

Geo Taxi and Geo Comfort

(powered by) Bari Services Pty. Ltd.

Unit 16, No 2 The Crescent Kingsgrove NSW 2208



Authorise Service Provider

Owner/Operator & Driver's

Policy & Procedure Manual February 01, 2024

1. Introduction:

All operator drivers at the Geo Taxi and Geo Comfort (powered by) Bari Services Pty Ltd and must comply with the NSW Rules and Regulations and Policies and Procedures as set by the Point-to-Point Transport Commission. A taxi decal issued by the Geo Taxi. It is a privilege bestowed on taxi drivers who comply with Point-to-Point Transport Commission's rules and regulations and Geo Taxi policies and procedures. Any driver not in compliance with the NSW state rules and regulation and policies and procedures will not be granted decal of Geo Taxi and will not be allowed to operate taxis in Sydney metropolitan area and regional area.

All taxi drivers who originate an on booking or hail must obtain any Geo Taxi driver ID displayed in taxi during on duty. The failure to comply with this will result in the operator not being able to work until they carry their driver ID from Geo Taxi.

Driver's On-Board Procedure:

Applications that are incomplete or that do not include all required documentation will not be accepted by Geo Taxi. All required (100 point ID) documentation will be reviewed deemed acceptable by Geo Taxi. Once a taxi operator application was approved by Geo Taxi, Geo Taxi will inspect vehicle, if there is any system needs to replace or upgrade, Geo Taxi will advise Owner/Operator to fix vehicle, Geo Taxi shall advised Owner/Operator to install Duress Alarm System, Camera Systems in the taxi by Song Tec Electronics Pty Ltd. Geo Taxi shall install decals on vehicle, Geo Taxi management install and create smart meter app login and driver ID.

All operator drivers who want to join Geo Taxi, must submit an application form and present their original documents or certified documents.

Documents Check List:

Driver Licence

Driving History

Driving Test Required

National Police Check (If your matter is under court proceedings : [Please visit this link](#))

ABN

Copy of Passport (Australian/Overseas)

Driver Consent Form Driver Vehicle Dashboard Check (FILL UP FORM)

--- TO BE A TAXI OPERATOR ---

Geo Taxi, Geo Comfort (Bari Services Pty Ltd)

Estimated Monthly Expenses (Geo Taxi)

Description	Charges	Including GST
Network Fee	\$200+GST	\$220
Gov. Levy Fee per Trip	\$1.20+GST	\$1.32

Other Monthly Expenses (variable)

Description	Charges	Including GST
CTP	\$425 GST Included (estimated price)	Included
Insurance	\$420 GST Included (estimated price)	Included

Other Charges / on Joining

Description	Charges	Including GST
Duress Alarm Installation and stickering	\$500 + GST	\$550
Security Deposit / if Tablet needed	\$200 + GST	\$220
Driver ID (only driver)	\$100	\$110

Geo Taxi Onboarding requirements

1. Driver's Documents (Driver Licence Front & Back, Driving Record and
2. Vehicle Documents (Rego, CTP, Insurance and Camera Certificate)
3. Medicare card or Passport
4. Driving Test
5. Application Form (Fill up online) <https://geotaxi.com.au/become-geo-driver/>
6. Driver Consent Form (Fill up)) <https://geotaxi.com.au/consent-form/>

Contact us: info@geotaxi.com.au --- 02 7257 8193 --- 1300 61 41 21

--- ALL QUOTES ARE ESTIMATED AND SUBJECT TO CHANGE ---

2. Definitions:

When used in these Geo Taxi Policies and Procedures the following words and phrases shall have meaning set forth in this section unless the context clearly indicates that a different meaning is intended:

- a) Administrative Action – Any suspension or revocation of driver or taxi operator privileges imposed for the violation of Rules or Regulations or any other law, statute or ordinance of any governmental agency.

- b) Point to Point Transport Commission – As an independent statutory office the Point to Point Transport Commissioner is responsible for authorizing service providers, issuing taxi licences, managing enforcement and making recommendations to ensure the safety of everyone using or providing point to point transport in NSW.

- c) Service NSW – Transport for NSW is the state’s road and maritime authority, managing road infrastructure, safety, compliance and vehicle registrations.

- d) BENS Monitoring -Alarm Zone – Responding to driver alarms is one of the most important safety duties control room employee has. The supervisor on duty must ensure that they and all staff under their control act in accordance with the policy.

- e) Songtec Electronics Pty Songtec Electronics Pty Ltd. is authorised taxi fit-in and fit-out and Radio Repair Centre. Unit 16 2 The Crescent Kingsgrove NSW 2208. (Songtec and Geo Taxi working together under one roof)

- f) Softclient Pty Ltd Softclient supervised Geo Taxi, taxi tracking system and provide our IT services.

