



Appendix 1: Internal regulations

INTERNAL REGULATIONS

Updated on 12 May 2024

These internal regulations complete and specify the articles of association of the FEDERATION FRANCAISE DE LA GRANDE REMISE (hereinafter "**FFGR**"). They are binding on all its members. They are available at the association's head office and a copy must be given to each member who requests one. The provisions of these Regulations must be interpreted in the light of the Articles of Association. In the event of ambiguity or contradiction, the Articles of Association shall take precedence over the Internal Regulations.

TITLE 1: PURPOSE

ARTICLE 1: SCOPE OF APPLICATION

These internal regulations set out the association's operating rules and define how the FFGR Articles of Association are to be applied. All members of the association are required to comply with the provisions of the Articles of Association and the internal regulations.

SECTION 2: MEMBERSHIP

ARTICLE 2: ADMISSION AND MEMBERSHIP

Membership of the FFGR association may be acquired by any natural or legal person who meets the conditions set out in Article 7 of the Articles of Association and who :

- Accepts the association's current articles of association and internal regulations and undertakes to comply with the provisions of the Code of Ethics published by the FFGR association;
- Complete the membership form with a valid e-mail address (**Appendix 2**);
- Pays the annual fee on receipt of the membership confirmation; and
- For accredited members: proof of training recognised by the FFGR training institute as well as practice in this discipline.

The Articles of Association, Rules of Procedure and membership form are available on the Association's website www.ffgr.io or on request from the Association's Secretariat by email: contact@ffgr.io.

The first membership fee is payable on joining. Membership fees are renewable on the anniversary date. It can be paid in instalments on request to the FFGR secretariat.

An automatic reminder e-mail will be sent to members one month before the due date.

Membership fees are non-refundable, even in the event of deregistration.

ARTICLE 3: LOSS OF MEMBERSHIP AND SANCTIONS

1. In accordance with Article 9 of the Articles of Association, membership is lost by :
 - Resignation notified to the Bureau ;
 - Death for individuals ;
 - Dissolution for legal entities ;
 - Expulsion by the Bureau for non-payment of membership fees
 - Deregistration by the Board for failure to meet the criteria laid down in Article 7 of the Articles of Association, depending on the category to which the member belongs;
 - Failure to comply with the Association's Internal Regulations, and in particular any alleged breach of the Code of Conduct (**Appendix 3**);
 - Any conflict of interest of a professional, ethical, financial or personal nature that is contrary to the company's objects;
 - The occurrence of a Serious Fault (as defined below), the interested party having been invited by simple letter to appear before the office to provide explanations.

A "**Conflict of Interest**" is a situation in which a member of the Board of Directors has a personal interest of such a nature as to influence or appear to influence the impartial and objective performance of his duties.

Serious misconduct is considered to be behaviour that is so serious that it makes it impossible for the said member to remain a member of the association. In order to facilitate the application of a striking off for serious misconduct, it is expressly understood that a misconduct will be deemed serious if three quarters of the members of the Board of Directors agree on the said qualification.

It is already understood that the following behaviours are considered to be "**Serious Misconduct**" which may automatically justify removal from the register:

- Current offences (felonies and misdemeanours) leading to a criminal conviction ;
 - Misappropriation of funds belonging to the Association; and,
 - Acts or statements detrimental to the moral and/or material interests of the Association, including in particular any conflict of interest and/or any serious breach of the Code of Ethics.
 - Fraudulent use of FFGR competency logos
2. Only the Board of Directors, meeting in extraordinary session at the request of the Chairman or of one third of the members of the Board of Directors, shall be competent to impose a striking off or a sanction.

The decision to expel a member shall be taken by a decision of the Board of Directors with three quarters of the votes of the members present and/or represented called upon to deliberate on the said expulsion. If the member concerned by the expulsion procedure is a director at the time of the vote, his vote shall not be taken into account.

