



PRIVATE HIRE & TAXI DRIVER
MANUAL

POLICY STATEMENT

It is our policy to provide a safe and reliable service that our customers are pleased to use.

We believe that the commitment to provide prompt, safe and reliable transport of both passengers and goods is paramount.

This commitment includes the provision of adequate internal resources and backup facilities to ensure that this policy is maintained.

The basic concept of meeting our obligations by working together in harmony with staff, drivers and customers is an essential element in the pursuit of this policy.

We endeavour to continually improve the Quality of Service to meet our customer's needs.

This policy is communicated to company personnel at all levels.

We expect all company personnel to be responsible for the quality of their work, and that all company personnel must have a positive attitude and commitment to quality as a whole and to respond quickly and effectively to achieve the performance standards required of them.

Whilst the Company has given total commitment to providing a quality service, we should point out that safety, fire regulations, COSHH (Control of substances hazardous to health), product safety, statutory requirements and user safety take precedence over all Quality System procedures. Where there is any problem in this respect it should be brought to the immediate attention of the Managing Director.

INTRODUCTION

This manual is issued to all drivers. It is intended as a guideline to illustrate the aims of the company and the procedures that drivers are expected to follow.

Taxis are a major component of public transport in the UK carrying millions of passengers a year. The taxi industry have recognised that the 'without the customer we do not exist' statement contains a profound message that successful service industries ignore at their peril.

Our service has been created for the customer, drivers can make a good living from our loyal passengers but drivers are expected to maintain the quality service levels those customers rightly expect.

We have placed a strong emphasis on providing a service that is reliable, readily available, at all times courteous and giving our customers a secure, safe, clean and pleasant atmosphere in which to travel.

Our objective is that together we will operate a business that is professional, efficient, reliable and above all, caring and trustworthy.

LICENSING LAWS

City, Town, District and Borough Councils have licensing departments to handle the administration of both the Private Hire and Hackney Carriage industry. The same department also handles both vehicle and driving licenses. It is important to remember that legal conditions apply to both your licence and vehicle plate. It is imperative that you make yourself familiar with these legal conditions. The council provide enforcement officers to police the industry. Please treat these officers with respect and in the event you are dissatisfied with any treatment you receive please contact the office and we will assist with any problem that may exist.

Private Hire drivers cannot be hailed or stopped in the street by a 'would be' passenger. All journeys have to be pre-booked through the Company. The Council are responsible for ensuring that private hire drivers do not ply for hire, which is an arrestable, criminal offence. Plying for hire is an activity that will not be tolerated by the Company and will result in instant dismissal.

You are guilty of an offence by indicating to a 'would be' passenger that you are free to carry them. That in a nutshell, is plying for hire. You are also guilty of an offence if you tell that person to ring the office to make a booking for **you** to carry out the journey. **You can** take a return or another

booking from your passenger at the end of or during a journey; this is legal and is classed as a continuation of the journey.

In simple terms, unless the customer is pre-booked and the job is given to you via your data screen then you cannot carry that person legally. Be polite and advise the would be customer that you are unable to carry them, suggest that in future they ring **the office** and make a booking in advance. Then **MOVE OFF** as you may be subject to an attempt at entrapment. Remember, you do not have to carry the 'would be' passenger to commit an offence; you only have to indicate that you are free to do so.

CONDUCT

Please remember that whilst driving for the company you are the public image of the Company. We expect you to **conduct yourself accordingly**.

APPEARANCE

All drivers will maintain a high quality professional image

Drivers and staff are expected to wear only company issue uniform (Jackets, jumpers, blouses or shirts & ties).

All drivers must wear black trousers & black shoes

Female drivers may wear black skirts in place of trousers.

Company issue ties must be worn.

Personal hygiene **must** be maintained.

SMOKING

Smoking is **ILLEGAL** in all our vehicles. Any driver caught smoking in his/her vehicle will be disciplined for misconduct. In the event of a customer starting to smoke they should be politely asked to refrain from smoking for the duration of the journey.

ALCOHOL DRUGS

Despite significant progress in reducing the numbers of drink drive casualties, one in seven road deaths is related to people mixing alcohol and driving.

But it's not just alcohol that impairs our ability to drive – drugs (illegal and prescribed) are capable of reducing our performance, and increasing the risks we present to others and ourselves.

A driver found to be under the influence of alcohol or drugs whilst on duty will face instant dismissal and will be reported to the relevant authorities. You are also requested to be aware of the relevant drink-drive laws and the time required for alcohol to clear one's system.

FOUL LANGUAGE

Foul language and triviality over the radio are totally unacceptable. The use of the system for non-company business other than emergencies is prohibited.

DRIVING STANDARDS

Our customers wish to travel in a comfortable and safe fashion. You are expected to drive in a non-aggressive, professional manner that allows the customer to be relaxed and at ease, with you in full control. Please remember that your actions whilst driving a vehicle reflect on all your colleagues and the company as a whole, so please conduct yourself accordingly. Private Hire / Hackney Carriage ID Badges must be worn at times whilst on duty. The hallmark of a bad driver is impatience. Taxi drivers are not driving instructors and should not travel our roads telling people off

for what they consider bad driving. Gestures to other motorists serve no purpose and only highlights the deficiencies of the person making the gesture. The professional driver will always remain calm, make allowances for other people's errors and retain the high ground in any incident by keeping control of one's feelings.

The use of a horn is counter-productive and serves no useful purpose. It is one instrument that could be removed from a vehicle and never be missed by the good driver and intelligent motorist.

WHAT ARE THE QUALITIES OF A GOOD DRIVER?

Responsibility, concentration, anticipation, patience, confidence

Responsibility: Proper concern for yourself, your passengers and other road users

Concentration: If you let your mind wander the risk of making a mistake increases

Anticipation: Means the ability to act promptly to fit in with what other road users are doing

Patience: Never drive in a spirit of retaliation
Never let bad temper or impatience over-ride your good road sense

Confidence: You have to be sure of what you are doing
You have to act positively confidence grows with experience
Never be over confident

COURTESY GOES A LONG WAY

Promote both yours and the company image, e.g. on approaching a junction and should conditions allow, let other drivers out. Maintain lane discipline, if you have made a mistake indicate an apology to the other motorist.

Never use your horn as a sign of disapproval. Never make abusive gestures.

Obey the speed limits; many taxi drivers lose their livelihood accumulating speeding points.

Signal your intentions early i.e. Signal, manoeuvre not vice versa.

Never, ever tailgate. Only fools and poor drivers do.

Remember – You are easily identifiable, with company signs all over your vehicle.

Irate motorists will ring the office and we will investigate **every** complaint.

COURTESY TO CUSTOMERS

Drivers are expected to extend courtesy to every customer:

Greet your customer with Good morning / afternoon / evening.

Address them as Sir / Madam.

Carry luggage, shopping, pushchairs and **you** place the item in the boot.

Give your customer the **choice** of front or rear seat.

Open the door for the customer.

Ensure that the customer and their clothing are inside the vehicle before carefully closing the door for them.

Ensure the journey is carried out in comfort and safety.

Avoid controversial topics of conversation, such as sex, politics or religion.

Do not play music or have the radio on unless the customer specifically requests it.

Ask the customer if the heating level meets their requirement.

Point out places of interest to customers, especially to those new to the area.

At the end of the journey offer a receipt, a business card and the opportunity of a return booking.

Most importantly, **smile and thank** the customer for using your company.

INDIVIDUALS WITH SPECIAL NEEDS

THE PHYSICALLY HANDICAPPED

When dealing with people regularly you will meet some individuals who are physically handicapped in one way or another. Many people feel awkward if they have to deal with handicapped customers. Whilst this may be understandable - especially if you have no experience of dealing with handicapped people, there is really no need to see this as a problem. The important thing to remember is to *not* be patronising or treat people as if they are less intelligent just because they have a **physical** handicap. Remember that they are used to dealing with their handicap and they do not feel embarrassed.

