



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

## Subcontractors Commitment

OZ Swiss is dedicated to provide top service for each and every client. In case we need to work with a subcontractor to fulfil an order, we guarantee that they comply with our high service standards. For that very reason all subcontractors must accept our General Terms and Conditions as well as adjust their policies and procedures to meet the following conditions of OZ Swiss:

### No commission agreement

Any recommendation has to be based on the customer's preferences and has to serve his/her satisfaction only. Thus, taking commissions from any restaurants, shops or other service providers is prohibited. Aiming to achieve higher quality, OZ Swiss is determined to rely on these principals when carrying out requests of its valued clients.

### OZ Quality Guidelines

Our goal is to ensure that all customers are pleased with their experience of OZ Swiss services. We take all feedbacks and complaints seriously and adjust our practices accordingly to uphold high quality standards.

### OZ Integrity Guidelines

OZ Swiss ensures that its business relationships are set on the fundamentals of lawful, efficient and fair practices. We devote particular attention to follow the regulations of environmental and health safety as well as human rights. We respect competition law and intellectual property rights while processing orders.

### Security Guidelines

All drivers must regularly undergo background control including a criminal history record check and each vehicle must meet our strict safety requirements. Beside personal safety, data privacy is crucial for our guests as well.

### Insurance

We are aware of the importance to offer extensive protection for our customers and have passenger and company liability insurance to be prepared for any occurring inconvenience. Of course, all our subcontractors must have such insurances as well.

### Regular training of drivers

All chauffeurs must hold a professional driving licence and have to be highly trained in first aid and road safety. They also need to repeatedly absolve courses in these fields to keep their skills and competence at a high level.