

DAWA EXEC LTD

INDEPENDENT CHAUFFEUR AGREEMENT

Version 1.0 - Approved

Approved by the Director of Dawa Exec Ltd for publication and electronic acceptance from 13 September 2026.

Legal company	Dawa Exec Ltd
Company number	17265271
Registered office	4 Forbes Street, London, E1 1PF, United Kingdom
TfL private hire operator licence	12015
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Document owner	Director, Dawa Exec Ltd
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Review cycle	At least annually and when law, TfL requirements or the operating model materially change
Approval date	13 September 2026
Next scheduled review	13 September 2027, or earlier if required

1. Purpose, parties and regulatory position

1.1 This Agreement governs the engagement of an approved chauffeur by Dawa Exec Ltd ("Dawa", "we", "us" or "our") to provide private hire and chauffeur services for journeys accepted through Dawa.

1.2 Dawa Exec Ltd is a Transport for London licensed private hire operator. Dawa contracts as principal with the person making the private hire booking. The chauffeur performs the accepted journey for Dawa under this Agreement and does not become the passenger's contracting private hire operator merely by carrying out the journey.

1.3 Dawa may provide services under its trading names and brands, including Dawa Exec, Dawa Exec Chauffeurs and Dawa Cars. An accepted journey under any Dawa Exec Ltd trading name remains work performed under this Agreement unless expressly stated otherwise.

1.4 This Agreement is intended to set clear commercial, safety, conduct and compliance standards while preserving the flexibility of an independent chauffeur relationship.

1.5 This Agreement should be read with the schedules and applicable Dawa policies identified in Schedule 3. Where there is a conflict, clause 24.3 applies.

2. Independent relationship and legal status

2.1 The parties intend the chauffeur to operate as an independent contractor carrying on their own business and providing services to Dawa under a contract for services.

2.2 Nothing in this Agreement creates a partnership, joint venture or general agency between the parties, and the chauffeur has no authority to enter contracts, make promises or incur liabilities on behalf of Dawa unless expressly authorised.

2.3 The chauffeur is not guaranteed work, minimum hours, minimum earnings, exclusivity, holiday pay, sick pay or other benefits merely by being approved to receive journey offers.

2.4 Nothing in this Agreement is intended to exclude, waive or override any statutory employment, worker, tax or other status or right that applies as a matter of law to the actual working relationship. The practical working arrangements must remain consistent with the relationship operated in reality.

3. Availability and journey offers

3.1 Chauffeurs are not required to work fixed or minimum hours for Dawa.

3.2 A chauffeur may indicate periods when they expect to be available for future work. Unless a specific journey has already been accepted, the chauffeur may change or withdraw that availability.

3.3 An expression of future availability does not itself create an obligation to remain on standby, accept a journey or receive any minimum amount of work.

3.4 Journey offers may be sent through the Chauffeur Portal, email, SMS, telephone, WhatsApp or another approved communication method.

3.5 Before accepting a journey, the chauffeur remains free to accept or decline the offer. Declining an offer before acceptance is not, by itself, a breach of this Agreement.

3.6 Once a chauffeur accepts a specific journey, the accepted journey becomes a firm commitment subject to this Agreement and the journey-specific terms.

4. Other work and conflicting commitments

4.1 The chauffeur may work for other operators, businesses or customers and is not required to work exclusively for Dawa.

4.2 The chauffeur must not accept a Dawa journey where an existing commitment could reasonably interfere with safe, punctual and professional completion of that journey.

4.3 Once a Dawa journey is accepted, the chauffeur must manage other work so that it does not prevent timely and proper completion of the accepted Dawa journey.

5. Personal performance, transfer and subcontracting

5.1 The chauffeur is expected to perform an accepted journey personally using an approved vehicle unless Dawa gives prior approval to another arrangement.

5.2 A chauffeur must not transfer, swap, subcontract, sell or pass an accepted Dawa journey to another driver or operator without Dawa's prior approval.

5.3 If the chauffeur can no longer complete an accepted journey, they must notify Dawa immediately, explain the reason and provide any information reasonably needed to manage the booking.

