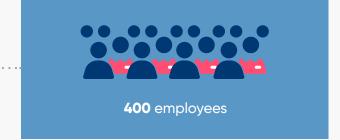
# kapten L

Our history









**Brand Platform** 

### Our belief

## There's nothing we don't like that we can't change

- · At Kapten we have always strived for being a responsible and sustainable actor, genuinely committed to our drivers and clients, and taken steps to advance a better future.
- · We have placed purpose, commitment, and goodwill at the heart of our business.
- · From inception to implementation, we are consistent with our values and guided by our partner-drivers and clients' satisfaction: we take care of all our stakeholders, clients and partner-drivers, building a mutual and fruitful relationship based on trust and transparency.
- · We are not just a demand-supply matching app, we put our customers and partner-drivers at the center of our offering.

**Brand Platform** 

### Our brand architecture

Vision

The only possible future for Mobility is to be human centric, locally based and collectively built.

Mission

Be local, care for people, build together to drive mobility forward.

Positioning

Kapten cares for you all along your journey.

**Promise** 

**Ride for Good** 

**Brand Platform** 

## Our signature

Kapten

Might just be your best decision today

#### **Brand Platform**

Before we look at how to speak Kapten, we need to understand who Kapten is.

You need to understand what makes Kapten before you know how to be Kapten. The values are the golden rules to live by at Kapten - and are at the heart of Kapten's personality.

## Our core values (To live by)

#bebold

#takecare

#feelfree

#### This value is what we do.

We are tactic, agile and ambitious. We are proactive and dare to constantly rise to new challenges.

Dare to challenge yourself and your colleagues to go above and beyond, to innovate and to find new ways to disrupt the market.

Examples of how bold we are: opening a new market in Portugal before a huge rebranding project, undertaking a company-wide rebranding within 3 months, launching a communication campaign which directly targeted Uber...

#### This value is who we are.

Helping each other, sharing knowledge, mentoring, and caring for each other are some of our favorite things at Kapten!

Goodwill is a quality that many of us share according to the results of the 2018 employee survey - 98% of Kapten employees agree with the statement "I appreciate the quality of human relationships within Kapten (accessibility, sincerity, collaboration)'

We encourage shared knowledge, organize mentoring sessions, and believe that we can be stronger together.

Take care of your colleagues, learn from them and grow together.

#### This value is **the way we do things.**

Contact people directly without bullshit, having informal relationships internally, use of a witty and playful tone in our communications, we are engaged and we do not take ourselves too seriously!

Be ready for an informal approach with colleagues and direct communications. Say it like it is. Don't be too serious.

**Brand Platform** 

### Our manifesto

- · At Kapten, we are convinced that there is room for another way. That a circle can be virtuous, that effectiveness can be human and victory unanimous. That all of this, is possible.
- · At Kapten, we are convinced that egoism produces only isolated people, that contempt only inspires an even greater contempt. That on the contrary, mutual aid can rise an army and that respect brings respect.

That all of this, is necessary.

· At Kapten, we are convinced that anybody can do it. That for us, a transport platform, it starts by rewarding our users, looking after our drivers, and involving ourselves in the cities that welcome us.

That all of this, is now.

· We won't change people's whole life, but we might change their daily life.

**Brand Platform** 

## Our philosophy

kaptenization: n. process of reviewing an existing system, so that its efficiency is no longer based on a win/lose situation for all the parties involved. Initiation of the virtuous circle of a new performance.

**Brand Platform** 

### Our battles

We believe we have a role to play in shaping smarter cities. We are committed to care.

We **comply** with local rules and customs. We contribute to local economies by creating local jobs and supporting local initiatives.

We are the first PHV operator in Europe to have launched a round up and donate feature in order to make a donation to charity.

We have launched an electric fleet because we believe that the future of mobility is green or not at all

Customer satisfaction is our priority.

We offer the best service at an affordable price, a reliable app, safe trips and excellent customer care.
We reward our customers with our unique loyalty program.

We build and improve ourselves based on feedback from our customers.



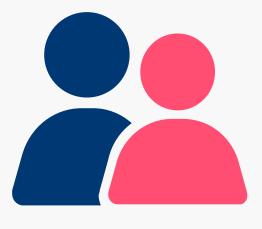
Partner drivers at Kapten are considered **as real partners.** 

We respect and involve them and reward their high-quality service. We offer trainings, dedicated support, a 24/7 emergency line, special partnerships...

We have built a mutual and human relationship based on trust and transparency.

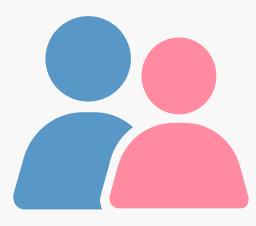
Tone of Voice B2C

# Who are we talking to?



**Primary** 

25-49 y.o urbans



#### Secondary target

- · Active & urban female/male <24 years
- · Students 18 24 years old
- · Families
- ·Young
- · Senior people

Tone of Voice B2C

# How are we talking?



- We are casual and fun, but always respectful. Smart, witty and uncomplicated.
- · We are polite but sometimes surprising.
- We don't take life too seriously.
- · We believe different can be better.

smart, funny, everyday, human, forward, caring, free, playful, informal, witty, respectful.

