

# Quality Standard

As a Blacklane partner, you provide safe, reliable transportation to ensure loyal customers and sustainable business. When you accept a ride, you agree to ensure your chauffeurs adhere to these standards. If you have any questions, please contact us at [partner@blacklane.com](mailto:partner@blacklane.com).

## Chauffeur and vehicle

### Accessibility

Use a hands-free phone or pull over to take a call. Please prioritize our calls or call us back when it's safe.

### Conversation

Be professional, courteous, and positive. Avoid sensitive topics and do not force conversation.

### Discretion

Never share any private guest information or the details of our partnership.

### Dress code

Dress professionally: dark suit, button-up shirt, tie, and polished shoes.

### Competition

Do not solicit Blacklane customers for further business.

### Special request

Ensure you can fulfill any requests in the booking before accepting it (e.g. child seat, wheelchair).

### Luggage capacity

Keep the luggage compartment empty to accommodate guests' luggage.

### Amenities

Provide bottled water and, if possible, tissues, mints/gum, and Wi-Fi.

## Booking & operations

### Reliability

Only accept rides you are 100% sure you can perform. Always consider wait time and special requests.

### Using the auction system

Choose rides that fit your schedule and costs. Do not call us to negotiate prices, we will contact you if needed.

### Using the app

Correct app usage updates guests and affects your bonus. Review the training modules for instructions.

### Withdrawing from rides

You must perform all accepted rides. If you can't, call us and recommend a replacement chauffeur if possible.

### Reviewing extras

Review additional distance or wait time for rides within 24 hours of the ride's completion.

### Accounting

Please review your invoices promptly and inform us of any errors or necessary adjustments.

## Operating requirements

### Licensing

Before registering a new chauffeur or vehicle, ensure they have all required licenses and insurance.

### Chauffeur assignment

Only send the chauffeur assigned to the ride in Blacklane's system. Ensure the chauffeur uses the app.

### English-language skills

Ensure all chauffeurs speak enough English to have a basic conversation with international guests.

### Vehicle assignment

Vehicles must be clean, in good condition, and match the booked service class. Upgrades from Business Class to vans may require our approval.

## Before the ride

### Account for requests and wait time

Fulfill any special requests. For airport pickups, track flights and adjust pickup times accordingly, maintaining the buffer time between landing and pickup.

### "Emergency Cancel" button usage

Only press "Emergency Cancel" if an emergency causes the chauffeur to be unable to make it to the pickup on time and unable to call us. We will then call the chauffeur.



## At pickup

### Arrive early

Arrive 10 minutes early to the pickup location and press the corresponding app button to inform the guest and Blacklane.

### Digital pickup sign

Use the pickup sign provided in the confirmation email and app. Use a tablet to display it.

### No-shows

If the guest can't be found after attempts to contact them, call us for authorization to leave the site.

### Greet the guest

Say, "Welcome ("to CITY" if relevant), Ms./Mr./Mx. (NAME), I am your Blacklane chauffeur. We are driving to (DESTINATION), correct? Allow me to take your luggage."

### Assist the guest

Open the doors for the guests and stow any luggage or assistive devices.



## During the ride

### Music and temperature

Ask the guest if they would like any music or temperature adjustments.

### Estimate arrival

Tell the guest an estimated arrival time, taking potential traffic into account.

### Safety first

Drive safely, abide by regulations, avoid distractions, and avoid calls when guests are present.

### Take the best route

Know the area, but use GPS when appropriate. Inform the guest that any extra distance or wait time can incur additional charges.



## Ending the ride

### Confirm dropoff location

Confirm with the guest that it's the right destination. Let them out on the appropriate side of the street.

### All-inclusive payment

Fees, tolls, etc. are included and paid digitally – do not take cash payment for rides and do not ask for tips.

### Drop off the guest

Open the doors and bring luggage to the curb. Check if the guest forgot anything, and if so, contact us.

### Saying goodbye

Say, "Thank you for riding with Blacklane today. I hope you enjoyed your ride and that we'll see you again soon. Have a good day."

### Post drop-off inspection

Inspect the vehicle after drop-off to remove any trash, clean spots, etc.

