

## **1. What is the Standard of Conduct Required of Drivers?**

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- 1.1 The Network expects each driver at all times to:
- (a) behave in a responsible and professional manner;
  - (b) treat others with courtesy and respect;
  - (c) be polite and considerate;
  - (d) respond appropriately to the concerns of others; and
  - (e) be fair and honest in their dealings with others.
- 1.2 Drivers must take reasonable steps to ensure that their passengers have a comfortable and safe journey. In particular Drivers must:
- (a) assist aged, frail, young or immobile passengers to safely get into and out of the taxi and to travel safely and securely whilst on board the taxi;
  - (b) strictly follow all road rules and show respect for other drivers;
  - (c) be reliable and punctual when responding to passenger bookings;
  - (d) assist passengers to safely stow their luggage or other belongings;
  - (e) ensure that the inside of the taxi is clean and hygienic at all times;
  - (f) not smoke, eat or drink in the taxi; and
  - (g) attend any training, meetings or investigations carried out by the Network (or its nominee) and cooperate fully in respect to all such events.

## **2. Conduct that will not be Tolerated**

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### **Bullying Harassment and Discrimination**

- 2.1 The Network's commitment to providing a safe passenger transport service includes providing a service which is free from bullying, harassment and discrimination.
- 2.2 The Network will not tolerate bullying, harassment or any form of discrimination irrespective of who engages in this conduct.
- 2.3 The Network will treat reports of bullying, harassment or discrimination seriously. We will respond promptly, impartially and confidentially.

### **What is bullying?**

- 2.4 Bullying is repeated and unreasonable behaviour directed towards a person or a group of people

that creates a risk to health and safety.

- 2.5 Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.
- 2.6 Unreasonable behaviour is behaviour that a reasonable person, having considered the circumstances, would regard as unreasonable including behaviour that is victimising humiliating, intimidating or threatening.
- 2.7 A single incident of unreasonable behaviour can also represent a risk to health and safety and will not be tolerated.

### **What is discrimination?**

- 2.8 Discrimination includes direct and indirect discrimination and in both cases it is unlawful.
- 2.9 **Direct discrimination** occurs when someone is treated unfairly or unequally simply because they belong to a particular group or category of people. Direct discrimination often happens because people have stereotyped views about what all or most people of a particular group are like, or what they think all or most people of a particular group can or cannot do. It is unlawful to discriminate against a person on the basis of race, including colour, nationality, descent and ethnic, ethno-religious or national origin, sex, including pregnancy and breastfeeding, marital or domestic status, disability, homosexuality, age, transgender status, and carer responsibilities. Sexual harassment and vilification on the basis of race, homosexuality, transgender status or HIV/AIDS status are also unlawful.
- 2.10 **Indirect discrimination** occurs where there is a requirement that is the same for everyone but which has an unequal or disproportionate effect on different groups of people and the requirement is unreasonable, taking all the circumstances into account.

**Direct and Indirect Discrimination is against the law.**

### **What is Harassment?**

- 2.11 **Harassment** is any form of behaviour that is not wanted and:
  - (a) humiliates someone;
  - (b) offends another person; or
  - (c) intimidates another person.
- 2.12 Usually harassment is ongoing or a series of events. However, just one act can constitute harassment.
- 2.13 **Sexual harassment** is also behaviour that is not wanted and of a sexual nature. The following

examples may constitute sexual harassment:

- (a) sexual innuendos;
- (b) offensive jokes;
- (c) unwanted or unnecessary physical contact;
- (d) displaying offensive material such as displaying magazines or phone pictures of a sexual nature;
- (e) making intrusive enquiries into someone's private life (for example, Questions like "do you have sex with your boyfriend often?")
- (f) staring or leering;
- (g) unnecessary familiarity, such as deliberately brushing up against someone or unwelcome touching (for example, touching someone's arm or leg);
- (h) insults of a sexual nature (for example, an insult like "If you were my daughter I wouldn't let you go out dressed like that")
- (i) inappropriate statements about your own private life;
- (j) sending sexually explicit emails or text messages;
- (k) requests for sex or repeated unwanted requests to go out on dates; and
- (l) behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

### **Zero Tolerance for Bullying, Harassment and Discrimination**

2.14 The Network has a zero tolerance policy for bullying, harassment and discrimination and will treat all instances of unreasonable behaviour very seriously.

