



نيوم NEOM

**COMMUNITY SERVICES  
PROCEDURE  
TAXI RESERVATION**

“NEOM-NOP-PRC-010” Rev “A”, “NOVEMBER 2021”



### Document history

Revision code	Description of changes	Purpose of issue	Date
Version 01- A	First Issue	Issue for implementation	08.11.2021

### Document approval

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## Contents

<b>1.</b>	<b>PURPOSE</b> .....	<b>4</b>
<b>2.</b>	<b>SCOPE</b> .....	<b>4</b>
<b>3.</b>	<b>DEFINITIONS AND ABBREVIATIONS</b> .....	<b>4</b>
<b>4.</b>	<b>ROLES AND RESPONSIBILITIES</b> .....	<b>4</b>
<b>5.</b>	<b>PROCESS STEPS</b> .....	<b>5</b>
5.1	Request for Taxi services (personal) .....	5
5.2	Request for Business Taxi services .....	5
<b>6.</b>	<b>TERMS AND CONDITIONS</b> .....	<b>5</b>
<b>7.</b>	<b>PASSENGER FEEDBACK</b> .....	<b>6</b>
<b>8.</b>	<b>PROCESS MAP</b> .....	<b>6</b>
8.1	Personal taxi request process flow .....	6
8.2	Business taxi request process flow .....	6
<b>9.</b>	<b>PROCESS RISK</b> .....	<b>7</b>
<b>10.</b>	<b>PROCESS MEASUREMENT- KPI</b> .....	<b>7</b>
<b>11.</b>	<b>APPENDICES</b> .....	<b>7</b>
	<b>APPENDIX A – WELCOME PAMPHLET</b> .....	<b>8</b>

## List of Tables

Table 1: Table of Abbreviations .....	4
Table 2: Table of Definitions .....	4
Table 3: Table of Roles and Responsibilities .....	4
Table 4: Table of Process Risk.....	7
Table 5: Table of Process Measurement.....	7



## 1. Purpose

The purpose of this procedure is to serve as a guidance for individual or corporate requestors aiming for community taxi services. Determining the appropriate route for taxi request and its authorization.

## 2. Scope

This procedure applies to all NEOM employees, residents, guest, and Transportation Service providers managed by the NEOM Operations/Community Services' Transportation department.

## 3. Definitions and Abbreviations

Table 1: Table of Abbreviations

ABBREVIATION	TERM
SP	Service provider
CS	Community Services
ED-CS	Executive Director- Community services
HOD	Head of Department

Table 2: Table of Definitions

TERM	DEFINITIONS
Taxi Service	Refers to taxi service that are made available to all NEOM Employees and guests for business and personal purposes
Transportation Service provider	A contracted service providing Transportation to NEOM community
Taxi Request form	To be fill up by requestors who requires taxi services

## 4. Roles and Responsibilities

Table 3: Table of Roles and Responsibilities

Task/Activity	Responsibility	Authority	Consulted	Informed
Taxi request (personal)	Requester	CS transportation, SP	CS transportation	ED-CS
Business taxi request	Neom Travel Requester	HOD	ED-CS	Passenger
Cost-center billing	Finance Department	CS transportation	ED-CS	Requester's HOD



## 5. Process Steps

### 5.1 Request for Taxi services (personal)

S.R.	Process Steps (Activity)	Responsibility
5.1.1	Taxi requests require 24-hours' notice to book. Any request received less than 24 hours before the required pick -up time is subject to availability.	Requester
5.1.2	A confirmation reply will be emailed within 6 hours of the request	Transport Services
5.1.3	The driver's name and contact number will be provided an hour before the confirmed pick-up time.	Transport Services

### 5.2 Request for Business Taxi services

S.R.	Process Steps (Activity)	Responsibility
5.2.1	All business taxi requests are required to have a taxi request form approved by the line manager	Requester
5.2.2	For business related Taxi requests which are linked to flights arranged via <b>NEOM travel</b> , the request must be made by NEOM travel department directly, not by the persons requiring the taxi	Neom travel requester
5.2.3	All cost-center charges will be billed to organization's budget code monthly	Finance department/HOD

## 6. Terms and Conditions

- Cancellation should be advised four (4) hours prior to the pickup time.
- In case the flight is a delayed transportation should be notified as the earliest opportunity.
- In case a passenger "no-show", especially for an airport pickup, the driver will wait for 30 minutes after stated arrival time. At the end of that time, the Service Provider is to contact the requestor before leaving the Airport. Failure to respond, the provider shall charge the passenger for a single trip as per the detentions listed rates.
- The Service provider will be required to provide a vehicle that is clean and free of dirt. Any interior stains caused by the passenger; he/she must pay the cost of cleaning.
- The route to reach the destination is the sole discretion and responsibility of the driver.
- Pets or other live animals shall only be permitted in the SUV vehicle(s) if they are transported in a pet carrier, cage, or another suitable container.

