



# Black & White Cabs

## Code of Customer Service

### TAXI OPERATORS

The following sets out responsibilities of taxi operators under the Black & White Cabs Code of Customer Service and how to meet these responsibilities.

<b>COMPONENT</b>	<b>MINIMUM REQUIREMENTS</b>
<b>Information Communication</b>	Convenient access will be provided for the public to make enquiries about the service. This will include telephone, facsimile, website, e-mail and in person. Information to passengers and the general public about the services will be provided in formats that are 'user-friendly' and non-discriminatory. Drivers are expected to be able to provide information about services to passengers who request this. This may be by providing information directly or referring the person to an appropriate telephone number or other contact.
<b>Passenger Assistance</b>	<p>Drivers are expected to provide passengers, when requested, with reasonable assistance to enter or leave the vehicle or with luggage. This assistance can only be provided if it does not compromise the safety of the driver, the passengers or the operation of the service.</p> <p>Drivers are expected to recognise situations where the provision of such assistance would compromise the safety or the operation of the service.</p>
<b>Staff Behaviour</b>	All staff of the service will act courteously toward passengers and the public at all times
<b>Fatigue Management</b>	Drivers are expected to recognise signs of fatigue and to not operate a vehicle when their level of fatigue is such that it may endanger the safety of passengers.
<b>Non-Discriminatory Service</b>	Staff and affiliates will be trained to be aware of their responsibilities under Queensland and Commonwealth anti-discrimination legislation and to provide services in a non-discriminatory manner. This means that passengers must not be treated unfairly or unequally by staff on the basis of their race, sex, religion or disability.
<b>Driver &amp; Vehicle Identification</b>	All vehicles must be identified as being affiliated with Black & White Cabs and all drivers must carry evidence of their driver authorisation.
<b>Appearance of Staff &amp; Vehicles</b>	<p>Vehicles must be clean and tidy when performing the service.</p> <p>Drivers must be well groomed and dressed in the company uniform at all times when driving a Black &amp; White Cab.</p>

**Passenger Comfort & Safety**

Vehicles must be in a safe condition to provide a public passenger transport service whenever in operation. This must be established by applying Quality Assurance practices to operations and maintenance programs.

Vehicle features and accessories provided for passengers and regarded as being appropriate for the service must be in working order (eg: air conditioning and interior lighting).

Drivers must operate vehicles in a manner, which demonstrates regard to the well-being, comfort and safety of passengers and the public. This includes:

- Not exceeding the speed limit;
- Driving safely to suit the conditions (eg: rain, rough road).
- Not operating a vehicle unless they have a zero blood alcohol concentration;
- Not operating a vehicle whilst under the influence of a drug which affects or could affect their ability to safely operate the vehicle. Drivers must not smoke in the vehicle at any time and passengers must be made aware that by Regulation they cannot smoke in the vehicle.
- Vehicles must not carry goods and/or luggage of a nature or in a manner which could endanger the passengers.

**Fares & Charges**

Fares for the service must not exceed the maximum fares and charges for a standard taxi service in accordance with the approved fare schedule and Taxi Regulations. All vehicles will display the decal provided by Queensland Transport outlining maximum fares and charges. All vehicles will have a taximeter installed and in working order. The taximeter will record fares in way that ensures the maximum fares for a standard taxi service are not exceeded. All taximeters must be sealed.

Drivers are trained in and will adhere to correct fare procedures. This includes the correct operation of the taximeter and as set out in the Taxi Regulations.

**Knowledge of Taxi Service**

Drivers are expected to have a good knowledge of common destinations and major connecting roads within the taxi service area where they are driving.

**Breakdowns & Accidents**

Systems and procedures are in place to ensure that wherever practical, customers and passengers are informed of any service breakdowns or accidents. In cases of vehicle breakdowns or accidents. This should include:

- Communicating back to base in cases of breakdown or accident;
- When passengers should or should not exit the vehicle;
- Where passengers should gather if they have to exit the vehicle;
- Situations where the driver may ask passengers for assistance.

