

KabSky LIMITED



2019

Kabsky's Taxi Drivers' Handbook



KabSky

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Kabsky Limited

The principle activity of the company is to provide a prompt and efficient service that will meet or exceed our customer's expectations.

CUSTOMER SERVICE

The main focus of our business is customer service. If we don't take care of our customers someone else will. If customers feel that the service, they have received is not what they expected they will go elsewhere. They are also likely to tell their friends, family and colleagues about their experience who in turn find an alternative source.

Alternatively, by providing an excellent service the customer in turn will relate their experience, again to friends, family and colleagues. The customer is likely to book our service again and the people who they shared the experience with will also consider using our company.

The company believes that the customer has the right to expect the following:

- Professional, courteous and prompt service.
- Consistently high standard, safe and reliable service.
- Assistance with the individual needs of the customer which are reasonable to expect in relation to the service.
- Competent, knowledgeable and well trained staff.
- A fair price for the service.

MEETING CUSTOMERS FOR THE FIRST TIME

Good communication is essential to clearly understand the needs of the customer and deliver a service that satisfies and exceeds the customer's needs.

Make sure that everything is set up to help the customer form the best impression possible of you and our Company.

First impressions are very important "You do not get a second chance to make a first impression". First impressions are lasting impressions and influence how a driver and passenger will relate to each other during the journey, especially in deciding what they want to talk about, if they want to talk at all.

Remember care should be taken before joining into a private conversation with passengers in your vehicle.

SILENCE

Some customers may choose not to talk. Respect this decision. Be comfortable with silence. Also, do not conclude that they are silent because they are rude or annoyed with you. All customers have the right to choose not to engage in conversation.

CHECK YOUR UNDERSTANDING

People often miscommunicate; therefore, it is wise to listen and check the instructions you are given. Ask the customer where they want to go and if they have a preferred route. Check that you understand by repeating in your own words what they have said. If the details differ from those given at the time the booking was made, check with the dispatcher if changes have been communicated and that you have the correct passenger.

DEALING WITH CONFLICT

As a PHV or Hackney driver you are dealing with strangers, often in isolated places and carrying cash. Hackney drivers who take people directly off the streets or from

ranks with no knowledge of their home address or telephone number means that if they cause trouble you are especially vulnerable. If you work at night you are likely to have to deal with people who have drunk too much alcohol. All this means you may be at risk of violence.

Private Hire Bookings

- Your despatcher should make sure that they have all the passengers contact details required for the booking i.e. home address and telephone number if known.
- Despatchers should keep a list of locations that have been the source of violence and avoid taking bookings from them.
- Despatchers should be clear with the passenger about exactly where you are taking them and what the fare will be before you set off.
- If accepting a long-distance booking, despatchers should be clear with the passenger if the driver is going to ask for payment up-front.
- If the passenger changes the journey that they booked let them know what the revised fare will be to reduce the risk of a dispute later, when you are far from base and most at risk of violence.
- Let the despatcher know of any change to the booking.

Cash management

- If you can, drop off cash during your shift so that you carry as little in your car as you can. If you cannot, keep your cash hidden from view in a secure box.

Carry with you

- A spare key, in case an assailant throws your keys away.
- A mobile phone.
- A note pad and pen to record incidents.
- An emergency card with your name, date of birth, blood group, allergies and a contact number for emergencies.
- A statement explaining that it is against the law for you to take passengers other than those who have pre-booked.
- An explanation of the fare structure, so that you can explain it to a passenger who feels that you are over-charging them.

How your control room can help you

- You will need them to get help for you if you are in trouble.
- Have a pre-arranged code word that you can use if a passenger becomes threatening, so that you can call for help without making them suspicious.

Staying safe

- You know that working at night carries most risks of violence, especially as many passengers will have been drinking. Make sure you are not tired as you need to be alert at all times.
- Trust your instinct as you have the right to refuse a passenger if you think they may present a risk.
- Only open the windows enough to speak to people without them being able to reach in. Only let them sit in the front of the car if you wish.
- Communication with the passenger is important. Be polite and pleasant.
- Use your radio to tell your despatcher that you have started your journey. This will mean that the passenger will know you are in contact with base.
- Make eye contact with the passenger when they get in the car. This helps to establish a relationship with the passenger. It also gives them the message that you could identify them.
- Explain the route you plan to take if you are going a long way around (for example in order to avoid road works) so as to prevent a dispute over the fare.

If you feel threatened

- Try to stay calm. Take slow, deep breaths as this may help to lessen your anxiety.
- Be aware of your own actions and how they may be seen.
- If you can, drive to a brightly lit, busy place as these are often covered by CCTV.
- If you have a screen you are likely to be safer staying in your cab than getting out.
- Do not attempt to run after a passenger who owes you their fare. Your safety is more important than the money.

If you are attacked

- Do not try to fight back as it is most likely to make the violence worse for you.
- Use your horn and lights to attract attention.
- Contact your control room or call 999 to get help.
- Gather as much information about the person as you can (e.g. their clothes, accent).

After an incident

- Write down everything about the incident, a description of the passenger, what they said and did.
- If you did not call them at the time, report all violent incidents to the police. Be prepared to make a witness statement. It may take time, but it may prevent violence in the future for you and other drivers.
- When sentencing offenders, courts have been advised to take particularly seriously assaults against people who are providing a public service, especially those who are vulnerable because they work alone at night.
- Bilking (making off without paying) is a criminal offence. Report incidents to the police and be prepared to make a statement.
- You may be able to recover the costs of damage to your vehicle through the small claims system.

There are some basic issues in dealing with someone who wants to argue. Always remain calm and speak in even tones. Agree with them and be a good listener. Try to understand what the customer sees and feels by putting yourself in their situation. Your best option might be to ignore a person who is being aggressive and give them time to calm down. If this does not help, work with them by listening, say that you know how

they feel, and always remain calm, alert and agreeable. Use the Driver Emergency Procedure if you feel the situation is a serious emergency and you require help.

DISABLED CUSTOMERS

Raising awareness of any disability issues will help you to deliver a World Class Customer Service, and will also meet the Disability Discrimination Act (DDA).

Here are some suggestions and information you may find useful in your professional and personal life.

Remember every customer is an individual. Don't make assumptions about their abilities or their needs. Don't forget, some disabilities are hidden e.g. epilepsy and mental illness.