Tone of Voice B2C

### Do's & Dont's

- Communicate core values and brand personality
- ✓ Say it like it is but be tongue in cheek, witty and funny along with it
- ✓ Have a point of view on our category (ride hailing), our field (mobility) and the city we live in
- ✓ Be conversational use contractions (you're, he's, we'll etc.)
- ✓ Put statements in the positive form
- ✓ Be right to the point, omit needless words
- ✓ Tell the truth and be transparent
- ✓ Mind your P's and Q's! We must always be polite
- Try new things see what is well received and what is a flop - test and learn!
- Be authentic and have fun with it
- ✓ Show how we are different
- Occasionally use emojis to add context

- X Make it complicated
- X Use passive voice when you can use active voice
- X Forget to use a capital 'K' for Kapten when you talk about the company
- We long, complex sentences, when you can split them into shorter ones
- X Use a fancy word, when a simple will do
- Translate directly from French or another language it rarely sounds good! Transcreate > Translate
- X Go into details that customers or drivers don't need
- Curse, lose your temper
- X Offend customers, drivers (also taxi drivers), regulators
- X Send anything without proofreading
- Write in caps lock
- X Being too informal in customer service: Use "on" versus "nous" when answering a customer

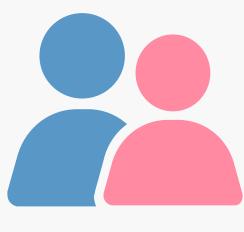
Tone of Voice B2B

# Who are we talking to?



#### **Primary**

- · CEO start-up & PME
- Office manager
- Travel manager
- · CFO



#### Secondary target

· Users of PHV or taxi in their pro life

Tone of Voice B2B

# How are we talking?

We are consistent in our TOV, as we are in a business relationship we make it less casual but still respectful. As we are cheeky monkeys, we also keep some Fun on our tone of voice, even if "business is business".



- · We are polite but sometimes surprising.
- · We believe different can be better.
- · We sign personally the emails we send to the decision-makers.
- We are consistent with the tone used on CRM B2B for all the teams of our partners.
- We are part of YourNow

respectful, personal, everyday, human, forward, caring, informal, Surprising, committed.

Tone of Voice Drivers

# Who are we talking to?



#### **Primary**

- Partner Drivers, already working with Kapten
- Fleet Owners, already working with Kapten



#### Secondary target

- Partner Drivers, not working with Kapten yet
- Fleet Owners, not working with Kapten yet

Tone of Voice Drivers

# How are we talking?

As we do in our customer relationship we put the human at the heart of everything. Humans speak to humans, we do not automatize the exchange, we are available to help our partners at any time and we respect them.



- · We are polite and respectful.
- We are transparent.
- · We are humans.
- · We believe different can be better.
- · We are always available to our partner drivers
- We believe that working with Kapten might be your best decision of the day.

respectful, personal, everyday, human, forward, caring, commited.

## Styleguide

Logotype & App icon

kapten\_

kapten\_

Logotype Rider Logotype Driver

kapten\_

kapten\_

Logotype Rider negative

Logotype Driver negative





App icon Rider App icon Driver

Logotype with claim



Might just be your best decision today



Peut-être le meilleur choix de votre journée



Possivelmente a melhor decisão do teu dia

International French Portuguese

kapten\_

Might just be your best decision today

kapten\_

Peut-être le meilleur choix de votre journée kapten\_

Possivelmente a melhor decisão do teu dia

International negative French negative Portuguese negative

Logotype BtoB

### kapten\_ business

## kapten\_business

RtoR

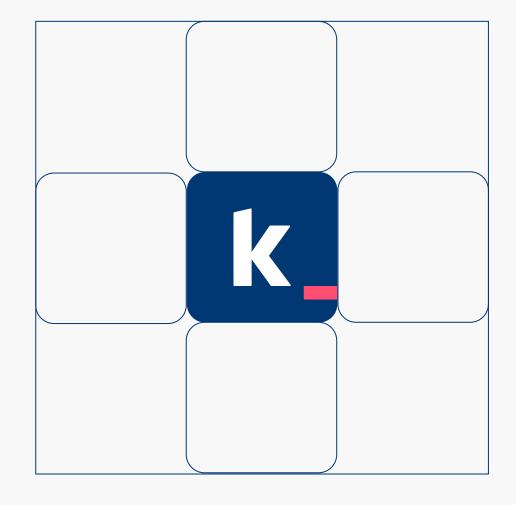
## kapten\_business

kapten\_business

If Kapten Business stands in a sentence it has to be written like this "Kapten Business" otherwise the logo has to be used as it is.

Safe area & Sizes







To ensure that no graphic element can be placed too close from the logo, a protection zone is defined around it.

The letter "e" serves as the measuring standard of the protection zone, both horizontally and vertically. Any other graphic elements must not be placed in this area.







min height 8 mm / 20 px

#### Placement





The logo can be placed any side desired: Left, right, top or bottom.

