



**Notice of a public meeting of  
Licensing and Regulatory Committee Sub-Committee**

**To:** Councillors Melly (Chair), Nicholls and Wilson

**Date:** Monday, 28 April 2025

**Time:** 10.00 am

**Venue:** West Offices

**1. Declarations of Interest** (Pages 7 - 10)

At this point in the meeting, Members and co-opted members are asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

[Please see attached sheet for further guidance for Members].

**1. Declarations of Interest** (Pages 7 - 8)

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An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

[Please see attached sheet for further guidance for Members].

**2. Application for a Private Hire Operator's licence - Joshua Ryan & Arun Singh, Veezu North Ltd, which trades as "Veezu"** (Pages 9 - 56)

This report seeks the Sub-Committee's determination of an application for a Private Hire Operators Licence. The operating premises will be situated at 39 Layerthorpe, York YO31 7UZ.

Democracy Officer:

Contact details:

Angela Bielby

Contact Details:

Telephone – (01904) 552599

Email – [a.bielby@york.gov.uk](mailto:a.bielby@york.gov.uk)

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

### Alternative formats

To request reasonable adjustments or to provide this document in an alternative language or format such as large print, braille, audio, Easy Read or BSL, you can:



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我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (ہولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)



**LICENSING AND REGULATORY SUB-COMMITTEE****PROCEDURE FOR CONSIDERING APPLICATION FOR  
PRIVATE HIRE OR HACKNEY CARRIAGE VEHICLE  
OPERATOR'S LICENCE**

1. The Democratic Services Officer will conduct election of Chair (unless Chair or Vice-Chair of Licensing Committee is a Member of the Sub-Committee).
2. The Chair will ask the Members of the Sub-Committee if they have any disclosures of interest.
3. The Chair will introduce Members of the Sub-Committee and Officers and explain the procedure to be followed.
4. The Chair will ask:-

Is the applicant present

- The applicant to introduce themselves
- If the applicant is legally represented.
- If the applicant/respondent has any witnesses and if so give their names and position.

5. The Licensing Officer will present the report before the Sub-Committee.
6. The applicant or their representative may ask the Licensing Officer questions about the report.
7. The Sub-Committee may also ask the Licensing Officer questions about the report.
8. The applicant or their representative will put their case, calling any witnesses  
to speak on their behalf (max 15 mins).
9. The Licensing Officer may then ask relevant questions of the applicant and any witnesses.
10. The Sub-Committee may ask relevant questions of the applicant and any witnesses.

11. The Licensing Officer may make a closing speech (max 5 mins).
12. The applicant or their representative may make a closing speech (max 5 mins).
13. The Sub-Committee will then consider its decision and will announce its decision with reasons.
14. The decision of the Sub-Committee together with rights of appeal will subsequently be confirmed to the applicant in writing.

**Declarations of Interest – guidance for Members**

- (1) Members must consider their interests, and act according to the following:

<b>Type of Interest</b>	<b>You must</b>
Disclosable Pecuniary Interests	Disclose the interest, not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Directly Related) <b>OR</b> Non-Registrable Interests (Directly Related)	Disclose the interest; speak on the item <u>only if</u> the public are also allowed to speak, but otherwise not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Affects) <b>OR</b> Non-Registrable Interests (Affects)	Disclose the interest; remain in the meeting, participate and vote <u>unless</u> the matter affects the financial interest or well-being: (a) to a greater extent than it affects the financial interest or well-being of a majority of inhabitants of the affected ward; and (b) a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest. In which case, speak on the item <u>only if</u> the public are also allowed to speak, but otherwise do not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.

- (2) Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.
- (3) Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations, and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.

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## Licensing & Regulatory Sub-Committee

28 April 2025

Report from the Director – Environment, Transport and Planning

### **Local Government (Miscellaneous Provisions) Act 1976 Part 2, Section 55, Licensing of Operators of Private Hire vehicles**

#### **Application for a Private Hire Operators licence**

#### **Summary.**

1. This report seeks the Sub-Committee's determination of an application for a Private Hire Operators Licence. The operating premises will be situated at 39 Layerthorpe, York YO31 7UZ.
2. Name of applicant: Joshua Ryan & Arun Singh, Veezu North Ltd, which trades as "Veezu".
3. Summary of Application: A copy of the application is attached at **Annex 1** of this report and is summarised as follows. This is an application for the grant of a Private Hire Operators Licence, the applicant wishes to operator private hire vehicles from 39 Layerthorpe, York YO31 7UZ under the trading name of Veezu.
4. The Council must determine an application for an operator's licence on its own merits in accordance with the legislative framework, taking the application form, any supporting documentation and relevant information into consideration.
5. Section 55 of Local Government (Miscellaneous Provisions) Act 1976 Part 2 provides that the Council shall, on receipt of an application from any person for the grant to that person of a licence to operate private hire vehicles grant to that person an operator's licence. Provided that the Council shall not grant a licence unless they are satisfied that the applicant is a fit and proper person to hold an operator's licence. This is the only ground on which an application can be refused. The legislation states that the licence is to remain in force for five years or for such lesser period, as the Council thinks is appropriate in the circumstances of the case. Members of this Sub-Committee can determine a lesser period if they feel there are grounds to do so.

6. Under the legislation, the Council may require any applicant for a licence to submit to them such information as they may reasonably consider necessary to enable them to determine if the licence should be granted and whether conditions should be attached to any such licence.
7. The premises has planning permission for the use as a Private Hire operating company. A copy of the planning permission is attached at **Annex 2** of this report.
8. The premises is currently operating as a licensed private hire operator (Drive Private Hire Ltd), the applicant is in the process of purchasing the business. Legislation in this case, does not allow for a transfer of a private hire operator's licence, therefore an application for the grant of an operator's licence is required.
9. The hours of operation are to be 24 hours every day of the week.

### **Recommendations.**

10. Members are asked to determine the application for a new licence in accordance with Section 55, (Licensing of Operators of Private Hire vehicles) of the Local Government (Miscellaneous Provisions) Act 1976 Part 2.

Reason: To consider the application for a new private hire operator's licence as required by the legislation.

### **Background.**

11. In March 1996 City of York Council (The Council) adopted Part 2 of the Local Government (Miscellaneous Provisions) Act 1976 (the 1976 Act). This legislation, together with the provisions of the Town Police Clauses Act 1847 (the 1847 Act), places on the Council the duty to carry out its licensing function in respect of hackney carriage and private hire licensing. As such the Council is responsible for the licensing of private hire drivers, vehicles and operators and hackney carriage drivers and vehicles. The Council is also responsible for the setting of byelaws in relation to hackney carriage drivers and vehicles.
12. City of York Council's Taxi Licensing Policy (the Policy) was reviewed, and a revised policy was adopted by the Council's Executive on 22 November 2024, with an implementation date of 23 November 2024.
13. The adoption of the legislation and the Policy allows the Council to set conditions on the grant of a Private Hire Operators Licence. A copy of

City of York Council's Standard Conditions for Private Hire Operators is attached at **Annex 3**.

14. The Council may also attach such conditions on a Private Hire Operator's Licence as it considers reasonably necessary.
15. Private hire operators are defined in the legislation as:  
  
    'a person who in the course of business makes provision for the invitation or acceptance of bookings for private hire vehicles.'
16. Case law has established that private hire operators may only dispatch vehicles and drivers that are licenced by the same local authority as the operator (*Dittah v Birmingham City Council*, 1993) This is known as the 'triple licensing rule' or 'trinity of licences' and by similar phrases.
17. It has also been established that 'the operator can use the vehicles within the organisation for journeys both inside and outside of the local authority in which he was licensed and, indeed, can use such vehicles and drivers which ultimately have no connection with the area in which they are licensed' (*Shanks v North Tyneside Council*, 2001).

#### **Veezu.**

18. The applicant currently holds 115 private hire operator's licences issued by various councils nationally and nearby including:
  - Hull City Council;
  - Kirklees Council
  - Wakefield Council
  - Doncaster Council; and
  - Leeds City Council
19. **Annex 4**. Provides a map showing the location of the premises.
20. To support their application, the applicant has supplied a copy of their Health and Safety, Safeguarding, and Data Protection Policies which can be found at **Annex 5, 6, and 7**.

#### **The Deregulation Act 2015.**

21. The Deregulation Act of 2015 amended the Local Government (Miscellaneous Provisions) Act 1976, allowing a person licensed as a Private Hire Operator (under section 55) in one district who has accepted

a booking for a private hire vehicle, may arrange for another person to provide a vehicle to carry out the booking if:-

- (a) the other person is licensed under section 55 in respect of the same district and the sub-contracted booking is accepted in that district; or
- (b) the other person is licensed under section 55 in respect of another district and the sub-contracted booking is accepted in that district;

22. There is a potential that bookings may be sub-contracted to an operator out of district to carry out the journey. For the avoidance of any doubt, such a practice is considered lawful and an operator should not be considered 'unfit' on this basis.

