



Organizing Swiss – Professional solutions for private and corporate customers.
Services provided: Guest Relations, Relocation, Limousine Transport, Health Care, Security Services

OZ Swiss Quality Guidelines for drivers

OZ Swiss is committed to ensuring an excellent and steady quality for its services. Thus, all drivers must comply with high standards and accept the following points:

Permits and certificates

- Licence:** Drivers must be licenced by government or the respective authorities to drive commercial vehicles.
- Airport badge:** Drivers must hold an airport badge. For this, a criminal history record check is inevitable.
- Annual first aid course:** Participation is obligatory every year.

Restrictions on duty

- Alcohol & drug-free ride:** Drivers are prohibited from working under influence of alcohol or drugs. They must be sober when starting their shift and must not consume any kind of alcohol or narcotics while on duty. Breaking these regulation results in immediate dismissal and prosecution.
- Respect of traffic rules:** Safety is first. Drivers are strictly prohibited to endanger the clients' safety or expose the limousine to any accidents by breaking the regulations of the Traffic Code . In case of accidents caused by the driver, the driver may face dismissal and prosecution according to the outcome of the accident.
- Sense of locality:** Adequate knowledge of the local area and proper skills of orientation are demanded from the drivers. They must be capable of using GPS devices and the application Google Maps.
- Punctuality & Reliability:** Drivers must be present at the pick-up point at least 10 minutes before the given pick-up time to make sure the guest does not have to wait or worry for the car. Any kind of delays resulting from the neglectful attitude of drivers endangers the company's reputation thus will have consequences on the driver.
- Dress Code:** Dark suit, white shirt and tie is required. Drivers must devote particular attention to their personal hygiene. Wearing any kind of symbols of subcultures, political or religious groups visible are prohibited.



Handling of customers

- Professionalism:** Drivers must be aware of the proper, diplomatic and polite way of behaviour with clients. Drivers ensure the professional appearance of limousines (clean and tidy).
- Meet & Greet Services:** When transferring passengers from the airport, drivers meet the client at the luggage claim with a name board. Helpful assistance is demanded, the drivers should carry the luggage in all cases.
- Discipline & Seriousness:** Helpfulness and generosity are required. Bothering the passengers with long discussions should be avoided. Joking, complaining or talking about political and religious topics is not allowed.
- Discretion & Privacy:** Drivers must accept OZ Swiss' Confidential disclosure agreement. They must not interfere into any private businesses of the clients, private topics or official issues mentioned during the journey are covered by obligation of professional secrecy.
- Complaints:** Any complaints of the customers must be registered, examined and the outcome has to be communicated. If necessary, a remedial action must be initiated. The procedure of the remediation and complaints handling must be standardised and updated, if the process is proved to be successful.

Drivers are regularly monitored and evaluated based on customer feedback. Those who do not meet the above requirements are obliged to take courses and improve their respective skills to be allowed to work for OZ Swiss again.