- g) State Insurance Regulatory Authority – The State Insurance Regulatory Authority (SIRA) is to minimize the cost of the community of workplace injuries and injuries arising from motor accidents and to minimize the risks associated with such injuries.

- h) Bailment Agreement – Means the agreement entered into between a Driver and an Owner/Operator for the bailment of a taxi to the driver.

- i) Geo Taxi – Bari Service Pty Ltd is an Authorized Taxi Service Provider (Point to Point Transport Commission) under the Act of the Regulation.

- j) Owner/Operator – means operator and bailor of a taxi affiliated with Geo Taxi and is described in the Act and Regulation as an affiliated Taxi service provider;

k) Driver – Means a taxi driver who bails a taxi from an operator affiliated with the Geo Taxi;

l) Penalties – a suspension of more than 1 day; overcharged fare fully refunds to Geo Taxi office; a first verbal warning and second written warning and third written and cancellation of the operator’s accreditation with Geo Taxi.

3. Policies and Procedures:

This document establishes Policies and Procedures for Geo Taxis operating in the Sydney Metropolitan area. Geo Taxi services in Sydney shall be governed by all applicable laws and ordinances, executed licences and third-party agreements. By the Point-to-Point Rules and Regulations for the use of facilities (as revised from time to time) and by these Geo Taxi Policies and Procedures (as revised from time to time). All persons engaged in Geo Taxi service from point A to point B – whether as operator or driver – shall always comply with these Geo Taxi Policies and Procedures. In considering any suspension or revocation of operating privileges, Point to Point Transport Commission may consider action taken by the operator to act responsibly, take disciplinary measures, mitigate damage or otherwise take appropriate corrective action. All taxi owner/operator and bailed taxis desire to operate taxi in Greater Sydney. Geo Taxi is responsible for providing driver ID to identify the drivers working for the company.

4. Rules of Conduct:

a) Taxi Decal Required:

Drivers who wish to work with Geo Taxi and provide taxi service from point A to point B will be required to register with Geo Taxi. And provide required vehicle and personal documents (100 points ID). Only authorized registered taxi operators must drive ID holders can drive Geo Taxi labeled with their decals.

b) Insurance Required:

c) Taxi owner/operator shall maintain insurance requirements. It shall be the taxi owner’s responsibility to obtain and maintain such coverage as may become required. Only Taxi licence plate holders are permitted for insurance.

d) Traffic Control and Enforcement:

All taxi drivers and operators registered with Geo Taxi must obey all rules of driving courtesy, speed and safe operation at all times.

e) Taxi Zone and Hail:

All taxi drivers waiting to pick up passengers from the taxi zone must obey the taxi queue. When a driver is waiting at a taxi zone, they shall not leave their vehicle unattended.

f) Exterior or Interior Condition of Vehicle:

Exterior condition of the taxi shall be maintained in a clean, undamaged condition and present a favorable appearance. Exterior shall include body paint, all glass, tires, hubcaps, headlights, taillights, grills, bumpers and body trim. All taxis that have been damaged and remain drivable shall be given a fifteen (15) days grace period to perform needed repairs, after which time the vehicle will be restricted from operating on road until proper repairs are made and proof is shown of the repairs being corrected. Safety related repairs should be completed by a certified auto technician. The vehicle will need to be re-inspected by Geo Taxi prior to being allowed to return to the road.

5. Conduct of Driver:

- a) Must comply any taxi owner/operator engaging taxi drivers must display a copy of the Taxi Industry (Contract Drivers) Determination 1984 in a clearly visible location at their place of business and/or depot;
- b) Drivers shall conduct operations in an orderly and proper manner so as not to annoy, disturb, or be offensive to customers;
- c) Point to Point Transport Commission officers and tenants or tourists. Drivers must be able to communicate effectively;
- d) Has successfully completed all on-boarding and other training required by the Geo Taxi;
- e) Holds a valid driver accreditation required by the Geo Taxi and other involved accreditation providers for Taxi NSW.
- f) Has not had adequate rest in accordance with the Geo Taxi Fatigue Management Policy and Protocols; Refer to Managing Driver's Fatigue.
- g) Is under the influence of alcohol or drugs that may reasonably be expected to affect the driver's ability to drive the taxi safely;
- h) Obligations for all drivers;

A. Safety Standards:

All drivers must meet certain safety standards such as holding a unrestricted driver licence for 12 months in preceding four and meeting medical standards.

B. No Smoking;

Taxi drivers must not smoke in their vehicle at any time.

C. Offensive Behavior;

Drivers must not behave in an offensive manner and must not interfere with the comfort or safety of others.

D. Alcohol;

As NSW driving Rules and Regulations Drivers' blood alcohol concentration must be under 0.02 grams of alcohol per 100ml of blood.