There are many conditions that may lead to a disability. As a driver, you do not need to know the details of different disabilities but it is important to:

- Avoid using negative stereotypes about people with a disability.
- Treat them like any other customer.
- As a professional driver, adjust your behaviour to best meet the needs of the customer.
- Ask how they want to be helped; never assume you know what their needs are. Remember, it is quite disconcerting to suddenly have someone grab your arm, or push your wheelchair without enquiring if assistance is desired.
- The only thing disabled people have in common is a physical limitation. Each person has varying degrees of disability and different ways of using what abilities they have, ask what they need help with and the best way you can give it.
- Don't talk down to a disabled person, talk directly to them.
- Establish who to talk to if somebody is accompanying them.
- Establish communication – often this can be as simple as using a pen and paper. Centre your conversation on the person, not the disability.
- Don't assume a lack of response by them indicates rudeness. Consider that they may have a learning impairment or other disability that may affect social or motor skills.
- Our lack of awareness causes us to turn heads. This embarrasses us and the person who appears to be different. Respect their individual dignity. Don't stare.
- Remember many people manage very well though they lack one or more of their senses. They prove that it is not the number of senses you have that counts, it is the way in which they are used.
- It is very frightening to put your trust in a stranger. Show that you care and understand their fears.

While a person's physical or mental abilities may be different, their psychological needs are the same as anyone else's.

To avoid offending people, be careful how you describe a person with a disability. There are words and terms which are no longer acceptable to use in today's society. Use phrases such as 'a person who needs assistance', 'a person with impaired vision', or 'a person with impaired hearing'.

DISABILITY AIDS

People with a disability may use a wheelchair, walking aids, have a signboard, and have cards with the address where they want to go, or have a dog to assist them. Communicate with them, but don't shout or over exaggerate words, expressions or hand signals.

People with 'impaired hearing' will be able to read your lips if you talk directly to them slowly. Not too slowly that it appears condescending. They will make clear signals to you to confirm your understanding or not.

If you need to collapse a wheelchair and are unsure how it is done, make sure the passenger is comfortably in your vehicle then politely ask how it's done.

People with 'impaired vision' may have a dog to assist them. Do not pat the dog as this may distract it from doing its work for the passenger.

NOTE It is against the law to refuse to carry a passenger because they have an Assistance Animal unless the driver holds a medical exemption certificate. Drivers have a responsibility to ensure that their company is aware of such a condition when they are first employed or if a condition is diagnosed during the course of their employment.

Do not assume that Labradors are the only dogs used to assist disabled passengers, and that the only people who have this breed of dog have 'impaired vision'. Assistance Animals are now trained to help people with other disabilities or medical conditions and a variety of breeds are used. If you are shown a card which confirms that the passenger is accompanied by an Assistance Animal you must take both the passenger and the animal at no extra cost.

DISCRIMINATION

The law states that you cannot discriminate against another person on the basis of that person's cultural background, gender, age or a wide range of other features. Discrimination involves unfavourable treatment due to ones gender, marital status, pregnancy, parental status, age, race, impairment/disability, religion, political beliefs, lawful sexual orientation etc.

You should be aware that the use of slang or descriptive colloquialisms can also be regarded as discriminatory. Keep any conversations you may have on safe topics such as the weather. Be careful of the words you use, your body language and facial expressions.

Do not use terms of endearment you may use outside work such as to a family member or loved one. Do not use terms relating to places where people come from such as towns, cities or countries. Avoid making reference to a person's accent.

Remember, all customers irrespective of their background, must be treated equally.

DRIVERS RESPONSIBILITIES

The following sets out the responsibilities of drivers:

Customer Complaints

Drivers must acknowledge all complaints from passengers about the service in a courteous manner.

All complaints received by drivers must be reported to the dispatcher immediately detailing the nature of the complaint and details of the journey. The complaint can then be dealt with in an appropriate and timely manner.

Passenger Assistance

Drivers must provide passengers with reasonable assistance with luggage or to enter or leave the vehicle. This assistance can only be provided if it does not compromise the safety of the driver or passengers or the operation of the service.

Driver Behaviour

Drivers must act courteously towards passengers and other members of the public at all times. Drivers must not use foul, abusive or offensive language or harass or threaten passengers or other members of the public.

Driver Appearance

Drivers must be well groomed and appropriately dressed at all times.

Acceptable standards of dress include:

- Collared shirts, blouses or polo shirts should be worn which cover the shoulders and be capable of being worn inside trousers.
- Shirts or blouses may be worn with a clip-on tie or open necked.
- Trousers must be full length.
- Skirts must be at least knee length.
- Shirts and blouses must be made of a material of one colour which may differ from that of the trousers and skirts.
- Trousers and skirts must be made of a material of one colour which may differ from that of shirts or blouses.
- Footwear for all drivers must fit around the heel of the foot and preferably around toes.
- Outer garments should be neutral in colour except where the need for high visibility clothing is preferable.

Unacceptable standards of dress include:

- Clothing which is not being kept in a clean condition and clothing which may have holes or rips.
- Words or graphics on any clothing that is of an offensive or suggestive nature.
- Sportswear e.g.: football or rugby shirts, tracksuits, beachwear, etc.
- Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.
- Training shoes.
- Not having either the top or bottom half of the body suitably clothed.
- Baseball caps.

Passenger Comfort & Safety

Drivers must operate the vehicle's features and accessories provided for passengers at appropriate times and/or when requested e.g.: switching on/off heaters or air-conditioning.

Windows must always be kept closed, unless requested otherwise by the passenger(s).

Drivers must operate the vehicle in a manner that demonstrates regard to the well-being, comfort and safety of passengers, pedestrians and other road users.

This includes:

- Not exceeding the speed limit, even if asked to do so by a passenger.
- Driving safely to suit the conditions e.g.: rain, snow, fog.
- Not operating a vehicle whilst under the influence of alcohol.
- Not operating a vehicle whilst under the influence of a drug or drugs that affects or could affect the drivers, ability to safely operate the vehicle.

Consider the following factors, because they all affect your ability to control the vehicle:

- Alcohol – it is a requirement that drivers have a **zero-blood** alcohol concentration. Alcohol is shown to reduce judgement, alertness, reaction time and co-ordination when driving.
- Drugs – ask your doctor or chemist about the effects of prescribed medication on your ability to drive.
- Drowsiness and fatigue – do not drive when tired. Have a break. Get out of your vehicle and take a walk, stretch or if between fares take a nap. Do not rely on coffee or other stimulants to keep you awake. Take a break of at least 30 minutes after 4.5 hours of continuous driving. Then a break of at least 15 minutes every 2 hours of continuous driving thereafter. The maximum number for driving hours should not exceed 10 in any given shift.
- Emotions – you often drive how you feel. Get your emotions in check before you drive, especially if you are angry, worried or stressed.
- Physical impairments – for your own well-being, have regular check-ups. Vision and hearing problems, heart disease, blood pressure and diabetes are just a few conditions that can increase your driving risk.

Drivers must not smoke in the vehicle at any time and must ensure that passengers are not permitted to smoke in the vehicle also.

Drivers must not knowingly carry goods and or luggage of a nature or in a manner that could endanger passengers, pedestrians or other road users.

