



Victorian Hire Car Association CODE OF CONDUCT

September 2014

Vehicles

Members will ensure that vehicles are roadworthy and presented to clients in a clean condition.

Personal Conduct

At all times, it is essential that client's personal and travel details are treated with discretion and confidentiality. Information may only be shared for the purpose of delivering the requested service.

If any driver finds it impossible to reach a customer on time, advance warning must be provided to the customer along with the opportunity to decide whether their services will still be required.

Dress Code

Drivers should appropriately present themselves in neat professional attire to reflect the superior transport service the industry represents.

Geographic knowledge

The driver is expected to have a sound knowledge of all areas of greater Melbourne and regional areas with a clear understanding of the best available routes, as well as alternative routes in the case of emergency.

This contributes to the image we wish to project in terms of professionalism and competence and assists prompt arrival times for clients.

Compliance with Traffic and Other Laws

Drivers at all times are required to comply with the traffic laws including but not limited to speeding, parking, traffic control and zero blood alcohol requirements.

Consequences Of Breaching The Code Of Conduct

Breaches of the Code of Conduct threatens the professionalism, reputation and viability of our industry and may, at the discretion of the Board, result in expulsion from the VHCA.