

Seal of standards for transport fleets operating in the German Market.

All fleets in the ride-hailing sectors should sign up to a charter of commitments. Platforms should commit to work only with fleets that have obtained the seal.

For the purpose of this charter a fleet is a company which owns and runs more than five vehicles on a platform.

The seal of quality will cover different areas and shall be endorsed by government authorities and/or in collaboration with a third party that can validate such quality standards.

The minimum requirements for fleets to obtain the quality seal could be divided into the following areas:

A. Legal Compliance of fleets

a. Regulations: Comply with all license requirements in national, federal and local laws and regulations. This includes ensuring all necessary licenses and permits for drivers, cars and fleets, and that legal documentation are in order and up-to-date.

B. Ethical Employment and Working Conditions for fleets

a. Transparency: Provide clear, written information about job conditions, wages, and any fees to workers before recruitment (payments in advance and holding of deposits).

b. Contracts: Offer legally compliant contracts that clearly detail wages, working hours, job responsibilities, and any other required terms of employment.

c. Wages: In case of employees, pay at least the minimum wage required by German law, ensuring timely and full payment for all hours worked, including overtime.

d. Training and equipment (where applicable): Provide comprehensive safety and operational training to all employees, covering vehicle operation, road safety, and emergency procedures.

C. Transparency and auditing mechanisms for fleets

a. Reporting: Agree on a standardized modality to report on compliance and any incidents or issues.

Charter commitments for platforms in the ride-hailing business

1. Standards for fleets

We platforms commit to only work with fleets that have signed the seal of standards.

2. Whistleblower and feedback channels

We platforms commit to provide communication channels for passengers or drivers who perform their services through our apps. These communications will be transmitted to the corresponding authorities, for the authorities to handle the complaints and respond to them accordingly.

3. Data sharing

We platforms commit to share a set of data to be defined with relevant authorities to ensure the implementation of the code and the seal of standards

The arbiter of the seal and the charter

The sector should commit to resource and finance the appointment of a third party to carry out this work and do continuous auditing.