

# **TAXI MANAGEMENT TERMS OF USE**

Version 3.0



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## 1. BACKGROUND AND PURPOSE

- 1.1. As the operator of Copenhagen Airport, CPH is committed to ensure a high level of service in all Taxis picking up passengers from the taxi ranks at the Airport.
- 1.2. To ensure proper and efficient taxi services at the Airport, CPH has implemented a Taxi Management System and issued these Terms of Use concerning taxi services from the Airport 24/7 all year round.
- 1.3. Any taxi service provider licensed under Danish Act no. 434 of 22 April 2023 (the "Taxi Act") and any booking offices (including Swedish Taxi Companies) with a valid licence and any taxi company covered by Executive Order no. 17 of 14 June 2001 on international taxi services (as amended) may accept these Terms of Use, and taxi owners and drivers affiliated with such taxi service provider/booking office/taxi company will then be entitled to pick up passengers from the pick-up zones at the Airport, provided that they comply with these Terms of Use.
- 1.4. As far as booking offices are concerned, only booking offices and their affiliated taxis in the Capital Region of Denmark and Swedish booking offices are eligible to register for participation in the TMS.

## 2. DEFINITIONS

- 2.1. The following definitions are used in these Terms of Use and Appendices 1-5:

*Drivers:* Drivers who hold a valid taxi driver's licence pursuant to section 7 of the Taxi Act or pursuant to Swedish law and who are affiliated with a taxi service provider or a booking office, as well as drivers who are affiliated with a Swedish booking office and drivers who drive taxis under a licence issued under Swedish law.

*CPH:* Copenhagen Airports A/S.

*Green taxi:* A taxi that runs on alternative fuels, including gas, hydrogen and electric vehicles. According to CPH's climate strategy, 100% of the taxis must be emission-free by 2030.

*CSS:* Customer satisfaction survey conducted by the individual companies having registered for participation in the TMS.

*Airport:* Copenhagen Airport (restricted as well as non-restricted areas).

*Party:* The companies or CPH.

*Rules:* All public and private law rules concerning the Airport and the provision of taxi services, including the Taxi Act and executive orders issued pursuant to the Taxi Act, rules on environmental and energy requirements for Taxis, anti-idling regulations for Copenhagen Airport and for the Municipality of Tårnby and these Terms of Use.

*Company or Companies:* All taxi service providers ("kørselskontorer") licensed under section 5 of the Taxi Act and booking offices (including Swedish Taxi Companies) that hold a valid licence and have accepted these Terms of Use.

*Service Concept:* The service requirements for the provision of taxi services from the Airport. The Service Concept is described in Appendix 2.

*Taxi:* A vehicle fitted out in accordance with the Rules and registered by a Company with the TMS to provide taxi services from the Airport.

*Taxi Management System (or TMS):* An access control system implemented by CPH for Taxis based on a Brobizz concept.

*Taxi Owner:* Any holder of one or more licences for commercial passenger transport in accordance with section 3 of the Taxi Act who is affiliated with a taxi service provider or a booking office.

*Market Place:* Any TMS trips not taken by a Company after 9 minutes and 50 seconds will be transferred to a virtual market place and offered to other Danish companies having registered for participation in the TMS.

## 3. TAXI MANAGEMENT SYSTEM

### 3.1. Taxi Management System

CPH operates a Taxi Management System. Via the Taxi Management System, CPH has implemented an access control system using boom barriers, Brobizz, Driver ID and automatic number plate recognition (ANPR) technology. ANPR is only used to identify taxis in connection with pick-ups or drop-offs at:

- Terminal 2
- Terminal 3

And for Danish taxis also at:

- the taxi depot (P12)
- Hotel Clarion
- Hotel Comfort

Via the Taxi Management System, the Danish Companies are provided with a forecasting tool and an electronically regulated taxi depot to meet the demand for taxi services on an ongoing basis. The forecasting tool communicates the demand for taxi services at the Airport based on CPH's air traffic forecast for passenger arrivals. The forecast is updated with real-time observations in the system, and taxis are called every 90 seconds.

For more details on the use of the Taxi Management System for Danish taxis, see Appendix 4.

In addition, Swedish taxis are provided with a digital application (an App) for reservation of an opportunity-spot (*chanceplads*). For more details on the use of the Taxi Management System and the App for Swedish taxis, see Appendix 5.