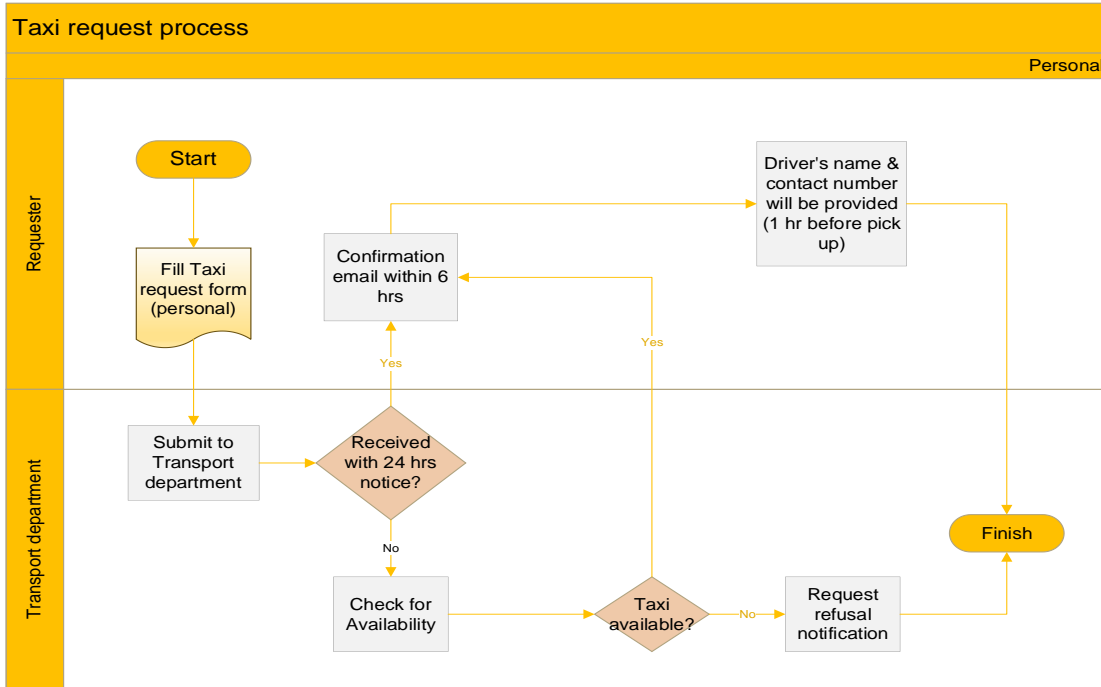


## 7. Passenger Feedback

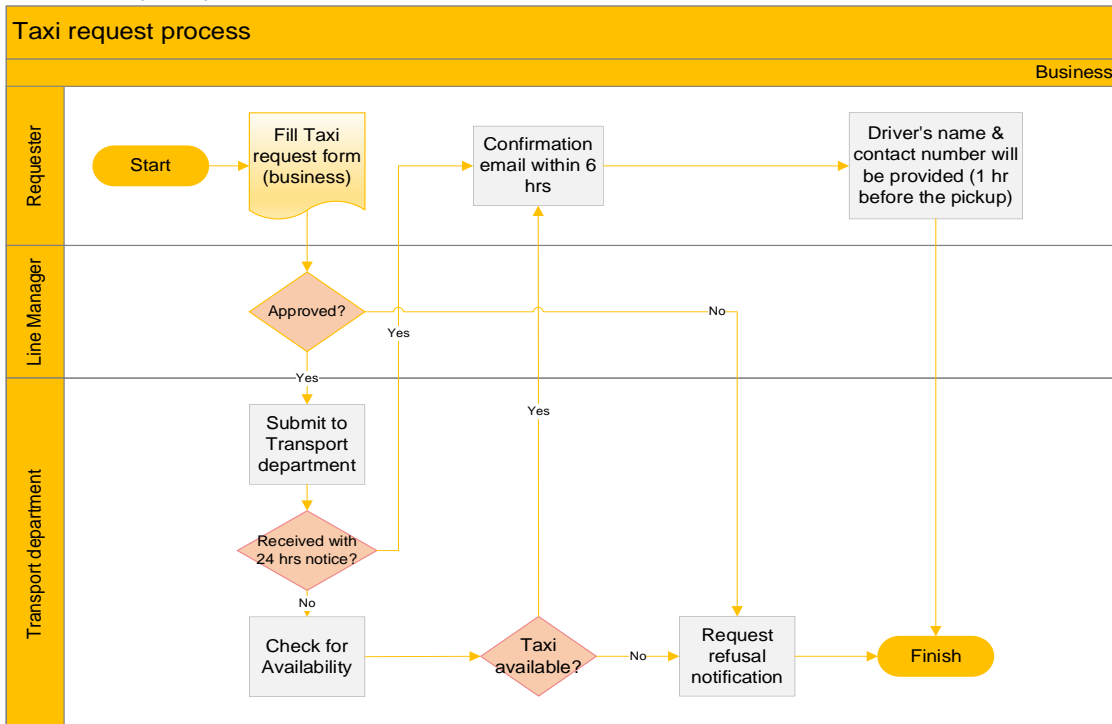
All passengers are encouraged to report any incident, complaints, or suggestions that affects the quality of the taxi services to [community.services@NEOM.com](mailto:community.services@NEOM.com) or advice to log in through Community services helpdesk (8888).

