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Driver Handbook

2024.9
Cairns Taxis Limited

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17.	Restricting / Preventing a Driver access to dispatched job.	5 points
18.	Failure to notify CTL of a booking (A14)	5 points
19.	Taking a Dispatch job allocated to another car/accepting a fare not entitled to.	5 points (or refund of fare to driver)
20.	Refusing company accounts/CabCharge or TSS cards	4 points (+ meeting with Fleet Services Manager)
21.	Failure to adhere to company uniform standard/untidy or unclean in appearance or failure to comply with request to present for inspection.	4 points
22.	Conduct unbecoming CTL driver	4 points
23.	Late pick up/completion of Dispatch job	3 points
24.	Failure to comply with call centre operator's instruction	3 points
25.	Unnecessary conversation on voice channel	3 points
26.	Not presenting car or driver for inspection upon request	3 points
27.	Failure to adhere to company policy re. lost property	3 points
28.	Failure to adhere to Rank Rules	5 points
29.	Failure to notify change of address/contact details	1 point
30.	Traffic complaint	0 points
31.	Repeat Overcharging: Should a driver commit two (2) or more overcharges within a period of twelve (12) months, Penalty for the second and subsequent overcharges shall result in suspension of affiliation and the driver being required to attend a Performance Management Meeting with Fleet Services.	
33	Deliberate avoidance of GAC (Airport Ground Access Charge/(TOLL)) payment: Should a driver commit two (2) or more offences in which they deliberately avoid paying GAC, The Penalty shall result in immediate suspension of affiliation and the driver being required to attend a Performance Management Meeting with Fleet Services Manager + payment of GAC.	
35	Misuse of EFTPOS facilities	Suspension of affiliation pending Board hearing

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Appendix D - PENALTIES

Subject to the right of the Board of Directors to impose different penalties the following penalties shall apply:

1.	Failure to notify CTL of any suspension or cancellation of DA.	Suspension of affiliation
2.	Failing to appear at a requested interview or failing to appear at a Board Hearing or Appeal	Suspension of affiliation pending attendance of required meeting.
3.	Fraudulently altering account dockets.	Suspension of affiliation pending meeting with CEO
4.	Refusing to carry a guide or assistance dog / Refusing to accept a fare involving a person with disabilities.	Suspension of affiliation pending investigation into Anti-Discrimination
5.	Use another driver's DA and PIN or allow another driver to use an Incorrect DA and PIN, whether deliberate or inadvertent	Suspension of affiliation pending meeting with Fleet Services Manager
6.	Misuse of A13 alarm system	Suspension of affiliation pending meeting with Fleet Services Manager
44.	Failure to adhere to DUTY OF CARE obligation	Suspension of affiliation pending meeting with Fleet Services Manager
32.	Failure to immediately notify Shift Supervisor full details of when a job has been terminated mid-journey be either driver or customer	4 points
7.	Misuse of dispatch system	4 points
8.	Overloading a taxi	5 points
9.	Overcharge a fare/Inappropriate use of tariffs or taxi booking fee.	5 points (+ Full refund of fare)
10.	Bringing the company into disrepute/Conduct likely to damage CTL reputation	5 points
11.	Strike or threaten to strike a director, member of staff, driver, or other person.	5 points (+ Performance Meeting)
12.	Failure to complete a Dispatched / Priority job	5 points
13.	Submit a frivolous driver report	3 points
14.	Abusive to staff member and/or use of profane language whilst on query channel	3 points (+ Immediate 30 min suspension of Dispatch).
15.	Deliberately or recklessly cause interference on Query	5 points

Appendix B - COMPANY UNIFORM

Company Uniform

In order to drive a Cairns Taxi, Drivers must be presented clean, tidy and in company uniform. The uniform includes:

Men

Black or Navy-Blue Long Trousers (preferably) or Alternatively, Dress Shorts, both to be worn with belt (No Ruggers or jeans). If shorts are worn, **socks must be worn, visible above the ankles.**

Shirts are to be:

- “Bisley Oxford Blue” with CTL Logo above the left side pocket.
 - Supplied by Cairns Taxis
- Or
- Fashion Biz Polos Razor P405 (see image)
 - Available at Totally Workwear Cairns

Shoes are to be **Black, closed in** (No sandals or thongs)

Women

Shirts are to be:

- “Bisley Oxford Blue” with CTL Logo above the left side pocket.
 - Supplied by Cairns Taxis
- Or
- Fashion Biz Polos Razor P405 (see image)
 - Available at Totally Workwear Cairns

Black dress skirt or black dress trousers Black enclosed shoes

Both taxi operators and taxi drivers have obligations under the Workplace Health and Safety Act 1995 (the ACT) as self-employed persons. The Uniform Code of Conduct above is to assist owners and operators in their obligations under the ACT.



ADMINISTRATION

BOOKING SERVICES

dispatch@cairstaxis.com.au

Taxi

4048 8333

Web Bookings

www.cairnstaxis.com.au

ADMINISTRATION

info@cairstaxis.com.au

Phone

4048 8311

Fax

4048 8316

COMMUNICATIONS - RAD Connect

Phone

4048 8315

Fax

4048 8316

Autocab Problems

dispatch@cairstaxis.com.au

FLEET SERVICES

fleetservices@cairstaxis.com.au

Fleet & Client
Engagement Manager

4048 8331

Fleet Services
Supervisor

4048 8320

1. DEFINITIONS

Where any of the terms defined in this section are materially different to those in the Transport Legislation, those under the Transport Legislation will apply to the exclusion of the defined terms below.

Affiliated Driver

Means a driver who has executed a Driver Affiliation Agreement (**DAA**) with the company and that agreement has not expired, been suspended, or cancelled.

Anti-Discrimination Policy

Means the company's Anti-Discrimination Policy as approved by directors from time to time and as detailed in Appendix 1.

Area of Operation

Means the area within which Operators and Drivers may provide taxi services subject to the Taxi Service Licence applicable to their Taxi vehicle.

BEA

Means the Booking Entity Authorisation issued by Queensland Transport and Main Roads.

BHTX (commonly known as DA)

Means Industry Authorisation (Driver Authorisation) number issued by Queensland Transport and Main Roads

Booking and Communications System (BCS)

Means the telephone booking and taxi dispatch system operated by the company.

CTL

Means Cairns Taxis Limited.

CBD

Means Central Business District.

Code of Conduct

Means the company's expectations that this handbook outlines.

Company Policies

Means the policies as adopted by directors from time to time

Company Facilities

Means all equipment owned and services provided by the company in the conduct of its business of providing taxi booking and dispatch facilities.

Company Uniform

Means the company uniform as approved by directors as detailed in Appendix B.

Company's Business

Means all aspects of the provision of taxi services in the Cairns taxi district, including company policies, personnel and services provided.

Constitution

Means the constitution of the company as approved by shareholders.

Call Centre

Means the area where jobs are dispatched to affiliated drivers.

CRP

Means Company Rules and Procedures.

Dispatch

Means taxi jobs booked and dispatched to taxis through the company's BCS.

What Is Discrimination?

Discrimination occurs when someone is treated unfavourable because of one of their personal characteristics. Discrimination may involve:

- Offensive 'jokes or comments about another worker's racial or ethnic background, sex, sexual orientation, age, disability or physical appearance.
- Display of pictures or posters which are offensive or derogatory.
- Expressing negative stereotypes of particular groups, e.g.: "married women shouldn't be working."
- Judging someone on their political or religious beliefs.
- Using stereotypes or assumptions.
- Undermining a person's authority because you dislike one of their personal characteristics.

What Happens if a Complaint Is Made?

A person who feels that they have been discriminated against may complain to the Anti-Discrimination Commission. If a written complaint is made and it is covered by the law, the Commission accepts the complaint and asks for the defendant's side of the story.

The aim is to resolve the matter in a confidential way that will be acceptable to both the person complaining and the defendant. The process is called conciliation. It is informal and solicitors are not needed, although you may engage one if you wish. As long as solicitors do not hamper the settlement of the complaint, they are allowed to be involved in conciliation meetings.

Conciliators do not decide guilt or innocence or impose a settlement. This is worked out between the people involved, with the conciliator's help. Conciliators can conduct investigations, request documents, interview witnesses and call compulsory conferences if necessary.

Most people are prepared to give their side of the story and be involved in conciliation. They take the opportunity to resolve complaints confidentially.

Where people cannot resolve the complaint, it can be referred to the Anti-Discrimination Tribunal for hearing. This is more like a public court hearing where witnesses are called, and evidence is given under oath. At the end of the hearing, the Tribunal makes a decision and, where appropriate, awards a settlement. Costs may be awarded. Tribunal decisions are binding and enforceable like any other court order. Appeals can be made to the Supreme Court on points of law.

Guide, Assistance and/or Hearings Dogs

In accordance with the "Guide, Hearing and Assistance Dog Act 2009" all taxi drivers are required to carry these animals, at all times. This legislation protects the rights of people with a disability who are accompanied in public by a Guide, Hearing and/or Assistance Dog.

Appendix A - ANTI-DISCRIMINATION

Anti-discrimination Policy

Cairns Taxis Limited is an equal opportunity employer. All employees and drivers are treated on their merits, without regards to race, age, sex, marital status, or any other factor not applicable to the position. Employees and drivers are valued according to how well they perform their duties and their ability and enthusiasm to maintain Company standards of service.

The Company does not tolerate any form of discrimination. We believe all employees and drivers have the right to work in an environment free of discrimination and harassment. Our clients also should not be subject to discrimination and harassment and all drivers are urged to display sensitivity in dealing with passengers from diverse cultural backgrounds.