### 3.2. Administration and traffic control team

CPH administers the Taxi Management System and provides a traffic control team. The traffic control team monitors the Taxi Management System and ensures compliance with these Terms of Use and CPH's Service Concept 24/7 all year round.

Furthermore, the traffic control team is authorised to enforce the Rules by reporting any infractions to the relevant Company. In accordance with the catalogue of sanctions in Appendix 3, the traffic control team may report very serious infractions to the police and send a copy to the relevant Company and, moreover, CPH may report serious infractions of the Rules and/or CPH's Service Concept to the Complaints Board under the Danish Road Traffic Authority.

### 3.3. Requesting Danish Taxis

CPH will request Danish Taxis from the Companies via the Taxi Management System according to the procedure described in Appendix 1 (allocation key).

New Companies joining the TMS will be included in the allocation system as described in Appendix 1.

Appendix 1 does not apply to Swedish taxis.

### 3.4. Allocations for Swedish taxis

The Airport provides a total of 16 spots for Swedish taxis.

The front eight spots are for pre-booked taxis.

The other eight spots are for taxis that have reserved an opportunity spot (*chanceplads*) via the App prior to making a drop-off at the Airport, as described in Appendix 5.

### 3.5. Drop-offs

Drop-offs can be made at Hotel Clarion, Hotel Comfort, Terminal 2 or Terminal 3 (East) and require no registration with CPH's Taxi Management System.

Unless Danish TMS-registered Taxis are instructed via the TMS to go directly to the depot, Danish Taxis that have dropped off passengers must leave the Airport immediately. In the TMS, priority will be given to Taxis having made a drop-off at the Airport.

Unless Swedish Taxis have a pre-booked spot or an opportunity-spot (*chanceplads*), Swedish Taxis that

have dropped off passengers must also leave the Airport immediately.

Taxis are not allowed to pick up passengers at the drop-off zones.

Brobizz, cameras and ANPR technology have been installed at the three drop-off zones. Drop-offs at the three drop-off zones will be recorded in the TMS, see Appendices 4 and 5.

## 4. COMPANIES

### 4.1. Taxis

The Company is responsible for registering in the Taxi Management System each Taxi and Driver ID for Drivers providing taxi services at the Airport.

The Company must inform Taxi Owners and Drivers of their rights and obligations in connection with the provision of taxi services at the Airport.

Danish Companies must ensure that the following data on Taxis and Drivers providing taxi services at the Airport are recorded and updated:

- Brobizz ID
- Registration number
- Licence or permit number
- Vehicle type, passenger seats, luggage space, equipment available in the Taxi (e.g. child seat, bike rack, etc.)
- Driver ID
- Driver's average CSS rating

Swedish Companies must ensure that the following data on Taxis and Drivers providing taxi services at the Airport are recorded and updated:

- Brobizz ID
- Registration number
- Taxi number
- Driver's average CSS rating

### 4.2. Service requirements

The Company must ensure that Taxi Owners and Drivers are familiar with and comply with these Terms of Use and CPH's Service Concept. The Company must also ensure that the Drivers providing taxi services at

the Airport have received the necessary introduction to the TMS and the related rules in Appendix 2.

If CPH notifies the Company that a Driver is to be banned from picking up passengers from the pick-up zones at the Airport, the Company must ensure that the Driver in question is not called to the Airport via the TMS. The Company must also inform the Driver that he is no longer entitled to transport passengers from the Airport.

### 4.3. Capacity requirements

Danish Companies undertake to provide taxi services at the Airport 24/7 all year round to meet the passenger demand for taxi services at the Airport in accordance with the capacity analysis performed by CPH, see Appendix 1.

Danish Companies must ensure that the Taxis directed to go to the depot are sent directly from a drop-off made at the Airport or directly from another drop-off within a maximum 20-minute drive from the Airport.

Both Danish and Swedish Companies must ensure that no Taxis are waiting for a space at the depot at Ellehammersvej, Gemmas Allé, Skyttehøj, Havnehytten and Kastrup harbour or anywhere else in the local area. If CPH receives a complaint from these areas, CPH will issue a warning to the Company. If it happens again, the Company must pay a fine of DKK 5,000 to the TMS. The fine will be included in the next year's TMS accounts and will reduce the general TMS fee rate, see section 5.

