

Operator's name: TRANSOPCO UK LTD
Reference: 010072
Date: 10 May 2019

TRANSOPCO UK LTD
OFFICE 6090, WEWORK MOOR PLACE
1 FORE ST AVE
LONDON
EC2Y 9DT

Dear Mr Arnold,

Issue of London Private Hire Operator Licence

Your application for a London private hire operator licence has now been processed and I am pleased to confirm that your licence has been granted. You are now licensed to carry out private hire bookings as a licensed London private hire operator.

This pack includes:

- Your private hire operator licence
 - Part A – there should be one copy of this part of the licence
 - Part B – there should be a licence for every operating centre that has satisfied the criteria in order to be licensed
- Summary of the conditions attached to every operator's licence

For general guidance and information on our policy and private hire law in London, you are advised to review the policy guidelines and the Notices that have been issued. These can be found within the Policies section on our website www.tfl.gov.uk/tph. It is recommended that you review our website on a regular basis as it is frequently updated.

Licence duration

Your application for a licence is proposing a private hire service in London that will initially operate within a specified geographical area (zones 1 – 5). The proposed service would initially be for an immediate and exclusive private hire service only. You have confirmed that following launch, there may be an addition of advance notice bookings (i.e. pre bookings) available. The service would be offered through a Smartphone app only.

We consider that a 15 month licence is appropriate in the particular circumstances of the case in order to allow TfL to monitor the service being provided in the interests of public safety. You will be sent a reminder about the need to renew your licence at the appropriate time in advance of the expiry of your licence.

Licence conditions

The granting of this PHV operator's licence is subject to the conditions which are set out in Appendix A of this letter, which is stipulated on the licence as follows:

- **Subject to the conditions listed in Appendix A of the licence issue letter**

It is important that you review the conditions and ensure that any relevant action is taken with respect to demonstrating and maintaining compliance with them.

Operator licence tier

It is a prescribed condition of the licence that you do not have **more than** [REDACTED] private hire vehicles available to carry out bookings at all operating centres specified in your licence. Should you wish to increase the number of vehicles available, you will need to make a fresh application.

If you are eligible to pay the fee for the grant of your licence in annual instalments and you have indicated to TfL that you wish to do this, it is a condition of your licence that you pay each annual licence fee instalment at latest 14 days before the end of each year (commencing on the day your licence was granted). Failure to do so may result in licensing action, including the suspension or revocation of your licence.

Condition	Status	Start Date	Expiry Date
Subject to the conditions listed in Appendix A of the licence issue letter	Active	10 May 2019	9 August 2020
Subject to No Public Access	Active	10 May 2019	9 August 2020

Please read the important information at the end of this letter about your licence condition(s)

Your licence

- **Private hire operator licence** - make sure all details on your licence are correct. If any of the details are incorrect, please contact us immediately at tph.enquiries@tfl.gov.uk
- Part A of licence - A copy of this part of your licence document should be displayed in every operating centre detailed on your licence
- Part B of licence - The relevant Part B licence document should be displayed at the operating centre to which it relates
- If your licence document is lost or stolen, you must:
 - Report it to the police and obtain a crime reference number; and then
 - provide TfL with the details so that a replacement can be issued

Note: Frequent loss of or damage to licence document may result in you being charged for replacements in the future.

The licence document remains the property of Transport for London (TfL) and must be surrendered should you no longer wish to carry out private hire bookings or if your licence

is suspended or revoked. It must be produced on demand to the police or a TfL Compliance Officer.

Operator Upload - Online process

All licensed operators are required to provide TfL, with the details of the vehicles and drivers that have been used to fulfil bookings or that have been available to fulfil bookings. This information must be provided on a weekly basis

The Nominated Representative is now required to upload the organisations data using our online process which is:

- **Easy to access** – Visit [REDACTED] to log in
- **Quicker** – Once logged in, your upload takes less time to complete
- **Easier** – Available user guides with templates to guide you through the process
- **Safe and secure** - Your account is only accessible via your personalised account details

The Nominated Representative will need to use the online registration details below to register for uploading information; please visit [REDACTED] to create an online account

Customer online reference number:	[REDACTED]
Additional Identifier:	Operator Licence
Licence Number:	[REDACTED]

This will allow all operators to upload vehicle and driver data every week, securely and on time

For instructions and user guides on how to upload your vehicle and driver data as per the conditions of your licence, visit [REDACTED] or contact us on **0343 222 4444**

To discuss any changes to your role, please contact us at tph.operators@tfl.gov.uk **A separate PHV/103 Personal Declaration application form is required for each individual associated with your licence**

Reporting Changes in Circumstances

Please remember that you are required to inform us in advance of any material changes to the operating model that may affect your compliance with private hire vehicle legislation and regulations or with the conditions of your licence. Please inform us of such differences from what was stated in your application. This will help ensure that the changes are compliant with private hire legislation, in the interests of passenger safety and customer care.

Operating your business with more than the permitted maximum number of private hire

vehicles available to accept bookings is a breach of a licence condition and may lead to licensing action. This may include suspension and/or revocation of your licence.

We strongly recommend you inform TfL well in advance if you anticipate operating your business with more than the permitted maximum number of private hire vehicles available to accept bookings. TfL will be able to consider and assist with an application for a new licence with an appropriate permitted maximum number of vehicles.

You must submit a PHV/106 application form if you wish to add or remove an operating centre to your licence. This will need to be approved before you change your address.

You are required to **immediately** (i.e. within 14 days) notify us of **any other material changes** to the following:

- If you, or anyone associated with the licence, makes any changes to their personal details e.g. name change, change of home address. If the person who has changed address is also a PHV driver or owns a PHV, then they must return their driver and vehicle licences to us for amendment
- If you, or anyone associated with the licence, has any changes to their personal details e.g. if you are made bankrupt
- If you, or anyone associated with the licence, are charged with, convicted of, or receive a police caution for any criminal offence, including any road traffic offences
- If there is any change that affects your company e.g. name change, the liquidation, dissolution etc. of the company, any appointments to, or resignations from, the company
- If there are any changes that affect your business e.g. the adoption of a new trading name

Failure to immediately notify us about any of the above changes could result in a review of your suitability to remain licensed.

There are limitations to the wording that you can use as part of your signage or advertisements that invites bookings at a particular address or using a particular telephone number registered to that address. You are not permitted to use any of the following words: 'taxi', 'taxis', 'cab' or 'cabs', or any word so closely resembling any of those words as to be likely to be mistaken for it (whether alone or as part of another word), unless the vehicles offered for hire are London taxis (black cabs). The words 'minicab', 'mini-cab' or 'mini cab' (whether in the singular or plural), are acceptable.

Please note the following:-

- You must not have **more than** [REDACTED] private hire vehicles available to you to carry out bookings accepted by you if you are eligible and have chosen to pay the fee for the grant of your licence by annual instalments, you must pay the annual instalment each year or you may be subject to licensing action.
- A record of all bookings must be retained.
- You must only use TfL licensed private hire drivers to undertake private hire bookings.
- You must only use a TfL licensed private vehicle to undertake private hire bookings, which must be covered by hire and reward insurance at all times while the private hire vehicle is in use as such.
- Change of address of any of your operating centre(s). You **must** submit a PHV/106 variation form if you wish to change any address on your licence
- Your drivers are not entitled to 'ply for hire' – pick up passengers from the side of the road – or 'tout' – approach passengers directly. All bookings **must** be made through a licensed London private hire operator. **Please note:** Should a licensed operator, or an individual associated with an operator's licence, be convicted for illegally plying for hire or touting, the operator licence could be revoked.
- If any of an operator's drivers or other employees are convicted or cautioned for illegally plying for hire or touting and they were found to be acting under the operator's instructions at the time, the fitness of an operator to remain licensed may be considered.
- Unlike licensed taxis, private hire vehicles are not entitled to drive in bus lanes,.
- Private hire vehicles are not allowed to park, wait, drop off or collect passengers on a taxi rank.
- Your drivers cannot automatically drop off and pick up on Red Routes – this requires an application and exemption for the vehicle.

