

Appendix C

Code of Conduct for Licensed Drivers

In order to promote its licensing objectives as regards hackney carriage and private hire matters, the Council has adopted the following Code of Good Conduct which should be read in conjunction with the other statutory and policy requirements set out in this document.

Responsibility of the Trade

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

1. Complying with this Code of Conduct.
2. Complying with all the conditions of their licence and the council's hackney carriage / private hire policy.
3. Behaving in a professional manner at all times.

Responsibility to Customers

Licence holders shall:-

1. Maintain their vehicles in a safe and satisfactory condition at all times;
2. Keep their vehicles clean and suitable for hire to the public at all times;
3. Attend punctually when undertaking a pre-booked hiring;
4. Assist, where necessary, passengers into and out of vehicles;
5. Offer passengers reasonable assistance with luggage.

Responsibility to Residents

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

1. Not sound the vehicle's horn.
2. Keep the volume of radio/music to a minimum;
3. Switch off the engine if required to wait.
4. Not deposit any litter.
5. Not urinate in the street.
6. Take what additional action is necessary to avoid disturbance to residents in the neighbourhood.

At hackney carriage ranks and other places where hackney carriages play for hire by forming queues, drivers shall, in addition to the requirements above;

1. Rank in an orderly manner and proceed along the rank in order and promptly.
2. Remain in or close to their vehicle

General Information

Drivers shall:

1. Pay attention to personal hygiene and dress so as to present a professional image to the public;
2. Be polite, helpful and respectful to passengers;

3. Drive with care and consideration to other road users and pedestrians.
4. Obey all Traffic Regulation Orders and directions at all times.
5. Not use a hand held mobile phone whilst driving.
6. Not smoke in the vehicle.
7. Ensure they do not smell of alcohol or consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle.
8. Not drive while having misused legal or illegal drugs.
9. Comply with legislation regarding the length of working hours if applicable.