### **Fit & Proper Assessment.**

23. A council shall not grant a licence unless they are satisfied:-

- (a) that the applicant is a fit and proper person to hold an operator's licence; and
- (b) if the applicant is an individual, that the applicant is not disqualified by reason of the applicant's immigration status from operating a private hire vehicle.

24. **Annex 8** Provides legislation extracts of the Local Government (Miscellaneous Provisions) Act 1976 Part 2.

25. The licence is granted to the private hire operator based on their fitness and propriety. It has been suggested that a working test of fitness and propriety for private hire operators is "would I be comfortable providing sensitive information such as holiday plans, movements of my family or other information to this person, and feel safe in the knowledge that such information will not be used or passed on for criminal or unacceptable purposes?" (Button on Taxis, the leading textbook on taxi licensing)

26. The role of private hire operator goes far beyond simply taking bookings and despatching vehicles. In the course of making a booking and dispatching the vehicle and driver, the private hire operator will obtain significant amounts of personal information. For example, when a booking is made to an airport, and a return booking made for a week or fortnight later, it is reasonably apparent that a holiday is being taken and the house is going to be empty for that period of time. In dishonest hands this information is extremely valuable. It is therefore vital that private hire operators are as trustworthy and reliable as a driver, notwithstanding their

slightly remote role. The term “safe and suitable” is considered a modern interpretation of “fit and proper” (Button on Taxis).

27. Unlike hackney carriage and private hire drivers, the Rehabilitation of Offenders Act 1974 (Exemptions) (Amendment) Order 2002 does not apply to private hire operators. Operators are therefore not excluded from the workings of the Rehabilitation of Offenders Act 1984 (the 1974 Act) and it is not possible to obtain an Enhanced DBS check, but they can be asked to obtain a Basic Disclosure.
28. The applicants have undertaken the relevant criminal records check and submitted the correct documentation required to determine the application.

### **Consultation.**

29. There is no requirement within the 1976 Act for a consultation to take place in relation to application for the grant of private hire vehicle, driver or operator licences. Therefore, a consultation has not taken place in relation to this application.

### **Options.**

30. The Council thus has a statutory duty to grant the licence unless it considers that the applicant is not a fit and proper person to hold a licence.  
The licence should be granted for a five-year period unless there is a specific reason(s) in the particular circumstances of the case that justify granting the licence for a shorter period.

By virtue of sections 55 and 57 of the Local Government (Miscellaneous Provisions) Act 1976 Part 2, the Sub-Committee have the following options available to them in making their decision:

31. Option 1: Grant a private hire operator’s licence as requested, with the standard for a period of five years (or for such lesser period, as the Council thinks is appropriate in the circumstances of the case).
32. Option 2: Grant the private hire operator’s licence with the standard conditions and any additional conditions considered reasonably necessary or for a period of five years (or for such lesser period, as the Council thinks is appropriate in the circumstances of the case).
33. Option 3: Refuse the application providing the grounds for refusal If the Sub- Committee choses option 3 they must be satisfied that the applicant

is not a 'fit and proper person' to hold an operator's licence (as set out in s.55 of the 1976 Act).

The Sub-committee must give their reasons for the decision reached.

### **Analysis.**

34. To summarise the legislation, Local Government (Miscellaneous Provisions) Act 1976 ('the Act') provides that the council shall, on receipt of an application, grant a private hire operator's licence unless it considers the applicant is not a 'fit and proper person' to hold such a licence or is disqualified by reason of their immigration status. The 'fit and proper person' test should be approached by considering the purpose of the legislation, being regulatory compliance and public safety. The guidance given above in relation to the applicant being trusted with sensitive information.
35. An applicant aggrieved by the refusal to grant an operator's licence or by any conditions attached to the grant of the licence may appeal the decision, under Section 55(4) of the Local Government (Miscellaneous Provisions) Act 1976. The appeal must be made to the Magistrates Court within 21 days of the applicant being informed of the decision.

### **Council Plan.**

36. The Council Plan priorities include 'a fair thriving green economy for all' and 'sustainable accessible transport for all'. It is underpinned by four core commitments to 'equalities and human rights', 'affordability', 'climate' and 'health'.

### **Implications.**

37. The implications arising directly from this report are:
  - **Financial** – There are no direct financial implications.
  - **Human Resources (HR)** – There are no HR implications.
  - **Equalities** – To attract wheelchair accessible vehicles, a York private hire operator should ensure compliance with the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022, maintain a list of designated vehicles, and provide reasonable mobility assistance, all without charging extra. Operators should be aware of the Standard Conditions and the Council's Hackney Carriage and Private Hire Licensing Policy with regards to accessible vehicles.

- **Legal** – Regard should also be given to the Council’s Hackney Carriage and Private Hire Licensing Policy approved by Council on 21 November 2024.
- **Crime and Disorder** – There are no crime and disorder implications.
- **Information Technology (IT)** – There are no IT implications.
- **Property** – There are no property implications.
- **Other** – There are no other implications.

### Risk Management.

38. All Members are aware that any decision which is unreasonable or unlawful could be open to legal challenge resulting in loss of reputation and potential financial penalty.
39. The report details the options available to the panel in determining the application and recommends that a decision be reached. Provided the decision complies with the proper grounds for considering the application as set out within this report, there are no known risks involved with this recommendation.

### Contact Details.

<b>Author:</b>	<b>Chief Officer Responsible for the report:</b>			
David Cowley Taxi Licensing Manager Ext 2422	James Gilchrist Director Environment, Transport & Planning			
	<b>Report Approved</b>	✓	<b>Date</b>	08/04/2025

<b>Wards Affected:</b> Guildhall Ward,
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### Background Papers

Taxi Licensing Policy –  
<https://www.york.gov.uk/downloads/download/54/taxi-licensing-policy>

### Annexes

- Annex 1** - Copy of application for Private Hire Operators Licence.  
**Annex 2** - Copy of current planning permission.

- Annex 3** - A copy of City of York Council's Standard Conditions for Private Hire Operators.
- Annex 4** - Map showing location of premises.
- Annex 5** - Veezu Data Protection policy.
- Annex 6** - Veezu Safeguarding policy.
- Annex 7** - Veezu Health and Safety policy.
- Annex 8** - Legislation extracts.



# APPLICATION FOR THE INITIAL GRANT OF A PRIVATE HIRE OPERATOR LICENCE



## WARNING

It is an offence for an applicant knowingly or recklessly to make a false statement or to omit any material information in order to obtain a licence. Such action will reflect on the suitability of the applicant to hold such a licence.

### SECTION 1 – DETAILS OF PRIMARY APPLICANT

Full Name	JOSHUA MICHAEL RYAN		
Residential address (Including post code)	[REDACTED]		
Email address	[REDACTED]		
Telephone number	[REDACTED]		
Date of birth		Place of birth	[REDACTED]
Nationality	[REDACTED]		
National Insurance Number	[REDACTED]		
Have you ever had a private hire or hackney carriage driver, vehicle or operator licence suspended or revoked by another authority? <input type="checkbox"/> Yes (provide details below) <input checked="" type="checkbox"/> No <b>Details (including issuing authority, licence type, dates of suspension/revocation)</b>			
Right to work in the UK	<input checked="" type="checkbox"/>	<b>Permanent</b> (provide documentation from List <b>A</b> in Section 10 unless already provided)	
	<input type="checkbox"/>	<b>Temporary</b> (provide documentation from List <b>B</b> in Section 10)	

If there are restrictions on the length of time you may work in the UK, your licence will not be issued for any longer than this period. In such circumstances, the check will be repeated each time you apply to renew or extend your licence. If during this period, you are disqualified from holding a licence because you have not complied with the UK's immigration laws, your licence will lapse, and you must return it to the licensing authority. Failure to do so is a criminal offence.

Are you currently licensed in any other authority?	<input checked="" type="checkbox"/> Yes – Please provide licence no
	<input type="checkbox"/> No <i>SCHEDULE OF LICENCES PROVIDED.</i>



**SECTION 2 - ADDITIONAL APPLICANT DETAILS**

This section should only be completed if the applicant in Section 1 intends to operate private hire vehicles in partnership with any other persons.

Full Name			
Residential address (Including post code)			
Email address			
Telephone number			
Date of birth		Place of birth	
Nationality			
National Insurance Number			

Have you ever had a private hire or hackney carriage driver, vehicle or operator licence suspended or revoked by another authority? ☐ **Yes** (provide details below) ☒ **No**

**Details (including issuing authority, licence type, dates of suspension/revocation)**

Right to work in the UK	<input checked="" type="checkbox"/>	<b>Permanent</b> (provide documentation from List <b>A</b> in Section 9 unless already provided)
	<input type="checkbox"/>	<b>Temporary</b> (provide documentation from List <b>B</b> in Section 9)

If there are restrictions on the length of time you may work in the UK, your licence will not be issued for any longer than this period. In such circumstances, the check will be repeated each time you apply to renew or extend your licence. If during this period, you are disqualified from holding a licence because you have not complied with the UK's immigration laws, your licence will lapse, and you must return it to the licensing authority. Failure to do so is a criminal offence.