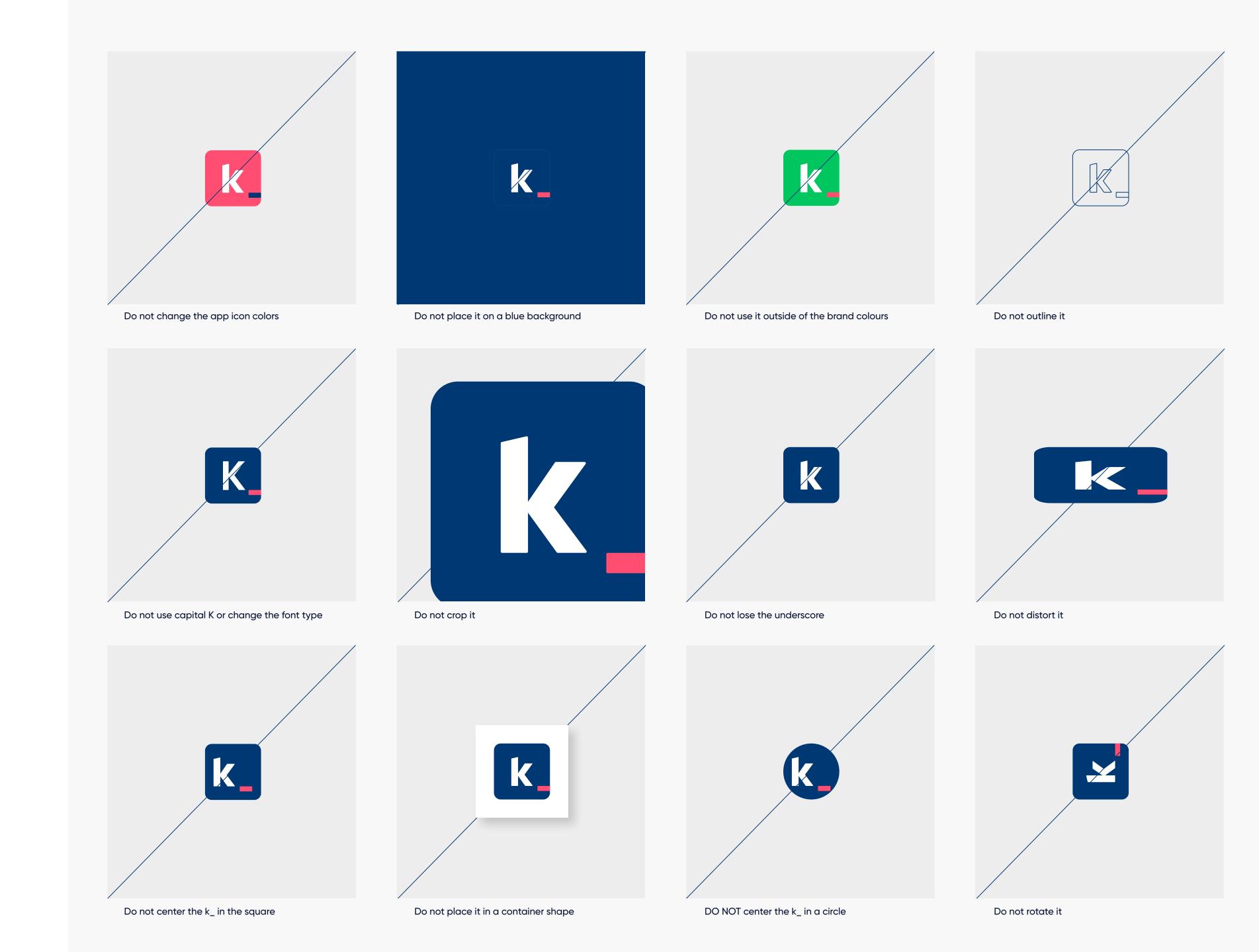
Co-branding



Things to avoid



Things to avoid



### Colors

#### **Primary palette**

Main color

The main colour for Kapten is Blue.
The other primary colours are pink and green.
Pink and Green are meant for the rider and the driver communication respectively.
Each colour has a range of halftones for more design flexibility. Primary Pink can not be used on blue as text.



