

SYD CABS

OPERATOR RULES OF OPERATION

These Rules apply to every operator affiliated with SYD CABS. They form part of the Operator Agreement, and a breach of them is a breach of that Agreement.

They set out what you must do before letting a driver take your taxi, how the taxi WhatsApp group works, what you must tell us and when, and what happens if these Rules are not followed.

1 Your responsibility

You are the operator. The vehicle is yours, the drivers you engage are yours, and the obligations under the Point to Point Transport (Taxis and Hire Vehicles) Act 2016 attached to your taxi licence are yours.

Handing your taxi to a driver does not transfer any of that. If a driver of your taxi breaches these Rules, you are answerable for it.

2 Before you hand over the taxi

Every time a driver takes your taxi — not only the first time — you must complete all four checks below.

1. Check the driver holds a current physical SYD CABS driver ID. Look at the card itself, not a photograph of it.
2. **Ask the driver to log into the meter in front of you and show you the screen.** If the login fails, the driver is not authorised. Do not hand over the taxi.
3. Have the driver post a photograph of their SYD CABS driver ID in the WhatsApp group for that taxi.
4. Wait for SYD CABS support to confirm in that group that the driver is authorised for your taxi.

If the login fails, or SYD CABS does not confirm, do not hand over the taxi. Contact in WhatsApp Group where you already had an access along that specific taxi group.

A driver who cannot log in may have been suspended, may have an expired authorisation, or may not be onboarded at all. Handing the taxi over anyway puts an unauthorised driver on the road under SYD CABS livery, and the consequences of that fall on you.

3 The taxi WhatsApp group

SYD CABS maintains one WhatsApp group for each affiliated taxi, named after the vehicle registration. For example an operator with two taxis, TABC and TDEF, has one group for each.

You have access to the group for each of your taxis. SYD CABS support is in every group.

The group is where driver handovers are confirmed, where SYD CABS notifies you about your vehicle, and where you raise anything specific to that taxi.

4 Keeping the group current

It is your job to keep each group accurate, in real time.

- Add a driver to the group before they take the taxi, not afterwards.
- Remove a driver from the group as soon as they stop driving that taxi.
- A driver may be in more than one of your groups if they drive more than one of your taxis.
- A driver who has moved to another operator's taxi must be removed from your group. They may still drive for SYD CABS, but not for you, and they should not remain in your taxi's group.

The group is the record of who is driving your taxi. If it is not current, we cannot tell who was driving when something happens.

5 Contacting SYD CABS

What you need	How to reach us
Driver handover confirmation	The WhatsApp group for that taxi
Support, urgent operational matters	WhatsApp +61 437 158 154
Anything by phone	1300 926 117
Letters, documents, general requests	info@sydcabs.au
Complaints and incidents	incident@sydcabs.au
Applications and onboarding	onboarding@sydcabs.au
Accounts and invoices	accounts@sydcabs.au

Use the WhatsApp support number above. Messages sent to any other SYD CABS WhatsApp number are not monitored and will not be answered.

6 Requesting a letter or document

Where you need a letter from SYD CABS — a change of operator letter, a confirmation of affiliation, on hold, off hold, Surrender letter or anything similar — email **info@sydcabs.au** with your operator reference and the vehicle registration.

For a change of operator letter to new Operator or existing Operators, see clause 4F of the Operator Agreement. We cannot issue one until your or previous Operator's account is settled, our equipment has been returned or transferred.

7 Vehicles and documents

- Present each taxi for inspection at least every six months, and whenever we ask on reasonable notice.
- Keep insurance, registration, CTP and your taxi licence current, and send us updated evidence before each expires — not after.
- Keep a logbook and service records for each taxi, and retain them for seven years.
- Do not share a fleet key across multiple taxis.
- Do not hand the taxi over for a car wash, private use or relocation without confirmation from SYD CABS in that taxi's group.

8 What you must tell us

Immediately:

- any notifiable occurrence involving your vehicle or your driver;
- any accident, assault or incident involving a passenger;
- any insurance policy that is cancelled, lapses or is declined.

Within seven days:

- any change to your authorisation, insurance, registration or taxi licence;
- any change to the eligibility of a driver you engage;

- any change to the ownership of a vehicle, and in the case of a rent-to-own arrangement, before registration transfers.

9 Cabcharge and TTSS

Not every SYD CABS taxi has a Cabcharge terminal. That changes what a passenger can pay with, so the driver has to say so rather than let the passenger find out at the end of the trip.

Tell us which of your taxis have a Cabcharge terminal fitted, and tell us if that changes. We record it against the vehicle.

Your drivers must:

- accept a TTSS passenger. A hiring must never be refused because the passenger intends to pay by TTSS.
- where the taxi has Cabcharge, tell the passenger that both the TTSS card and the TTSS voucher are accepted.
- where the taxi does not have Cabcharge, tell the passenger — before the trip starts, or as soon as they mention TTSS — that the taxi takes the TTSS voucher only, because the card cannot be processed.
- complete the voucher with the passenger, and present it at our office at 43-45 Claremont Avenue, Greenacre. We pay the subsidy to the driver on presentation.

A voucher that is incomplete, altered, unsigned, or that does not match the trip on the meter can be rejected. If we have already paid a subsidy on a voucher that later turns out to be invalid, we recover it from you.

Refusing a TTSS passenger, or not telling a passenger what the taxi accepts, starts the Operator Rules Scale in section 11 at Step 3. A passenger who cannot pay the way they expected is stranded, and that is the reason this one is treated seriously.

10 Suspended vehicles

If SYD CABS suspends one of your taxis, we tell you as well as the driver.

You must recover the vehicle from the driver and confirm to us that you have done so. If a suspended taxi keeps operating under SYD CABS livery, you are responsible for any refund arising from a trip taken during the suspension.

11 Where these Rules are not followed-Warning/termination to Operators

Where a breach of these Rules is established, SYD CABS applies the following scale, called the Operator Rules Scale. Each established breach moves you one step along it. It is not the same as the Complaint Scale in section 7 of the SYD CABS Complaint Handling Policy, which uses different step numbers for different consequences, so a step is always named with the scale it belongs to.

Step	Consequence
1	First warning, in writing
2	Final warning, and training where relevant
3	Suspension of the affected vehicle for up to 7 days
4	Suspension of the affected vehicle for 3 months
5	Removal of the affected vehicle from the SYD CABS network for 12 months
6	Termination of the Operator Agreement and removal of the whole fleet
7	Zero tolerance with Sydney Airport Complaints. Suspension or termination may occur

Where no further breach is established within 12 months, the Operator Rules Scale resets to Step 1.

Certain breaches start higher on the Operator Rules Scale:

- Handing the taxi to a driver who could not log in, or who was not confirmed by SYD CABS — the Operator Rules Scale applies from Step 3.
- Allowing a suspended taxi to continue operating — the Operator Rules Scale applies from Step 4, and you are liable for any refund arising.
- Sharing a fleet key across multiple taxis — final warning on a first occasion, then from Step 3 of the Operator Rules Scale.
- Providing a document that is expired, altered or not genuine — the Operator Rules Scale applies from Step 4.
- Failing to report a notifiable occurrence — the Operator Rules Scale applies from Step 4.

Before any step is applied, you are told what has been established and given the opportunity to respond. You may ask for a decision to be reviewed by a manager who was not involved in it, within 14 days.

12 Review

These Rules are reviewed at least annually, and sooner if the law changes or if operational experience requires it. The current version is published at www.sydcabs.au and applies from the version date shown below.

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