2.15 Without limiting the zero tolerance policy which applies for all Stakeholders, Drivers and Operators must not:

- (a) harass or bully passengers, members of the public or other Stakeholders;
- (b) swear in the presence of passengers or other Stakeholders;
- (c) behave in a manner which is unprofessional, disrespectful, aggressive, threatening or abusive toward passengers, members of the public or other Stakeholders;
- (d) discriminate against a passenger, any member of the public or any Stakeholder for any reason including race, age, sex, religion, sexual orientation, appearance, and physical or mental impairment or political membership including by:

- (i) refusing to transport a passenger;
- (ii) making any discriminatory (or otherwise derogatory) comments toward a passenger or other person (including another Stakeholder);
- (iii) treating a passenger or other person (including another Stakeholder) unfairly on discriminatory grounds.

make any unwanted advances whether of a sexual nature or otherwise toward a passenger or other person (including another Stakeholder) including by making sexual innuendos, offensive jokes, unwanted or unnecessary physical contact, displaying offensive material, or making intrusive enquiries into a person's private life or undertaking any of the conduct.

### **3. Safe Driving Techniques**

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#### **Looking for Passengers**

- 3.1 An important taxi driving skill is to be able to be on the alert for potential passengers while maintaining concentration on the road ahead. It is important to cruise whenever possible in the traffic lane closest to the kerb. Remember to keep an eye on both sides of the road for intending passengers.
- 3.2 When you are hailed by a passenger keep your concentration on the road and on pulling into the kerb safely, giving adequate warning of your intention to stop with indicator lights. Avoid the temptation to look at the hailing passenger rather than on the road.

**Remember you can only stop to pick up where it is legal for you to do so.**

#### **Pulling Away from the Kerb**

- 3.3 When pulling away from the kerb, remember to use the mirror, signal, head check system.
  - (a) Check rear and side mirror to ensure that it is safe to pull out
  - (b) Indicate
  - (c) Check the blind spot by carrying out a head check by looking over your shoulder
  - (d) Accelerate smoothly to leave the kerb
- 3.4 When pulling away from the kerb after picking up a passenger, it is important not to be distracted by the passenger. Check the passenger's destination and turn on the meter before pulling out. Then concentrate only on pulling out safely.

#### **Pulling Into the Kerb**

- 3.5 Use the mirror, signal, head check system.

- 3.6 Check your rear and side mirror, signal, then carry out head check looking over your shoulder, and pull in smoothly. Don't be distracted by your passenger.
- (a) Always choose a safe and legal spot to stop
  - (b) Stop as close and parallel to the kerb as possible
  - (c) Do not double park, this is against the law
  - (d) Be considerate of other drivers and your passenger

### **Lane Changing**

- 3.7 Remember that when you are changing lanes you must give way to traffic in other lanes. Use the mirror, signal, head check system.
- 3.8 The procedure for safe lane changing is:
- (a) Check rear and side mirrors to ensure that the way is clear for the change
  - (b) Use your indicator to signal which side you will be moving to
  - (c) Once again check rear and side mirrors to ensure that the way is clear for the change
  - (d) Check the blind spot over your shoulder before making the change
  - (e) Change lanes smoothly when it is safe to do so
  - (f) Maintain a safe distance from all other vehicles

### **Safety Screens (where fitted)**

- 3.9 When driving a taxi with a safety screen you must be careful that you do not become confused by reflections or fogging on the screen. If the screen is reducing visibility you must make allowances for this in the way you drive. When reversing in a taxi with a safety screen do not rely solely on the internal rear view mirror to give you a true picture of how close obstructions are.

