

S Y D C A B S

Driver Service Agreement

Driver Obligations · Fatigue Management Policy · Code of Conduct
Driver Rules · TTSS & Cabcharge · Refunds & Recovery · Duress Alarm · Assistance Animals · Privacy

AUTHORISED SERVICE PROVIDER

SYD CABS

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This agreement sets out the obligations, policies, and consents that apply to every driver operating under the SYD CABS network. Please read this document in full before agreeing to it through the SYD CABS online driver application. Your electronic agreement to each section, given during that application, forms part of your Driver Service Agreement with SYD CABS.

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01

Documents That Form Part of This Agreement

The following documents form part of this Agreement, and you must comply with each of them:

- the SYD CABS Complaint Handling Policy, which sets out how a complaint about you is investigated and what happens where one is upheld;
- the SYD CABS Safety Management System;
- the SYD CABS Drugs and Alcohol Policy, referred to in section 5; and
- the SYD CABS Incident Response Policy, referred to in section 5.

Each is published at www.sydcabs.au and a copy is provided to you at onboarding. Where a document is amended, the current version applies from the version date shown on it, and SYD CABS will give you reasonable notice of any amendment.

Where a term of this Agreement conflicts with a term of a document listed above, this Agreement prevails.

02

Driver Obligations

All drivers driving for SYD CABS must comply with all obligations under Point to Point regulations. SYD CABS can immediately suspend your SYD CABS ID if obligations are not met, and the Point to Point Transport Commissioner can issue penalties for non-compliance.

By agreeing to this Driver Service Agreement, you confirm you have read each of the following obligations and agree to comply with every one of them.

- All drivers must meet certain safety standards such as holding an unrestricted driver licence for 12 months in the preceding two years and meeting medical standards.
- Drivers must be logged into the SYD CABS App in the tablet installed in the car whilst on duty / ready for hire.
- Taxi drivers must not smoke or vape in their vehicle at any time.
- Drivers must not behave in an offensive manner and must not interfere with the comfort or safety of others.
- Drivers' blood alcohol concentration must be under 0.02 grams of alcohol per 100ml of blood.
- Drivers must not damage a vehicle or interfere with its equipment, and must not drive a vehicle they know, or ought reasonably to know, is non-compliant with the Regulations.
- Drivers cannot prohibit any assistance animals, or assistance animals in training, from entering the vehicle.
- Drivers, or any other person, must not tout or solicit for passengers for the hiring of a vehicle.
- In airport precincts, drivers must only pick up or drop off passengers in designated areas, must not leave their vehicle unattended unless in a designated holding bay, and must follow the directions of airport security and staff.
- Drivers must follow the reasonable directions of authorised officers of the Point to Point Transport Commissioner, police officers, or officers authorised under transport law, and must hand over their licence for inspection if requested.
- Drivers must only accept bookings from authorised booking service providers.

- Drivers must comply with directions given by taxi or booking service providers in the course of collecting the levy.
- Drivers may only stop in a non-taxi-zone area if hired or not available for hire, loading or unloading luggage or goods, or picking up or dropping off passengers. A hired or vacant taxi cannot stop in a taxi zone.
- Taxi drivers must not interfere, or permit interference, with a taxi's tracking device, camera, fare calculation device, or duress alarm.
- A taxi available for hire must accept a hiring immediately when offered, except in limited circumstances permitted by the Road Rules 2014 (for example, end of shift and destination not on the way, outside the operating area, passenger smoking or drinking and refusing to stop, risk of damage or soiling, unrestrained infant under one year, inability to pay a pre-paid or deposit fare).
- For a hiring using the meter, the driver must start the meter as soon as the taxi is hired and keep it running for the duration of the hiring, stopping it once the hiring ends or if delayed due to a fuel shortage or other reason within the driver's control.

Fatigue Management Policy

Laws in various areas specify the legal duties and responsibilities associated with the safe use of a vehicle for work. Workplace Health and Safety (WHS) responsibilities are held by multiple parties, including employers, employees, and individuals controlling workplaces. A workplace encompasses a vehicle used for work-related reasons.

A person running a business or undertaking is obligated to ensure the WHS of their employees and any other individuals is not impacted by the business's activities. Applied to the taxi industry, this includes providing drivers with information regarding the proper and safe use of vehicles, the safety features of vehicles, the causes and consequences of fatigue, safely maintaining the vehicle, and complying with road safety laws.