Are you currently licensed in any other authority?	<input checked="" type="checkbox"/> <b>Yes</b> – Please provide licence no <input type="checkbox"/> <b>No</b>
--	--

SCHEDULE OF LICENSES PROVIDED:

**SECTION 3 – REGISTERED COMPANY (OPERATOR DETAILS)**

Is the application being made in respect of a registered company?

☒ Yes☐ No

Please provide the company's number, issued by Companies House

04512568

If you have or hold a licence with another authority  
Please provide your HMRC digital tax check code:

**We are unable to process your application for a licence if you do not provide a tax check code.**  
The Finance Act 2021, Schedule 33 (Licensing Authorities: Tax Information) Regulations 2022.

**Confirming you understand your tax responsibilities:-** If you have not held a licence with any other authority you are required to read HMRC guidance on what you need to do to be properly registered for tax in the future. <https://www.gov.uk/guidance/complete-a-tax-check-for-a-taxi-private-hire-or-scrap-metal-licence>

Has any director or secretary previously applied for any operator licence?

☒ Yes☐ No

If yes, please give details:

SCHEDULE OF LICENSES SENT

Registered Company Name

VEEZU NORTH LTD

Registered Company Address  
(Including post code)HODGE HOUSE  
114-116 ST MARYS STREET  
CARDIFFYork Business / Operating  
Address (Including post code)39 LAYERTHORPE  
YORK

Business email address

Business telephone number (York)

(This is the telephone no. at the operating address and cannot be a mobile telephone no.)

01904 659659

Will the public have access to the premises?

☐ Yes☒ No

Please state number of vehicles to operate from this company:

(Please indicate number of vehicles applicable by ticking the appropriate box)(Please specify exact number between 1 and 10)☐ 1 to 10 vehicles (Number) .....☐ 11 to 50 vehicles☐ 51 to 90 vehicles☒ 91+ vehicles

It is the private hire operator's responsibility to ensure that appropriate planning permission and public liability insurance is obtained where necessary prior to making provision for bookings. Any breaches in this regard would be enforceable under the relevant primary legislation.

Have you obtained planning permission to operate private hire vehicles from this address?

☐ Yes☒ No

If yes, please provide the planning application number:

If the applicant is a company or partnership, please provide details of all directors or partners below.

Proprietor/Partner/Company	Date of birth	Address and telephone number

It is the private hire operator's responsibility to set and uphold appropriate standards in relation to staff undertaking booking and dispatch duties. Any failure to do so may raise doubts as to the operator's suitability to hold a licence.

<p>Policy for Bookings and Dispatch Staff</p>	<p><input checked="" type="checkbox"/> I intend to adopt the Council's Template Policy for assessing the suitability of bookings and dispatch staff.</p> <p><input checked="" type="checkbox"/> I have attached a copy of my own Policy for assessing the suitability of bookings and dispatch staff.</p>
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#### SECTION 4 – CONVICTION DECLARATION

You are required to declare all offences for which you have been convicted or received a formal caution from the Police, whether or not it is spent within the terms of the Rehabilitation of Offenders Act 1974.

Since your last renewal have you or any person mentioned in this application ever been convicted in any court for any offence or offences including driving offences and fixed penalty offences or received a formal caution?

Yes

No

If YES, please declare below all convictions/driving offences (continue on a separate sheet if necessary)

DATE	COURT	OFFENCE	PENALTY

You may wish to explain any mitigating circumstances which gave rise to the conviction. You are invited to do so in the space below. (continue on a separate sheet if necessary)

Details....

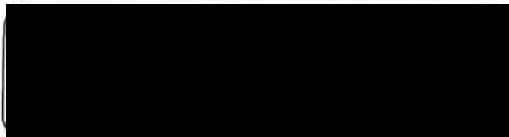
**SECTION 5 - DECLARATION**

In connection with the Council granting my private hire operator's licence, I undertake that throughout the duration of the licence period: -

- a) I will comply with all conditions and regulations, copies of which I have received and read.
- b) I have read and understand the implications of the warning regarding the making of a false declaration in relation to this application and confirm that to the best of my knowledge the particulars I have provided with this application are correct.
- c) I have read and understand the City of York Council's Taxi Licensing Privacy Notice.
- d) I have read HMRC guidance on what I need to do to be properly registered for tax in the future.

I understand that failure to comply with this undertaking may result in the licence being revoked, suspended or not renewed. I hereby apply to renew my private hire vehicle licence. I confirm I am the owner of the vehicle described on this form.

Signature:



Date:


**SECTION 6 - PERSONAL DATA AND INFORMATION SHARING**

This authority requires the requested information in order to process your application for a licence. It has a duty to protect and safeguard the public and therefore may share the information you have provided on this form. For details of the information we collect and how we use it, please see the Taxi Licensing Privacy Policy on our website <https://www.york.gov.uk/privacy/TaxiAndPrivateHireLicensing>

This authority is under a duty to protect the public funds it administers. We may share information internally and externally with other organisations responsible for auditing or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. We may also disclose information to a Specified Anti-Fraud Organisation for the purpose of preventing fraud under Section 68 of the Serious Crime Act 2007.

**SECTION 7 - OPERATOR CHECKLIST**

An application will not be determined unless the licensing authority is in receipt of:

- ☒ a fully completed application form
- ☐ the appropriate fee
- ☒ a copy of the private hire operator's policy on employing ex-offenders involved with taking bookings and dispatching vehicles. (You may wish to adopt the Council's Template Policy for assessing the suitability of bookings and dispatch staff)
- ☒ public liability insurance & employers liability insurance (if applicable)
- ☒ the operator's vehicles and drivers schedule (list of all vehicles and drivers)
- ☒ the operator's fare chart

**AND, for any applicants, directors or partners who do not already hold a driver or operator licence with City of York Council:**

- ☒ a satisfactory basic criminal record check from <https://www.gov.uk/request-copy-criminal-record> for each proprietor or in the case of a company or partnership, for every director and

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**Extract Planning Register – 6/12/2022**

**Approve Planning Permission**

**TOWN AND COUNTRY PLANNING ACT 1990**

**To:**



**Application at:**

39 Layerthorpe York YO31 7UZ

**For:**

Renewal of planning permission 00/01451/FUL  
for change of use of part of first floor from vacant  
office to taxi/private hire booking office

**By:**

**Application Ref No:**

01/02395/FUL

**Application Received on:**

15 October 2001

**CONDITIONS OF APPROVAL:**

1 This use shall cease by 09.12.2002 unless prior to that date the consent of the Local Planning Authority has been obtained to extend the period of the permission.

Reason: So that the Local Planning Authority may assess the impact of this use upon the surrounding area.

2 This permission shall operate only for the benefit of Six Five Nine Taxis and the use hereby approved shall terminate at such time as they cease to occupy the premises.

Reason: The development may not be acceptable if exercised by other persons without the prior written consent of the Local Planning Authority.

3 The use shall only operate in conjunction with the car park at the Frog Hall P.H., 87 Layerthorpe and shall cease if this should ever become unavailable.

Reason: In recognition of the essential need for off-street parking for this type of operation.

4 Taxis shall not collect fares from the front of these premises.

Reason: In the interests of highway safety.

Date: 7 December 2001





**Extract from Planning Register – 6/12/2022**

**Approve Planning Permission**

**TOWN AND COUNTRY PLANNING ACT 1990**

**To:**

**[REDACTED]**  
**[REDACTED]**  
**[REDACTED]**  
**[REDACTED]**  
**[REDACTED]**

**Application at:**

39 Layerthorpe York YO31 7UZ

**For:**

Removal of condition 3 of planning approval  
01/2395/FUL that the use shall only operate in  
conjunction with the car park at the Frog Hall  
P.H., 87 Layerthorpe and shall cease if this  
should ever become unavailable.

**By:**

**[REDACTED]**

**Application Ref No:**

02/01218/FUL

**Application Received on:** 26 April 2002

**CONDITIONS OF APPROVAL:**

1 The development shall be begun not later than the expiration of five years from the date of this permission.

Reason: To ensure compliance with Sections 91 to 93 and Section 56 of the Town and Country Planning Act 1990.

2 The development shall not be carried out otherwise than in complete accordance with the plans as originally submitted and later amended by the letter received on 11 June 2002, or as may otherwise be agreed in writing with the Local Planning Authority.

Reason: To achieve an acceptable form of development.

3 This permission shall operate only for the benefit of Six Fine Nine Taxis and the use hereby approved shall terminate at such time as they cease to occupy the premises.

Reason: The development may not be acceptable if exercised by other persons without the prior written consent of the Local Planning Authority.

4 Taxis shall not collect fares from the front of these premises.

Reason: In the interests of highway safety.