Under federal and state anti-discrimination laws, discrimination against employees, drivers or passengers on the following grounds is against the law:

- sex
- relationship status
- pregnancy
- parental status
- breastfeeding
- age
- race
- impairment
- gender identity
- political belief or activity
- trade union activity
- lawful sexual activity
- religious belief or religious activity
- sexuality
- family responsibilities
- association with, or relation to, a person identified on the basis of any of the above attributes.

Sexual harassment is more than the aggressive acts like physical assault or a demand for sex, most cases are more subtle. A victim only needs prove that the harassment was unwelcome. Sexual Harassment is against the law.

Directors and Management will ensure that all employees, drivers, and passengers are treated equitably and are not subject to discrimination. They will also ensure that people who make complaints or witnesses are not victimised in any way.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially, and impartially. Disciplinary action will be taken against anyone who discriminates against a co-worker or passenger. Discipline may involve a warning, counselling, penalty, or our endorsement to drive taxis associated with our Company being withdrawn.

Director/s

Means a director/s of the company elected in accordance with the company's constitution.

Download station

Is the location the Company has authorised for a camera download to take place.

Driver

(Including "you") Means a person affiliated with the Company who drives a Taxi Vehicle, including both Bailee Drivers and Operators.

Driver Affiliation Agreement (DAA)

Means the agreement between drivers and the company, which allows affiliated drivers to access the company's booking system.

EFTPOS

Means Electronic Funds Transfer at Point of Sale

MDT

Means the in-car computer Mobile Dispatch Terminal

Operator

Means any person or entity that is affiliated with the Company holding the required Operator Accreditation under the Transport Legislation.

Operator Affiliation Agreement (OAA)

Means the agreement executed between taxi operators and the company, this allows drivers engaged by operators to access the company's booking system.

PIN

Means the Personal Identification Number issued to drivers who have a DAA and is used together with the BHTX, as a unique password to provide access to the company's booking system.

QPS

Means Queensland Police Service

Ranks

Means Government designated Taxi Zones and other taxi ranks established by the company for drivers to ply for hire and to provide access to the public for taxi services.

Rules and Procedures

Means the various dispatch, rank and other rules and procedures applicable to drivers as conditions of CTL affiliation and as detailed in this handbook.

The Company

Means Cairns Taxis Limited

TMR

Means Queensland Transport and Main Roads

TOPTA

Means the Transport Operations (Passenger Transport) Act. (1994)

TSCS

Means Taxi Security Camera System

TSS

Means Taxi Subsidy Scheme

2. Introduction

Welcome to Cairns Taxis Limited. This Handbook is an information tool kit and should be retained and constantly referred to by all affiliated Drivers, Owners, and Operators. It is designed to be user friendly whilst providing you with a great deal of information regarding your industry, our Company, your safety, our customers safety and what is expected of you. This handbook sets out the standards to be adopted by drivers in conducting their affairs with the company, customers, and the general public.

Each Cairns Taxis driver must remember that whilst driving a taxi, both the vehicle and the driver are easily identifiable. The vehicle with its distinctive signage and the driver from the taxi uniform. Any discourteous act, word or deed reflects adversely on you as a driver, the company and the industry, and such incidents, if any, are reported to the company and/or the TMR, and/or police by members of the public. During your shifts, when in doubt about any matter, refer to this handbook for guidance.

It is a condition of affiliation with Cairns Taxis that any person who holds a current BHTX and PIN and is authorised to access BCS, has read and agreed to abide by the policies and procedures as set down in this handbook.

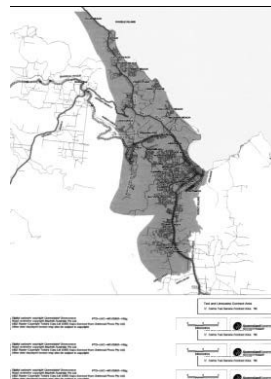
2.1 Cairns Taxi District

The Cairns Taxi District boundaries are:

Simpson's Point (north of Ellis Beach at the 1st overtaking lane)

Wrights Creek (south of Edmonton at the bridge)

Henry Ross Lookout (On the Kuranda Range halfway up to the crest)



2.2 The Company

CAIRNS TAXIS LIMITED (formerly Black and White (Quick Service) Taxis LTD) was formed in August 1966. The company's primary objective is to provide a safe, reliable, and efficient taxi service in the Cairns area.

The company holds a Booking Entity Authorisation with Queensland Transport and Main Roads and is the only authorised provider of taxi services in the Cairns Taxi District. The taxi fleet currently is comprised of 137 cars, including 22 wheelchair capable vehicles. More than 500 drivers are affiliated with the company.

Directors regularly review and determine appropriate company policies and procedures.

12. PENALTIES

The company has a demerit points system in place, and drivers who violate the company's Code of Conduct, policies, and procedures are subject to penalties as described in **Appendix D**.

The following rules apply to the application of penalties:

1. Demerit points are recorded against the driver from the date of the violation. Once penalty points are applied, they remain active for twelve (12) months before they are cleared.
2. Once a driver reaches twelve (12) points in any twelve (12) month period, the driver shall be subject to the following provisions:
 - a. Affiliation with CTL will be suspended for a minimum period of seven (7) days, **or**
 - b. The driver can choose to pay \$1000 (plus GST) instead of suspension of affiliation. If this option is chosen, the driver may continue to drive. This option is not available to drivers who are on probation, **or**
 - c. The driver may request an appeal hearing with CEO.
3. The suspension must be taken within twenty-one (21) days of formal notice being provided by the company, or at the board's discretion.
4. A request for a hearing with the CEO must be made within 7 days of formal notice.
5. After the application of the above penalties, the driver will be placed on probation for a period of twelve (12) months. **The maximum points that may be accumulated during this period is eight (8)**. If the driver accumulates eight or more points during this period, they will be subject to the following provisions:
 - a. Affiliation with CTL will be suspended for a minimum period of fourteen (14) days.
 - b. Meeting with the Fleet Services Manager
6. After the application of the above penalties, the driver will be placed on probation for a period of twelve (12) months. The maximum points that may be accumulated during this period is eight (8). If the driver accumulates eight or more points during this period, the driver will be required to "show cause" before the CEO of CTL regarding the loss of affiliation.
7. The CEO has the absolute right, to impose any penalty at any time deemed appropriate, considering the circumstances and the driver's record. Such penalties could include loss of demerit points, suspension, or termination of the driver's affiliation agreement with the company.

In conclusion, our disciplinary procedure is a critical part of our commitment to a professional, safe, and secure environment. It has been designed with fairness and transparency at its core, and we believe in holding all drivers to the same high standards. This procedure is also a testament to our dedication to ensuring the ongoing safety and professionalism of our service.

11.2 Appeals of Driver Disciplinary Action

If a driver believes that the action taken against them by Fleet Services for reported breaches of Cairns Taxis Code of Conduct, they will have the following options available to them.

1. Request a meeting with the Fleet Services Manager to discuss the matter, to explain extenuating circumstances that may not have been taken into account.
2. Should the driver still not accept the outcome of the Meeting with the Fleet Services Manager, they can request to speak directly to the CEO.
3. Should the CEO decide that the matter requires further escalation, they may decide that the driver is required to attend a board meeting.

If option 3 is reached then the driver will be advised in writing for the date and time of the meeting. Drivers may be accompanied by their operator or other persons as approved by the directors. The directors reserve the right to decide the outcome of any disciplinary action in the driver's absence, which could include such steps as dis-affiliation.

Legal or union representatives are not allowed to attend Board Meetings. The Fleet Services Manager or the Call Centre Manager will be present at the meeting. The outcome of the discussion will be decided by a majority vote of the directors, and minutes of the meeting will be kept by the Fleet Services Manager, who will also issue formal notice of the outcome to the driver.

11.3 Complaints about the Call Centre

Drivers are entitled to lodge complaints about actions by the Call Centre staff. All complaints must be in writing on the "Job Dispatch Complaint" form at Cairns Taxis or online (<https://cairnstaxis.com.au/dispatch-complaints/>). All complaints will be reviewed by the Call Centre Manager and appropriate action taken. This action could include disciplinary measures. The Call Centre Manager will notify the complainant as soon as practical to whether or not there was a breach of operational procedures and/or any action being taken. Should a driver be unsatisfied with the outcome, a written request may be lodged for the matter to be considered by the CEO.

Directors have a strong view that a high standard of customer service is the key to ongoing and growing demand for taxi services, and, therefore, a satisfactory level of business income. Consequently, the following factors are taken into consideration and provide guidance to directors in making their decisions:

Customer Service: Directors require that a high standard of customer service be portrayed by drivers and that they try to exceed the customers' expectations in the provision of services.

Compliance: Queensland Transport and Main Roads Booking Entity Authorisation Guidelines.

Fleet Efficiency: Costs are contained, and customer service enhanced by dispatching the closest available vehicle to the job.

Driver and Staff Retention: Courteous drivers and employees who enjoy providing service and the interaction with customers are a key component of customer satisfaction.

To be affiliated with Cairns Taxis Limited, all taxi drivers are required to execute a Driver Affiliation Agreement. It is a condition of Affiliation with Cairns Taxis that any person who holds a PIN and is subsequently authorised to access the dispatch system, has read, and agreed to abide by the policies as set down in this handbook.

2.3 Company Mission Statement

We provide reliable, safe transport for all, connecting our community effortlessly. Our service enhances local mobility and supports customers, affirming our role as a trusted journey partner.

2.4 Vision Statement

Renowned for providing sustainable and innovative practices and unparalleled service, reflecting our core values. We are the first choice for customers seeking quality and environmentally conscious travel options.

