



Code of Conduct

1. Fail to complete a job, once allocated.
2. Take a job that has not been allocated to you.
3. Use prior knowledge to place yourself in a favourable position for a regular job or pick-up, or park outside, (or in the vicinity of) an account customer, without being allocated a job for that account.
4. Convert a company owned job, to one for your personal gain.
5. Conduct yourself in a manner that is likely to bring the company into disrepute.
6. Arrive at the pick-up point with more than the authorised run-in amount on the meter.
7. Price a job, without permission from call centre staff, RTGL representatives, marshals, or supervisors.
8. Clear an account job in excess of the metered fare.
9. Persistently reject jobs offered.
10. Reject an account job from a stand designated to that account.
11. Fail to use the "delay advise" facility (if delayed more than 15 minutes from receiving details).
12. Exchange allocated jobs, without authority.
13. Use any badge number, other than your own or allow any other person to use your badge number.
14. Refuse a taxicharge street hail or credit card hiring.
15. Tamper with, or misuse, communications equipment or allow unauthorised personnel use of your communications equipment.
16. Damage any equipment belonging to the company, strip out radio/data equipment belonging to the company. (a fine of at least £100 will be imposed, plus cost of repairs to equipment)
17. Threaten or use physical violence, or verbal abuse, against management, staff, customers or clients, or anyone connected to the company.
18. Argue with reasonable requests from call centre staff, RTGL representatives, marshals or supervisors, or use foul language over the air.
19. Install unauthorised equipment, or interfere with any cables, leads, or fuses fitted by RTGL, without permission.
20. Give an incorrect time when bidding for a job.
21. Fail to have your taxi meter in the correct mode, whilst on a street or data ride.
22. Fail to display, or remove, Radio Taxis logos.
23. Fail to complete 50 account jobs per month.
24. Book onto a stand, if you are not physically present on the rank.
25. Over-use of the voice channel (when you could send a data message).
26. Cause damage to the company by indiscrete words or deeds in the presence of the company's members, clients, staff, representatives or guests.
27. Fail to keep confidential any conversations overheard in the cab.
28. Use a handheld mobile telephone, and a passenger complains about that use.
29. Fail to complete a trip, or otherwise discriminate against a passenger purely on the grounds of their disability or impairment e.g. wheelchair user, learning difficulties.
30. Fail to accept a trip that is a 'special needs' or taxicard account, unless you possess a current PCO exemption certificate.

Use of radio pick-up points - Heathrow Airport.

31. Uses "radio taxi pick-up point" other than for a bona-fide radio hiring.
32. Fail to remain with vehicle when using a "radio taxi pick-up point".
33. Fail to furnish job details on demand to police, wardens, authorised Heathrow officials, or radio circuit marshals (including desk man), and at designated locations.
34. Failure to remain with the vehicle when using a "radio taxi pick-up point will render the driver/owner of the vehicle liable for any fines incurred.

