



An IRU initiative

STANDARD UPTOP PARTNER APPLICATION FORM

To become a Partner of the IRU UpTop Global Taxi Network (UpTop)

I would like to apply to become a Partner of the IRU UpTop Global Taxi Network (UpTop).

I understand and accept that (i) certification is a paid service which shall cover the administrative costs related to the certification procedure; (ii) its amount shall be paid as per the terms and discounts described in the IRU UpTop Global Taxi Network (UpTop) document; (iii) it should be paid within 60 (sixty) days from the invoice date and, (iv) in no case will such sum be refunded to me.

I also understand and accept that after being approved as an UpTop Partner, I will pay the annual partnership fee as per the terms and discounts described in the IRU UpTop Global Taxi Network (UpTop) document, within 60 (sixty) days from the invoice date, and that in no case will such sum be refunded to me.

I also declare that:

I am a Member of

(please fill in the name and contact details of the Taxi Trade Association)

I am not a Member of any Taxi Trade Association

Official name or trade name of the applicant (*)

Type of company (as per national legislation)

Legal status

Country of primary address (country of establishment)

Year of establishment

Street (*)

City (*)

Postcode (*)

Country (*)

Telephone (*)

Fax

General e-mail (*)

Geographic area of smartphone application activities/coverage (*)

Cities currently covered by the smartphone application (*)

National authority responsible for issuing the licenses for taxis and for taxi drivers in the country of establishment

Type of company (as per national Name and contact details of the main dispatch centre(s)/taxi company(-ies) used by the applicant in its country of establishment (up to 3). In case there is none, please justify the reason why)

Primary contact for UpTop purposes (name and title of the company manager who will be representing the company within the UpTop)

Primary contact's e-mail

Primary contact's fixed telephone

Primary contact's mobile

Communications contact name

Communications contact e-mail

Communications contact fixed telephone

Communications contact mobile

Official logo (*)

Website (*)

Twitter

Youtube

Facebook

Other social media

(*) This data shall appear on the IRU public web-based List of Certified UpTop Partners (CPL), together with the company's logo

Background (summary information on company's history and values)

Affiliations (membership of national trade associations, including taxi trade associations)

Related organisations and affiliations (parent companies or networks, including taxis, you are involved in)

Executive staff (names and titles of CEOs)

The	(name of the taxi smartphone application service provider),		
	<ul style="list-style-type: none">➤ 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:	YES	NO
	1. Provisions on service quality standards to be observed by partners, including in peer to peer relationships (between Partners):	YES	NO
	<ul style="list-style-type: none">➤ 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:	YES	NO
	<ul style="list-style-type: none">➤ 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	YES	NO
	<ul style="list-style-type: none">➤ 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.		

I hereby confirm that I have read, understood and agreed with the Global IRU UpTop Taxi Network (UpTop) principles, rules, provisions and values.

YES NO

I hereby confirm that by signing this document I am ready and willing to provide, upon request by the relevant UpTop certification body, any additional documents and justifications, to certify the veracity of the above statements.

YES NO

I hereby confirm that by signing this document I am undertaking to abide by all above UpTop provisions in all my relationships with other UpTop Partners and my taxi service providers.

YES NO

Full name of the person having legal right to commit the company

Signature

Date