E. Equipment and Vehicle;

Drivers must not damage a vehicle or interfere with its equipment and drivers must not drive a vehicle that they know, or ought reasonably to know, is non-compliant with Regulation. (read Point to Point Transport Commission the Safety Standards for Taxis)

F. Additional Passengers;

Driver cannot permit any person to ride in the vehicle without the consent of the hirer.

G. Assistance Animals;

Drivers can not prohibit any assistance animals or assistance animals in training from entering the vehicle.

H. Touting or Soliciting;

Drivers or any other person must not tout or solicit for passengers for the hiring of a vehicle.

I. Your account:

1. The provision of Transportation Services using the Softmeter App requires you to have access to a mobile phone and an active data plan. It is your responsibility to acquire and maintain a tablet or mobile or tablet device, and an active data plan, that can operate the Softmeter App and SIM card will be provided by Geo Taxi. If there is any problem in mobile service network, can be use driver's hotspot.

2. Your account for the Geo Taxi, which is verified against the licences needed in the NSW in which you are based to legally provide Transportation Services, is personal to you. It cannot be licensed, shared or modified.

You must notify Geo Taxi if anyone else has or may have accessed your account and you must keep your login details confidential. Of course, despite this you are under no obligation at any time to use the Geo Taxi softmeter App.

6. Airport Precincts:

- i) Drivers must only pick up or drop off passengers in the designated areas.
- ii) Drivers must not leave their vehicle unattended unless in a designated holding bay.
- iii) Drivers must follow the directions of airport security and staff.

7. The Passenger Service Levy:

Drivers must comply with directions given by the Point to Point Transport Commission to taxi or booking service providers in a course of collecting the levy. Every driver must liable to pay Levy transection.

8. Displaying ID:

Taxi drivers must display their identity document clearly on windscreen ID card holder.

9. Fare Calculation Devices:

For a taxi hiring using the Softmeter App, the driver must start the fare calculation device (meter) as soon as the taxi is hired and keep the meter running during the hiring. The meter must be stopped once the hiring has ended or if the taxi is delayed because of a fuel shortage or other reason in the driver's control. See below for more information on Fares.

- a. If the taxi driver accepts a multiple hire, the taxi driver must stop the fare calculation device (meter) while the fare is being paid and the passenger is exiting the taxi.
- b. Taxi drivers may request a hirer pay a deposit before or during a hire. The deposit must not be higher than the driver's estimate of the authorised fare for the intended journey. A driver must give a receipt for the deposit if

requested and must refund any amount greater than the final fare when the hiring is terminated.

10. Driver Incentive:

- a. Drivers who are working for Geo Taxi (Bari Services Pty Ltd.) if completion of at least 230 day shifts or at least 220 night shifts per year will be eligible for an incentive (annual leave) for two weeks holidays with a \$500 bonus. If a taxi operator continuously registered with Geo Taxi is eligible for an incentive (annual leave) will be given one month Geo Taxi Network fee off. (condition apply for incentive). Recently we started offer for drivers who are working for 6 months with Geo Taxi and Geo Comfort are eligible for win a 1 month free Network fee every 3 months draw. (started 1 November 2024)

- b. ***Driver's Rights:***

What are the cleaning fees?

Cleaning fees are additional charges that a driver can request from a passenger. A driver can request a cleaning fee for instances where a passenger has made the vehicle unclean and inappropriate for another passenger to use. The current maximum pricing for NSW Taxi Industry fee \$120

A Driver is not permitted to request more than the above figures the passenger pays this additional fee to the driver directly.

11) Disabled Passenger Accommodations:

Drivers MUST accommodate customers who are disabled, have special needs, and/or traveling with service animals. Failure to comply will result in suspension for three days, and second time failure one month suspension applies. If the vehicle cannot accommodate a disabled passenger due to safety reasons then the driver is not able to work until the vehicle is fixed.

12. Mobile Phone and Electronic Device Usage:

The usage of mobile phones and electronic devices by drivers will be limited and can only be used in safely parked or in parking areas. Mobile phones are expressly prohibited from being used while the driver is actively in transit. NSW government has a regulation called Phone Behind the Wheel. Law. In New South Wales, using a handheld mobile phone while driving, even when stationary, is illegal, with penalties including fines and demerit points.