### 4.4. Laws, regulatory requirements, etc.

The Company is responsible for compliance with the Rules.

Any orders imposed and recommendations issued by public authorities due to the Company's activities must be complied with immediately and must not result in any liability or expense being incurred by CPH. Failure to comply with any such orders and recommendations will

be deemed to constitute a material breach of these Terms of Use.

#### 4.5. Insurance

The Companies and the Taxi Owners must maintain usual insurance cover for their individual businesses.

The insurance cover must include professional liability insurance and cover any damage to CPH's or a third

party's property and any injury to persons using the Airport resulting from the Company's activities, including any conduct on the part of the Drivers, the Taxi Owners or the Company's employees giving rise to liability.

CPH may require a Company and/or a Taxi Owner to submit documentation of adequate coverage.

## 5. FEE

5.1. A fee is charged for each entry to the depot (or any entry to the area or pick-up at CPH by a Swedish taxi) to cover CPH's TMS costs (investments and ongoing operating costs). The fee is charged per taxi on entry to the depot (or any entry to the area or pick-up at CPH by a Swedish taxi).

5.2. The fees are invoiced monthly in arrears to the respective Companies, which will be liable for payment to CPH. The rate is fixed in these Terms of Use at DKK 9,80, exclusive of VAT (DKK 12,25, inclusive of VAT).

5.3. The fee is subject to adjustment with effect from 1 April each year in accordance with section 5.4.

5.4. If the fees paid do not match CPH's costs in any year, the fee rate will be adjusted in the following period from 1 April to 31 March of the next year.

5.5. The following elements are included in the Taxi Management Service cost base:

1. TMS Operations Centre
2. Boom barrier system repairs and maintenance
3. IT system management and support
4. Brobizz scanning subscription
5. TMS App

6. TMS traffic control team

7. Administration and audit

8. Amortisation and depreciation

9. Interest

5.6. Each year, CPH's state-authorized auditor conducts a review of the operating accounts for the previous year and issues a statement in accordance with §§ 9-13 of Executive order no. 1468 of 12 December 2017 on approved auditors' statements. The accounts and the auditor's statement are sent to the Danish Civil Aviation and Railway Authority for approval at the same time as the annual report is submitted to the Danish Business Authority, pursuant to the Danish Financial Statements Act. Once a year before 15 March, CPH will facilitate a consultation meeting with the Companies having registered for participation in the TMS. At the consultation meeting, the TMS accounts for the previous year, the budget for the current year and a 3-year forecast for taxi trips from the Airport will be presented.

5.7. The Companies will be notified of the fee rate for the coming period, 1 April to 31 March, and must notify their affiliated Taxi Owners and Drivers.

## 6. COOPERATION

#### 6.1. Cooperation

The Parties must cooperate with each other to fulfil their obligations under these Terms of Use. The Parties must allocate the necessary and relevant

resources to ensure the necessary dialogue and progress and the best possible Taxi Management System for the provision of taxi services from the Airport for all Parties.

## 7. INFORMATION AND DOCUMENTATION

7.1. Each Company must comply with any lawful request from CPH for information and documentation which is necessary or expedient for CPH to fulfil its obligations under the law and these Terms of Use.

7.2. The same applies to any request from a Company for information and documentation from CPH

which is necessary for the Companies to fulfil their obligations.

The Companies undertake to provide data regarding the imposition of sanctions based on reports submitted under Appendix 2.

## 8. TERM, TERMINATION AND AMENDMENTS

### 8.1. Term

These Terms of Use, version 3.0, enter into force on 1 August 2024.

### 8.2. Termination

CPH is entitled to terminate the arrangement under these Terms of Use at 12 (twelve) months' notice.

Each Company is entitled to terminate the cooperation with CPH at 12 (twelve) months' notice, with the effect that their respective affiliated taxis will no longer be allowed to pick up passengers from the pick-up zones at Copenhagen Airport when the notice period expires.

### 8.3. Amendments

CPH is entitled at any time, after prior consultation with the Companies, to amend these Terms of Use subject to reasonable notice and, where applicable, to approval from the Danish Civil Aviation and Railway Authority.

### 8.4. Evaluation

CPH will continuously evaluate the Taxi Management System, the handling and use thereof by the Parties involved, as well as compliance with these Terms of Use.