**Incident Management Plan**

Operators affiliated with Black & White Cabs operate under the Company's Incident Management Plan – refer Customer Service Centre

**Drivers**

Drivers are expected to understand and adhere to the approved Black & White Cabs Code of Customer Service for taxi drivers, as set out below.

## TAXI DRIVERS

The following sets out responsibilities of drivers of Black & White Cabs under the Code of Customer Service and how to meet these responsibilities:

<b>COMPONENT</b>	<b>MINIMUM REQUIREMENTS</b>
<b>Information &amp; Communication</b>	Drivers are expected to provide information about the Company's services to passengers and to the general public if they are requested to. If the information is not known, people should be referred to Black & White Cabs Customer Service as an appropriate point of contact.
<b>Customer Complaints</b>	<p>Drivers must acknowledge all complaints from passengers about the service in a courteous manner.</p> <p>All complaints received by drivers must be submitted back to the Customer Liaison Officer of Black &amp; White Cabs to be dealt with in an appropriate and timely manner.</p>
<b>Passenger Assistance</b>	Drivers are expected to provide passengers with reasonable assistance with luggage or to enter or leave the vehicle. This assistance can only be provided if it does not compromise the safety of the driver or passengers or the operation of the service.
<b>Driver Behaviour</b>	Drivers are expected to act courteously towards passengers and the public at all times. Drivers must not use abusive or offensive language or harass or threaten passengers.
<b>Fatigue Management</b>	Drivers are expected to not operate vehicles if they feel that their fatigue levels are such that the safety of passengers would be endangered.
<b>Non-Discriminatory Service</b>	Drivers are expected to treat all passengers in a non-discriminatory manner consistent with their responsibilities under the Queensland and Commonwealth anti-discrimination legislation. This means not treating passengers unfairly or unequally on the basis of their relationship status, parental status, race, age, impairment, religious beliefs, political beliefs, trade union activities, gender identity, sex, sexuality, lawful sexual activity, pregnancy, breastfeeding, family responsibilities, association with or relation to a person identified on the basis of any of the above attributes.
<b>Driver Identification</b>	Drivers must carry evidence of their driver authorisation at all times whilst driving a Black & White Cab.
<b>Driver Appearance</b>	<p>Drivers must be well groomed and appropriately dressed at all times. Drivers are to wear the approved Black &amp; White Cabs uniform whilst driving a Black &amp; White Cab.</p> <p>Drivers are not to wear the Black &amp; White Cabs Driver Uniform except when driving a Black &amp; White Cabs taxi.</p>

**Passenger Comfort & Safety**

Drivers are expected to operate the vehicle's features and accessories provided for passengers at appropriate times and/or when requested (eg: switching on air-conditioning).

Drivers are expected to operate the vehicle in a manner that demonstrates regard to the well-being, comfort and safety of passengers and the public.

This includes:

- Not exceeding the speed limit;
- Driving safely to suit the conditions (eg: rain, rough road).
- Not operating a vehicle unless the driver has a zero blood alcohol concentration; and
- Not operating a vehicle whilst under the influence of a drug that affects or could affect the driver's ability to safely operate the vehicle.

Drivers must not smoke in the vehicle at any time and will ensure that passengers are aware that by Regulation they are not permitted to smoke in the vehicle.

Drivers must not carry goods and /or luggage of a nature or in a manner that could endanger the passengers.

**Passenger Pick-up & Set Down**

Drivers are expected to set down passengers at the location they request unless this would hinder the safe operation of the vehicle, contravene road rules or endanger the passenger, driver or members of the public.

Drivers must not overload the vehicle.

Drivers are expected to not ask a passenger to leave the vehicle before the completion of their journey, except where he/she is threatening the safety or well-being of the driver or other passengers or causing a nuisance.

**Knowledge of Taxi Service Area**

Drivers are expected to have a good knowledge of common destinations and major connecting roads within the taxi service area where they are driving.

Drivers are not to drive the vehicle to the destination specified by the hirer in a way that involves excessive charging.

**Breakdowns & Accidents**

Drivers are to keep passengers informed about vehicle breakdown and alternate arrangements that are being made.

Drivers are expected to adhere to the procedures set down to ensure that the safety of passengers is not threatened in cases of vehicle breakdown.