13. Violation of Operating Privileges:

Drivers are responsible for complying with all rules of conduct. The Point to Point Officer can take any necessary corrective action to ensure the safety of the traveling public and in the best interest of the operation of its facilities. Nevertheless, drivers are ultimately accountable for their action(s) as it relates to these Policies and Procedures;

14. Fare Refusal:

The driver of a taxi that is available for hire must accept a hiring immediately when offered. Taxi drivers can only refuse to pick up a passenger if:

- a) The driver is proceeding to a destination for the purpose of ending a shift and the passenger wishes to go to a location not on the way to the driver's destination.
- b) It should be noted that this does not apply to a taxi that is standing in a sign posted taxi zone (taxi rank). The driver standing in a taxi zone must be available for hire so must accept all hirings. This is because they are waiting in a taxi zone and not in the act of 'proceeding' to their end destination for the purpose of finishing their shift'

15. Mobile Phone and Electronic Device Usage:

The usage of mobile phones and electronic devices by drivers will be limited and can only be used in safely parked or in parking areas. Mobile phones are expressly prohibited from being used while the driver is actively in transit. NSW government has a regulation called Phone Behind the Wheel. Law. Using a hand-held mobile phone or set-nav while driving is illegal.

- 1) **Violation of Decal** – No decal or invisible decal is a violation of Point-to-Point Regulations and Geo Taxi Policies and procedures, will be considered a violation of the terms of the Decal issued by Geo Taxi.
- 2) **Other Violations** – In addition to all remedies provided by law, corrective action may be imposed for any violation of the Policies and Procedures including, but not limited to any of the following:
 - i) Loading/unloading in unauthorized zone especially at Airport;
 - ii) Soliciting fare;
 - iii) Refusal of fares;
 - iv) Unprofessional or discourteous conduct and or use of profane language.

- v) Failure to pay applicable fees;
- vi) Failure to obtain/maintain required licences and insurance agreements.
- vii) Violation of meet/greet rules;
- viii) Any other violation of this policy and any laws, statutes or ordinances of any governmental agencies;
- ix) Failure to comply may result in (but not be limited to) a suspension of login. Means no work.

16: Maxi Taxi Fare:

Maxi taxis are only legally allowed to charge a higher fare (which is an amount of up to 50% of the fare) if they are providing a passenger service for five or more people for a taxi caught at a rank or hail. This is a requirement of the Fares Order with which drivers must comply.

17. Wheelchair accessible taxis – fares and Fare Calculation Devices;

Any taxi that plies or stands for hire (rank or hail) must be fitted with a fare calculation device (meter) which accurately calculates and displays the fare. The fare calculation device must be visible to all passengers in the vehicle. Geo Taxi (Bari Services Pty Ltd) offer Softmeter for fare calculation device for trips. After joining Geo Taxi all drivers are required to have a training for softmeter, that how to use softmeter and how it works. Every trip fare calculation device top up passenger service levy and tolls.

18. The taxi's fare calculation device (meter) must:

Taxi drivers must:

- always use the softmeter App for rank and hail trips.
- not demand the passenger pays more than the authorised fare (which must be displayed on the meter) or try to negotiate a fare.
- driver may ask passenger to pay totals if softmeter missed to add in total fare.
- start the meter when the taxi is hired, not before.
- keep the meter running throughout the entire trip unless stopping for fuel, or due to an accident or mechanical fault.
- ensure that the meter's display can always be clearly seen by all passengers in the taxi - their view must not be blocked or the meter placed where the passenger cannot see the fare.

- for wheelchair accessible taxis, ensure that passengers using a wheelchair are safely loaded and secured before starting the meter.

Driver's Obligations;

Wheelchair accessible taxi (WAT) The Point to Point Transport Regulation 2017 sets out the measurement requirements for WATs and other wheelchair accessible vehicles (WAVs)

- a) All WAT in NSW, regardless of when they commenced operation, are required to meet the accessibility Standards for Accessible Public Transport;
- b) Providers of WAT services have a primary duty of care to ensure the safety of their services. They also have an obligation to ensure all WAT drivers must be able to demonstrate competence in the safe loading, restraint, carriage and unloading of a customer in a wheelchair.
- c) Any non-compliant vehicles need to be replaced or upgraded, any WATs operator registered with Geo Taxi will be required to comply with standards set out in the Regulations.

Wheelchair Accessible Taxis and Hire Vehicles (WAVs) play an important role in the point to point transport industry by providing safe passenger services for people traveling in wheelchairs. Drivers **MUST** accommodate customers who are disabled, have special needs, and/or traveling with service animals. WAV drivers never refuse an assistance animal, or assistance animal-in-training, in the vehicle.

- d) In their pre-shift checks, WAV drivers should Failure to comply will result in suspension with Geo Taxi If the vehicle cannot accommodate a disabled passenger due to safety reasons then driver is not able to work until vehicle fixed.
- e) Drivers must start the fare calculation device (meter) immediately after a taxi is hired, except for a wheelchair booking in a wheelchair accessible taxi. For a wheelchair passenger service, the fare calculation device (meter) can only be turned on once the wheelchair is safely secured. The device must be kept running during the trip and must be stopped in certain circumstances, for as long as required to prevent it from registering an unnecessary charge.