Your drivers cannot drive within the Congestion Charging area without paying the charge. Their exemption only relates to when their vehicle is being used to carry out a booking.

Congestion Charge

Most private hire vehicles will no longer be exempt from the Congestion Charge. This means that private hire vehicles will be subject to the Congestion Charge if they travel within the zone during charging hours which are 7am to 6pm every Monday to Friday.

Private hire vehicles which are designated wheelchair accessible and are being used to fulfil a private hire booking will retain an exemption to the Congestion Charge. Some private hire vehicles may also be eligible for one of the Congestion Charge discounts or exemptions. For more information, please visit:

<https://tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions>.

Ultra Low Emission Zone (ULEZ)

All private hire vehicles travelling within the ULEZ must meet certain emissions standards or pay a £12.50 charge per day.

In order to avoid paying the £12.50 daily charge, vehicles will need to meet the following minimum standards:

- petrol private hire vehicles will need to meet Euro 4 emissions standards
- diesel private hire vehicles will need to meet Euro 6 emission standards

Designated Wheelchair-Accessible private hire vehicles

Designated wheelchair-accessible private hire vehicles will be given a grace period, which means they will be exempt from the ULEZ daily charge until 26 October 2025. These vehicles will only be exempt when carrying out a private hire booking for a TfL-licensed private hire operator.

The paper copy of the private hire vehicle licence will indicate whether a vehicle is designated as wheelchair accessible.

For further information and to check whether specific vehicles meet the ULEZ standards, please visit: <http://tfl.gov.uk/ulez>.

Therefore, private hire vehicles that do not meet ULEZ emission standards will be liable to pay the ULEZ daily charge in addition to the Congestion Charge if it is driven in the zone during charging hours, unless otherwise eligible for an exemption or other discount.

Equality Act 2010

The Equality Act 2010 includes some provisions relating specifically to taxis and private hire vehicles and disabled passengers. The information below sets out what your duties are and provides advice on how to comply with the law.

Wheelchairs

Section 165 of the Equality Act places duties on drivers of designated wheelchair-accessible taxis and private hire vehicles.

The duties are:

- To transport the passenger while in the wheelchair;
- Not make any additional charge for doing so;
- If the passenger chooses to sit in a passenger seat, to transport the wheelchair;
- Take such steps as are necessary to ensure that the passenger is transported in safety and reasonable comfort;
- Give the passenger such mobility assistance as is reasonably required - which the Act defines as:

- To enable the passenger to get into or out of the vehicle;
- If the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair;
- If the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle;
- To load the passenger's luggage into or out of the vehicle.

We would always expect drivers to provide assistance such as installing the boarding ramp, or securing a wheelchair within the passenger compartment. Depending on the weight of the wheelchair and the capability of the driver, reasonable mobility assistance also includes pushing a manual wheelchair or light electric wheelchair up a ramp.

The requirement not to charge a wheelchair user extra means that, in practice, a meter should not be left running while the driver performs duties required by the Act, or the passenger enters, leaves or secures their wheelchair within the passenger compartment.

Drivers who fail to comply with these duties are liable to prosecution and fines of up to £1,000. The driver's continued fitness to hold a licence may also be reviewed.

The only grounds for exemption are medical, or that a physical condition makes it impossible or unreasonably difficult for a driver to comply with these duties. Applications for exemptions must be made to TfL. Exempt drivers must display the exemption notice and carry their exemption certificate with them in order for the exemption to be valid.

A taxi or private hire vehicle is 'designated' as wheelchair-accessible for the purposes of section 165 of the Equality Act 2010 if it appears on a list maintained under section 167. All licensed London taxis are designated by default. The list of designated private hire vehicles is available on our website.

Assistance Dogs

Sections 168 and 170 of the Equality Act require taxis and private hire vehicles to carry all assistance dogs accompanying disabled people and to do so without any additional charge.

You should note that:

- Taxi and private hire vehicle drivers cannot refuse a passenger because they have an assistance dog;
- Passengers cannot be charged more for a taxi or private hire journey because they have an assistance dog;
- Assistance dogs must be seated with their owners at all times.

Drivers who fail to comply with the Act are liable to prosecution and fines of up to £1,000. The driver's continued fitness to hold a licence may also be reviewed.

There are different types of assistance dogs providing a wide range of support to older and disabled people. Further information on different types of assistance dogs can be found on the taxi and private hire pages of the TfL website. Taxi and private hire vehicle

drivers should be aware that some passengers may have a health condition that is not obvious or visible but will still have an assistance dog.

The only grounds on which drivers can be exempted from these duties are medical.

Applications for exemptions must be made to TfL. Exempt drivers must display the exemption notice and carry their exemption certificate with them in order for the exemption to be valid.

Equality Obligations

- Your drivers are legally required to carry disabled passengers where they have an assistance dog, or are a wheelchair user and to do so at no extra cost.
- If your drivers are found to have refused a journey, or charged a passenger more, because they have an assistance dog or are a wheelchair user, you (and your driver) may be prosecuted and may lose your private hire licence.

Important Changes to Private Hire Regulation

A number of TPH Notices ([Notice 07/16](#), [Notice 10/16](#), [Notice 03/18](#)) have been issued in regards to notifying you that the TfL Board had approved new regulatory changes to raise standards in London's private hire industry, improving safety and convenience for customers. All TPH Notices are available on the taxi and private hire pages of the TfL website.

New Requirements for Private Hire Operators
Operators must provide a booking confirmation to a passenger before their journey starts. This must include the first name of the driver, their licence number, vehicle registration mark and – where the passenger can receive it - a photo of the driver.
Operators must inform TfL of any material changes to the operating model of their business that may affect their compliance with the Private Hire Vehicles (London) Act 1998, the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000, or the operator's licence conditions before they are made. This will help ensure that the changes are compliant with private hire legislation, in the interest of passenger safety and customer care.
Operators must ensure that all staff who have face-to-face contact with the public (for example, in a minicab office that is open to the public) have, or have proof they have applied for, a basic disclosure check – available through Disclosure Scotland. This is in addition to the requirement for private hire drivers to have an enhanced Disclosure and Barring Service check.
All Operators are required to email TfL on a weekly basis the details of the drivers and vehicles they have used to fulfil bookings, or have had available to them to fulfil bookings. Email with any questions
Operators must provide their customer with an accurate fare estimate before the journey starts (unless the fare has been pre-agreed).
Operators must keep records for a minimum of 12 months. This includes records for bookings, complaints and lost property, as well as driver and vehicle records.
Operators must record the main destination of the customer's journey, before the journey starts.
Operators are limited to having no more than five business names attached to their operator's licence.
Operators are required to provide TfL with relevant National Insurance details when applying for or renewing their licence.
Operators are to make someone available for passengers to speak to during their hours of business and at all times during a journey if passengers want to make a complaint or discuss other matters relating to their booking.

What TfL will do next:-

A TfL Compliance Officer will contact you in approximately 6-8 weeks time to arrange the first compliance inspection for this licence. As with any subsequent inspections, the licence holder will, on that occasion, be required to demonstrate that the respective private hire business is being run in a safe and compliant manner. We will require the production of accurate and up to date records, which show that all bookings are being properly discharged and in accordance with the licence terms and conditions.

