



## DRIVER HANDBOOK

Britway Airport Transfer specialises in transporting individuals and groups to and from the airport. Being Britway's Driver, you and your vehicle represent Britway thus becoming the face of Britway. As you are the **only person that meets the passengers from Britway, make the best impression** always. From Best Services come driver requests and recommendations. Our passengers are always provided the opportunity to rate their transfer service and best rated drivers will always be rewarded. Random spot checks will be conducted and all data recorded.

### APPEARANCE/DRESS CODE

- While representing our company the driver must ensure to wear a clean plain colour or white shirt with a tie. Dark colour trousers and black shoes must be worn. Short hair and clean shave will be appreciated.
- Must wear PCO badge around your neck when you are collecting or with passengers.
- Always be clean and consider your hygiene.
- Due to the nature of our business and the constant close contact with passengers, we request that all drivers leave for their shift having had a shower/bath.

## VEHICLE MAINTENANCE

- Driver's vehicles must always be kept **clean and tidy**.
- Your car Boot must be empty whilst on shift.
- Have sufficient fuel before you start your shift.
- We request that drivers periodically **valet their vehicles**. This reduces the need to mask odours with overpowering air fresheners.
- If a prior customer has soiled any part of the vehicle's interior, the driver must inform the office immediately. This allows the office to ask for compensation to the passenger for valeting and to rearrange your work, allowing you time to clean your vehicle for your subsequent jobs.
- We recommend that all drivers invest in breakdown **cover**. All vehicles that break down during or before their working hours will need to provide us with a report from their breakdown cover provider.
- All vehicles must have **fully functioning heating and air conditioning**. We recommend that all vehicles re-gas their air conditioning units before the summer.
- If a driver's vehicle is found not to have air conditioning, they will be fined a minimum of £10.00 and will be barred from working until they have corrected the issue.
- The driver may turn on the radio at a moderate volume level while passengers are on board. If the passengers request it to be turned off the driver should do so.
- You do not need to put any large pieces of luggage inside the car if it does not fit into the car's boot. In such instances contact the office for an update.

## ESSENTIAL ITEMS

- We suggest that all drivers make arrangements to have the below items kept in their vehicle:
  - o Spare change (coins and notes including change for £50.00 notes)
  - o Torchlight
  - o London and UK Maps/Atlas
  - o Umbrella
  - o Jump Leads
  - o Bluetooth headset
  - o Car cleaning equipment
  - o Satellite–navigation device (must have live traffic updates)
  - o Deodorant and a change of shirt
- All Drivers **MUST have International calling** option.

## ACCEPTANCE AND EXECUTION OF JOBS

- Britway Airport Transfer works to the **drivers' timings** that are provided during the joining procedure; hence there should be no reason for a driver not to confirm their plot.
- If a driver wishes to take a **day off** or **change timings**, they must inform the office via SMS or email at least one day in advance and **before 14:00PM**.
- For fixed or longer term **holidays**, the driver must inform the office at least 2 days in advance.
- All drivers will be notified of their schedule of work the night before, through the driver's PDA and this must **be confirmed before 21:00**.
- Once a job has been confirmed, **it cannot be refused or rejected**.
- If jobs are refused or rejected during the given working hours, the driver will be charged £25.00 per job.
- Plan your route and journey prior to pick up. Any lack of knowledge noticed by the passenger will seem extremely unprofessional.
- Park as close as possible at the pickup and drop off location
- If you run **late for a job** there will be a penalty of minimum £15.00. Should the driver be late for the next job due to any issues caused by

the first job, the control office must be informed at the earliest convenience.

- If you will not make the pickup time, you must contact the office with as much notice as possible and DO NOT contact passenger.
- The penalty for a **failed pick-up** will be 150% of the Journey fare and any reimbursement provided for any alternative transport we may have to arrange.
- Drivers are **not permitted to log out** of their PDA (with GPS switched on) during their job or a gap in their schedule.
- We expect **drivers not to make any plans in between jobs** without permission from the controllers.
- Gaps in your schedule are an indicator that we expect you to cover further jobs on the day.
- Drivers must inform the despatch office/controller before they finish their last job.
- For an airport pick up, all drivers must park their vehicles and meet their passenger at the specified meeting point with the name board. This requires our drivers to maintain a **friendly persona at all times** and greet the passengers upon arrival by way of saying good morning/good afternoon or good evening.
- Always double check the passenger's name and destination address before departing.
- The drivers are always expected to offer **help to the passengers with their luggage**. This is especially important for elderly or disabled customers.
- Any driver found to be **overcharging customers will be liable for the entire fare** as compensation towards the passenger.
- Our customer base is very important to us and we consider **client retention as our highest priority**. Therefore, any dispute with the customer must be notified to the control office.
- Any driver found to be contacting passengers outside of their working hours or acting inappropriately with passengers during work will be suspended immediately.
- A smooth drive with minimal conversation accounts for great service. So always stay within speed limits and consider both your's and your passenger's safety.