2.5 Core Values

Safety: We prioritize the safety and well-being of our employees, customers, and community in all aspects of our operations.

Service Excellence: We prioritize our customers' needs and strive to provide exceptional service and value in everything we do.

Reliability: We commit to consistently delivering dependable services, ensuring punctuality and meeting our customers' expectations at all times.

Integrity: We conduct our business with honesty, transparency, and ethical practices, building trust with our customers, employees, and partners.

2.6 Privacy Statement

a) It is an essential feature of the Company's business that it regularly collects and provides information, including "personal information", as defined in the Privacy Act 1988. The Company complies with that legislation.

b) For details about rights of access to personal information held by the Company, and for details about how we collect, use, disclose and secure personal information please refer to our privacy policy, which is available on request. Refer below for Company contact details.

c) By affiliating with the Company, you consent to our use of the personal information you provide to us in accordance with our privacy policy and you warrant, in the case of personal information provided by you about another person, that you are providing that other person's personal information with their consent and/or only after having complied with the Privacy Act 1988.

11. Driver Disciplinary Procedure

11.1 Complaints about Drivers

Cairns Taxis is deeply committed to maintaining a professional, safe, and secure environment for both our drivers and passengers. As an integral part of our commitment to upholding these standards, we have established a comprehensive and clear procedure for addressing and resolving driver disciplinary matters. This protocol, which is both systematic and fair, is intended to ensure that any violations of our code of conduct are dealt with swiftly and effectively.

Identifying the Offence: The first step in our disciplinary protocol involves the identification of the offence. If a driver is reported or suspected of violating any part of the Cairns Taxis code of conduct, the incident will be thoroughly documented. Our team are trained to meticulously document all aspects of the incident, including the nature of the alleged violation, the date and time of the occurrence, any involved parties, and any other information that might be relevant. Once this information is compiled, Fleet Services will investigate the incident for further action if required.

Investigation: The next step is the investigation process. Upon receiving a report of a potential violation, Cairns Taxis reserves the exclusive right to suspend any driver while complaints of a serious nature are being investigated. This step is taken to ensure the safety and integrity of our service, and to provide all parties involved with the assurance that such matters are taken seriously and dealt with promptly. We strive to ensure that this process is thorough and impartial, with the aim of ascertaining the truth of the matter.

Application of Demerit Points: Following the conclusion of the investigation, if the driver is found guilty of the offence, demerit points will be applied to their record. The number of points applied will correspond to the severity of the offence, as determined by the investigation. It is important to note that the demerit point system will be transparent and consistent for all drivers, ensuring that everyone is held to the same standards and expectations. This system serves as a reminder of the consequences of violating the code of conduct and as a deterrent against future violations.

Notification: After a decision has been reached, the driver will be informed of the outcome of the investigation and the number of demerit points applied to their record. This notification process will be undertaken with full transparency, ensuring that the driver fully understands the nature of the offence and the resulting consequences. Clear communication is of utmost importance to us, and we strive to ensure that all decisions are communicated promptly and effectively.

Further Action: If a driver accumulates a certain number of demerit points, further disciplinary action may be taken. This can include suspension or termination of the driver's affiliation with Cairns Taxis, depending on the severity and frequency of the offences. We believe that this step is necessary to ensure that our drivers understand the seriousness of violating the code of conduct and to maintain the high standard of service that we provide.

10. LOST PROPERTY

When it comes to lost property, it is important that Drivers and Operators understand their responsibilities

Drivers and Operators must:

- Check their Taxi Vehicle at the end of every hiring for others property.
- Ask customers at the conclusion of fares whether they have all their property.

As a service to customers, maximum effort should be taken to return lost property to owners as soon as possible. **If a Driver or Operator finds lost property they must:**

- a. Immediately report any lost item to base for recording, this also allows base to confirm that an article is being held in the event of a phone call from the owner.
- b. If the owner's name and whereabouts are known, the driver is to make arrangements to return the article as soon as possible, this must be within a maximum period of 24 hours.
- c. If the owner contacts base, the base operator will make arrangements with the driver for the article to be returned.
- d. ***If nothing is heard from the owner*** during the Driver's **current** Shift, the article must be handed in at the nearest police station **WITHIN 24 HOURS** of it being noticed.
- e. Radio base with the receipt number issued by Queensland Police.

NOTE: Under Queensland Law, if the property is not returned within 48 hours, the item is no longer deemed to be lost property, and the Driver holding property that he knows to belong to someone else may face criminal charges. (Appendix D #27)

3. COMPANY POLICIES

As a driver of a taxi, you are a part of a proud tradition going back to the 1800's, providing an essential and personalised transport service to the public. Take pride in the service you perform and remember that **every customer** is an opportunity to demonstrate excellence, in customer service and driving standards.

In their dealings with customers, members of the general public, and with the company, drivers are required to observe and comply with the following policies within this handbook.

3.1 Customer Service

In any industry servicing the public, having a satisfied customer generally comes down to one thing, which is customer service. Providing good customer service should be the priority for all drivers. The provision of such service can lead to increased business, less complaints, and more income. However, the reverse is also true, bad customer service can lead to a decrease in business, increase in complaints, damage to company reputation and less income. The main focus of our business is to provide the best possible service to our customers. As part of this commitment, it is important that drivers understand the key role they play as representatives of Company to the public. Everything they do and say directly reflects on the Company and its reputation. Accordingly, this part focuses on the interaction between customers and you.

Cairns Taxis believes that the **customer** has a right to expect the following from its taxi service:

- Professional, courteous, and prompt service.
- Service of a consistently high standard and quality.
- Assistance with individual needs.
- Competent, knowledgeable, and well-trained staff and affiliates.
- A fair price for the service; and
- Recognition that the passenger is the prime focus of the business

3.2 Pride in Excellence

- As a driver of a Taxi Vehicle, you are a part of a proud tradition with a long history, providing an essential and personalised transport service to the public.
- Take pride in the service you perform and remember that every customer is an opportunity to demonstrate excellence, in customer service and in driving skills.
- If, at any point in time, you observe conduct in another driver that you cannot proudly associate yourself with, please advise Fleet Services and we will investigate it.
- Each year Cairns Taxis recognises drivers / operators in 3 categories: Driver of the year, M50 Driver of the year and Operator of the year, who also have a chance to win the state award at the TCQ event.

3.3 Dealing with Customers

1. Speak with customers and members of the public in a friendly, respectful, and courteous manner. (*#22 – Appendix D*)
2. Ensure that vehicles are **clean and tidy** at all times.
3. **Assist** passengers in or out of the car whenever necessary.
4. Provide **assistance** with luggage and/or other items, including groceries.
5. Ensure that the number of passengers does not exceed the licensed carrying capacity of the vehicle. (*#8 – Appendix D*)
6. Comply with customer requests in relation to car radio, air conditioning, other car equipment and passenger comfort. Air Conditioning should be on and serviceable, car radio at a comfortable level and all other car equipment in working order and at a level for passenger comfort. (*#22 – Appendix D*)
7. Ensure that scanners are not audible to customers. (*#22 – Appendix D*)
8. Treat account and EFTPOS customers with the same courtesy and respect as all other customers. (*#22 – Appendix D*)
9. Ensure that the taxi meter is activated at all times when engaged. In the event that a meter is not turned on at the start of a journey, that part of the journey that is completed without the meter, **shall be free of charge to the customer**. The driver will receive a warning message. (*#16 – Appendix D*)
10. In the event that a driver is unable to complete a requested trip for any reason, including punctures or accidents, arrange for another taxi be immediately dispatched. A customer is not to be charged for any part of an uncompleted trip. (*#32 – Appendix D*)
11. Maintain a high standard of hygiene and be smartly dressed in the company uniform at all times whilst operating a CTL taxi. (*#21 – Appendix D*)
12. When directed by base to pick up a specific fare (by operator or dispatch), drivers are required to pick up the correct fare.
13. Where alternative routes are available, provide customers with the choice of which route to follow.
14. Except with the approval of the customer, take the shortest practical route to the customer's destination.
15. **Destination Address Misunderstanding:** Where a driver takes a customer, mistakenly, to a different address to that requested by the customer (e.g., Hill St instead of Hall St), it is always to be presumed that the customer provided the correct address and that the driver misunderstood. In such circumstances, the driver is to immediately go to the correct address and then charge the customer an estimate of what the fare would have been for travel direct to the correct address from the original pick-up point. If there is any dispute, the matter should be resolved by way of an estimate provided by the Shift Supervisor.

Drivers are advised to contact query to check all account jobs unless dispatched through the DISPATCH system.

9.10.4 Queensland Transport Subsidy Scheme (TSS)

Drivers are required to accept DTMR TSS Smartcards for 50% of the metered fare to a maximum fair value of \$60. (i.e., max. \$30 subsidy for \$60 fare. If over \$60 then subsidy will be \$30, and passenger pays the balance. \$60 fare equals \$30 paid by customer). If unable to process electronically because of a fault with the car's EFTPOS system, manual dockets in conjunction with the imprint machine must be used. It is a requirement of DTMR that taxis have this equipment on-board at all times.

9.10.5 Interstate Government Taxi Subsidy Vouchers

Taxi subsidy vouchers from other States and Territories are acceptable as part payment for fares. The vouchers must be completed in full and signed by customers. Care needs to be exercised to check the conditions of the vouchers as the subsidy amounts differ from state to state.

Vouchers should be read carefully as some states have differing amounts of subsidies. Always read what it says in the bottom right-hand corner of the voucher for the correct subsidy amount.