What you should do next:-

- Ensure that the appropriate procedures and/or systems are put in place to ensure that you can fully demonstrate that you can meet all of the new requirements.
- Ensure that all of your records are maintained and are made available for inspection when requested.
- If you have not already done so, you will need to apply for a basic disclosure check. Once submitted, the details of the applicant will be checked against the Police National Computer for details of all current convictions the applicant has. You will need to submit a basic disclosure check application for all employees that will have face to face contact with the public. For further guidance please go to tfl.gov.uk/ph-regulations and www.disclosurescotland.co.uk
- As an organisation that processes personal data you are legally obliged to register with the Information Commissioner's Office (ICO). The ICO is the independent regulator for information rights and maintains a national register of data controllers. Please go to <https://ico.org.uk/for-organisations/register/> to register. **Please note:** It is a criminal offence if you don't.
- More information on your obligations are available at www.tfl.gov.uk/privacy. We also recommend that you read 'Privacy and data protection – A guide for private hire operators' which is available at

General information:-

You can contact us on 0343 222 4444 between the hours of 8.00am to 6.00pm Monday to Friday (excluding bank holidays). You can write to us at the address above or e-mail to tph.enquiries@tfl.gov.uk.

Please quote your licence number in any correspondence.

TfL reserves the right to share your data with organisations such as the National Fraud Initiative to confirm the accuracy of the data provided; for the prevention and detection of crime and protection of public funds. TfL randomly selects and monitors applicants to identify possible fraudulent use.

Yours sincerely,



Helen Chapman

General Manager, London Taxi & Private Hire | Transport for London (TfL)

Enc:

1. Copy of the licence
2. Summary of the conditions attached to every operator's licence;
3. Appendix A

Summary of the conditions attached to every London PHV Operator's licence

A London licensed PHV Operator:

- 1) shall maintain public liability insurance cover, which has a minimum indemnity of £5m in respect of any one event, for any of the operating centres specified in his licence that is accessible to members of the public;
- 2) shall agree the fare for the journey booked or provide an accurate estimate of that fare;
- 3) who is convicted of an offence must, within 14 days, inform TfL of the details of the conviction. This applies to all persons associated with the licence (e.g. all of the directors of a limited liability company);
- 4) shall notify TfL of any material change to its operating model that may affect the operator's compliance with the Private Hire Vehicles (London) Act 1998, the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 or its licensing conditions;
- 5) shall notify TfL of any material changes to the information provided in the application for his licence, or any application to vary that licence, within 14 days of the change;
- 6) who dismisses a driver for unsatisfactory conduct in connection with the driving of a private hire vehicle must inform TfL of the name of the driver and the circumstances of the case, within 14 days of the driver's dismissal;
- 7) shall not use CB apparatus in connection with his private hire business;
- 8) must have and maintain effectively, a procedure for dealing with complaints. As part of this obligation, the operator must record and retain the prescribed particulars of any complaints he receives;
- 9) must have and maintain effectively, a procedure for dealing with property left behind by customers in his cars or operating centres. As part of this obligation, the operator must record and retain the prescribed particulars of any property that is found or reported missing to him;
- 10) must charge a fare in accordance with his fare structure for PHVs when using a London licensed taxi to carry out a booking, unless the fare shown on the taxi's meter is less;
- 11) must provide TfL with such particulars of drivers and vehicles as may be required by TfL from time to time;
- 12) must not have more than the maximum number of vehicles available to them to carry out bookings accepted by him at all the operating centres specified in the licence. The maximum condition will not apply to operators who hold a licence for

██████ or more vehicles; and

- 13) if eligible and have opted to pay the grant of licence fee by annual instalments, the annual licence fee must be paid not later than 14 days before the end of the one-year period from when the licence was granted.

Operator Upload Information Sheet

Following amendments to the Private Hire Regulations, as a licensed private hire operator you are now required to provide us details of the drivers and vehicles you have used to fulfil private hire bookings, or have had available to you to fulfil bookings on a weekly basis. We will use the information provided for data analysis.

PROCESS

Follow our simple process in order to provide the correct data to us, in the correct format, at the right times.

Why?

- Easy to access – Visit our web site to log in or to create an account
- Quicker – Once logged in, your upload takes less time to complete
- Easier – Available user guides with templates to guide you through the process
- Safe and secure - Your account is only accessible via your personalised account details

Who?

- The Nominated Representative will need to login to their online account to upload driver and vehicle data every week, securely and on time.

Where?

- TfL Website - www.tfl.gov.uk/ph-operators

When?

- On the Monday of every week we require you to upload two separate reports

What information to declare?

- **Driver** data report
 - Drivers, you have used to fulfil private hire bookings AND
 - Drivers, you have had available to you to fulfil bookings in the previous week
- **Vehicle** data report
 - Vehicles, you have used to fulfil private hire bookings AND
 - Vehicles, you have had available to you to fulfil bookings in the previous week

For further information regarding operator upload, visit www.tfl.gov.uk/ph-operators or contact us on 0343 222 4444 (options 1-1-3-2)

More detailed information regarding Private Hire Regulations and all requirements can be found on our website at tfl.gov.uk/ph-regulations

Please read the following information to check which specific condition(s) relates to your licence:

Condition	What this means	What happens next
Restricted to work in term-time (20 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (20 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
Restricted to work in term-time (10 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (10 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
Subject to continued leave to work and reside in the UK	Your licence was issued with the condition that it was <i>subject to continued leave to work and reside in the UK</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
Subject to planning permission being approved	Your licence was issued with the condition that it was <i>subject to planning permission being approved</i> for an operating centre specified on your licence.	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that (a) planning permission has been granted or (b) an application for planning remains ongoing for the relevant centre. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required proof of planning permission has been confirmed.
Subject to the restrictions of the approved planning permission	Your licence was issued with the condition that it was <i>subject to the restrictions of the approved planning permission</i>	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.
Subject to installation of a fixed, landline telephone number for bookings	Your licence was issued with the condition that it was <i>subject to installation of a fixed, landline telephone number for bookings</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that a fixed, landline telephone number for bookings has been installed. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required landline number has been confirmed.
Subject to the conditions listed in Appendix A of the licence issue letter	Your licence was issued with the condition that it was <i>subject to Appendix A of the licence issue letter</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you are required to adhere to the conditions as listed in Appendix A, and notifying us of any changes in your circumstances which may affect this condition being renewed.
Subject to No Public Access	Your licence was issued with the condition that it was <i>subject to no public access</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.

Operator's name: TRANSOPCO UK LTD
Reference: 010072
Date: 7 August 2020

TRANSOPCO UK LTD
2ND FLOOR
HARLING HOUSE
47-51 GREAT SUFFOLK ST
LONDON
SE1 0BS

Dear Mr O'Kelly,

Issue of London Private Hire Operator Licence

Your application for a London private hire operator licence has now been processed and I am pleased to confirm that your licence has been granted. You are now licensed to carry out private hire bookings as a licensed London private hire operator.

This pack includes:

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 - Part A – there should be one copy of this part of the licence
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- Summary of the conditions attached to every operator's licence

For general guidance and information on our policy and private hire law in London, you are advised to review the policy guidelines and the Notices that have been issued. These can be found within the Policies section on our website www.tfl.gov.uk/tph. It is recommended that you review our website on a regular basis as it is frequently updated.

Licence duration

The decision has been made to grant Transopco UK Limited a PHV operator's licence for a period of 24 months, ending on 9 August 2022. A meeting will be arranged to discuss the reasons for this.

You will be sent a reminder about the need to renew your licence at the appropriate time in advance of the expiry of your licence.

Licence conditions

The PHV operator's licence has been granted subject to conditions which are set out in the Appendix to the licence and in Appendix A of this letter.

Condition	Status	Start Date	Expiry Date
Subject to the conditions listed in Appendix A of the licence issue letter	Active	10 August 2020	9 August 2022
Subject to No Public Access	Active	10 August 2020	9 August 2022
Subject to the conditions listed in Appendix A of the licence issue letter	Active	16 July 2020	9 August 2020
Subject to No Public Access	Active	16 July 2020	9 August 2020
Subject to the conditions listed in Appendix A of the licence issue letter	Active	29 May 2019	9 August 2020
Subject to No Public Access	Active	29 May 2019	9 August 2020
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Operator licence tier

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If you are eligible to pay the fee for the grant of your licence in annual instalments and you have indicated to TfL that you wish to do this, it is a condition of your licence that you pay each annual licence fee instalment at latest 14 days before the end of each year (commencing on the day your licence was granted). Failure to do so may result in licensing action, including the suspension or revocation of your licence.