- f) Residents of NSW who are unable to use public transport and rely on WATs because of a severe and permanent disability may qualify for the Taxi Transport Subsidy Scheme (TTSS).
- g) All of those involved in providing wheelchair accessible passenger services can be fined if they fail to comply with the safety standards set out in point to point transport law. Penalties of up to \$27,500 for bodies corporate and \$5,500 for individuals may apply. Penalties are much higher for second or subsequent offences.

19. Vehicle Conduct:

An operator must not bail a taxi to a driver unless the taxi:

- a) Is the subject of a valid taxi licence;
- b) Is the subject of New South Wales compulsory third party (green slip) insurance
- c) Is the subject of third-party property damage insurance to the value of 5,000,000 covering against liability in respect of damage to third-party property caused by or arising out the use of the taxi;
- d) Is roadworthy and maintained in accordance with the applicable relevant Law and in particular the Geo Taxis' Vehicle Maintenance and General Roadworthiness Policy;
- e) Is fitted with a security camera that is in working order and compliant with the Relevant Laws;
- f) Is fitted with a tracking device (GPS) and a duress alarm that is in working order and compliant with the Relevant Laws unless the taxi will not be used to provide services in the Greater Sydney;
- g) Is fitted with following additional safety equipment that is in working order and compliant with the Relevant Law;
- h) Is fitted with communication device that is in working order and compliant with the Relevant Law;
- i) Is fitted with valid taxi licence plates and marked a taxi;
- j) Is marked exclusively with the Geo Taxi livery and phone number;
- k) Displayed all required decal;

- l) Is in good working order, clean and tidy.

20. Trading Hours and Shift Hours:

- a) Geo Taxi (Bari Services Pty Ltd.) ordinary office hours are Monday to Friday 8:30 AM to 4:30 PM According to Australian law, the maximum time an employer can expect employees to work is 38 hours per week. We are closed on public holidays. If there is any driver or owner/operators on emergency, they can contact 000 or 0272578193.
- b) Shift - Shift means the usage of a taxi by a bailee for a period as agreed between the bailor and the bailee of at least 9 hours.
- c) Day Shift - Day Shift means a shift of at least 9 hours but not exceeding 12 hours at least 75 percent of which are between 3 AM and 3 PM.
- d) Night Shift - Night shift means a shift of at least 9 hours but not exceeding 12 hours at least 75 percent of which are between 3 AM and 3 PM.
- e) international student visa holders Drivers who are working with Geo Taxi operators will be restricted to 48 hours of work a fortnightly while studying. Student visa holders have no work restrictions when their course of study or training is not in session. These restrictions all students to focus on obtaining a quality Australian education and qualification. While also gaining valuable work experience and contributing to Australia's workforce needs.
- f) Taxi owner/operator must keep a record for 6 years for their drivers;

21. Mandatory Conduct:

- a) An Operator must notify the Geo Taxi as soon as it becomes aware of a matter.
- b) An Operator must hold a valid operator accreditation required by the Geo Taxi at all times while the Operator is bailing a taxi to a Driver;
- c) An Operator must comply with the Relevant Laws;
- d) An Operator must pay all fees and other monies due to the Geo Taxi on or before the applicable due date;

An Operator must:

- a) Pay all network fees and Gov. Levy and other monies due to the Geo Taxi in relation to the Operator's affiliation with the Geo Taxi;
- b) Collect from the Driver and pay to the Geo Taxi any levy of charges imposed under the Act and the Regulation including the passenger transport levy (as that term is defined in the Act);
- c) Keep all records required by the Geo Taxi to be kept in relation to any levy or charge imposed by the Act and the Regulation and provide such records to the Geo Taxi immediately on demand; and make any payments due under these by-laws;
- d) On or before the date that the Geo Taxi requires such payments to be made and;
- e) In the manner that the Geo Taxi may direct from time to time; An Operator must ensure that any Driver using the taxi to provide Non-Geo Taxi Services pays all levies and other charges imposed under the Act and the Regulation (including the passenger transport levy) arising in respect of any Non-Geo Taxi Services.
- f) Monthly Network fee must pay within two weeks assigning Geo Taxi (Bari Services Pty Ltd) From 1 December 2024 payable amount is \$220 included GST and estimated passenger transport levy \$120 included GST. Estimated passenger levy is based on your trip's transaction.
- g) All operators are responsible for estimated passenger transport levy on time and answerable for trips record. At the end of year if there is any difference of levy must pay by operator or driver.

22. Suspension:

- a) If an operator is the subject of a Suspension, the Geo Taxi must specify to the operator in writing:
 - i) the length of the Suspension.
 - ii) the date and time at which the suspension will commence.
 - iii) the date and time at which the suspension will end;
 - iv) which of its drivers (up to and including all of its drivers) will not be entitled to access or accept bookings offered by or via the Geo Taxi during the suspension.