5.4 Dawa will decide whether to release the chauffeur from the assignment and whether the journey is reallocated, subcontracted by Dawa to an approved operator or otherwise managed.

5.5 Repeated late cancellations, preventable failures to attend, unauthorised transfers or similar reliability failures may result in reduced future offers, temporary suspension or termination under clause 18.

6. Chauffeur remuneration and payment

6.1 Unless a different payment is stated in the individual journey offer, the standard commercial arrangement is 80% to the chauffeur and 20% to Dawa.

6.2 Dawa may offer a fixed chauffeur payment, enhanced payment, incentive or other agreed rate for a particular journey. The amount or method clearly stated in, and accepted with, that journey offer takes precedence for that journey.

6.3 Journeys completed Monday to Sunday will normally be included in the following Wednesday payment cycle, subject to the journey being properly completed and the required records being available.

6.4 Dawa may temporarily hold a disputed amount out of the normal payment cycle where there is a genuine unresolved issue about completion, the amount due, suspected fraud, missing required records or another material dispute. Undisputed sums should not be withheld without reasonable cause.

6.5 Approved parking, tolls or other reimbursable expenses are separate from chauffeur remuneration and are not included in the standard 80/20 calculation. Evidence or receipts may be required.

6.6 Where a chauffeur is VAT registered, VAT will be dealt with in accordance with applicable law and any valid self-billing arrangement in force. A chauffeur must notify Dawa promptly of any change to their VAT status or VAT registration number.

7. Passenger cancellation, no-show and cancelled work

7.1 If a passenger or client cancels a confirmed journey, or a booking becomes a chargeable no-show, any amount payable to the chauffeur will depend on the applicable customer cancellation terms, the stage reached by the chauffeur and any cancellation or no-show charge payable to Dawa.

7.2 The full journey remuneration does not automatically become payable merely because a passenger cancels, unless the journey offer or another written arrangement expressly provides otherwise.

7.3 Where Dawa retains a cancellation or no-show charge, the chauffeur may receive the applicable chauffeur share or a specific cancellation payment notified by Dawa.

7.4 Dawa may apply a higher chauffeur cancellation payment where the chauffeur has already commenced travel to the pickup, arrived at the pickup point or incurred an approved expense.

7.5 Where Dawa cancels for an operational reason unrelated to chauffeur fault, Dawa may pay a reasonable cancellation amount having regard to the notice given and whether the chauffeur had already commenced performance.

8. Punctuality, breakdowns, emergencies and inability to attend

8.1 A chauffeur who accepts a journey must plan sufficient time to reach the pickup safely and punctually, taking reasonable account of traffic, road conditions, parking, fuel or charging needs and known disruption.

8.2 If the chauffeur may be late or unable to attend because of a breakdown, illness, accident, road closure or other material problem, they must notify Dawa immediately and provide an honest estimated arrival time and relevant information.

8.3 A chauffeur must not silently fail to attend, abandon an accepted booking or cease responding while Dawa is reasonably trying to manage a live or imminent journey.

8.4 The chauffeur must not continue to use a vehicle that is unsafe, unroadworthy, improperly licensed or uninsured.

8.5 Passenger and public safety take priority over completion of a journey. In a genuine emergency the chauffeur should take appropriate immediate action, including contacting emergency services where necessary, and notify Dawa as soon as reasonably practicable.

8.6 Genuine emergencies, accidents and circumstances outside the chauffeur's reasonable control will be considered fairly and proportionately.

9. TfL licensing, vehicle, insurance and document obligations

9.1 The chauffeur must at all times hold a valid Transport for London private hire driver licence and must only undertake Dawa journeys using a vehicle that is appropriately licensed for the private hire work concerned.

9.2 The vehicle must have valid hire-and-reward insurance appropriate to the service being performed, and the chauffeur must be entitled to drive that vehicle under the policy.

9.3 The chauffeur must provide Dawa with current and accurate copies or evidence of licensing, insurance, identity, vehicle and other compliance documents reasonably required for lawful operation.

9.4 The chauffeur must promptly notify Dawa if a relevant licence, insurance policy, authorisation or other material compliance document expires, is suspended, revoked, cancelled, restricted, replaced or otherwise ceases to be valid.