### 8.5. Force Majeure

In case of emergencies, including – but not limited to – special weather conditions, damage to Airport infrastructure, security alerts, epidemics and pandemics or other special conditions or events, CPH may reduce service levels or suspend access to TMS facilities and services. CPH will do its best to minimise the negative consequences that such restrictions or limitations may have for the users.

## 9. PUBLICATION

### 9.1. Terms of Use

These Terms of Use are always available in their current

version on CPH's website, [www.cph.dk](http://www.cph.dk), and apply with effect from the date stated in the document.

## 10. BANKRUPTCY

### 10.1. Termination

CPH may terminate its cooperation with any Company with immediate effect if bankruptcy, restructuring, insolvency or liquidation proceedings are commenced against the Company.

If, pursuant to the Danish Bankruptcy Act (*konkursloven*), the estate is entitled to assume the Company's rights and obligations vis-à-vis CPH and replace the Company as a party to these Terms of Use, the estate must – if so requested by CPH in writing –

inform CPH without undue delay whether it intends to do so.

## 11. GOVERNING LAW AND JURISDICTION

### 11.1. Governing law

These Terms of Use are governed by Danish law.

### 11.2. Jurisdiction

Any dispute arising out of these Terms of Use must be settled amicably by negotiation between the relevant Parties. The negotiations must be conducted by persons at management level with the authority to enter into binding settlements on behalf of the Parties.

If the Parties fail to reach agreement through negotiation, the dispute must be submitted to mediation in accordance with the rules of the Danish Institute of Arbitration. As a minimum, the Parties must attend the first meeting convened by the mediator.

If the Parties fail to reach agreement through negotiation or mediation, the dispute must be submitted to the Copenhagen City Court. Notwithstanding the requirement of prior negotiation and mediation, any Party will be entitled to initiate legal proceedings against the other Party if a postponement thereof is expected to lead to a forfeiture of rights, e.g. due to limitation.

## 12. LIST OF APPENDICES

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# APPENDIX 1: ALLOCATION OF TRIPS FOR DANISH TAXIS

## 1. Taxi Management System

The Taxi Management System is built around a database of Companies and their affiliated Taxis and drivers with master data (registration number, licence number, Driver ID, Driver CSS rating and Brobizz number).

The Company is responsible for maintaining these master data at all times.

## 2. Forecasts and Taxi requests

Requests for Taxis to the Airport via the Taxi Management System are based on the Airport's passenger arrival forecasts, coupled with the current capacity at the depot and a time schedule.

The system forecasting module estimates the need for taxi services for a period of time into the future (for example, 15 minutes, 30 minutes, 45 minutes and 60 minutes). Based on the forecast, requests for taxis are made every 90 seconds and submitted to the Company via a web solution. The solution can be accessed manually via a web solution or automatically via an API solution.

The traffic control team monitors the actual capacity at the depot and at the pick-up zone both electronically and physically, and the estimated need for Taxis is adjusted on an ongoing basis, e.g. in case of flight cancellations or delays.

## 3. Capacity requirements

Based on existing TMS data, the Airport has the following capacity requirements:

- The average number of taxi trips from Copenhagen Airport is 2,470 per day (see CPH analysis, 2024)
- On an average day, the busiest hour is an anticipated 220 taxi trips from the Airport.
- The least busy period for taxi services from the Airport is between 02-05 am.

Under normal conditions, there are passengers for taxi services 24/7 all year round.

## 4. Registration and identification

When a Taxi enters the depot, the registration number, driver ID and Brobizz will be matched against each other for unambiguous identification of the Taxi.

## 5. Allocation of Taxi requests between companies

Taxi requests are allocated between the Companies based on the available capacity of the participating companies (allocation key). The calculation of the allocation key is based on:

- The number of taxis registered with the TMS by the Company's taxi service provider/booking office and authorised for and recorded in CPH's Taxi Management System.

Only taxis that are expected to have a minimum of six trips from the Airport over a period of three consecutive months are eligible for TMS registration by the Company. If a taxi has had less than six drop-offs at the Airport over a period of three consecutive months, the taxi in question will be removed from the allocation key and may only be included in the allocation key again when the TMS system has recorded six trips from the Airport over a period of three consecutive months.