### **Overtaking**

- 3.10 Use the mirror, signal, head check system.
- (a) First check the road markings to see that it is legal to overtake (e.g. you can't overtake if it means crossing an unbroken line on your side of the road)
  - (b) Determine whether there is sufficient distance between your taxi and approaching vehicles before attempting to overtake.
  - (c) Check your rear vision mirror to ensure that a vehicle from behind is not overtaking
  - (d) Signal before changing lanes

- (e) Again check your rear vision mirror to ensure that a vehicle from behind is not overtaking
- (f) Check the blind spot by looking over your shoulder
- (g) Begin to overtake gradually about 15 metres before you reach the vehicle to be overtaken
- (h) Accelerate quickly
- (i) Repeat the mirror, signal, head check system when pulling back in after overtaking
- (j) Signal before you return to your original lane when you can see the front of the overtaken vehicle in your rear vision mirror.

**Remember safety comes first.**

### **Keeping Distance Between Vehicles**

- 3.11 Always maintain a safe buffer zone between your taxi and the vehicle in front. This must be at least a 3-second following distance from other vehicles.

#### How Do You Measure a 3-Second Following Distance

A 3-second following distance is how far you are travelling while you count three seconds. You measure this by selecting a landmark by the side of the road (e.g. a sign or a building) that the vehicle in front is passing. You count the time it then takes for you to reach the same landmark. If it is less than three seconds you must slow down and increase the distance between your taxi and the vehicle in front.

This 3-second following distance will help you avoid being involved in a rear-end crash. This safe buffer zone should be sufficient to enable you to take the necessary evasive action for most circumstances that occur in front of you.

- 3.12 Travelling too close to the vehicle in front can obstruct your view. Remember that if the vehicle ahead stops suddenly and you are travelling too close to that vehicle, a rear-end smash is inevitable.
- 3.13 When stopped at traffic lights, give-way signs and stop signs maintain a buffer distance between your taxi and vehicles in front.
- 3.14 Increase the distance in wet or poor visibility conditions.

### **Driving at Night**

- 3.15 The risk of accidents increases at night. It is harder to see and it is a lot harder to judge the speed of oncoming vehicles when you are overtaking or turning.
- (a) Avoid looking directly at oncoming headlights – lights from oncoming vehicles may blind you or make it harder to see the road, pedestrians and other vehicles

- (b) Increase the distance around your taxi from other vehicles in case you have to take emergency action
  - (c) Reduce your overall speed and take particular care in dark or poorly lit areas
  - (d) Be especially aware that if you are fatigued when driving at night you must stop and revive or cease driving – do not risk an accident due to fatigue
- 3.16 For night driving always make sure that the windscreen and the glass of your headlights are clean. A dirty windscreen will increase the glare of oncoming headlights.
- 3.17 If you wear prescription glasses make sure the prescription is up to date. Night vision tends to deteriorate sooner than daytime vision, particularly if you are over 40 years of age. Have your night vision and your prescription for glasses checked regularly.

### **Wet Weather Driving**

- 3.18 The two major problems when driving in wet weather are:
- (a) poor visibility (= you can't see well), and
  - (b) Less tyre grip
- 3.19 Visibility is limited to the area covered by the windscreen wipers. Side mirrors are of little use and interior fogging of the windscreen may further reduce visibility. Visibility may be further reduced in wet weather as headlights do not work as well due to reflection from the wet road. Pedestrians are more difficult to see.
- 3.20 Tyres do not grip as well in wet weather as they do when it is dry. Lowered tyre grip means that the risk of sliding is increased when cornering. You will take longer to brake in the wet.
- 3.21 Service NSW advises that drivers should slow down by at least 10 km per hour in rain.
- 3.22 Remember that wet roads are most dangerous after rain has first fallen. This is because oil on the road surface floats on the wet surface of the road before it is washed away
- 3.23 In extremely heavy rain be aware of the danger of water build up or flooding, particularly in the kerbside lane.
- 3.24 More people catch taxis in the rain, so you may be very busy. Passengers and pedestrians cannot see as well in the rain and may behave unpredictably, so you must concentrate.
- 3.25 Increase the distance between your taxi and the vehicle in front to at least 6 seconds in wet weather.
- 3.26 Driving is particularly dangerous at night and in wet weather. All of the problems of night driving and wet weather driving are increased significantly when both these conditions apply. Take special care when driving in rain at night.