9.5 A chauffeur must not accept or perform a Dawa journey if either the chauffeur or vehicle is not lawfully licensed, insured, roadworthy or otherwise authorised for the journey.

9.6 The chauffeur must keep the vehicle safe, roadworthy, clean and reasonably suitable for the service category offered.

9.7 A different vehicle must not be used for an accepted Dawa journey without Dawa's prior approval. Any replacement vehicle must itself be properly licensed, insured, suitable for the booking and recorded by Dawa before use.

9.8 Dawa may verify licensing, insurance, vehicle records and other compliance information at any time and may pause journey offers where evidence is missing, expired, inconsistent or under legitimate review.

9.9 The chauffeur must cooperate with lawful TfL, police, insurance or other regulatory requirements and must promptly tell Dawa of any matter that could materially affect lawful private hire work.

10. Professional conduct, passenger treatment and safeguarding

10.1 Chauffeurs must act lawfully, safely, courteously and professionally when performing or representing Dawa services.

10.2 Chauffeurs must comply with reasonable operational instructions connected with the accepted journey, passenger safety, lawful client requirements, service quality and regulatory compliance.

10.3 Chauffeurs must not engage in threatening, abusive, discriminatory, harassing, sexually inappropriate, intimidating, dishonest or otherwise improper behaviour.

10.4 Chauffeurs must treat passengers, colleagues, suppliers and members of the public with dignity and respect and must take reasonable account of disability, accessibility, cultural, religious and individual needs.

10.5 Dawa does not tolerate unlawful discrimination. Legitimate operational decisions may still be made where required for safety, licensing, vehicle suitability, accessibility or specific passenger requirements.

10.6 Serious safeguarding, passenger safety, violence, harassment, criminal, licensing, insurance or regulatory concerns must be reported promptly to Dawa.

10.7 Chauffeurs must not perform work while impaired by alcohol, illegal drugs, medication, illness, fatigue or any other condition that makes driving unsafe or unlawful.

10.8 Smoking or vaping is not permitted while carrying out a Dawa journey or while a passenger is in the vehicle.

11. Fatigue, rest and fitness to drive

11.1 The chauffeur must be physically and mentally fit to drive safely before accepting and throughout a Dawa journey.

11.2 A chauffeur must not accept or continue a journey where fatigue, insufficient rest, illness, medication or another condition could make driving unsafe.

11.3 Because chauffeurs may work for other operators or businesses, each chauffeur is responsible for considering their total driving and working activity before accepting a Dawa journey.

11.4 A chauffeur must not knowingly accept a Dawa booking where existing commitments, anticipated hours or inadequate rest make it reasonably foreseeable that safe and punctual performance will be compromised.

11.5 If a chauffeur becomes too fatigued or otherwise unfit after accepting a journey, they must stop where safe to do so and notify Dawa immediately so appropriate arrangements can be made.

11.6 Dawa will not require a chauffeur to continue driving where the chauffeur reasonably considers that doing so would be unsafe or unlawful.

12. Accidents, incidents, complaints, allegations and evidence

12.1 If a collision, passenger injury, serious incident or other safety event occurs, the chauffeur must first protect life and safety, stop where legally required, obtain or exchange information required by law and contact emergency services where appropriate.

12.2 The chauffeur must notify Dawa as soon as reasonably practicable of any collision, passenger injury, police involvement, safeguarding issue, serious complaint, allegation of misconduct, material vehicle damage or other significant incident connected with a Dawa journey.

12.3 The chauffeur must preserve relevant evidence that is reasonably available, including photographs, dashcam footage, messages, journey records, vehicle details, witness information, police references and insurance information.

12.4 Where dashcam or similar footage exists, the chauffeur must take reasonable steps to preserve the relevant period before and after the incident and provide it to Dawa, an insurer, police, TfL or another lawful recipient where appropriately requested and legally permitted.

12.5 Relevant evidence must not knowingly be deleted, altered, fabricated or destroyed after an incident or complaint has arisen.

12.6 A chauffeur must provide truthful factual information but must not, on behalf of Dawa, admit legal liability, settle a claim, agree compensation or promise payment without Dawa's authority.