9.10.6 \$10 Pre-Paid Taxi Vouchers

Pre-Paid Taxi vouchers are issued by the company to customers for advance payment against future taxi fares. These vouchers are to be accepted similar "as cash," **and change must be given for the difference between the face value of the voucher and the metered fare**. More than one voucher may be used for each trip and/or together with a combination of cash/card. These vouchers are only valid for 12 months from date of issue.

9.11 Use of Manual Imprinters

All cars are required to carry manual imprinters to be used when the EFTPOS facilities are not operational. The manual imprinter must only be used in circumstances where the EFTPOS facilities are not operational. When making use of manual imprinters Drivers must ensure:

- a. The card is a credit card (not a debit card) approved for use by the Company.
 - b. The card has not expired.
 - c. The imprint taken is legible.
 - d. The signature on the card and docket are identical
- Drivers must ensure they take signature from the customer on the driver docket and retain it.

charge cards using the CabCharge GREEN emergency docket. E-Tickets can be processed manually on a green docket in the event they are unable to be read via the EFTPOS Pin pad.

NOTE: Debit cards must NOT be imprinted. (Debit Cards start with a 6-digit number and Credit cards start with a 4-digit number)

9.10.1 CabCharge e-Tickets

There may be a limit on CabCharge e-Tickets on pick-ups from street hails, hotels, railways or airport, or any public place. Only one e-Ticket can be accepted for a particular journey and any excess must be paid in cash. E-tickets can be processed manually on a Green Emergency Docket anytime, **eTicket butts must be returned to the customer with their receipt.**

9.10.2 CabCharge Credit Cards

There may be limit on CabCharge charge cards, in the event that the EFTPOS system is not functioning, and the fare looks like exceeding \$100.00 the driver should request that the customer sign the docket so as to compare the signature on the docket with that on the charge card. Checking of signatures must be a normal procedure where any charge card is involved. Cards can be processed manually on Green Emergency Docket if the entire EFTPOS system down to the entire fleet.

9.10.3 Cairns Taxis Account Customers

Fares may only be charged to a CTL account customer when specifically authorised by the company. For fares booked through the Call Centre, authorisation will be included on the job record.

In the case of rank and hail jobs, the driver is required to contact query so that the street hail can be modified by Query Operator using information provided to the driver by the passenger on any pre-authorised Account. This may be by way of voucher or other verbal information.

Account payments are always made against the booking and trip record, validated using date, time and GPS location data. All account jobs must be completed on the meter unless otherwise authorised. **Query Operator can add account details on request during your journey if required.**

1. Advise Query if you pick up a customer with an account voucher as a street hail, or not corresponding to your in-car booking.
2. Advise Query if an account voucher has been not presented until the end of the journey.
 - a. The Query operator will place the relevant details on your job to enable payment.
3. Advise Query if no TSS card has been presented when pick up or destination remarks require a TSS/Account payment split.
 - a. Query Operator will amend booking to ensure no payment split.
4. Advise Query if a TSS card has been presented when neither pick up nor destination remarks require a TSS/Account payment split.
 - a. Query Operator will amend booking to ensure correct payment split.

16. Ensure that confidential matters relating to the conduct of the company's affairs, including dispatch codes, safety, and emergency procedures, are not disclosed. This includes all forms of social media. (*#10 – Appendix D*)
17. Drivers who believe, on reasonable grounds, that any passenger who is in or about to enter their taxi and is likely to cause a nuisance or annoyance or danger to the driver or other persons may direct the passenger to exit or not to enter the taxi.
 - i. A driver must not give this direction if such an action is likely to endanger the safety of the passenger, as you have a duty of care to the passenger.
 - ii. It is a company requirement that any such incident be immediately reported to the Call Centre via the Query channel.
18. **Mobile Phones:** Drivers are always required to comply with road rules. Conversations should not take place while a fare is onboard. Advise caller you will return call once vacant. Any customer complaints in this regard may be considered as **“conduct unbecoming”** (*#22 – Appendix D*).
19. **Driver Overcharging:** Where a driver has been found guilty of blatant and deliberate overcharging, the company will refund to the customer the full amount charged by the driver and then the driver is required to refund to the company the full amount of the fare charged and that in the event of non-payment within seven days of written notice, the company may suspend the driver's affiliation until the amount is paid.” (*#9 – Appendix D*)

3.4 Diversity of Cultures

As a taxi driver you will constantly encounter people from different countries, backgrounds, religious beliefs, and political motivations. It is important to remember that all customers deserve to be treated equally, and respectfully. (See **APPENDIX A**)

3.5 Choice of Route

If a customer requests that a driver take a specific route to their destination, then the driver is required to take all reasonable steps to ensure that they meet this request.

3.6 Luggage/Groceries

Drivers are required to assist with the loading and unloading of luggage/groceries. A driver **MUST** not refuse a hiring on the basis that the driver does not wish to transport luggage or groceries. Drivers are not permitted to request extra payment from customers for the transportation of luggage or groceries. Drivers are advised to consider manual handling and if the items are too heavy ask the passenger for assistance. (*#22 – Appendix D*)

3.7 Dealing with Members of the Public

Drivers' conduct impacts customers and the public. They should be friendly, courteous, and customer-focused.

1. Drivers should behave courteously with road users and the public.
2. They should refrain from discussing company matters with the press or public.
3. Derogatory comments about any entity on social media are unacceptable. This policy complements other policies on social media use. **THIS INCLUDES ON ALL PERSONAL or PUBLIC SOCIAL MEDIAS.**

For this policy, social media means any facility for internet or mobile based publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, YouTube, Google Plus, and Instagram. This policy is in addition to and complements any existing or future policies regarding the use of social media.

Prohibited Actions

Policy violations may lead to disciplinary action.

- Do not disclose confidential information or publish content that could insult or harm Cairns Taxis Limited, its partners, or suppliers.
 - Do not publish anything that could harm Cairns Taxis Limited's reputation or profitability.
1. Drivers should assist the public when necessary and be considerate.
 2. Touting is prohibited as per Transport Operations (Passenger Transport) Act 1994.

Soliciting or touting

(1) A person must not solicit or tout for passengers for a public passenger vehicle or for a hiring of a public passenger vehicle. *Examples of touting for passengers—pestering a person, or exerting pressure on a person, to be a passenger*

3.8 Dealing with abusive customers

If you encounter an exchange with an abusive customer at some point, here are a few tips:

1. Always maintain a calm, polite and professional manner and try to work toward a resolution.
2. Try to calm down the customer in a respectful manner and explain that you're there to help resolve the issue.
3. Explain that you can understand their frustration and that you are sorry that they are upset
4. Don't try to talk over or interrupt abusive customers. This is only likely to make the situation worse. Let them finish what they are saying, even if it's long and then stated your position. If the customer interrupts, tell them respectfully that you have listened carefully and would be grateful if they could extend you the same courtesy.
5. If it becomes clear that you are unable to deal with an abusive customer effectively, it's time to pass the issue on to Cairns Taxis (suggest customer to call - 4048 8333 or

9.7 Return to Boundary Fares

When a hiring ends outside the Cairns service area the Driver may charge an additional fare to cover the trip back to the licensed area (**if the set price option has not been used**). The driver starts the meter normally and then the system will charge the hirer \$1.00 per kilometre for each kilometre over the boundary.

9.8 STOLEN FARES

To reduce the number of fares taken by drivers that they are not entitled to, the board has resolved that a penalty of five (5) demerit points be applied subject to the proviso that the points would be withdrawn on advice from the complainant that the matter had been satisfactorily resolved.

The normal procedure for placing the car on report is to be followed. All complaints will be investigated, and appropriate letters sent to all concerned. Upon full payment of fare to complainant and advisement that this has occurred, the five (5) demerit points will be suspended. (Appendix D #19)

9.9 OVERCHARGING

The Department of Transport and Main Roads determines maximum fares for taxi services in Queensland under section 91ZR of the Transport Operations (Passenger Transport) Act 1994, Overcharging is when the fare exceeds the maximum fare. Taxi passengers will have confidence that they aren't being slugged with the wrong fare meters are programmed to automatically apply the correct tariff reflecting the time and day of travel, including public holidays. Penalties apply for overcharging customers. (*Appendix D #9*)

9.9.1 Misuse of EFTPOS Facilities

The company expects its drivers to use EFTPOS facilities responsibly and ensure that customers are charged accurately for the services they receive. Misusing EFTPOS facilities by overcharging customers is strictly prohibited and will not be tolerated. If a driver is found to have engaged in such practices, their affiliation agreement with the company will be suspended until the next board meeting.

During this time, the driver will not have access to the dispatch system. The driver will be expected to explain their actions and offer a plan to prevent such incidents from occurring in the future at the board meeting. The Directors may take further disciplinary action, up to and including termination of affiliation, depending on the severity of the infraction and the driver's history with the company. It is essential that all drivers understand the importance of using EFTPOS facilities ethically and the consequences of misusing them.

9.10 Payment

Fares are typically paid at journey's end but drivers can ask for a deposit. Payment methods include cash, Approved Account Dockets, or CabCharge EFTPOS. If EFTPOS isn't working, use the CabCharge GREEN emergency docket. Debit cards should not be imprinted.

In the event that the Fleet's EFTPOS equipment is not working, manually imprint CabCharge

9. FARES

All fares will be charged in accordance with Schedule of Fares.

9.1 Starting Meter

The meter must be started at the start of hiring. For rank or hail work, this is when the hirer enters the vehicle. Where a hiring has been booked, the meter may be activated when the passenger enters the vehicle. For a wheelchair hiring, the meter can only be started once the passenger has been secured in the vehicle and the driver is ready to proceed.