Fares & Charges

Drivers must adhere to the correct fare procedures. This includes the correct operation of the taximeter (where installed) as defined in law and including any Local Licensing Authority Bye-laws.

Passenger Pick-up & Set Down

Drivers must pick-up or set down passengers at the location they request unless this would hinder the safe operation of the vehicle or endanger the passenger, driver, pedestrians or other road users.

Drivers must not pick-up more passengers than the seating capacity the vehicle licence allows.

Drivers must not ask a passenger to leave the vehicle before the completion of their journey unless in the case of an emergency, except where the passenger(s) threaten the safety or well-being of the driver or other passengers or causing a nuisance which could distract the attention of the driver.

Knowledge of the Service Area

Drivers must have a good local knowledge of the service area in which their licence has been issued.

Satellite navigation systems may be used for destinations outside the local service area but care must be taken to identify potential hazards e.g.: low bridges, narrow roads or tracks.

Drivers must communicate with the passenger for directions to unfamiliar locations wherever possible.

Drivers must not drive the vehicle to the destination specified by the passenger via a route that would involve excessive charging. However, drivers should follow directions/routes specifically directed by the passenger.

Breakdowns & Accidents/RTC's

Regular maintenance may highlight a problem developing in its early stages thus preventing a breakdown.

Check that your vehicle has sufficient fuel, oil, water and other fluids or lubricants especially prior to long journeys. Regularly check your vehicles tyre pressures and that your tyres are in good condition.

If your vehicle has a problem on a motorway:

- Try to drive as close to an emergency telephone as possible. These are usually one mile apart. All emergency boxes will transfer your call to the RAC.
- Put your hazard lights on.
- Park well over on the hard shoulder or side of the road.
- Lock the o/s doors and only use the n/s doors to exit or enter the vehicle.
- If possible keep a warm coat, blanket and a pair of walking shoes in your vehicle.
- If you need to walk to the emergency telephone box on the motorway, remember that the arrows on the marker posts point to the nearest one. You don't need money to make the call and you will be put through to the Police Control who will take your details before transferring your call. If you are alone let the operator know.
- When you have made your emergency call, if weather conditions permit, stand or sit on the motorway embankment. The main danger is from passing traffic.
- If you are alone with your vehicle and an unidentified vehicle pulls up, immediately get into your vehicle and lock the passenger doors.
- Remember on the motorway it is illegal for anyone to stop to offer assistance. Ask anyone that stops to offer assistance to contact the appropriate emergency service, rather than assist personally.

Drivers must keep passengers informed of alternative arrangements being made for the continuation of the journey in the event of a breakdown, incident or RTC.

Drivers must adhere to road safety procedures to ensure that the safety of passengers is not threatened in the event of a breakdown, incident or RTC.

Accidents can happen to anyone, even the safest and most careful drivers. The majority of minor collisions are easily dealt with by the drivers involved and do not need

to be reported to the police. But, however minor the incident seems you must always stop and give particulars and, in certain circumstances, report the incident. Failure to do so may result in a maximum fine of £5,000 and obligatory endorsement of between 5 and 10 points. You may be disqualified if you commit both offences of failure to stop and failure to report the accident. The road traffic act of 1991 gives the maximum penalty of six months, imprisonment for this offence.

If the accident involved personal injury to someone other than yourself, you must report the incident to the police as soon as possible and certainly within 24 hours, unless you produce your certificate of insurance for inspection by the injured party at the scene and they have your name and address, the name and address of the owner of the vehicle and vehicle registration number. If you are unable to show documents at the scene, you must produce them at a police station within seven days of the incident. Failure to do so may result in a maximum fine of £400. If you are unable to exchange particulars with those affected by the accident (a collision with an unattended vehicle, for example), you are required to make reasonable enquiries to discover the owner of the damaged vehicle or property. If you are unable to locate them, you are obliged to report the incident to the police. Even if you have left written notice of relevant details, you must still report the incident because you have been unable to exchange particulars in person. The driver of the vehicle involved must personally report the incident to a police officer or a police station as soon as "reasonably" practicable, and in any case within 24 hours. You should also call the police if the other driver involved refuses to give particulars. Reporting an accident to the police by telephone is not sufficient; neither should you get someone else to do it for you.

In the event of a RTC and if able to do so:

- Ensure your own safety by not running across busy motorways or other roads. If possible wear reflective clothing. Do not smoke or allow passengers to smoke in case there has been a petrol or chemical spillage.
- Warn other road users by turning your hazard warning lights on or send bystanders to warn other drivers. If available set up warning triangles or lights 200 metres in each direction.
- If possible, ensure the safety of others by parking your vehicle to protect the scene (e.g. well clear of the accident site). Disable all other vehicles involved (e.g. turn off the engines, apply the handbrake).
- Drivers must establish the well-being of all occupants of the vehicles involved and contact the emergency services in the event of any injuries being sustained.
- Inform the dispatcher as soon as possible detailing the location of the accident or RTC, any injuries sustained by yourself and or your passenger(s) and the condition of the vehicle.
- Where possible obtain all the details of the other drivers involved including name, address, telephone numbers, owner details if different to the driver and registration numbers of the vehicles involved.
- If possible obtain the names, addresses and telephone numbers of all the passengers and or witnesses involved.
- If possible, take photographs of the damage caused to all the vehicles involved.
- Drivers should not admit liability to any accident or RTC.
- Inform the Local Licencing Authority immediately or earliest opportunity.

Driver & Vehicle Identification

Drivers must ensure that the interior Local Authority Vehicle Licence Identification Number is displayed as defined in the local authority Taxi & Private Hire policy.

Drivers must ensure that the exterior Local Authority Vehicle Licence Identification Plate is displayed as defined in the local authority Taxi & Private Hire policy unless an exemption has been granted. If an exemption has been granted, then the plate must be kept in the vehicles luggage compartment (boot).

Drivers (when on duty) must always wear the Identification Badge issued by the Local Licensing Authority, in a position and manner as to be plainly and distinctly visible.

Drivers must not wear their identity badges other than when carrying out work for the business.

Drivers must not present identification badges or parts of badges that have been damaged, defaced, mutilated or obscured.

Operation of the Taximeter

Drivers must start the meter at the commencement of a booking; that is either when contact has been made by the passenger or in the case of a time booking, no earlier than the time the vehicle was booked for.

When a vehicle has been booked, the meter may be activated when:

For a booking – the vehicle has arrived at the pick-up address and the passenger has been notified of the vehicles arrival.

For a booking at a specific time – the time booked so long as the vehicle is in position at the pick-up address or when the passenger enters the vehicle, whichever is the earlier.

For a hail or rank pick-up – when the hirer enters the vehicle.