When a Company accepts these Terms of Use and registers a number of vehicles in the Taxi Management System, the allocation key will change so as to reflect the Company's capacity, see above, and the Company will then receive a pro rata share of CPH's requests for Taxis. The allocation key will be adjusted with effect from 1 February, 1 May, 1 August and 1 November. Any Company wishing to join the TMS must notify CPH at [taxi@cph.dk](mailto:taxi@cph.dk) at least three months before the date of the next adjustment of the allocation key. If a Company has not delivered on 95% of its Taxi requests since the most recent adjustment, the Company's share of the allocation key will be adjusted accordingly.

If so requested by at least two Companies, CPH's state-authorised public accountant will review the allocation of Taxi requests among the participating Companies.

## **6. Acceptance of Taxi requests by Companies**

The Company must accept a Taxi request within 9 minutes and 50 seconds and identify the Taxi that will be arriving at the depot in the TMS. Otherwise, the

request will be forwarded to the Market Place. The request will also be forwarded to the Market Place if the Taxi has not arrived at the depot within 20 minutes of the request.

## APPENDIX 2: SERVICE CONCEPT

### 1. Background

Both CPH and the Companies are committed to providing a high level of service to passengers using Taxis from Copenhagen Airport. Therefore, the Service Concept forms an important part of Taxi Management 2.2.

The Service Concept sets out a number of service requirements which Companies and Drivers are required to comply with.

It is the responsibility of the individual Companies to emphasise to Drivers and Taxi Owners that they are required to comply with both the Rules and CPH's Service Requirements.

### 2. Service Requirements

To ensure a high level of service, a number of requirements have been laid down for Drivers providing taxi services at the Airport:

#### 2.1. Dress code

The Driver must appear presentable and well-groomed and always wear the corporate attire mandated by the relevant Company. The Companies must inform CPH of the corporate dress code in force from time to time for the Company's Drivers.

#### 2.2. Taxis

Taxis must be well maintained and clean inside and out.

#### 2.3. Passenger service

Drivers must treat all passengers equally. Passengers should always be offered help to place luggage, suitcases, etc. in the luggage compartment.

#### 2.4. Contact details

It must be easy for passengers to contact the Company in case of forgotten items, complaints or the like. Contact details must be

provided on the receipt issued to the passenger in connection with payment.

### 3. Registration and identification

When a Taxi enters the depot (or a Swedish taxi enters the area or makes a pick-up at CPH), the registration number, driver ID and Brobizz will be matched against each other for unambiguous identification of the Taxi.

### 4. Satisfaction survey and ratings

The Drivers and their service are subject to evaluation. The Companies must conduct passenger satisfaction surveys and make their average ratings available to CPH through data exchange.

To ensure that Driver ratings are uniform and comparable, the questions to be asked to passengers will be determined jointly by the Companies and CPH at the annual consultation meeting. The calculation of the Drivers' ratings must be based solely on the questions agreed by the Parties, regardless of any additional questions asked by the Companies.

The average rating is calculated at the end of each quarter with effect for the next quarter. The quarters are January, April, July and October.

A Driver must have received feedback from at least four passengers during any quarter to receive a calculated average rating for the following quarter. If a Driver has not received feedback from at least four passengers during any quarter and a calculated average rating of at least 4.0, he will be barred from entry to the Airport depot in the following quarter.

The CSS rating will be entered in the master data under the Driver ID.

In connection with its TMS start-up and in case of agreed changes to the passenger satisfaction survey, the Company must be able to show that CSS ratings are obtained and calculated correctly.

If CPH sees any irregularities with the average CSS ratings submitted by any Company, the Company must be able to provide documentation of how feedback is gathered and ratings calculated. In that

case, the Company's taxi services at the Airport may be temporarily suspended until CPH has approved the documentation. The documentation must be submitted by the Company no later than one week after CPH's request for documentation.

#### **Compliance with the Service Concept**

CPH will report any failure to comply with the Rules and the Service Requirements to the relevant Company. CPH may also report serious or repeated infractions to the Danish Civil Aviation and Railway Authority. The Companies must acknowledge receipt of the report and impose the relevant sanctions according to the agreed catalogue of sanctions no later than three days after receiving the report. If the Company disagrees with the

report, the Company may send a reasoned refusal to CPH's TMS operations.