### **Use Appropriate Speed**

- 3.27 You must travel at all times within the speed limit. Check your speedometer from time to time to ensure that you are not going faster than the speed limit.
- 3.28 A safe speed to travel depends on things like:
- (a) The maximum speed limit
  - (b) The road type and condition
  - (c) Your level of driving skill
  - (d) Your experience
  - (e) The efficiency of your vehicle
  - (f) Weather
  - (g) Visibility (how well you can see)
  - (h) The amount of traffic
- 3.29 Speeding is a major cause of taxi accidents for new drivers. The faster you drive the more risk there is of severe injury/death and vehicle damage in an accident.
- 3.30 All speed limits are maximum speed limits. Remember that you can be booked for travelling at a dangerous speed, even if you are below this maximum speed limit. This can happen if the conditions are such that you should slow down below the maximum speed limit e.g. pedestrians on the road, approaching a crossing, heavy rain.

### **Driving Passengers Who Are in a Hurry**

- 3.31 Passengers who enter your taxi and say they are late for a flight or an appointment can be a driving hazard. Never speed to meet their needs. Remember you pay the fine. Also you lose the points and risk a serious accident. Drive sensibly but never speed or take risks.

### **Safely Picking Up and Setting Down Passengers**

- 3.32 Each Driver has a duty to exercise reasonable care for the safety of passengers.
- 3.33 When stopping to pick up or drop passengers always consider your safety and that of your passenger. Always try to stop where a passenger can safely board the taxi or alight from the taxi to reduce any risk of harm.
- 3.34 Always check for any danger before getting out of the driver's seat. You may step into oncoming traffic including bicycles.
- 3.35 Discourage passengers from alighting the taxi on the driver's side. They may step into oncoming traffic including bicycles. If it is necessary for a passenger to alight on the same side of the vehicle



as traffic, use your mirrors and look around you to assist the passenger to find a safe time to exit the vehicle.

- 3.36 If a passenger is waiting to be picked up on the opposite side of the road, indicate to them to wait on the kerb. Undertake to turn around when safe to pick them up and always indicate that you are stopping, or changing lanes well in advance
- 3.37 Always consider the capabilities of your passenger and offer help and assistance as needed.
- 3.38 The elderly, the frail, people with special needs, intoxicated or children may need to be escorted to and from the vehicle to ensure their safety and must be dropped as close as possible to their destination to avoid further risks to their safety. For example, if you are taking school children to school, always drop them outside their school on the same side of the road as the school so they can easily and safely reach their destination.

### **Driving at Intersections and Roundabouts**

- 3.39 Approach all intersections with caution. You should be prepared to give way. Traffic lights should always be obeyed. Never try to beat the red light.
- 3.40 Roundabouts must be approached with care. Give way to traffic already in the roundabout. You must be aware of the Australian Road Rules for NSW roundabouts:
  - (a) Going straight ahead: do not indicate when approaching the roundabout. However you must indicate left just before exiting unless it is not practical to do so.
  - (b) Turning left: you must indicate your intention on approach and continue to indicate until you have completed your turn.
  - (c) Turning right: you must indicate right on approach and continue to indicate right until just before the exit, when you should indicate left **unless it is not practical to do so**.

### **Right Hand Turns**

- 3.41 An important road safety tip:

If you are waiting to do a right turn, don't wait with your front wheels turned to the right. Keep them in a straight-ahead position. If a vehicle hits you from behind you will be less likely to be pushed into the path of oncoming vehicles.

### **Traffic Lights**

- 3.42 When you approach traffic lights slow down and look in your rear vision mirror to check the closeness of following vehicles before braking
- 3.43 Keep your eye on the intersecting road for the possibility of a collision
- 3.44 Stop on the yellow light if this can be done safely

- 3.45 When you are stopped at the lights don't assume that a red light will prevent a vehicle from entering the intersection – many accidents occur every year because motorists disobey traffic signals
- 3.46 Watch for pedestrians who ignore traffic lights and for vehicles turning right across your path
- 3.47 A green light means only "to proceed with caution"
- 3.48 When approaching traffic lights that are already green it is advised by Service NSW that you cover or "set up" the brakes, this means pressing the brake pedal to the point where light braking is about to occur – you will then be able to brake faster should this be appropriate

### **Pedestrian Crossings**

- 3.49 Pedestrian crossings must be approached with care. Always expect that someone will cross them. Slow down when approaching pedestrian crossings. Check your rear vision mirror before braking. Particular care should be taken where parked vehicles may obstruct your vision.
- 3.50 You must not park on pedestrian crossings or stop on them to pick up or set down passengers.

