

1. Our Services

DC Travels offers customised transport solutions to schools, residents, guests and businesses within the Western Cape of South Africa.

Our service offering includes:

- Daily school shuttle services
- School charters for group excursions and outings
- Point to point transfers within the Western Cape;
- Customised trips based on client requirements;
- Business event transport of any capacity requirement;

Our Values

- Customers require safe passage to all destinations;
- Professional and timeous service is our mandate;
- Our affordability at the highest level of comfort is our unique differentiation.

Our Mission

- Reliability of service;
- Timeous and professional transport, supported with administration is critical;
- To be available at any time.

2. Background

DC Travels was inceptionalised as a result of the sustained success of N.B.K Travels based in Johannesburg. The increasing demand for travel solutions faced by N.B.K Travels was the catalyst for DC Travels incorporation and as such, DC Travels is the sister branch of NBK Travels in the Western Cape. DC Travels has thus geographical coverage in two of the major provinces of South Africa. In addition, the managing member, Dwight Cassie, has experience in the transport service industry in the Western Cape as he is the son of the owner of Other Side of Cape Town Tours, which was relatively successful against its objectives during its operating life.

3. Our Structure / Ownership

BBBEE

DC Travels has a BBBEE Status **Level 3** with a BBBEE **Recognition of 110%**. Black Ownership at DC Travels is **100%** with an associated BBBEE Category of **EME**.

Office Structure

DC Travels possesses the following operating structure:

- Dwight Cassie – Managing Member and Operations Manager;
- Natasha Thomas – Booking Agent and Sales Manager;
- Jean Cassie – Office Administrator.

4. Our Competitive Advantage:

Our speciality services available are:

- We are flexible with transport arrangements, as we understand that details change;
- We are always on time, every time;
- School excursions to destinations of choice is our speciality;
- We operate all hours of the day, including public holidays;
- Staff are friendly and knowledgeable.

5. Our Safety Standards

Our right to operate is protected by ensuring safety of passengers is maintained at all times. To this end, we have a adopted multi-tiered approach, comprising of vehicle maintenance, vehicle licencing, driver licencing, business licencing, vehicle tracking, driver performance management and passenger liability insurance.

- **Passenger Liability Insurance**

Passenger liability insurance is in place for each vehicle. The vehicle is insured for R1million liability per passenger incident.

- **Vehicle maintenance**

Every vehicle undergoes daily maintenance checks to confirm roadworthiness for the day ahead.

Monthly and annual maintenance tasks are contracted to dealer approved workshop to ensure the vehicle warranty is not compromised. The routine inspections and replacement tasks ensures all vehicles are in an as-new condition at all times.

- **Vehicle licencing**

All vehicles have valid vehicle licences as issued by the Traffic Department. In addition, all vehicles have valid roadworthy certificates, further reinforcing their safety reliability.

- **Driver licencing**

All drivers have valid driving licences, issued by the Traffic Department. Each driver has a vehicle specific driving licence as well as a valid Public Drivers Permit.

- **Business licencing**

DC Travels possesses a valid public operating permit licence, granted by the Department of Transport. The permit authorizes DC Travels to legally transport passengers.

- **Vehicle tracking**

Each vehicle is fitted with live and enabled tracking devices to locate the vehicle at all times. In addition, the data available through tracking reports allows on-line monitoring of driver maximum and average speed. Speed monitoring further reduces potential safety hazards.

- **Driver performance management**

Each driver is assessed monthly against key performance indicators, which include on-time collections and speed / traffic violations. Their monthly performance bonus is subject to meeting these key performance indicators.