Date: 18 June 2002



# **Hackney Carriage & Private Hire**

## **Private Hire Operator Conditions**

Further copies of these conditions can be obtained via:

Email: [licensing@york.gov.uk](mailto:licensing@york.gov.uk)

Telephone: 01904 552422

Website: [www.york.gov.uk/licensing](http://www.york.gov.uk/licensing)

Licensing Section

City of York Council

Eco Depot

Hazel Court

York

YO10 3DS

Updated 21<sup>st</sup> November 2024



## **Private Hire Operators' Licence Conditions**

1. All applicants are required to complete an application form and are reminded that it is an offence to knowingly or recklessly make any false statement or omit relevant information.
2. The booking office premises of a private hire operator shall be approved by the Council and shall conform to all Planning Regulations and other legal requirements in respect of business premises. Details must be provided of where vehicles will be parked when waiting for bookings. In the event that it is found that the booking office is operating without all necessary planning consents or in breach of planning conditions, the private hire operator's licence will be deemed suspended until planning consent is obtained.
3. The current private hire operator's licence must be displayed at the business premises to which the licence relates in a prominent position at all times in view of the general public with the exception of such times as the licence is presented to the Council for amendment.
4. The licensed operators shall have in force a Public Liability Insurance Policy providing a minimum of £2,000,000 indemnity in respect of any one incident where there is public access to a booking office. This Policy will be produced to the Council annually.
5. The licensed operators, who have employees, shall have in force an Employers Liability Insurance Policy complying with the Employers Liability (Compulsory Insurance) Act 1969 covering death or personal injury arising out of any incident during the course of a person's employment. This Policy will be produced to the Council annually.
6. During the currency of the licence, the operator shall notify the Council in writing within 7 days of any temporary change of residence which is for a period in excess of 21 days.
7. The licensed operator shall inform the Council within 14 days of any change of the partners or Directors of the company, or any change on the Secretaryship or Chairmanship thereof.
8. Each operator, when disposing of any business interest, shall within 14 days give notice in writing to the Council that the business registered in

his/her name has terminated.

9. The licensed operator must notify the Council and nominate a responsible person to take responsibility on an interim basis if they are absent from the business for 15 days or more.
10. The licensed operator will ensure that the Council has their most up to date contact details, including a mobile telephone number and email address. There should also be a generic email address for the company.
11. The licensed operator shall keep a record for a period of not less than 36 months, of all the hackney carriage/private hire vehicle licence number, plate number, registration number and make and model of all hackney carriages/private hire vehicles operating from his/her office. Such records shall be sent to the Council annually and be available at all reasonable times for inspection by the Council.
12. The licensed operator shall keep a record for a period of not less than 36 months, of all the hackney carriage/private hire driver's licence number, badge number, personal identity code name or number and name and address of each driver operating from their office. Such records shall be sent to the Council annually and be available at all reasonable times for inspection by the Council.
13. The operator is responsible for all persons that they employ, contract or use in the course of their business. To that end, the operator must undertake sufficient checks to satisfy themselves that only suitable drivers are used (and continue to be used) in the course of their business.
14. The operator must not operate a private hire/hackney carriage vehicle unless the vehicle and driver are licensed by City of York. The operator must personally examine vehicle licences and insurance certificates to satisfy themselves as to their validity.
15. No licensed operator shall operate any private hire vehicle other than those which have been listed by an authorised officer of the Council on the operator vehicle schedule. Any alteration to the form shall only be made by an authorised officer of the Council.
16. When a licensed operator ceases to operate any vehicle specified on the

operator vehicle schedule, the operator shall within 72 hours, notify the Council for amendment by an authorised officer.

17. The licensed operator shall make sure that private hire/ hackney carriage vehicles and driver's operating from their office have had their licence renewed by the Council.
18. The licensed operator shall display in a prominent position visible to customers visiting his premises at his place of business a list of fares and booking fees chargeable by the operator. The Council shall be supplied with an up to date list of fares within 14 days of any changes made.
19. The licensed operator will ensure that the licence issued by Ofcom for all radio equipment used is current and valid. All equipment must only be used on the frequencies stipulated in the licence and the licensed operator must allow the Council access to inspect all equipment and licenses.
20. The licensed operator shall notify the Council of every private hire driver employed or used by the operator and record the same in a 'schedule of drivers'. Where an operator ceases to employ or use any licensed private hire driver, the operator shall within 72 hours, notify the Council in writing and present an up-to-date schedule of drivers to the Council for amendment by an authorised officer. The private hire driver licence must be returned to the driver.
21. The licensed operator shall keep and maintain at all times for a period of not less than six months, a record of hiring showing the particulars of every booking of a hackney carriage/private hire vehicle, including any booking accepted at the request of another operator. The record must be kept in the form of a log sheet or computer database detailing:-

a) Bookings –

- the time and date of the request – the 24 hour clock shall be used
- the passenger's name
- the times and dates of the booking
- the pick-point
- the destination
- the name and licence number of the driver
- the registration and licence number of the vehicle

- the name of any individual taking the booking
  - the name of any individual who dispatches the vehicle/driver.
  - the date/time the booking was completed or cancelled.
- b) Details of all hackney carriage/private hire vehicles operating from his/her office (vehicle make/model, colour, registration number and licence number)
- c) Details of all hackney carriage/private hire driver's operating from his/her office (name, address and licence number)
- d) complaints received from the public
- e) Remarks (including details of any sub-contracting to another licensed operator).

All records shall be maintained and kept up to date at all times and shall be available for inspection at all reasonable times, without notice, by an Authorised Officer, the Police or DVSA. For the purpose of further investigation, records may be removed from the premises if so required or copied.

22. The licensed operator shall be keep and maintained records at all times for the following time periods:
- a) bookings, not less than six months
  - b) vehicles and driver's, not less than 36 months
  - c) complaints, not less than 36 months
23. The licensed operator shall keep a register of complaints by the public for a period of not less than 36 months.
24. Upon receiving a complaint or allegation regarding any person licensed by the Council in relation to the following matters:
- a) sexual misconduct, sexual harassment or inappropriate sexual attention
  - b) racist behaviour
  - c) violence and aggression (including verbal aggression/upsetting behaviour)
  - d) dishonesty

e) breaches of equality

the licensed operator shall report it immediately to the Council when the licensing office is open.

25. The licensed operator is not permitted to accept bookings forwarded by their private hire drivers.
26. Private hire operators must provide the Council with a current table of fares, including mileage fare chart.
27. If used, private hire operators must make sure all meters and PDA systems are calibrated to the correct fare scale.
28. The licensed operator shall provide a prompt, efficient and reliable service to members of the public at all times, ensuring that when a private hire vehicle has been hired to be in attendance at an appropriate time and place, that vehicles shall, unless delayed, attend punctually at that time and place.
29. The licensed operator remains accountable for service delivery even upon the transfer of a booking to another licensed operator.
30. The maximum number of vehicles that may operate from the licensed Private Hire Booking Office are detailed on this licence, this number will not be exceeded without prior written notification to the Council.
31. When the licensed operator accepts a hiring for a private hire vehicle, they shall ensure that a City of York Council licensed vehicle punctually attends as near to the appointed time as possible and place or make an arrangement under Section 55A of the Local Government (Miscellaneous Provisions) Act 1976 for the booking to be carried out by another licensed operator.

### **Sub Contracting or otherwise using ‘sister operator’ licences**

32. If the licensed operator holds an operators’ licence in other licensing districts (the ‘sister operators’), the operator must include the names of every private hire driver employed or used by those sister operators and the districts in which each driver is licensed, in a ‘schedule of sub-contracted



drivers’.

33. When sub-contracting a ‘York booking’ (namely a journey that either begins or ends in the City of York district), prior to the commencement of that journey, the licensed operator must inform the customer if their booking will be sub-contracted to a private hire operator not licensed by the City of York, making it clear that City of York Council has no regulatory responsibility for that vehicle and driver, and must provide the following information to that customer:
- i. The name of the private hire operator who will be fulfilling the booking.
  - ii. The name of the authority that has licensed the private hire operator, driver and vehicle that will be fulfilling the booking.
  - iii. The opportunity to request a City of York licensed driver (or cancel without charge).
34. Where the licensed operator sub-contracted any bookings they must keep, a full record of the booking, the record must include (kept in the form of a log sheet or computer database); including the information detailed in paragraph 21 above.
35. Upon request from any authorised officer from the Council, the licensed operator will provide such information as kept under conditions (33, 34) above within 7 days.

**For Private Hire Operators operating over 91+ vehicles.**

36. The licensed operator must ensure that at least one wheelchair accessible vehicle is in operation at all times (except in circumstances beyond the operator’s control). In the event that a vehicle is not in operation, the licensed operator must notify the Council of the reason and the steps being taken to ensure a wheelchair accessible vehicle is in operation. of the Council.

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**Annex 4 -** Map showing location of premises.





**Annex 4 -** Map showing location of premises.





## DATA PROTECTION POLICY

### PURPOSE

Veezu Holdings Limited ("Veezu") is committed to being transparent about how we collect, process, and retain personal data to meet our data protection obligations.

This policy sets out our commitment as well as the legal conditions that must be satisfied in relation to obtaining, handling, processing, storing, transporting, and destruction of personal information.

### SCOPE

Our policy applies to all personal data collected, controlled, and processed by Veezu and its subsidiaries.