The decision to exclude a member may not be taken unless the complaints against the member who is liable to be excluded and the date of the meeting of the Board of Directors which is to decide on the exclusion have been communicated to him in advance by any means no later **than fifteen days before the date of the meeting of the Board of Directors**, so that he may attend the said meeting of the Board of Directors and put forward his arguments in his defence, which must, in any event, be mentioned in the decision of the Board of Directors.

In the event of a decision to deregister, the Executive Committee will be responsible for implementing the decision of the Board of Directors and taking any useful measures in the event that the excluded member falsely alleges any membership of the FFGR Association.

3. The Board of Directors also has the power to impose any sanction on a member in the event of reprehensible behaviour.

A sanction is any measure, other than verbal comments, taken by the Board of Directors following the action of a member considered to be at fault, whether or not this measure is likely to immediately affect the member's membership of the association.

In the event of conduct deemed to be misconduct, the Board of Directors may, in addition to verbal observations and warnings, apply any one of the following sanctions, without being bound by the order in which they are listed:

- Warning,
- Blame,
- Withdrawal from the FFGR Members' Directory ;
- Temporary suspension of membership ;
- And any other measure that the Board of Directors deems appropriate to deal with the misconduct.

The Board of Directors is the sole judge of the applicable sanction, taking into account the circumstances and the seriousness of the misconduct committed, provided that it is approved by three quarters of its members.

TITLE 3: DUTIES OF THE BOARD OF DIRECTORS AND THE EXECUTIVE

COMMITTEE ARTICLE 4: ORDINARY GENERAL MEETING

Notices of General Meetings are sent out by the General Secretary. They shall state the place, date and time of the meeting and mention the agenda. As far as possible, all documents required for deliberations should be attached to the notice of meeting or handed over at the latest at the start of the meeting. Each member present shall sign the attendance sheet with his or her name and the name of the person for whom he or she holds a proxy.

At the opening of the meeting, the Chairman, assisted if necessary by the General Secretary, or any other member of the Board of Directors designated by the Chairman, shall check and count the proxies and votes. The Secretary of the meeting draws up the minutes of the meeting. The minutes mention the date and time of the meeting, the method of calling the meeting, the agenda, the members present and represented, any documents and reports submitted for discussion, a summary of the debates, the results of the votes and the decisions taken.

ARTICLE 5: COMMITMENTS OF MEMBERS OF THE BOARD OF DIRECTORS, EXECUTIVE COMMITTEE AND COMMITTEES

1. On active participation

Participation in the Association's decision-making bodies implies a minimum commitment in order for the Association to duly fulfil its statutory missions. Consequently :

- Each member of the Board of Directors (including the Deputies) undertakes to devote a minimum of one (1) hour of work per week to the Association;
- Two (2) hours per week for members sitting on one of the Commissions; and,
- Three (3) hours per week for members holding office.

2. Meetings and prior approval of the Board of Directors

The Board of Directors may deal with any important issue concerning the Association's activity, other than the day-to-day management and administration of the Association, such as strategic orientations or any issue of general interest. It will meet as often as the interests of the Association require.

The authorisation of the Board of Directors - by a simple majority - must be obtained prior to the adoption or implementation by the Executive Committee of any or all of the important decisions referred to below (hereinafter the "**Important Decisions**"):

- Approval of the annual budget or commitment of unforeseen expenditure in excess of €3,000;
- Acquisitions or disposals of any tangible or intangible assets of the association if the value of such a transaction exceeds €5,000;
- Any decision relating to the determination or modification of the remuneration of an employee within the Association, including the granting of bonuses and benefits in kind, as well as to his recruitment and dismissal or his appointment and removal;
- Taking out any loans (excluding grants or repayable advances) not provided for in the association's annual budget;
- Any transaction relating to the use and disposal (assignment, licensing, etc.) of the association's intellectual or industrial property rights;
- Any partnership and/or collaboration project with other organisations or institutions, associations, etc.
- Any training courses proposed by the Board of Directors.
- Any administrative or "political" approach to the authorities to obtain recognition for the FFGR.
- Any fundamental project concerning prerequisites and teaching methods that complements, innovates and/or departs from FFGR recommendations.