12.7 Chauffeurs must cooperate reasonably with investigations into passenger complaints, insurance claims, safeguarding matters, regulatory enquiries and serious operational incidents.

12.8 An allegation or complaint does not automatically establish misconduct. Dawa may, however, temporarily suspend journey offers where reasonably necessary for passenger safety, regulatory compliance or evidence preservation.

13. Passenger property, lost property, tips and personal transactions

13.1 Chauffeurs must take reasonable care when handling passenger luggage or belongings.

13.2 Any item found in the vehicle after a Dawa journey must be reported to Dawa as soon as reasonably practicable and kept secure pending lawful return or other authorised handling.

13.3 Passenger information must not be used for any purpose other than an authorised lost-property return or another lawful operational reason.

13.4 A chauffeur may accept a voluntary tip or gratuity freely offered by a passenger but must not pressure, solicit or mislead a passenger into giving a tip.

13.5 Chauffeurs must not demand, collect or negotiate additional fares, fees or cash payments directly from a Dawa passenger unless Dawa has specifically authorised that arrangement.

13.6 Chauffeurs must not use a Dawa journey to arrange unauthorised private future bookings, sell goods or services to the passenger or otherwise bypass Dawa.

13.7 Chauffeurs must not offer, request or accept bribes, kickbacks, secret commissions or improper benefits connected with Dawa work, clients or journey allocation.

14. Confidentiality and non-solicitation

14.1 The chauffeur must keep confidential all non-public information obtained through Dawa, including passenger and client information, corporate travel arrangements, account information, pricing, booking history, internal procedures, supplier information and commercial strategies.

14.2 Confidential information may only be used to perform Dawa journeys, manage a legitimate incident or comply with a lawful obligation.

14.3 Confidentiality continues after the Agreement ends for as long as the information remains confidential.

14.4 During the Agreement and for 12 months after it ends, the chauffeur must not knowingly solicit, approach or attempt to divert for competing chauffeur or private hire work any passenger, corporate client, hotel, travel management company or other customer with whom the chauffeur had material contact through Dawa.

14.5 Clause 14.4 does not prevent the chauffeur from working for other operators, advertising their services generally or accepting independent work from persons with whom they had no material Dawa relationship.

14.6 The chauffeur must not download, copy, retain or use Dawa passenger lists, account contacts, pricing information, booking histories or similar commercial data to compete with Dawa.

14.7 Clauses 14.4 to 14.6 apply only to the extent permitted and enforceable by law and are intended to protect Dawa's legitimate confidential information and customer relationships without preventing general competition.

15. Data protection and information security

15.1 Passenger, client and booking information supplied through Dawa may only be accessed and used to the extent reasonably necessary to perform an assigned journey, manage a legitimate incident or comply with law.

15.2 Chauffeurs must take reasonable steps to protect personal and confidential information against loss, theft, unauthorised access, disclosure, alteration or destruction.

15.3 Chauffeurs must not unnecessarily photograph, copy, download or retain booking information on personal devices.

15.4 When operational access is no longer required, personal information must not be retained merely for personal records, marketing or future contact. Information that must legally be retained for the chauffeur's own obligation must be kept securely and used only for that lawful purpose.

15.5 A chauffeur must notify Dawa immediately if passenger, client, portal or Dawa information is lost, stolen, sent to the wrong person, improperly accessed or otherwise potentially compromised.

15.6 If a chauffeur receives a passenger request concerning Dawa booking data, including access, correction, deletion or a complaint about use of information, the chauffeur should promptly refer it to Dawa unless they have a separate legal obligation to act.

15.7 The precise data protection role of each party is determined by applicable law and the actual processing activities. Nothing in this Agreement incorrectly designates a person as a controller or processor where the law provides otherwise.

16. Tax, National Insurance and VAT

16.1 Subject to any legal requirement imposed on Dawa, the chauffeur is responsible for their own tax affairs, National Insurance, business registrations, accounting records and liabilities arising from their independent business.

16.2 The chauffeur must provide accurate legal name, contact, bank and tax or VAT information reasonably required for payment, accounting and compliance purposes.