- Be ready to open the door of your vehicle.
- Do not rush them or appear impatient.
- Apart from being attentive, thoughtful and prepared to help when necessary, concentrate on the person rather than the disability.
- When assisting a wheelchair bound customer ensure that the waist belt and footrests are in place.
- Never tip a wheelchair forward if you have to go down a step or off a kerb. It is easier and safer to reverse a chair down steps.
- Ensure that your vehicle is a reasonable distance away from the kerb in order that your passenger may find access to your car easier.

Once the customer is in the vehicle you will need to collapse the wheelchair before stowing it in the boot. It is a simple process – First, remove the footrests and cushion, lift the material on which the cushion sat, one hand pulling the front, the other the rear. This automatically collapses the chair. There are two pins under the wheelchair handles that have to be pressed downwards – this collapses the handles. Stow the chair.

On arrival at the destination, re-assemble the chair. Ensure the brakes are on until the customer is in the chair.

CUSTOMERS ON CRUTCHES

When you have to collect a person on crutches, ensure the front passenger seat is as far back as it will go.

- Open the door for them and stow their crutches in the rear or boot of the vehicle.
- Offer assistance with the seat belt and close the door for them.
- On arrival at the destination - alight the vehicle, open the door and assist them to their feet.
- Retrieve the crutches and hold them in position (open end of arm holes facing forward) until customer is ready to proceed.

OUR SENIOR CITIZENS

- Assistance should always be provided.
- Never rush them; a six-foot walk from your vehicle to the gate can be a terrifying experience to someone who has had a fall.
- Elderly customers can be confused about their destination, be patient, and speak gently, calmly and deliberately.
- Open and close doors for them.
- Offer assistance with their seatbelts.
- Escort them to their door if they are unsteady on their feet.

- Carry any luggage or shopping for them, no matter how light it may seem to you.
- When assisting from a vehicle, never pull an elderly person by their wrists. Place your hand in the small of their back and ease them towards you. Ensure they are steady on their feet before you leave them.
- Always show elderly customers the currency note they have given to you and count out their change to them.

CHILDREN

Taxi drivers deal with children on a daily basis. Those accompanied by an adult are usually less of a problem (unless they are misbehaving and their parents are ignoring their actions). Unaccompanied children, such as those carried on school runs may be in need of assistance.

Bear in mind that some children may ask you to take them to a different destination to that displayed on your data screen, always check with the controller.

Children must wear seat belts – it is your legal responsibility to ensure children 14 and under wear a belt.

Activate your child locks.

If you get to know a child well, address him/her by name, just as you would an adult. Remember they could become a regular, adult customer!

If a child is misbehaving and is unaccompanied, speak firmly – there is no need to shout.

THE DEAF

Bear in mind that you won't know that someone is deaf (unless they tell you) as there are no visible signs. If you think this may be the case make sure you look at the person when you speak to them (in case they lip read) and speak relatively slowly and clearly. Do not shout!

THE BLIND OR PARTIALLY SIGHTED

Speak as you approach to avoid startling them. Your voice will also guide them towards you. Someone who is completely blind will carry a white stick. If you wish for a blind person to follow you, ascertain if it is their wish to be guided by you – do not simply grab hold of their arm. When approaching steps, say whether they run up or down and how many there are.

THE MENTALLY HANDICAPPED

People with a mental handicap may have difficulty in conveying what they want or making you understand them, as their vocabulary may be limited. Be patient. They normally know what they want but may need time to cope with the situation.

More and more mentally handicapped people are travelling by taxis to day centres, hospitals and drop in centres – ***look after them.***

FOREIGN VISITORS

Other persons with special needs include customers who do not speak English very well, if at all. In this instance you may struggle to discover what he or she really wants.

- Listen carefully and speak slowly
- Use simple English and avoid long sentences
- Repeat carefully what you think is meant, to check that you are correct
- Give them a business card on arrival at their destination
- Issue a receipt (many foreign customers will require a receipt but may not be familiar with the word in English – would you know the equivalent in Spanish, French, German or Italian?)
- Thank your customer. (If you know the phrase in their language, use it)

ACCOUNT CUSTOMERS

If you receive an account job from the office, it will be clearly indicated as such by the account name/number. Under no circumstances are any monies to be taken from the customer. If for any reason you are unable to complete the account job (for example there is nobody at the receiving end of the journey to accept a package or notes) you must contact the office immediately to seek further instructions or guidance. Never perform any changes to a journey without notification from the office first. **DOING NOTHING IS NOT AN OPTION.**

NEVER COMPLAIN TO ANYONE ABOUT BEING GIVEN AN ACCOUNT JOURNEY

CUSTOMER COMPLAINTS

Although we strive for total quality of service, there are going to be occasions when things go wrong. Customers will often forgive mistakes and continue to use us if we react positively and make every effort to rectify the problem.

A customer who complains about poor service is a better customer than one who switches to another company without giving us the opportunity to investigate the cause of the problem and to put things right. People react differently when things go wrong. If we handle customer's complaints correctly we will have a stronger relationship afterwards than if there had been no complaint in the first place. When something goes wrong a driver is expected to apologise on behalf of his colleagues and the Company, not shrug shoulders and say, 'it is not my problem' or 'it's nothing to do with me'. Disputes as to whose mistake it is are futile and are to be avoided. It is an argument that can never be won – only a customer we could lose.

In the event of a customer complaint against you, the incident will be properly investigated. Where it is found that a driver's actions were inappropriate, it is company policy to refund the **whole** fare.

LOST PROPERTY

After each completed journey you should undertake a visual inspection of the interior of your vehicle. Any lost property found in your vehicle should be reported to the duty controller and the item in question should be taken to the nearest police station and a receipt obtained.

DO NOT BRING LOST PROPERTY INTO THE OFFICE

OFFICE PROCEDURES

Visiting the office is not encouraged. Do not turn up unannounced and expect to be seen, ring ahead if you need to see someone. If you do ring the office keep your conversation brief, to the point and work related. All calls are recorded and monitored and there is full CCTV on the site. The office is not a smokers meeting point or a social club.

The main reasons for attending the office are as follows.....

- Administration purposes like paying rent or handing in monies or documents.
- Picking up or dropping off a customer.
- Attending the garage for a defect.
- Attending the office for a pre arranged appointment.

Please park neatly in an available space on the forecourt.

If a company vehicle has a defect rendering it unsafe or unreliable you should fill in a defect sheet and hand it in at the garage reception. The garage will instruct you further on what to do next.

SAFETY AND SECURITY

It is extremely important that all taxi drivers, especially those that are new to the industry, understand the dangers involved and learn how not to become a victim of crime.

There are many reasons why you are at a greater risk of assault or robbery whilst at work.

These reasons are:

- You work alone
- You work all types of shifts including nights
- You work in isolated areas
- You always have ready cash
- You are always dealing with strangers
- The very nature of your service requires you to deal with everyone

BASIC SAFETY RULES

THE OFFICE

- The most important piece of equipment in your vehicle is your data pad because it links you with your office. The office is your 'lifeline.'
- They are the ones who will get you help if you are in trouble
- They are the ones who will 'sense' you are in trouble and assist you
- They are the ones who will give you accurate information if you need it.
- They are the ones who will keep you informed about what is happening

BE ALERT AND AWARE

- You must keep yourself aware of what is going on around you at all times, whether you are parked or driving.
- Be aware of who is around you when parked in the street. If you don't you may be giving someone the chance to sneak up on you and catch you by surprise.
- It is essential that you make eye contact with each and everyone of your passengers as they are entering the vehicle. This sends a subtle message to them – 'I see you. You see me. I can identify you if I need to.'
- All passengers potentially pose some level of risk to you. Read them, assess them, then act accordingly. You must remember this point: **never underestimate anybody!**

BE ALERT TO THE SECURITY OF YOUR VEHICLE

- Do not leave it unattended with the windows open, door unlocked or the keys left in the ignition (especially on filling station forecourts).
- Windows should be open enough to speak to people without them being able to reach through and cause injury or take property such as the ignition key
- Remove all valuables, moneybags, etc when parking up at the end of a shift.
- Thieves are aware that taxi-drivers leave money in their vehicles and target them accordingly.

