



2015 May 29

POLICY BULLETIN #001 APPROPRIATE DRESS AND CLEANLINESS POLICY

Livery Transport Services is the regulatory body for the taxi industry and has a mandate for ensuring the safety of the travelling public, service quality, and consumer protection.

Service quality applies to many different facets of providing good customer service. This includes the appropriate dress and cleanliness of a livery driver. Section 85(a) of the Livery Transport Bylaw states:

85. *Every driver, while operating a Livery Vehicle shall*
(a) be neat and clean in person and dress

This appropriate dress and cleanliness policy has been developed by our Law Department to provide additional information to assist Drivers in understanding what is required to comply with Bylaw 6M2007, Section 85(a).

1.0 SCOPE

- 1.1 This policy applies to all taxi or limousine Drivers in the city of Calgary.

2.0 APPLICABLE BYLAW SECTION(S)

- 2.1 Section 85(a) provides: Every Driver, while operating a Livery Vehicle shall: (a) be neat and clean in person and dress;

3.0 CONSEQUENCES OF NON-COMPLIANCE

- 3.1 If a Driver fails to comply with this policy the Driver may be subject to enforcement action including a warning, suspension or revocation of the taxi or limousine Driver's license.

4.0 INAPPROPRIATE DRESS

- 4.1 The following list states the clothing that is inappropriate to wear while performing duties as a taxi or limousine driver. This is not an exhaustive list and is intended to describe what clothing is not allowed to be worn.

- Shorts (including Bermuda shorts), mini-skirts, culottes, gauchos above the knee
- Leggings or stretch pants
- Blouses, shirts, sweaters, skirts or pants which do not cover the shoulders, back or stomach while standing or sitting
- Flannel shirts
- T-shirts
- Exercise clothes (sweatshirts, sweatpants, jogging suits, etc.)
- Sheer, spandex, low cut/slung garments
- Clothing which is torn, faded, stained, frayed or gives an unkempt appearance
- Bib overalls
- Any jean or jean-styled pant (denim jeans, blue jeans, white jeans, color fashion jeans, etc).
- Denim or cargo-style capris or cropped pants
- Pants worn below hip level ("sagging")
- Torn, faded, stained or frayed articles of clothing are not acceptable
- Baseball caps, not provided by Broker as part of a uniform requirement.

5.0 APPROPRIATE DRESS

5.1 The following list states the clothing that is appropriate to wear while performing duties as a taxi or limousine driver. This is not an exhaustive list and is intended to describe what clothing is allowed to be worn.

- Uniforms provided or mandated by Brokers
- Suits
- Dress pants
- Casual dress pants (i.e., Dockers, chinos, khakis, etc.)
- Dress capris
- Skirts
- Casual dresses
- Dress shirts/blouses and collared sports shirts
- Sweaters/vests
- Sport coats/blazers
- Clothing should be clean, neat, in good condition and fit properly
- Shoes should be clean and in good repair.

- Hats are permitted including (baseball caps provided by Broker with a company logo).

6.0 APPROPRIATE APPEARANCE

6.1 This section describes what your overall appearance should be.

- Hair should be clean, combed and professional in appearance.
- Cologne, perfume, make-up and specific jewellery may be worn sparingly.

7.0 CLEANLINESS

7.1 This section stresses the importance of good personal hygiene when dealing with the public.

- Neat and clean dress demonstrates pride in the job and is a courtesy to those around you. Attention to the principles of hygiene while working is necessary
- Each individual driver is responsible for maintaining personal hygiene needs and cleanliness including control of body odours.

8.0 FOOTWEAR

8.1 This section stresses the importance of ensuring your footwear is safe.

- High heels and flip-flops to platforms and boots are not acceptable footwear, as these choices can potentially contribute to the loss of control of your vehicle.
- SLIP RESISTANT Shoes and Boots (Non-Slip)- Soles are designed and constructed with materials to provide maximum resistance against slippery conditions and are the recommended footwear choice.

Livery Transport Services appreciates the support of industry in adhering to this policy.



Mario Henriques
Chief Livery Officer