bus companies in Kuala Lumpur.

**2020**

Pandu Jaya gained contract for school bus shuttle services at Heriot-Watt University Malaysia (HWUM).

**2024**

Pandu Jaya owns a fleet of 65 buses and ferry more than 2000 students to and from school everyday.

# Our Team

We believe it is the people that makes the difference



We hire only the most qualified and dedicated professionals who take great care in transporting students.

Today, Pandu Jaya has about 100 bus crews.

Pandu Jaya is dedicated to recruit and retain qualified and dependable drivers and monitors in the school bus transportation industry.

Thorough employee background checks



Continuous school bus safety training



Child Protection Policy Training



Daily bus safety inspections



GPS Technology



Preventive bus maintenance programs



Excellent communication between drivers, monitors and transport management team



First Aid Training



# Our Bus

## 1 Depot

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Pandu Jaya Sdn. Bhd. also owns and operates a dedicated bus depot, enabling us to conduct comprehensive repair and maintenance programs. This ensures our fleet remains in top condition, guaranteeing the safety, reliability, and efficiency of our transportation services.

## 2 Bus Maintenance

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At Pandu Jaya Sdn. Bhd., all our vehicles meet PUSPAKOM specifications and successfully pass comprehensive inspection programs, ensuring the highest standards of safety and performance. Both the interior and exterior of our buses are meticulously maintained to uphold a professional image that reflects positively on Pandu Jaya and the esteemed schools we serve. It is servicing.

## 3 GPS Tracking

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Pandu Jaya school buses are equipped with a GPS-Assisted Vehicle Monitoring and Security Enforcement System, enhancing safety and service efficiency. This system supports emergency response, planning, and quality management. Key features include real-time tracking, location updates, site violation alerts, virtual checkpoints, estimated arrival times, and detailed route and speed reports.

## 4 Panic Button

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In emergencies, drivers can press a panic button near the steering wheel, triggering a distress SMS within 15 seconds to the busing office with the bus's location. The Operations Manager contacts the driver via a hands-free speaker for instructions. This system ensures rapid tracking, alerts authorities, and provides real-time security updates directly to the Operations Manager's mobile.

## 5 CCTV

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Pandu Jaya equips buses with CCTV based on client requirements to enhance safety and monitor student behavior. The system provides drivers a clear view of onboard activity while allowing them to focus on driving. Recorded footage supports schools in reviewing incidents, deterring misconduct, vandalism, and violence, while offering parents peace of mind knowing their children are monitored





## 6 Hygiene & Sanitize of Buses

At Pandu Jaya, rider safety and comfort are our top priorities. We maintain rigorous hygiene standards to provide a safe and pleasant journey for our passengers:

- a) High-contact areas such as handlebars, windows, seats, seatbelts, door handles, armrests, floors, and air-conditioning vents are thoroughly sanitized to ensure a clean environment.
- b) Seat cushions are regularly cleaned with disinfectants for enhanced hygiene and passenger safety.
- c) Advanced fogging machines are used to disinfect the buses entirely, ensuring clean air quality and a thoroughly sanitized space for all riders



# Busing Registration

1. Parents of bus riders must carefully complete and sign the School Transportation Agreement/Request Form. Please note that seats will not be reserved until the form is completed and signed.
2. By signing the School Transportation Agreement/Request Form, parents and students agree to comply with all busing rules and regulations.
3. Returning or new students who wish to terminate the bus service must inform the Busing Office accordingly.
4. For new bus riders, parents should register their child(ren) as early as possible. A minimum of five (5) working days is required to assign a bus and arrange the schedule. This also applies if a family moves from a temporary to a permanent address. If there is no space available on a particular bus, students will be placed on a waiting list until seats become available.
5. Upon receiving the School Transportation Agreement/Request Form, a confirmation will be issued by the Operations Manager.
6. All registered school bus riders are covered by insurance for regular trips to and from school. This coverage also extends to field trips and after-school activity bus riders.

# Safety and Security Measures

1. All buses are equipped with seatbelts, first aid kits, emergency hammers, fire extinguishers, and a GPS tracking system.
2. Bus drivers receive all relevant bus information, including emergency procedures, bus routes, a list of student passengers, and a set of rules and regulations.
3. Pandu Jaya conducts safety and security training for all bus drivers and monitors and organizes school emergency drills involving buses as needed.
4. Each bus undergoes a monthly inspection conducted by Pandu Jaya.
5. All requests for changes regarding busing arrangements must be submitted to the Busing Operations Manager.
6. Pandu Jaya is not liable for any items left on the buses. Students are advised to check for personal belongings before disembarking. All items found on the buses will be turned in to the JSKL Busing Office.
7. Parents or guardians are not allowed to board or ride the bus.
8. Parents with concerns, questions, or comments regarding safety and security measures should contact the Busing Office staff directly. Please avoid communicating via the bus driver or monitor, as this may delay the journey for all students on the bus.