BE AWARE OF VAGUE INSTRUCTIONS

- It is important that the customer gives you a fixed destination that they are going to before you drive away.

- If they are unsure and hesitate, read this as a sign that you should be alert to what they are up to. If they say, “just start driving, we will tell you the way,” this is a classic **danger signal** to you. Do not move, just politely advise them that the company policy requires you to get an exact address.
- When they do give you an address use your phone and advise the controller of the destination address. The controller will tell you the fare and it will give the passenger the understanding that the controller knows where you are going. By doing this, you assume control of the passenger and the situation.
- Should the customer suddenly redirect you en route you should immediately alert your controller to the new address and obtain a new fare.

BE CAREFUL OF PASSENGERS SEATED BEHIND YOU

Never let passengers sit directly behind you, if at all possible. Ask the person to move over to the left side of the seat, use any reasonable excuse e.g., to balance the car, company policy, or whatever you need to **politely** get them to move. Fit a convex rear view mirror that replaces or fits over the existing one. This will allow you 100% rear seat visibility. It also sends a message to the customer that you can see them.

NEVER TELL CUSTOMERS YOU HAVE HAD A GOOD SHIFT

Never tell an enquiring customer that you have had a good day/night and made multiple journeys and money. Most people just want to make conversation but on the other hand may be probing you to see if you are worth robbing.

VEHICLE MAINTENANCE

When you are provided with a vehicle it will be checked over by yourself and a representative from the company. Any significant defects or damage will be indicated on this check sheet. The company is responsible for the general maintenance of the vehicle. All vehicles are serviced every 6000 miles. The time of your next service is on the top right of your windscreen on an R&K garage sticker. **DO NOT** save up all your defects for the next service, any defects that are not reported to the garage that cause further issues on the vehicle will be charged to you. Any damage to the vehicle that is not on the initial check sheet will be charged to you. Please take defect sheets to the garage reception not the rear door of the garage, this will only slow down the process and you will have to wait longer.

INTERIOR:

- Always ensure the interior of your vehicle is vacuumed on a daily basis
- Ensure the cockpit is dust free and free of clutter
- Ensure the seats are stain and hair free
- Carry adequate cleaning materials
- Carry a blanket to avoid pet hairs being transferred to your next passenger

EXTERIOR:

- A clean car exterior is reflected in a driver's personal appearance
- Ensure wheels are clear of brake dust

ENGINE:

- Check oil levels every day before you commence your shift

- Check water levels when the engine is cold
- Don't wait until the tank is empty before you refuel
- Fill vehicle with fuel before commencing shift
- Keep screenwash reservoir topped up
- Ensure coolant level is okay
- Ensure brake fluid level is okay

LIGHTS:

- Ensure all bulbs are operational (including roof signs)

TYRES:

- Ensure the manufacturer's correct tyre pressure is used
- No bulges, splits over one inch or canvas showing
- Mounting kerbs (especially at speed) puts tracking out of alignment, increases the effect of tyre wear and is the main cause of potentially lethal, tyre blow-outs.

WINDSCREEN:

- Ensure windscreen is clean for maximum visibility
- Ensure wipers are replaced as often as necessary
- Remove any obstructions from the dashboard that may obstruct vision

BREAKDOWNS AND ACCIDENTS

If you breakdown or are involved in a road traffic accident at any time your first point of contact is the office by phone. The office will instruct you further on what to do in the instance of a breakdown. This may include contacting the garage or calling the RAC if necessary. **NEVER** call the RAC without the office telling you to do so, otherwise you **WILL** be charged for the call out. If you breakdown locally and our garage cannot attend, for example it's the middle of the night or the weekend, you should ensure the vehicle is left locked up in a safe place. The only time this would change is if it was safe for another driver to tow you back to base. Seek guidance from the office on this.

If you are involved in a road traffic accident please ensure all your passengers are okay and contact the office immediately. Transport for your passengers can be arranged if required or if necessary a call can be made to the emergency services. Once you have ensured all passengers and the vehicle are safe, start to record the details of the accident including photos. Photos should include one that shows the position of the vehicles immediately after the accident **BEFORE** they are moved. Take photos of damage to the other vehicle and then your own. You need to obtain the name, address and insurance details of the other driver/drivers and the vehicle details too. If there are any witnesses obtain their details they may be helpful if the cause of the accident is disputed later on. Take note of the road conditions and/or weather at the time and remember which road you are travelling on. Return to the office straight after the incident so an appointment can be made for you to attend the insurance to make a statement and any CCTV footage from your vehicle can be accessed. Failure to record any details at the scene **WILL** result in you losing your insurance bond. If this is outside of office hours leave as much detail at base as you can including a defect sheet for the garage.

TOOLS OF THE TRADE

All drivers are expected to bring the following items with them to work:

- Receipt Book
- Notepad and pens
- Cash float (approximately £20.00 in change)
- A blanket or seat covering
- Private Hire/Hackney Carriage Driver licence
- A charged mobile phone

PERSONAL POSSESSIONS

- In an attempt to provide a clean and comfortable environment, the driver's personal possessions should be kept in the glove box, door storage compartment or the boot
- Newspapers and books kept on the dashboard look unprofessional. Always keep the passengers space clear of your possessions.

PASSENGER NUMBERS

- Always ensure that you do not carry more passengers than your vehicle's plate denotes. You will be in contravention of your Private Hire/Hackney Carriage Vehicle licence and your vehicle insurance if you do so.

SEAT BELTS

- All passengers, front and back, should wear seat belts and the wearing of seat belts by those passengers of fourteen years (or younger) is the legal responsibility of the driver.
- The driver of a Hackney Carriage vehicle is exempt from the seat belt laws. However, when driving a Private Hire vehicle, the driver is only exempt when there is a passenger aboard.
- Everyone knows they should wear a seat belt in the front seat but many people still don't realise how dangerous it is not to wear a seat belt in the back.
- In a crash at a relatively low speed of 30mph, an adult back seat passenger is thrown forward with the force of three and a half tonnes – that's the weight of an elephant!
- It's not hard to see why an unrestrained back seat passenger has a good chance of being killed and of killing the person sitting in front of them.
- Having a Hackney Carriage/Private Hire Licence and driving without a seatbelt would not prevent you from flying through the windscreen when involved in an accident – **BE SAFE, BELT UP.**

CONTACTING THE CUSTOMER

The first stage of contact between you and the customer is the moment the doorbell is rung or the door knocked on. A few helpful tips will assist in good customer relations.

Do not ring/knock and then walk away, wait until the customer comes to the door.

If it is late or in the early hours it is advisable to knock gently at first, the customer is often waiting. A shrill ring of the doorbell or loud knocking can wake the whole house and put the customer on the defensive.

If you are early, advise the customer that you realise you are early and will wait, offer to take any luggage they may have.

If your customer is some 5-15 minutes over the booked time, remain professional and calm. Do not become frustrated, if you feel it is necessary seek advice from the controller who may inform the customer they have to pay a small waiting charge.

DATA SYSTEM

The data pad is the communication tools of this organisation. It should be treated with the relative importance. Conduct must be professional in the use of this system.

