



BLACK & WHITE CABS DRIVER SUSPENSION & DISAFFILIATION POLICY

PURPOSE

The Black & White Cabs Driver Suspension & Disaffiliation Policy establishes clear guidelines and procedures for the suspension & disaffiliation of drivers from the Black & White Cabs network. It ensures the safety and integrity of public passenger services provided by Black & White Cabs by addressing non-compliance with Codes of Customer Service, Rules of Operations, Driver Fatigue policies or violations of relevant transport legislation.

KEY OBJECTIVES

- **Safety and Compliance:** The policy upholds safety standards and regulatory compliance within the transportation industry by promptly addressing instances of serious safety misconduct or violations of Black & White Cabs policies, procedures, or transport legislation.
- **Accountability and Transparency:** By outlining the disaffiliation process and appeal, the policy promotes accountability and transparency. Drivers are informed of the grounds for suspension or disaffiliation and provided with an opportunity to present their case.
- **Fairness and Due Process:** The policy establishes a fair and structured appeal process, allowing drivers to challenge suspension & disaffiliation decisions based on comprehensive responses and arguments. The involvement of an independent appeal committee ensures fairness in the decision-making process.
- **Reinstatement Possibility:** The policy recognises the potential for drivers to be reinstated and return to the Black & White Cabs network after a period of disaffiliation. It outlines the criteria and process for drivers to seek reinstatement, promoting a balanced approach to discipline and reinstatement.

DRIVER SUSPENSION

In all respects, driver suspension is the same as driver disaffiliation other than suspension is for affixed and notified time of not more than 1 calendar month.

DRIVER DISAFFILIATION

Driver disaffiliation marks the end of the affiliation arrangement between a driver and Black & White Cabs, potentially due to sustained poor conduct or severe safety breaches.

When a driver is disaffiliated, they receive written notification from Black & White Cabs, informing them of their status. Consequently, the driver loses access to the dispatch system.

In cases of serious safety misconduct leading to disaffiliation, authorised booking entities must promptly inform the Department of Transport and Main Roads (TMR) to ensure regulatory oversight. Reasons such as:

- Involvement in a disqualifying offence.
- Unsafe provision of public passenger services while driving.
- Violation of relevant transport legislation concerning motor vehicle usage, such as providing unauthorised taxi services.
- Posed a threat to the safety of any individual, especially vulnerable members of the community.
- Driver fatigue breaches.

DISAFFILIATION PROCESS – BLACK & WHITE CABS

Upon management deciding to disaffiliate a driver, Black & White Cabs will formally notify the driver in writing, clearly outlining the grounds for the decision and their right to appeal.



APPEAL PROCESS – DISAFFILIATION LETTER

To initiate an appeal, the driver must:

- Provide a comprehensive response to all complaints mentioned in the disaffiliation letter, including a synopsis of their version of events.
- Present arguments for why the decision to terminate affiliation should be reconsidered.
- Justify what they believe should have been the outcome of Black & White Cabs' investigation.

If these conditions are met, the driver must submit a \$200 fee to the Head Office of Black & White Cabs, which will be refunded upon a successful appeal. At this point, Black & White Cabs management will escalate the request to the Managing Director (or the Managing Director's delegate) who will reconsider management's decision. The Managing Director will then advise if the driver's affiliation will be reinstated and under what conditions (if any). If reinstatement is decided then the driver will be informed, including any associated conditions. At this point the driver can accept the reconsidered decision or continue with the appeal hearing.

If the driver rejects the reaffiliation decision & associated conditions (if any) or the disaffiliation decision is confirmed by the Managing Director, a hearing will then be arranged within 10 business days.

APPEAL COMMITTEE

The appeal committee comprises two local Operator Committee Members (appointed by the Operators Committee independent Chair) and an independent, not affiliated external committee member who has experience with appeal processes. The appeal committee will determine –

- If the committee recommends reaffiliation, Black & White Cabs will then reinstate the driver, refund the appeal fee, and notify the driver who will become immediately active in the dispatch system following any necessary training, paperwork, and licencing requirements.
- If the committee upholds the disaffiliation decision, the driver will be informed accordingly.

RETURNING DISAFFILIATED DRIVERS

After 12 months, a disaffiliated driver may apply for reinstatement with Black & White Cabs by submitting a formal written request, stating a case as to why the driver should be re-instated.

- Black & White Cabs will review the original disaffiliation decision and determine reinstatement eligibility and any associated terms.
- If denied reinstatement, the driver has the right to appeal, following the same process outlined above.
- The appeal committee's recommendation will determine whether the driver is reinstated or not. If reinstated, the driver must complete the required training and paperwork before resuming work.

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