#001632 R0 G22 B50 C100 M88 Y47 K65 Pantone 282 C

#002b51 R0 G43 B81 C100 M85 Y39 K38 Pantone 2767 C

#134e89 R19 G78 B137 C98 M76 Y19 K4 Pantone 7686 C

#2d66a5 R45 G102 B165 C86 M57 Y9 K1 Pantone 7683 C

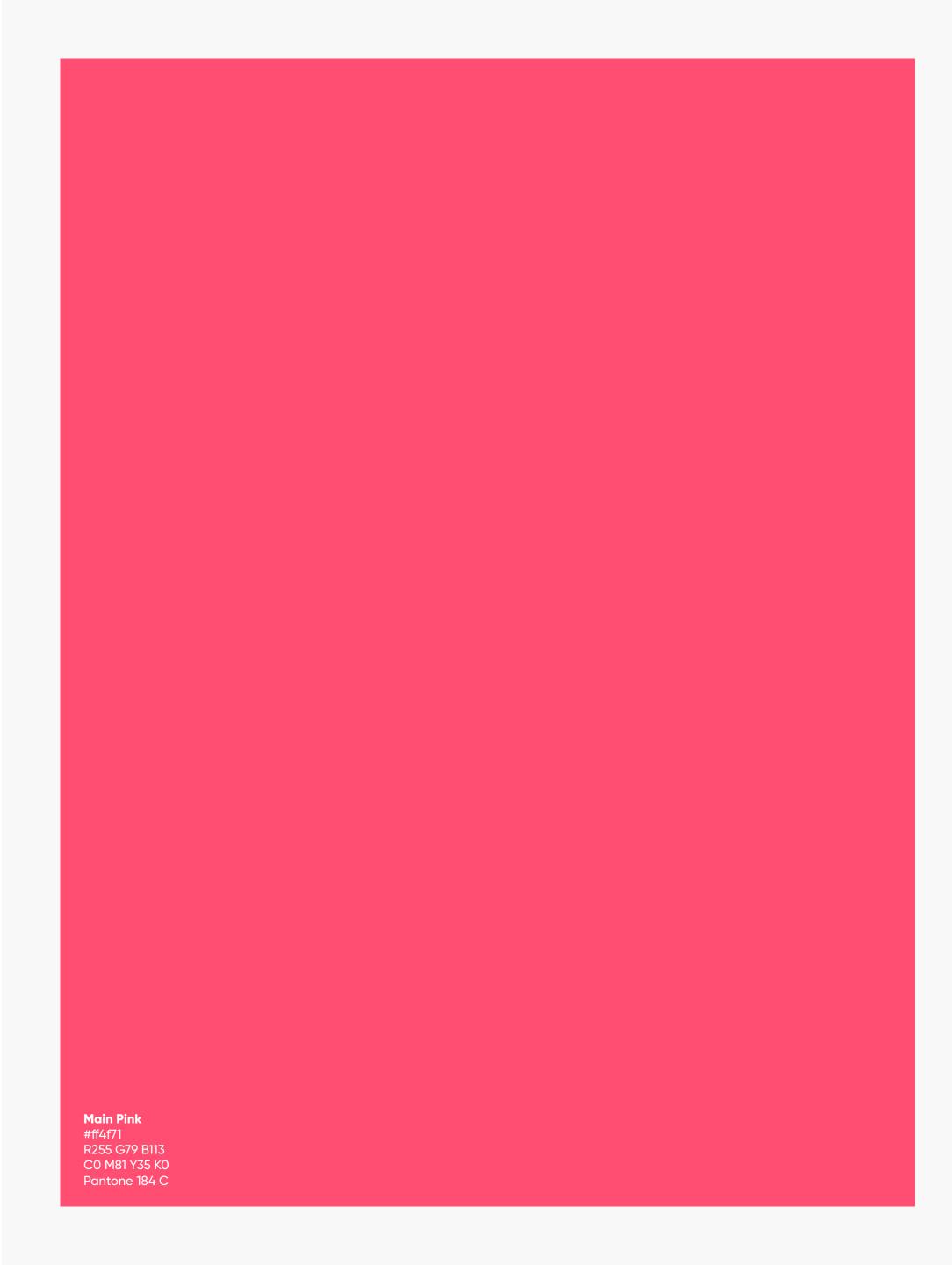
#5682b2 R86 G130 B178 C71 M42 Y13 K1 Pantone 646 C #7097c4 R112 G151 B196 C61 M34 Y9 K1 Pantone 7453 C

#85aad3 R133 G170 B211 C53 M26 Y5 K0 Pantone 659 C #9cbbd8 R156 G187 B216 C44 M19 Y8 K0 Pantone 644 C #b5cfea R181 G207 B234 C33 M12 Y2 K0 Pantone 2708 C

#cedfef R206 G223 B239 C23 M7 Y3 K0 Pantone 2707 C #e2eef7 R226 G238 B247 C14 M3 Y2 K0 Pantone 656 C #f5f8fc R245 G248 B252 C4 M2 Y1 K0 Pantone \_

#### **Primary palette**

Colors for Riders



#680037 R104 G0 B55 C38 M100 Y35 K52 Pantone 690 C

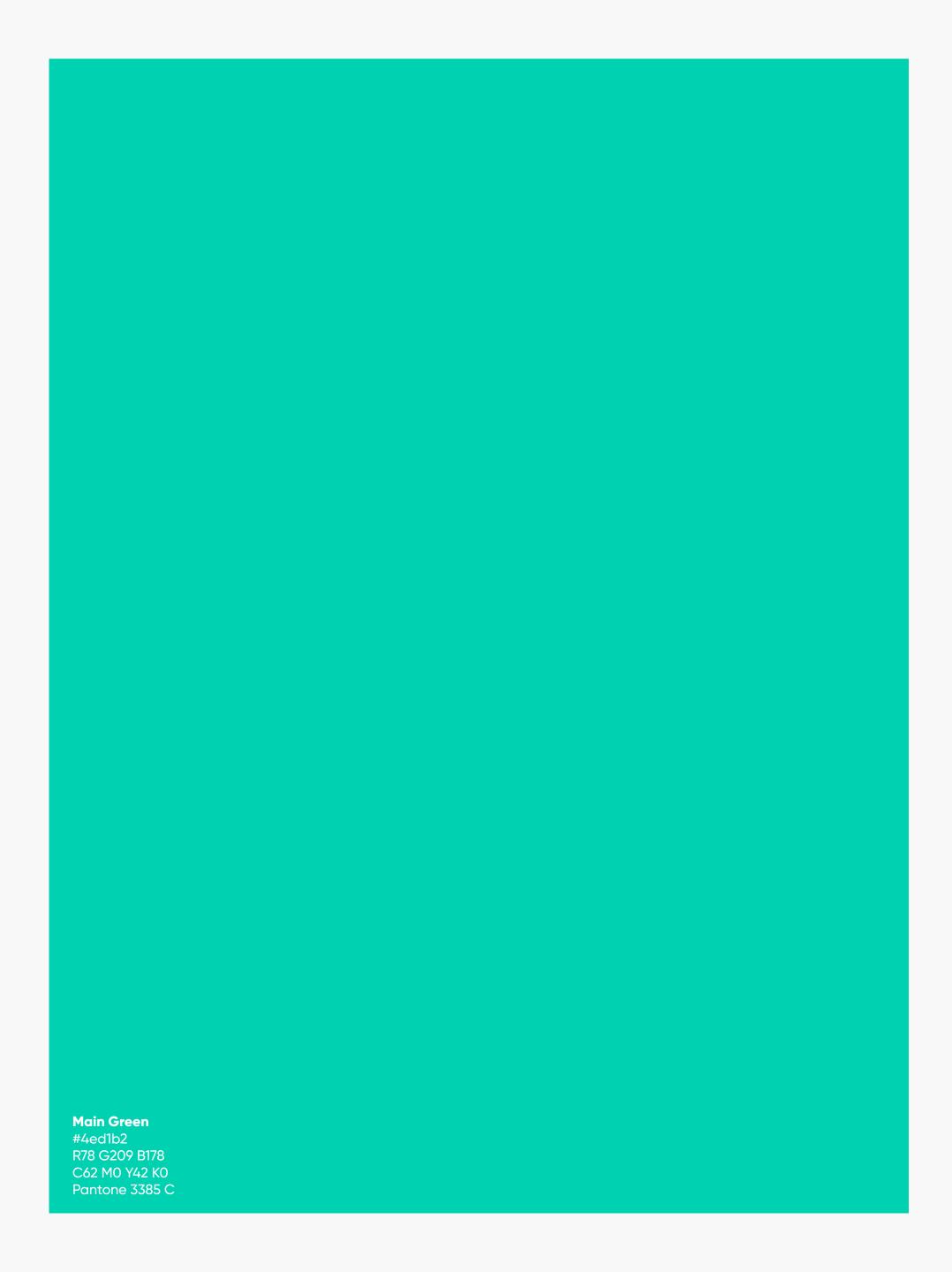
#b50b4d R181 G11 B77 C20 M100 Y46 K12 Pantone 7425 C #ed2e64 R237 G46 B100 C0 M91 Y38 K0 Pantone 191 C

