



***Europcar***  
Chauffeur Service

Europcar Chauffeur  
Service (South Africa)

## **COMPANY PROFILE**

Europcar Chauffeur Service forms an integral part of the Car Rental, Leasing and Tourism division of Imperial Holdings. Listed on the Johannesburg Stock Exchange, Imperial Holdings is a vertically integrated organisation, which operates a portfolio of decentralized, but aligned business units including Financial Services, Transport and Logistics, Fleet Management, Car Rental, Tourism, Motor retailing, Short term insurance and Motor related services. This vertically integrated corporate structure facilitates significant efficiencies in vehicle procurement and disposal, financing, insurance, maintenance and accident management and underpins a highly strategic capability, which allows Europcar Chauffeur Service to be highly competitive in the market.

## **INTRODUCTION**

Europcar Chauffeur Service is a well-established business with a highly professional, committed and experienced team who has over the past years developed a clear understanding of the needs and requirements of people transportation. We believe that Europcar Chauffeur Service is well poised to offer a professional, credible, safe and secure transfer service.

In addition to being the exclusive service provider to the Offices of the Presidency of the Republic of South Africa we currently also provide Chauffeur and Shuttle service to a large number of Corporate Companies, Airlines, Five Star Hotels, Government Departments and through the years have perfected the art of meeting and exceeding service standards, believing that quality service and competitive rates are the cornerstones of success.

As an integral part of the Car Rental, Leasing and Tourism Division Europcar Chauffeur Service has a substantial and large support infrastructure and ability to deliver a total and comprehensive mobility solution.

## **PEOPLE**

Europcar Chauffeur Service currently employs approximately 180 staff members nationally.



## TOTAL MOBILITY SOLUTION

### The Product

Europcar Chauffeur Service offers an up market and highly efficient transfer service as well as a dedicated chauffeur service i.e. our Flexi Drive Service. These services are made available on a national basis 24 hours a day, 7 days a week.

### Service Protocol

All our Chauffeurs have:

- A PDP (Professional Driving Permit)
- Passed an external driving evaluation
- Criminal and ITC checks as well as PDP verification is done prior to employment
- 2 day Induction training covering Guest Safety & Service
- A cellular telephone
- Full Europcar uniform
- GPS navigation unit

### Within the first 12 months of employment our chauffeurs will have attended:

- Medical
- Defensive driving training
- First aid level 1 and basic fire extinguisher training
- Basic Fire extinguisher training
- Hijack Management

### Guest collection process:

- The chauffeur will arrive 15 minutes ahead of the requested time
- Should the chauffeur not receive the guest within half an hour from the airport the chauffeur will contact the control centre to follow up with the guest

### Europcar Chauffeur Service will when necessary:

- Provide proof of passenger liability insurance
- Provide proof of registration with transport board

### Additional value added services:

- In the Comfort & Executive Class, bottled water and reading material are made available
- Trailers are available upon request for our MPV Class Vehicles and an additional fee is charged.
- Umbrellas are made available during the rainy season.
- Baby seats are made available upon request at an additional charge.
- Close Protection Services and multilingual guides can be arranged at an additional fee





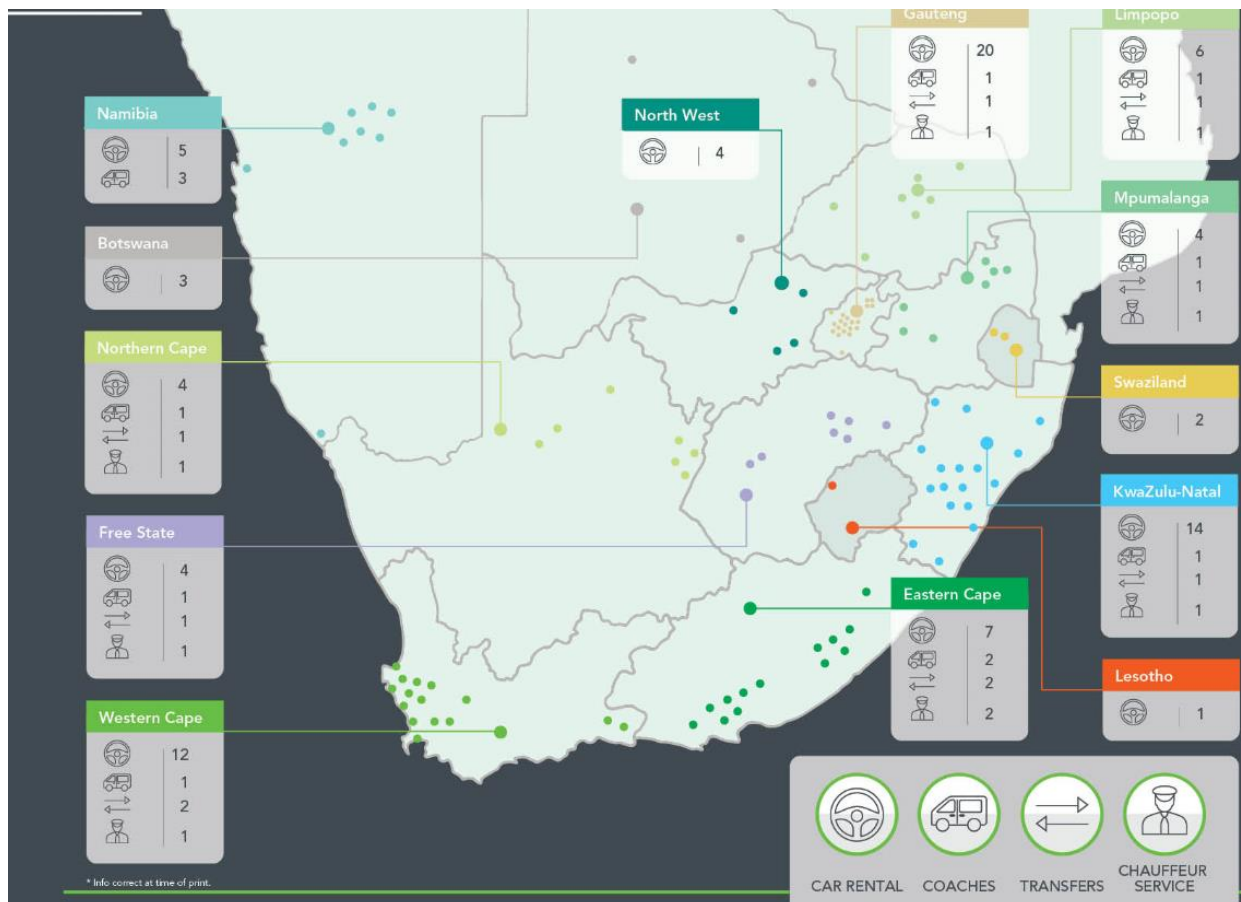
- Europcar Chauffeur Service will send a text message the night before a guest is scheduled to use our service. This sms confirms the details and allows the guest the opportunity to call us and amend if necessary.

