

## **Appendix D**

### **CODE OF GOOD CONDUCT FOR LICENSED 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 disciplinary procedures detailed in this Policy, breaches of the Code of Good Conduct will be dealt with by use of the Penalty Points System contained with the Licensing Enforcement Policy of the Council.

#### **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.

#### **Responsibility to Clients**

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.

#### **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 with the vehicle.

#### **Responsibility to Licensing Authority**

Licence holders shall:

- (a) act in good faith at all times in their dealings with the Licensing Authority;
- (b) attend punctually for appointments;
- (c) pay all fees due;

- (d) comply with the requirements of the Taxi Licensing Policy;

### **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 whilst driving;
- (d) obey all Traffic Regulation Orders and directions at all time;
- (e) not smoke 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 while having misused legal or illegal drugs\*;
- (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.

**\*ANY AMOUNT OF ALCOHOL OR DRUGS CAN AFFECT A DRIVER'S JUDGEMENT**

## **DRESS CODE FOR LICENSED DRIVERS**

### **Objectives**

East Herts Council is committed to encouraging the professional image of the trade. The Council considers that drivers should conform to a minimum standard of dress, as set out below, in order to:

- raise and maintain the profile of the licensed trade
- promote confidence amongst members of public to ensure passengers feel comfortable when using licensed vehicles
- promote public safety by ensuring the safe operation of licensed vehicles at all times and that licensing drivers are readily identifiable

The Council does not impose such standards by way of conditions to any licence. It is expected, however, that such standards will be maintained at all times.

Ordinarily, but without prejudice to any other disciplinary procedures detailed in this Policy, breaches of the Dress Code for Licensed Drivers will be dealt with by use of the Penalty Points System contained in the Licensing Enforcement Policy.

### **Unacceptable Standards of Dress within this Code**

The following are deemed to be unacceptable:

- (i) Bare chests
- (ii) Clothing or footwear which is unclean or damaged

- (iii) Clothing printed with words, logos or graphics which might offend
- (iv) Sports shirts e.g. football, rugby or cricket tops or track suits
- (v) Footwear that prevents the safe operation of the licensed vehicle
- (vi) Headgear that partially or completely conceals the face or the identity of the licensed driver e.g. baseball caps
- (vii) Shorts, other than smart tailored shorts