THE CAPTAIN TAXIS

Your Journey Our Passion!

CUSTOMER SERVICE CODE OF CONDUCT

Professional Service | Passenger Safety | Respect | Integrity

THE CAPTAIN TAXIS PTY LTD

Level 35, One International Towers, 100 Barangaroo Avenue, Sydney NSW 2000

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DOCUMENT VERSION: 2026

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The Captain Taxis Pty Ltd · Version 2026 | Controlled Document

Document Control

Document Title	Customer Service Code of Conduct
Company	THE CAPTAIN TAXIS PTY LTD
Version	2026
Status	Approved for operational use
Owner	Management – The Captain Taxis Pty Ltd
Review Cycle	Annual or as required
Contact	office.tct26@gmail.com | Office: 02 8046 6989

Revision History

Version	Date	Description	Approved By
2026	2026	Branded Customer Service Code of Conduct issued for company use.	Management

1. Purpose

The purpose of this Customer Service Code of Conduct is to establish the standards of behaviour expected from all drivers, employees, contractors and representatives of The Captain Taxis Pty Ltd when interacting with customers, passengers, stakeholders and members of the public. Our objective is to provide safe, reliable, professional, respectful and customer-focused transport services at all times.

2. Customer Service Principles

All personnel must treat every customer with dignity and respect, provide a safe and comfortable journey, maintain professionalism at all times, be honest and courteous, and promote a positive image of The Captain Taxis Pty Ltd.

3. Professional Conduct

Drivers and staff must present themselves in a clean and professional manner, maintain good personal hygiene, remain polite and respectful, use appropriate language, communicate clearly, confirm destination details where required and avoid arguments with customers.

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4. Customer Safety

Customer safety is the highest priority. Drivers must obey road rules, drive safely and responsibly, ensure seatbelts are available and functional, and provide reasonable assistance to passengers entering or exiting the vehicle when required.

5. Wheelchair Accessible Services

Drivers operating Wheelchair Accessible Taxis must be trained in wheelchair passenger transport procedures, safely secure wheelchairs using approved restraint systems and treat passengers with disabilities respectfully and professionally.

6. Non-Discrimination

No customer shall be treated unfairly because of race, ethnicity, nationality, religion, gender, age, disability, marital status, sexual orientation or language background. All customers must receive equal service and respect.

7. Customer Privacy

Personnel must protect customer personal information, keep trip details confidential and not disclose customer information without lawful authority. Privacy must be respected at all times.

8. Vehicle Presentation

Drivers must ensure vehicles are clean, presentable, free from unpleasant odours, mechanically safe, properly maintained and equipped with required safety equipment.

9. Honesty and Integrity

Drivers and staff must charge fares correctly and lawfully, provide receipts when requested, avoid overcharging, report lost property promptly and not engage in fraudulent or dishonest activity.

10. Handling Customer Complaints

When receiving a complaint, personnel must listen respectfully, remain calm, avoid arguments, attempt to resolve issues where possible, refer serious matters to management and record complaints according to company procedures.

11. Zero Tolerance Behaviour

Violence, harassment, bullying, discrimination, intimidation, theft, fraud, drug or alcohol impairment while on duty, offensive language directed at customers and deliberate misconduct are strictly prohibited.

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12. Customer Assistance

Drivers should provide reasonable assistance including helping with luggage, assisting elderly passengers, assisting passengers with disabilities, providing information about fares and routes and helping customers enter and exit the vehicle safely.

13. Company Reputation

All personnel represent The Captain Taxis Pty Ltd and must protect the reputation of the company, promote customer confidence and deliver service that meets or exceeds customer expectations.

14. Reporting Breaches

Any employee, driver, contractor or customer may report breaches of this Code of Conduct to management. Reports will be reviewed fairly and confidentially.

15. Compliance

Failure to comply with this Code may result in counselling, retraining, written warnings, suspension, termination of engagement or referral to regulatory authorities where required.

Customer Service Commitment

The Captain Taxis Pty Ltd is committed to delivering professional, safe, reliable and respectful transport services to all customers throughout New South Wales and Australia. Every customer deserves a safe journey, courteous treatment and excellent service.

Approval and Acknowledgement

I acknowledge that I have read and understood this Customer Service Code of Conduct and agree to comply with the standards and responsibilities outlined in this document.

Name	
Position / Driver ID	
Signature	
Date	

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