

# Appendix 5

## CODE OF GOOD CONDUCT FOR LICENSED DUAL DRIVERS

This Code of Good Conduct should be read in conjunction with the other statutory and policy requirements set out in this document. Ordinarily, but without prejudice to any other procedures detailed in this Policy, breaches of the Code of Good Conduct will be dealt with by use of the Penalty Points System contained within [Appendix 1](#) of the Taxi Licensing Policy.

### 1. Responsibility to the Trade

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

- (i) complying with this Code of Good Conduct;
- (ii) complying with the Council's Hackney Carriage and Private Hire Licensing Policy;
- (iii) behaving in a civil, orderly and responsible manner at all times.

### 2. Responsibility to the Public

Licence holders shall:

- (a) maintain their vehicles in a safe and satisfactory condition at all times;
- (b) keep their vehicles clean and suitable for hire to the public at all times;
- (c) attend punctually when undertaking pre-booked hiring;
- (d) assist, where necessary, passengers' ingress to and egress from vehicles;
- (e) offer passengers reasonable assistance with luggage;
- (f) behave in a professional and respectful manner at all times.

### 3. Responsibility to Residents

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- (a) not sound the vehicle's horn illegally;
- (b) keep the volume of all audio equipment and two-way radios 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) at hackney carriage ranks, in addition to the requirements above:
  - (i) rank in an orderly manner and proceed along the rank in order and promptly;
  - (ii) remain in the vehicle.
  - (iii) not illegally rank in areas where there is no designated rank

- (iv) not queue jump at a rank
- (v) switch their engine off
- (f) at private hire offices:
  - (i) not undertake servicing or repairs of vehicles, unless the property has the appropriate planning permission;
  - (ii) not allow volume of all audio equipment and two-way radios to unduly disturb residents of the neighbourhood;
  - (iii) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood, which might arise from the conduct of their business.

#### 4. General

Drivers shall:

- (a) pay attention to personal hygiene and dress, so as to present a professional image to the public;
- (b) be polite, helpful and fair to passengers;
- (c) drive with care and due consideration for other road users and pedestrians and, in particular, shall not use a hand held mobile phone or radio whilst driving;
- (d) obey all Traffic Regulation Orders and directions at all time;
- (e) not smoke or vape or similar at any time when inside the vehicle;
- (f) not consume alcohol immediately before, or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- (g) not drive whilst under the influence of illegal drugs or legal drugs which effects the ability of the driver to drive
- (h) fulfil their responsibility to ensure compliance with legislation regarding the length of working hours.
- (i) not eat in the vehicle in the presence of customers.
- (k) use ranks in accordance with the byelaws.
- (l) not ply for hire in a place which is not a rank
- (m) not park on a rank other than for the purpose of plying for hire
- (n) turn the engine off when stationary on the rank

#### 5. Disciplinary Hearings

Drivers should be aware of the powers the Licensing Authority has to take action, by way of suspension, revocation or refusal to renew a driver's licence where:

- (i) the driver has been convicted, since the grant of the licence, of an offence involving dishonesty, indecency or violence
- (ii) the driver has been convicted of an offence under any legislation relating to hackney carriage or private hire vehicle regulation
- (iii) the driver has breached any requirements of the Licensing Authority's Hackney Carriage and Private Hire Licensing Policy.

Penalty points may be issued for non-compliance with this code, as per the point system laid down in Appendix 1 of this policy.

- (iv) there is a breach of condition of this code
- (v) An on-going investigation suggests a public safety reason to suspend the dual driver licence.

Details of the workings of the disciplinary hearings are set out in Appendix 2 of this Policy.

## Appendix 6

### Drivers' dress code

The purpose of the drivers' dress code is to seek a standard of dress that portrays a professional image of drivers licensed by the licensing authority and to ensure that public and driver safety is not compromised.

The dress code is a condition of the dual driver's licence and defines what is meant by 'respectable' in dress. Employees working for companies operating their own dress codes will be required to comply with the licensing authority's standard.

#### 1. Acceptable standards of dress

- Collared shirts, blouses, polo shirts, or sweat shirts should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses may be worn with a tie or open necked.

#### 2. Trousers, shorts and skirts

- Trousers may be either full length or shorts.
- Shorts shall be tailored.
- Trousers and shorts shall be of material of one colour.
- Footwear for all drivers shall fit around the heel of the foot. All the above must be of smart appearance and in good condition.

#### 3. Unacceptable standards of dress

- Clothing not being kept in a clean condition and those which have holes and rips.
- Words or graphics on any clothing that is of an offensive or suggestive in nature.
- Sportswear e.g. football or rugby kits, track suits, beach wear, etc.
- Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.
- Not having either the top or bottom half of their bodies suitably clothed.
- No baseball caps or hoodies worn up whilst in the vehicle.

Failure to comply with this dress code will render a licensed driver liable to the issue of Penalty Points under the council's approved penalty point scheme shown in Appendix 1 of this policy.