- Veezu North Limited (t/a Amber Cars and Britannia Radio Cars)
- Veezu Limited
- Veezu Assist Limited (also t/a Veezu.Insure)
- Veezu Midlands Limited
- Veezu Services Limited (also t/a Veezu.Partners)
- Panther Cambridge Limited (t/a Panther Taxis)
- Panther IP Limited
- A.B.C Taxis (EA) Limited (t/a ABC 666333, ABC Taxis, ABC Taxis Norwich)
- Northern Taxis Limited (t/a Veezu)
- Steel City Holdings Limited (t/a City Grab)
- Derby City Cars Limited
- City Taxis Holdings Limited

### OUR RESPONSIBILITY

Veezu Compliance is responsible for the implementation and adherence to data protection regulations, including responsibility for maintaining policies and procedures that ensure personal data is adequately protected.

Veezu IT & Technical is responsible for the security of personal data in accordance with BS EN ISO/IEC 27001 2013.

### COLLEAGUE RESPONSIBILITY

You must ensure that any personal information provided in connection with your employment is accurate and up to date. For example, you must notify Veezu People of any change to name, address, telephone number, bank details and/ or marital status as soon as possible.

You should complete and submit to [people@veezu.co.uk](mailto:people@veezu.co.uk), VEE033 Personal Details Form which is available to view and download from Veezu.Net.

You may be periodically asked to confirm any personal data held and are expected to comply with such requests.

You have access to the personal data of other individuals, driver partners and passengers and are responsible for meeting data protection obligations.

You are required to:

- Access data only when you have authority to do so and only for authorised purposes;
- Not disclose data except to individuals who have appropriate authorisation;





- Keep data secure, for example by complying with rules on access to premises, computer access, including password protection, and secure file storage and destruction;
- Not remove personal data, or devices containing, or that can be used to access personal data, from the workplace without consent from Veezu IT & Technical and your line manager. Appropriate security measures must be applied (such as encryption or password protection) to secure the data and the device;
- Not store personal data on local drives or on personal devices; and
- Report suspected data breaches in line with POL048 Data Breach Policy and Procedure, by submitting VEE122 Data Breach Reporting Form, which is available to view and download from Veezu.Net, to [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk) immediately

There are organisations or individuals, such as local authorities, Police, HMRC, or other statutory bodies with specific legal responsibilities who can require personal information to be released and which we are legally required to provide. However, before we lawfully disclose any information held, confirmation is required that the person requesting it is legally able to do so.

All requests for personal information should be made in writing, providing precise details of the authority/body asking for the information and the legal basis for us to supply the information. VEE054 Request for Disclosure Form is available via the Veezu.Net for this purpose.

There are also circumstances where other organisations such as solicitors or insurance companies can lawfully require the supply of information. These cases will be considered on their own merits, any request must be in writing using form VEE054 Request for Disclosure.

Under no circumstances should you supply information verbally over the phone or in person, without receiving a request in writing.

In the event of any doubt as to what information can be released, requests may be passed to, or advice taken from, [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk).

## GDPR, UK GDPR & DPA 2018

Personal data is collected, controlled, and processed in accordance with the following data protection principles:

- Lawfully, fairly and in a transparent manner;
- Only for specified, explicit and legitimate purposes;
- Only where it is adequate, relevant, and limited to what is necessary for the purposes of processing;
- Keeps accurate personal data and takes all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay;
- Keeps personal data only for the period necessary for processing;
- Adopts appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction, or damage; and
- Demonstrates compliance to all the above.

The reasons for processing personal data, how the data is used and the legal basis for processing is documented and published via:

- POL041 Passenger Privacy Notice
- POL049 Colleague and Contractor Privacy Notice



- POL063 Driver Partner Privacy Notice
- POL070 Veezu Services Colleague and Contractor Privacy Notice

## DATA SUBJECT ACCESS REQUEST

To make a Data Subject Access Request ("DSAR"), individuals should send their request to Veezu Compliance at [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk). VEE053 Subject Access Request form is available on Veezu.Net for this purpose. Proof of identification will be requested as applicable.

DSARs must legally be responded to within one month from the date that the data subject provides suitable identification. In some cases, such as where substantial amounts of the individual's data are processed, the time to respond may be extended by a further two months from the date the request is received. The requestor will be advised within one month of receiving the original request to tell them if this is the case.

If a DSAR is manifestly unfounded or excessive, we are not obliged to comply with it; it is likely to be manifestly unfounded or excessive where it repeats a request to which we have already responded. The requestor will be notified if that is the case and whether we will respond to it.

## DATA SECURITY

The security of personal data is taken very seriously. Internal policies and controls are in place to protect personal data against loss, accidental destruction, misuse, or disclosure and to ensure that data is not accessed inappropriately.

Further information is detailed within POL013 Information Security Policy, available on Veezu.Net.

Security procedures include:

- Door entry controls; any stranger seen in entry-controlled areas should be reported;
- Secure lockable desks and cupboards; desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential);
- Methods of disposal; paper documents should be put in the confidential waste bins. Electronic storage device should be physically destroyed when they are no longer required. Only Veezu IT & Technical can dispose of electronic devices. If you need to dispose of an electronic device a support ticket must be raised.
- Equipment; you should ensure that screens do not show confidential information to passers-by and that you log off or lock your PC when it is left unattended;
- Where we engage third parties to process personal data on our behalf, such parties do so based on written instructions, and are under a duty of confidentiality and obliged to implement appropriate technical and organisational measures to ensure the security of data. Before instructing a third party you must ensure that a Non-Disclosure Agreement or contract is in place with them.

These procedures apply both when working at a Veezu site and when working remotely in accordance with POL038 Remote Working Policy.

## DATA BREACHES

Where there has been a breach of personal data that poses a risk to the rights and freedoms of individuals, it will be reported to the relevant authority within 72 hours of discovery by Veezu Compliance. A record of all data breaches is maintained regardless of their effect.

If the breach is likely to result in an elevated risk to the rights and freedoms of individuals, the affected individuals will be informed and provided with information about its likely consequences as well as the mitigation measures taken.



How we process and record a data breach is set out in POL048 Data Breach Policy & Procedure and REG002 Data Breach Register.

More information on data breach procedures can be found in PRO0005 Incident Management Procedure as well as POL033 Information Security Management Policy.

## **DATA DISPOSAL**

All records containing personal information are disposed of in line with recommended retention periods outlined by the UK ICO and Ireland's Data Protection Commission, further information can be found in POL044 Data Retention & Disposal Policy.

Beyond this, personal data will be disposed of when no longer effectively required for its purpose. The method of disposal must be appropriate to the sensitivity of the data and may include utilising confidential waste bins which are available at every site. You must be aware that when disposing of printed confidential data, the correct confidential disposal system must be used. Under no circumstances should personal data be disposed of using recycling or standard waste bins.

Note that 'deleting' a computer file does not equate to destroying the data as it can often be recovered. Please contact [support@veezu.co.uk](mailto:support@veezu.co.uk) should further guidance be required.

For further information on data disposal see GUI012 Information Security Handbook and PRO008 Backup and Disaster Recovery Procedure.

## **TRAINING**

New colleagues are briefed about their data protection responsibilities as part of the induction process.

Additional training is provided to help you understand your duties and how to comply with them on a regular basis.

## **NON-COMPLIANCE**

If we fail to comply with our obligations under the data protection regulation, including breaching the data protection principles, data subject rights and requirements regarding international data transfers, we could be subject to significant administrative fines.

The breach of any of the instructions or procedures following from this policy will be investigated thoroughly and may result in disciplinary action in line with the POL017 Disciplinary Policy a copy of which can be found on Veezu.Net.

## **APPLICABLE LAW**

- UK General Data Protection Regulation
- UK Data Protection Act 2018
- General Data Protection Regulation
- Irish Data Protection Act 2018

## **QUERIES & AMENDMENTS**

Questions about this policy, or requests for further information, should be directed to Veezu Compliance at [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk).



## **SAFEGUARDING POLICY**

### **PURPOSE**

The purpose of this policy is to protect passengers, specifically children, young people and adults at risk, colleagues, and contractors from harm.

Our policy applies to all colleagues and any private health and personal data will be treated confidentially, sensitively and in line with data protection regulations; the UK GDPR and DPA 2018.

### **RELATED POLICIES**

This policy should also be read in conjunction with the following:

- POL034 Whistleblowing Policy
- POL036 Modern Slavery & Human Trafficking Policy
- GUI011 Driver Partnering Guidelines; Safeguarding & Child Exploitation

### **PRINCIPLES**

The guiding principle is our duty of care to passengers, colleagues, and contractors. Safeguarding is everyone's responsibility; people should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people, to keep them safe and to act in a way that protects them.

### **EXPECTATIONS**

Veezu is committed to safeguarding and promoting the welfare of children and adults at risk and requires colleagues and contractors to share this commitment.

Everyone we interact with regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation. Veezu will not tolerate abuse and exploitation, or the risk of such, by colleagues or contractors.