3. Setting the annual membership fee

The amount of subscriptions paid by members to the association and the terms of payment are set each year by the Board of Directors and implemented by the Executive Committee.

4. Solidarity of the Board of Directors

The members of the Board of Directors undertake to act in solidarity throughout their term of office in relation to the other members of the Board of Directors and to demonstrate unity in their approaches and actions in relation to any third party. This implies that any disagreement between members of the Board of Directors must be dealt with within the framework of the association's internal bodies (Board or General Meeting) and must not be circulated to third parties for the purpose of destabilising the persons holding office within the association.

To avoid any risk, candidates for the position of director should, as far as possible, agree to work together and present their candidacy in the context of a profession of faith expressing this team spirit.

5. On the resignation of a member of the Board of Directors

In the event of resignation, directors must send their resignation in writing to the Chairman, who will inform the Board of Directors.

In the event of resignation and/or removal from office, the Chairman will convene a meeting of the Board of Directors to appoint a provisional replacement for the outgoing director.

In the event of the repeated failure of one of the members of the Board of Directors, a group of at least 15% of the members of the association may give formal notice to the Chairman of the association to convene an Extraordinary General Meeting in order to rule on any irregularities of the directors and to provide for their replacement.

6. On the duties of Bureau members

Together, the members of the Executive Committee have the following duties and responsibilities:

- Tracking expenses and bank accounts;
- Preparing and monitoring the budget ;
- Reimbursement of expenses incurred by association members in connection with projects approved by the Board;
- On-time payments to suppliers ;
- Transparency of financial operations towards the General Meeting;
- Grant applications ;
- Drawing up the accounts.
- The cohesion and quality of internal communication between directors

ARTICLE 6: COMMITTEES

The role of the Committees is to provide expert input to the Board of Directors and/or the Executive Committee, as appropriate.

1. Standing committees

There are 4 standing committees:

- **Practice Committee (COMPRAT) ;**
- **Training Committee (COMFOR) ;**
- **Ethics and Professional Conduct Committee**
- **Communication Committee**

The Board of Directors may set up ad hoc committees, specifying in particular their prerogatives, duration and composition.

2. Composition and operation of standing committees

Each Standing Committee consists of at least one (1) director, elected by a simple majority of the Board of Directors from among its members, for the duration of their directorship.

The management of each Commission is entrusted to a College or to a Commission Chairman. Each Committee appoints its own representative, who undertakes to work closely with the Association's Communications Officer.

The committees may call on the assistance of experts, on an ad hoc or permanent basis, chosen from among the members of the Council of Wise Men or from among members of the Association who volunteer, depending on the issues and needs of the year.

The experts' opinions are not binding on the Commission or the Association. The names and qualifications of the experts must be submitted to the Association's Bureau for approval.

The work of the Commissions is organised around a secure web-based exchange network that enables discussions, document exchanges, votes, private messages, etc. to be automatically archived and accessed in real time by authorised persons. Each committee has its own email address. It meets as often as necessary by any appropriate means: physical meeting, telephone conference, Internet conference, etc. Compensation may be agreed with the Board of Directors.

The person in charge of the committee will regularly inform the Board of the progress of the work in progress, at least at each Board meeting if the agenda allows.

3. Specific tasks of the committees

Each Commission will publish its mission statement on the FFGR website, setting out in greater detail its tasks and the organisational structure it has chosen to carry them out, subject to the provisions below (this document will be updated over time):

- The **Practice Commission (COMPRAT)** deals with the career path of accredited members of the Association. It validates the prerequisites for entry to the initial training programme, and deals with the accreditation and re-accreditation of members.

It assesses the pre-requisites for admission of candidates and advises them personally if necessary. It ensures the quality of the FFGR Association's standards and monitors the application of the relevant FFGR criteria.