16.3 Nothing in this Agreement overrides the legal employment or tax status that applies to the actual working relationship.

16.4 A VAT-registered chauffeur must promptly provide a valid VAT registration number and notify Dawa if they cease to be registered, obtain a new VAT number or otherwise materially change VAT status.

16.5 Dawa may offer a separate VAT self-billing arrangement to a VAT-registered chauffeur. Self-billing will only operate where a valid written or electronic self-billing agreement satisfying HMRC requirements is in force.

17. Insurance, liability, fines, penalties and damage

17.1 The chauffeur must maintain the insurance required for the vehicle and private hire services they undertake and comply with the material terms of that insurance.

17.2 The chauffeur is responsible for parking penalties, speeding penalties, traffic offences, bus-lane or moving-traffic penalties and similar charges arising from their own driving or parking decisions, except where Dawa expressly agrees otherwise.

17.3 Legitimate parking, access, toll or similar journey expenses are dealt with under clause 6.5 and are not treated as penalties.

17.4 Where the chauffeur owns, leases or otherwise provides the vehicle, the chauffeur remains responsible for that vehicle, its insurance excess and repair costs unless Dawa expressly agrees otherwise.

17.5 Passenger-caused material damage or excessive soiling must be reported promptly with reasonable evidence. Dawa may pursue an applicable customer charge but does not guarantee recovery.

17.6 A chauffeur may be required to reimburse Dawa for a reasonably evidenced direct loss caused by the chauffeur's fraud, deliberate misconduct, gross negligence or material breach of this Agreement.

17.7 The chauffeur is not liable under this Agreement for Dawa's own negligence, regulatory breach, commercial decision, system failure or indirect or consequential loss the chauffeur did not cause.

18. Suspension, termination and removal from the network

18.1 Dawa may temporarily suspend a chauffeur from receiving or performing further journeys while it investigates a genuine concern involving passenger safety, safeguarding, licensing, insurance, vehicle compliance, fraud, serious misconduct, repeated operational failures or another material regulatory or contractual issue.

18.2 A temporary suspension is a protective measure and is not, by itself, a finding of wrongdoing.

18.3 Either party may terminate this Agreement by giving 7 calendar days' written notice.

18.4 During a notice period, previously accepted journeys must still be completed unless Dawa releases or reallocates them or an emergency makes completion unsafe or impossible.

18.5 Dawa may terminate immediately for a serious breach, including loss or suspension of a required licence or insurance; deliberate dishonesty or fraud; serious passenger-safety or safeguarding misconduct; violence or threatening behaviour; unlawful discrimination or harassment; unauthorised transfer or subcontracting of journeys; serious misuse of passenger or client data; deliberate falsification of records; repeated failure to attend accepted journeys; or conduct creating a serious regulatory or reputational risk.

18.6 Where circumstances reasonably allow, Dawa may seek an explanation before a final termination decision. Nothing prevents immediate protective suspension where safety, compliance or evidence preservation requires it.

18.7 Termination does not cancel sums properly due for completed journeys or obligations intended to survive, including confidentiality, data protection, non-solicitation, evidence preservation and lawful cooperation obligations.

19. Allocation discretion, performance and review

19.1 Approval as a Dawa chauffeur does not guarantee any minimum number, frequency, value or type of journeys.

19.2 Dawa may decide which approved chauffeur is offered or allocated a journey having regard to legitimate operational considerations, including vehicle class, location, declared availability, existing commitments, passenger or client requirements, relevant experience, service quality, punctuality, reliability and other reasonable operational factors.

19.3 Declining an offer before acceptance is not misconduct. Dawa may nevertheless consider documented operational performance when deciding future offers, including repeated lateness, accepted-job cancellations, failure to communicate, substantiated complaints, journey-completion standards and compliance with Dawa requirements.

19.4 A chauffeur may ask Dawa to review a suspension, removal or significant compliance decision if they believe relevant information has been misunderstood or omitted. The chauffeur should provide the relevant information promptly.

19.5 Dawa will consider a review request reasonably but is not required to operate an employee disciplinary or grievance procedure for an independent contractor.