Be patient when waiting for the controller to respond to your enquiry, there are a lot of you!

Always read every page on your data display screen.

SYSTEM FAILURE

There may be times when the computer system fails. At these times jobs will be despatched over the phone and it is **essential** that the details you are given be written down. The controller and telephone operatives will be under considerable pressure and the last thing they need in such circumstances is a driver on enquiry asking, 'What was that house number?' During a system failure enquiries should be kept to the absolute minimum.

CONFIDENTIALITY AND PRIVACY

You must not disclose company secrets, breach copyright, defame the company or its clients, suppliers, customers or employees or disclose personal data or information about any individual that could breach the Data Protection Act 1998, this also applies to private discussions with individuals, your blog or to a social networking site. At times you will overhear customers' conversations: these should be regarded as private and confidential (unlawful activities are exempt from this rule). The company will not tolerate criticisms posted in messages in the public domain about the company or any other person connected to the company. The company does not allow any person owning or maintaining a site or entry on social networking sites claiming to be Ace Of Mansfield Limited or ACE-ABC Taxis, any entry should be removed immediately. The company may take legal action against any individual that does not comply with this policy. If you become aware of information relating to the company posted on the internet or that has been discussed in the public forum, you should bring this to the attention of the company immediately.

FARES COLLECTED

We accept the following in payment for fares:

- Cash
- Debit/Credit Cards

LONG DISTANCE FARES & AIRPORTS

For all long distance, you should consider asking customers unknown to you for a deposit (the approximate total fare) before leaving. Use your discretion, a family on the way to an airport laden down with luggage are a different proposition than an unknown customer from a pub.

Those customers who refuse to pay in advance are generally those who do not intend to pay.

When dropping or picking up at an Airport please ensure it is done in the correct drop off area. Do not arrange to drop off or pick up a customer in a different location for example near the BP garage at East Midlands Airport. This is not a drop off area and you **will** receive a ticket.

NO FARES

If a customer has not been picked up within five minutes of the booked time, the driver must inform the controller, who will then check the relevant information. You will either be told to pull away or to continue to wait.

Before pulling away from a residential address, post a company business card through the letterbox, indicating that we have called.

CREDIT CARDS

Debit & Credit cards are an international currency that drivers must accept. There are surcharges to the customer only not you. Abide by the simple instructions on how to accept payment in the car, the amount will be deducted from your weekly rent.

COLLECTING THE RIGHT CUSTOMER

Please use your judgement where customers are concerned (evening drivers should always keep their doors locked before a pick up). Always ask the customer to divulge their name to you first at busy locations to ensure you have the right person.

If friends carry someone out of a pub, under no circumstances should you let that person into your car, let the landlord who sold the drink sort things out. 'Controlling' customers is something that needs to be done politely, courteously and in a calm manner.

MOBILE PHONES

Mobile phones can be invaluable to a motorist in an emergency and are a valuable security tool. However, they can be highly distracting and the use of a mobile phone whilst driving dramatically increases the risk of an accident and the new law incurs a fine and points.

Avoid taking calls. If you must answer, pull over, tell the caller you are driving and will return their call when you are in a safe position to do so.

TIREDNESS

- Never commence a long journey if you are already tired.
- Remember that opening a window or playing music has little effect in combatting tiredness.
- If you feel tired on the return leg of a journey, stop in a safe place (not the hard shoulder) and drink a caffeine based drink (tea, coffee or cola) and have a nap.
- Tiredness **kills** and is the cause of 10% of all accidents.

BREAKS

You must give the duty controller adequate warning of your intention to take a break.

END OF SHIFT

On completion of a shift you must notify the duty controller who will give you permission to log off. Ideally you will inform the control of your intended finish time when you start your shift.

CCTV

All our vehicles are fitted with CCTV. This is for your protection. If any allegation is made against you or any incident or accident is reported, the footage can be used in evidence and passed to the local authority, police or our insurer whichever is required. Any driver found to be tampering with any part of the CCTV system in the vehicles, will be removed from the company immediately without notice. The CCTV is there for insurance and safety reasons, not to spy on you.

PDA's

The PDA is assigned to the car not the driver. If ever you need to leave your car at base or change onto another vehicle you must hand in your PDA with your car keys. It is not necessary to hand in all the cables & chargers.

IMPORTANT TIME SCHEDULES AND PRACTICES TO BE ADHERED TO

- Irregular days off must be notified to a controller in advance (not on the day).
- Notification of sickness should be made at the earliest opportunity.
- Holidays must be advised in writing to the office.
- Pay your rent on time or you will incur a 10% charge. If you are unable to attend the office to pay, you may pay by card over the phone. You must speak to Kumud or Kamni within office hours (0900-1700) on Thursday or on Friday between (0730-0900).

SOCIAL MEDIA

ACE-ABC have several social platforms to promote the company. It would be appreciated if you could like or follow them and then start to like and share our posts. The more you share posts the more popular the platforms will become. Remember the pages are not a place for you to moan about work, jobs or customers. Our data protection policy still applies as per your driver rental contract.

You can find us in the following places.....

Facebook search	ACEABCTaxis
Twitter search	@ACEABCTaxis
Youtube search	ACE-ABC Taxis
Instagram search	ACE-ABC Taxis

TRANSPORT OF BLOOD / BLOOD COMPONENTS BY DRIVERS

- No other job should be undertaken whilst carrying blood / blood components
- The driver must not remove or tamper with the consignment or its contents
- Ensure delivery is taken directly to the correct location within the hospital / organisation as identified on the transport box
- You must be wearing your ID card / badge
- You must not carry passengers unless they are employees of the company and you should not carry animals
- If there is a breakdown you must inform the blood transfusion laboratory of the delay and give an estimated time of arrival. Any prolonged delays due to traffic conditions must be communicated to the blood transfusion laboratory.
- You must inform the blood transfusion laboratory of any loss or damage to the consignment as soon as possible.
- At all times you must ensure compliance with all road traffic and transport laws and any request from the police.
- You must have appropriate insurance. (Covered by the company)
- Any issues contact the office immediately, do not keep the blood or sample in your vehicle.

Nottinghamshire County Council Highways have informed us of the following change to the road layout on Leeming Street.

Please note with immediate effect a bus clearway now exists along a stretch of Leeming Street for the sole use of buses. Please note any vehicles observed within this clearway by the Police, Traffic Wardens or the NCC camera enforcement car will be issued with a Penalty Charge Notice of £70.

Please avoid parking within this clearway which stretches across the front of the takeaways from the Monster Shop to the other end of the Leeming Street Chippy. Private Hire vehicles can only pick up and set down where double yellow lines are in place. A solid yellow line signifies a no go area including Bus Stops & Taxi Ranks.

**Nottinghamshire
County Council**

**Do not stop or park on
bus stops with
clearway
markings**



Our CCTV car is now patrolling Nottinghamshire bus stops to help discourage inconsiderate and illegal parking.

Motorists caught stopping or parking on restricted areas at bus stops will be issued with a Penalty Charge Notice (PCN) of £70.