Taxi drivers and operators must comply with WHS legislation as self-employed individuals, responsible for their own workplace health and safety and for ensuring others are not exposed to risks arising from their work. Applied to the taxi industry, a driver's duties include holding a valid licence, adhering to traffic regulations including speed limits and alcohol limits, avoiding driving while impaired by fatigue or medication, reporting incidents as required, and conducting regular vehicle inspections.

List of Responsibility

Legislation in NSW, where SYD CABS operates, requires adherence to the concept of a list of responsibility. The Booking Network and the Taxi Operator have extensive responsibilities to guarantee the safety of passengers and the public, sharing responsibility for monitoring driver fatigue and ensuring drivers are always physically fit to operate a commercial passenger vehicle. The list of responsibility includes SYD CABS (as TSP and BSP), Operators' obligations, and Drivers' obligations.

Requirements of SYD CABS

- Overseeing driver compliance with driver fatigue management requirements.
- Ensuring that drivers possess and uphold Driver Authorisation.
- Providing drivers with training according to government-established standards.
- Assisting with approved security camera downloads for operators.
- Monitoring vehicle licensing and compliance.

Taxi Operators' Obligations

- Complying with regulations for managing driver fatigue.
- Verifying that drivers possess and uphold Driver Authorisation.
- Ensuring that drivers receive training according to government-established standards.
- Operating personalised transport services under a taxi, limousine, or booked hire service licence.
- Maintaining vehicles and upholding safety standards.

Drivers' Obligations

- Have a connection with an approved booking organisation in order to offer personalised transport services.
- Possess and uphold the suitable driver authorisation.
- Undergo training according to government-established guidelines.
- Comply with fatigue management criteria — this is the primary aspect of fatigue management.

SYD CABS Policy — the 14-hour rule

SYD CABS controls access to dispatch facilities by establishing time limits, since it is impossible to assess any driver's fatigue level at any given time. The SYD CABS dispatch system continuously checks all drivers using the dispatch equipment and is designed to prevent any driver from accessing the system for more than 14 hours within any 24-hour period. Once a driver reaches this limit, the system becomes inaccessible to them.

Drivers are expected to take enough breaks while waiting for jobs and to manage their own rest periods to prevent fatigue. Before logging into the dispatch equipment, drivers must agree to Terms and Conditions requiring a self-assessment of fatigue, phrased as:

"I am completely confident that I have assessed my fatigue levels, and I am fit to drive."

SYD CABS will offer a set of tools for fatigue management to help operators and drivers effectively handle fatigue.

Operators of SYD CABS

Operators are responsible for closely monitoring driver safety and ensuring driver fatigue is managed effectively. Actions an Operator can take include:

- For operators with multiple vehicles, conducting toolbox talks and team meetings addressing safety topics, identifying issues and implementing risk-reduction strategies.
- Organising road rule knowledge tests and quizzes in a non-threatening manner, possibly emphasising a specific road rule each week.
- Monitoring drivers' rosters and sign-in times to ensure regular breaks and scheduled days off.
- Using safety alerts to communicate knowledge improvements or serve as reminders following recent incidents.
- Arranging driver assessments by a qualified driving training provider to assess drivers' in-vehicle skills.
- Scheduling driving safety workshops and seminars to implement behaviour and attitude change programs.
- Creating fact tip sheets for notice boards or cabs, and implementing a pre-shift Fatigue Template for drivers to complete at the start of each shift.

Drivers of SYD CABS

As the sole individuals aware of their fatigue levels, drivers bear the ultimate responsibility for managing their fatigue. Taking regular breaks and stretching outside the vehicle helps combat fatigue. It is crucial not to operate when tired — if fatigued, drivers must stop working and rest until their energy levels are restored. This is displayed on the SYD CABS dispatch system's Terms and Conditions screen, requiring acknowledgement of:

"I have considered my fatigue levels, and I am 100% sure I am fit to drive."

Drivers can only access the dispatch system for a maximum of 14 hours within any 24-hour period. Once this limit is reached, the system automatically locks drivers out until a sufficient break has been taken. If a driver is tired, they should refrain from driving a cab. If there is a substantiated complaint about a driver's behaviour, corrective action will be taken according to standard disciplinary procedures, recorded internally and in the driver's personal file.

Driver Fatigue — Risk Identification

The taxi industry faces a safety risk from driver fatigue or drowsy driving. After being awake for an extended time, the production of adenosine signals the brain to sleep, and the 90-minute body clock can impact alertness during wakefulness. Strenuous activities like driving can lead to extreme tiredness if breaks of at least 30 minutes are not taken every 2 hours of driving. Fatigue is not limited to long trips — even short trips can lead to fatigue — and has both physical and mental effects, significantly affecting driving judgment. A major issue is that fatigue develops slowly, and drivers may not realise they are too tired to drive safely, nor accurately assess their own level of fatigue.