## Geographical Footprint

- Europcar Chauffeur Service is a nationally based company and can supply the service in all the major cities within South Africa.

### Main Branches situated in:

- Gauteng
  - Johannesburg
  - Sandton
  - Fourways
  - Pretoria
- Western Cape
  - Cape Town
- KwaZulu-Natal
  - Durban
- Other locations include:
  - Port Elizabeth, East London, George, Bloemfontein, Nelspruit (Mbombela) & Polokwane



## PRODUCTS & SERVICES

Our dedicated Chauffeur Service fleet includes, amongst others:

- Economy Class                      Toyota Corolla or similar
- Comfort Class                        Mercedes C-class or similar
- Executive Class                      Mercedes E-class or similar
- MPV Standard                        7 Seater Hyundai H1 or similar
- MPV Large                            13 Seater Toyota Quantum or similar



- Comfort Class - Mercedes C-class or similar



- Executive Class - Mercedes E-class or similar



- MPV Standard - 7 Seater Hyundai H1 or similar



- MPV Large - 13 Seater Toyota Quantum or similar

*Additional vehicle options available on request, kindly note that we reserve the right to change the vehicle models with similar specs as and when is required*

### Vehicle Maintenance

All Europcar Chauffeur Service vehicles are subjected to a daily vehicle inspection. All vehicles are serviced according to applicable motor manufacturer's specifications. All vehicles are equipped with a vehicle-tracking device for fleet efficiency and safety reasons.

## Safety

Europcar Chauffeur Service takes safety very seriously and energy has been put into this particular area of our business. All vehicles are equipped with a tracking device and monitored by dispatchers and a dedicated tracking consultant.

## BOOKINGS

Incoming reservation can be made on:

- Online portals
- System integration (optional)
- Direct with our 24 hour Call Centre

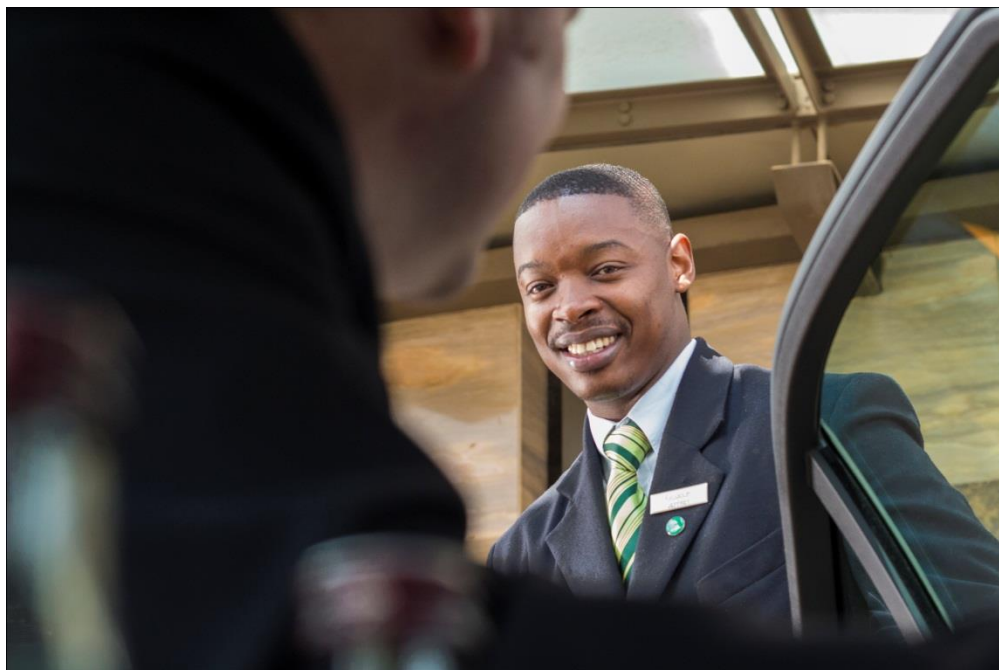
## Chauffeur Service Call Centre

### South Africa

- ECS Call Centre can be contacted on:
  - Tel: 0861 011 966 (SA) +2711 570 9015 (International)
  - Email on [ecs@europcar.co.za](mailto:ecs@europcar.co.za)

### International

- International Chauffeur Service Call Centre can be contacted on:
  - Tel: 0861 131 000 (SA) +2711 570 7045 (International)
  - Email on [Global.reservations@Europcar.co.za](mailto:Global.reservations@Europcar.co.za)



We are committed to ensuring your experience with us is the best.

Europcar - Moving your way!