- If a driver fails to turn up for a confirmed booking, the company will be taking all reasonable steps in order to cover this job. Any additional cost that the company incurs will be passed onto the driver.
- If the passenger wants to pay by card for a Journey booked as Cash, please call the office and we can take the payment over the phone.
- The driver must always adhere to the expected appearance of a Britway Airport Transfer driver. While representing our company, the driver must ensure they wear:
  - o a formal shirt
  - o a tie (no novelty ties)
  - o formal/smart trousers (no denim)
  - o smart shoes (preferably black)
 – Although not necessary, short hair and a clean shave will be appreciated. However, we do understand that some drivers are unable to adhere to this on religious grounds.

## EMERGENCIES

- Accidents
  - Drivers must **inform the control office immediately** if involved in a road accident.
  - We will make every effort to re-direct another driver to complete your journey if you have passengers on board.
- The Unexpected
  - All drivers must inform the control office of any unexpected circumstances that affect their ability to work. We must be given at least two hours notice in order to reschedule a driver to take over your jobs.
  - We reserve the right to **request proof from any driver** that unexpectedly takes leave from work once they have been allocated their jobs.
  - Drivers who fail to deliver their passengers to their destination due to vehicle breakdown are required to provide alternative transport and the **driver must bear any additional cost.**

## MEET AND GREET

### Air/Cruise Port Pick-Up

- Drivers must park the vehicle and be **inside the terminal**, holding up a name board for the passenger at the time requested by the passenger.
- Drivers are expected to **monitor flights** and it is their responsibility to report any delays to the control staff. Please check the **Airport website or Flightradar24**, as both may show different updates.
- It is essential that the driver waits at the correct meeting point in each terminal and makes it their responsibility to be visible **to the passengers**. Please do not pester or rush the passenger.
- It is forbidden **for any driver to pick-up passengers from the drop-off zone**. If a driver is found to have not provided the 'meet & greet' service, they risk forfeiting their entire fare for the journey.
- If a dispute arises, we will require a car park ticket for the job in question; therefore, you **must retain all car park tickets** till two months.
- For All Meet and Greet services, please use **the name board provided** by the company to write the passenger's name while you wait. Make sure to use a washable marker so that this can be wiped away once the passenger has been picked up and reused for the next passenger.
- If there is no sign of passenger after waiting around 30mins inside the terminal meeting point, please contact the office. We will try to get in touch with either the passenger or the booker through other means and will provide you an update. **DO NOT** pull away from the terminal without authorisation from the office.
- In case of any extra charges, do not discuss this with the passenger. always contact the office.
- In case of a no show, we will pay the driver up to 40% of the job price if the job is prepaid by a credit card or is an account job. Unfortunately, for cash bookings the company accepts no liability for such bookings.

## Meeting points inside the airport terminal

### **Heathrow Airport**

Terminal 2 – Driver will be waiting by the Café Nero Shop in the arrivals hall.

Terminal 3 – Driver will be waiting by WH Smiths in the arrivals hall.

Terminal 4, 5 – Driver will meet you in front of The Costa Coffee Shop by the exit of the baggage hall.

### **Gatwick Airport**

North & South Terminal – Driver will meet you in front of The Costa Coffee Shop by the exit of the baggage hall.

### **Stansted Airport**

Driver will meet you in front of The Costa Coffee Shop by the exit of the baggage hall.

### **Luton Airport**

Driver will be waiting by the Airport information desk in the Arrival hall.

### **London city Airport**

Driver will meet you in front of the WH Smiths shop near the baggage hall exit.

### **Southend Airport**

Driver will be waiting by the Airport information desk in the Arrival hall.