Enforceable clearways will be installed at bus stops on **Leeming St**. Please ensure you do not stop or park on bus stop clearways



nottinghamshire.gov.uk/roadsafety







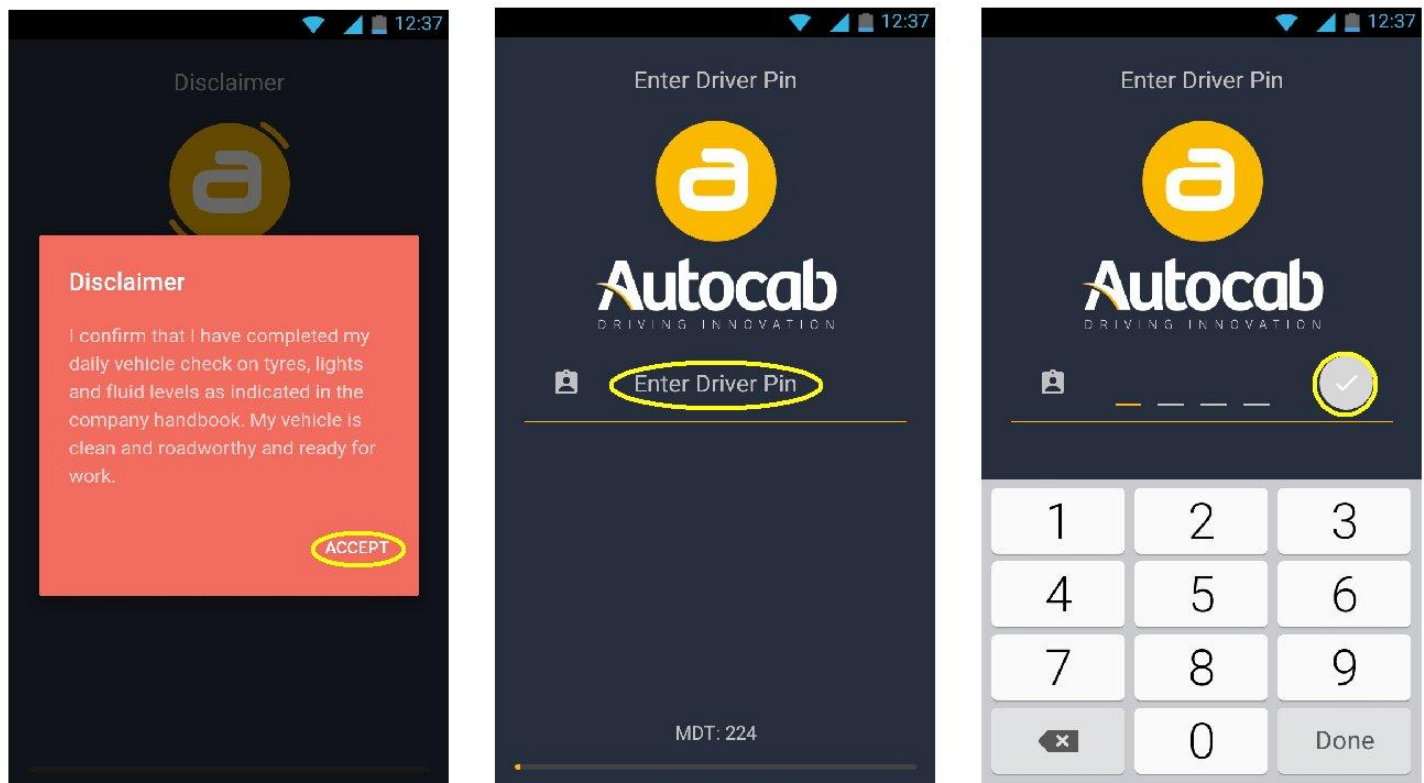


Driver Companion

We have revolutionised the way you can interact with the driver app.

The process has been simplified and is more efficient saving you time and earning you extra money.

Please select the autocab icon on your PDA and continue through the disclaimer, then enter your PIN number to log into the app. See screenshots below.



Once you have logged in that does not mean you will have started work, It will just mean you have accessed the system and are able to look at your account.

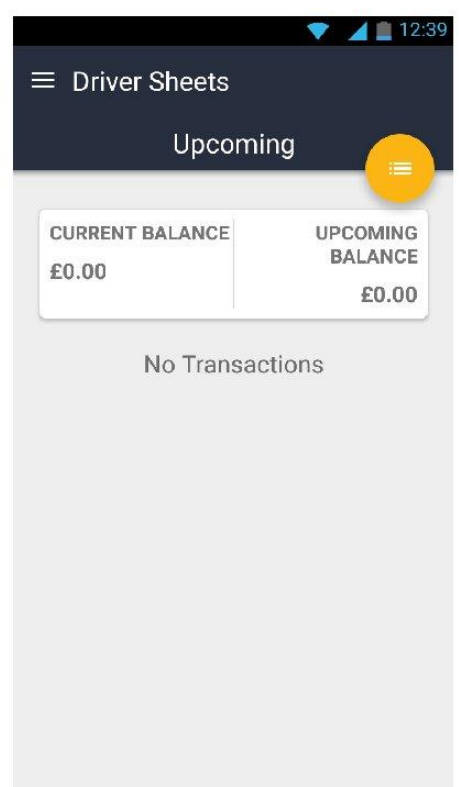
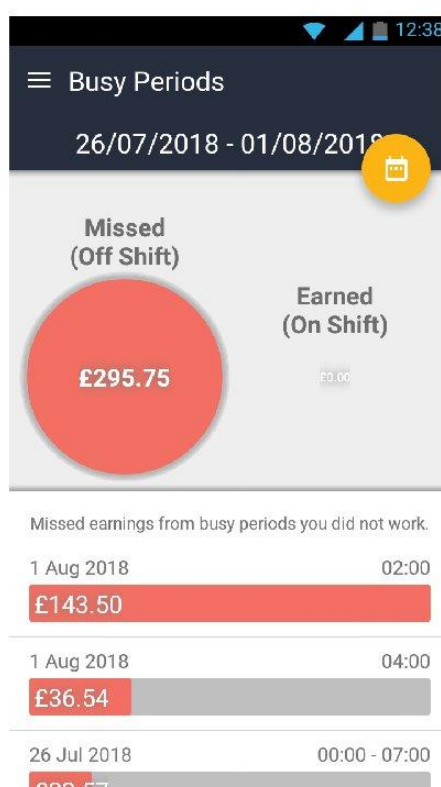
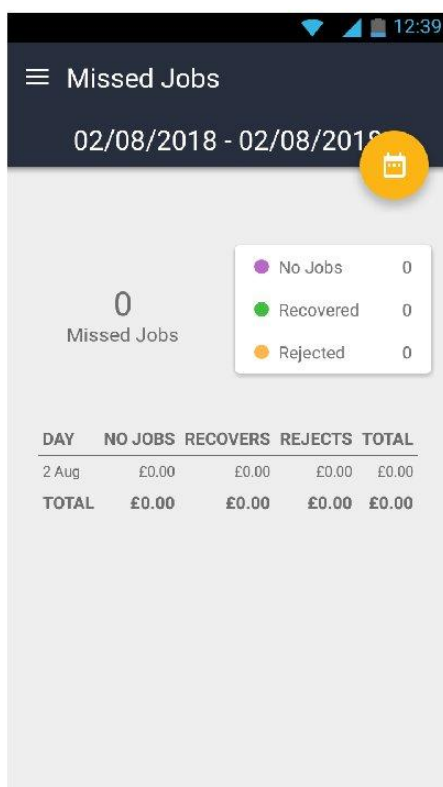
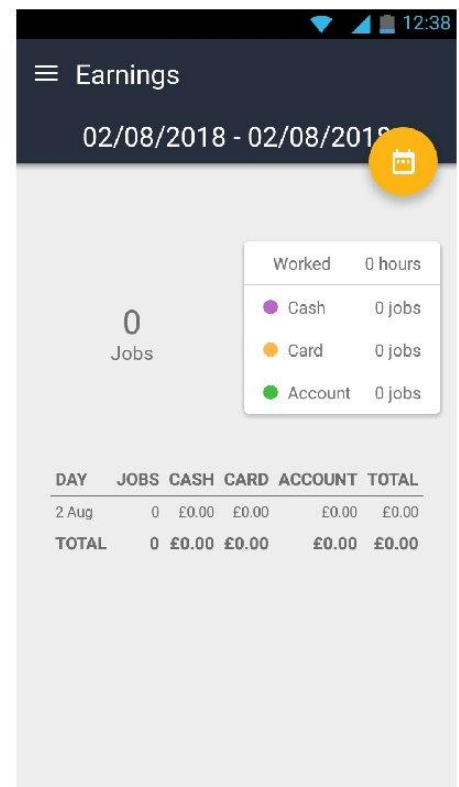
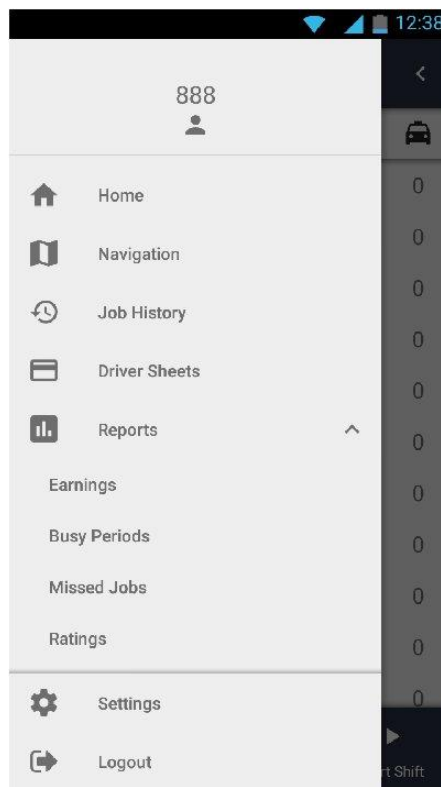
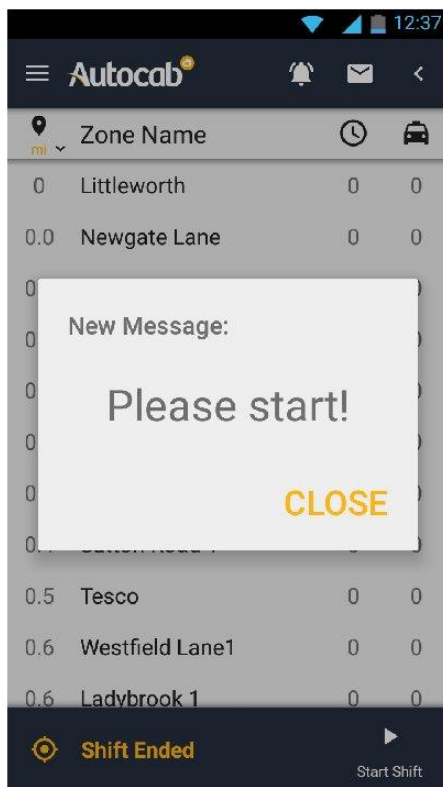
Close the message asking you to start then you can proceed to the next section.