Drivers must stop the meter when the vehicle arrives at its destination, and before the passenger exits the vehicle. If luggage is to be unloaded, the driver must stop the meter before exiting the vehicle to assist with unloading of luggage.

The current tariff card must always be displayed and visible.

Waiting time may be charged at the current Local Licencing Authority Tariffs in line with the above.

Waiting time may be charged for stops initiated by the passenger e.g.: for reading material, comfort breaks.

Waiting time may not be charged due to traffic congestion or stops initiated by the driver e.g.: for fuel, comfort breaks.

Toll Charges

If by following the shortest route from pick-up to set-down Toll charges will be incurred the passenger must be made aware of this extra charge prior to the journey starting. Toll charges may be paid directly by the passenger at the Toll Booth or paid by the driver then charged to the passenger at the end of the journey. The passenger must be in the vehicle at the time the toll is incurred.

If the passenger requests the driver use an alternative route to avoid Toll charges, the driver must inform the passenger that extra millage charges may be incurred.

Soiling Fee

Drivers may charge the passenger for soiling the vehicle during the journey. The fee charged should cover the cost of cleaning the vehicle and for downtime.

Soiling charges must not exceed the tariff set by the Local Licensing Authority.

Up Front Charges

Drivers may request the passenger(s) pay the fare in advance prior to departure. The amount charged should be an estimated amount obtained from the dispatcher or an amount agreed upon by both parties.

If this is a metered fare the meter must be switched on and any difference in the fare be settled on completion of the job.

Lost Property

Drivers must abide by the Local Licensing Authorities Policy relating to lost property as it forms part of the driver's licence conditions:

- The basic rule is to check your vehicle after each booking. If an item is found, it means that you will be able to hand it back immediately thus promoting an air of professionalism.
- Ask passengers as they leave the vehicle if they have taken all their belongings e.g.: phone, wallet, keys.
- If an item of property is found which cannot be returned immediately, the driver must inform the dispatcher at once.
- If the driver has left the vicinity of the drop-off when the passenger realises they have lost some property, the driver is under no obligation to return immediately to the drop-off address.

It is the responsibility of the passenger to arrange to be reunited with any lost property. The company can facilitate this by arranging for the property to be returned free of charge via a vehicle which will be passing near to an address of the passenger's choice.

The passenger may collect the lost property from the dispatch office or the Local Area Lost Property Department.

The driver or the company may negotiate with the passenger a charge for the return of the property if none of the above is practicable.

Eating and Drinking

Neither drivers nor passengers must eat and or drink inside the vehicle.

Seat Belts

The law governing the wearing of seatbelts in a passenger carrying vehicle with eight passenger seats or less is currently set out in the Motor Vehicles (Wearing of Seat Belts) Regulations 1993, as amended.

It has been compulsory for adults to wear seat belts in the front of cars since 31st January 1983 and in the back of cars since 1st July 1991.

In 1993 the regulations were consolidated and slightly amended to fit in with the relevant European legislation. In summary, the general rules for adults are:

- When travelling in the front seat of any vehicle, an adult must wear a seat belt if one is available.
- When travelling in the back seat of a car an adult must wear a seat belt if it is available.

Under section 14 of the Road Traffic Act 1988, as amended, it is an offence for an adult not to wear a seatbelt where one is provided. This is punishable by a maximum fine of £500, as set out in Schedule 2 of the Road Traffic Offenders' Act 1988, as amended. It is the personal responsibility of each adult occupant of a vehicle to ensure that he/she complies with the law in respect of wearing seat belts.

The law relating to drivers:

- The requirements to wear a seat belt do not apply to the driver of a licenced taxi (hackney carriage) while it is being used for seeking hire, or answering a call for hire, or carrying a passenger for hire.
- Or a private hire vehicle (PHV) while it is being used to carry a passenger for hire.

Taxi drivers do not therefore have to wear a seat belt when plying for hire, when answering a call or when carrying passengers, but they are supposed to wear them when travelling to and from work or when using the vehicle for private purposes.

Drivers of PHVs or minicabs are exempt only when they are carrying a passenger: they are not exempt when they are answering a call.

The law relating to passengers:

Taxis have an exemption from two of the new provisions regarding children in the rear of vehicles that were introduced in September 2006. These are:

- Requiring children between 3 and 11 years of age but less than 135cm in height to be secured with a child restraint appropriate for their height and weight in the rear of motor vehicles provided there is an adult belt in place to secure the child restraint.
- Prohibiting children under 3 years of age being carried in the rear of a motor vehicle all together unless they are in an appropriate child restraint.

In general, taxis and PHVs without a partition are basically treated in the same way as ordinary cars. The driver of the vehicle is responsible for ensuring that children under the age of 14 are wearing seat belts. It is an offence for someone to drive a car with a child under 14 in the front of the vehicle not wearing a seat belt, and with a child under the age of 14 in the rear of a vehicle not wearing a seat belt if it is fitted.

A child sitting in the rear of a vehicle where there are no seat belts fitted when there is an unoccupied seat in the front with a seat belt must move to the front.

For children aged 14 years old and over, responsibility for compliance rests with the passenger not the driver.

The current arrangements are summarised below:

	Front Seat	Rear Seat	Who is responsible?
Driver	See amendments	N/a	Driver
Child under 3 years of age	Correct child restraint must be used	Correct child restraint must be used. If one is not available in a taxi, may travel unrestrained	Driver
Child aged 3 to 11 years of age and under 1.35 metres (approx. 4ft 5ins) in height	Correct child restraint must be used	Correct child restraint must be used where seat belts fitted. Must use adult belt if: <ul style="list-style-type: none"> • In a taxi, the correct child restraint not available • On a short and occasional trip, the correct child restraint not available • Two occupied child restraints prevent fitment of a third 	Driver
Child 12 – 13 years of age or over 1.35 metres	Adult seat belt must be worn if fitted	Adult seat belt must be worn if fitted	Driver
Adult passengers 14 years of age and above	Seat belt must be worn if fitted	Seat belt must be worn if fitted	Passenger

Drivers must insist that all passengers under the age of 14 wear the appropriate restraints if fitted and advise passengers over the age of 14 of their legal responsibilities.

Although not compulsory, drivers carrying corporate clients or account bookings should consider the wearing of seat belts on long distance journeys or when travelling along motorways or dual carriageways.

Vehicle Standards

A dirty vehicle reflects badly on you as the driver and on the entire company fleet and can lose customers. Take a few minutes at the start of your shift to tidy your vehicle.

After each drop-off remove any litter which may have been left in the vehicle. Check the seats and door handles etc. for sticky fingers/hand-marks.

Drivers should carry an emergency cleaning kit e.g.: small dustpan and brush, wet wipes or cleaning spray and cloth, refuse sacks or bin liners and an air freshener spray.