### Home/Hotel Pick up

- Drivers must arrive at the requested location **at least 15minutes** before the requested pickup time. This allows you to locate a safe and legal place to park your vehicle and allows you time to identify hard-to-find addresses.
- Please always check your job to see whether passengers have left **any special instructions**. Many passengers prefer not to have their doorbell rung early in the morning.

- Private address - Drivers are not **permitted to enter the passenger's premises** to collect luggage. Luggage must only be carried from the building entrance to the car.
- Hotel - All drivers are expected to enter **the Hotel and wait at the concierge/reception desk** displaying our name card.
- Allow up to 15 minutes free waiting from the booking time and there after a £0.20(20p) per minute waiting charge will apply.
- **No Show:** If you were unable to contact passenger (ringing the door bell and calling the contact phone number) up to 30 minutes from the booked time, please call office who can check and authorise you to pull off.
- In case of a no show, we will pay the driver up to 40% of the job price if the job is prepaid by a credit card or is an account job. Unfortunately, for cash bookings the company accepts no liability for such bookings.

## COMMUNICATION

### Office / Passenger

- Drivers must always **keep the staff informed regarding** any unexpected delays or difficulties. This includes running late, unexpected traffic or passenger disputes. Clear communication is vital for a successful transfer, eliminating late pick-ups and preventing loss of jobs down the line.
- Your personal mobile **phone must be kept charged at all times**, as this is the office's first point of contact.
- A driver must have a **Bluetooth headset** (not their car's Bluetooth speaker system) for contact with the office at all times. Excuses like you are driving will not be accepted.
- The office always attempts to minimise communication and reduce disruption with a driver on shift, thus consider all calls from the office urgent and give them your full attention straightaway.
- Drivers must not **take personal calls or texts** while driving, as this is both dangerous and illegal.
- The driver **must speak in English**, especially when with a passenger (POB). If we continue to receive complaints regarding how the

driver's level of English affects his ability to work, we will have no choice but to reconsider their employment with us.

- The contact number of the passenger is only to be used for the job given at that time.
- Conversations with the passenger must only be made if the passenger talks to you. Avoid any political, sexual or religious topics as it may be sensitive or offensive to the passengers

### Updating the PDA

- A **driver's PDA must always be kept fully charged and** a charger kept in the vehicle to ensure that the PDA is active for the duration of your working hours.
- The PDA is vital in locating the driver, highlighting if driver is running late or if available to cover earlier/more convenient job. It is therefore critical that the PDA is switched on and that the GPS/Data is working at all times.
- It is compulsory that drivers update their status for each job through the PDA. Failure to do so may result in subsequent jobs being affected and a penalty will be charged if this severely affects the office's ability to allocate work.
- The following options are to be updated accurately when carrying out a job:
  - o **En-route to pick up**
  - o **Arrived, Waiting for Passenger**
  - o **Passenger On-Board**
  - o **Completed**

## **EXTRA CHARGES**

- All charges are agreed with our passengers when the booking is first made. It is not at the discretion of the driver to charge our passengers.
- If the passenger requests an additional drop off or diversion other than mentioned in the job, the driver is obliged to inform **the office**

**immediately** so as to generate the correct fare and confirm this with passenger before amending the Journey booked.

- Waiting Time
  - All **airport pickups** are inclusive of **30 minutes waiting time** from the requested pick up time (usually 30 minutes after the flight has landed)
  - All **Home/Hotel/Office pickups** are allowed **15 minutes** from the requested pick-up time.
  - Thereafter any extra waiting time should be reported to the office and the passenger will be charged at a rate of **£0.20 for every minute**.
- No-Show
  - All bookings are taken in good faith and we expect all passengers to uphold their end of the agreement. We ask all drivers to understand that this is the nature of our business and that they are not the only affected party in these circumstances.
  - We pay drivers up to **40% of the total fare** if the job has been prepaid ( credit/ debit card or Account).
  - for cash bookings the company accepts no liability.
  - Car Park tickets** must be kept by the driver for all no-show jobs from the airport and will need to be produced on demand.
  - a no-show at a hotel/residence/office will require that the driver take **photographic evidence** that they were indeed at the pick-up location and sent via email before pulling off.
  - charging a passenger without permission from the office is a serious offence. You may **be fined up to £1000 and/or your employment** with us terminated.

## RETURN AND FUTURE BOOKINGS

- In the event of a customer wanting to book a return journey, the driver should **produce a company business card** and advise the customer to book their transfer directly with the company.

