



## 5 General

Drivers shall:-

- (a) pay attention to personal hygiene and dress so as to present a professional image to the public;
- (b) be polite, helpful and fair to passengers;
- (c) drive with care and due consideration for other road users and pedestrians;
- (d) obey all Traffic Regulation Orders and directions at all time;
- (e) not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- (f) not drive while having misused legal or taken illegal drugs;
- (g) fulfil their responsibility to ensure compliance with legislation regarding the length of working hours;
- (h) not eat in the vehicle in the presence of customers; and
- (i) respect authorised officers at Authority offices and elsewhere during their normal course of their duties.

## 6 Disciplinary Hearings

Drivers should be aware of the powers the Authority has to take action, by way of suspension, revocation or refusal to renew a driver's licences where:-

- (a) the driver has been convicted , since the grant of the licence, of an offence involving dishonesty, indecency or violence;
- (b) the driver has been convicted of an offence under the legislation or Hackney Carriage and Private Hire Licensing Policy relating to taxi and private hire regulation; and
- (c) there is a breach of condition or this code.

Guidelines for dealing with offences committed by licence holders are detailed in **Appendices K and L**.

## Appendix I Dress Code



The Authority is committed to encouraging the professional image of the trade and it considers that drivers should conform to a minimum standard of dress, as set out below, in order to raise and maintain the profile of the licensed trade. Whilst the Authority does not wish to impose such standards by way of conditions to any licence it expects, however, that such standards will be maintained at all times.

## Acceptable Standards of Dress within this code

### (1) Tops

- Shirts, blouses, T-shirts, or sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses can be worn with a tie or open-necked.

### (2) Trousers/Shorts/Skirts

- Trousers may be either full length or shorts if tailored.
- Female drivers should not wear short skirts.
- Smart jeans type trousers permitted.

### (3) Footwear

- Footwear should fit around the heel of feet.

## Examples of Unacceptable Standards of Dress within this Code

- Bare chests
- Unclean or damaged clothing or footwear
- Clothing with offensive words, logos or graphics
- Sportswear promoting sports teams
- Clothing with studs or sharp edges
- Beach type footwear (e.g. Flip flops and mules)
- Baseball caps or 'hoodies'
- Tracksuits or Shellsuits

## Appendix J

# Private Hire Operator's Licence Conditions