The Companies undertake to be able to provide documentation to CPH showing that the relevant sanctions have been imposed.

## APPENDIX 3: CATALOGUE OF SANCTIONS

	Type of conduct	Sanctioned party	Duration of sanction
1	Driver refusing to help with luggage and/or smoking in the vehicle	Driver	1 month
2	Driver not complying with anti-idling regulations or not turning off the vehicle when receiving passengers	Driver	1 month
3	Driver not complying with the Rules regarding corporate attire	Driver	1 month
4	Driver addressing the passenger or anyone else in an inappropriate manner, including arguing	Driver	3 months
5	Driver refusing to drive	Driver	6 months
6	Driver engaging in illegal taxi practices	Driver	6 months
7	Driver not following the instructions of the Taxi Service or parking illegally or outside the bays at the depot or the <i>Kaperrække</i>	Driver	3 months
8	Driver preventing other vehicles from passing	Driver	6 months
9	Taxi being present on CPH property for reasons other than lawful business	Driver	3 months
10	Driver not accepting the passenger's right to use a Taxi and Company of their own choice	Driver	3 months
11	Driver using fake ID or otherwise attempting to cheat the system, e.g. by tail-gating, reversing in via Lane 2, pretending to make a drop-off, etc.	Driver	Permanent exclusion and possible police report
12	Driver intentionally damaging Airport property	Driver	Permanent exclusion and possible police report
13	Driver using physical or psychological violence against a passenger, an employee or others	Driver	Permanent exclusion and possible police report

### 1. Sanctions

**1.1** Taxis may be sanctioned if deemed necessary by CPH in its sole discretion. Sanctions will be imposed on a per vehicle basis by the top executive at TMS. The Company will not be entitled to modify or change any such sanctions imposed. If sanctioned, the Taxi will be

banned from the opportunity spots (*chancepladser*) for the period specified in the table above.

**1.2** Sanction notices will be submitted manually to the company in question.

## APPENDIX 4: USE OF SYSTEM & APP FOR DANISH TAXIS

### 1. Registration with and access to the TMS

- 1.1. Registration with the Taxi Management System must be made through a Company (an approved taxi service provider/booking office).
- 1.2. The following data must be entered in the system: Company, registration number, licence number, Brobizz number, Driver ID and Driver CSS rating.
- 1.3. In addition, any special features must be registered such as number of passenger seats, extra luggage space, child car seats or the like. Taxis registered with these features in the Taxi Management System will be called to the pick-up zone as and when needed.

### 2. Access to the depot

- 2.1. Taxis dispatched to the Airport must always drive to the depot via Petersdalsvej before they can enter the pick-up zone.
- 2.2. There is a boom barrier at the depot entrance where the Taxi will be authenticated by the system and registered by its Brobizz and registration number. The system will also verify permitted drop-offs, Driver ID and CSS rating. If the system is unable to authenticate the Taxi or Driver, the Taxi will be denied access to the depot and must leave the Airport immediately.
- 2.3. If authenticated by the TMS and arriving within 20 minutes of the request, the Taxi will be allowed to enter the depot.

### 3. Taxis at the depot

- 3.1. At the depot, Taxis must wait until they are called to the pick-up zone at Terminal 3 (Lane 1 or Lane 2) or to the pick-up zone at Hotel Clarion and Hotel Comfort.
- 3.2. Taxis are free to leave the depot at any time if they are not being called forward. In that case, the Taxi must leave the Airport immediately. The fee charged according to section 5 of these Terms of Use is non-refundable, even if the Taxi leaves the Airport without any passengers. If a company uses a taxi from the depot for a pre-booked trip in Lane 2, this can be replaced with a new TMS trip.