- **Private hire operator licence** - make sure all details on your licence are correct. If any of the details are incorrect, please contact us immediately at tph.operators@tfl.gov.uk
- Part A of licence - A copy of this part of your licence document should be displayed in every operating centre detailed on your licence
- Part B of licence - The relevant Part B licence document should be displayed at the operating centre to which it relates
- If your licence document is lost or stolen, you must:

- Report it to the police and obtain a crime reference number; and then
- provide TfL with the details so that a replacement can be issued

Note: Frequent loss of or damage to licence document may result in you being charged for replacements in the future.

The licence document remains the property of Transport for London (TfL) and must be surrendered should you no longer wish to carry out private hire bookings or if your licence is suspended or revoked. It must be produced on demand to the police or a TfL Compliance Officer.

Operator Upload - Online process

All licensed operators are required to provide TfL, with the details of the vehicles and drivers that have been used to fulfil bookings or that have been available to fulfil bookings. This information must be provided on a weekly basis

The Nominated Representative is now required to upload the organisations data using our online process which is:

- **Easy to access** – Visit www.tfl.gov.uk/ph-operators to log in
- **Quicker** – Once logged in, your upload takes less time to complete
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To discuss any changes to your role, please contact us at tph.operators@tfl.gov.uk **A separate PHV/103 Personal Declaration application form is required for each individual associated with your licence**

Reporting Changes in Circumstances

Please remember that you are required to inform us in advance of any material changes to the operating model that may affect your compliance with private hire vehicle legislation and regulations or with the conditions of your licence. Please inform us of such differences from what was stated in your application. This will help ensure that the changes are compliant with private hire legislation, in the interests of passenger safety and customer care.

Operating your business with more than the permitted maximum number of private hire vehicles available to accept bookings is a breach of a licence condition and may lead to licensing action. This may include suspension and/or revocation of your licence.

We strongly recommend you inform TfL well in advance if you anticipate operating your business with more than the permitted maximum number of private hire vehicles available to accept bookings. TfL will be able to consider and assist with an application for a new licence with an appropriate permitted maximum number of vehicles.

You must submit a PHV/106 application form if you wish to add or remove an operating centre to your licence. This will need to be approved before you change your address.

You are required to **immediately** (i.e. within 14 days) notify us of **any other material changes** to the following:

- If you, or anyone associated with the licence, makes any changes to their personal details e.g. name change, change of home address. If the person who has changed address is also a PHV driver or owns a PHV, then they must return their driver and vehicle licences to us for amendment
- If you, or anyone associated with the licence, has any changes to their personal details e.g. if you are made bankrupt
- If you, or anyone associated with the licence, are charged with, convicted of, or receive a police caution for any criminal offence, including any road traffic offences
- If there is any change that affects your company e.g. name change, the liquidation, dissolution etc. of the company, any appointments to, or resignations from, the company
- If there are any changes that affect your business e.g. the adoption of a new trading name

Failure to immediately notify us about any of the above changes could result in a review of your suitability to remain licensed.

There are limitations to the wording that you can use as part of your signage or advertisements that invites bookings at a particular address or using a particular telephone number registered to that address. You are not permitted to use any of the following words: 'taxi', 'taxis', 'cab' or 'cabs', or any word so closely resembling any of those words as to be likely to be mistaken for it (whether alone or as part of another word), unless the vehicles offered for hire are London taxis (black cabs). The words 'minicab', 'mini-cab' or 'mini cab' (whether in the singular or plural), are acceptable.

Please note the following:-

- You must not have **more than** [REDACTED] private hire vehicles available to you to carry out bookings accepted by you if you are eligible and have chosen to pay the fee for the grant of your licence by annual instalments, you must pay the annual instalment each year or you may be subject to licensing action.
- A record of all bookings must be retained.
- You must only use TfL licensed private hire drivers to undertake private hire bookings.
- You must only use a TfL licensed private vehicle to undertake private hire bookings, which must be covered by hire and reward insurance at all times while the private hire vehicle is in use as such.
- Change of address of any of your operating centre(s). You **must** submit a PHV/106 variation form if you wish to change any address on your licence
- Your drivers are not entitled to 'ply for hire' – pick up passengers from the side of the road – or 'tout' – approach passengers directly. All bookings **must** be made through a licensed London private hire operator. **Please note:** Should a licensed operator, or an individual associated with an operator's licence, be convicted for illegally plying for hire or touting, the operator licence could be revoked.
- If any of an operator's drivers or other employees are convicted or cautioned for illegally plying for hire or touting and they were found to be acting under the operator's instructions at the time, the fitness of an operator to remain licensed may be considered.
- Unlike licensed taxis, private hire vehicles are not entitled to drive in bus lanes,.
- Private hire vehicles are not allowed to park, wait, drop off or collect passengers on a taxi rank.
- Your drivers cannot automatically drop off and pick up on Red Routes – this requires an application and exemption for the vehicle.

Your drivers cannot drive within the Congestion Charging area without paying the charge. Their exemption only relates to when their vehicle is being used to carry out a booking. If you have yet to return your old licence to us, you should return all copies of that licence within seven days of the expiry of your existing licence.

Congestion Charge

Most private hire vehicles will no longer be exempt from the Congestion Charge. This means that private hire vehicles will be subject to the Congestion Charge if they travel within the zone during charging hours which are 7am to 6pm every Monday to Friday.

Private hire vehicles which are designated wheelchair accessible and are being used to fulfil a private hire booking will retain an exemption to the Congestion Charge. Some private hire vehicles may also be eligible for one of the Congestion Charge discounts or exemptions. For more information, please visit:

<https://tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions>.

Ultra Low Emission Zone (ULEZ)

All private hire vehicles travelling within the ULEZ must meet certain emissions standards or pay a £12.50 charge per day.

In order to avoid paying the £12.50 daily charge, vehicles will need to meet the following minimum standards:

- petrol private hire vehicles will need to meet Euro 4 emissions standards
- diesel private hire vehicles will need to meet Euro 6 emission standards

Designated Wheelchair-Accessible private hire vehicles

Designated wheelchair-accessible private hire vehicles will be given a grace period, which means they will be exempt from the ULEZ daily charge until 26 October 2025. These vehicles will only be exempt when carrying out a private hire booking for a TfL-licensed private hire operator.

The paper copy of the private hire vehicle licence will indicate whether a vehicle is designated as wheelchair accessible.

For further information and to check whether specific vehicles meet the ULEZ standards, please visit: <http://tfl.gov.uk/ulez>

Therefore, private hire vehicles that do not meet ULEZ emission standards will be liable to pay the ULEZ daily charge in addition to the Congestion Charge if it is driven in the zone during charging hours, unless otherwise eligible for an exemption or other discount.

Equality Act 2010

The Equality Act 2010 includes some provisions relating specifically to taxis and private hire vehicles and disabled passengers. The information below sets out what your duties are and provides advice on how to comply with the law.

Wheelchairs

Section 165 of the Equality Act places duties on drivers of designated wheelchair-accessible taxis and private hire vehicles.

The duties are:

- To transport the passenger while in the wheelchair;
- Not make any additional charge for doing so;
- If the passenger chooses to sit in a passenger seat, to transport the wheelchair;
- Take such steps as are necessary to ensure that the passenger is transported in safety and reasonable comfort;
- Give the passenger such mobility assistance as is reasonably required - which the Act defines as:

- To enable the passenger to get into or out of the vehicle;
- If the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair;
- If the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle;
- To load the passenger's luggage into or out of the vehicle.

We would always expect drivers to provide assistance such as installing the boarding ramp, or securing a wheelchair within the passenger compartment. Depending on the weight of the wheelchair and the capability of the driver, reasonable mobility assistance also includes pushing a manual wheelchair or light electric wheelchair up a ramp.

