

**From:** NZ Bus No Reply email  
**Sent:** Tuesday, 19 December 2017 9:07 p.m.  
**To:** 'jkevink@gmail.com' <[jkevink@gmail.com](mailto:jkevink@gmail.com)>  
**Subject:** CAS-646167

Hi Kevin,

As we had a conversation and explained on the phone regarding complaint about policies to deal with scenarios related to smoking passenger in the bus. As been discussed earlier that we are not supposed to disclose any outcomes of the complaint. But we assure that any employee who is not following policies and procedures will never be tolerated.

Our drivers are doing very good job and we are trying our level best to keep it the same way.

Regards

Manpreet Singh  
Duty Supervisor  
City Depot  
Auckland