9.2 De-activating the Meter

The meter must be deactivated when the vehicle arrives at the destination and before the passenger exits the vehicle, including passengers in a wheelchair. If luggage is to be unloaded, the driver must deactivate the meter before exiting the vehicle to assist with unloading luggage. If the driver has to stop the hiring at any time, e.g., to put fuel in the vehicle or to examine a map, the driver must **pause** the meter until the journey resumes.

9.3 Booking Fee

A booking fee is applicable to all Dispatched jobs booked through the Call Centre which is added to the metered fare automatically. Booking fees do not apply to rank or hail hiring's.

9.4 Tariffs 7 (H1), 8 (H2) and 9 (H3) High Occupancy

High Occupancy Tariff **must** be applied only if pre-booked and agreed to by the hirer. High Occupancy Tariff do not apply from a taxi rank or hail unless booked through the Call Centre. High Occupancy Tariff **must** not be applied for any hiring that includes a passenger in a wheelchair.

9.5 Soiling Fee

The driver of a taxi may charge the hirer up to the maximum amount of \$143 approved by DTMR for soiling a taxi during a hiring. **The fee charged should cover the cost of cleaning the vehicle and time off the road.** The soiling fee then becomes part of the fare and refusal to pay it is classified as fare evasion.

9.6 Set Price Jobs

The company requires for all Drivers doing set price jobs for A9, the amount of the quote be added to the job by the call centre. The driver starts his meter and advises query of the set price. The operator will modify the street hail price to the agreed amount. The meter then stays "on" during the trip without adding to the fare until the job is complete.

Set pricing cannot be used for **MAXI RATES**.

visit the website), to lodge a complaint.

6. If you at any time feel unsafe **ACTIVATE YOUR A13 ALARM**. (See section 6.2)

3.9 Dealing with intoxicated or unhygienic customers

If a customer is intoxicated to such a degree that you believe they may be a danger to you, themselves, or others, it is acceptable to politely refuse to accept a hiring. Remember that these persons may be easily aggravated.

Drivers should exercise caution when dealing with highly intoxicated customers.

If a customer soils the Taxi Vehicle in any way the Driver may charge a fee for the reasonable anticipated cost of cleaning. The driver should advise customers about the change as per legislation (Max Fee \$143.00)

3.10 Dealing with the Company

1. Maintain a current, valid PIN to access the dispatch system.
2. Keep the company informed as to current address, contact details and bank details. (#29 – Appendix D)
3. Not log on or try to log on to the dispatch system using a PIN that belongs to another driver. (#5 – Appendix D)
4. Not disclose their PIN to another driver. (#5 – Appendix D)
5. Ensure that at the end of every shift that they have correctly logged off from the dispatch system. (#7 – Appendix D)
6. Ensure that dispatch system is always logged on whilst the vehicle is being operated as a taxi. *As per TOPTA – Section 56 (3)(C)*
7. Immediately notify base of bookings made directly with the driver for entry and dispatch via the BCS
8. Adhere to all Policies and Procedures.
9. Comply with the company's Anti-Discrimination policy.
10. Comply with Queensland Transport and Main Roads regulations and the Australian Road Rules.
11. Conduct their affairs with company officers and staff in a friendly and professional manner and not make threats or abuse any company officer. (#11 – Appendix D)
12. Apart from the reception areas, drivers shall not enter the offices or workshop areas of the company without an invitation from a company officer.
13. Comply with requests made by the company, either via phone, or BCS.
14. Comply with any request to present for uniform, vehicle inspections, Camera Downloads or return of company provided standbys.

3.11 Transfer of Bookings

1. Drivers must not transfer an assigned booking to any other Driver.
2. The driver that has got the job must complete the job.
3. Drivers found transferring any booking will be the subject of disciplinary action.
4. Drivers transferring bookings are in breach of the regulations relating to the operation of a BEA. Only booking entities who have a BEA can provide booking services.

3.12 Driver Standards

3.12.1 Dress and Appearance

All drivers whilst in charge of a Cairns Taxi must be dressed in full uniform as described in **APPENDIX B** of the handbook. Drivers must maintain a high standard of grooming, hygiene, and personal presentation. The uniform must be clean and in good condition. The public interacts with Cairns Taxis through its affiliated drivers; therefore, standards of dress and vehicle presentation are important to create a favourable first impression and repeat patronage.

3.12.2 Vehicle Standards

All Drivers whilst in charge of a vehicle affiliated with Cairns Taxis must ensure that the vehicle is maintained to the highest standard. Drivers must always keep the vehicle clean and tidy. Drivers must maintain the presentation of the vehicle, both internally and externally. Vehicles should be cleaned and sanitised on a regular basis to ensure safety. Regular inspections are made of vehicles by Company personnel and letters will be issued stating the deficiency and time frame in which vehicles are to be repaired by and re-inspected.

An Owner and/or Operator are responsible for ensuring that their Taxi Vehicle complies in all respects with the standards set by the board for vehicle standards.

3.12.3 Condition and Service Ability of Taxi Vehicle

The safety of our customers is paramount. Accordingly, Operators must ensure that at all the times the Taxi Vehicles they provide for taxi services are in a good and safe condition (Roadworthy).

3.12.4 Cleanliness and Appearance of Vehicle

- a. Operators must take all reasonable steps to ensure that their Taxi Vehicles are in a good and clean condition as per the Transport Legislation.
- b. Examples of poor cleanliness are:
 - o Soiled, torn, or frayed seat covers.
 - o Soiled or loose interior door trims.
 - o Soiled or loose floor coverings.
 - o Bad Odours.
 - o Unclean or cracked window/windscreen.
 - o Excessively dented or noticeably scratched exterior panels; and
 - o Faded, Dirty or discoloured exterior paintwork.

3.12.5 Inspection of Vehicle

Cairns Taxis regularly carries out fleet inspections of the Taxis, this may require the driver to present the taxi at the specified place for inspections. Drivers must comply with any directions given on this matter.

8. ROAD ACCIDENTS

In the event a Cairns Taxi is involved in a road accident, the following procedure is to be adhered to by the driver:

1. Turn off the main LPG valve if applicable.
2. If somebody is injured, call for Ambulance, Police and/or Fire Brigade. This can be by phone or query (full details must be provided)
3. Do not make any written statement to the police; however, the law compels a driver to immediately report a collision where anybody has been injured. The law carries a penalty fine if a driver fails to report such accident in a reasonable time.
4. If a person is trapped or there is a fuel spill, call for Fire Brigade.
5. Under no circumstances admit any liability. Do not discuss the accident before any witnesses, or with anyone else. Comments can be misinterpreted in a court of law and may affect insurance liability.
6. Obtain the name and addresses of:
 - (a) All independent witnesses (this is most important).
 - (b) All passengers in your car.
 - (c) All passengers in other car/s involved in the accident.
 - (d) Driver/s of the other car/s involved in the accident and the license details of such driver/drivers.
 - (e) Any witnesses to conversations at the scene of the accident.
7. Take registration number, expiry date and owner of any other car/s involved in the accident and obtain all insurance details of such car/cars.
8. Take name/s and number/s of police officer/s who takes/take particulars of, or witnesses, the accident.
9. Give necessary details to other party/parties involved in an accident - name, address, registration number and expiry date, insurance company details of the Cairns Taxis Proprietor, and the name, address and licence details of the Cairns Taxi Driver involved. ALWAYS MAKE SURE you give the name and addresses of the owner of the vehicle; NEVER just state - Cairns Taxi No. 200.
10. If towing is required in the event and a taxi is not drivable after an accident - notify the Call Centre and contact the owner / operator of the taxi.

NOTE: The taxi owner or manager is required to notify the insurance company immediately of any accident involving injury to persons or damage to property.

seriousness of the condition during which time you may be treated with blood thinners.

It is important for drivers to take some preventative measures.

- Exercise and stretch your legs at every opportunity, i.e., get out of the car and assist passengers with their luggage, just don't release the boot catch from inside the car.
- Get out of the car and walk around to get the blood moving!
- Smoking, obesity, poor diet, and high blood pressure will also increase the risks of forming clots.

7.6 SKIN CANCER

Scientific evidence over the past several decades indicates a trend of decreasing cloud cover and increasing Ultraviolet Radiation levels all over Australia.

Exposure to the sun's Ultraviolet Rays predominately cause skin cancer. Australia has the largest rate of skin cancer in the world. In Queensland it only takes 12 minutes to burn the unprotected skin. It is essential that to protect yourself from the harmful Ultraviolet Rays you do the following: -

- SLIP on a long-sleeved shirt which provides extra protection, in particular a driver's right arm as that can be the one that is constantly exposed to the sun's rays during the day whether regardless of the window being up or down. Closed weaved fabrics provide better protection.
- SLOP on sunscreen (30+ broad spectrum, water resistant is best). This should be applied 20 minutes prior to exposure to the sun and re-applied every 2 hours.
- WRAP on sunglasses that meet Australian Standards AS1607. Wrap around styles glasses provide the maximum protection for your eyes.

7.7 MOBILE PHONES

The use of a mobile phone whilst the vehicle is moving, or stationary but not parked is an offence under the Australian Road Rules and is not a practice consistent with the safe driving of a passenger transport vehicle.

The use of mobile phones by motorists is one of the leading causes of motor vehicle accidents in Australia. Accordingly, legislation has been enacted making the use of handheld mobiles while driving illegal. Handheld mobile phones are considered dangerous when used whilst driving. Drivers should consider the use of a Bluetooth device.