#### **WHAT IS SAFEGUARDING?**

Safeguarding means protecting peoples' health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. We interpret this to mean protecting people, including children and adults at risk, from harm that arises from coming into with our colleagues and contractors.

#### **WHAT IS CHILD EXPLOITATION?**

Child sexual exploitation (CSE) is a form of sexual abuse; individuals under the age of 18 who are encouraged/forced into a sexual relationship or situation by an adult. This often involves young people being offered something in return for performing sexual acts, for example: alcohol, cigarettes, mobile phones, gifts, money, drugs etc.

Children and young people are often tricked into believing they are in a loving and consensual relationship; this is called grooming. They may trust their abuser and understand that they are being abused.

Young people can be groomed and sexually exploited at a variety of premises and locations such as: parks, shopping centres, taxi ranks, restaurants, takeaways, gyms, leisure centres, hotels, hostels, pubs/ bars/ clubs.

#### **WHAT IS TRAFFICKING?**

Trafficking is where people are tricked, forced, or persuaded to leave their homes and are moved or transported and then exploited, forced to work, or sold.

Children and young people who are victims of sexual exploitation are also vulnerable to trafficking across cities and counties within the UK, and international trafficking into and out of the UK.



Trafficking and the exploitation of children is a key feature of organised crime gangs in facilitating the supply of drugs across 'County Lines', taking away from their homes, parents or carers and exposing them to significant physical, mental and welfare risks and abuse.

#### UNACCOMPANIED MINORS

Sometimes a young person will need to undertake a journey alone. It is particularly important that the passenger, parent/ guardian, and Driver Partner understand what is required of them. Health, safety, and wellbeing always comes first.

All passengers under 16 years of age are treated as minors where their age has been verified at the time of booking.

#### HOW TO REPORT A SAFEGUARDING CONCERN

All colleagues and contractors should have a basic awareness of safeguarding issues. This includes:

- Being alert to the possibility of abuse and neglect.
- Having enough knowledge to recognise an abusive or potentially abusive event or set of circumstances.
- Knowing who in Veezu to raise concerns with.
- Being competent to take the appropriate immediate or emergency action.

#### DRIVER PARTNERS

Local licensing authorities must not grant a taxi or private hire driver licence unless it is satisfied that the applicant is a 'fit and proper' person to hold such a licence, this includes undertaking an Enhanced Disclosure and Barring Service (DBS) check. The wide-ranging 'fit and proper' person test ensures that licensed drivers command the highest level of confidence before being entrusted with the responsibility of transporting passengers including children, the elderly and other vulnerable groups. In many licensing areas, applicants to the taxi and private hire trade must undertake a safeguarding awareness training course prior to the grant of a licence.

Driver Partners should report any safeguarding concerns to their local authority in the first instance however, if a colleague is made aware of a safeguarding concern via a Driver Partner, they should contact [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk) providing their full details and their concern. If a Driver Partner tells us that a child or adult at risk is in immediate danger, they should be advised to dial 999 immediately.

Driver Partners are provided with GUI011 Driver Partnering Guidelines; Safeguarding & Child Exploitation when they engage with Veezu, and this is available to view and download from the Driver Partner Portal.

#### COLLEAGUES

Any safeguarding concerns must be reported to Veezu Compliance [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk) immediately.

The National Safeguarding Director has ultimate responsibility for the investigation and resolution of any safeguarding concerns.

If a child or adult at risk is in immediate danger the colleague or contractor who first becomes aware of the danger should dial 999 for the police.

#### ABUSE OF THIS POLICY

Any abuse in the application of this policy will be dealt with in accordance with Veezu's Disciplinary Policy and Procedure and may result in disciplinary action being taken, up to and including dismissal.



#### **ALTERATIONS AND AMENDMENTS**

Veezu reserves the right to amend or withdraw this policy at its absolute discretion, in accordance with the needs of the business. You will be notified about any changes.

#### **ADDITIONAL INFORMATION**

The policy is available to view and download on Veezu.Net or from Veezu Compliance. For further information, please contact your Line Manager or [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk)

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## HEALTH AND SAFETY POLICY

Veezu's Health and Safety policy sets out our approach and commitment, together with the arrangements we have put in place, to manage health, safety and wellbeing in the workplace.

### STATEMENT OF INTENT

Veezu Holdings Limited and its subsidiary companies (Veezu) will take all reasonable steps to ensure the health, safety, and wellbeing at work of all colleagues and others who may be affected by its undertaking, in accordance with current legislation.

We will provide necessary information, instruction and training to ensure that all colleagues are aware of their duties and responsibilities under relevant legislation and to ensure the implementation of this policy.

Risks assessments will be undertaken and reviewed on a regular basis to ensure the identification of all significant hazards and corrective action required to reduce the risk to an acceptable level.

Sufficient resources will be provided to meet the requirements of Health and Safety legislation.

Veezu's general intentions are:

- To provide adequate control of the health and safety risks to all colleagues and others arising from our work activities;
- To consult with colleagues on matters affecting their health & safety;
- To provide and maintain safe premises and work equipment;
- To ensure safe handling and use of substances;
- To provide adequate information, instruction, training and/or supervision for all colleagues;
- To conduct regular safety audits to measure performance and identify areas for improvement;
- To maintain safe and healthy working conditions; and
- To review and revise this policy at regular intervals.

### RESPONSIBILITIES

#### EXECUTIVE BOARD RESPONSIBILITIES

- To implement the Health and Safety Policy.
- To provide adequate resources to allow the health & safety policy and risk assessments to be effective.
- To appoint competent persons to meet the requirements of health and safety law, as defined by The Management of Health and Safety at Work Regulations 1999.
- To appoint competent Manager(s) who are responsible for the day-to-day management of health and safety at individual sites.
- To positively promote health and safety in all activities.
- To actively engage in the assessment of risk in work activities being undertaken and to understand, initiate and monitor the effectiveness of the implementation of the control measures.
- To ensure that all proposed changes to equipment or premises are fully assessed for health and safety impact prior to change or purchase.
- To make health and safety information available to colleagues.



- To monitor accidents and near misses, to investigate and implement appropriate and timely control measures and report accidents as applicable.
- Take appropriate action when statutory and / or Veezu standards are breached.

#### SENIOR OPERATIONAL MANAGEMENT TEAM

- To lead and positively promote health, safety and wellbeing in all activities undertaken.
- To actively engage in the assessment of risk in all workplace activities undertaken and implement identified control measures.
- To maintain responsibility for the health, safety and wellbeing of colleagues and visitors and conduct routine site safety audits.
- To ensure that all colleagues receive adequate information, instruction and training relevant to their role.
- To investigate all health and safety risks, taking appropriate action to rectify unsafe systems or actions.
- To make health, safety, and wellbeing information readily available to colleagues.
- To monitor incidents and near misses within their area of control, investigate and implement appropriate and timely control measures and report incidents onwards.
- To provide suitable safety equipment and PPE.
- To ensure equipment is maintained and conforms to all relevant statutory provisions.
- To ensure that tools and work equipment are suitable for their purpose and comply with all relevant statutory provisions.
- To provide first aid, firefighting and any other relevant emergency equipment and ensure a sufficient number of colleagues are trained to deal with emergencies.
- To liaise with the nominated competent health and safety advisor as required and ensure any suggestions made to improve health, safety and wellbeing are considered and implemented or reported where appropriate.

#### COLLEAGUE RESPONSIBILITIES

To achieve and maintain high standards of health and safety all colleagues shall, in accordance with sections 7 and 8 of the Health and Safety at Work etc. Act 1974 and Regulation 14 of the Management of Health and Safety at Work 1999:

- Take reasonable care of their own health and safety and that of others, observe fully any safety rules and abide by the health and safety policy at all times.
- Neither intentionally, nor recklessly, interfere with or misuse controls put in place to safeguard health and safety and avoid any improvising that leads to unnecessary risks.
- Not operate work equipment or undertake a task that they are not competent, or authorised, to use and use all safety equipment and protective clothing provided.
- Keep work equipment in good condition.
- Co-operate on all matters of health and safety.
- Report all accidents, incidents, or dangerous occurrences to their Line Manager whether injury sustained or not.



- Attend/ complete training designed to improve health and safety in the workplace.
- Be aware of fire and emergency procedures.
- Work to the highest possible standards of safety.
- Wear personal protective equipment where instructed to do so or in circumstances that require its use.
- Report any defects in work equipment and/ or any obvious health risks immediately.

Non-compliance with our health and safety policy or procedures may result in disciplinary action in line with POL017 Disciplinary Policy.

## COMPETENT PERSON

To assist with the ongoing health and safety of colleagues and to ensure compliance with Regulation 7 of The Management of Health and Safety at Work Regulations 1999, Veezu engages the services of an external third-party provider.