#ff7690 R255 G118 B144 C0 M67 Y23 K0 Pantone 190C #ff8aa0 R G B C M Y K Pantone C #ff9fb1 R G B C M Y K Pantone C

#ffb8c9 R255 G184 B201 C0 M39 Y8 K0 Pantone 707 C #ffd7e0 R255 G215 B224 C0 M23 Y50 K0 Pantone 705 C #ffecf1 R255 G236 B241 C0 M11 Y2 K0 Pantone \_

#### **Primary palette**

Colors for Drivers



#01665c R1 G102 B92 C88 M34 Y61 K28 Pantone 568 C

#00917f R0 G145 B127 C82 M19 Y56 K4 Pantone 7473 C #00b29c R0 G178 B156 C75 M0 Y48 K0 Pantone 7465C

#00c4a8 R0 G196 B168 C70 M0 Y45 K0 Pantone 3258 C #68ddbf R104 G221 B191 C55 M0 Y36 K0 Pantone 3375 C #9aedd8 R154 G237 B216 C41 M0 Y25 K0 Pantone 0921 C

#bcede3 R188 G237 B227 C30 M0 Y17 K0 Pantone \_ #e2f7f0 R226 G247 B240 C14 M0 Y9 K0 Pantone \_ #f5fcfa R245 G252 B250 C5 M0 Y3 K0 Pantone \_

## Secondary palette App colors

**Dark Blue** #001632 R0 G22 B50 C100 M88 Y47 K65 Pantone 282 C

#1e2d44 R30 G45 B68 C91 M78 Y47 K48 Pantone 533C

#36465e R54 G70 B94 C83 M69 Y42 K29 Pantone 7545C

#546275 R84 G98 B117 C71 M56 Y39 K16 Pantone 431C

#6b7b91 R107 G123 B145 C63 M46 Y31 K4 Pantone 7544C

#8490a0 R132 G144 B180 C52 M38 Y28 K1 Pantone 7544C #a4adba R164 G173 B186 C37 M26 Y19 K0 Pantone 7543C