Drivers must not use a mobile phone at any time while driving a Taxi Vehicle. Drivers may use their phones when it is safe to do so and when no customers are present in the Taxi Vehicle. Apart from considerations of safety the use of a mobile phone may be considered inappropriate by some customers. Private phone conversations should not be undertaken while fare paying passengers are on-board the taxi.

NOTE: One of the biggest cause of crashes is distraction. Holding a telephone conversation delays your reaction time by 27%

3.13 Driver Service Standards

3.13.1 Road Behaviour

The Traffic Act and its regulations must be adhered to at all times by all Cairns Taxis Drivers. The vehicle you driver is highly identifiable and as such your acts are noticed.

3.13.2 Cairns Taxis Driver Responsibilities

As professionals your driving standard is always on show. How you drive has a reflection on you as a driver and on Cairns Taxis as an organization. Drivers are required to:

- Adhere to the Rank Rules of Cairns Taxis in **section 5.2**.
- Drivers are not to **TAILGATE**, they must give way to cars on roundabouts, **not use mobile phone whilst driving**. Drivers are always to display courtesy to other drivers/vehicles on the road.

3.13.3 Taxi Driver ID Display Card

Taxi Drivers in the Cairns Taxi Service Area are required to display this card whenever operating as a taxi service and **must be in full view at all times to all passengers**.

If you're waiting for your ID card from TMR, you must obtain an Authorised temporary Interim Card from Cairns Taxis Fleet Services and when you have received your original ID you must return the Temporary Interim Card.

3.14 Dealing with other Drivers

1. Conduct their affairs with other drivers in a professional, respectful, and friendly manner.
2. Never allow any disagreement to become obvious to members of the public.
3. In the event that a driver has a complaint concerning the conduct of another driver in relation to the company's policies and procedures. The driver must be advised of the complaint within 30 minutes, notification sent by message or query from Call Centre.

A written report must be lodged within seventy-two (72) hours. This is also available on-line at <https://cairnstaxis.com.au/driver-intranet/>

4. If vacant, do not pass another vacant taxi travelling at the prescribed speed limit towards a rank.

3.14.1 Drivers Licence

Driver must hold an appropriate class of licence to operate a Taxi Vehicle.
For example, most Drivers will be required to hold a 'C' Class licence.

It is the responsibility of all Drivers to maintain their licence. **The Company is not responsible in any way for ensuring Driver's Licences are renewed at the relevant times.**

Drivers must supply a valid legible copy of licence to the company to ensure the dispatch system does not lock them out. This must be completed during office hours Mon-Fri 8:30am-4:30pm.

3.14.2 Industry Authority

Drivers operating Taxi Vehicle services must ensure that they attain and maintain DA subject to the legislative requirements in force at the time. **The Company takes no responsibility for ensuring that Drivers Authorisations are current.**

If granted a provisional Driver's Authorisation, a Driver must comply with all the conditions and requirements of the Authorisation. ***If for any reason a Driver's Authorisation is not granted, revoked, or otherwise cancelled, the Driver must not operate a Taxi Vehicle.*** Drivers must not operate a Taxi Vehicle unless they are carrying evidence of their Driver's Authorisation in the standard form required by legislation at the time.

Drivers must supply a valid legible copy of the Driver's Authorisation to the Company to ensure the dispatch system does not lock them out. This must be completed during office hours Mon-Fri 8:30am-4:30pm.

Drivers must provide the Company with copies of their Drivers Authorisation and Licence in the required format. It is the responsibility of every Driver to ensure this information is maintained by provided new copies of documents whenever they are renewed or varied.

3.15 Assistance Animals

Drivers are required to carry guide, hearing, and assistance dogs. Guide and assistance Dogs provide Queenslanders who have an impairment with a safe means of independent travel. Assistance Dogs have the right to enter public places – including shops, hotels, motels, restaurants, as well as taxis, buses, and trains, which is protected by law. ***The Guide, Hearing and Assistance Dogs Act 2009 provides legal access for persons who require the aid of a Guide Dog to enter public places and public passenger vehicles.***

3.16 Sexual Harassment

Sexual harassment is any unwanted or uninvited sexual behaviour that is offensive, embarrassing, intimidating, or humiliating. It has nothing to do with mutual attraction or friendship. Sexual harassment is serious – and against the law. Sexual harassment can take many different forms – it can be obvious or indirect, physical, or verbal. It includes behaviour that creates a sexually hostile or intimidating environment.

For example:

- unwelcome touching
- staring or leering
- suggestive comments or jokes
- sexually explicit pictures, posters, screensavers, calendars
- unwanted invitations to go out on a date
- requests for sex
- intrusive questions about a person's private life or body
- insults, name-calling, or taunts based on your sex
- derogatory graffiti
- sexually explicit emails, text messages, etc.

Drivers that exhibit these behaviours may be immediately suspended or have access to the dispatch system removed. They could also face criminal charges.

as mixing drugs, or drugs and alcohol can seriously affect your ability to drive safely.

- Driving whilst under the influence of any drug/s has the same severe criminal repercussions as driving under the influence of alcohol.

7.4 FATIGUE

This issue affects all road users but is particularly relevant to the Taxi Industry. Fatigue is a general term used to describe the experience of being “sleepy,” “tired” or “exhausted.” Fatigue is both a physiological and a psychological experience. Driver fatigue can severely impair judgment.

Under section 10 of the Transport Operations (Passenger Transport) Standard 2010, A driver must not operate the vehicle if the driver's fatigue level may endanger passenger safety.

Section 10 Fatigue management – PG9

(1) A driver of a relevant vehicle must not operate the vehicle if the driver's fatigue level may endanger passenger safety.

Note: All drivers will be automatically logged off from the Dispatch System after 16 hours in every 24

Warning signs of fatigue:

- ✓ Car wandering across the road
- ✓ Day dreaming
- ✓ Unintentional increases or decreases in speed
- ✓ Dim or fuzzy vision
- ✓ Red, sore, or heavy eyes
- ✓ Repeated yawning
- ✓ Impatience and frustration
- ✓ Increased hunger
- ✓ Mistaking inanimate objects as fares i.e., trees, posts, wheelie bins.

Avoid quick fix “stay awakes” such as double-dosed coffee, energy drinks (Red Bull) or “No Doze” tablets.

Develop strategies to deal with fatigue such as: -

Get plenty of sleep in between shifts.

- ✓ Take short breaks during your shift.
- ✓ Use the car's air conditioning to increase your comfort level
- ✓ Do not drive longer than 14 hours per shift.
- ✓ Eat healthy food. Avoid consumption of fatty high calorie foods and drinks.
- ✓ Have regular health checks to ensure you do not have a sleep disorder.

7.5 DEEP VEIN THROMBOSIS

There has been a great deal of publicity about this condition, particularly in regard to airline travel but problems with DVT are also as much relevant in the Taxi Industry. Taxi drivers spend a lot of time in a sitting position (sedentary), without movement.

DVT is a blood clot in a deep vein which forms on the valves within the veins and may subsequently increase in size to completely block the vein. Sometimes part of the clot may break off and travel through the bloodstream to the lungs, which will cause serious health problems. Hospitalisation would probably be required for 5 – 10 days depending on the

7.2 ALCOHOL

When driving a taxi, drivers must have a blood alcohol concentration (BAC) of zero. If you drive a taxi whilst under the influence of alcohol, you will be charged. If you are convicted, you face serious penalties and consequences:

- Your Queensland driver's license and DA will be cancelled.
- You will be disqualified from holding or obtaining a further Queensland driver license for as stated period (2 years)
- You will be fined and may be jailed as well.

BAC is a measurement of the amount of alcohol in your body.

- BAC is measured in grams of alcohol per 100 millilitres of blood.
- A measurement of 0.05 per cent BAC means your body contains 50 milligrams of alcohol per 100 millilitres of blood.
- As soon as you start drinking your BAC begins to rise.
- It takes 30 to 60 minutes after you have stopped drinking for your BAC to reach its highest concentration.

Insignificant amounts of alcohol leave your body in your urine, sweat and breath. Your liver breaks down most of the alcohol. A healthy liver breaks down less than one standard drink per hour.

Factors affecting BAC:

- How much alcohol you drink?
- The time period over which you consume alcohol.
- How much you weigh.
- How long since you have last eaten.
- Whether you are fit.
- The health of your liver.
- Whether you regularly drink.
- Your mood.
- Your gender.
- The type of drink you consume.

7.3 MEDICATIONS and OTHER DRUGS

Many drugs can impair your ability to drive. It is important to be aware of the effects that drugs can have on your driving ability. They can affect your vision, mood, judgment, muscle control, reflexes, coordination, and level of alertness. This can increase your risk of having a crash. If you combine drugs with alcohol, the risk is even greater.

- Avoid driving if you are taking prescription or over-the counter medications that could affect your driving ability.
- Always ask your doctor or pharmacist if the medication could impair your driving.
- Always ask for advice from your doctor or pharmacist if you're taking more than one medication or want to change the amount you're taking.
- Many other drugs (including illicit drugs such as cannabis, speed, ecstasy, cocaine, and heroin) can affect your driving.
- Never drive when you've consumed recreational or illicit drugs, mix at your own risk

4. Rules and Procedures – Dispatch

4.1 Dispatch Codes

A5	Parcel delivery	A17	Proceed with caution. Only to be used to indicate a traffic hazard or when police/ambulance assistance is required
A9	Going out of Cairns Taxi Service Area	A20	No fare at address (No Fare)
A12	Potential physical danger	A51	Access to the BCS is denied
A13	For use in EMERGENCY – person in physical danger, immediate help required	A60	Fare is undesirable
A14	Time Booking	M50	Disabled person requires a wheelchair accessible vehicle.

