



HACKNEY CARRIAGE AND PRIVATE HIRE DRIVER'S CODE OF CONDUCT

In order to promote the image of the hackney carriage and private hire trades, the Council has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory, policy and condition requirements set by the authority.

Responsibility of the Trade

Licence holders shall endeavour to promote the image of the hackney carriage and private hire trade by:

- (a) complying with this Code of Good Conduct;
- (b) complying with all the Policy and Conditions of their Licence
- (c) behaving in a civil, orderly and responsible manner at all times.

Responsibility to Customers

Licence holders shall:

- (a) maintain their vehicles in a safe and satisfactory condition at all times;
- (b) Hackney Carriage drivers are to always provide a means of accepting payment by card, including contactless payment.
- (c) keep their vehicles clean and suitable for hire to the public at all times;
- (d) attend punctually when undertaking a pre-booked hiring;
- (e) at no additional cost assist, where necessary, passengers into and out of vehicles;
- (f) at no additional cost offer passenger's reasonable assistance with luggage.
- (g) relationships with customers should be no more than professional, avoid
 - unnecessary physical contact,
 - building personal relationships and
 - talking about sensitive or intimate subjects.

Responsibility to Local Residents and other Road users

To avoid nuisance to residents and other road users when picking up, dropping off or waiting for a fare, a driver shall:

- (a) not sound the vehicle's horn;
- (b) keep the volume of any amplified music to a minimum;
- (c) switch off the engine if required to wait;
- (d) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.
- (e) park and/or stop considerately, avoiding bus stops, school gates, school zig zags etc..

At taxi ranks drivers shall, in addition to the requirements above:

- (a) rank in an orderly manner and proceed along the rank in order and promptly;
- (b) remain in or close to the vehicle.

(c) direct any customer to the front vehicle in the rank

General Information

Appearance of Driver.

This is not intended to discriminate or control people, rather to provide a standard policy where no member of the public travelling is made to feel uncomfortable by a driver whose choice of clothing may be inappropriate. The dress code is there to convey a professional appearance, thereby improving people's confidence of choosing licenced vehicles as a preferred mode of transportation and principally to protect the public and driver. This policy is not gender specific and is subjective.

The driver of a Hackney Carriage shall be clean and tidy in appearance and shall be attired to a standard acceptable to the Council.

Drivers shall:

(a) pay attention to personal hygiene and dress so as to present a professional image to the public;

- As a minimum clothing should be clean, smart casual in appearance with shoes.
- **Acceptable clothing** - will include long or short-sleeved shirts with collars, blouse, polo shirts, long trousers, skirts, tailored shorts, dresses, shoes. Smart black jeans that are not frayed, torn or with logos etc will be permitted.
- **Unacceptable clothing** - Jeans (excluding above), singlets, shorts or bathing costumes, jogging pants, flip flops, high heels, trainers, sandals, ripped or dirty clothes.

(b) be polite, helpful and fair to passengers;

(c) drive with due care and consideration for other road users and pedestrians and in particular shall not use a handheld mobile phone whilst driving;

(d) obey all Traffic Regulation Orders and directions at all time;

(e) not smoke in the vehicle, including e-cigarettes;

(f) not consume alcohol at least 8 hours before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;

(g) not drive while having misused legal or illegal drugs;

(h) ensure appropriate breaks from work are taken and never drive when tired. It is recommended drivers should endeavour to have a minimum of 8 hours rest between finishing work after midnight and starting again in the day and not exceed 13 hours work in any one day.

(i) report to the council in writing within 24 hours or as soon as is practicable if you suffer any serious illness or injury such as heart attack, stroke, broken limbs, diabetes or sleep apnoea. This also applies to anything that may affect your driving, or that has to be reported to the DVLA because it would affect your licence. The council may ask you to have an additional medical examination or to produce written confirmation from your own GP or hospital consultant about your continued fitness to drive. The council may also seek an independent assessment of any such report or medical.