

Serving with Care. Driving with Integrity.

At Gemini, we uphold high standards of governance to ensure the safety, dignity, and well-being of every individual we transport — especially children with disabilities and elderly passengers.

✓1. Ethical Responsibility

- We operate with honesty, transparency, and fairness in all actions and decisions.
- Every employee and driver commits to a zero-tolerance policy toward discrimination, neglect, or abuse.
- Confidentiality and respect for the privacy of all passengers are non-negotiable.

✓2. Safety & Professional Conduct

- Our drivers are trained, licensed, and regularly evaluated to ensure high professional and emotional standards.
- Kindness, patience, and clear communication are expected at all times — especially with vulnerable passengers.

2. Clean Space

- We ensure that vehicles are clean, well-maintained, and equipped for wheelchair access and safe transport.

✓3. Inclusivity & Human Dignity

- Every passenger is treated with respect, regardless of age, ability, or background.
- We promote inclusivity in language, attitude, and service — creating a space of trust and comfort.

✓4. Accountability & Governance

- Gemini maintains transparent operations and complaint processes to encourage feedback and continuous improvement.
- We are committed to compliance with all UK transport and safeguarding regulations.
- We foster a culture of responsibility at every level — from fleet maintenance to personal interaction.

✓5. Sustainability & Social Impact

- Beyond the drive, we aim to contribute positively to communities by reducing isolation and promoting mobility for all.
- We review our environmental impact and plan for a more sustainable fleet over time.