

## Section 5: Driver Behaviour

### Summary:

This section explains how TfL expects drivers to behave towards passengers and other road users:

- Operators must keep details of all complaints and deal with customers. If they are not satisfied, they can contact with TfL or the police directly.
- TfL expect all driver of PHV to show professional behaviour towards passengers and other road users. If complaints are made, TfL will tell you the result of that investigation, if poor behaviour continues, TfL may have to suspend or revoke your licence.
- PHV drivers offer an extremely important service to the travelling public and make sure passengers feel safe when they travel in a vehicle and treat them professionally.
- PHV drivers should not contact with a passenger for any personal or social reason and never make comments or jokes about someone's age, race, religion, disability, sexual orientation or gender identity. Unacceptable behaviour could be prosecuted.
- Other than an emergency, drivers should not enter in the back seat of a vehicle that may be misunderstood or considered inappropriate. If a passenger is seriously ill, contact the emergency services on 999 immediately and make sure exactly what help they are asking for. Keep any physical contact to a minimum.
- A PHV should not act in an unsuitable way towards a passenger such as staring at any part of their body, making sexual remarks or comments, offering or accepting sex or sexual activity, watching, displaying or sharing pornographic or sexual pictures or any other sexual offence.
- Any type of sexual behaviour between a driver and a passenger is not acceptable even though both parties are agreed to it. TfL considers this seriously and may revoke your licence if you are found guilty.