They provide the following:

- Assist in formulating the policy and procedures required to comply with the Act
- Assist in identifying risks and hazards associated with our work activities.
- Assist in producing the appropriate risk assessments and safe systems of work.
- Monitor the effectiveness of our health and safety management systems by:
  - Site audits
  - Monitoring accident and incident statistics & investigating accidents and incidents

## ARRANGEMENTS FOR IMPLEMENTATION

### EMPLOYERS' LIABILITY INSURANCE

Veezu's Chief Executive Officer is responsible for insuring our workplace activities. We will at all times, have a valid employer's liability insurance policy for at least £5million.

Insurance certificates are displayed at each Veezu site and are available electronically to all colleagues via the Safety Cloud system.

### SAFETY CLOUD

Safety Cloud is a web-based system that is designed to record and store accident information and to produce, hold and manage risk assessments, hold clear due diligence trails and policy documentation.

Safety Cloud monitors all work equipment and advises of impending checks. All colleague training can be managed through Safety Cloud including the provision of e-learning tutorials.

### RISK ASSESSMENTS

In line with the duty placed upon us by the Management of Health and Safety at Work Regulations 1999, we ensure that risk assessments are carried out for all work activities.

Risk assessments are periodically reviewed to ensure that they remain effective and relevant to our work activities and are stored on the Safety Cloud.



Where a risk is unable to be minimised to an acceptable level, the findings will be reported to Veezu Compliance and Veezu Facilities.

#### ACCIDENT / INJURY REPORTING PROCEDURES

We are committed to preventing accidents and incidents of ill health in the workplace. Although every effort will be made to prevent accidents at work, procedures are in place for the recording, reporting and investigation of any such occurrences.

We are committed to investigating all accidents and incidents.

#### ALCOHOL AND DRUGS

Consumption of alcohol or non-medically prescribed drugs is not permitted, nor must colleagues be under their influence when reporting for work because of the adverse effects that they can have on conduct and work equipment operation.

Colleagues who have been prescribed drugs or have any other medical condition that may affect their ability to work safely must inform their Line Manager immediately.

Colleagues thought to be under the influence of alcohol or drugs will be removed from the premises and may face disciplinary action in line with POL017 Disciplinary Policy.

#### ASBESTOS

To meet the requirements of the Control of Asbestos Regulations 2012 and manage the risk from asbestos we will:

- Find out if there is asbestos present in buildings, the amount and condition it is in;
- Presume materials contain asbestos unless there is compelling evidence that they do not;
- Assess the risk from the material;
- Prepare and keep up to date records of the location and condition of the asbestos containing materials;
- Provide information on the location and condition of the material to anyone who is liable to work on it or disturb it.

No installation, maintenance or repair work will be undertaken until it has been established that Asbestos materials are not present.

#### COMPRESSED AIR EQUIPMENT

Compressed air lines in our garages and workshops are subject to daily visual examination and routine maintenance. The system is thoroughly examined in accordance with its written scheme and serviced periodically.

#### CONSULTATION

In accordance with the Safety Representative and Safety Committee Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996, colleagues are encouraged to bring to the attention of their Line Manager any issues relating to safety.





## DISPLAY SCREEN EQUIPMENT

We will assess and control health risks from exposure to display screen equipment in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992.

Colleagues identified as DSE users, are provided with training and instruction regarding ergonomics and safe working practices via the Safety Cloud e-learning module. Any issues raised via the DSE self-assessment will be automatically raised to the line manager and Veezu Compliance.

Habitual display screen equipment users are entitled to free eye tests and corrective lenses where these are needed for working with display screen equipment.

## DRIVING WHILST ON BUSINESS

Driving is restricted to colleagues with a valid current driving licence for the category of vehicle to be driven. Validity of colleague driving licences may be checked on a periodic basis.

Colleagues are responsible for conducting daily vehicle pre-use safety checks and ensuring that any vehicle used for work purposes is taxed, appropriately insured, serviced and maintained in a road worthy condition.

Colleagues are advised to report any health-related issues that would affect their ability to drive and an assessment will be made into the effect on job role and driving for business as appropriate.

## ELECTRICAL SAFETY

We will comply with the Electricity at Work Regulations 1989, with regard to electric shock, socket outlets and plug tops, switches, conduits and cables etc.

Any portable appliances which are not double insulated shall be maintained and tested on a regular basis and a sticker affixed. The fixed electrical installation will be checked on a 5 yearly interval.

Colleagues must complete a visual inspection of electrical equipment before use and not attempt to repair or modify any electrical item. Where faults occur, they shall be reported for action to be taken.

Private/personal electrical equipment, including mobile phone chargers, should only be brought to the workplace if there is a specific work-related justification for its use in the workplace and with line manager permission.

Colleagues may be charged for the testing or repair of personal equipment that has been permitted and must ensure that it is in a safe and suitable condition and only used for the purpose intended and device that it came with.

## COLLEAGUES AT SPECIAL RISK

We recognise that some colleagues may from time to time be at increased risk of injury or ill-health resulting from work activities. Colleagues must advise their Line Manager if they become aware of any change in their personal circumstances which could result in them being at increased risk; this could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

As an equal opportunity employer, we will ensure that reasonable adjustments of their employment arrangements or premises are made in order not to place disabled people at a substantial disadvantage compared with non-disabled people.



## ENVIRONMENTAL

Veezu aims to help protect the environment in which we operate and seek, as far as is reasonably practicable, to minimise our effect on the environment by:

- Taking environmental issues into account when planning and conducting business activities.
- Complying with regulatory requirements and working with regulatory bodies.
- Providing environmentally friendly products where possible
- Seeking to control and reduce energy consumption, water usage, waste, noise, dust, light emissions and colleague traffic movement.
- Seeking to continually improve our performance in the above areas.

## FIRE SAFETY

We will assess and control the risks from fire in accordance with the Regulatory Reform (Fire Safety) Order 2005.

Premises are equipped with appropriate firefighting equipment, fire detection and fire warning systems that are suitable and sufficient for the features of the premises, the activity carried out and the hazards present. Emergency routes and exits are maintained in good working order and unobstructed.

Line Managers are responsible for checking fire safety hardware during monthly site safety audits.

Emergency plans are in place to follow in the event of fire or sounding of the alarm at any of our premises.

Line Managers are responsible for giving new colleagues a basic fire safety induction and further mandatory training on fire awareness is via the e-learning module on Safety Cloud.

## EMERGENCY EVACUATION PROCEDURE

In the event of fire or sounding of the alarm, or in any other emergency situation (such as a bomb threat), all colleagues should stop what they are doing and walk to the nearest safe exit in a calm manner and assemble at the designated assembly point.

Practice fire drills will be conducted on a frequent basis to ensure colleague familiarity with emergency evacuation procedures.

## FIRST AID ARRANGEMENTS

We acknowledge that first aid can save lives and prevent minor injuries becoming major ones. As a minimum all sites have the provision of a stocked first aid kit and an appointed person to take charge of first aid arrangements. Where a first aid needs assessment determines it as necessary, this will be supplemented by additional provisions.

Information is provided to all colleagues on the first aid arrangements at their location.

Line Managers are responsible for informing colleagues about accident reporting procedures, introducing them to first aiders and advising them on the location of first aid kits / eye wash stations during their initial induction.



## GAS SAFETY

Gas boilers and all associated flues and fittings are subject to an annual service by a GAS SAFE registered engineer. Colleagues are not permitted to interfere with gas supplies or associated attachments under any circumstance.

## HAZARDOUS SUBSTANCES

We will assess and control health risks from exposure to hazardous substances in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002.

Colleagues exposed to such substances will be instructed in their appropriate use and advised to follow safe usage instructions. Personal protective equipment appropriate to the hazardous substance will be provided and managers will ensure usage on a day-to-day basis.

Colleagues required to use certain substances / chemicals will be required to comply with the following procedures:

- To use substances / chemicals in accordance with the manufacturer's instructions. If in doubt, they should check before use with their Line Manager.
- To use protective clothing / footwear / gloves / masks / eye protection as appropriate.
- To clean any spillage / soiling of such substances in an appropriate manner.
- To report any accidents / incidents or injuries to their Line Manager.

## HOT WORK

Oxyacetylene and Mig welding may present a risk of fire, explosion, asphyxiation (welding fume) and arc eye, if not conducted following safe working procedures. As such welding is only performed by trained and authorised colleagues.

Welding fume is dispersed by natural ventilation and appropriate PPE is worn for the task.

Colleagues are not permitted to weld or cut fuel tanks or other containers which may have held a flammable substance or wheels to which a tyre is fitted. Welding areas are kept free from combustibles and fire extinguishers are available.

Welding equipment e.g., hoses, nozzles etc. are routinely checked for damage, dirt, grease and oil.

## HOUSEKEEPING

We will ensure that standards of cleanliness are maintained in all areas. All floors and traffic routes will be maintained in good repair so as to reduce the health and safety risk to colleagues and visitors. Traffic routes and fire escapes will be kept clear of obstructions.

It is the responsibility of all colleagues to ensure the following:

- Materials and equipment must be stored safely and tidily at all times
- Walkways, walking areas and exits must be kept clear and free from obstructions at all times
- If water is spilt on the floor it should be wiped immediately to avoid slipping
- Trailing cables should not be left in any walking area
- Where objects are stored in or around a walking area, care must be taken to ensure that no long or sharp edges jut out into the walking area



#### INFORMATION, INSTRUCTION, TRAINING AND SUPERVISION

We provide colleagues with adequate information, instruction, training and/or supervision to enable them to undertake their duties safely.

