



A GUIDE TO COMPANY SERVICE STANDARDS

A Driver and/or Operator affiliated with Aerial Capital Group Ltd must abide by all Terms and Conditions, Agreements and procedures including;

1. Wear and keep the uniform clean and tidy;
2. ensure the uniform is not covered by other non-approved clothing;
3. Ensure the taxi is clean and tidy inside and out at all times;
4. act with civility and propriety towards customers, other road users and members of the public;
5. observe reasonable standards of personal hygiene;
6. reasonably assist a passenger or intending passenger;
7. have sound knowledge of the ACT, Queanbeyan and regional area;
8. carry out all radio hirings offered;
9. Not pick up a hiring allocated to another taxi;
10. proceed direct to a destination unless otherwise directed by passenger;
11. lodge Lost Property at Aerial's offices within a 24 hour period of the item being found in the taxi, as per the relevant Regulatory Authority legislation;
12. not smoke, eat or drink within the taxi at any time;
13. not breach any radio operating procedure;
14. use the correct Metered rate;
15. wait the required time at a pickup point for a reasonable time before abandoning the job;
16. not behave in any manner which may bring Aerial into disrepute;

17. not do or omit to do any act that may be detrimental to or bring discredit upon Aerial;
18. not fail to follow a lawful direction of an Authorised officer of Aerial;
19. not fail to follow a lawful direction of the Road Transport Authority, police officer or a member of the Emergency Service;
20. not advertise the services of a third party booking service or network or tout for passengers;
21. not inappropriately use the security alarm system;
22. not fail to abide by the Driver ethical standards as outlined in the taxi driver training course and as published from time to time.
23. Ensure the meter is engaged at the commencement of a journey and remains engaged for the entire journey;
24. Not interfere or tamper with security camera, security device or any electronic device within the vehicle
25. Not use offensive language, or behave in an offensive, aggressive or menacing way
26. Understand Work Health and Safety Obligations;
27. Protect Aerial's Intellectual Property and maintain a commitment to brand exclusivity by not accepting bookings from another 3rd party Transport Booking Service

Infringements are not limited to the items specifically listed in these Service Standards. Any acts or omissions by a Taxi Operator or Taxi Driver which in the opinion of the Authorised person(s) that may be detrimental to the Transport Booking Service, or which may bring discredit upon the Company, shall incur a penalty as determined by the Authorised person(s).