- b) Monetary Fine or Overcharged of fare:
- i) If the operator is the subject of a monetary fine, the Geo Taxi must provide written notice to the operator of the amount of the fine and the operator must pay the amount to the Geo Taxi within 3 working days after such notice is provided;
 - ii) The amount of the monetary fine must (in the Geo Taxi's opinion) be no more severe than is reasonable in the circumstances to sufficiently deter the operator from committing any further breaches and must not exceed \$1,000;
 - iii) overcharged fare will be refunded the same as charged. If the operator or driver does not comply will be suspended for one week. Geo Taxi will issue the first warning letter to the responsible driver or owner. If there is a second overcharged complaint against the driver, the driver account will be suspended for one week. Third overcharged complaint driver account will be suspended permanently. There are important changes to point to point transport legislation regarding taxi fare-related offences, which will take effect on 6 December 2024.

From 6 December, any driver who is found guilty in court for a fare-related offence on two separate occasions will be disqualified from the point to point transport industry.

- Examples of these offences include:
 - Not using the meter overcharging
 - refusing a passenger if only going a short distance
 - demanding or trying to negotiate a fare (other than the one displayed on the meter)
 - adding an extra surcharge
 - using the maxi-taxi tariff when transporting less than 5 passengers
- more details please click on link
-

23. Safety Management System:

- a) Owner/Operator and drivers are responsible for their vehicle is fitted with the following additional safety equipment that is in working order and compliant with the Relevant Laws and Regulations.
 - i) Double check before start shift that tracking device is working (GPS)
 - ii) Duress Alarm that is in working order and compliant with the Relevant Laws, unless the taxi will not be used to provide services in Sydney.

- iii) is fitted with a communication device that is in working order and compliant with the Relevant Laws;
 - iv) If the Owner/Operator breach poses a risk to any person's health or safety, the Operator must also immediately call the Geo Taxi;
- b) Owner/Operator and driver must comply with the Regulation to keep login during their shift to keep record of every trip.
- i) Driver's responsibility to pick up and drop off passengers safely. Once trip started, driver should double check vehicle's doors are properly closed and seatbelts are on for driver and passenger and roadside users are safe;
 - ii) Driver's must be calm and cool, respectful with passengers. Even though passengers are aggressive, they are still passionate. These practice make driver's and passenger's safety;
 - iii) Driver must drive under control, no speeding, always watch road signs.
 - iv) Drivers must not use mobile phones while driving alone and with passengers.
 - v) Always obey NSW and Australian regulations and laws.
 - vi) Geo Taxi duress alarm is connected with BENS Monitoring. The supervisor on duty must reply to driver's call on their top priority; and tracking device controlled and supervised by Softclient Pty Ltd Australia.
 - vii) Driver must use panic button once driver or passenger is dangerous situation.

24. VEHICLE TRACKING DEVICE AND DURESS ALARM SYSTEM:

Geo Taxi has well established vehicle tracking system and duress alarm system. According to NSW taxi requirement and regulations, our vehicle tracking and duress alarm system monitored by Softclient and Bens Monitoring.

Scope:

The vehicle tracking device and duress alarm system have the purpose of alerting and providing a network with the position, speed, direction of travel and identification of a taxi anywhere in its licensed area of operation.

Vehicle Tracking:

The vehicle tracking device system, if required to be fitted, shall operate in conjunction with the duress alarm system, and may use the same GPS system used by the TSP.

Upon actuation of either alarm button by the driver, the vehicle position report must be transmitted to the security monitoring authorities and taxi network at the highest priority transmission. On receipt of a vehicle position report the tracking device shall identify the duress alarm as a priority over any other transmission traffic calls and issue a persistent audible and visual alarm until acknowledged by monitoring authorities.

The vehicle position report update must be re-sent every 5 seconds or less, or until the taxi alarm is negated.

The vehicle position report must include the vehicle's registration number, its position, speed, direction of travel, and the time each report is sent.

A "listen in" period shall allow sound from within the taxi to be monitored by the network operator. At the end of the listen in period, the vehicle position report shall resume being sent at least every 5 seconds.

The vehicle position report shall use current GPS positioning data each time it is sent.

The vehicle tracking device system must also be capable of sending a vehicle position report from any taxi irrespective of the taxi duress alarm status.

The speed is to be provided in kilometers per hour and is to be accurate within 10 kilometers per hour, in 95% of instances

The heading shall be expressed in degrees clockwise from true North and for a vehicle moving at greater than 5 km/h, the accuracy shall be within 10 degrees, in 95% of instances.

25. Duress Alarm:

The debounce period for the activation of the tracking system, and be 1 second \pm 10%. It is acceptable practice for the alarm to be wired to one device only, if that device then forwards the alarm condition to the other device.