- 3.3. If the Taxi leaves the depot without being called to a pick-up zone, it will only be allowed to enter the depot again when it is called to the Airport again by the Company.
- 3.4. The parking bays at the taxi depot are angled. There are three dynamic displays showing the registration numbers of the Taxis which are called to the pick-up zones at Terminal 3, Hotel Clarion or Hotel Comfort. The displays will also show which lane at Terminal 3 the Taxi should go to: Lane 1 (*Kaperrække*) or Lane 2 (pre-booked Taxis). Lane 1 is the normal pick-up zone. Lane 2 is used to call forward Taxis with special features or equipment. In Lane 2, the Taxi must drive all the way to the front to allow passenger boarding.
- 3.5. When a Taxi is called to Hotel Clarion or Hotel Comfort, the display will show the passenger's room number. The room number is also the booking number that must be provided when picking up the passenger at the main entrance of Hotel Clarion or Hotel Comfort.
- 3.6. It is the Driver's responsibility to pay attention to the information shown on the display at the depot to ensure that the Taxi drives to the right pick-up zone. The Taxi will only be allowed to enter this particular pick-up zone and will be denied access to the other zones.
- 3.7. Taxis will be called forward in the order of priority determined by CPH and not in the order they were requested.
- 3.8. Taxis will be called forward from the depot based on the following model:

Year/type of taxi	Fossil fuel	Hybrid and plug-in hybrid	Low emission (1-49kg CO <sub>2</sub> /km)	Zero emission	Subsequent pick-up by same taxi	Waiting time at depot
2022-2024	No points	No points	5 points	25 points	10 points	1 point per min
2025-	No points	No points	No points	20 points	10 points	1 point per min

#### 4. Taxis at the pick-up zone at Terminal 3 (*Kaperrækken* in Lane 1)

- 4.1. Passengers are always free to use a Taxi or Company of their own choice, and the Driver must follow the instructions of the traffic control team.
- 4.2. Drivers should be aware that, if needed, taxis may be called forward from Lane 1 to Lane 2 by the traffic control team.

# APPENDIX 5: USE OF SYSTEM & APP FOR SWEDISH TAXIS

## 1. Registration with and access to the TMS

- 1.1. All drivers wishing access to opportunity spots (*chancepladser*) must use a TMS mobile phone app, see section 4.1.
- 1.2. Registration with the TMS must be made through a Company (an approved taxi service provider/booking office).
- 1.3. The following data must be entered in the system: Company, registration number, taxi number and Brobizz number.
- 1.4. In addition, any special features must be registered such as number of passenger seats, extra luggage space, child car seats or the like. Taxis registered with these features in the Taxi Management System will be called to the pick-up zone as and when needed.

## 2. Access to *chancepladser*

- 2.1. The driver will be able to reserve an opportunity spot (*chanceplads*) via the "CPH Taxi Management SE" App subject to certain conditions:
  - 2.1.1. The taxi must be registered in the TMS with its taxi number, Brobizz number and number plate.
  - 2.1.2. The taxi must have a drop-off at the Airport to be allowed access to an opportunity spot (*chanceplads*).
  - 2.1.3. The driver must be logged in to the app.
  - 2.1.4. The app must have permission to access the phone's location services.
  - 2.1.5. To accept a trip, the mobile phone must be located in Sweden within a 45-minute drive from the Airport. This is roughly the distance from the centre of Malmö to the Airport.
- 2.2. The mobile phone must have travelled from CPH to Sweden across Oresund before the taxi will be allowed to take a new trip or,

alternatively, 30 minutes must have passed since the most recent trip was accepted. Opportunity spots (*chancepladser*) are allocated on a first-come basis.

## 3. Taxis at opportunity spots

- 3.1. An information screen will be installed at the taxi ranks showing taxis parked in the area and taxis that are on their way to the Airport to make a drop-off. The taxis in question will be identified by their number plate on the screen.
- 3.2. A taxi without a registered trip must leave the Airport immediately after drop-off.
- 3.3. Passengers are always free to use a Taxi or Company of their own choice, and the Driver must follow the instructions of the traffic control team.

## 4. Mobile phone app

- 4.1. The "CPH Taxi Management SE" App will be compatible with both IOS and Android. The App will be available from Google Play and Apple AppStore, respectively.

## 5. Driver login

- 5.1. To use the App, the user must first create a profile that includes a vehicle registration. The App will not work unless a valid combination of taxi number, Brobizz number and number plate is entered, as a security measure to prevent third parties from hijacking the system. It is possible for the user to test and save the information entered so that it only needs to be entered initially. If the combination is not valid, the driver will only be told that the combination is not valid. The nature of the error will not be indicated.
- 5.2. Drivers have a login of their own choice, e.g. email/password, Google, Facebook, Microsoft, etc. Password recovery will be handled according to the method chosen by the driver. Log-in and password are not managed by TMS.