



ADDISON LEE

TRAVELLER SAFETY



THE PASSENGER

ADELE

Adele is a regular user of Addison Lee, mainly for business airport transfers, but also for city events, like the theatre

OUR DRIVER

ABDUL

Today, **Abdul** has been assigned **Adele's** Heathrow airport transfer. He has over 15 years experience, and loves meeting all types of passengers



Our cars are fully insured by Addison Lee, with our drivers invested in supporting our customers.



Jobs are securely allocated to the driver's device in our cars – no jobs can be forwarded onto anyone.



Drivers are unable to update their own photos (new/renewal) – it's all done in-house for your security.

KEEPING PASSENGERS INFORMED AND SAFE

Adele receives a text message advising her **Abdul** is on his way – with a tracking link, the vehicle make, model, registration number, mobile number and a link to **Abdul's** photo

Adele is running late, to avoid extra charges, she uses the snooze function on her app, delaying her pick-up by 15 minutes

Adele receives a text message confirming **Abdul** has arrived. She's confident it's the right car, especially as she booked a 'Select' service, using cars with our distinctive branding

Adele is dropped off at the airport safely, on time and stress-free, just as she requested

OUR OPERATIONS ON HAND, READY TO HELP YOU

For extra security, **Adele's** mobile number is not passed onto **Abdul** – all drivers receive a call-forwarding number for contacting passengers if necessary

Back at base, we know exactly which drivers are selected for each journey, and we automatically track the location of our own cars. And we're here 24/7 if you need to speak to us

To double check, we ask our drivers to check the first name of the passenger before they start the journey, to ensure the correct passenger is being picked-up

Strict checks are completed twice a week on all of our drivers to ensure their PCO licence is valid, plus we do additional penalty point checks

SAFETY

The Safety of our passengers and drivers is our number one priority. Our Safer Journey Initiative gives our customers and drivers complete peace of mind.



Co-designing **safety training** for PHV and taxi drivers



Safety screens in all our passenger vehicles



Regular deep cleaning across our fleet



PPE provided for all of our drivers



Quality assessors on the road to ensure our high standards are met

FIND OUT MORE



The mobility industry continues to benefit from technological changes, providing consumers with greater choice in how they travel.

But greater choice has also opened up inconsistent levels of passenger safety and security.

WHAT MAKES US DIFFERENT?

Our aim, as a leading provider of premium services, is to give clients and passengers complete peace of mind every time they travel with us, share their data with us, or entrust us to provide services to their employees, in the UK or in any one of our 600+ locations.

- ✓ Operating award-winning, industry-leading standards in the UK for over 45 years
- ✓ Fully licensed and successfully audited by TFL regularly
- ✓ Since formal regulations came into the industry (late 1990s), we've advocated for national standards and driver accreditations
- ✓ Tailoring our safety and security operations around the globe (e.g. specific procedures for high-risk areas)

OUR TECHNOLOGY SUPPORTING PASSENGER SAFETY



Driver tracking en-route for additional passenger reassurance in the London areas, plus the ability to share tracking with someone else



Driver picture visible on Web & App so that passengers can verify their driver once inside the vehicle



Travel Managers can view and export live bookings to support security alert requirements

OUR DRIVERS IMPORTANT FACTS



All drivers are fully insured by us for all Addison Lee journeys completed



We conduct **mandatory background checks** on every driver, and always do face-to-face interviews with all of our drivers, including confirming identities and validating documentation, e.g. passport, driving license



A full audit of driver records and documentation is completed every 12 months



Our own driver NVQ Level 2 qualification and training programme is now the UK industry standard by an awarding body



In areas where we don't have our own vehicles, we only ever use **fully vetted, trusted partners**



Insurance and licensing checks are completed before partners sign a contract covering our code of conduct, organisation values and Key Performance Indicators (KPIs) to ensure consistent levels of service



We use a **robust five step process** for our Executive Chauffeurs – from supplier checks and contract signing, through to ongoing monitoring (including mystery shopping)

OUR VEHICLES IMPORTANT FACTS



Addison Lee vehicles – maximum of 4 years old (UK), serviced every 10,000 miles



Strictly maintained to manufacturer's specifications and standards, plus our own highly trained technicians carry out additional checks (e.g. inspect for other possible faults) in our own car service centres



Installed with sophisticated in-car safety technology, including cameras, automated braking, and blind spot indication warning systems



Live traffic monitoring to ensure our reliability levels are maintained; alternative routes are considered if required