- The **Training Committee (COMFOR)** deals with the various training resources available to members. It deals with the accreditation of continuing education courses offered by training organisations, as well as the organisation of free training courses offered by the Association.
- The **Ethics and Professional Conduct Committee** deals with ethical issues relating to the practice of our profession. It helps and advises members in this area. It ensures that the Association's Code of Ethics is properly applied. It receives and selects correspondence from Association members (complaints, requests for information, etc.), advises complainants and, if necessary, refers them to the relevant professional bodies. It works under the supervision of the Association's Chairman, who is legally responsible, and, if necessary, the Association's lawyer.

Its terms of reference and missions are set out in the Annex to these Rules (**Annex 1**).

- **The Communications Committee (COMCOM)** is responsible for implementing a coherent communications strategy for the association:
 - Internal communication with members: logo, website, newsletter, etc.
 - External communication :
 - ✓ For customers: Website, leaflets, brochures, booking platform, etc.
 - ✓ To the training platform ➡ Pôle Formation
 - ✓ Official bodies: ministerial bodies.

It is responsible for ensuring that the communication strategy decided by the Board of Directors is properly developed. It monitors social networks.

The duties of the members of the Council of Elders are voluntary. They may be reimbursed for travel expenses under the same conditions as members of the Board of Directors.

If not specified in the Articles of Association or the Association's internal regulations, the Board of Directors shall decide on its operating procedures.

ARTICLE 8 - THE FORUM

On the FFGR website, a forum is available for members to exchange views. These exchanges are subject to the rules of decorum.

Moderation is carried out by the Communications Officer or the Communications Committee.

ARTICLE 9 - THE NEWSLETTER

In accordance with RGPD rules, only members who have expressed their wish to receive it will be concerned.

ARTICLE 10 - FRENCH DIRECTORY OF MEMBERS OF THE FEDERATION FRANCAISE DE LA GRANDE REMISE

The directory distinguishes between Members accredited and certified by the organisation. Only Members who register on their membership form are listed in the directory. The data appearing in the directory is the responsibility of the Member and must be sincere and true. They may be modified by the Member on the site.

ARTICLE 11 - DISTRIBUTION OF THE INTERNAL RULES

These rules will be posted on the Association's website www.ffgr.io (*currently being set up*).

ARTICLE 12 - ANNEXES

These Regulations are supplemented by the Annexes listed below, which form an integral part of the Regulations:

- Appendix 1: Referral procedures and tasks of the Ethics and Professional Conduct Committee
- Appendix 2: Sample membership form
- Appendix 3: Code of conduct
- Appendix 4: FFGR Charter

APPENDIX 1: Referral procedures and remit of the Ethics and Professional Conduct Committee

1. Referral to the ethics commission :

- a. Any report of a breach of the code of ethics must be made by post or e-mail to the President of the FFGR association;
- b. The identity of the person issuing the alert must be provided, as well as the means of contacting them;
- c. The letter reporting the breach of the Code of Ethics is then scanned by the secretariat and sent by e-mail to the members of the Ethics and Professional Conduct Committee;
- d. A notification is then sent to the author of the alert to inform them that their complaint has been forwarded to the Commission and that it will be dealt with within a maximum of three months.
- e. Once the alert has been analysed, the Committee will qualify the behaviour referred to in the alert by a reinforced majority (2/3 of the members): If the Commission finds a fault, it will have to qualify it (technical fault, fault of humanity, fault of probity and morality, fault of dignity or ethical fault).

2. How the Commission handles alerts

The Commission is free to use all the means at its disposal to analyse the alert and may take the following measures to instruct the Commission:

- Discussion between members of the committee, the author of the alert and the respondent ;
- Organisation of confrontation; and,
- Any other measure likely to help establish the truth.

3. Recommendations

On the basis of its analysis, the Commission may make a number of recommendations to the Board of Directors, so that the latter can decide whether or not to impose sanctions on the offender. The Board of Directors is free to decide whether or not to follow the Commission's recommendations.