The requirement not to charge a wheelchair user extra means that, in practice, a meter should not be left running while the driver performs duties required by the Act, or the passenger enters, leaves or secures their wheelchair within the passenger compartment.

Drivers who fail to comply with these duties are liable to prosecution and fines of up to £1,000. The driver's continued fitness to hold a licence may also be reviewed.

The only grounds for exemption are medical, or that a physical condition makes it impossible or unreasonably difficult for a driver to comply with these duties. Applications for exemptions must be made to TfL. Exempt drivers must display the exemption notice and carry their exemption certificate with them in order for the exemption to be valid.

A taxi or private hire vehicle is 'designated' as wheelchair-accessible for the purposes of section 165 of the Equality Act 2010 if it appears on a list maintained under section 167. All licensed London taxis are designated by default. The list of designated private hire vehicles is available on our website.

Assistance Dogs

Sections 168 and 170 of the Equality Act require taxis and private hire vehicles to carry all assistance dogs accompanying disabled people and to do so without any additional charge.

You should note that:

- Taxi and private hire vehicle drivers cannot refuse a passenger because they have an assistance dog;
- Passengers cannot be charged more for a taxi or private hire journey because they have an assistance dog;
- Assistance dogs must be seated with their owners at all times.

Drivers who fail to comply with the Act are liable to prosecution and fines of up to £1,000. The driver's continued fitness to hold a licence may also be reviewed.

There are different types of assistance dogs providing a wide range of support to older and disabled people. Further information on different types of assistance dogs can be found on the taxi and private hire pages of the TfL website. Taxi and private hire vehicle

drivers should be aware that some passengers may have a health condition that is not obvious or visible but will still have an assistance dog.

The only grounds on which drivers can be exempted from these duties are medical. Applications for exemptions must be made to TfL. Exempt drivers must display the exemption notice and carry their exemption certificate with them in order for the exemption to be valid.

Equality Obligations

- Your drivers are legally required to carry disabled passengers where they have an assistance dog, or are a wheelchair user and to do so at no extra cost.
- If your drivers are found to have refused a journey, or charged a passenger more, because they have an assistance dog or are a wheelchair user, you (and your driver) may be prosecuted and may lose your private hire licence.

Important Changes to Private Hire Regulation

A number of TPH Notices ([Notice 07/16](#), [Notice 10/16](#), [Notice 03/18](#)) have been issued in regards to notifying you that the TfL Board had approved new regulatory changes to raise standards in London's private hire industry, improving safety and convenience for customers. All TPH Notices are available on the taxi and private hire pages of the TfL website.

New Requirements for Private Hire Operators
Operators must provide a booking confirmation to a passenger before their journey starts. This must include the first name of the driver, their licence number, vehicle registration mark and – where the passenger can receive it - a photo of the driver.
Operators must inform TfL of any material changes to the operating model of their business that may affect their compliance with the Private Hire Vehicles (London) Act 1998, the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000, or the operator's licence conditions before they are made. This will help ensure that the changes are compliant with private hire legislation, in the interest of passenger safety and customer care.
Operators must ensure that all staff who have face-to-face contact with the public (for example, in a minicab office that is open to the public) have, or have proof they have applied for, a basic disclosure check – available through Disclosure Scotland. This is in addition to the requirement for private hire drivers to have an enhanced Disclosure and Barring Service check.
All Operators are required to email TfL on a weekly basis the details of the drivers and vehicles they have used to fulfil bookings, or have had available to them to fulfil bookings. Email tph.operators@tfl.gov.uk with any questions
Operators must provide their customer with an accurate fare estimate before the journey starts (unless the fare has been pre-agreed).
Operators must keep records for a minimum of 12 months. This includes records for bookings, complaints and lost property, as well as driver and vehicle records.
Operators must record the main destination of the customer's journey, before the journey starts.
Operators are limited to having no more than five business names attached to their operator's licence.
Operators are required to provide TfL with relevant National Insurance details when applying for or renewing their licence.
Operators are to make someone available for passengers to speak to during their hours of business and at all times during a journey if passengers want to make a complaint or discuss other matters relating to their booking.

What TfL will do next:-

A TfL Compliance Officer will attend your operating centre(s) at frequent intervals to conduct a compliance inspection for this licence. The licence holder will be required to demonstrate that the respective private hire business is being run in a safe and compliant manner. This is achieved through the production of accurate and up to date records, which show that all bookings are being properly discharged and in accordance with the licence terms and conditions.

What you should do next:-

- Ensure that the appropriate procedures and/or systems are put in place to ensure that you can fully demonstrate that you can meet all of the new requirements.
- Ensure that all of your records are maintained and are made available for inspection when requested.
- If you have not already done so, you will need to apply for a basic disclosure check. Once submitted, the details of the applicant will be checked against the Police National Computer for details of all current convictions the applicant has. You will need to submit a basic disclosure check application for all employees that will have face to face contact with the public. For further guidance please go to tfl.gov.uk/ph-regulations and www.disclosurescotland.co.uk
- As an organisation that processes personal data you are legally obliged to register with the Information Commissioner's Office (ICO). The ICO is the independent regulator for information rights and maintains a national register of data controllers. Please go to <https://ico.org.uk/for-organisations/register/> to register. **Please note:** It is a criminal offence if you don't.
- More information on your obligations are available at www.tfl.gov.uk/privacy. We also recommend that you read 'Privacy and data protection – A guide for private hire operators' which is available at

General information:-

You can contact us on 0343 222 4444 between the hours of 8.00am to 6.00pm Monday to Friday (excluding bank holidays). You can write to us at the address above or e-mail to **tph.operators@tfl.gov.uk**.

Please quote your licence number in any correspondence.

TfL reserves the right to share your data with organisations such as the National Fraud Initiative to confirm the accuracy of the data provided; for the prevention and detection of crime and protection of public funds. TfL randomly selects and monitors applicants to identify possible fraudulent use.

Yours sincerely,



Helen Chapman

Director

Licensing, Regulation & Charging | Transport for London (TfL)

Enc:

1. Copy of the licence
2. Summary of the conditions attached to every operator's licence;

Summary of the conditions attached to every London PHV Operator's licence

A London licensed PHV Operator:

- 1) shall maintain public liability insurance cover, which has a minimum indemnity of £5m in respect of any one event, for any of the operating centres specified in his licence that is accessible to members of the public;
- 2) shall agree the fare for the journey booked or provide an accurate estimate of that fare;
- 3) who is convicted of an offence must, within 14 days, inform TfL of the details of the conviction. This applies to all persons associated with the licence (e.g. all of the directors of a limited liability company);
- 4) shall notify TfL of any material change to its operating model that may affect the operator's compliance with the Private Hire Vehicles (London) Act 1998, the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 or its licensing conditions;
- 5) shall notify TfL of any material changes to the information provided in the application for his licence, or any application to vary that licence, within 14 days of the change;
- 6) who dismisses a driver for unsatisfactory conduct in connection with the driving of a private hire vehicle must inform TfL of the name of the driver and the circumstances of the case, within 14 days of the driver's dismissal;
- 7) shall not use CB apparatus in connection with his private hire business;
- 8) must have and maintain effectively, a procedure for dealing with complaints. As part of this obligation, the operator must record and retain the prescribed particulars of any complaints he receives;
- 9) must have and maintain effectively, a procedure for dealing with property left behind by customers in his cars or operating centres. As part of this obligation, the operator must record and retain the prescribed particulars of any property that is found or reported missing to him;
- 10) must charge a fare in accordance with his fare structure for PHVs when using a London licensed taxi to carry out a booking, unless the fare shown on the taxi's meter is less;
- 11) must provide TfL with such particulars of drivers and vehicles as may be required by TfL from time to time;
- 12) must not have more than the maximum number of vehicles available to them to carry out bookings accepted by him at all the operating centres specified in the licence. The maximum condition will not apply to operators who hold a licence for

██████ or more vehicles; and

- 13) if eligible and have opted to pay the grant of licence fee by annual instalments, the annual licence fee must be paid not later than 14 days before the end of the one-year period from when the licence was granted.