- The driver should **not accept any private bookings** from customers as this is illegal.
- If this practice does come to light, all involved parties will be dismissed with immediate effect and we will inform the Public Carriage Office. The driver concerned will also be subject to a **penalty of £1,000.00** for our loss of earnings.

## CUSTOMER COMPLAINTS

- If a customer makes a complaint, the driver will be asked to complete **a complaints form and forward it to us within 24 hours of the request.**
- The company management will assess the complaint and inform the driver and the customer of its outcome.
- If the company has to make Compensation to the customer as a direct result of the driver's fault/negligence or their disregard for our working guidelines, the driver will be fully liable for the cost which will become payable to the company immediately.
- If a serious complaint is made by the customer with regard to the driver's working practice, vehicle or general conduct, which results in the involvement of the police or brings about legal action, we will have no choice but to inform the Public Carriage Office. This in order to protect the interest of both the company and our customers.

## DOCUMENTS and PCO REGULATIONS

- The driver should be aware of the Public Carriage Office Regulations in respect of the Private Hire and work accordingly.
- Upon request by our company the driver should produce an up to date DVLA Driver License, PCO Driver License, PCO Vehicle License, MOT (6 Months), Valid Insurance Certificate and other relevant documents.

- The company reserve the right to request to see the original documents at any time.
- The document will have to be scanned (in colour) and sent via email. Alternatively, the driver can bring the original document to the office to be scanned/copied. Jobs cannot be allocated to the driver, if a clear scan copy is not presented.
- The office reserves the right to ban a driver from work if we do not have a copy of any of the above mentioned documents.
- As per PCO regulations, there can be no gaps between date and times in documents; otherwise the driver will be suspended with immediate effect.

## CHILD SEATS

- If passengers have requested a child seat on their booking, it is the **driver's duty** to check their jobs for any requested child seats and carry them.
- Please note that if a job allocated to you requesting a child seat and you are not carrying the correct size seat, you must **inform the control office** immediately.
- You are still able to transport the child without this seat, with the parent's prior permission. Please visit: <https://www.gov.uk/child-car-seats-the-rules/when-a-child-can-travel-without-a-car-seat>.

### **Rear-facing Infant Seat**

Group 0: for babies up to 10 kg (22 lbs) roughly from birth to 6-9 months

Group 0+: for babies up to 13 kg (29lbs) roughly from birth to 12-15months

They can be used in the front or rear of the car. It is safer to put them in the rear. **DONOT** put them in the front passenger seat if there is a passenger airbag. Rear-facing seats provide greater protection for the baby's head, neck and spine than forward-facing seats.

## **Forward-facing Child Seat/Up-Right Child Seat**

Group 1: for children weighing 9-18 kg (20-40 lbs) roughly from 9 mths – 4 years.

The next best option is to use a Group 1 seat with an integral harness, the large area of the harness helps to reduce the risk of injury if there is a crash. The bottom attachment between the legs will also prevent the child from sliding under, and out of, the harness.

They can be used in the front or rear of the car, but it is safer to put them in the rear, especially if there is a passenger airbag in the front.

It is safest to keep children in this type of system until they have outgrown it.

## **Booster Seat/Cushion**

Group 2: for children weighing 15 - 25kg (33- 55lbs) roughly 4 to 6 years.

Group 3: for children weighing 22 - 36 kg (48 - 79 lbs) roughly from 6 - 11 years.

Booster seats that only fit into Group 2 or only into Group 3 are no longer produced and modern booster seats are designed for children between 15kg and 36kg (33 - 79 lbs).

Booster cushions can be approved for Groups 2 and Group 3, although some are only approved for just Group 3. You should ensure your child is within the weight range of any booster seat or booster cushion.

– Some booster seats are designed to be converted into a booster cushion by detaching the backrest, and you should always check the manufacturer's advice about when and how to do this.

– Booster seats and booster cushions do not have an integral harness to hold the child in place. The adult seat belt goes around the child and the seat. So it is important that the seat belt is correctly adjusted.

– The basic points to note are:

- the belt should be worn as tight as possible
- the lap belt should go over the pelvic region, not the stomach
- the diagonal strap should rest over the shoulder, not the neck

– When children first move out of the forward-facing child seats into booster seats and cushions, initially, ones with backs may provide a better fit for the seat belt. Booster seats with side wings will also help to prevent injury in a side impact by protecting a child's head, and on several seats, the height of the side wings can be adjusted as the child grows.