The Board of Directors may apply the following sanctions, depending on the seriousness of the offence committed:

- The warning,
- Blame,
- A temporary or permanent ban on using the title of FFGR Member and the logos of competence
- Removal from the directory of FFGR Approved Members
- Temporary exclusion from the association ;
- Permanent exclusion from the association

4. Monitoring of sanctions

The Executive Committee, subject to the decision of the Board of Directors, implements (suspension, striking off, publicity) and monitors sanctions.

5. Publicising decisions

The author of the report will be informed by the Executive Committee of the Board of Directors' decision in the case of a warning or reprimand. The decision will be made public by posting on the website in the case of suspension or striking off, with publication of the name of the Member concerned for a maximum period of one year from the date of the Board's decision.

6. Information on the code of ethics and its amendments for members of the FFGR association and the general public

Each time the Code of Ethics is amended, a copy of the new Code is :

- sent to association members by newsletter and e-mail with acknowledgement of receipt. If there is no response to the e-mail, the newsletter will be sent by post;
- made available to the public on the FFGR website.

Association members are informed at least once a year about the work of the committee, including, where appropriate, the reasons for referrals and the committee's recommendations for avoiding any contentious situations.



APPENDIX 2: Membership form

The membership form is available by sending a request to the secretariat of the FFGR association, or via the form available on the FFGR website.



APPENDIX 3: CODE OF CONDUCT

Any behaviour deemed incompatible with the Association's policy constitutes serious misconduct and may result in temporary or permanent exclusion from the Association. All members must respect the following rules of discipline:

- Respect the Code of Ethics published by the FFGR association;
- Demonstrate a respectful attitude towards other members of the association and any other person with whom you come into contact as part of the association;
- Do not use abusive, racist or xenophobic language towards anyone;
- Do not fight or make provocative gestures;
- Not to engage in or support any action that humiliates any person whatsoever;
- Not to disrupt, hinder or deliberately block the Association's activities or a meeting in any way whatsoever, for any reason whatsoever.

APPENDIX 4: QUALITY AND ETHICS CHARTER

Quality Charter for FFGR Members

In carrying out their duties and in their relations with customers, FFGR Association Members undertake to comply with the FFGR Quality and Ethics Charter, namely :

Article I. Compliance with applicable regulations

As members of the FFGR, transport operators undertake to comply scrupulously with all national and local regulations applicable to passenger transport and VTC services.

Members of the FFGR Association undertake to comply with current legislation and regulations applicable to the provision, on request and for consideration, of chauffeur-driven vehicles for the transport of persons and their luggage.

Article II. Professional card :

It is imperative that each member holds a valid professional card, attesting to their skills and professionalism.

Members of the FFGR Association undertake to ensure that each of their Drivers holds a professional card issued by the Prefect of their department and, in Paris, by the Prefect of the Police:

- Holds a licence in the same category as the vehicle in question, for which the probationary period has expired;
- Or the holder of a certificate issued by the Prefect, after medical verification of physical fitness;
- Has not committed a serious traffic offence resulting in the loss of six driving licence points;
- Has not been convicted of driving without a licence in the category of the vehicle in question, or despite the invalidation or cancellation of the licence;
- Has not been convicted of theft, fraud, deliberate bodily harm, sexual assault or drug offences.

Article III. Transport vehicle

The Member of the FFGR Association undertakes to ensure that each of its drivers has a motorised vehicle that complies with the regulations in force, and undertakes to ensure that the following characteristics are respected:

- A minimum of 4 seats and a maximum of 9, including the driver's seat.
- Has been on the road for six years or less, except in the case of classic or electric/hybrid cars.
- Offers the conditions of comfort and facilities corresponding to the needs of customers, i.e. be fitted with at least 4 doors and have an overall length of at least 4.50 metres and an overall width of at least 1.70 metres;
- Has a net output of 88 kilowatts or more.
- Or fitted with a distinctive sign defined by the order of 07 November 2013 by the Ministry of Transport (The sign provided for in article D. 231-1 of the Tourism Code consists of a self-adhesive sticker conforming to the model shown in the appendix to this order. It must bear the number



the company's registration with the body referred to in article L. 141-2 of the Tourism Code.