### **Children on the Road**

- 3.51 Be particularly careful of children running onto the road. Special care must be taken near places such as playgrounds, schools, childcare centres, school buses and ice cream vans. Obey speed limits shown on school buses and around schools. If a ball bounces onto the road, slow down. A child will be close behind.

### **Animals**

- 3.52 Animals, such as dogs and cats running across roads present a real hazard and you should always look out for them.

### **Driver Fatigue**

- 3.53 Driver fatigue is a major contributor to road accidents. The Network has a separate Fatigue Management Policy and Protocol. You must review this document and comply strictly with it at all times.

### **Alcohol or Drugs and Taxi Driving**

- 3.54 Even one drink can affect your judgment and ability to drive safely. As a professional Driver you are subject to a .02 blood alcohol level, which is virtually a zero alcohol limit. (This level is considerably lower than the .05 level allowable for mature regular drivers).
- 3.55 You must also be careful not to let prescription or other drugs affect your driving ability in any way.
- 3.56 The Network has a separate Drugs and Alcohol policy. You must review and understand this policy and comply strictly with it at all times.

### **Maintaining Concentration**

- 3.57 A particular skill that a professional Driver must acquire is the ability to maintain concentration on driving while communicating with the passenger. At all times the first priority must, of course, be to maintain concentration and drive in a safe manner. This means that you have to look at the road when driving, not at the passenger.
- 3.58 You should be particularly careful to maintain concentration on driving at the commencement and completion of the journey when communication with the passenger is important and necessary.
- 3.59 Learning to be a good listener assists your concentration.

### **Providing a Smooth and Comfortable Ride**

- 3.60 A smooth and comfortable ride should be the aim of all drivers but it is of particular importance to the Driver in providing a professional service.
- 3.61 To ensure a smooth and comfortable ride:
- (a) accelerate smoothly;
  - (b) slow down smoothly, avoid unnecessary sudden braking and don't jolt to a stop;
  - (c) when cornering slow down so that your passenger is not thrown about in the cabin; and
  - (d) don't get too close to your passenger, give them space.

### **Looking Out for Hazards**

- 3.62 As a Driver you will be aware that driving can be very hazardous. You must always be on the lookout for hazards to make sure that you lower the risk of accident.
- 3.63 Low risk driving means that you are continually looking for hazards by scanning in front of you, to the sides and behind you. Don't just check what is immediately in front of your taxi. Check also what lies further ahead.
- 3.64 Check your mirror regularly.
- 3.65 Particular hazards to look for include:
- (a) other road users in vehicles;
  - (b) pedestrians;
  - (c) cyclists;
  - (d) children;
  - (e) animals;

- (f) roadworks;
  - (g) junctions and traffic lights; and
  - (h) stationary vehicles pulling out etc.
- 3.66 As a general rule always expect the unexpected. You may be careful on the roads, but unfortunately other road users may not always be so careful.
- 3.67 As you drive, always position the vehicle for safety. Don't drive too close to other vehicles; allow a margin of safety. Allow enough stopping distance between your taxi and the vehicle in front (a minimum of 3-seconds, increasing to 6-seconds in the wet). If in any doubt slow down so you can stop safely.

### **Breakdown Procedures**

- 3.68 The Network has a separate Incident Response Policy. You must review this policy and comply with it if the taxi breaks down.