Assessment and evaluation — likelihood

Fatigue poses a significant risk affecting individuals of all experience levels. Research indicates fatigue is a contributing factor in approximately 30% of fatal accidents and serious injuries (CARRS-Q, 2015).

Consequences

The repercussions of a crash can range from injuries to permanent disability and death, resulting in substantial financial, operational, and societal costs.

Risk level

Fatigue remains a significant and persistent risk in the taxi industry. Drivers who operate taxis as a secondary source of income are identified as a high-risk group (Wishart et al., 2016). Driving while fatigued poses a risk to the driver, passengers, and public safety as a whole.

Risk Mitigation and Treatment

Network and operators can reduce risk by:

- Assuming responsibility for managing fatigue and refraining from driving while fatigued.
- Giving importance to scheduling and rostering for drivers.
- Implementing realistic rosters with sufficient rest breaks and flexibility in managing fatigue.

Drivers can reduce risk by:

- Avoiding driving when feeling tired and disclosing any issues affecting fatigue levels.
- Making regular stops, at least once every two hours, for a short break — walking, light exercise, or breathing exercises.
- Avoiding reliance on quick fixes such as double-dose coffee, energy drinks, or tablets.
- Ensuring adequate sleep between shifts, and using the car's air conditioning for comfort.
- Limiting driving to a maximum of 14 hours per shift.
- Consuming nutritious food and avoiding fatty or high-calorie food and drinks.
- Undergoing regular health checks to confirm the absence of a sleep disorder.

Signs of Fatigue

- Reduced alertness, difficulty focusing, increased frequency of errors.
- Feeling drowsy, experiencing brief periods of sleep, or falling asleep.
- Struggling to keep one's eyes open; not feeling rejuvenated after resting.
- Excessive nodding or yawning; vision becoming blurry.
- Changes in mood; alterations in personal health or fitness.

While operating your taxi, watch for:

- A close call or accident; yawning; blurry vision; inability to focus on the road.
- Nodding off; inconsistent speed; drifting between lanes; difficulty making turns.
- Mind wandering; seeing non-existent objects; delayed reactions; inaccurate gear shifts.

Causes of Fatigue

Fatigue can stem from work-related, personal, or combined factors, and may be short-term or cumulative. Work-related causes include prolonged or intense mental or physical exertion, sleep deprivation or disruption of the body's internal clock, organisational change, travel, extreme temperatures, demanding schedules, excessively long shifts, inadequate recovery time, physically demanding roles, and lengthy commutes. Shift workers, night workers, fly-in/fly-out and drive-in/drive-out workers, seasonal and on-call workers, and emergency and medical personnel face a heightened risk.

Managing Fatigue in the Workplace

All individuals in the workplace share responsibility for work health and safety, and can contribute to preventing fatigue from posing a risk. Measures to control fatigue risk include planning work schedules, managing shift work and rosters, addressing job demands, considering environmental conditions, evaluating non-work-related factors, and implementing a workplace fatigue policy. Workers will receive information and training on fatigue factors and risks, made accessible to everyone on the Responsibility List, with ongoing monitoring and review of control measures.

Code of Conduct

Statement of Intent

- SYD CABS is committed to providing and maintaining a safe passenger transport service for passengers, Drivers, Operators, and its own employees and officers.
- Safety risks can arise from interactions between people, particularly where those interactions are not respectful, professional, and courteous.
- This policy outlines the standard of conduct required to minimise risks to safety.

Application of this Policy

Except to the extent any contrary intention is expressed, this policy binds all Stakeholders and applies to all activities connected to the supply of the passenger transport service, including the booking and dispatch of a taxi; the commencement, during, and after a passenger's trip; between an Operator and SYD CABS; between a Driver and SYD CABS; between a Driver and an Operator; and on social media where parties interact with each other and with the Network. This policy may be updated or revised by SYD CABS at any time.

Standard of Conduct Required of Stakeholders

SYD CABS expects each Stakeholder at all times to treat others with courtesy and respect, behave in a responsible and professional manner, be polite and considerate, respond appropriately to the concerns of others, and be fair and honest in their dealings with others. Drivers must take reasonable steps to ensure passengers have a comfortable and safe journey.

Drivers must:

- Assist aged, frail, young, or immobile passengers to safely get into and out of the taxi and travel securely on board.
- Strictly follow all road rules and show respect for other drivers.
- Be reliable and punctual when responding to passenger bookings.
- Assist passengers to safely stow their luggage or other belongings.
- Ensure the inside of the taxi is clean and hygienic at all times.
- Not smoke, eat, or drink in the taxi.
- Attend any training, meetings, or investigations carried out by SYD CABS and cooperate fully.