To look at your account select the menu to the left (3 small lines at the top), this will allow you to access your Job history which is searchable by date, your driver sheets which shows your rent amount and the reports section. In the reports section you can see your earnings, any busy periods you didnt work and also the missed jobs which will tell you how much money you have rejected, recovered or no jobbed.

You can also see your driver rating compared to the other drivers.

You can wander around in this section and test it all out as much as you like because you still havent started work yet and are not logged on to receive work.

Please see the screen shots below of the account & report section.



To start work return to the home page that shows the zones , jobs & cars by pressing home or swiping the side menu away. You can now press start shift at the bottom of the page. When you start it will ask for the mileage of your vehicle.

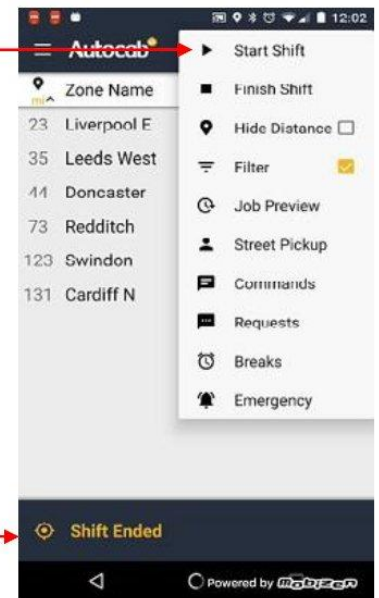
As soon as you enter the mileage you will be available for work.

The 3 dots at the top right of the screen are where you will find the Commands Menu.

The commands menu changes to display only the commands relevant to each stage you are on during your job. For example; when you are on a job the Street Pickup command will disappear.

All your phones signal indicators and notifications at the top of the screen work with the Driver Companion.

Your current status is displayed here.

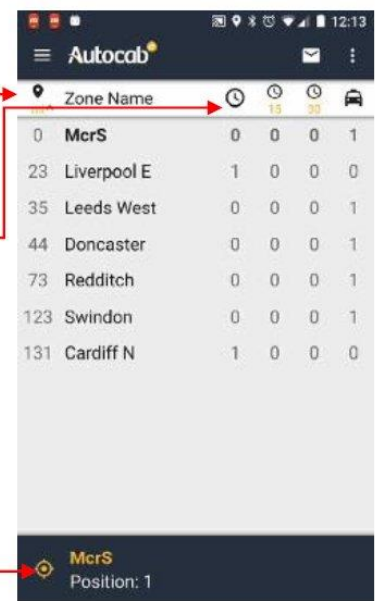


The zones can be viewed in name (alphabetical) or distance order by pressing the relevant button.

The first clock shows jobs available now for “bid”, the second and third clocks show jobs upcoming. If these are enabled.

The car shows where you and other drivers are waiting for work.

The crosshairs indicates valid GPS. Touching anywhere here will refresh your current status.



Either from a successful bid or Auto Dispatch you will be offered a job, touch the screen to accept it.

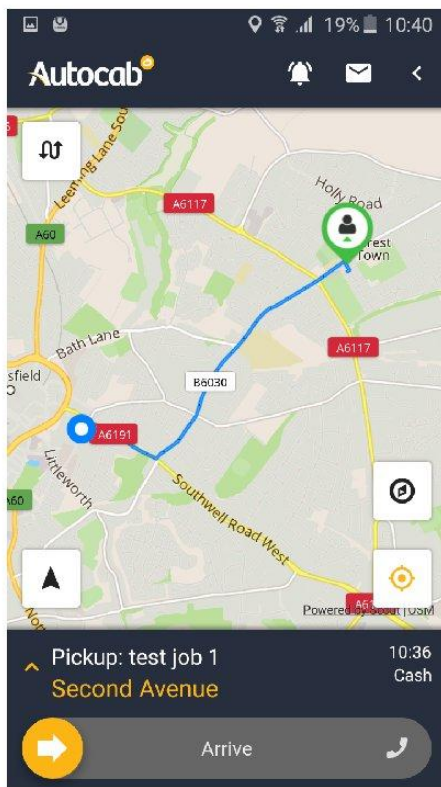


The Job Screen has all the information you will need to complete your journey; pickup address and passenger name, booking time and whether the job is cash or account.







An overview on the map of your pickup address.

Route to current address stage, including vias and destination.

Slide the orange arrow to the right to complete the current required action; ring/textback, passenger on board, dropped off and complete job.



The screen to the left represents the information you will see when you receive a job. The following icons will perform certain functions.