## 8. Process Map

### 8.1 Personal taxi request process flow



### 8.2 Business taxi request process flow





## 9. Process Risk

Table 4: Table of Process Risk

Task/Activity	Risk Impact	Risk Trigger	Mitigation
Taxi request	<ul style="list-style-type: none"> <li>• Delay or suspension of Taxi allocation for requester</li> <li>• Flight delay for passengers</li> </ul>	<ul style="list-style-type: none"> <li>• Absence of Approval from Manager</li> <li>• Failure to submit taxi request within 24 hrs</li> <li>• Failure to submit Business taxi request by Neom Travel</li> </ul>	Requesters are highly advice to submit Taxi request form with 24 hours' notice
Taxi request confirmation	<ul style="list-style-type: none"> <li>• Delay or missed requester's appointment</li> <li>• Higher rate of Customer dissatisfaction</li> </ul>	Failure to submit email confirmation reply to requester/ Missed request	CS transport department shall have a daily monitoring and real-time access to all taxi request received by transport service provider

## 10. Process Measurement- KPI

Table 5: Table of Process Measurement

Parameters	Measure	Target	Frequency of reporting
Taxi confirmation to requester	No. of hours	Within 6 hours	Daily
Submission of Taxi request form	No. of hours	24 hours' notice period	Daily

## 11. Appendices

Appendix A : Taxi Request Form



## Appendix A – Taxi Request form





### TAXI REQUEST FORM

Passenger Details	
Name *	Department *
NEOM ID	Budget Code*
Mobile Number *	Vehicle Type * Sedan <input type="checkbox"/> SUV <input type="checkbox"/> Bus <input type="checkbox"/>

Trip Details (ONE WAY)			
Pick-up Location *		Drop off Location *	
Pick-up Date *		Pick-up Date *	

Trip Details (ROUND TRIP)			
Pick-up Location *		Drop off Location *	
Pick-up Date *		Pick-up Date *	

Trip Details (FULL-DAY 8 HOURS)			
Pick-up Location *		Drop off Location *	
Pick-up Date *		Pick-up Date *	

Remarks			

Terms and Conditions
<p>Taxi requests require 24-hours' notice to book. Any request received less than 24 hours before the required pick-up time is subject to availability. A confirmation reply will be emailed within 6 hours of the request. The driver's name and contact number will be provided an hour before the confirmed pick-up time.</p> <p><b>Contact details</b> To book a taxi, please send your request via email to <a href="mailto:Sapico.taxi@NEOM.com">Sapico.taxi@NEOM.com</a> remembering to attach the taxi request form for approved business requests.</p> <p><b>Note for Business Taxi requests</b> All Business Taxi requests are required to have a Taxi Request Form attached to the email request (shown below*), approved by the line manager. For business related Taxi requests which are linked to flights arranged via NEOM travel, the request must be made by NEOM travel department directly, not by the persons requiring the taxi.</p> <p>All cost-center charges will be billed to organization's budget code monthly.</p> <p><b>Terms and Conditions</b> Cancellation should be advised four (4) hours prior to the pickup time. In case the flight is a delayed transportation should be notified as the earliest opportunity. In case of a passenger "no-show", especially for an airport pickup, the driver will wait for 30 minutes after stated arrival time. At the end of that time, the Service Provider is to contact the requestor before leaving the Airport. Failure to respond, the provider shall charge the passenger for a single trip as per the detentions listed rates. The route to reach the destination is the sole discretion and responsibility of the driver. Pets or other live animals shall only be permitted in the SUV vehicle(s) if they are transported in a pet carrier, cage, or another suitable container.</p>

Approvals			
I hereby authorize charging of the cost of requested service to the indicated Cost Center for the actual use.			
Job Position	Name	Signature	Date