- The sticker must be affixed to the lower left-hand corner of the front windscreen and to the lower right-hand corner of the rear windscreen opposite the driver's seat in all chauffeur-driven vehicles.

N.B.: These conditions do not apply to electric and hybrid vehicles.

Article IV: Races and provisioning :

The Member of the FFGR Association undertakes to ensure that each of its drivers complies with the regulations in force applicable to the business of transporting people and their luggage by chauffeur-driven car for hire or reward during the journeys and/or the provision of services.

Article V. Management of passenger transport reservations

Members of the FFGR Association undertake to :

- Fulfil all reservations for Rides and/or Services for which its Driver or one of its Drivers has been selected;
- Carry out a Journey and/or a Provision in accordance with that ordered by the Customer and for which the Driver or one of its Drivers has been selected;
- To scrupulously and regularly manage and monitor the booking of Races and Car Rentals and the operations carried out;
- To provide a safe, high-quality passenger transport service;
- To act efficiently and give priority to quality of service, in the common interest of the members of the FFGR Association,
- To require its Drivers to be punctual at the time of departure of the Race and/or of the Provision;
- Notify the Customer and/or Passenger as soon as possible in the event of an unforeseeable event preventing them from being picked up;
- To provide comfortable, high-quality equipment for Customer Passengers, adapted to their body shape and the weather conditions.

Article VI: Chauffeur-driven transport vehicles

- Cars may not be parked on the public highway unless they have been hired in advance.
;
- Advance booking required;
- Cars may not be hired instead;
- Obligation to remove or conceal vehicle signage in the event of non-professional use;
- Passengers must be informed of the amount of carbon dioxide emitted in the course of the service.

Each member is committed to absolute compliance with national and local laws and regulations, thus guaranteeing legitimate professional practice.



Article VII. Excellence in Customer Relations

Service Quality

FFGR members are committed to offering a high-quality customer service, characterised by courtesy, punctuality and a top-of-the-range service.

We are committed to providing exemplary customer service, characterised by courtesy, punctuality and premium quality, reflecting the prestige of our profession.

Article VIII: Commitment to Quality and Ethics

Members of the FFGR undertake to act with honesty, transparency and integrity, respecting the values and ethical principles promoted by the Fédération Française de la Grande Remise.

1) Ethics of a quality Private Chauffeur FFGR :

Ethics towards the customer are strongly linked to the quality of the welcome and service provided by the

chauffeur: Member of the Fédération Française de la Grande Remise :

- Must always be presentable (well-groomed and impeccably hygienic)
- Must respect the charter by complying with the required criteria for driver presentation,
- Must keep his vehicle in a clean and tidy condition.
- Must be polite, calm and cool-headed in order to guarantee the customer a journey in the best possible conditions.
- If he accepts a race, he must do his utmost to honour it.
- Undertakes never to give its own contact details to customers.
- They shall refrain from denigrating the FFGR Association in front of the customer, and shall not offer preferential rates so that the customer calls them directly.
- He must present himself to the customer as the driver of the FFGR Association.
- In order to build customer loyalty, at the end of the service he undertakes to give the Customer an FFGR Association business card.
- He/she undertakes to respect customer ethics as well as all the loyalty advice intended to help the FFGR Association grow.
- It must act in good faith and with complete transparency.