Written records of training are maintained, with all new starters given induction training relevant to their duties.

#### LIFTING EQUIPMENT

Lifting equipment is maintained in accordance with manufacturer's recommendations. It receives periodic servicing and thorough examinations in accordance with the Lifting Operations and Lifting Equipment Regulations 1998.

Colleagues are only permitted to use the lifting equipment where they have been trained and authorised to do so.

#### LONE WORKING

Lone working should only be undertaken if absolutely necessary and in accordance with POL068 Lone Working Policy.

#### LIQUID PETROLEUM GAS (LPG)

LPG cylinder storage on site is in accordance with the LPG Association Code of Practice no. 7. LPG cylinders are stored externally in a compound / cage, away from combustibles, lift truck / vehicle movements, open drains, openings to buildings and in a well-ventilated area.

#### LEGIONELLA

Where necessary additional controls may be implemented to ensure compliance with the latest guidance related to legionella.

#### MANAGING CONTRACTORS

The competency of contractors is checked before services engaged. This includes qualifications, insurance, membership of professional bodies and previous experience.

Prior to appointment, contractors undertaking high risk work (e.g., work at height, steel erection, demolition) will be requested to provide a method statement for any work they intend to undertake at the premises. This should include information on:

- Hazards involved in the work.
- Assessment of the risks arising from the hazards identified.
- How the risks will be controlled.

It is the responsibility of the supervisor to ensure that work is carried out in accordance with the method statement.

Colleagues and contractors will be advised of risks they may be exposed to (e.g., asbestos, live electrics etc.) and all site rules they must follow prior to commencing work.

Veezu will undertake regular checks on the contractor's mode of operation and stop any work suspected to pose a risk to either our staff or the contractor.



## MANAGING VISITORS

To assist in the security of offices and personal safety of colleagues the following will be applicable to visitors.

- Visitors are expected to sign in on arrival and supervised when on site by the colleague they are visiting.
- Visitors are given information on fire procedures and any applicable health and safety measures to follow on site at the time of their visit.

## MANUAL HANDLING AND LIFTING

We will take all reasonable steps to reduce and avoid hazardous manual handling activities. If this is not possible we are committed to undertaking a suitable risk assessment to identify practical controls that will reduce the risk of injury.

Where colleagues are required to undertake manual handling duties, training will be provided to cover:

- The principles of good lifting and handling.
- Understanding of how to assess the risks posed by manual handling.
- How to use any mechanical aids provided.

## MONITORING AND INSPECTION

We will undertake regular inspections and checks to monitor health and safety standards and ensure a healthy and safe workplace.

Responsibility for carrying out monthly Health and Safety inspections will be delegated to the designated Manager(s) at each site and will be updated on the Safety Cloud system. Managers and/ or other senior members of the management team will also complete occasional health and safety spot checks.

This policy will be reviewed to reflect changes in best practice guidance, techniques and legislation as required and as a minimum once every two years.

## NEW AND EXPECTANT MOTHERS

Once we have been informed in writing that a colleague is pregnant, a risk assessment will be carried out which will consider the type of work normally undertaken and the working environment. Pregnant colleagues / nursing mothers will not be allowed to come into contact with hazardous substances or processes that could affect the health of the child.

## NOISE

Where it is suspected that the noise level emitted from machinery, averaged over the course of the working day or working week, exceeds the lower or higher action value levels (80dBA or 85dBA) a noise assessment will be undertaken and any necessary protective measures put in place to reduce the risk of hearing damage.

Hearing protection is provided for those at risk and hearing protection zones defined with signage.

Workers will be instructed in the risks of noise exposure, the controls in place, hearing protection provided and safe working practices.



## PRESSURE SYSTEMS

All boilers and pressure systems shall be regularly maintained with a periodic inspection and test undertaken in accordance with the insurance schedule and relevant regulations.

Written schemes of examination and records of inspection shall be maintained.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE includes safety equipment such as protective footwear, gloves, high visibility vests / jackets and hard hats. Veezu will:

- Assess the risks and the PPE to be issued to ensure it is suitable.
- Maintain, clean and replace PPE as required.
- Provide storage for PPE when it is not being used.
- Give training and instruction to colleagues on its use and how to look after it.
- Monitor use and condition of PPE.

## PROVISION AND USE OF WORK EQUIPMENT

We will comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998 and endeavour to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used.

Colleagues will be provided with adequate information and training to enable them to use work equipment specific to their job role safely.

No device or equipment should be used outside of the manufacturer's guidance.

All work equipment will be clearly marked with health and safety warnings where appropriate.

All devices and equipment must be properly and safely stored when not in use.

Veezu Facilities shall be the point of reference for queries regarding equipment maintenance and testing. It is the responsibility of the delegated Line Managers to ensure that appropriate servicing/maintenance of equipment is carried out, to record the maintenance checks and inform the Chief Executive Officer of the findings.

## SAFETY SIGNS

Where required, suitable and sufficient safety signs shall be posted in accordance with The Health and Safety (Safety Signs and Signals) Regulations 1996.

All safety signs shall be maintained in a clean and clearly visibly condition.

## SELF-EMPLOYED LICENSED DRIVER PARTNERS

Veezu do not employ licensed drivers directly and the Health Safety and welfare of licensed drivers is outside of the responsibility of Veezu Holdings Limited.

Veezu ensures that all engaged driver partners are appropriately licensed and where using their own vehicles, these are appropriately maintained.



## SITE TRAFFIC MANAGEMENT

Veezu takes all reasonable steps to segregate the risk of vehicle – pedestrian collision. Control measures in place are detailed in the 'workplace transport' risk assessment.

## SMOKING / VAPING

Smoking or vaping is not permitted anywhere inside Veezu buildings or Veezu owned vehicles. Smoking is only permitted in the designated smoking areas.

## VIBRATION

The use of certain handheld tools poses a risk of hand-arm vibration (HAV) related diseases. The risk is reduced by using vibrating tools for a limited period of time, wearing warm clothing to increase circulation and completing annual health surveillance questionnaires to detect early signs of vibration related diseases (e.g. - white finger).

## VIOLENCE AND AGGRESSION

Colleagues working face to face with members of the public and handling cash are at greatest risk from violence and aggression. We will provide training and support to colleagues who may be at a specific and high risk from threats or violence.

Colleagues who feel that they may be at risk from verbal abuse, threats or actual violence should report this to their Line Manager immediately.

## CCTV

CCTV Systems are installed, which cover relevant areas of our premises.

## WORKSHOP EQUIPMENT

Colleagues are required to use machinery correctly / in accordance with their training and to report any faults to management for rectification.

Appropriate guards on machines and push sticks are provided in order to make all operations as safe as possible.

Colleagues must NEVER:

- Remove, make inoperative or reduce the effectiveness of any equipment or machinery guard.
- Attempt to operate any machinery or equipment without the guards or other required safety devices in place.
- Operate any equipment when it is functioning improperly or at any time when it would be hazardous. Such equipment will be repaired at once or taken out of use.

Line Managers are responsible for visually checking the safety features of machinery during monthly site safety audits.

## WORKING AT HEIGHT

The Work at Height Regulations 2005 require:

- Work at height to be avoided as far as reasonably practicable.



- Where work at height cannot be avoided, provide suitable and sufficient measures to prevent persons falling a distance liable to cause injury.
- Where a risk of falls remains, use work equipment and other measures to minimise the distance and consequences of a fall.

Colleagues are responsible for using work equipment provided for working at height in the correct manner and to report any safety hazard, fault, or deficiency in the equipment promptly to their Line Manager.

#### LADDERS

All work at height is risk assessed, including the routine use of ladders.

Ladders and stepladders are regularly inspected to ensure they are in good repair and safe condition.

#### WORKING HOURS

We comply with the EU Working Time Directive by keeping a record of hours worked by colleagues.

#### WORKPLACE FACILITIES AND WELFARE

In line with the Workplace (Health, Safety and Welfare) Regulations 1992 we are committed to providing a workplace conducive to productivity and the wellbeing of all colleagues.

#### STRESS

The Health and Safety Executive define stress as the adverse reaction people have to excessive pressure or other types of demand placed on them. We recognise that workplace stress may at times be a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors within our workplace risk assessment.

#### YOUNG WORKERS

Persons under the age of 18 years may be employed (or placed on work experience) but only after a risk assessment has been carried out. Factors considered within the assessment are physical strength, possible smaller size, any health issues and any physical and learning difficulties. The assessment also considers their inexperience and lack of awareness.

Induction training is provided, and clear instructions on the tasks young people should not be involved in. At all times, a young person will be adequately supervised and will be given the appropriate training before being asked to undertake any given task.

#### QUERIES & AMENDMENTS

Questions about this policy, or requests for further information, should be directed to Veezu Compliance at [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk).