



EnviroFleet Corporate Transfers
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BUSINESS SERVICE CHARTER

EnviroFleet Corporate Transfers & Chauffeur Car Service

The following business charter has been established to put forward EnviroFleet's position to clients, prospective clients, partners/affiliates, as well as ensure its team follows important rules and criteria to meet professional standards in chauffeur and corporate transfer services.



EnviroFleet Corporate Transfers & Chauffeur Cars

As an eco-friendly luxury corporate transfer and chauffeur car service, the EnviroFleet concept was first launched in 2009. This came after 10 years experience in the private chauffeur industry (VHA) and almost 50 years in the taxi transport sector in Melbourne, Australia.

Over the many years in the industry, we have come to understand the business inside out, particularly what's most important to our clients, and where to offer added-value. This business charter verifies our commitment to meeting these customer expectations and in delivering an optimal corporate transfer and chauffeur service. Now present in Melbourne and Sydney.

EnviroFleet hereby commits to always providing the best possible level of service to customers, abiding by the following primary criteria:

- Driver Professionalism
- Passenger Confidentiality
- Quality Chauffeur Cars, and
- Reliability in Transfer Service, and
- Safety Standards

EnviroFleet is also fully committed to supporting eco-friendly business initiatives. This is achieved by utilising hybrid luxury cars, as well as off-setting carbon emissions.

Our team at EnviroFleet pledges to continually review and improve service delivery. Of course we always encourage client feedback that may help us achieve this.

Sincerely yours,
Steven Dimas
Managing Director
EnviroFleet Corporate Transfers & Chauffeur Cars



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Explanations of EnviroFleet's Business Service Charter

Driver Professionalism

EnviroFleet's core clientele are in the corporate and government sector. It is therefore vital that services meet their expectations, such as in driver presentation and interaction with passengers. All drivers are well groomed and dressed in professional attire, know well key business districts/locations in both Melbourne and Sydney (as well as regionally), and very direct in service execution. At the same time, EnviroFleet's service is bespoke, maintaining an individualised persona that suits each type of client. This includes offering a courteous and friendly chauffeur service that is both helpful and sensitive to individual and corporate needs.

Passenger Confidentiality

Further to driver professionalism, client confidentiality is an integral component of EnviroFleet's service. Conscious of the nature of our chauffeur business, often driving high-profile corporate, government and other VIP clientele, all EnviroFleet drivers are required to sign confidentiality agreements, thereby ensuring privacy of all passengers. Indeed, this is a very important aspect when delivering clients' requirements in a chauffeur service. EnviroFleet is also fully willing to sign non-disclosure agreements when establishing a corporate account.

Quality Chauffeur Cars

EnviroFleet uses luxury chauffeur-driven cars that are also eco-conscious, with the hybrid Lexus range. All EnviroFleet chauffeur-driven cars are immaculately maintained and well presented inside-out, ensuring prestige and comfort. Ultimately, our fleet of cars allows passengers to arrive safely and smoothly; making an impression, whilst also making a difference.

Reliability in Transfer Service

Reliability is EnviroFleet's profession; from moment of booking, through to pick-up and drop-off. To ensure a smooth, safe and timely transfer service, therefore supporting client's business and/or leisure requirements in Melbourne-Victoria and Sydney-NSW. EnviroFleet's chauffeur drivers are highly experienced on Melbourne's and Sydney's roads, well familiar with each local environment. Drivers are always well prepared for each scheduled journey, in terms of best route, as well as backed-up by latest technology in sat navigations systems. Indeed, well planned journeys improve efficiency, allocating proper time to account for any possible delays, such as traffic and weather conditions. This is further supported by our central head office, managing bookings, client accounts and coordinating overall end service.



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Safety Standards

No doubt, safety is paramount. EnviroFleet's drivers always practice utmost safety and care when driving. Drivers are fully qualified & licensed as per government regulations, having passed the application for accreditation to drive a commercial vehicle, which also includes full background checks and regular in-house training. Furthermore, EnviroFleet has an occupational health and safety (OHS) approach in place, as per the guidance of The Transport Accident Commission (TAC) and WorkSafe Victoria, including:

- Fatigue Management Plan with regards to the hours drivers are working, as well as proper shift management.
- No phone call policy whilst driving, including hands-free devices, as well as no other in-vehicle distractions.
- Drivers must not take any bookings whilst driving. EnviroFleet has a dedicated booking office – online and call service – to handle bookings and allow drivers to focus on their chauffeur service.
- Zero blood alcohol policy applies when drivers are on duty or in any EnviroFleet vehicles.
- Drivers are individually screened and tested with regards to localisation knowledge, understanding of journey/route planning procedures, road conditions, general geography, driving ability, handling of adverse driving conditions, and of course customer service.
- Regularly serviced vehicles by Lexus mechanical centre, clean, and well maintained.