4.2 Time Bookings – A14

All bookings must be processed through to the Call Centre.

The procedure for time bookings is as follows:

Contact Query operator via the dispatch system and inform them that you have a time booking for a customer.

Provide the following information in the correct order:

1. The time of required booking
2. The house, unit, or room number
3. The street address or hotel/property name
4. The person's name and number of passengers travelling.
5. The destination
6. Any further remarks if applicable

Example: 0600 hours, Wednesday. Room 435, Hides Hotel, Mr Smith 2 pax to Airport. **NOTE: No Time Bookings accepted from licensed premises unless staff.**

4.2.1 Account Bookings

Account bookings are important to Cairns Taxis and as such these may be limited to preferred drivers. **Account Bookings cannot be personalised by drivers.** If a driver waits out the front of a premise that holds an account with CTL, in the hope of getting the job modified once the person is in the vehicle, will find that the details will not be given, or the job modified.

4.2.2 Personalised Bookings

Personalised bookings are acceptable, **THESE MUST BE ENTERED IN TO THE DISPATCH SYSTEM.** The reason for this is Cairns Taxis has a Booking Entity Authorisation (BEA) "If you arrange bookings for a personalised transport service (taxi, limousine, or ride-booking) you need to have a (BEA)."

If a customer wishes a driver to personalise a job, it is a requirement that the driver advises base of the booking using the Time Booking process, asking that it be personalised to his DA or Vehicle. **All PBS bookings** must be entered into the system (**at least 15 minutes**) prior to

the driver requesting the PBS job and cannot be immediate, or from a rank. Failure to do so will be in breach of this rule and be subject to penalty 18. *Failure to notify CTL of a booking* (5 Points).

Drivers of personalised booking must ensure that the passenger is picked up on time to avoid possible late pick up penalties.

4.3 Job Dispatch

Jobs are dispatched according to BCS parameters and conditions and suitability of the vehicle for the particular job. A list of the zones is provided in Appendix C.

4.4 Late Pickup

A late pick up is defined as the direct actions of a driver which causes unacceptable delays to the pickup of a passenger. (#23 – Appendix D)

4.5 No Fare (A20)

A “No Fare” (A20) will **not** be given for jobs that are less than 4 minutes **after** dispatch time or less than 4 minutes after required time for time bookings. Request for “No Fare” will be given automatically by the system providing the car is at the job (located via GPS) for approximately 2 minutes and the job is 4 minutes or more **past** the applicable booking time. However, if the job is an account job this will need to be verified by the Call Centre.

4.6 Priority Work

A job is priority work if it is an M50, School Run, Time Booking, Account work, Priority/Vehicle Assigned, any job taken from cover screen or any job older than 6 minutes from original dispatch time. The system will allocate a Priority job to the closest vehicle that meets the capabilities of the job. Refusal to accept and/or do the job will incur the car **a penalty**.

4.7 Bid

Drivers may bid for available work with their meters activated when jobs show on their home screens, and they request the job. Drivers selecting and accepting work via the bid, may have the job recalled ensuring that the customer does not experience pick up delays.

4.8 Recover Job

A job recover occurs where a driver accepts a job and but is unable to complete the job and subsequently chooses to have the job recovered for re-dispatch to the fleet. Penalties will apply.

4.9 Reject Job

If a job offered to a car is not accepted by the driver before the bid time expires, it will be deemed that the driver has rejected the job. Rejection of M50 and directly assigned (priority) work is not permitted. (*Penalties Apply*). Any M50, priority work inadvertently rejected or through exceptional circumstance must be followed by a voice call to query within reasonable

7. WORKPLACE HEALTH AND SAFETY

Both taxi operators and taxi drivers have obligations under the Workplace Health and Safety Act 1995 (the Act) as self-employed persons.

Under the Act:

A self-employed person has an obligation to ensure the self-employed person's own workplace health and safety in the conduct of the self-employed person's business or undertaking. A self-employed person has an obligation to ensure other persons are not exposed to risks to their health and safety arising out of the conduct of the self-employed person's business or undertaking.

A person who conducts a business or undertaking has an obligation to ensure the workplace health and safety of each person who performs a work activity for the purposes of the business or undertaking.

In each case, the party is responsible for those things over which the person has control. For example, the taxi operator has a responsibility for ensuring that the vehicle is appropriately maintained to ensure its safe use. At the same time, the taxi driver has a responsibility to inspect the vehicle at the beginning of each shift to determine the roadworthiness of the vehicle. Where the driver suspects that the vehicle may be un-roadworthy, the driver has a responsibility not to use the vehicle.

7.1 CLEANING AND DISINFECTION RECOMMENDATIONS

It has recently been discovered that viruses (like the coronavirus COVID-19) can live on some surfaces for several hours or even days. Research found that the virus remained detectable for up to three hours in the air, up to four hours on copper, up to 24 hours on cardboard, and up to 72 hours on plastic and stainless steel.

Most car interiors have plastic! It is important to get rid of viruses from these surfaces so that you don't get it or pass it on to anyone else. **Your seats, steering wheel, radio controls, door handles, cup holders and payment equipment are high contact areas** and can easily be cleaned to stop the spread of viruses.

What to clean?

- Door handles (internal and external)
- Internal handles above doors and grab handles
- Seats and seatbelts
- Head rests
- Window controls
- Payment terminals
- Boot lid
- Steering wheel
- Dashboard
- Control buttons
- Gear stick
- Cup holders
- Centre console

6.4 Fare Evasion

Fare evasion is an offence under the Transport Legislation (Section 143AD (1) and (2)). If it occurs during a shift, consider the following: -

Drivers are advised to think carefully before taking action. Drivers have been injured and assaulted chasing 'runners'. If you catch them, your legal situation is ambiguous, and remember a driver cannot prevent a passenger from exiting a taxi.

The best option is to continue working and report the incident to POLICELINK on 131444, the nearest Police Station, OR online <https://forms.police.qld.gov.au/launch/StolenProperty> at your earliest convenience. **(Preferably at the end of your shift or at/before the start of your next shift the following day)** provided you do the following: -

- Press the comfort button for the images to be stored on your car's TSCS. *(Must be done within the first 2 ½ minutes of the offence)*
- Make good notes of the job details (pickup and drop off locations etc) and other relevant information such as the person/s description.
- **Notify the Query Operator and the matter will be recorded.**
- If you have stored the images on your camera system either via the "A13 alarm" or manually pressing the "comfort button" and decide to take the matter further – report the crime to the QPS and get a QPO or a criminal report number. Advise base of the QPO so that a download can be facilitated the next business day.

(See also section 6 - Emergency Procedures.)

Or you can choose to: -

- Contact Query to call for the QPS (police) and wait for them to attend. Unfortunately, it is an unpleasant fact that 'fare evasion' does not receive a high priority and you could be waiting a long time which ultimately costs the driver more money than it is worth.
- If the police are asked to attend a 'fare evasion' they have the option to just issue the offender with an "on the spot" fine of \$300. If they do this the driver will not be able to have the fare reimbursed.

NOTE - Camera downloads will only be done if you have a QP or criminal incident report number from the QPS

time and may be reassigned to that vehicle.

4.10 Carrying Parcels/Goods/Animals/Bikes

Each taxi and driver are programmed in the Dispatch System with various "**capabilities.**" These capabilities are used to control the dispatch of bookings to certain vehicles and/or drivers. For example, the Operator requests the capability for their car to carry parcels, animals, and bikes. Bookings for these jobs will be allocated to all cars with the capabilities. **All cars are required to carry seeing eye or assistance dogs regardless of the capabilities set for the car.**

4.11 A60 (Undesirable Fare)

Any driver who from previous experience knows a customer on a dispatched job will cause a nuisance or annoyance through either a personality clash, non-payment of fare, behavioural issues or similar can call the job A60 without going to the address, **PROVIDED** the driver has lodged a written application with **Fleet Services** setting out the reasons for the A60. These require approval in **advance**, if it is not pre-approved then the driver must be at the location of the job. Approved A60 addresses and phone numbers will not be dispatched to drivers that have followed the correct procedure.

Customers may also request an A60 against a driver, in this is the case the driver will not be considered for these dispatched jobs.

4.12 BCS Logoff

Drivers are required to "logoff" from the dispatch system at the end of each shift and before handing the vehicle over to another person's care.

IMPORTANT: *Drivers are reminded that if they have changeover, they need to log off to prevent getting dispatch work sent to their vehicle. Not adhering to this process may leave the driver liable for penalties.* **NOTE:** *All drivers will be automatically logged off from the Dispatch System after 16 hours in every 24. Drivers need to accumulate 8 hours of Logoff Time in every 24-hour period to be credited another full 16 hours logon*

5. Rules and Procedures – Ranks

To facilitate the movement of passengers in and around the area it may be required for the dispatcher to send cars to ranks.

5.1 Rank/Zone Locations

CITY RANKS

All ranks are auto plotted once you drive on to the rank.