### **Use of Mobile Phones When Driving**

- 3.69 It is against the law to use a hand-held phone when driving. Do not do it. It is not safe as well as being against the law. TfNSW regards the use of a hand-held mobile phone while driving as a serious breach of safety which may merit suspension or possible cancellation of a Taxi Driver Authority. If you are penalised or charged by police for using a hand-held mobile phone while driving a taxi, you must advise your Operator and the Network. You may have your Driver Authority cancelled.
- 3.70 Recent studies have also shown that using a hands free mobile phone in place of a hand-held phone when driving can be just as dangerous, as you become distracted by dialling or speaking on the phone. Whenever possible, for safety's sake, stop your vehicle before making a mobile phone call.
- 3.71 Drivers should never enter into lengthy telephone conversations while transporting passengers. This can be discomfoting for passengers and is poor customer service. One of the biggest complaints from customers is drivers chatting on the phone whilst they are driving a passenger.

### **No Touting or Soliciting for Work**

- 3.72 You must not tout or solicit for work at any time. The prohibition on touting and soliciting work means that you cannot do things such as approaching potential passengers and offering them transport or calling out from your taxi to potential passengers and offering them transport.
- 3.73 The P2P Commissioner regards touting as a serious offence punishable with significant fines. The Network will carry out spot-checks including at major events, the airport and other places to ensure that Drivers do not breach this prohibition.
- 3.74 You will not breach the prohibition on touting by making an honest inquiry of persons as to whether they are waiting for a specific booking which has been dispatched to you by the Network.

## **No Stopping Zones and No Standing Zones**

- 3.75 You must not stop at No Stopping Zones. You are not permitted to stop even to pick up or set down passengers at No Stopping Zones. (Time restricted No Stopping Zones in Sydney CBD excepted). There are a number of specially signposted No Stopping Zones in the Sydney CBD which allow drivers to stop for up to 1 minute to pick up or drop off passengers.
- 3.76 You must not park in a No Standing Zone. (Note: No Standing Zones are to be phased out in accordance with the Australian Road Rules).

## **Reversing**

- 3.77 Extreme care must be taken when reversing a taxi. Reversing is a significant factor in many insurance claims made by taxis. Be especially careful that a safety screen does not distort your view.

## **Correct Use of Horn**

- 3.78 The horn is for use as an emergency warning device in vehicles.
- 3.79 Do not use the horn to show your anger towards another driver. It is strictly against the law to use the horn other than as a warning device for safety. Furthermore it is very poor behaviour and does not promote a good image for the Taxi Industry or your taxi network. Your behaviour must at all times demonstrate the customer focus of the service industry that you will be working for.
- 3.80 Also do not use the horn to announce your arrival for a radio job. It may be easier for you but neighbours do not appreciate being disturbed by the hooting of a taxi, especially at night or early in the morning. Where possible, and appropriate and safe to do so, go to the door and ring the doorbell, you will also get some exercise and a chance to stretch.

## **Driver Attitude and Behaviour**

- 3.81 One of the risk factors involved in driving accidents is the attitude and behaviour of the driver. If you have a poor attitude to driving then you increase the likelihood of having an accident. Problems may arise if a driver does any of the following when driving:
- (a) takes driving risks deliberately
  - (b) takes driving risks without thinking about them (unintentional risk taking)
  - (c) is overconfident when driving
  - (d) becomes over-stressed by driving
  - (e) always blames other drivers
  - (f) always thinks he or she is right when driving
  - (g) becomes annoyed easily

- (h) loses his or her temper when driving
- (i) is too relaxed
- (j) does not think ahead
- (k) is not prepared for the unexpected
- (l) does not check the positions of other vehicles

3.82 These are some of the attitudes and behaviours of drivers that increase the risk of a driver having an accident. You may know of other poor driver attitudes that increase the risk of accident.

### **Seat Belts**

3.83 Drivers must wear a seat belt. The risk of road accident injury is especially significant if the vehicle is fitted with a driver side air bag.

### **Fuel Handling**

3.84 Fuel is very dangerous, whether using LPG, petrol or diesel.

3.85 At all times, for safety's sake:

- (a) always read and follow the fuel handling procedures as specified. If in any doubt seek guidance from fuel station staff
- (b) never smoke or use a flame in the vicinity of fuel
- (c) do not use mobile phones when fuelling a vehicle – there is a possibility that this could cause an explosion
- (d) avoid direct contact with fuel and wash off skin immediately
- (e) avoid breathing in fuel fumes
- (f) in the event of any incident seek medical and/or other emergency help as appropriate