Operator Upload Information Sheet

Following amendments to the Private Hire Regulations, as a licensed private hire operator you are now required to provide us details of the drivers and vehicles you have used to fulfil private hire bookings, or have had available to you to fulfil bookings on a weekly basis. We will use the information provided for data analysis.

PROCESS

Follow our simple process in order to provide the correct data to us, in the correct format, at the right times.

Why?

- Easy to access – Visit our web site to log in or to create and account
- Quicker – Once logged in, your upload takes less time to complete
- Easier – Available user guides with templates to guide you through the process
- Safe and secure - Your account is only accessible via your personalised account details

Who?

- The Nominated Representative will need to login to their online account to upload driver and vehicle data every week, securely and on time.

Where?

- TfL Website - www.tfl.gov.uk/ph-operators

When?

- On the Monday of every week we require you to upload two separate reports

What information to declare?

- **Driver** data report
 - Drivers, you have used to fulfil private hire bookings AND
 - Drivers, you have had available to you to fulfil bookings in the previous week
- **Vehicle** data report
 - Vehicles, you have used to fulfil private hire bookings AND
 - Vehicles, you have had available to you to fulfil bookings in the previous week

For further information regarding operator upload, visit www.tfl.gov.uk/ph-operators or contact us on 0343 222 4444

More detailed information regarding Private Hire Regulations and all requirements can be found on our website at tfl.gov.uk/ph-regulations

Please read the following information to check which specific condition(s) relates to your licence:

Condition	What this means	What happens next
Restricted to work in term-time (20 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (20 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
Restricted to work in term-time (10 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (10 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
Subject to continued leave to work and reside in the UK	Your licence was issued with the condition that it was <i>subject to continued leave to work and reside in the UK</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
Subject to planning permission being approved	Your licence was issued with the condition that it was <i>subject to planning permission being approved</i> for an operating centre specified on your licence.	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that (a) planning permission has been granted or (b) an application for planning remains ongoing for the relevant centre. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required proof of planning permission has been confirmed.
Subject to the restrictions of the approved planning permission	Your licence was issued with the condition that it was <i>subject to the restrictions of the approved planning permission</i>	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.
Subject to installation of a fixed, landline telephone number for bookings	Your licence was issued with the condition that it was <i>subject to installation of a fixed, landline telephone number for bookings</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that a fixed, landline telephone number for bookings has been installed. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required landline number has been confirmed.
Subject to the conditions listed in Appendix A of the licence issue letter	Your licence was issued with the condition that it was <i>subject to Appendix A of the licence issue letter</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you are required to adhere to the conditions as listed in Appendix A, and notifying us of any changes in your circumstances which may affect this condition being renewed.
Subject to No Public Access	Your licence was issued with the condition that it was <i>subject to no public access</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.

Appendix A – Non-prescribed licence conditions for Transopco UK Limited

The following conditions are to be applied to the London private hire vehicle (PHV) operator's licence Transopco UK Limited.

References used:

"the 1998 Act" is the Private Hire Vehicles (London) Act 1998 ;

"the 2000 Regulations" is the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000;

"PHV" is private hire vehicle;

"Licensing Authority" and "TfL" are Transport for London;

"the operator" is Transopco UK Limited.;

the "MPS" is the Metropolitan Police Service;

reference to "days" means calendar days; and

the "Licence Checker" is a page on TfL's website ([link](#)) which operators can use to confirm the licensed status of London PHVs and London PHV drivers.

Where any correspondence is required to be sent by the operator to TfL in order to comply with these conditions, then it is expected that the operator will include its licence number in any such correspondence.

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
1	Independent Assurance procedure	The operator shall maintain an independent assurance procedure designed to review and validate the effectiveness of its systems, policies, procedures and oversight mechanisms for promoting compliance with its obligations as a licensed operator in accordance with the	This condition applied to the operator's licence issued by the licensing authority on 10 May 2019. TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence. Given the provision of both PHV	As the operator provided a previous assurance report in May 2020, the next report will be required in November 2020. The report is to be provided to TfL every six months from the date of licence grant together with a summary of actions the operator proposes to take in response to that report, and timescales for implementation.

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		<p>relevant legislation as well as these conditions.</p> <p>The operator shall provide TfL with details about all existing and new customer and/or driver safety and security initiatives, safety and security related products and the independent assurance procedure shall also include a review of these safety and security initiatives, safety and security related products and services.</p> <p>The independent assurance procedure shall include a review of all failures to comply with its obligations as a licensed operator and identify how the operator will address and remedy any such failures.</p> <p>The independent assurance procedure shall include an update on the effectiveness of its complaints handling process, as well as up-to-date figures concerning the number of reports made to the police within each relevant period.</p> <p>The operator shall provide TfL</p>	<p>and taxi services by the operator, it is important to ensure that a clear separation is maintained in view of the regulatory differences which apply to those services and for customers to be made aware of this with the resulting benefits for public safety.</p> <p>The procedure and any supporting work should be carried out by an independent person or organisation as opposed to by the operator's own staff so as to ensure robustness and transparency.</p> <p>The addition of those obligations will give TfL greater visibility.</p> <p>TfL considers that the provision of an independently verified assurance report by the operator in May 2020 has been helpful to assist us in understanding the operator's operations and in assessing their fitness to be licensed.</p> <p>TfL seeks assurance that the operator meets and continues to meet all of the legal obligations which apply to it as a London PHV</p>	<p>Evidence of assurance should be in the form of a written report which focusses on key areas of concern identified by TfL, regulatory compliance and any processes or procedures to ensure the safety of both passengers and drivers including any action to be taken in response. Examples of areas to be covered include:</p> <ul style="list-style-type: none"> - record keeping; - driver and vehicle licence validation; - compliance with data protection legislation <p>The raw data supporting the contents of the report should also be provided.</p> <p>The preparation of the report should be independent in the sense that:</p> <ol style="list-style-type: none"> a) All figures and data should be independently verified. b) The completeness of all data provided should be independently verified (where possible). <p>Reports are to be sent to TfL by email to TPH.Operators@tfl.gov.uk and to the Director of Licensing, Regulation and Charging, General Manager, and Head of Licensing unless notified otherwise.</p>

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		with a copy of an independently verified assurance procedure report produced every six (6) months from the date of this Licence together with a summary of actions the operator proposes to take in response to that report, and timescales for implementation.	operator.	
2	Notification of significant / material changes	<p>In addition to and without derogation from its obligations under regulation 9(13) of the 2000 Regulations, the operator shall give TfL at least 28 days' advance notice of any material change that it intends to make to its operating model, systems or processes, that may affect compliance with the 1998 Act, 2000 Regulations or other licence conditions, including but not limited to:</p> <p>a) Any material proposed changes to the way in which the operator collects and holds passengers' and drivers' data;</p> <p>b) Any material proposed changes concerning the</p>	<p>This condition applied to the operator's licence issued by TfL on 10 May 2019. It has been updated to include specific examples where this condition is applicable (but is not limited to only these examples). TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>This condition ensures that the licensing authority is given sufficient time to consider material changes to the operator's operating model, in advance of them being made.</p> <p>The operator has, throughout the course of its licence, notified TfL of material changes to its operating</p>	<p>TfL has published guidance on Regulation 9(13) of the 2000 regulations which is available via this link.</p> <p>The guidance explains what we consider an "operating model" and a "material change" to be and it provides examples of changes which we consider warrant notification (and those we don't).</p> <p>By "public safety" we are referring to the safety of passengers, drivers, other road users and the public more generally.</p> <p>Risk assessments should cover any risk arising as a consequence of the change, identify who is at risk and any measures to minimise, mitigate and, where possible, remove the risk identified.</p> <p>Notifications and risk assessments are to be sent to TfL by email to TPH.Operators@tfl.gov.uk and to the Director of Licensing, Regulation and Charging, General Manager, and Head of</p>