2) Elegant dress

Criteria required:

- A classic 3-piece suit
- Ironed suit trousers with pleats, Colour black
- Black suit jacket
- Black suit waistcoat
- A classic plain white shirt: Ironed with a closed collar
- A Sober tie, in black
- A classic black coat
- A pair of classic shoes:
 - With laces
 - In smooth black leather and waxed
 - A pair of classic tall socks in plain black

3) *A courteous attitude*

Criteria required:

- Smiling and welcoming
- Being discreet and professional
- Speak English properly
- Take charge of the passenger's baggage
- Opening the vehicle door for the passenger
- Ensuring your comfort in the vehicle
- Always call customers by their title and surname
- Checking the customer's destination
- It is imperative that you observe a 15-minute courtesy period
- Accompanying customers to their door

4) *Meticulous presentation*

- Hair cut short without shaving, clean and styled.
- A perfect shave (or a short, close-cropped beard)
- A discreet watch
- No accessories other than the wedding ring
- Empty pockets (no phone, pack of cigarettes, etc.)

Article IX: Maintaining quality standards

Members undertake to keep their vehicles in good condition and clean, and to ensure a safe and pleasant transport experience for all customers.

Vehicles must be systematically maintained in impeccable condition, ensuring cleanliness, safety and maximum comfort for a flawless user experience.

Article X. Insurance and liability

a. Insurance Conformity

Members of the FFGR must hold appropriate professional indemnity insurance in force, guaranteeing full cover in all circumstances.

- Provide complete, accurate and up-to-date information on its vehicles and their driver(s);
- Act in good faith and with complete transparency;
- Proof of a valid insurance policy that is suitable for the business of transporting passengers for hire or reward in private vehicles.

It is essential that all members are covered by comprehensive professional indemnity insurance, offering optimum protection for both the professional and the customer.

Article XI - Respect for brands and commercial management :

The member undertakes to :

- refrain from damaging the Association's brand image or that of another affiliated FFGR Member by actions that are incompatible with FFGR's operating rules and/or with the ethics of the profession of passenger transport for hire or reward.
- Refrain from taking any commercial approach (distribution of business cards, leaflets, telephone calls for commercial purposes, etc.) to customers deemed to belong to the customer portfolio of

the Fédération Française de la Grande Remise and/or another affiliated Member of the FFGR.

- Refrain from drawing up a list of the contact details of customers deemed to belong to the customer portfolio of the Fédération Française de la Grande Remise and/or of another associated FFGR Member and/or from archiving their contact details.

Members must embody the values of the Fédération Française de la Grande Remise through their integrity, honesty and transparency, placing ethics at the heart of their daily actions.

Article XII. Compliance with the Tariffs of the Fédération Française de la Grande Remise

Members of the Fédération Française de la Grande Remise undertake to comply with the FFGR rates and not to charge less than the minimum rate.

Members of the Fédération Française de la Grande Remise undertake to :

- Comply with the provisions relating to the pricing of races on the FFGR price list.

1. MINIMUM SALES PRICES FOR CUSTOMERS AND PARTNERS

Tarif minimum : Vente Client et Vente partenaire	Mercedes Benz Classe E	Mercedes Benz Classe V	Mercedes Benz Classe S	Autres véhicules: Range Rover, Bentley, Rolls Royce : sur devis
TRANSFERT	PRIX TTC	PRIX TTC	PRIX TTC	
Transfert Aéroport	110 €	140 €	160 €	
Transfert Ville	80 €	100 €	130 €	
Étape supplémentaire	20 €	40€	60 €	
Prix au kilométrage (tarif applicable au-delà 30 km	3 € km	4,5 € km	6 € km	
MISE A DISPOSITION				
1 heures	80 €	110 €	160 €	
3 heures minimum vente client et partenaire	240 €	330 €	480 €	
8 heures	640 €	880 €	1280 €	
12 heures	960 €	1320 €	1960 €	
Prix au kilométrage (tarif applicable au-delà 50 km par heures supplémentaires , hors forfait mise à disposition				
	3 € km	4,5 € km	6 € km	