19.6 A chauffeur will not be disadvantaged merely for making a genuine safety, safeguarding, licensing, regulatory or other lawful report in good faith, or for declining to drive where they reasonably believe doing so would be unsafe or unlawful.

20. Dawa name, branding, portal access and intellectual property

20.1 A chauffeur may use Dawa's name, trading names, logo, branding and customer-facing materials only to the extent reasonably necessary to perform authorised Dawa journeys or where Dawa has expressly approved the use.

20.2 The chauffeur must not present themselves as a director, employee or agent with authority to bind Dawa. While carrying out an assigned journey, the chauffeur may identify themselves as an approved Dawa chauffeur.

20.3 Chauffeurs must not create advertisements, social media promotions, websites, business cards, price lists or other promotional material using Dawa branding without prior approval.

20.4 Chauffeur Portal credentials are personal to the approved chauffeur and must not be shared, transferred or made available to another person.

20.5 The chauffeur must not attempt to access another chauffeur's account, client areas, administrative systems or information they are not authorised to see.

20.6 Booking information, operating procedures, templates, training material, commercial documents, portal content and other Dawa materials remain Dawa's property or the property of the relevant licensor unless expressly stated otherwise.

20.7 When the Agreement ends, the chauffeur must stop representing themselves as part of the Dawa network and, where requested, return or securely delete non-public Dawa material they no longer have a lawful reason to retain.

20.8 Nothing in this clause gives Dawa ownership of the chauffeur's own vehicle, independent business name, personal equipment or materials independently created without using Dawa confidential information or intellectual property.

21. Records, verification, audits and regulatory cooperation

21.1 The chauffeur must provide accurate records and information reasonably required by Dawa for private hire licensing, booking records, driver and vehicle records, finance, insurance, complaints, safeguarding and other lawful compliance purposes.

21.2 Dawa may reasonably verify information supplied by the chauffeur, including licensing, vehicle, insurance and operational-compliance records.

21.3 The chauffeur must cooperate reasonably where Dawa needs information or evidence for a TfL inspection, licensing enquiry, ICO matter, police enquiry, insurance claim, HMRC requirement, court proceeding or another lawful regulatory process.

21.4 Dawa's verification rights do not create an unrestricted right to inspect unrelated private or business information.

21.5 Dawa may retain engagement, payment, compliance and incident records for the period required or reasonably justified by law, regulation, contract, insurance, tax, dispute resolution or legitimate business needs.

22. Changes, notices and journey-specific terms

22.1 Dawa may update non-contractual operational policies or compliance requirements where reasonably necessary for law, TfL licensing, safety, security or service standards.

22.2 A material change to this Agreement will be notified in writing or through an approved electronic process and will not be applied retrospectively to completed work.

22.3 A specific journey offer may set a different payment, vehicle requirement, timing, client instruction or other operational term. Once accepted, that journey-specific term applies to that journey only.

22.4 A journey-specific term cannot override legal, licensing, insurance, passenger-safety or regulatory requirements.

22.5 Formal notices under this Agreement may be given by email to the latest address supplied by the chauffeur or by another written or electronic method accepted by Dawa. The chauffeur must keep contact details up to date.

23. General legal provisions

23.1 This Agreement, together with any schedules and documents expressly incorporated into it, forms the agreement between Dawa and the chauffeur concerning the provision of chauffeur services and replaces earlier informal arrangements on the same subject.

23.2 If Dawa does not enforce a provision on one occasion, that does not waive the right to enforce it later.

23.3 If a provision is found unlawful or unenforceable, the remaining provisions continue in effect so far as legally possible.

23.4 Unless expressly stated otherwise, a person who is not a party to this Agreement has no right to enforce it under the Contracts (Rights of Third Parties) Act 1999.

23.5 This Agreement is governed by the law of England and Wales.

23.6 The courts of England and Wales have jurisdiction over disputes arising from this Agreement, subject to any mandatory legal rights, tribunal jurisdiction or statutory procedure that applies.

24. Document hierarchy

24.1 The main clauses of this Independent Chauffeur Agreement take priority over the supporting policies listed in Schedule 3 where there is a direct conflict.