#bfc8d1 R191 G200 B209 C25 M12 Y11 K0 Pantone 5455C

#dfe4ea R223 G228 B234 C11 M6 Y4 K0 Pantone 656C

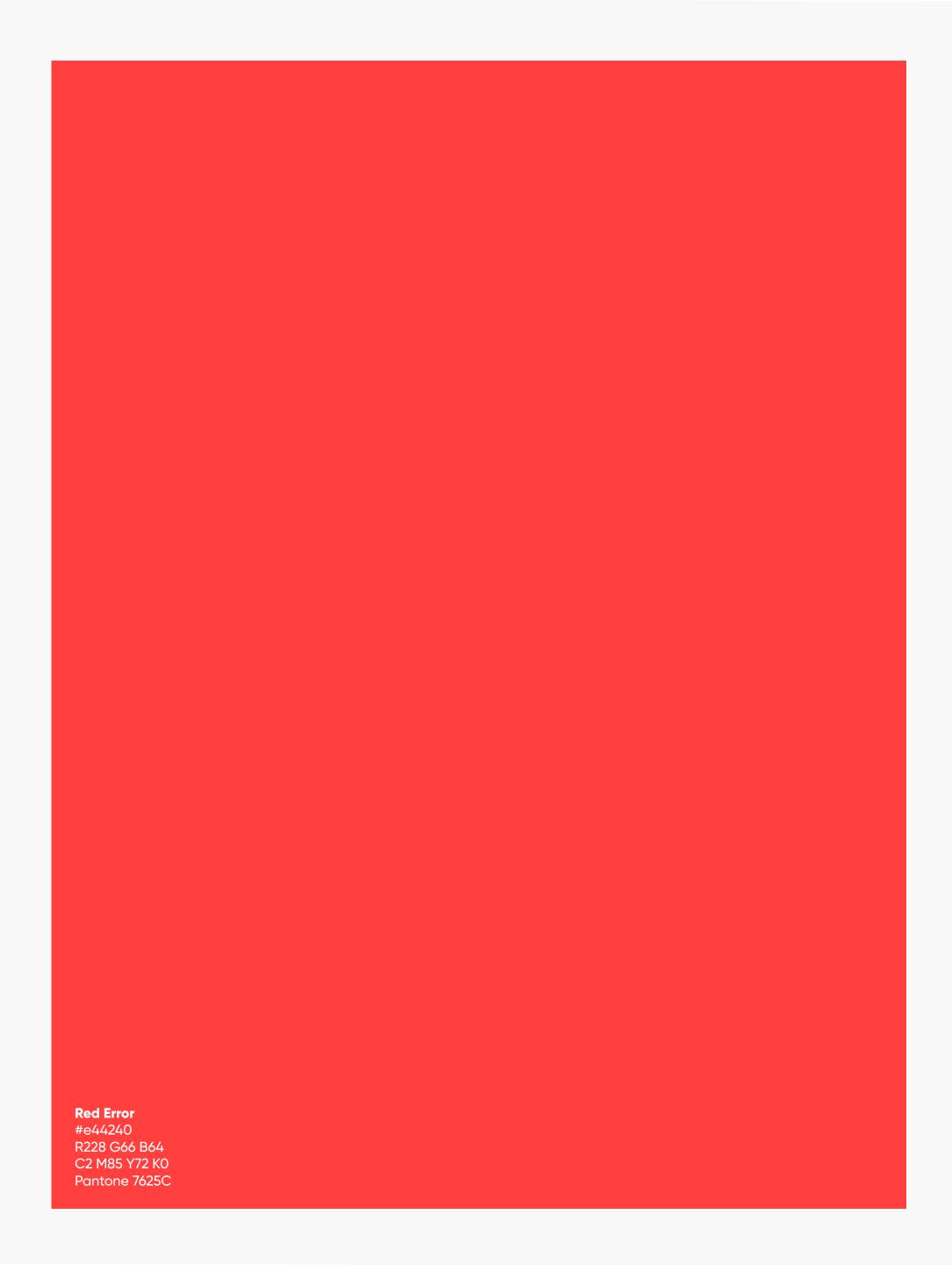
#f2f3f4 R242 G243 B244 C4 M2 Y2 K0 Pantone \_

Dark blue is used as the backgroud color of the driver application, and for the main texts (instead of black).

## Secondary palette App Colors

Our secondary colors are displayed in app interfaces. They should be used sparingly in illustration, photography, and ads.

Red is specifically used for error messages, while Green is used for success messages on the app. Green is also the main color for communication on electric fleet.



#770000 R119 G0 B0 C30 M100 Y100 K43 Pantone 1815C

#9e0000 R158 G0 B0 C24 M100 Y100 K23 Pantone 7427C

#c10505 R193 G5 B5 C16 M100 Y100 K8 Pantone 7621C

#ff3e3e R255 G62 B62 C0 M89 Y76 K0 Pant WarmRedC

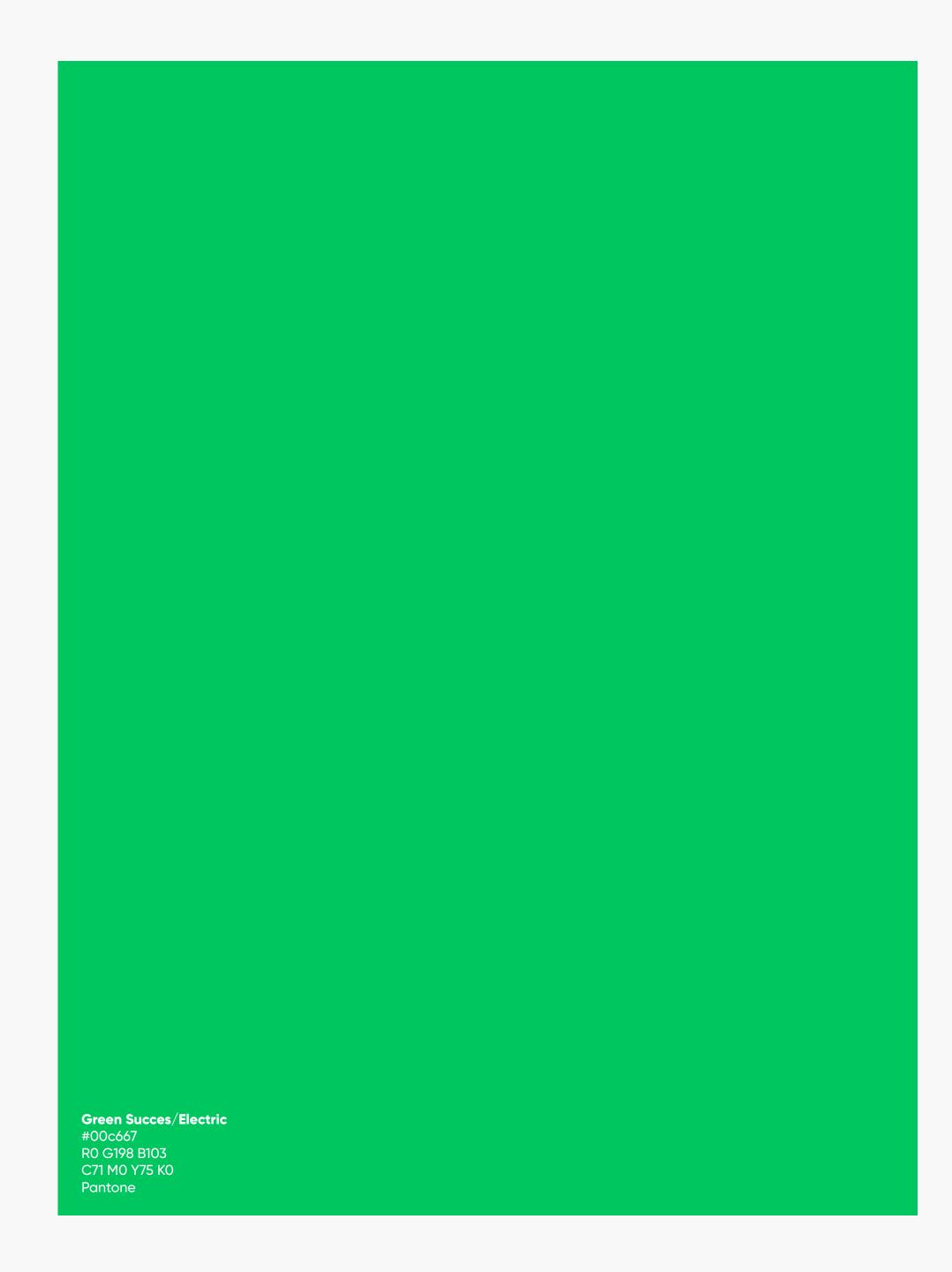
#ff6c6c R255 G108 B108 C0 M73 Y48 K0 Pantone 7416C