-  See an overview of the route for each section of the job. See Fig (a) below.
-  Will provide directions to each section of the job. See Fig (b) below.
-  Opens the job information so you can see all the details of the journey. See Fig (c) below.
-  This is the driver emergency button
-  This allows access to messages from the office and allows you to send pre programmed messages back.
-  The slider allows you to confirm each stage of the journey. Ringback, Arrived, Picked Up & Completed

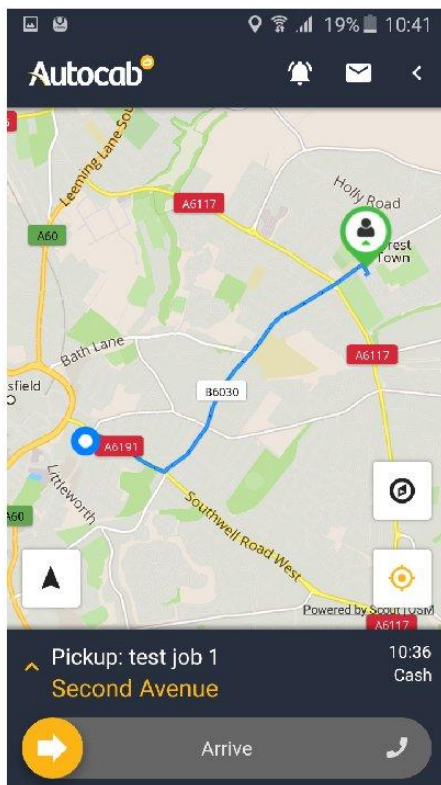


Fig (a)

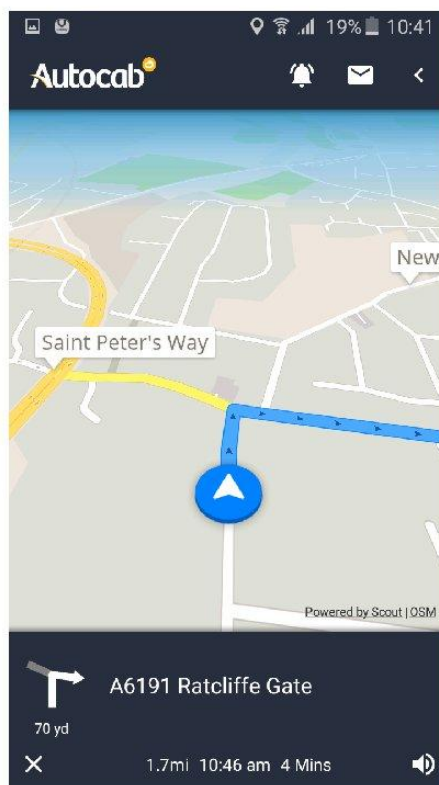


Fig (b)

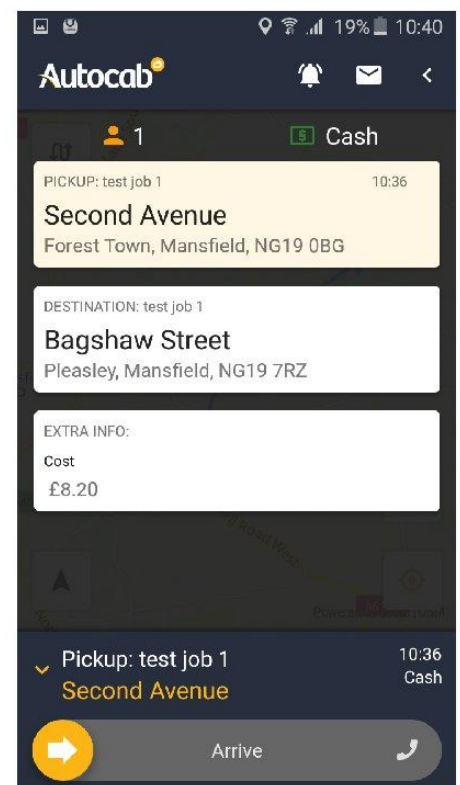


Fig (c)

If there is a change to the cash job you are now able to edit this yourself without contacting the office.

You can only do this as it happens you cannot go back and change things later.

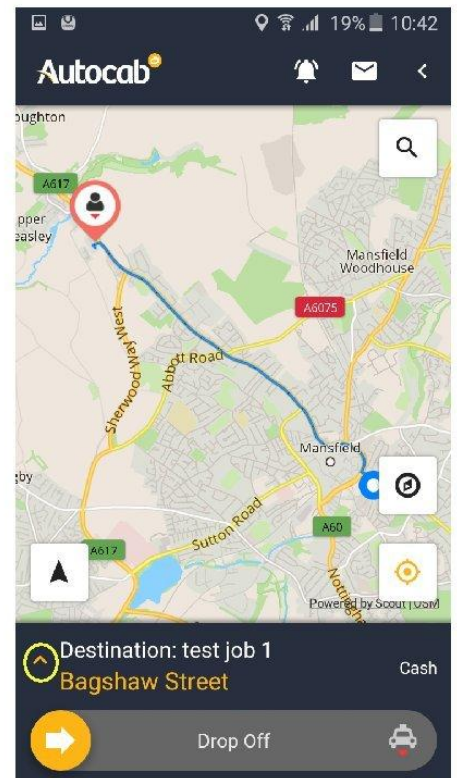
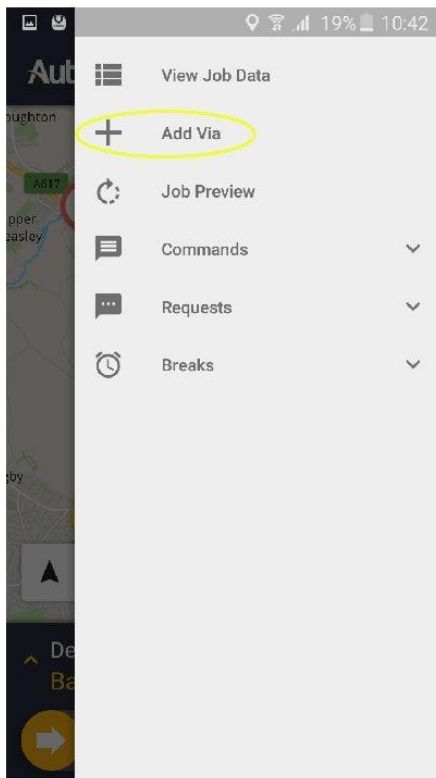
If there is an extra via on the job you can add this yourself.

When you reach the via access the top right menu by clicking the small white arrow.