An external wash and polish must be undertaken on a regular basis. During the winter months, this should be undertaken more regularly to remove the build-up of salt which will again reflect on the passenger's perception and reduce the risk of corrosion.

Fire Extinguisher

Each licensed vehicle must carry a suitable fire extinguisher, dry powder or AFF foam type and shall bear the manufacturer's expiry date.

The extinguishers must:

- Comply with and be marked as complying with either EN3 or BS 5306 and be so marked.
- Be stored in a readily accessible position in the vehicle.
- Be full and, where a gauge is fitted, this must show that this is the case.

All wheelchair accessible vehicles with a lift **must** carry a 1kg or 2kg fire extinguisher at the front and the rear of the vehicle.

(**Note:** no other extinguisher type is permitted.)

First Aid Kit

A first aid kit must be carried that contains the following items:

1. Six individually wrapped sterile adhesive dressings.
2. One large sterile un-medicated dressing, approximately 18 cm x 18 cm.
3. Two triangular bandages.
4. Two safety pins.
5. Individually wrapped moist cleansing wipes.
6. One pair of disposable gloves.

All first aid kit contents must be within any specified expiry date.

All first aid materials must be carried in a suitable container clearly marked as containing first aid and of a design and construction that protects the contents. The container should be stored in a readily accessible position in the vehicle.

(**Note:** the first aid kit is for use by the driver to administer first aid to themselves and is required under the Health and Safety (First Aid) Regulations 1981).

Vehicle Maintenance

Drivers should carry out their individual checks on the vehicle prior to starting any shift. The following is to give you some sense of regard for the vehicle you are driving. It is important to know the effect of certain occurrences.

ENGINE OIL LEVELS

A driver should know that a shortage of oil can lead to the seizure of an engine and that simply relying on oil levels is not good enough. The oil level should be checked at the start of each shift, on flat ground whilst the engine is not running. If the engine requires a top up refer to the user manual for the correct oil type to be used.

TRANSMISSION FLUID LEVELS

Transmission oil is not consumed by the gear box the way a worn motor consumes engine oil. It can be lost through worn seals or cracked cooling lines. The level is checked whilst the motor is still running (in park or neutral). If fluid needs to be added refer to the user manual for the correct fluid type to be used. When fluid is added, the gear selector should be moved from park (or neutral) to drive and back again before the level is again checked.

WATER LEVEL

It is also important to have sufficient water circulating around the motor to keep the engine at the correct operating temperature. A good driver checks the water level daily and keeps an eye on the temperature gauge. Modern engines require that specified coolant fluids be added to the water. Refer to the user manual for the correct coolant or serious corrosion problems could arise.

WARNING LIGHTS

Any driver knows that a red traffic light means stop. A red warning light on a dashboard means the same thing. A warning light indicates that there is a malfunction in the vehicle and usually means that to continue driving can risk serious damage. If a warning light comes on, stop the vehicle immediately in a safe location and report the fault to the despatcher.

FLAT TYRES

Every taxi driver is going to need to change a wheel at some time. It is hard to imagine anybody who could be more embarrassed than a taxi driver who has to admit to not knowing the jacking points, the location of the jack or how to change a wheel. If you need to change a wheel, advise the despatcher immediately especially if it is not your responsibility to have the tyre repaired or replaced.

LIGHT BULBS

A taxi driver will often be told that a light on the vehicle is not working. Usually it will be a stop light, parking light or headlight. Unfortunately, it is usually a police officer or local licensing officer who will inform you of this. Replace the defective bulb as soon as possible or advise the despatcher immediately if it is not your responsibility to replace it.

CHECKLIST

In general, as a driver you do not need to be an expert in mechanics, but need to know a few basics if you are to be considered a professional driver. A basic knowledge of the above will help you to avoid embarrassment and unnecessary time off the road especially if the vehicle belongs to you. There is a sample checklist which you may find useful at the back of this handbook.

Wheelchair Accessible Vehicles

All drivers of wheelchair accessible vehicles must:

- Be fully conversant with the correct method to operate ramps or lifts and wheelchair restraints that are fitted to the vehicle.
- Ensure that all wheelchairs are firmly secured to the vehicle using an approved restraining system and that the brakes of the wheelchair have been applied prior to the vehicle setting off.
- Ensure that any wheelchairs, equipment and passengers are carried in such a way that no danger is likely to be caused to any passenger in accordance with the Road Vehicles (Construction & Use) Regulations 1986.

Wheelchair Carrying Facilities

The company are committed to ensuring that all wheelchair access vehicles within the fleet conform to all relevant legislation. Company owned vehicles will undergo regular inspections to ensure the equipment and facilities meet the required standards. Drivers of these vehicles must report all defects immediately and the vehicle must not be used to transport wheelchair users until the defect has been repaired.

Owner/drivers should familiarise themselves with the following requirements:

- Approved anchorages shall be provided for the wheelchair and wheelchair user. These anchorages shall be either chassis or floor linked and capable of withstanding approved dynamic or static tests. Restraints for wheelchair and passenger shall be independent of each other. Anchorages shall also provide for safe storage of a wheelchair without a passenger, whether folded or otherwise, if carried within the passenger compartment. All anchorages and restraints shall be so designed that they do not cause any danger to other passengers.
- A ramp, or ramps, for the loading of a wheelchair and passenger shall be available at all times for use at the nearside rear passenger door. An adequate locking device shall be fitted to ensure that the ramp(s) do not slip or tilt when in use. Provision shall be made for the ramp(s) to be stored safely within the vehicle when not in use.
- The vehicle shall be equipped with a manufacturer's user manual/guide on the safe loading and unloading and security of wheelchair and disabled passengers.
- Any lifting equipment which lifts persons must be thoroughly examined every six months after its initial installation or refit following a road traffic accident or incident and as directed by a competent person. The thorough examination is not maintenance covered by the MoT or compliance certificate but a separate inspection of the working parts of the lifting equipment and includes attachments which lift or support weight including chains or slings.
- Examiners of lifting equipment will provide a report to the vehicle licence holder who must act on the reports' findings. Any potentially serious faults must be rectified immediately.

Owner/drivers are required to provide the company with a copy of the report along with written confirmation (from the service provider) of all rectified faults.

Driving Licences

Drivers must hold a current and valid driving licence, which must be made available for examination when required by the Company, Local Authority, DVSA or the Police.

All pending endorsements or convictions must be reported for insurance purposes.

You must inform the Company of any endorsements or convictions which could invalidate your driving licence. All endorsements must be reported to your insurance company (owner drivers). The Company will report any endorsements or convictions of drivers using a Company owned vehicles named of the company's insurance policy.

As a driver, it is your responsibility to renew your driving licence. The company will make periodic physical checks and copies of your licence which is part of our risk assessment responsibilities with our insurers.