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		<p>operator's booking systems and arrangements for making bookings;</p> <p>c) Any material proposed changes relating to the safety and security of passengers and drivers;</p> <p>d) any proposed changes related to the boundary in which the operator allocates bookings to TfL licensed drivers; and</p> <p>e) any material proposed changes to driver and vehicle registration and / or verification ('onboarding') processes.</p> <p>Any notice provided must be full, detailed and transparent. Such notice should be made in writing and shall include details of the risk assessments carried out and the impact on the safety of passengers and drivers. Such risk assessments will identify and address the possibility that the changes proposed could lead to unintended exploitation of the operator's technical systems which could affect the safety of passengers.</p>	<p>model in certain respects.</p> <p>The condition also requires notification of any boundary changes that the operator may make as it operates in areas outside of the London licensing area.</p> <p>The condition also requires the risk assessment for changes to fully consider and address the potential for unintended consequences and/or exploitation of any vulnerabilities that follow from the changes.</p> <p>For the avoidance of doubt, the operator may adopt whatever changes it sees fit without waiting for formal authorisation or approval from TfL and operators remain responsible for their compliance with all applicable legal requirements.</p> <p>TfL has also issued guidance about Regulation 9(13) of the 2000 Regulations which the operator is encouraged to consider.</p>	<p>Licensing unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		<p>The operator shall have regard to any response raised by TfL in respect of any such changes so notified.</p> <p>In the event that the operator is unable to comply with the notice requirements in this condition because immediate or faster change is required in order to comply with a Court order or other legal obligation or to address an actual or potential emergency, the operator will give the greatest notice reasonably practicable.</p>		
3	Reporting of breaches to TfL, law enforcement and regulatory authorities	<p>The operator shall, to the extent permitted by law, provide a written report to any relevant regulatory and law enforcement authority in the United Kingdom, and to the extent permitted by law, to TfL of all data breaches, material data losses or infringements of data protection law affecting the data of UK drivers and/or customers, whether those incidents occur in the United Kingdom or elsewhere.</p>	<p>Subject to two additions, this condition applied to the operator's licence issued by TfL on 10 May 2019.</p> <p>This condition has been effective and TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>Operators handle substantial quantities of data, much of which contain sensitive personal data</p>	<p>Reports are to be made without undue delay and, where feasible, no later than 72 hours after an operator becomes aware of a data breach, material data loss or infringement of data protection law.</p> <p>The operator may also have to contact the individuals affected to let them know.</p> <p>The operator is also strongly encouraged to notify TfL regardless of whether the breach affects the customers of the operator or its drivers and vehicles.</p>

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		<p>This requirement to notify includes but is not limited to all investigations in which a Relevant Person (see below) has been implicated in, or found personally culpable for, such a data loss.</p> <p>Following any report made, the operator shall co-operate fully, openly and transparently with any investigation conducted by any regulatory or law enforcement authority and/or by TfL.</p> <p>In addition, the operator shall, to the extent permitted by law, provide written notification to TfL of the outcome of all investigations, in the United Kingdom or elsewhere, concerning data breaches, material data losses or infringements of data protection law affecting the data of drivers and/or customers.</p> <p>In this condition:</p> <p>- a "Relevant Person" means any person who during the term of</p>	<p>(related to customers, drivers and/or vehicle owners). This data can be held in different locations, it is easily transferable, and a data breach, material data loss or infringement of data protection law could cause distress, harm or other detriment to the customer or driver and reputational harm to the operator and TfL.</p> <p>We consider it vital that operators report any such incident to the responsible regulatory and law enforcement authorities as well as TfL, and that any such incident is properly investigated with the outcome of any such investigation being made known to TfL including any remedial steps to prevent any recurrence.</p> <p>Responsible regulatory and law enforcement authorities in the UK include the Information Commissioner's Office, the Metropolitan Police Service and other UK police services.</p>	<p>TfL has published data protection guidance for operators which is available via this link.</p> <p>Reports are to be sent to TfL by email to TPH.Operators@tfl.gov.uk and to the Director of Licensing, Regulation and Charging, General Manager, and Head of Licensing unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>

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		<p>this Licence is, or has been, employed or engaged by the operator as a Senior Manager and/or Director.</p> <p>- a “data breach” means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed in particular.</p> <p>- a “material data loss” means the loss of control over a person’s personal data or identity theft or fraud, financial loss, damage to reputation, loss of confidentiality of personal data protected by professional secrecy or any other significant economic or social disadvantage to the person concerned as a result of the data breach in particular.</p> <p>- "Data breaches, material data losses or infringements of data protection law" means any such incident that:</p> <p>(i) is, or</p>		

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		(ii) would, if UK law were to apply, be required by law to be notified to a regulator or law enforcement authority.		
4	Ride-sharing – training	Where the operator offers ride-sharing services, the operator shall provide training to all drivers to ensure that any advanced bookings of private hire vehicles at separate fares are carried out safely.	<p>This condition applied to the operator's licence issued by TfL on 10 May 2019. TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>New developments in technology have resulted in important changes in the way that private hire services are delivered in London. One such change is the expansion of ride-sharing services in which passengers share vehicles and pay separate fares.</p> <p>Strangers sharing a vehicle can create risks to safety which do not arise in exclusive hires. A booking at separate fares may lead to up to eight strangers sharing a vehicle. Drivers need training on how to adapt their approach depending on the number of passengers sharing a trip.</p>	<p>Should driver training only be provided at the point of registration for new drivers, then existing drivers should be provided with refresher training on a regular basis as deemed appropriate by the operator.</p> <p>The operator is requested to provide to TfL copies of all course material(s) delivered to new drivers as part of the registration process and to existing drivers within three months of licence grant.</p> <p>Further information related to the training delivery methods (face to face, online tutorial or a combination of the two), duration, location, possible outcomes and benchmarks and whether completion is mandatory, should be made clear to drivers in the course material and prior to attendance.</p> <p>TfL may request access to the operator's training programme as part of evidence of compliance with this condition.</p> <p>Course materials are to be sent to TfL by email TPH.Operators@tfl.gov.uk.</p>

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
			<p>The requirement for driver training will enable ongoing management, monitoring and maintenance of driver and passenger safety and welfare. Drivers should know what action to take in different situations including when to call the police or the operator and how to appropriately manage a situation without putting themselves at risk e.g. how to deal with abusive or aggressive behaviour by a passenger (either towards a fellow passenger or the driver), unwanted sexual behaviour or any general instances of anti-social behaviour.</p> <p>We have sought assurances from operators of ride-sharing services regarding driver training and an incident involving three sharing passengers still occurred and the reports indicated that the driver felt insufficiently prepared to deal with the situation. This demonstrates the importance of ensuring that drivers are comprehensively trained to appropriately deal with incidents.</p>	The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.
5	Ride-sharing - insurance	Where the operator offers ride-sharing services, the	This condition applied to the operator's licence issued by TfL on	Compliance with this condition could include the provision of:

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		operator shall ensure that appropriate insurance is held for private hire vehicles carrying out bookings accepted at separate fares	<p>10 May 2019. TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>The sharing of vehicles by strangers creates risks which may not arise in exclusive hirings e.g. if there is an altercation between passengers or if there is a theft or damage to property.</p> <p>It is permissible under the Transport Act 1985 for PHVs to be hired at separate fares but PHVs must hold the applicable insurance policies which cover this specific form of private hire service so as to be sure that the liabilities arising are appropriately insured against.</p>	<ul style="list-style-type: none"> - a written statement from the relevant insurer(s) that ride sharing is covered within the terms of the applicable policy; - confirmation by reference to the terms of the individual policy; and/or - a declaration by the insured person that ridesharing is covered. <p>The written statement (or other evidence) shall be made available as part of the standard inspection process carried out by TfL Compliance Officers (carried out every six months at least) or in the event of an unannounced inspection.</p> <p>Any such evidence provided at the time of the inspection should also be made available to TfL's Head of Licensing following the inspection.</p> <p>Evidence is to be sent to TfL by email TPH.Operators@tfl.gov.uk</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>
6	Ride-sharing – risk assessments	Where the operator offers ride-sharing services, the operator shall ensure that risk assessments are carried out for services in which passengers travel at separate fares insofar	This condition applied to the operator's licence issued by TfL on 10 May 2019. TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.	The risk assessments may be general and address the overall safety of service delivery covering issues such as the needs and behaviour of passengers, driver supervision, the selection and review of pick-up and drop-off points, journey planning etc.

