

**Hate Crime Charter**



First Bus has a zero-tolerance approach to any form of hate crime on our services. That’s why we’re supporting the roll out of a new Hate Crime Charter, an initiative led by Disability Equality Scotland on behalf of Transport Scotland.

First Bus has already helped towards the effectiveness of the Charter through a pilot at our Bannockburn depot and we’re now ready to support its roll-out across Scotland.

Targeting someone on the grounds of their disability, religion, race, gender or sexual orientation has no place anywhere on our services. The adoption of the Hate Crime Charter will indicate that First Bus will not tolerate behaviour of this nature and ensure that everyone has the reassurance that they can travel with us in safety and comfort, and that any incidents of this nature will be dealt with seriously.

The Hate Crime Charter helps to raise awareness of how to identify what a hate crime is, and the ways in which it can be reported. You can find out more about the Charter here:

[**www.accessibletravel.scot/hate-crime**](https://protect-eu.mimecast.com/s/xOnfCBrNESkwYMVT6NqO1?domain=accessibletravel.scot)

If you feel you have been the victim of a hate crime while travelling with us, please let us know right away either by using the contact link below, or by calling us on 0345 646 0707. You can also report Hate Crime to Police Scotland using the links on the Accessible Travel Hub. Your feedback will be processed and investigated with the utmost seriousness and, together, we can help to eliminate crimes of this nature and continue to make bus travel a welcoming and inclusive experience for all.

**Contact Us:**[**https://www.firstbus.co.uk/help-and-support#formholder**](https://www.firstbus.co.uk/help-and-support)