#ffc7c7 R255 G199 B199 C0 M27 Y12 K0 Pantone 699C

#f7d5d5 R247 G213 B213 C2 M18 Y9 K0 Pantone 698C

#f9efef R249 G239 B239 C1 M6 Y3 K0 Pantone \_

## Secondary palette App Colors



#00442b RO G68 B43 C90 M44 Y86 K52 Pantone 3435C

#00704b RO G112 B75 C89 M32 Y83 K21 Pantone 7733C

#0d9356 R13 G147 B86 C85 M18 Y87 K4 Pantone 7731C

#00a860 RO G168 B96 C82 M6 Y85 K0 Pantone 7739C

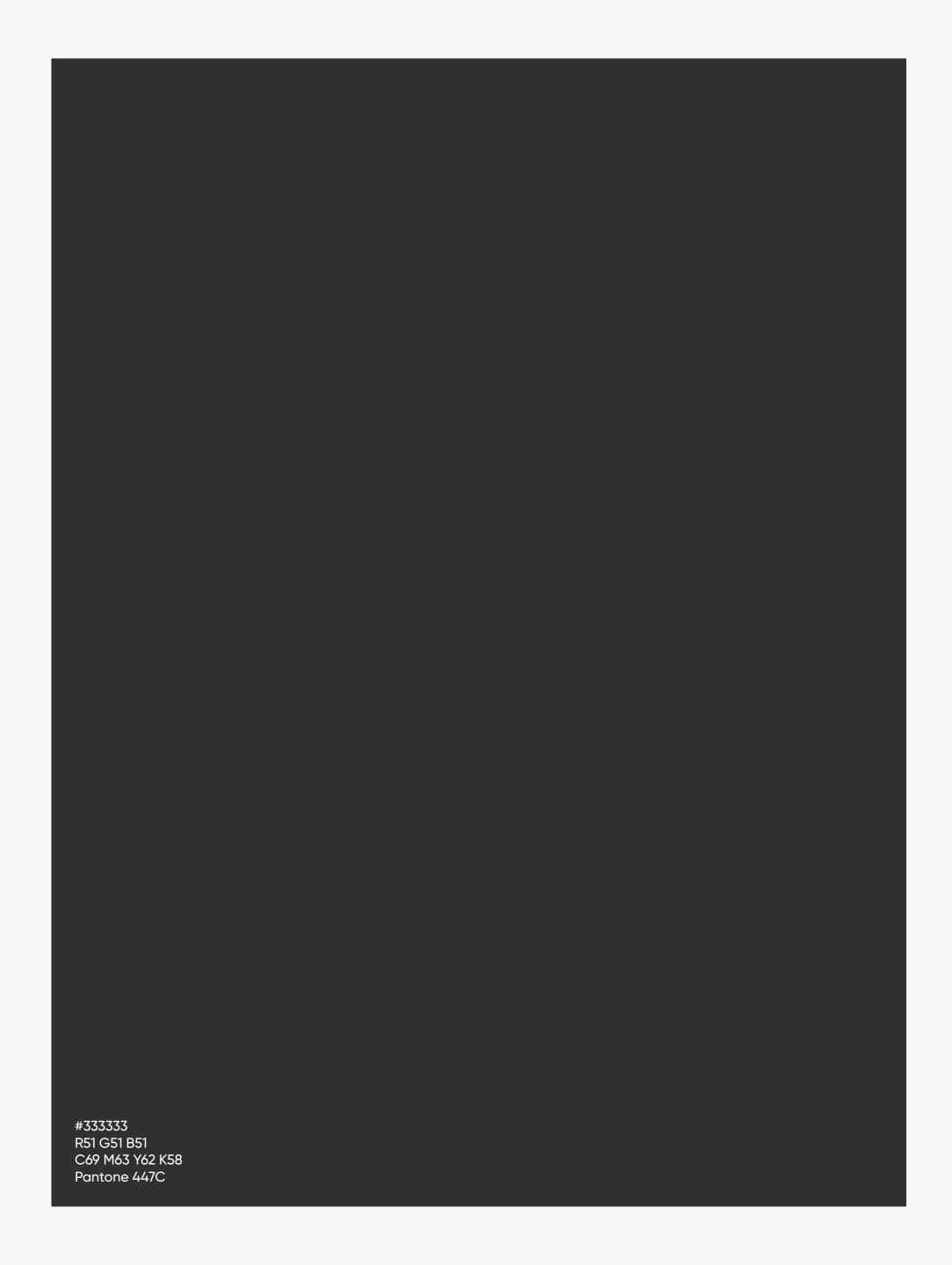
#43d173 R67 G209 B115 C64 M0 Y75 K0 Pantone 7479C #82e096 R130 G224 B150 C47 M0 Y57 K0 Pantone 353C