Drivers could face a £1,000 fine if photo card licenses expire because they may be unwittingly driving without a valid licence. The risk of prosecution involves the small print on the photo card – it automatically expires after 10 years and has to be renewed. Make sure your photo card licence is valid.

Hackney, Private Hire or Dual Driver Licenses

All drivers are responsible for renewing their own Hackney, Private Hire, or dual Drivers Licence. The Local Licensing Authority will usually write to you approximately six weeks before your licence expires inviting you to renew your licence. If you change your address inform the LLA immediately and check that any renewal notices have not already been sent to your old address.

If your Hackney, Private Hire or Dual Licence expires prior to being renewed you will not be allowed to drive any vehicle for hire or reward. The company will make periodic physical checks and copies of your licence which is part of our risk assessment responsibilities with our insurers.

Hackney or Private Hire Vehicle Licenses

Company owned vehicles will have their licenses renewed in line with the Local Licensing Authority protocols.

Owner/driver vehicles must have their licences renewed in line with the Local Licensing Authority protocols. If your licence expires prior to being renewed, you will not be allowed to use the vehicle for hire or reward. The company will make periodic physical checks and copies of your licence which is part of our risk assessment responsibilities with our insurers.

Insurance Policy and Cover

All company owned vehicles and drivers will be covered by a Hire and Reward insurance policy, Employers liability insurance and Public liability insurance. Owner drivers must ensure that they and their vehicles are correctly insured at all times to the level required by and to indemnify the company to carry out its obligations to its customers.

The company's or owner/drivers, insurance will be invalidated if the car is driven by a person who is not authorised or not qualified to drive the vehicle. The car has defective tyres or it is not in a roadworthy condition.

For company owned vehicles our insurers will deal with all claims made by third parties, but under no circumstances are you to admit any liability or to make any arrangements for payment to or by a third party. In the event of an accident any accounts, any third-party communications, notice of intended prosecution or summons arising from the accident must be passed to the company, unanswered, immediately.

Our Insurers have the sole right to conduct any correspondence with the third parties of their representatives. They will deal with any legal proceedings arising out of an accident and, if appropriate, may undertake your defence in any prosecution or represent you at any inquest.

Your personal belongings are not insured against loss or theft.

It is highly recommended that owner/drivers follow the same guidelines with their own insurers.

Road Tax and MOT Certificates

All company owned vehicles will be covered by the required Road Tax and MOT Certificate.

Owner/drivers must ensure that their vehicle is appropriately covered by Road Tax and MOT Certificate. The company will make periodic physical checks of your Road Tax and MOT Certificates.

Driving Offences

If you receive a driving offence penalty, you now only have 28 days to surrender your licence for the endorsement to be added (it used to be 12 months). If a driver fails to do this the law allows the DVSA to revoke your licence – which means without a licence you will not be allowed to drive any vehicle.

Any traffic offence, endorsements, imposition of penalty points etc. must be reported to the company who for company owned vehicles will review the insurance implications. Failure to notify the company may well invalidate our insurance.

As a driver, you are personally responsible for any fines resulting from any motoring or parking offences. If you are convicted of a motoring offence and consequently lose your licence it may mean your suspension and subsequent loss of employment, or redeployment to another appointment within the company at the company's discretion.

Company drivers are required to pay any fixed penalty, such as for a parking offence, within the prescribed time; if you fail to do so the company will be held accountable. In addition, any such charges will be deducted from your salary together with an administration charge. You are reminded that administration charges can be avoided by prompt payment of fixed penalties, as required by law.

Eyesight Testing

It is a known fact that eyesight can deteriorate as we grow older. The Royal National Institute for the Blind (RNIB) has found that around 13 million motorists on Britain's roads do not get their site tested regularly and a third of people thought they didn't need glasses failed an eye test. Every individual's eyesight performance is different and should be checked on a regular basis as loss of vision can creep up on drivers and gradual deterioration may be unnoticed.

Police officers have the power to conduct random roadside checks. Driving with defective vision has a maximum fine of up to £1000, three penalty points and possible disqualification.

Under new rules introduced in February 2013 the Police will be able to take immediate action against motorists fail roadside eye tests. The new system means that the Police will be able to notify the DVLA electronically with details of eyesight test failures and a notice of revocation of the license will be issued to the motorist within hours. This would have obvious and serious ramifications for businesses such as ours. Drivers should notify the Company immediately of any revocations or pending actions in relation to eyesight testing and their inability to drive.

The Company may check the eyesight of drivers as part of regular checks. To be legally fit to drive an unfamiliar new style number plate (i.e. DE55FGH) from a distance of 20 metres (66 feet) needs to be correctly read.

Vehicle Security

New vehicles will have a good level of engine immobilisation fitted as standard. It is becoming very difficult for thieves to "hot wire" a vehicle. This has led to a rise in theft of keys from house burglaries, hook and cane key theft through letterboxes and carjacking. You should be careful where you keep your keys at home. It is common for keys to be left in hallways where they can be easily "fished" through the letterbox. In the unlikely event that a person forces you to hand over the keys to your car do not resist. You are more important than the vehicle. Phone the police and try to give a clear description of the thief.

Vehicle Key Security

Drivers should be alerted to the increased number of thefts from private houses, where the prime object is to steal vehicle keys and subsequently the vehicle when parked on the driveway, in the road or even from the garage.

No one can guarantee that your vehicle will not be stolen but you can take simple steps to protect the vehicle. Vehicle keys should be kept in secure position at all times and not left within easy reach. Never leave keys in an obvious place, be vigilant at all times and remain Key Aware.

So, whether you are out and about or just at home, you need to keep your keys safe and out of sight. Remember if they can find your keys they can steal your vehicle. It's that easy!

Night Parking

You should take all sensible precautions regarding parking. At night, garage the vehicle if possible; do not leave property in the vehicle overnight, always lock it when there is no one in the vehicle (even at fuel service stations). Do not park in the more vulnerable positions in car parks.

Audio Equipment, Radios and Data Heads

If the equipment is demountable always ensure this is removed and stored safely and securely when the vehicle is unattended.

Where demountable equipment is stolen, the driver will normally be charged the replacement cost.

Return/Handover of Vehicle

When returning your vehicle, you must ensure that it is clean inside and out, serviced up to date and has no significant damage. Any damage or servicing requirements to the vehicle must be reported to the Manager / Proprietor.

The cost in rectifying burns, tears, heavily stained areas or excessive wear inside of the vehicle and luggage area may be charged to the driver.

The cost of rectifying body damage, which would not normally be repaired under the terms of the insurance policy, may be charged to the driver.

This area is important for those that double man/shift vehicles and to avoid potential disagreements between drivers the creation of a handover checklist may be of benefit.