Two alarm switches shall be provided, each with identical function, dashboard mounted

The dashboard alarm switch shall be located to the right of the steering column in a position which is not in the direct vision of any passenger.

Security Cameras in Taxis

- i) The use of security camera systems in taxis providing rank and hail passenger services is critical in supporting the safety of drivers and passengers. All vehicles providing taxi passenger services in NSW must be fitted with an approved security camera system that is in good working order and complies with specifications under the law.

The purpose of a taxi's security camera system is to record incidents in taxis for investigative purposes only. Footage of everyday passenger trips are not viewed or kept. If a taxi does not comply with the approved security camera system specifications, the vehicle must not provide rank and hail services.

- ii) Drivers should ensure the security camera system is operational and the indicator light is always turned on as a part of their pre-departure check and throughout their shift.
- iii) Rank and hail passenger services must not be provided if the camera is not working.
- iv) Drivers should also ensure all required signage is in place and visible to passengers and prospective passengers.
- v) During in an incident in taxis or Point to Point required stored video or images for investigation all download cost must paid by on duty driver or operator.

Who is responsible for security camera systems?

Taxi service providers, affiliated providers, facilitators and taxi licence holders may use the checklist below to ensure they are complying with their obligations:

Supply a properly fitted, approved security camera system that is in working order ✓

Display proper signs inside and outside the taxi, warning of video surveillance ✓

Provide and operate a system that can produce recordings from a security camera ✓

Provide appropriate safeguards to protect against misplacement and misuse of video recordings ✓

Properly destroy or delete video recordings sometime between 30 days and 90 days after the recording was downloaded ✓

Important Information:

When a driver presses the panic button it alerts the call-center via an alarm and the screen flashed red on the query channel screen.

If the panic button is pressed once the call center staff can listen in silently but the driver won't be able to hear to operator.

If the driver presses the panic button twice it will open up two way communication and allow the call center operator to speak directly with the driver.

The assigned driver query operator is to listen to the call to assess whether the driver is under any duress or whether it was an accidental press of their panic button.

If deemed that the driver is in an unsafe situation operators are to immediately contact the police giving them all required information and the exact location of the taxi via our GPS mapping.

Main elements of our Safety Management System are based on the following:

- 1) Safety Policy Commitment and objective
- 2) Management accountabilities, responsibilities and communication.

26. Risk management:

- 4) Procedures and documentation.
- 5) Owner/operator monitoring
- 6) On-boarding, training and education.
- 7) Incident management and monitoring
- 8) Review and evaluation.
- 9) Notifiable Occurrences:

a. Notifiable occurrences refer to an accident or incident that Owner/Operator must report to Geo Taxi

- b. Geo Taxi must report to the Point-to-Point Transport Commissioner as soon as practicable after the Geo Taxi becomes aware of the accident or incident.
- c. It is required by law that Geo Taxi must report of an accident or incident that results in an injury treated by an ambulance officer or needs to be treated at a hospital.
- d. Owner/Operator must report a collision involving a passenger service vehicle that results in damage that prevents the vehicle completing its journey.
- e. An incident that results in a complaint being made to police regarding sexual assault, indecent exposure, actual assault or physical threats or other intimidation.
- f. An incident that results in the driver being charged with a major offence under Road Transport NSW.
- g. Geo Taxi must be reported all notifiable occurrences via Industry Portal as soon as practicable.
 - i. Must report: was anybody injured? If so, provide details.
 - ii. When and where did the notifiable occurrence take place; and when was the Geo Taxi made aware.
 - iii. The name of the person who reported the notifiable occurrence to the Geo Taxi. Criminal History Checks:
 - a) All owner/operator must go through criminal history checks by their self;
 - b) Geo Taxi must require owner/operator and driver's to apply their criminal history checks by <https://www.afp.gov.au/> or <https://portal.police.nsw.gov.au/>
 - c. If owner/operator's and driver disqualified by any of three Criminal Offences, Serious Driving Offences and Point to Point Transport Safety Offences; owner/operator and driver not eligible for registered with Geo Taxi
 - i) A person must not drive a taxi and must comply with the Regulations.
 - ii) For the safety of driver and passenger, Geo Taxi regularly check Driver Vehicle Dashboard, which helps Geo Taxi to maintain owner/operator profile;

27. Managing Driver Fatigue:

Under the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 service providers are required to develop and maintain safety management systems that identify, record and manage risks associated with their services.

When you provide Transportation Services as Geo Taxi driver, you must at all times do so safely and in a professional manner with due skill, care, courtesy and diligence. In addition, you must comply with the NSW laws and other Policies, and all laws that regulate or apply to you as a provider of point to point transport.