Conduct that will not be Tolerated — Bullying, Harassment and Discrimination

SYD CABS' commitment to a safe passenger transport service includes a service free from bullying, harassment, and discrimination. SYD CABS will not tolerate this conduct irrespective of who engages in it, and will treat reports seriously, responding promptly, impartially, and confidentially.

What is bullying?

Bullying is repeated and unreasonable behaviour directed towards a person or group that creates a risk to health and safety. Unreasonable behaviour includes conduct that is victimising, humiliating, intimidating, or threatening. A single incident of unreasonable behaviour can also represent a risk and will not be tolerated.

What is discrimination?

Discrimination includes direct and indirect discrimination, both unlawful. Direct discrimination occurs when someone is treated unfairly because they belong to a particular group, often based on stereotyped views. It is unlawful to discriminate on the basis of race, colour, nationality, descent, ethnic or national origin, sex (including pregnancy and breastfeeding), marital or domestic status, disability, sexual orientation, age, transgender status, or carer responsibilities. Indirect discrimination occurs where a requirement, though applied equally, has an unreasonable, unequal or disproportionate effect on different groups.

What is harassment?

Harassment is unwanted behaviour that humiliates, offends, or intimidates another person. It is usually ongoing, though a single act can also constitute harassment. Sexual harassment is unwanted behaviour of a sexual nature, which may include sexual innuendo, offensive jokes, unwanted physical contact, displaying offensive material, intrusive questions about a person's private life, staring or leering, unnecessary familiarity, sexual insults, sending sexually explicit messages, or repeated unwanted requests for dates. Some conduct may also constitute a criminal offence, such as physical or sexual assault, indecent exposure, stalking, or obscene communications.

Zero Tolerance for Bullying, Harassment and Discrimination

SYD CABS has a zero tolerance policy for bullying, harassment, and discrimination, and treats all instances of unreasonable behaviour seriously. Drivers and Operators must not:

- Harass or bully passengers, members of the public, or other Stakeholders.
- Swear in the presence of passengers or other Stakeholders.
- Behave in a manner that is unprofessional, disrespectful, aggressive, threatening, or abusive.
- Discriminate against a passenger or any person for any reason, including by refusing to transport them, making discriminatory comments, or treating them unfairly on discriminatory grounds.
- Make unwanted advances of a sexual or other nature, including sexual innuendo, offensive jokes, unwanted physical contact, displaying offensive material, or making intrusive enquiries into a person's private life.

Most complaints about sexual harassment in the taxi industry relate to the actions of male drivers toward female passengers. Views excusing this conduct on the basis of a passenger's clothing, intoxication, or any other factor are never acceptable. SYD CABS does not want anyone holding such views driving a taxi affiliated with our Network — or driving a taxi at all.

Dealing with Bullying, Harassment and Discrimination

If a Stakeholder experiences or witnesses bullying, harassment, discrimination, or other unreasonable behaviour and is not comfortable resolving it themselves, or their attempt has not succeeded, they must report the issue (preferably in writing) promptly to the SYD CABS office. Complaints will be handled per the Driver's Service Agreement (for Drivers), the Operator Rules of Operation (for Operators), or by an appointed investigator (for Employees and Officers). All affected parties will be able to state their case, with all relevant information considered before a decision is made. Outcomes may include a verbal or written reprimand, or the transfer, demotion, or dismissal of the person engaging in the conduct.

All complaints will be treated in strictest confidence. There will be no victimisation of a person making a genuine report in good faith. Complaints made maliciously or in bad faith may result in action against the person making that complaint. Even where a complaint cannot be substantiated, the Network may still take appropriate action to address relevant issues.

Overcharging

- Meter usage — drivers must always use the meter to calculate fares accurately, from the moment the passenger enters the vehicle until the end of the journey.
- No unauthorised fare changes — drivers are strictly prohibited from altering or manipulating the meter, charging inflated fares, or adding unauthorised surcharges.
- No price gouging — drivers must not take advantage of high-demand periods or events to significantly increase fares beyond reasonable levels.
- No haggling or negotiating fares with passengers.
- Fair treatment — drivers must charge all passengers the correct fare based on actual distance travelled, without discrimination or favouritism.
- No hidden charges — any additional charges beyond the company's fare structure must be clearly communicated and agreed before the journey commences.
- Drivers must comply with all relevant regulatory standards regarding fare calculation and charging.