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		as this is not required to comply with another licence condition,	<p>Strangers sharing a vehicle can create risks to the safety of passengers which do not arise in exclusive hires.</p> <p>While reports of incidents in ride sharing services have been limited in recent years, our research has indicated that passengers (particularly those deemed vulnerable) feel less safe to travel in shared services.</p> <p>We consider that the process of identifying and mitigating risks which may arise in shared services is a worthwhile exercise not only to ensure that shared services are safe but that they are perceived to be safe by London's travelling public.</p>	<p>Individual risk assessments may also be appropriate in some circumstances depending on the nature of the service being offered, for example for unusual or non-routine journeys or where a passenger has special accessibility requirements.</p> <p>A risk assessment should identify:</p> <ul style="list-style-type: none"> • Hazards; • The likelihood of a hazard occurring; • The likely severity of any injury or property damage; • Who might be affected; • Existing safety measures; • New safety measures that might be needed; • How safety measures are implemented; and • Emergency procedures. <p>Risks assessments should be revisited or repeated at regular intervals to ensure continued safety of ride-sharing service delivery.</p> <p>Risk assessments are to be provided to TfL at the end of six (6) months from the date of licence grant and each six months thereafter. TfL may request that the frequency be reviewed, where appropriate.</p> <p>The operator is asked to confirm who is undertaking the risk assessment(s) including the competency of that person to perform the role.</p>

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				<p>Risk assessments are to be sent to TfL by email TPH.Operators@tfl.gov.uk:</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>
7	Document checks	<p>The operator shall ensure that it has in place, and makes use of, appropriate checks to verify that all documentation provided by a driver is legitimate and that it relates to that driver. This will include, but is not limited to, use of online tools such as TfL Licence Checker, the DVLA and Home Office websites as well as direct contact with insurance companies.</p> <p>In the event that the operator identifies a potentially fraudulent document, the operator shall ensure that no further bookings are undertaken by the driver (or vehicle) pending further inquiries; and</p> <p>a) The operator shall, on a weekly basis, provide a report to TfL, specifying all of the potentially</p>	<p>This is a new condition.</p> <p>TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>The operator should have in place robust systems and processes to ensure that fraudulent documents are identified and not accepted. This prevents trips being allocated to drivers that have provided fraudulent documents, and unlicensed trips being undertaken.</p> <p>The operator has identified several cases in which it has been presented with fraudulent documentation. Incidents of this kind present public safety concerns as trips maybe allocated to unlicensed and uninsured drivers.</p>	<p>TfL will confirm compliance with this condition as part of the regular inspection process.</p> <p>The operator will be required to provide evidence of the checks that have been carried out, when reviewing documents, during the licence period, including prior to any inspection.</p> <p>If a fraudulent document is identified, the operator should initiate an internal investigation.</p> <p>Full details should be provided to TfL immediately or within 72 hours of finding out by email to TPHLicensingSupport@tfl.gov.uk</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
		<p>fraudulent documents identified and the action taken.</p> <p>b) The operator shall, upon conclusion of each investigation into a potential fraudulent document, notify TfL of the outcome of the investigation and any resulting action taken.</p>	<p>The establishment and application of appropriate checks is essential in protecting passengers and the public.</p> <p>Where identified, TfL will require the operator to investigate these cases in order to understand the root causes and identify ways in which it can prevent such behaviour. Swift action in reporting any such incidents to TfL and other relevant authorities is also essential.</p>	
8	Driver and vehicle licence checks	<p>The operator shall confirm the validity of both:</p> <ul style="list-style-type: none"> • The London PHV driver's licence; and • The London PHV licence <p>before making that driver and that vehicle available to carry out private hire bookings using TfL's Licence Checker.</p>	<p>This condition applied to the operator's licence issued by TfL on 10 May 2019. TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>The operator should have in place robust systems to identify fraudulent documents. This will prevent trips being allocated to drivers that have provided fraudulent documents, and unlicensed trips being undertaken. The establishment and application of appropriate checks protects passengers and the public.</p>	<p>The operator should check all available resources which include TfL's Licence Checker and other TfL data sources should be used to check all the particular details of the licensed driver and vehicle.</p> <p>TfL will seek to confirm compliance with this condition as part of the regular inspection process. By this, we require the operator to provide evidence of the checks that have been carried out for each period.</p> <p>If a fraudulent licence or any other documentation is identified, the operator should initiate an internal investigation and provide full details to TfL immediately or within 72 hours of finding out.</p> <p>Reports are to be made by email to tphlicensing support@tfl.gov.uk</p>

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
				The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.
9	Operational reporting	The operator shall provide a monthly report to TfL including any cases in which any kind of fraud has been identified.	<p>This is a new condition. TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>As above, the operator should have in place robust systems to ensure that regular checks are carried out throughout the period that a driver or vehicle remains available to the operator. These checks and the frequency of them shall ensure that fraudulent documents are identified at the earliest opportunity. This prevents trips being allocated to drivers that have provided fraudulent documents, and unlicensed trips being undertaken.</p> <p>The provision of a regular report will assist TfL in understanding the effectiveness of the driver and vehicle documentation processes the operator has in place.</p>	<p>The report to be provided by the operator should include the:</p> <ul style="list-style-type: none"> - Number of drivers that have been registered by the operator; - Number of driver applications that the operator has declined and the reason for refusal in each case; - Number of applicants detected by the operator who do not hold a valid London PHV driver's licence and the actions taken by the operator; - Number of drivers that have left by mutual consent; - Number of drivers that have been dismissed by the operator; - Number of drivers that have had their access to the operator's booking platform temporarily suspended and the conclusion of that suspension; - Evidence of and details of any issues identified regarding the validity of any documentation presented for the purposes of being available to The operator; - Number of checks conducted of London

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				<p>PHV licences and any associated vehicle documentation (e.g. insurance, MOT, V5C), along with the frequency of those checks; and</p> <ul style="list-style-type: none"> - Number and details of any issues identified regarding the validity of a London PHV licence or any associated documentation. <p>Where any drivers are dismissed, the operator should also provide further details including:</p> <ul style="list-style-type: none"> • Summary of the PHV/105's dismissal notifications submitted & platform suspensions • The reason for dismissal per driver • All trip data per driver, including initial and final dates available to the operator, total trips undertaken, complaints history etc • Highlight any incidents that are a serious public safety concern and/or involve any fraudulent activity, such as, but not limited: <ul style="list-style-type: none"> ○ Any alleged serious violent and/or indecent offences; ○ Any fraudulent behaviour exhibited by drivers; ○ Any issues identified with the veracity of required documentation (e.g. TfL issued licence documents, MOT, insurance) <p>The report is to be provided to TfL at the end of each month from the date of licence grant (and no</p>

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				<p>later than 7 days after the end of each month).</p> <p>The report should cover data for the previous month (e.g. by no later than 7 October 2020, provide data for 1 – 30 September 2020 and so on).</p> <p>Monthly reports should be provided to TPHLicensingSupport@tfl.gov.uk and to the Director of Licensing, Regulation and Charging, General Manager, and Head of Licensing unless notified otherwise.</p> <p>The operator should also provide each report submitted for each period via the independent assurance process in condition 1 as appropriate.</p>