– Booster seats and booster cushions can be used in the front or rear of the car, but it is safer to put them in the rear, especially if there is a passenger airbag in the front.

## PAYMENT

- All Account, Prepaid, Debit and Credit Card Jobs will be clearly marked in the job details and driver should keep their own records.
- Payments for all cash bookings **MUST** be collected by the Driver as cash directly from the passenger.
- The driver is not required to issue a receipt unless requested by the passenger. Alternatively, the customer can be emailed a receipt once the journey is completed upon request.
- The driver should only issue receipts to the passengers for that particular journey **ONLY** if requested by the passenger.
- A security **Deposit of £150.00** is taken from the driver when joining the company.
- If you choose to leave, any final charges will be deducted from the deposit and remainder will be put back in to the driver's account within 3-4 weeks after leaving the company.
- We charge a **20% commission** on all jobs completed by you after deductions.
- Any amount owed by the office to you will be **settled by way of a BACS Transfer** to your designated bank account.
- We run **2 Payment periods for drivers**.
  - **20<sup>th</sup> of the month** for jobs completed between 01<sup>st</sup>-15<sup>th</sup> of the month.
  - **5<sup>th</sup> of the following month** for jobs completed between 16<sup>th</sup>- 31<sup>st</sup> of the month. The driver must complete a minimum 2 weeks of work with us to receive first payment schedule.
- The driver must complete a **minimum 2 weeks of work** with us to be on the payment schedule.

- All **drivers are self-employed and are responsible for their own tax** returns and NI contributions. The driver should ensure that they inform Inland Revenue to declare their income and expenditure.

## PRICING STRUCTURE

- All prices displayed on your PDA/Smart Phone will include any booking and transaction fees.
- To calculate your earnings from a particular job, you must factor in the deductions before applying our 20% commission.
- **All our fares are fixed** and agreed upon with the passengers beforehand. However, if the passenger requests a diversion or a change to the drop-off location other than details mentioned in the job description, you must notify the control office immediately.
- Any specifics or requests for each job will be noted in the special instructions section of the job.
- The maximum capacity of each vehicle size are
  - o **Saloon Car** – 4 Passengers + 2 Check-In Suitcases +2 Hand Luggage
  - o **Estate Car** – 4 Passengers + 4 Check-In Suitcases + 2 Hand Luggage
  - o **MPV5** – 5 Passengers + 4 Check-In Suitcases + 2 Hand Luggage
  - o **6 Seater** – 6 Passengers + 5 Check-In Suitcases + 3 Hand Luggage
  - o **7 Seater**– 7 Passengers + 7 Check-In Suitcases + 5 Hand Luggage
  - o **8 Seater**– 8 Passengers + 8 Check-In Suitcases + 5 Hand Luggage

## DRIVER PENALTY

The company has every right to penalise the driver when they fail to adhere to the guidelines set out in this document. This may involve various scenarios including:

- Refusal to work or rejecting jobs during their given working hours - **£25.00**
- Late Pick-ups incur a minimum of - **£15.00**
- Failed Jobs - **150% + compensation**
- Overcharging passengers – **Up to £1000 + dismissal + PCO referral**

– Failure to update status via XDA regularly - **£20.00**

– Failure to wear the attire - **£25.00**

Please note that the company also employs mystery shoppers to monitor our services. Those who repeatedly fail these checks will be subject to a minimum £50 penalty.

## **GENERAL DATA PROTECTION REGULATIONS**

Many of you will be aware of the new General Data Protection Regulations (GDPR) that came into effect on the 25th of May 2018. In light of these new regulations, we have made some updates to our Privacy Policy. Our Privacy Policy will outline how we collect, use and store your personal information.

Furthermore, Britway Airport Transfer Limited takes your privacy very seriously and therefore, we do not sell or share your details to any third parties.

However, there are certain exceptions to this given the industry that we work in and these are explained below:

- Customers will be provided with your name, photo and PCO licence number as part of TFL/PCO regulations along with your phone number for that journey.
- Transport for London will be provided with both your details and the details of your vehicle on a weekly basis, again as part of the TFL/PCO regulations we must adhere by.

Britway Airport Transfer Limited will need your consent, to communicate with you. Please note that without your consent, we will be unable to provide the following services:

- Periodic Payment Summaries by E-mail
- TFL/Passenger Complaint resolution

## **THANK YOU!!**