SAFE SYSTEMS OF WORK

Health and Safety

Drivers at work are expected to make themselves familiar with policies on company driving at work and ensure that they always practice safe methods of driving.

Under the Health and Safety at Work Act 1974 every driver has a duty to ensure the health, safety and welfare of themselves and others whilst at work. This means that you are duty bound under the law to ensure that you "work" safely and must not knowingly do anything which may put others at risk.

Risk Assessments

An important part of the Health and Safety processes are assessments made in respect of regulations relating to manual handling, equipment used under LOLER and driving. The aim is to ensure the provision of a safe environment for all passengers and staff whilst gaining access to and from the vehicle and being transported.

The purpose is to help us to determine what measures should be taken to comply with the duties of employers and self-employed persons.

Management of Health and Safety at Work Regulations 1999 regulation 3 states 'the regulation requires all employees and self-employed people to assess risks to colleagues and any others who may be affected by their work or business'.

Areas for risk assessment - when planning routes the following need to be addressed:

- Clients needs
- Mobility/wheelchair.
- Length of journey.
- Frequency of journey.
- Communication between parties.

Physical hazards - the following key factors should be considered:

- Distance.
- Weather impact (seasons).
- Road works.
- Accessibility.
- Traffic congestion.
- Unload/loading.
- Manual handling.
- Use of equipment.

Risk assessments, as necessary, will be undertaken by a "competent person".

Manual Handling (tail lifts, ramps and luggage)

No person should be allowed to operate a vehicle mounted passenger lift without recognised training and should hold a certificate of training. Training should include manufacturer's best practice on use of their equipment.

Care must be taken when using ramps and lifts to ensure safe working loads and incline angles are not exceeded as laid down in POWER / LOLER legislation or standards.

Drivers should take care when handling luggage to minimise the risk of injury to themselves.

You should ensure you are familiar with and abide by all policies on manual handling.

Smoking Policy

It is legislation that all workplaces are smoke-free and all workers have a right to work in a smoke-free environment. The vehicle has been a "place of work" since 2003.

The Smoking in Public Ban came into effect on 1st July 2007. This requires vehicles always, to be smoke free, when they are used to transport members of the public.

Smoke free vehicles will need to display a non-smoking sign in each compartment of the vehicle in which people can be carried.

Failure to display the appropriate signs in vehicles initially will attract a fixed penalty of £150.00 providing it is paid within 15 days or £200 if this is extended to 29 days. This could then rise to £1,000.

Managers who fail to prevent smoking in a smoke free place can be fined up to £2500.

Alcohol and Drugs

Abuse by any employee can adversely affect the health and safety of yourself and others whether on site or on the open road. Therefore, it is the policy of company that if any person knows or strongly suspects them of being affected by alcohol or drugs it must be referred to the appropriate manager/supervisor.

Random Testing – Due to the safety aspect and possible consequences of any driver being under the influence of alcohol and drugs, it is policy that drivers will be required to provide a suitable sample or undertake a test at any reasonable request.

Use of Mobile Phones

On the 1st December 2003, a law, The Road Vehicles (Construction and Use) (Amendment) (No. 4) Regulations 2003, came into force to prohibit drivers using a hand-held mobile phone, or similar device, while driving. It also made it an offence to "cause or permit" a driver to use a hand-held mobile phone while driving, or to use a hand-held mobile phone while supervising a driver who only has a provisional licence.

The penalties were initially a fixed penalty of £30 or a fine of up to £1,000 if the offender goes to court (£2,500 for drivers of goods vehicles or passenger carrying vehicles with 9 or more passenger seats). From the 27th February 2007, the penalty for using a hand-held mobile phone whilst driving increased to £60 and three penalty points added to the drivers' licence.

A substantial body of research shows that using a hand-held or hands-free mobile phone while driving is a significant distraction, and substantially increases the risk of the driver crashing.

Drivers who use a mobile phone, whether hand-held or hands-free:

- Are much less aware of what's happening on the road around them.
- Fail to see road signs.
- Fail to maintain proper lane position and steady speed.
- Are more likely to 'tailgate' the vehicle in front.
- React more slowly, take longer to brake and longer to stop.
- Are more likely to enter unsafe gaps in traffic.
- Feel more stressed and frustrated.

They are also four times more likely to crash, injuring or killing themselves and other people.

Using a hands-free phone while driving does not significantly reduce the risks because the problems are caused mainly by the mental distraction and divided attention of taking part in a phone conversation at the same time as driving.

Drivers must not use hand-held mobile phones whilst driving, stopped in traffic or stopped with the engine running except in the case of a genuine emergency to call 999 or 112 if it would be unsafe for the driver to stop.

Drivers must not conduct personal conversations on hand-held mobile phones in the presence of a passenger.

Drivers must not conduct personal conversations on hands-free mobile phones via features such as Bluetooth™ ear piece or on speaker phone in the presence of a passenger.

Fatigue Management

Driver fatigue causes thousands of road accidents each year. Research shows that driver fatigue may be a contributory factor in up to 20% of road accidents, and up to one quarter of fatal and serious accidents.

These types of crashes are about 50% more likely to result in death or serious injury as they tend to be high speed impacts because a driver who has fallen asleep cannot brake or swerve to avoid or reduce the impact.

Sleepiness reduces reaction time (a critical element of safe driving). It also reduces vigilance, alertness and concentration so that the ability to perform attention-based activities (such as driving) is impaired. The speed at which information is processed is also reduced by sleepiness. The quality of decision-making may also be affected.

It is clear, that drivers are aware when they are feeling sleepy, and so make a conscious decision about whether to continue driving or to stop for a rest. It may be that those who persist in driving, underestimate the risk of falling asleep while driving. Or it may be that some drivers choose to ignore the risks (in the way that drink drivers do).

Crashes caused by tired drivers are most likely to happen:

- On long journeys on monotonous roads, such as motorways.
- Between 2am and 6am.
- Between 2pm and 4pm (especially after eating, or taking even one alcoholic drink).
- After having less sleep than normal.
- After drinking alcohol.
- If taking medicines that cause drowsiness.
- After long working hours or on journeys home after long shifts, especially night shifts.

Drivers must not operate vehicles if they feel that their fatigue levels are such that the safety of passengers, pedestrians or other road users would be endangered. Drivers must also take into consideration the risk of fatigue when returning empty after dropping off a passenger.

Driver fatigue affects all road users but it is particularly prevalent in the Taxi industry. Driver fatigue can severely impair your judgement. Inadequate sleep, disruption to 'normal sleep' patterns, medication, workload or poor dietary habits all contribute to fatigue.

Learn to recognise the signs:

- Loss of attentiveness.
- Slower reaction times.
- Feelings of drowsiness or tiredness.

