



UPTOP SERVICE QUALITY COMMITMENT CHARTER

The _____ (name of the taxi smartphone application service provider),

- » supporting the organised taxi industry’s commitment to its basic values and to constantly improving the quality, attractiveness, safety, environment-friendliness and accessibility of its services, including by further increasing the professionalism of its managers and drivers, and by intensifying the exchange of best practices among all taxi professionals in order to benefit its customers;
- » sharing the common UpTop objective to promote high quality and safe services to customers by making use of the latest technology related to smartphone applications for taxis, in full compliance with the regulatory framework in force and;
- » bearing in mind that the purpose of the UpTop Service Quality Commitment Charter is to ensure the high quality and safety of taxi services in order to benefit customers;

hereby commits, as an official Partner of the UpTop Global Taxi Network, to observe the principles, rules and provisions governing UpTop operation, as well as the following quality standards, in its relationships with other Partners and the taxi service providers with whom it has contractual or other relationships:

1. Provisions on service quality standards to be observed by Partners, including in peer to peer relationships (between Partners):

- » consumers’ rights: no waiving of passengers’ rights in force shall be possible;
- » dispatching an order: the Partner shall ensure that a confirmed transportation order is executed; execution shall be in compliance with the relevant jurisdiction’s standards and regulations; drivers shall be licensed drivers only; cars shall be suitable and equipped for use as taxis;
- » taxi approaching: the taxi customer must have the possibility to see the taxi approaching or be informed of the estimated time of arrival;
- » data privacy: electronic processing and storage of data accrued during trips shall be in accordance with the applicable data privacy legislation;
- » availability: the Partner must secure uptime and response times of the service according to generally accepted industry standards;
- » payment facilities: cashless payment should be available either through the application or in the taxi vehicle;
- » customer feedback: the customer shall be offered a possibility to provide feedback on the quality of service.

2. Provisions on quality standards to be observed by the taxi service providers working with the Partner:

- » consumers’ rights : the taxi company or dispatch centre and its drivers shall respect consumers’ rights in force;
- » insurance: the taxi company and drivers shall be properly insured according to the legislation in force;
- » safety: the taxi company shall have safety rules that are systematically applied and monitored;
- » value for money: unhappy or disappointed customers shall be listened to and compensated through a systematic procedure;
- » knowledge of area: drivers shall successfully pass the respective knowledge test, which shall be provided either by the local authority or the taxi company;
- » availability: all orders shall be tracked and monitored. The customer shall always be kept informed of changes to the order. No confirmed orders shall remain unattended;
- » quality of driving: the drivers’ performance shall be monitored. In case of segmented fleets, each segment will have a defined quality level/standard;
- » cleanliness: the taxi vehicles shall always be clean;
- » customer-friendliness: drivers shall be systematically selected, trained and monitored to deliver a customer-friendly service which includes the customer experience related to noise (music), air (smells), space, etc.
- » payment facilities: cashless payment should be available either through the application or in the taxi vehicle.

3. Provisions on UpTop’s values and labels

- » UpTop Partners and their taxi service providers should do their utmost to make the widest possible use of the joint UpTop values, visuals and labels, whilst respecting local rules.

Name

Date

Position

Place

Company

Signature