Drivers with repeated upheld overcharge complaints will be suspended from the Network under the Complaint Scale in the SYD CABS Complaint Handling Policy. Failure to comply with the Code of Conduct may result in suspension of your Driver ID.

Driver Rules & Safe Driving Techniques

SYD CABS expects each driver at all times to behave in a responsible and professional manner, treat others with courtesy and respect, be polite and considerate, respond appropriately to the concerns of others, and be fair and honest in their dealings with others. Drivers must take reasonable steps to ensure passengers have a comfortable and safe journey, and the same standards of conduct set out in the Code of Conduct above — including the prohibition on bullying, harassment, and discrimination — apply equally to this section.

Safe Driving Techniques

Looking for passengers

Be alert for potential passengers while maintaining concentration on the road ahead. Cruise in the traffic lane closest to the kerb where possible, watching both sides of the road. When hailed, keep concentration on the road and on pulling into the kerb safely, giving adequate warning with indicators. Only stop where it is legal to do so.

Pulling away from the kerb

Use the mirror, signal, head check system: check rear and side mirrors, indicate, check the blind spot with a head check, and accelerate smoothly. After picking up a passenger, check their destination and start the meter before pulling out, then concentrate solely on pulling out safely.

Pulling into the kerb

Use the mirror, signal, head check system. Always choose a safe and legal spot, stop as close and parallel to the kerb as possible, never double park, and be considerate of other drivers and your passenger.

Lane changing

Give way to traffic in other lanes. Check rear and side mirrors, signal, re-check mirrors, check the blind spot, change lanes smoothly, and maintain a safe distance from all other vehicles.

Safety screens (where fitted)

Be careful not to become confused by reflections or fogging. If the screen reduces visibility, adjust your driving accordingly. When reversing, do not rely solely on the internal rear-view mirror.

Overtaking

Check road markings for legality, ensure sufficient distance from approaching vehicles, check mirrors and blind spot, signal, begin overtaking gradually roughly 15 metres before the vehicle to be overtaken, accelerate, and signal again before returning to your original lane once you can see the overtaken vehicle in your mirror. Safety comes first.

Keeping distance between vehicles

Maintain at least a 3-second following distance, measured by timing your passage past a fixed landmark after the vehicle ahead passes it. Increase this distance in wet or poor visibility conditions. Travelling too close obstructs your view and risks a rear-end collision if the vehicle ahead stops suddenly.

Driving at night

Avoid looking directly at oncoming headlights, increase your distance from other vehicles, reduce speed and take particular care in dark or poorly lit areas, and stop or cease driving if fatigued. Keep windscreens and headlight glass clean, and have your night vision and glasses prescription checked regularly.

Wet weather driving

Visibility and tyre grip are both reduced in wet weather. Slow down by at least 10km/h in rain, watch for water build-up or flooding in heavy rain, and increase following distance to at least 6 seconds. Take special care when driving in rain at night, as the risks compound.

Use appropriate speed

Always travel within the speed limit, checking your speedometer regularly. A safe speed also depends on road type and condition, your skill and experience, vehicle efficiency, weather, visibility, and traffic. Remember you can be penalised for a dangerous speed even below the maximum limit if conditions warrant a lower speed.

Driving passengers who are in a hurry

Never speed to meet a passenger's urgency — you pay any fine and risk losing points and causing a serious accident. Drive sensibly and never take risks.

Safely picking up and setting down passengers

Exercise reasonable care for passenger safety. Stop where a passenger can safely board or alight, always check for danger before exiting the driver's seat, and discourage passengers from alighting on the traffic side of the vehicle. Escort elderly, frail, or vulnerable passengers as needed and drop them as close as possible to their destination.

Intersections and roundabouts

Approach with caution and be prepared to give way. Always obey traffic lights. At roundabouts, give way to traffic already in the roundabout and follow correct indicator use for going straight, turning left, or turning right.

Right-hand turns

While waiting to turn right, keep your front wheels straight rather than turned, reducing the risk of being pushed into oncoming traffic if hit from behind.

Traffic lights

Slow down and check your mirror before braking, watch the intersecting road, stop on yellow where safe, and never assume a red light will stop another vehicle from entering the intersection.

Pedestrian crossings

Approach with care and always expect someone will cross. Never park on or stop at a pedestrian crossing to pick up or set down passengers.

Children and animals on the road

Take particular care near playgrounds, schools, and childcare centres, and slow down if a ball bounces onto the road — a child may be close behind. Always watch for animals crossing the road.

Alcohol or drugs and taxi driving

As a professional driver you are subject to a 0.02 blood alcohol limit — virtually zero. Prescription or other drugs must also never be allowed to affect your driving ability. Refer to the separate SYD CABS Drugs and Alcohol policy and comply with it strictly at all times.

Maintaining concentration

Maintain concentration on driving, not the passenger, at all times, particularly at the start and end of a journey when communication is most necessary.

Providing a smooth and comfortable ride

Accelerate and slow down smoothly, avoid sudden braking, slow down when cornering, and give passengers appropriate space.

Looking out for hazards

Continually scan in front, to the sides, and behind for hazards including other road users, pedestrians, cyclists, children, animals, roadworks, junctions, traffic lights, and stationary vehicles pulling out. Always position your vehicle for safety with an adequate margin.

Breakdown procedures

Refer to the separate SYD CABS Incident Response Policy and comply with it if the taxi breaks down.

Use of mobile phones when driving

It is against the law to use a hand-held phone while driving. TfNSW regards this as a serious breach that may merit suspension or cancellation of a SYD CABS Driver Authority. If penalised or charged, you must advise your Operator and the Network. Hands-free use can be just as dangerous due to distraction — stop your vehicle before making a call where possible, and never enter lengthy conversations while transporting passengers.

No touting or soliciting for work

You must not tout or solicit for work at any time, including approaching or calling out to potential passengers. The Point to Point Commissioner regards touting as a serious offence punishable with significant fines, and the Network will carry out spot-checks at major events, the airport, and other locations.

No stopping zones and no standing zones

You must not stop at No Stopping Zones, except in specially signposted areas of the Sydney CBD permitting a stop of up to 1 minute. You must not park in a No Standing Zone.

Reversing

Extreme care must be taken when reversing — a significant factor in many insurance claims. Be especially careful that a safety screen does not distort your view.

Correct use of horn

The horn is an emergency warning device only. It is against the law and poor practice to use it to express anger or to announce your arrival for a job — where possible and safe, go to the door instead.

Driver attitude and behaviour

A poor driving attitude increases accident risk. Avoid deliberate or unintentional risk-taking, overconfidence, becoming over-stressed, blaming other drivers, becoming easily annoyed or losing your temper, being too relaxed, failing to think ahead, and failing to check the position of other vehicles.

Seat belts

Drivers must wear a seat belt at all times.

Fuel handling

Always follow fuel handling procedures, never smoke or use a flame near fuel, never use a mobile phone while fuelling, avoid direct contact with fuel, avoid breathing in fuel fumes, and seek medical or emergency help immediately in the event of any incident.

TTSS and Cabcharge

SYD CABS participates in the Taxi Transport Subsidy Scheme (TTSS), which allows an eligible passenger with a disability to pay a subsidised fare using either a TTSS smartcard or a TTSS paper voucher.

Not every SYD CABS taxi is fitted with a Cabcharge terminal, and that changes what a passenger is able to pay with. A passenger who only discovers at the end of the trip that they cannot pay the way they expected is left stranded. Telling them at the start is what this section is for.

Know your vehicle before your first shift in it

Before you drive a taxi for the first time, find out from your operator whether it is fitted with a Cabcharge terminal supplied through SYD CABS. You need to know the answer before a passenger asks, not afterwards. Your operator is required to tell SYD CABS which of their vehicles are fitted, and to tell us when that changes.

What you must do

- Accept a TTSS passenger. You must never refuse a hiring because the passenger intends to pay by TTSS.
- Where your taxi has a Cabcharge terminal, tell the passenger that both the TTSS smartcard and the TTSS paper voucher are accepted.
- Where your taxi does not have a Cabcharge terminal, tell the passenger — before the trip starts, or as soon as they mention TTSS — that the taxi accepts the TTSS paper voucher only, because the smartcard cannot be processed.
- Complete the voucher with the passenger at the end of the trip. Never ask a passenger to sign a blank or incomplete voucher, and never complete a voucher before the trip has ended.
- Present the completed voucher at the SYD CABS office, 43–45 Claremont Avenue, Greenacre NSW 2190. SYD CABS pays the subsidy portion to you on presentation of a correctly completed voucher.

Vouchers that may be rejected

A voucher that is incomplete, altered, unsigned, or that does not match the trip recorded by the meter may be rejected, and the subsidy not paid. Where SYD CABS has already paid a subsidy on a voucher later found to be invalid, that amount is recoverable from you under section 7.

Why this one is taken seriously

Refusing an eligible TTSS passenger, or failing to tell a passenger which payment methods your taxi accepts, is treated as a serious matter under the SYD CABS Complaint Handling Policy. Refusing to transport a passenger on the basis of disability is also prohibited under the Code of Conduct in section 4 of this Agreement, and may constitute unlawful discrimination under the Disability Discrimination Act 1992.

Fare Complaints, Refunds and Recovery

SYD CABS investigates every fare complaint under the SYD CABS Complaint Handling Policy. Before any finding is made you will be told what has been alleged and given the opportunity to respond, and you may ask for a decision to be reviewed by a manager who was not involved in it.

Recovery of a refund paid to a passenger

- Where SYD CABS refunds or compensates a passenger because of your conduct — including an overcharge, a fare taken without the meter, an unauthorised route, or a trip taken while the vehicle was suspended — the amount refunded is recoverable from you.
- SYD CABS will tell you what has been established and the amount refunded, and will give you the opportunity to respond, before recovering it.
- Where SYD CABS holds money payable to you — including a TTSS subsidy payable under section 6, or a settlement passing through a Cabcharge terminal supplied through SYD CABS — SYD CABS may set the amount off against it. Otherwise the amount is payable on demand.
- Where SYD CABS has paid you a TTSS subsidy on a voucher later found to be invalid, that amount is recoverable under this section.
- SYD CABS may recover an amount under this section from you or from your operator, but not from both. Recovery from one discharges the other to the extent of the amount recovered.
- An amount that remains unpaid 14 days after written demand is recoverable as a debt in any court or tribunal of competent jurisdiction.

The passenger is refunded either way

A passenger who has been overcharged is refunded regardless of whether SYD CABS has recovered the amount from you, and regardless of which payment terminal was used to take the fare. Recovery is a matter between you and SYD CABS and does not delay or reduce what the passenger receives.

08

Duress Alarm

SYD CABS' duress facility is built into the in-vehicle tablet, as part of the SmartMove dispatch system.

- When you log into the system, the duress facility is in the tablet, which must be fixed and connected to the permanent wire.
- Pressing the red panic button twice connects you to our partnered call centre in Hobart.
- The call centre will listen to you via the tablet and call your number if required, or arrange emergency services according to the situation.

09

Assistance Animals

It is a condition of being a SYD CABS driver that you cannot refuse to transport a passenger with an assistance animal, or an assistance animal in training. Assistance animals are trained to aid people with a disability and are not pets.

- Do not touch, talk to, feed, or otherwise distract the assistance animal.
- Do not treat the animal as a pet — give it the respect of a working animal.
- Do not speak to or give the animal commands unless the passenger asks you to.
- Speak to the handler, not their assistance animal.
- Assistance animals usually sit in the front passenger or rear footwell of the taxi, do not need to be secured, and should never be separated from the passenger.

DRIVERS CAN BE FINED UP TO \$1,110.00 FOR REFUSING TO PICK UP A PASSENGER WITH ANY TYPE OF ASSISTANCE ANIMAL.

For further information, refer to the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017, the Disability Discrimination Act 1992, the Office of Local Government, and Health Direct.

Privacy and Personal Information

- In administering this Agreement SYD CABS collects personal information about you. That information includes your name, date of birth, contact details and address; your NSW driver licence and driver authorisation numbers; photographs on identification documents; the results of driver checks made through the Point to Point Transport Commissioner's systems and the Driver Vehicle Dashboard; records of your onboarding and training; trip and dispatch records; complaint and incident records; and any bank account details you provide for payment of a TTSS subsidy.
- SYD CABS collects that information to verify your identity and your eligibility to drive, to meet its obligations as an authorised booking service provider under the Point to Point Transport (Taxis and Hire Vehicles) Act 2016, to administer this Agreement, to pay amounts owing to you, and to investigate complaints and incidents.
- SYD CABS may disclose that information to the Point to Point Transport Commissioner and other regulators where required or authorised by law; to police where required or authorised by law; to the operator of the vehicle you drive, so far as necessary for them to meet their own obligations; and to its dispatch system provider, payment providers and insurers for the purposes above. SYD CABS does not sell personal information and does not disclose it for marketing.
- Camera footage from a vehicle you drive is accessed only where it is relevant to an investigation, is handled in accordance with the Point to Point Transport (Taxis and Hire Vehicles) Regulation, and is not used for any purpose other than that investigation.
- Personal information about you is not disclosed to a complainant beyond what is necessary for a complaint to be investigated and resolved.
- SYD CABS keeps records for not less than seven years, as required by the Transport Legislation, and holds them securely with access limited to staff who need them for their work.
- You may ask SYD CABS for access to the personal information it holds about you, and may ask for it to be corrected, by writing to the office address in this Agreement. SYD CABS will respond within a reasonable time.
- SYD CABS handles personal information in accordance with the Privacy Act 1988 (Cth).

Notices and Acceptance

Notices

- A notice under this Agreement must be in writing. SYD CABS may give you a notice by email to the address you have given us, by message to the mobile number you have given us, or by post or hand delivery to your address.
- A notice given by email or message is taken to be received on the day it is sent, unless the sender receives a delivery failure notification. A notice given by post is taken to be received three business days after posting.
- You must tell SYD CABS within seven days of any change to your email address, mobile number or postal address. A notice sent to the last details you gave us is effective even if you no longer use them.
- You may give SYD CABS a notice by email to info@sydcabs.au, or by post or hand delivery to 43–45 Claremont Avenue, Greenacre NSW 2190. A response to a complaint is given in the way set out in the SYD CABS Complaint Handling Policy.

How you accept this Agreement

- You accept this Agreement electronically through the SYD CABS online driver application. Electronic acceptance has the same effect as signature, and you consent to entering into this Agreement electronically.
- SYD CABS records the date and time of your acceptance and the version of this Agreement you accepted. The version that applies to you is the version you accepted, identified by the version date shown in the footer of this document.

When this Agreement commences

- This Agreement commences when you have attended the SYD CABS office in person, SYD CABS has verified your identity and your documents as set out in section 13, and SYD CABS has issued you a Driver ID.
- Until then your submission is an application only. You are not onboarded with SYD CABS, you must not drive under the SYD CABS network, and this Agreement has not commenced.

Governing law

- This Agreement is governed by the law of New South Wales, and you submit to the non-exclusive jurisdiction of the courts of New South Wales.

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Safety Knowledge Check

These questions form part of the SYD CABS driver onboarding process. Applicants must answer each correctly during the online application before their application can proceed. Question 6 covers the Sydney Airport Fixed Fare Trial, which runs from 3 November 2025 to 2 May 2027 — this section is reviewed before that date.

1. Is it OK to refuse a fare if the trip is only a short one?

- ☐ Yes
- ☐ No

2. Which of the following is an example of good customer service?

- ☐ Smiling in a friendly way
- ☐ Looking angry

3. What is the blood alcohol limit for taxi drivers?

- ☐ 0.02
- ☐ Zero

4. If you notice a safety hazard in your vehicle, what should you do?

- ☐ Ignore it
- ☐ Contact the affiliate provider (Operator) immediately for instructions

5. What is a good way to prevent stress and anger?

- ☐ Get some exercise regularly
- ☐ Continuously working

6. Under the Fixed Fare Trial, what is the most you can charge for a standard taxi from Sydney Airport to the CBD?

- ☐ \$60, with no extras, tolls or waiting time
- ☐ Whatever the meter reads, plus tolls

7. A passenger says they want to pay with a TTSS smartcard, and your taxi has no Cabcharge terminal. What do you do?

- ☐ Tell them before the trip starts that the taxi accepts the TTSS paper voucher only
- ☐ Start the trip and sort it out at the end

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Driver Consent

Authorised Service Provider: SYD CABS

Office: 43-45 Claremont Ave, Greenacre NSW 2190

I consent to the above Authorised Service Provider (ASP) entering my driver's licence into the DVD (Driver Vehicle Dashboard) and continuing to use my driver's licence in the DVD for the purpose of confirming that I am an eligible driver under the transport law of NSW and in accordance with Point to Point Compliance.

I also consent to the DVD check. If I keep driving with SYD CABS, I am giving permission for an ongoing check every year.

I consent and understand that I must present and verify my identity at the SYD CABS office. Without this verification and all regulated required items, I will not be provided a Driver ID or onboarded to SYD CABS.

I confirm I have watched the SYD CABS mandatory driver onboarding video and agree to comply with SYD CABS policy and the information presented in it, including the Fixed Fare Trial Training requirement for all new and existing onboarded drivers.

I confirm I have read the TTSS and Cabcharge obligations in section 6. I understand that I must never refuse a hiring because a passenger intends to pay by TTSS, and that I must tell a passenger which payment methods my taxi accepts before the trip begins.

I acknowledge that where SYD CABS refunds a passenger because of my conduct, the amount refunded is recoverable from me under section 7, after I have been told what has been established and given the opportunity to respond.

I confirm I have read this Driver Service Agreement in full — including the documents listed in section 1, the Driver Obligations, Fatigue Management Policy, Code of Conduct, Driver Rules, TTSS and Cabcharge obligations, the recovery provisions in section 7, the Duress Alarm procedure, and the Assistance Animals policy — and I agree to comply with it in full as a condition of driving under the SYD CABS network.