24.2 The supporting policies remain applicable as operational, safety, compliance or conduct standards to the extent stated in this Agreement or reasonably notified to the chauffeur.

24.3 An accepted journey-specific offer may override a commercial or operational term only for that particular journey. It does not override the law, TfL requirements, licensing, insurance, passenger safety, data protection or other mandatory regulatory obligations.

Schedule 1 - Chauffeur details and compliance record

The following information is maintained in Dawa's recruitment and compliance records rather than being completed separately on each copy of this master Agreement:

- chauffeur's full legal name, address and contact details;
- TfL private hire driver licence details and expiry;
- approved vehicle registration and TfL vehicle licence details;
- hire-and-reward insurance details;
- VAT status and VAT registration number where applicable;
- bank/payment details required for lawful payment;
- dates and outcomes of relevant document and suitability checks; and
- the electronic record showing acceptance of the applicable version of this Agreement.

Schedule 2 - Standard commercial terms

- Standard chauffeur remuneration: 80% of the agreed chauffeur/operator split, with Dawa retaining 20%, unless the journey offer states a different fixed or percentage amount.
- Payment cycle: Monday-Sunday completed journeys are normally paid the following Wednesday.
- Journey-specific fixed payments, enhanced payments and incentives override the default split for that journey when clearly stated and accepted.
- Approved expenses are dealt with separately and are not included in the 80/20 calculation.
- VAT is dealt with in accordance with law and any valid self-billing arrangement applicable to a VAT-registered chauffeur.
- Passenger cancellation and no-show payments are determined under clause 7 and the applicable customer terms.

Schedule 3 - Incorporated standards and related policies

The chauffeur is expected to comply with the current versions of relevant Dawa operational and compliance standards notified to them, including where applicable:

- Chauffeur Handbook & Operating Standards;
- Supplier Code of Conduct;
- Fair Opportunity, Suitability & Employment of Ex-Offenders Policy;
- applicable Data Protection, Privacy and Information Security requirements;
- Health & Safety, passenger welfare and safeguarding requirements;
- incident, complaint and lost-property procedures; and
- journey-specific client or service standards lawfully notified for an accepted booking.

These supporting documents do not automatically create employee status or employment benefits. Where a supporting policy conflicts with this Agreement, clause 24 applies.

25. Electronic acceptance

25.1 This Agreement may be accepted electronically through Dawa Exec Ltd's Chauffeur Recruitment process.

25.2 Selecting the mandatory agreement checkbox and submitting the chauffeur application records the applicant's acceptance of the version of this Agreement identified in the application at the time of submission.

25.3 Dawa should retain a reasonable audit record of acceptance, including the chauffeur identity or account, date and time, agreement version and acceptance status.

25.4 Acceptance of this Agreement does not itself require Dawa to approve the applicant, activate chauffeur access or offer any work. Engagement remains subject to Dawa's licensing, documentation, suitability and operational checks.

25.5 The Agreement becomes operative for an applicant only when Dawa approves their chauffeur engagement or otherwise confirms activation, unless Dawa expressly states a different effective point.

25.6 If Dawa later makes a material contractual change, Dawa may require the chauffeur to review and accept the new version before receiving further journey offers.

Schedule 4 - Recruitment acceptance statement

The Chauffeur Recruitment form should display an unticked mandatory checkbox linking to the current published version of this Agreement. The acceptance wording may be presented substantially as follows:

I confirm that I have read and agree to the Dawa Exec Ltd Independent Chauffeur Agreement and the applicable Chauffeur Standards. I understand that submitting an application does not guarantee approval or any minimum amount of work, and that before accepting a specific journey I remain free to accept or decline individual journey offers.

Submitting the application with this checkbox selected records electronic acceptance of the version identified in the application. Dawa should retain the acceptance record described in clause 25.3. This contractual acceptance should not be combined with optional marketing consent.

26. Company contact and document control

Dawa Exec Ltd

Company No. 17265271 | TfL Private Hire Operator Licence 12015 | VAT No. GB 521 5818 03 | ICO No. ZC168060

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Document owner: Director, Dawa Exec Ltd

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Review: At least annually and whenever relevant law, TfL licensing requirements or Dawa's operating model materially change.