- Repeated yawning.
 - Sore, red and tired eyes.
 - Mood swings (feeling irritable and restless).
 - Daydreaming.
 - Blurred vision.
 - Impatience and frustration.
- Avoid quick-fix 'stay awakes' such as strong coffee, energy drinks or sleep suppressants.

Develop strategies to deal with fatigue such as;

- Get plenty of sleep.
- Take short breaks during your shift.
- Plan the journey to include regular rest breaks (at least 15 minutes at least every two hours).
- Avoid setting out on a long drive after having worked a full day.
- Use the air conditioning to increase your comfort level (passenger permitting).
- Eat healthy food. Avoid consumption of fatty high calorie foods.
- Have regular health checks to ensure you do not have a sleep disorder.

THE SEXUAL EXPLOITATION OF CHILDREN

Sexual exploitation can involve swapping sexual activity for drugs, alcohol, cigarettes or other gifts and presents. It may involve having sex for money with several adults. Children/young people may feel that they must have sex or perform sexual activity because an adult gives them something or because they feel threatened or frightened. The sexual exploitation of children and young people is often carried out by older individuals. These individuals target and groom the victim(s) forcing or manipulating them into taking part in sexual activities.

It is a form of sexual abuse that often involves a form of payment, which can include money, mobile phones, drugs, protection and affection.

In all cases the offender has complete control using their age, physical strength and intellect to help exploit the victim.

The use of violence and other forms of intimidation by the offender is common particularly as the abuse continues.

The victim is often powerless to recognise the exploitative nature of the relationship because of the grooming process used by the offender and the victims' vulnerability. The victim may not see themselves as being the victim especially at the beginning of the relationship.

CHILDREN AND YOUNG PEOPLE DO NOT VOLUNTEER TO BE SEXUALLY EXPLOITED THEY CANNOT CONSENT TO THEIR OWN ABUSE, THEY ARE FORCED

Signs to look out for:

- Taking/collecting young people (girls and boys) from hotels/B&B's/house parties.
- Picking up young people from other cars.
- Young people who look distressed or intimidated.
- Observing suspicious activity in hot-spot areas.
- Young people under the influence of drugs and/or alcohol.
- Attempts by young women to avoid paying fares in return for sexual favours.
- Regular males requesting taxi rides to and from locations - taking young people with them.
- Taking young people to A&E, who are not in the presence of parents.
- Young people with injuries such as bruising or blood stains.

What to do:

- Make notes about the information you know.
- Call the police non-emergency number 101 to report your concerns about possible sexual exploitation.

Information to share:

- Names.
- Locations and addresses of concerns.
- Descriptions of people.
- Car registration plates, makes and models of vehicles.
- Description of concerning activity.

Suggested Code of Conduct when working with Vulnerable Passengers

This guidance aims to promote good safeguarding practice for drivers and staff working with vulnerable passengers in the taxi or private hire trade. Vulnerability could be caused by a number of factors including mental illness, misuse of drugs or misuse of alcohol. Both children and adults can be vulnerable as a result of these factors. It is recommended that the following safeguarding principles should be embedded into staff/driver training and practice:

- All drivers should register in and out of shifts. A shift register should be maintained and at the point of registration the driver should confirm his/her identity and the registration number of the vehicle in use.
- Drivers should carry photo ID at all times.
- The booking process should include a check for vulnerability issues so that provision can be arranged.
- When making a journey with vulnerable passengers, photo-identification should be produced to the carer responsible for the vulnerable person. If necessary, the driver/staff should obtain a record of the carer's contact details if there is no chaperone.
- Never double up passengers unless formal consent and authorisation has been obtained.
- If a vulnerable passenger is refused service a responsible person should be informed so that alternative arrangements can be made.
- Always ask if a vulnerable passenger needs help, do not assume.

Drivers/staff should always remain professional and should not:

- Touch a vulnerable person inappropriately.
- Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language).

- Behave in a way that may make a vulnerable passenger feel intimidated or threatened.
- Attempt to misuse personal details obtained via the business about a child (for example communicating with a child at their postal address, or by social network, internet or mobile telephone or by using any other information disclosed as part of placing a booking, or obtained by any other aspect of the business).
- A log should be maintained by drivers when a service has been provided to a vulnerable passenger including the details of any incidents occurring/actions taken or refusals of service.
- If a driver or member of staff is concerned about the safety, welfare or behaviour of a vulnerable person, he/she should report this to the police or other relevant service and to the business manager.
- As with all professions if you are concerned about someone's conduct report your concerns to your manager or the relevant agency.
- Drivers/staff should familiarise themselves with any whistle blowing policy that may be in place for their business.

CODE OF GOOD DRIVER CONDUCT

Drivers must:

- Be polite and courteous to passengers at all times.
- Be tidy and smart in appearance.
- Not make remarks that could be considered to be offensive in any way.
- Drive in a considerate manner at all times, avoid sharp braking, harsh acceleration etc.
- Wear the identification badge, (which must be visible), as required by the Local Authority at all times.
- Not exceed the number of passengers specified in the licence.
- Not eat, drink or smoke in the vehicle while carrying passengers.
- Ensure locks are used if a specific contract requires a vehicle with childproof locks.
- Lift child seats and/or booster seats in out of vehicles and correctly secure them.
- Ensure any luggage etc. do not block the gangway/exits, (minibuses).
- Ensure that passengers under 12 years of age always wear seatbelts.
- Ensure when driving off that passengers are well clear of the vehicle.
- Always stay within the speed limits.
- Use the SAVE principles and stay calm in the event of an accident.
- Report any accident resulting in an injury to a passenger or any other person to the police.
- Always stay within speed limits.
- Always lock the vehicle when unattended.
- Be medically fit to drive and must inform the Company, (and DVLA), about any medical condition which may affect the ability to drive.
- Not drive whilst under the influence of drugs or take medication that may affect the ability to drive.
- Not use a mobile phone at any time whilst driving.
- Where possible stop on the same side of the road as the destination when dropping off passengers.
- Ensure the safety of passengers when dropping off/picking up by paying attention for any hazards or traffic.

Driver's Vehicle Safety Check Sheet

Date.....	
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Must be completed by driver prior to starting shift

Drivers Name	Vehicle Reg.
Drivers Badge No.	Vehicle Call Sign
Odometer Reading.	Plate No.

Pre-Shift Check (tick, cross or N/A)

Bodywork		Windscreen/Windows		Reflectors	
Doors/Locks		Tyres		Wheel Fixings	
Fuel/Oil Leaks		Battery Secure		Lights	
Indicators		Horn		Wipers	
Washers		Steering		Brakes	
Mirrors (Interior/Exterior)		Seat Belts		Seating	
First Aid Kit		Fire Extinguisher			

Record Defects Here or write NIL if no defects found

Drivers Signature.....

Defects Rectified By..... (Print Name)

Signature..... Date.....