- CITY/CBD: Feeder (Zone 3) - Ergon Energy, Lake Street, [E 2 RANK FEEDER]

(Secure rank Fri/Sat between 22:00—04:00)

- Gilligan's (Zone 5) between 2200 – 0600 Hours [E 2 RANK GILLIG]

Gilligan's Holding Zone (Zone 4) between Spence/Hartley [E 2 FEEDER GILL]

- Airport [A AIRPORT]
 - Domestic (Zone 28) [A RANK DOMESTIC]
 - International (ZONE 26) [A RANK INTERNAT]
- McLeod Street, Cairns Central Shopping Centre [E 3 RANK MCLEOD]
- Railway Station - Main rank Inside and under car park. (*no plot*)
- RSL Esplanade (at the bus stop out front) (*no plot*)
- The Pier (opposite main entrance) (*no plot*)
- Salthouse (CYC) (Taxi Zone - **no sitting** only for drop off and pick up)
- Reef Fleet Terminal (Taxi Zone - **no sitting** only for drop off and pick up)
- Abbott Street – Centre Parking opposite The Cairns Post
- Woolworths Abbott St - Outside front of Woolworths
- Cruise Ship Terminal - Wharf No: 3 (Enter from Wharf / Lake St lights)
- Cocoa Amour. 91 The Esplanade - **2 minutes only**
- McDonalds, 61 The Esplanade 1800 – 0600 Hours

2 minutes only BETWEEN 0600 AND 1800

Camera Status

The Status Indicator Light on top of the Comfort Switch shows the status of the camera at any time:

StreamMax System
PWR (BLUE) -system is powered
ALM (ORANGE) - there has been an event or there is an issue with the system
REC (GREEN) - system is recording
ERR (RED)* - there is a major fault with the system

NOTE: * Immediate attention is required if the light is RED blinking. The vehicle must be taken into RAD Connect on the first business day.
Immediate attention is required if the light is RED. The vehicle must be taken into RAD Connect on the first business day.

How and When Images Will Be Downloaded

Following an incident, a Driver may require images to be downloaded. Downloads can only be authorised by DTMR or Queensland Police Service, or an authorised download station. Drivers are to report the crime/incident to the QPS and obtain a QP or crime incident report number, plus the name of the issuing police officer and the station where it was reported. The driver can then advise query of the QP number or email fleetservices@cairnstaxis.com.au

If the driver has taken the correct course of action at the time of the incident, by pressing the Comfort Button or the A13 alarm the images will be stored in protected memory.

Notes:

- Drivers should note as much detail as possible about the incident at the time for future reference and/or use and also notify the Query Operator at the time so that it is also logged into the incident book.
- Drivers by law are not allowed to view the images when being downloaded. The images must be identified from the description provided by the driver on the download paperwork.

6.2.1 Cancelling an A13 Alarm

An A13 emergency situation should only be cancelled by another taxi driver in **visual contact** with the A13 Car reporting to base that the driver is not in any danger or the driver activating the A13 alarm advising the Call Centre through the silent call that they are not in any danger. Until the A13 is cancelled in accordance with this procedure, the Call Centre proceeds with the A13 procedure as detailed in the previous section.

6.2.2 A13 Re-set

If an A13 alarm is activated and then cleared, the driver must immediately re-set the system. This is done by resetting the green light at the appropriate location on the vehicle.

6.3 Security Camera

In an effort to deter potential threats and for the well-being of drivers, DTMR has approved the compulsory installation and use of taxi security camera systems (TSCS). They have proven to be a significant deterrent to potential troublemakers and their widespread use should greatly improve Driver safety with the best possible protection.

NOTE: Fines of up \$4554 can be imposed on anyone who intentionally damages or covers the lenses.

How Do They Work

Security cameras operate continuously but driver intervention in certain circumstances enhances their effectiveness and driver safety. Consequently, drivers need to be aware of and familiar with the following features and requirements:

Emergency button (A13 alarm Button)

Activation of the A13 will immediately cause the camera to switch to “fast” image mode (increase the number of images per second) and store images in the protected memory for 5 minutes before and 5 minutes after activation of the switch. Images stored in the special protected memory and are kept safe for a minimum of 6 Months.

There is sufficient protected memory to accommodate six emergency activations within a seven (7) day period.

If the protected memory reaches its capacity, the emergency trigger and the comfort switch become ineffective. A red/green blinking of the status indicator signals the protected memory full condition. A red/green status condition requires the security camera memory to be ‘unlocked’ by CTL communications department.

Comfort Button (Suspicion)

NOTE: It should be used whenever a driver feels in any way uncomfortable/suspicious about a passenger/s or situation at any time, for any reason. The Comfort button operates completely separately to the A13 system. It operates in an equivalent manner to the Emergency button in that it causes increased frequency of images and provides protected storage both before and after activation. The difference is that it stores fewer images and can therefore be used many more times before it fills the protected memory.

SUBURBAN RANKS

Zone	Barlow Park (Severin St side 2 bays)
Zone	DFO Shopping Centre
Zone	Earlville Shopping Centre (at rear entrance)
Zone	Cannon Park Racecourse
Zone	Raintrees Shopping Centre (Main rank at rear next to bus stop and, also in front of Tavern Lounge)
Zone	Mt Sheridan Shopping Centre (next to public phones)
Zone	Piccones IGA Edmonton –
Zone	Sugarworld Shopping Centre
Zone	Cairns Base Hospital (North of Sea Breeze Cafe - 3 bays)
Zone	Dunwoody’s (Sheridan St side only)
Zone	Smithfield Shopping Centre - North rank (at the side of the Post Office)
Zone	South rank (Under canopy next to Woolworths)
Zone	Skyrail (In car park, rank rules do not apply)
Zone	Clifton Village Shopping Centre (in front of Coles—2 bays)

5.2 Rules and Procedures

- All ranks are auto plotted.
- When the driver of the front car on a rank has accepted a dispatch job, he must immediately vacate the rank. If a car on a rank reject or recalls a job, the car must immediately leave the rank.
- If picking up passengers on or near a rank, ensure that they are directed to the first car on the rank.
- A vacant car on a rank is entitled to the first walk-up fare even if the fare has telephoned and the job has been allocated to another car. The car picking up **MUST** advise base. **Rank rules do not apply at Skyrail rank;** all drivers need to ask to pick up before taking a fare unless they have a bona fide dispatch job.
- A customer may select their preferred car, which may not be the first car on the rank.
- In the event of a dispatch job being received at the same time as a walk-up fare, the walk-up fare is to be accepted and the dispatch job recalled.
- Passengers must always be served in turn, starting with the head of the queue.
- When paying off a fare at a rank, pay off at the back of the rank and then move forward towards the front of the rank when vacant.
- Cars on ranks must promptly move forward to the front of the rank.
- Between the hours of 0900 - 1900 hrs daily cars plotting the Shopping Centre

- ranks listed below will get Zone priority for dispatch assigned jobs.
- Mount Sheridan,
- Earlville,
- Raintrees,
- Westcourt,
- McLeod St
- Smithfield North or South,
- Piccones Edmonton or Coles Edmonton
- and Clifton Village
- k) Pickups on both Domestic and International airport ranks are through the boom gates via the use of a valid CAPL access tag installed in the taxi and incur the airport toll (GAC) which is added automatically to the meter immediately it is engaged.
- l) Cars plotting Domestic airport zone at the airport that plot position #6 or higher must proceed to the holding Zone and await their position change to 5
- m) If vacant, do not pass another vacant taxi travelling at the prescribed speed limit towards a rank.
- n) Cars are not permitted to park on a rank whilst on a break or offline. Any car that does this is subject to Penalty. (#28 – Appendix D)

5.3 Airport Access

All drivers are required to maintain their airport access card to ensure the ability to access the airport for customer service. Should a driver be suspended by the airport for any reason, then Cairns Taxis will also implement a suspension of the capability to receive airport bookings for the same time frame as the one imposed by the airport.

Drivers that are suspended from the airport must take every possible precaution to ensure that they do not pick up passengers that are going to the airport.

When picking up hails, if they are going to the airport, a driver that is suspended must apologise to the customer and inform them that they will organise an airport taxi for them. The driver is to then contact query and request another taxi to pick up the customer.

6. EMERGENCY PROCEDURES

6.1 A12 - Possible Physical Danger

Should a driver feel that safety may be threatened, the company recommends that an A12 situation be declared and that the driver presses the comfort button of the security camera system.

The driver can advise base to monitor the driver closely by sending the A12 Message. ***“Can you please monitor me; I may need 000 Emergency.”***

This will advise base that you require monitoring and may need 000 Emergency if things get worse.

6.1.1 Cancelling an A12

Drivers can cancel an A12 at any time simply by sending the All-clear message to base. **“Please cancel Monitoring, all is clear now”**

6.2 A13 - Immediate Physical Danger

This is for **EMERGENCY SITUATIONS ONLY. PLEASE NOTE ACTIVATION IS IMMEDIATE.**

In cases of emergency, drivers can alert all drivers in close proximity and base of their location through using the 'Emergency Button'. Once the emergency button has been pressed, a message is sent to the 5 closest vehicles and base advising of the emergency.

There are TWO (2) ways a driver can advise base of an A13 situation: -

1. By pressing either of the vehicle's A13 alarm buttons by hand,
- Or**
2. By pressing either of the vehicle's A13 alarm buttons by foot.

NOTE: Ensure that the scanner is turned off. A car's A13 alarm will **NOT** work if the car is logged off but will work if the car has been inhibited (A51) for a set period. Activate via any of the normal A13 methods.

At the same time, the DISPATCH system will call base, which allows the operator to hear what is going on within the taxi. The GPS at base will immediately provide a location and other status details of the vehicle on the mapping system and track the vehicle in real time providing the direction of travel. This information is also relayed to the closest cars to the emergency.

However, where it is possible and safe to do so, without alerting passengers, drivers should, during dialog with passengers, give regular indications of the vehicle's location, destination, and any other relevant information. The Call Centre will continue to monitor the situation via the silent phone call.

The above process will continue until such time as the Call Centre is advised by another taxi driver or police that assistance has arrived