

## **APPENDIX A**

### **LICENSED DRIVER CODE OF GOOD CONDUCT**

In order to promote its licensing objectives as regards hackney carriage and private hire licensing, Denbighshire County Council proposes to adopt the following Code of Good Conduct, which should be read in conjunction with the other statutory and policy requirements produced by the Council.

#### **1. RESPONSIBILITY TO THE TRADE**

Licence holders shall endeavour to promote the image of the Hackney Carriage and Private Hire trade by:

- (a) complying with this Code of Good Conduct;
- (b) complying with all the Conditions of their Licence, Hackney Carriage Byelaws and the Councils Hackney Carriage and Private Hire Licensing Policy;
- (c) behaving in a civil, orderly, non-discriminatory and responsible manner at all times

#### **2. RESPONSIBILITY TO PASSENGERS**

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 into and out of vehicles;
- (e) offer passengers reasonable assistance with luggage and other personal effects
- (f) when requested provide receipts to passengers
- (g) have no sexual contact with, or be sexually explicate either physically or verbally towards any passenger they are transporting
- (h) 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 (Rule 112 of Highway Code states not to sound horn when stationary on a road (any time), or when driving in a built-up area between 11.30 pm and 7.00 am);
- (b) keep the volume of music media/ 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

#### **4. RESPONSIBILITIES AT RANKS AND OFFICES**

Licence holders shall:

- (a) Rank in an orderly manner and proceed along the rank promptly and in order
- (b) Remain in the vehicle
- (c) Not allow their music media players or radios to cause disturbance to residents

#### **5. GENERAL**

Drivers shall:

- (a) pay attention to personal hygiene and dress, in accordance with the dress code, so as to present a professional image to the public;
- (b) wear the badge provided by the Council on his person at all times when in charge of a licensed vehicle, such badge to be worn in a position and manner as to be plainly visible;
- (c) be polite, helpful and fair to passengers;
- (d) unless otherwise directed by the hirer the driver shall proceed to the destination by the shortest possible route;
- (e) not to drink or eat in the vehicle without the express consent of the hirer;
- (f) not without the express consent of the hirer play any radio or sound producing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle
- (g) 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;
- (h) obey all Traffic Regulation Orders and directions at all time;
- (i) not to carry more passengers in a vehicle than it is licensed to carry.
- (j) not to carry, without the consent of the hirer, other persons in the vehicle
- (k) not to consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- (l) not drive while having misused legal or illegal drugs;
- (m) not to smoke at any time in a licensed vehicle (whether carrying passengers or not), or allowing passengers to smoke in a licensed vehicle;

- (n) if the vehicle is fitted with a taxi meter, the fare recorded should not be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare
- (o) the proprietor or driver of a licensed vehicle shall not wilfully or negligently cause or suffer and such licence number to be concealed from public view while the vehicle is standing or plying for hire or at any other time whilst the vehicle is licensed.
- (p) the proprietor or driver of a Hackney carriage shall not tamper with or permit any person to tamper with any taxi meter with which the carriage is provided, with the fitting thereof, or with the seal affixed thereto
- (q) the proprietor or driver of a Hackney Carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such a carriage and shall not make use of the services of any person for the purpose
- (r) a driver shall not demand from any hirer or a Private Hire Vehicle a fare in excess of any previously agreed for that hiring between the hirer and the operator or, if the vehicle is fitted with a taxi meter and there has been no previous agreement as to the fare, the fare shown on the face of the taxi meter
- (s) respect authorised Officers during the execution of their normal duties

**PLEASE NOTE:**

**The Council shall take a very serious view of any driver being found to have had any alcohol or having misused any drugs whilst in charge of a licensed vehicle**