# Rules and Regulations for Students on JSKL Buses

1. Students shall not board the bus until it has come to a complete stop, nor should they leave their seats when the bus is in motion.
2. Only registered students who have paid the transportation fees are allowed on the buses. No “guests” are permitted to ride.
3. Students are not allowed to request the bus driver to take a different route.
4. Students may be dropped off only at their designated drop-off point. A written request from a parent is required for any change in drop-off location.
5. Students must remain seated at all times; no one should stand while the bus is moving.
6. Students should not distract the driver or cause any disruption that could divert the driver’s attention. This includes not disturbing, distracting, or touching the driver or monitors.
7. Screaming, yelling, swearing, and excessive noise are prohibited. Obscene language is not allowed.
8. Fighting on the bus is strictly forbidden.
9. Harassment of other students, monitors, or the driver by any student or group of students is prohibited.

10. Intentional damage to bus property will result in immediate suspension from the bus. Students will be held financially responsible for any deliberate damage, including tearing, breaking, or other actions.

11. Smoking or chewing tobacco is not permitted on the bus.

12. Throwing items, including paper or rubber bands, is not allowed on the bus.

13. No student should open or close the bus doors.

14. No student is allowed to open the emergency doors. Spitting, either inside or outside of the bus, is not permitted.

15. Eating or drinking on the bus is not allowed.

16. Students must sit on a seat; sitting on the floor, doorsteps, or gearbox is not allowed.

14. No Cigarettes, matches, lighters, or fireworks are permitted on the bus.



# Bus Rules and Regulations

## Students' Behaviors Expectations and Conduct on School Buses

### 1. Expected Conduct:

Students are expected to behave in a mature and responsible manner while riding the bus to and from school. Behaviour expectations are outlined in the bus contract agreement between parents, JSKL, and the bus contractor. Violations of these expectations may result in temporary or permanent suspension of bus privileges. Misconduct on the bus or at the bus stop will be reported by the bus driver or monitor to the Busing Operations Manager and/or JSKL Administration.

### 2. Compliance with School Rules:

All school rules and regulations must be followed while on the buses.

### 3. The Pandu Jaya Way:

- Take care of yourself.
- Take care of others.
- Take care of the place (the bus).

### 4. Basic Rules for Students:

- Listen to the bus drivers and monitors.
- Address drivers and monitors respectfully by name.
- Remain seated with seatbelts secured.
- Use polite language and good manners.
- Respect others by keeping hands off people and their belongings.
- No eating or drinking on the bus unless specifically permitted.

## **5. Safety Rules:**

- Remain seated at all times. Wait for the bus to come to a complete stop before unfastening your seatbelt or leaving your seat.
- Do not stick your head, hands, or any body parts out of the windows or doors.
- Do not throw objects inside or outside of the bus.

## **Consequences**

### **1. Non-Compliance:**

- Incidents of non-compliance will be reported to the Busing Operations Manager, who will escalate them to the JSKL Administration or PTA Busing Committee.
- Parents will be informed both in writing and via telephone

### **2. Serious Violations:**

- Actions that endanger safety, harm others physically or psychologically, or involve damage to bus property will result in immediate suspension of bus privileges.
- Parents will bear the cost of any property damage caused by their child(ren).

### **3. Refund Policy:**

Refunds of busing fees will follow the Busing Billing Schedule.

## **Routing and Scheduling**

### **1. Timeliness:**

Students should arrive at their pick-up point at least five minutes early. Buses will not wait for late students.

### **2. Accompaniment:**

- Parents are responsible for ensuring someone is present to and from the bus
- Kindergarten students will not be allowed to disembark without a designated adult present at the drop-off point.
- For Primary and Secondary students, parents must sign a waiver if they do not require an adult present at drop-off.

If no adult is present, the student will be taken back to the JSKL Administration Office, and parents will be contacted.

### **3. Assigned Buses:**

Students must ride their assigned bus unless prior approval is obtained from the Busing Operations Manager.

### **4. Designated Stops:**

Students can only get off at their designated stops unless a written request from parents is approved in advance by the Busing Operations Manager.

### **5. Route Changes:**

Students are not permitted to ask the driver to alter routes or stops. Any changes must be authorized by the Busing Operations Manager.



## **6. Parental Notifications:**

Parents must inform the Busing Office of any changes to busing arrangements before 1:00 p.m. The Operations Manager will notify the school, bus driver, and monitor as necessary.

- If parents are away, they must provide the Busing Office with written details of the authorized individual responsible for transportation and emergency decisions for their child.

## **7. Seating Arrangements:**

- Primary 1 (P1) to Primary 6 (P6) students must sit in the front or middle portion of the bus.
- Secondary 1 (S1) to Secondary 3 (S3) students may sit in the back portion of the bus.

## **8. Registered Students:**

Only registered students may ride the bus. Guests are not permitted.

## **9. Late Arrival Concerns:**

Parents should contact the Busing Office immediately if their child does not arrive home at the expected time.

# Contact Information

For all busing-related inquiries, changes, complaints, or suggestions, please contact:

Kenny Yap, Busing Operations Manager



012 275 2888



[jsklbusing@gmail.com](mailto:jsklbusing@gmail.com)



[www.pandujaya.com](http://www.pandujaya.com)