Prices subject to change

2. MINIMUM SALES PRICES FOR CUSTOMERS AND PARTNERS

Tarif minimum : Vente Client et Vente partenaire Côte d'azur, Courchevel	Mercedes Benz Classe E	Mercedes Benz Classe V	Mercedes Benz Classe S	Autres véhicules: Range Rover, Bentley, Maybach, Rolls Royce : sur devis VENTE PAS EN DESSOUS des véhicules classic
TRANSFERT	PRIX TTC	PRIX TTC	PRIX TTC	
Transfert Aéroport et Gare	200 €	300 €	400 €	
Transfert Ville	110 €	200 €	300 €	
Étape supplémentaire	40 €	60€	90 €	
Prix au kilométrage (tarif applicable au-delà 30 km	4 € km	5,5 € km	7 € km	
MISE A DISPOSITION				
1 heures	110 €	210 €	310 €	
3 heures minimum vente client et partenaire	330 €	630 €	930 €	
8 heures	880 €	1680 €	2480 €	
12 heures	1320 €	2520 €	3720 €	
Prix au kilométrage (tarif applicable au-delà 50 km par heures supplémentaires hors forfait mise à disposition				
	4 € km	5,5 € km	7 € km	

Prices subject to change

Article XIII: Our drivers are ambassadors for our Association

The members of the Fédération Française de la Grande Remise are :



- Trustworthy people selected for their discretion and reliability
- Elegant in all circumstances
- Cultured, multilingual, competent and with a perfect knowledge of their region
- Trained in the know-how of our profession
- Trained in responsible eco-driving
- Familiar with the codes of the hotel and luxury industries and accustomed to a demanding clientele

Our primary concern is to provide our customers with an irreproachable service combining excellence and quality.

To achieve this, we apply a strict quality procedure every day and carry out numerous checks.

Article XIV. Training of FFGR Members

a. A group of employees trained to excel

Each member of the Fédération Française de la Grande Remise undertakes to comply strictly with the FFGR Quality Charter.

Each member must be trained in FFGR Quality.

Our drivers will be assessed on their general knowledge, language skills and topographical and tourist knowledge.

We are also looking at the possibility of introducing learning assessments to ensure that each of our members achieves the required level of excellence.

In-house training courses will be held every year for all our employees, because customer relations begin as soon as the order is taken.

Article XV: Quality tools

Our planning management software will enable us to monitor each assignment in real time and to stay in direct contact with our drivers thanks to a geo-localised application.

Our management software will inform our drivers in real time of their CO² consumption per assignment completed.

Article XVI : Constant quality control

On-site checks and mystery audits will be carried out on an ad hoc basis to guarantee a consistent level of service.

We will carry out regular customer satisfaction surveys in order to maintain a level of service that is true to the FFGR brand.

Our Grande Remise business has finally been recognised and now has a label that sets it apart from VTC applications. The Fédération Française de la Grande Remise is preparing to acquire this label, so coveted by professionals in the sector: "Label Limousine VTC Qualité Tourisme", which will mark a significant difference in the market.

Article XVII. Ecology



Our ecological commitments

We will give priority to using our hybrid or electric vehicles to carry out our daily missions. We will train all our members in eco-driving to reduce our carbon footprint.

We strongly encourage our employees to implement anti-waste and recycling measures to protect the environment.

Article XVIII. Communication between professionals & partners

- Show courtesy towards colleagues and partners
- To be an active member of the FFGR communication network in order to increase efficiency between partners in the service of the customer

Article XIX - Approval and authorisation

Members of the Fédération Française de la Grande Remise :

- Undertake, as trusted partners, to comply with the provisions of the Charter
- The following can be identified by the "Quality Charter" badge affixed to the inside or outside of the vehicle
- Compliance with the Charter may be assessed by means of customer satisfaction surveys.
- Customers may report their dissatisfaction in writing by emailing the FFGR with proof of a ticket issued by the VTC.

By signing this charter as described above, you agree to undertake to respect and apply it.

This charter reflects the commitment of FFGR members to providing an exemplary service, while complying with the most stringent standards in our profession.