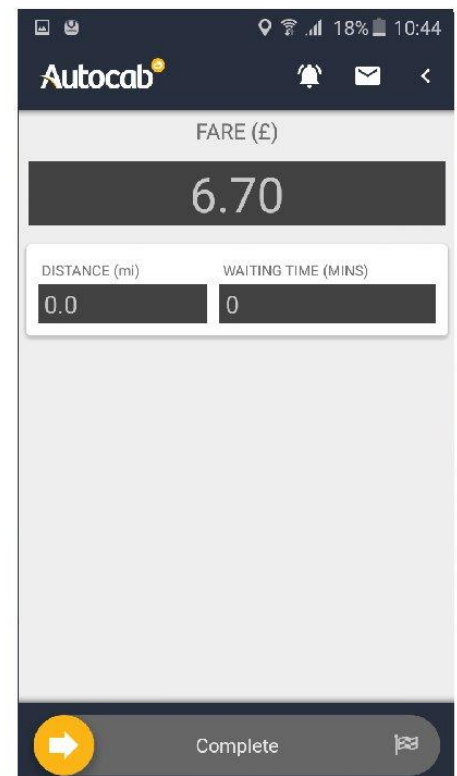
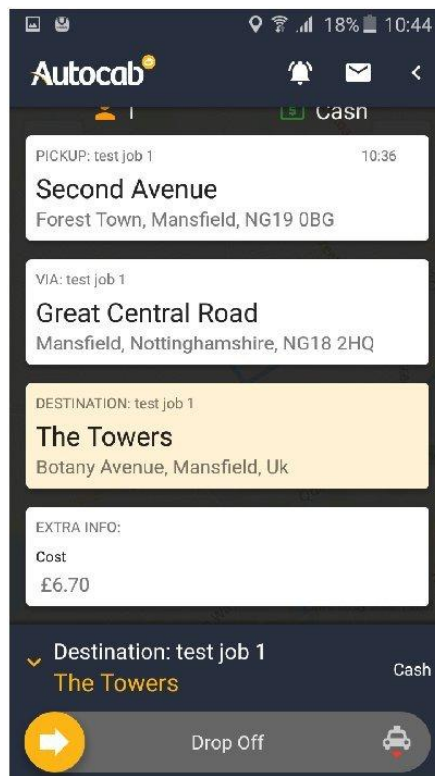
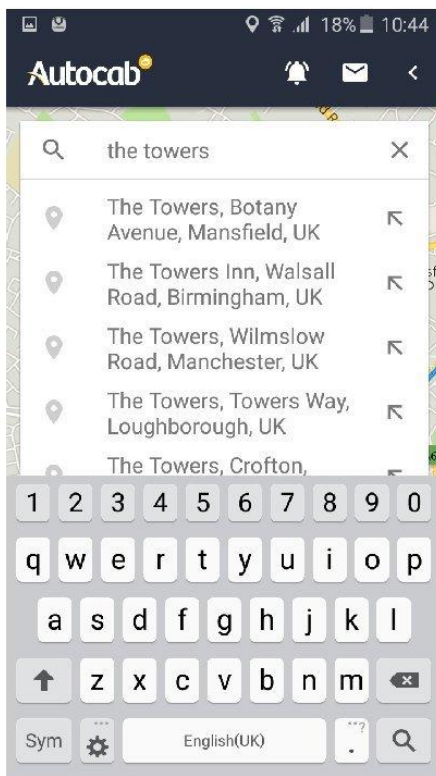
This will open up the menu where you can select + Add Via. this will add a via to your current location.

This will update the route, send you an urgent message and update the price.

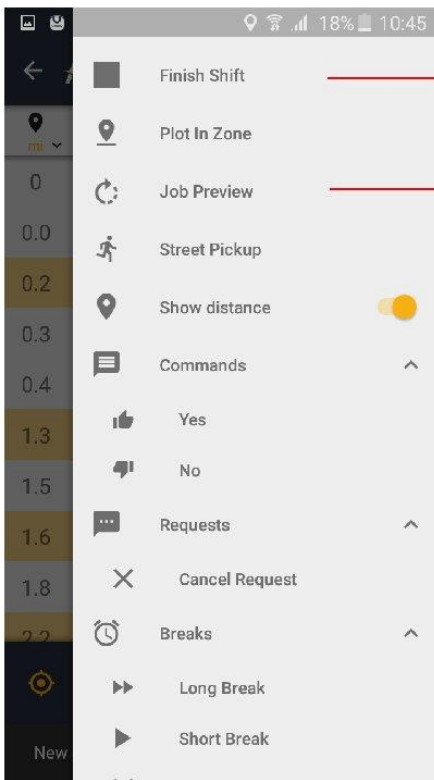
You can also edit the final destination too.



To change the final destination open up the job details with the small orange arrow at the bottom of the screen and then press on the destination. This will open up several options to change it. You can use your current location, choose a place on the map or type in an address. In this example we are going to use the towers. When you have finished editing the job will be updated and the destination will change. The price will be updated too and you can complete the job as normal.

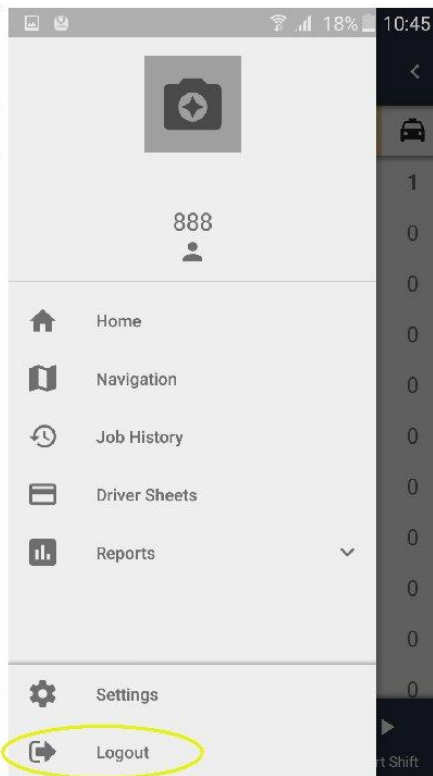
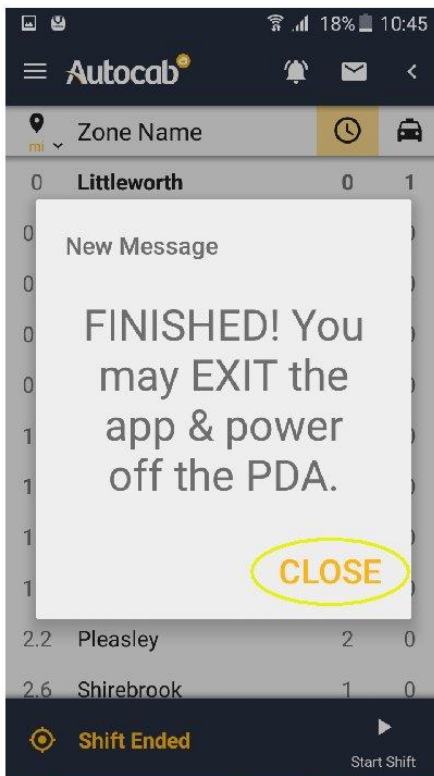


When you are clear again you can look at the available work on the main home screen. To bid for a job select it and then press bid at the bottom of your screen.

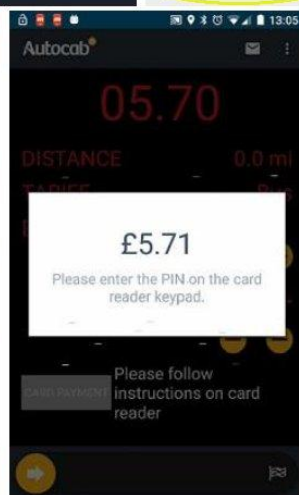


To finish work you must press the FINISH SHIFT command. Dont forget to log off completely in the left hand menu see images below.

If you have been allocated an airport or regular school run it will be visible here. You can release this job to yourself to avoid having to recover other jobs or missing them.



Please completely log off when you have finished your shift. If you dont you will continue to receive all messages and available work notifications.



Soon every driver will be issued with a Paypal device this will enable you to take Chip & Pin, contactless and Apple Pay in every vehicle.



Key Points to remember

- Rent can be paid every Thursday through until Friday morning at 7am if you are posting the cash in the drivers room.
- If you are paying by card this must be done on Thursday before 16.30pm.
- Any money that you need to collect (if we owe you) must be collected on Thursday before 16.30pm
- Any contract / pre paid work that you complete after 23:59pm on Wednesday will be carried over until the following weeks rent sheet is generated.
- Wear your uniform at all times and keep your car clean and tidy.
- Go with the flow, don't swim against the tide and you will reap the benefits. Drivers that constantly reject or refuse jobs are our lowest earners. FACT!
- Let the office know when you wish to finish as soon as you know. That can be when you start the shift and can be done via messages on the PDA.
- Driver surgeries are Tuesday at 10.00am until 11.30am and Thursday at 13.00pm until 14.30pm. Any queries or issues will be dealt with at these times **ONLY**.
- Any issues with your car or PDA should be directed to the garage initially, **NOT** the office.

Driver No. _____ Car No. _____

I confirm that I have read and understood the driver manual.

Signed _____

Print Name _____

Date _____