



"Global reach, local expertise"

CORPORATE OFFICE

3250 Oakland St
Unit A
Denver CO 80010

PHONE

303.577.7600
877.777.9890

EMAIL

reserve@hermesworldwide.com

WEB

hermesworldwide.com

Business Relationship Agreement

(To submit the form, please select the Send Email button at the end of this document or save and email to reserve@hermesworldwide.com)

As a valued member of the **Hermes Worldwide, Inc. network**, we require a commitment from you to provide the highest levels of service. Your firm is representing Hermes Worldwide in your market. The success of the network and our business is directly related to our joint ability to adhere to the following guidelines.

Our goal is to establish a lasting and mutually profitable relationship. This can only be achieved by consistently arriving on-time, providing quality vehicles and chauffeurs, and timely confirmations and receipts; among the other guidelines outlined within. Our commitment to you is we will provide the same level of service to you should you decide to entrust us with your clients.

Insurance Certificates

Hermes Worldwide requires its network members to maintain a minimum coverage of one million dollars (\$1,000,000) in liability insurance or local regulatory minimum requirements; whichever is higher. Hermes must be listed as **additional insured** and **certificate holder** and a copy must be sent to our office yearly upon renewal. The endorsement must read:

Certificate holder is listed as additional insured as their interests may appear, and the certificate holder address must read: Hermes Worldwide, Inc., 3250 Oakland St, Unit A, Denver, CO 80010

Confirmations

It is paramount that confirmations of reservation requests are acknowledged in a timely manner. Please confirm receipt of a Hermes reservation within 2 hours or as soon as it is entered into your system; whichever comes first. We request all confirmations be sent via email to reserve@hermesworldwide.com with the following information:

1. Your confirmation number
2. Our confirmation number listed as reference
3. All complete and detailed information for the booking including notes and special instructions
4. The estimated all inclusive cost for the trip

In the event of a last minute request Hermes will place the order via phone and requests an email confirmation be sent immediately.

Your single source for global chauffeured services; anytime, anywhere.



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Quality Control Communication

Once the chauffeur has been assigned we should be notified by phone or email with the chauffeur's name and contact number. Additionally it is critical we are notified of the trip progression. While we prefer to know when the vehicle is **En Route, On Location, Passenger Loaded, and Passenger Dropped**; we must know when the vehicle is **En Route, On Location, and Passenger Loaded**.

We ask that you proactively provide these status updates. In the absence of proactive updates you agree that Hermes Dispatch may call your dispatch department and/or chauffeur for updates at these intervals and that your dispatch will provide us with this information.

Additionally, should there be any deviation from the itinerary set in the original order, please carry out the request and notify Hermes immediately.

Hermes may be calling to confirm each trip assigned to you 12-24 hours prior to the scheduled pickup time to confirm details.

Problems/Incidents

If a problem or incident occurs, we require **immediate notification** so appropriate action can be taken to remedy the situation. Hermes and its network members share the responsibility of making it right for the client. When reporting the incident, please be as detailed as possible.

If you advise us of a problem **after** the completion of service, Hermes reserves the right to adjust charges as necessary to satisfy the client. We will work with the network member in an attempt to find a solution that is satisfactory to all parties. However, we request that you consider the long-term benefits of compensating the client rather than the single transaction with the client. .

Vehicles and Upgrades

All vehicles used for Hermes clients must be black in color, detailed, properly maintained and fueled for the requested job.

Vehicle upgrades require pre-approval from Hermes – no exceptions!

Vehicles must be stocked with bottled water and optional current reading material.



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Chauffeurs

Chauffeurs are required to wear black suits, white shirts, black or company provided ties, and black polished shoes. During inclement weather, a black dress coat should be worn.

Chauffeurs must present themselves as agents of Hermes Worldwide; in conversation, business cards, and greeting signs. Any business cards requested or distributed should be those of Hermes Worldwide or generic cards; not those of the network member- this includes instances where the chauffeur's number is required by the passenger. As with business cards, network-member chauffeurs are required to use either a Hermes Worldwide provided sign or a blank sign.

Re-Farming

Network members are requested to not subcontract any trip without prior approval from Hermes Worldwide.

General Service Standards

Client Conversation

Chauffeurs should only engage in casual conversation and generally should only speak when spoken to. The chauffeur should not engage in any controversial or negative subjects regardless of personal beliefs or opinions.

Confidentiality

Chauffeurs are often exposed to personal or sensitive business information. It is critical that any conversations do not leave the vehicle. Confidentiality is paramount.

Gratuities/Payment

Network-member chauffeurs may not request gratuity or advanced payment unless specifically instructed by Hermes Worldwide.

Solicitation of Business

Network-members may not solicit business from any of Hermes Worldwide clients.

Pre-Trip Planning

Provided there is no change in the itinerary, chauffeurs should not need to ask the client for directions. Routes should be mapped and planned prior to the client entering the vehicle. Failure to comply with this requirement is considered a **service incident** and is subject to client compensation.



