



The Code of Conduct

Guide for Hackney Carriage and Private Hire Licence Holders

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Overview

In order to promote Public safety with regard to hackney carriage and private hire licensing, the Council has adopted the following Code of Conduct, which should be read in conjunction with the other statutory and policy requirements set out in this document.

The adoption of a Code of Conduct is a fundamental step in the attempt to improve the ethical culture in today's business world and, more specifically, to prevent unethical behaviour within the trade.

Licence holders can gain several benefits when they adhere to a core set of ethical values embodied in a code of conduct, including;

- Greater motivation amongst staff,
- A demonstrated respect for the law,
- Protection of the company's reputation or brand,
- Improves business relationships,

CODE OF CONDUCT FOR LICENSED DRIVERS

1. Responsibility to the Trade

- 1.1 Licence holders must comply with the following:
- a) comply with this Code of Conduct;
 - b) comply with all the Conditions of their hackney carriage and private hire licence's and the Council's Fit and Proper Persons Policy;
 - c) behave in a civil, orderly and responsible manner at all times.

2. Responsibility to Customers

- 2.1 Private hire and hackney carriage drivers are professional drivers and must be aware of the safety of their passengers and the safety of their vehicles at all times.
- 2.2 Licence holders shall comply with the hackney carriage and private hire vehicle conditions.

3. Responsibility to Residents

- 3.1 To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:
- a) not sound the vehicle's horn illegally or repeatedly;
 - b) keep the volume of audio and communications equipment to a reasonable level;
 - c) switch off the engine if required to wait or on ranks; and
 - d) take all reasonable measures to avoid disturbance to residents in the neighbourhood.
- 3.2 At taxi ranks where hackney carriages ply for hire by forming queues, drivers shall, in addition to the requirements above:
- a) queue in an orderly manner and proceed along the rank in order and promptly; and
 - b) remain in the vehicle or in close proximity of the vehicle.
- 3.3 At private hire offices a licence holder shall:
- a) not allow their audio or communications equipment to cause disturbance to residents of the neighbourhood; and
 - b) take reasonable action to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.

4. General

- 4.1 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, particularly disabled passengers whose mobility may be restricted ;
- c) drive with care and due consideration for other road users and pedestrians
- d) not use a hand held mobile phone whilst driving;
- e) obey all Traffic Regulation Orders and directions at all times;
- f) ensure that there is no smoking in the vehicle at any times;
- g) not consume alcohol before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- h) not drive while having used illegal or misused legal drugs or acted contrary to the advice of a medical practitioner; and
- i) fulfil their responsibility to ensure compliance with common sense and any legislation regarding the length of working hours;
- j) undertake a vehicle check, i.e. lights, tyres & pressures, engine fluids, prior to starting shifts to ensure roadworthiness;
- k) undertake suitable training, for example disability awareness training.

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