THE CAPTAIN TAXIS

Your Journey Our Passion!

Safety Management System – Public Summary

VERSION: NOVEMBER 2026

The Captain Taxis Pty Ltd

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ABN 68 679 554 539 · TSP-448041 · BSP-448042

SAFETY MANAGEMENT SYSTEM

The Captain Taxis Pty Ltd

Public Summary · Version: November 2026

Document Title	Safety Management System – Public Summary
Issued By	The Captain Taxis Pty Ltd (ABN 68 679 554 539)
Version	November 2026
Status	Approved for publication
Applies To	Passengers, drivers, operators and members of the public
Owner	Management – The Captain Taxis Pty Ltd
Review Frequency	Annually, alongside the full Safety Management System

1. About This Summary

The Captain Taxis Pty Ltd operates under a documented Safety Management System (SMS), as required of accredited Taxi Service Providers under the Point to Point Transport (Taxis and Hire Vehicles) Act 2016. This public summary explains how we identify, manage and review safety risks. The full SMS is an internal controlled document.

2. Our Safety Commitment

We are committed to providing a safe and healthy environment for drivers, passengers and the public, so far as is reasonably practicable. The Captain Taxis has a low risk appetite for safety incidents, and every driver, staff member and manager shares responsibility for safety.

3. Safety Objectives

- **Zero accidents goal:** strive to achieve zero accidents or incidents through robust safety measures.
- **100% compliance:** all drivers, vehicles and operations comply with national and NSW safety regulations.
- **Regular training:** ongoing safety training on safe driving, emergency procedures and customer service.
- **Quarterly vehicle inspections:** comprehensive inspections to identify and correct safety issues.
- **Hazard reporting:** a reporting system that addresses reported hazards within 48 hours.
- **Continuous improvement:** annual review of the safety policy and objectives.

LOCATION
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4. Roles and Responsibilities

Role	Key Responsibilities
Management	Establish and maintain the SMS, ensure compliance, provide training and resources, monitor performance
Safety Officer	Oversee implementation, conduct audits and risk assessments, investigate incidents and near misses
Drivers	Follow all safety procedures, complete pre-shift checks, report hazards and incidents immediately
Booking Service	Maintain reliable dispatch systems, give drivers clear trip information, monitor driver performance

5. How We Identify and Manage Risk

We maintain a Risk Register that assesses each hazard by likelihood and severity and assigns controls and a responsible officer. Key risk areas include:

Risk Area	Examples of Controls
Driver fatigue	Maximum 12-hour shifts, app-enforced sign-off after 13 hours, 7-hour minimum rest, mandatory day off
Drug and alcohol	Zero tolerance while on duty, induction training, removal from service for breaches
Security and assault	Driver training, in-vehicle cameras, duress alarms, zero-tolerance conduct standards
Vehicle condition	Pre-shift inspections, quarterly inspections, defect reporting and vehicle inhibition until repaired
Driver distraction	No handheld phone use while driving, navigation set before departure
Wheelchair passengers	Trained WAT drivers, 300 kg hoist limit, four-point restraint and passenger seatbelt checks
Passenger safety	Seatbelt compliance, safe pick-up and drop-off, women's safety practices
Weather and road hazards	Speed adjustment, no driving through floodwater, safe stopping procedures

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6. Incident Reporting and Review

Step	Action
1. Immediate reporting	All incidents and near misses reported to management within 24 hours
2. Initial assessment	Safety Officer assesses severity within 48 hours
3. Investigation	Detailed investigation of significant incidents using records, footage and statements
4. Root cause analysis	Underlying factors identified by the Safety Committee
5. Corrective action	Training, maintenance or procedure changes implemented and documented
6. Follow-up review	Effectiveness checked within 30 days of corrective action

7. Driver Standards

- All drivers hold a NSW licence with the T condition, a clear National Police Check and verified work rights.
- All drivers complete induction covering safety, fatigue, accessibility and customer service before their first shift.
- Drivers must notify us immediately of any disqualifying offence or condition affecting fitness to drive.

8. Monitoring and Review

Safety performance is monitored through incident data, inspections, audits, complaints and driver feedback. The SMS and Risk Register are reviewed at least annually, and after any serious incident or legislative change.

9. Reporting a Safety Concern

Passengers and members of the public can report a safety concern about any Captain Taxis vehicle or driver at any time:

- **Phone (24/7):** 1800 222 724 · **Office:** 02 8046 6989
- **Email:** office.tct26@gmail.com · **Online:** thecaptaintaxis.com.au/feedback

In an emergency, always call 000 first.

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