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Pickup Procedures

1. Chauffeur must be on location 15 minutes prior to the scheduled pickup time at any non-airport location.
2. Network members shall extend a 15 minute grace period for clients at no additional charge. Once exceeded, Hermes Dispatch must be notified of **No Contact** and Hermes will handle any attempts to contact the client. Additionally, the vehicle is not to be released without prior approval from Hermes. Wait Time charges will only be approved provided our office was notified of the delay.
3. All arriving flights must be monitored to ensure that the chauffeur is in position at the proper time. It will be **your responsibility to track flights. Delayed, diverted and cancelled flights are not billable.**
4. Arriving clients should be greeted at the baggage claim for domestic flights and outside of the customs area for international flights with either a Hermes sign or a blank sign. If this is not the procedure for your airport, please advise Hermes at the time of booking so that we can notify our client. Please use **LARGE, BOLD** letters on signage so that they are clear to the passenger.
5. If you cannot locate a passenger please follow the protocol below and we will attempt to locate the passenger. **If the chauffeur leaves or is released by the network member without Hermes authorization, you will not be paid for the booking.**
 - a. For domestic arrivals, chauffeur must wait for 45 minutes from the flight arrival time before being released. Chauffeur is to contact Hermes 30 minutes after flight arrival to advise of **No Contact**.
 - b. For international arrivals, chauffeur must wait for 75 minutes from the flight arrival time before being released. Chauffeur is to contact Hermes 45 minutes after flight arrival to advise of **No Contact**.
6. If a client needs to use other means of transportation as a result of a vehicle or chauffeur not being on location, you **will not be compensated** for the transfer and may be **responsible for covering the cost of the client's transportation.**
7. If these policies cannot be adhered to due to circumstance beyond your control, including weather issues, accidents etc., you must notify Hermes Dispatch immediately and we will attempt to notify our client.
8. Any trip details given directly to the chauffeur by our client must be called in to our office immediately.
9. Hermes requires the network-member's Dispatch to be available 24/7/365. Additionally, we require emergency contact numbers to be provided when the network-member's office is not staffed 24/7/365.



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Private Aviation Pickups

As with commercial airports, all arriving flights must be updated to ensure that the chauffeur is in position at the proper time. It will be **your responsibility to track flights**. **Delayed, diverted and cancelled flights are not billable.**

Chauffeurs are expected to be on location for a private aircraft 15 minutes prior to the scheduled arrival time – adjusted for early/late arrivals. The FBO must be alerted by the network-member chauffeur that they are on location for the specific tail number, client name provided, and where they will be waiting.

In the event the aircraft tracking is blocked by the airline please be on location 30 minutes prior to the scheduled arrival time and follow the previous outlined procedures.

Final Charges

An itemized list, including discount, of charges must be **e-mailed to Hermes within 48 hours of trip completion**. Please include all authorized expenses in your final invoice/receipt. You must include both your reference and our reference numbers on all documents. The trip will be closed upon receipt of final charges. If you realize an error in pricing, you must notify Hermes immediately.

We ask that all network members remember and adhere to the following guidelines:

- All equipment is to be clean, inside and out, and operational.
- Chauffeurs are to be dressed appropriately as previously outlined.
- The chauffeur must not discuss pricing or accept any payment from client.
- All chauffeurs must have working cell phones.
- NO SMOKING is allowed in or near the vehicle, client's property, or person.
- All chauffeurs must be licensed and company must have valid insurance and permits.
- ONLY Hermes is allowed to change or cancel a reservation.

Thank you for your cooperation. Please acknowledge receipt of this document and compliance with these standards by signing below.

NAME: _____

SIGNATURE: _____

TITLE: _____ DATE: _____



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Compliance Certificate

This is to certify that I, _____, as owner or authorized representative of the ground transportation provider _____ certify that we have instituted and maintain appropriate safety and security measures, as well as meet all federal and state regulations, including but not limited to the following:

1. I have and will maintain the necessary operation permits, according to federal, state and local regulations applicable for our service markets.
2. I have a hiring and ongoing screening process for employees and contracted chauffeurs that includes:
 - a. Federal and/or State Background Checks
 - b. Pre-employment and random drug screenings
 - c. Annual review of motor vehicle registration updates
 - d. Copies of livery licenses on file, where applicable
 - e. On contract chauffeurs, copies of Workmen’s Compensation certificates and proof of adequate auto insurance coverage.
3. I have and maintain at least \$1 million of liability insurance on each vehicle in my fleet, or \$5 million where applicable, and have listed Hermes Worldwide, Inc. as an Additional Insured with my insurance carrier, to be forwarded to Hermes.
4. I have a Federal Tax Identification number and will submit a W-9 form to Hermes Worldwide, Inc.
5. I have and maintain a fleet-maintenance log and applicable Department of Transportation (DOT) safety log.

Signature of Authorized Agent

Title

Company Name

Date



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NETWORK MEMBER INFORMATION SHEET

LEGAL COMPANY NAME: _____

COMPANY ADDRESS: _____

CITY/STATE/ZIP: _____

METROPOLITAN AREA(S) SERVED: _____

AIRPORTS SERVED: _____

FBO'S SERVED: _____

PHONE -MAIN OFFICE: _____

PHONE-TOLL FREE: _____

AFTER HOURS/EMERGENCY PHONE: _____

FAX: _____

RESERVATIONS EMAIL: _____

BUSINESS OWNER: _____

PRIMARY CONTACT: _____

BILLING CONTACT: _____

WEBSITE ADDRESS: _____

Are you on Limo Anywhere? YES NO

If you answered no, what reservations software do you use: _____

If TranspoNet, what is your TranspoNet #: _____

SEND EMAIL