This includes:

- i) applicable discrimination laws, including requirements to provide Transportation Services to Riders with assistance animals. These apply with NSW regulations.
- ii) applicable safety and point to point legislation, including in relation to fatigue management and fitness to drive. This may also include complying with reasonable instructions issued by Geo Taxi

One important risk is driver fatigue, and service providers will need to implement a fatigue management policy and program that ensures drivers are fit to always drive they are undertaking passenger services.

This may include implementing policies regarding scheduling, shift duration, night driving and rest breaks, for example. Drivers must comply, so far as is reasonably practicable, with any reasonable instruction, safety policy or procedure of their service provider. During safety audits on service providers auditors will determine whether:

a) Driver fatigue is identified and considered and steps are taken to manage risks associated with fatigue;

b) Geo Taxi must monitor or record any secondary employment of the driver and any impact on the driver.

c) Owner/Operator must not drive more than a maximum of 12 hours shift.

d) Geo Taxi advised the owner/operator that It's important to think about how tired you are before and while you are driving. There are a number of key strategies you can use to lower the risks of driving tired. Before you start your shift:

- i) Get a good night's sleep.
- ii) Where possible, avoid driving between midnight and 6:00AM, when your body naturally wants to sleep.

- iii) Plan regular breaks, take regular breaks.
- iv) Know the early warning signs of fatigue – yawning, sore eyes, difficulty concentrating and restlessness.
- v) Find out if any medicine you are taking may affect your driving.
- vi) If you start to feel tired, or experience any early warning signs, pull over somewhere safe and take a nap - 15-20 minutes work best. 14) Training and Awareness: All drivers undertake awareness training:
 - vii) As part of their induction training before driving for the service.
 - viii) As part of remedial training or as part of general refresher training.
 - ix) WhatsApp and Telegram: Reminders will includes health and safety, fatigue and policy and procedures.

28. Record Keeping and Privacy of Information:

- a) Geo Taxi is responsible for owner/operator and driver's information privacy and keeps data secure. Geo Taxi will comply with the Regulation to keep records of passenger service transactions for a minimum of two (2) years.
- b) Passenger's service transactions is online based and in black and white keep in our office located **Unit 16 No 2 The Crescent Kingsgrove NSW 2208.**

29. Disqualifying Offences for Drivers of Taxi or Hire Vehicles:

- a) Geo Taxi owner/operator and drivers are required to update to Geo Taxi office once their driving offence occurred.
- b) A driver must not drive a taxi or hire vehicle (including rideshare) that is being used to provide a passenger service if the person has been found guilty of a disqualifying offence. There is no right of appeal to the Point-to-Point Transport Commissioner or to the NSW Civil and Administrative Tribunal in this instance.
- c) Geo Taxi is responsible under Point-to-Point Transport law for ensuring that a driver with a disqualifying offence does not drive a taxi or hire vehicle.
- d) All the time Geo Taxi Owners/Operator are responsible to comply with Point-to-Point Transport Commission's Rules and Regulations and other NSW laws and Regulations.
- e) Driver must not be involved in Criminal Offences, Serious Driving Offences and Point to Point Safety Offences.

- f) Geo Taxi must implement and keep up-to-date policies and procedures for on-boarding new drivers and managing existing drivers. This includes determining if a new or existing driver has been found guilty of a disqualifying offence.

The Point-to-Point Transport (Taxis and Hire Vehicles) Regulation 2017 (the Regulation) lists disqualifying offences. These offences automatically prohibit a person from driving a taxi or hire vehicle (including rideshare), even when a person is found guilty by a court, but no conviction is recorded.

Some offences will disqualify an individual from driving a taxi or hire vehicle for life; while others will disqualify them from driving a taxi or hire vehicle for a certain period. In NSW, this period is generally ten years, provided there have been no further offences. Disqualifying offences fall into three categories:

- 1. Criminal Offences** - murder or manslaughter and specific offences under: NSW Crimes (Domestic and Personal Violence) Act 2007NSW Crimes Act 1900NSW Crimes Amendment (Sexual Offences) Act 20032 Serious Driving Offences - specific offences under: the Road Transport Act 2013the Road Rules 20143.
- 2. Point to Point Transport Safety Offences** - specific offences under: NSW Point to Point Transport (Taxis and Hire Vehicles) Act 2016NSW Passenger Transport Act 1990NSW Passenger Transport Act 2014
- 3. Why do we need a policy and procedure to review and update?** Old policies may fail to comply with new laws and regulations. They may not address new systems or technology, which can result in inconsistent practices. Can you imagine a policy that still addresses whether you can bring in floppy disks from home or discusses the proper use of fax machines? Yet there are probably policy manuals out there that still have this information in them.
- 4. To update policy and procedure make a big difference to grow a company and workers.**

Geo Taxi (Bari Services Pty Ltd).

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Director Stephen Bari

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