



13cabs Affiliated Driver and Operator Code of Conduct

Welcome and congratulations on becoming a 13cabs affiliated driver and/or operator. To form a sustainable business, strong brand awareness and pride in all we do, our five core values are the pillars which we stand behind. They are:

Caring

Collaborative

Authentic

Accountable

Progressive

These values are the foundation of the services provided by all affiliated drivers and operators, and work in conjunction with our five principles to maintain high standards and success:

Professionalism

Respect

Safety

Confidentiality

**Values &
Reputation**

You acknowledge and agree that as an operator and/or driver affiliated with 13cabs, you are not an employee, contractor, partner or agent of 13cabs. Nor do you have any authority to act for or on behalf of or make any representations for or on behalf of 13cabs. As an affiliated operator, you are an independent third party business/sole trader who is a customer of 13cabs. The services that 13cabs provides and that an operators and/or drivers provide are distinctly different and separate. You further acknowledge and agree that your drivers have no relationship with 13cabs whatsoever and that you, as an operator, have sole responsibility and liability for your drivers. Nevertheless, to ensure a high standard of services and to maintain 13cab's strong brand reputation, as an affiliated operator and/or driver, you accept and must comply with this 13cabs Code of Conduct (**Code**).

Operator and Driver Standards

You must:

- comply with all laws including without limitation al road rules, laws and regulations;
- not commit, engage or facilitate any acts of fraud, violence, assault, intimidation, threat, discrimination, sexual or other harassment, theft, misappropriation, deception, or any other unlawful activity;
- hold a valid driver's licence and driver accreditation certificate for the state you are driving in;
- display your driver authority in the vehicle where it can be viewed by a Passenger;
- positively represent and promote the 13cabs brand;
- not breach or assist others in breacing any trade marks, intellectual property or brands of A2B Australia Pty Ltd and its related bodies corporate including without limitation, 13cabs, Silver Service, Swan Taxis, Cabcharge, Spotto, MTI;

- not engage in unlawful, unconscionable, misleading or deceptive conduct;
- provide excellent customer service to all passengers such as giving your passengers comfortable, clean and safe travel;
- be reliable and punctual when carrying out accepted 13cabs bookings and, unless otherwise requested by the passenger, travel by the most direct route;
- assist passengers, including young, aged, frail, immobile passengers, or passengers with a disability to safely get in and out of the taxi, or with their luggage or walking apparatus;
- never harass passengers, other affiliated drivers or member of the public;
- not swear in the presence of passengers or whilst on the query channel, discriminate against a person for any reason, including race, age, sex, religion, sexual orientation, appearance, and physical or mental impairment or engage in sexual harassment, which includes sexual advances, suggestions or innuendo;
- not refuse passengers with assistance animals including without limitation guide dogs;
- show respect and consideration for other affiliated drivers, road users and members of the public at all times;
- never drive or conduct yourself in a manner that is or could be deemed detrimental to the safety of yourself, passengers or others ;
- not tamper with any livery, decals or stickers provided by 13cabs;
- log in to and remain logged in to 13cabs equipment whilst providing public transportation services to passengers in a 13cabs branded (or other related brands) taxi vehicles;
- not use equipment in a manner other than intended by 13cabs or that, in the opinion of 13cabs, creates or has the purpose or effect of creating an unfair advantage over other affiliated drivers including without limitation operating an unauthorised booking service, submitting fake bookings or misusing of related services provided by 13cabs;
- not provide false or misleading information to 13cabs, including GPS, meter and dispatch data;
- not permit others to use your or, another driver's identification number and pin to access equipment;
- not use any abusing, threatening or indecent language or behaviour towards any passengers, members of the public or 13cabs staff including without limitation contact centre staff and driver helpdesk operators;
- not call a false no job, failing to pick-up an accepted booking or meter flashing;
- not overcharge, or take a route other than the most direct route for a trip;
- not refuse to provide reasonable assistance to passenger who need assistance including without limitation passengers with disabilities;

- not deliberately providing false or misleading information to 13cabs or passengers;
- not offloading bookings accepted from 13cabs unless authorised by 13cabs to do so;
- always display driver authority card inside the taxi;
- always log off the equipment when you are finished providing taxi transportation services to passengers;
- accept all valid forms of payment from passengers including without limitation cash, charge accounts, bank cards, Cabcharge dockets, vouchers, etickets etc;
- not smoking in a taxi with passengers or allowing a passenger to smoke to ensure safety of all persons in the taxi;
- approaching account customers or their clients directly with complaints or feedback or attempt to solicit such customers or clients away from 13cabs;
- not solicit any affiliated operators away from 13cabs;
- not engage in any other conduct detrimental to the image or reputation of 13cabs.

Some other things to remember:

- ensure you have read and understood all 13cabs safety-related policies, including fatigue management and our drug and alcohol policy;
- in the event of an accident, ensure the safety of your passengers, yourself and others;
- accept all charge cards, dockets and vouchers authorised by 13cabs, including EFTPOS when presented by passengers;
- ensure that any lost property found in your taxi is handed in to a 13cabs office or police station within 24 hours; and
- notify your operator and 13cabs of any notifiable occurrence under relevant laws and regulations.

Additional Operator Standards

As an operator, you are responsible for your vehicle and all of your affiliated drivers. To be affiliated with 13cabs, you must:

- ensure your taxis are maintained in a clean and safe roadworthy condition, free of material damage;
- not allow an affiliated driver to use your 13cabs branded (or such other related brands) vehicles or any 13cabs provided equipment if they do not hold a current drivers licence and drivers accreditation/authority and/or they have breached laws, regulation or are suspended by 13cabs or any authorities;
- deal courteously and responsibly with any complaints about your taxi or drivers;
- advise 13cabs of any vehicle replacement, change of registration number or other relevant information as soon as possible;

- present or make available your taxi for inspection and camera download when requested by 13cabs; and
- not permit or facilitate anyone other than 13cabs to alter, modify, maintain, tamper with, disassemble, disconnect, reconfigure, or interfere with any 13cabs provided equipment;

Failure to comply

In the event that an operator and/or driver fails to comply with this Code, 13cabs may do one or more of the following:

- issuing a warning;
- suspend or restrict of access to equipment and services;
- pursue an operator and/or driver for loss or damages suffered or incurred by 13cabs and/or passengers (including without limitation indirect and consequential including forms of economic loss such as the costs of missing a flight, parking fees, accommodation fees, alternative transport fees, being charged for missing an appointment, loss of or damage to property, etc.);
- deducting from or require paying, a bond;
- require counselling, additional training at a cost to the affiliated driver or operator;
- revoke affiliation with 13cabs;
- reporting to authorities including without limitation police and state regulators which can result in an operator's or driver's accreditation being cancelled; and/or
- any other actions 13cabs deems as necessary.

If a person is of the reasonable belief that an affiliated operator and/or driver has breached this Code, a record may be secured for the purpose of providing feedback to 13cabs, authorities or a relevant government regulator, including without limitation personal information, photographs, camera footage, written reports or emails.

Review

A affiliated driver or operator whose has been determined by 13cabs to have breached this Code may request a review within 5 business days of the decision date by emailing: codeofconduct.review@13cabs.com.au

The request should outline what the issue was, what actions were or are being proposed to be taken by 13cabs and the reasons why there is a belief that 13cabs' determination should be reviewed.

If the issue cannot be resolved, the 13cabs review committee will review the determination and in its absolute discretion decide whether or not the initial determination and related actions or proposed actions by 13cabs is maintained, revoked or altered.