#b8f2c1 R184 G242 B193 C27 M0 Y33 K0 Pantone 351C

#daf7de R218 G247 B222 C13 M0 Y16 K0 Pantone 7485C

#edf7ed R237 G247 B237 C6 M0 Y7 K0 Pantone 621C

## Secondary palette Greys



#5e5e5e R94 G94 B94 C62 M54 Y53 K25 Pantone 425C

#878787 R135 G135 B135 C49 M41 Y41 K5 Pantone 423C

#b2b2b2 R178 G178 B178 C31 M25 Y25 K0 Pant CoolGray5C

#ccccc R204 G204 B204 C19 M15 Y16 K0 Pantone 420C

#d8d8d8 R216 G216 B216 C14 M11 Y11 K0 Pant CoolGray1C

#e5e5e5 R229 G229 B229 C9 M6 Y7 K0 Pantone 663C

#ededed R237 G237 B237 C6 M4 Y4 K0 Pantone 663C

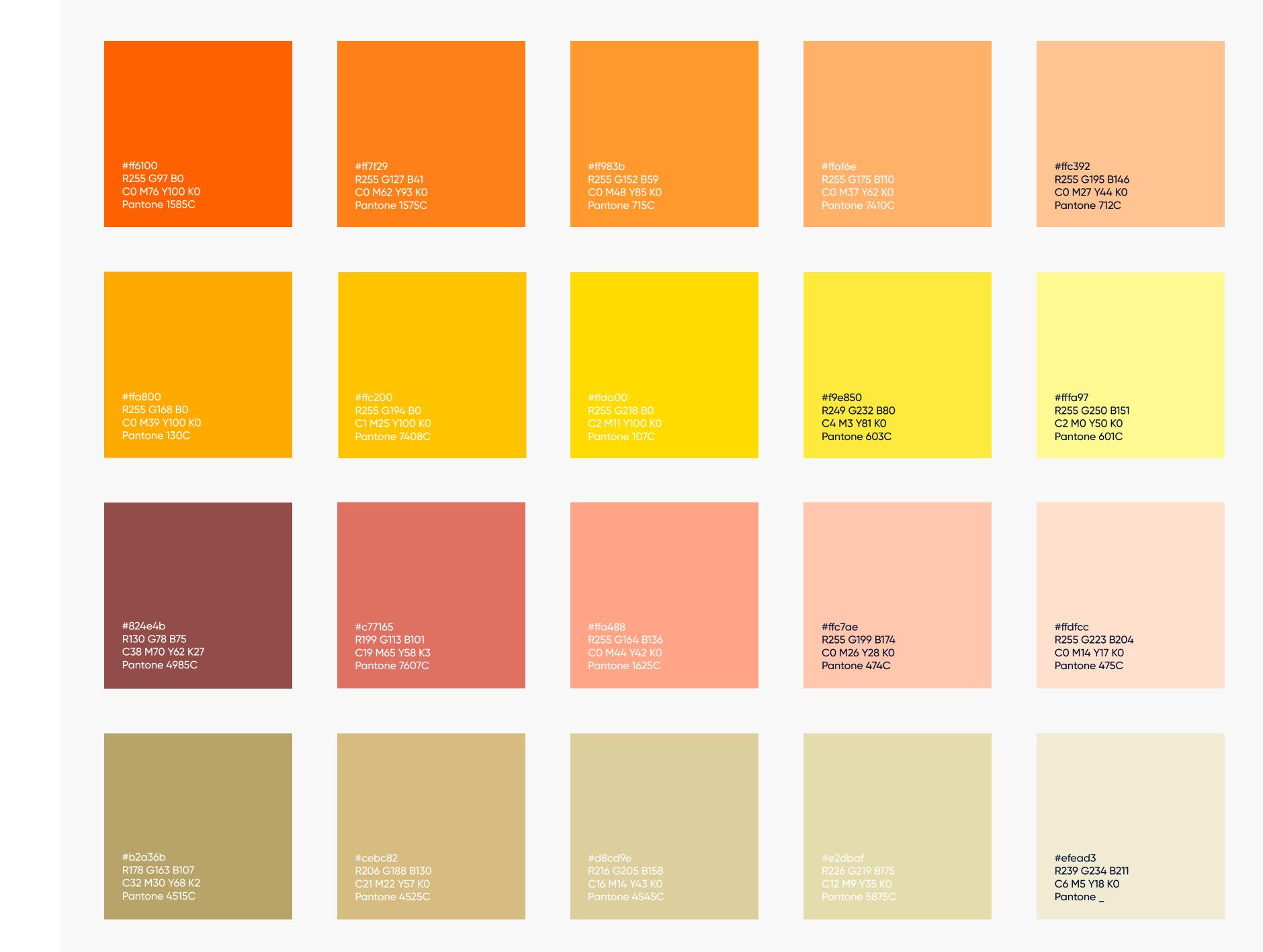
#fOfOfO R240 G240 B240 C4 M3 Y3 K0 Pantone 663C

#f8f8f8 R248 G248 B248 C2 M1 Y1 K0 Pantone \_

## Secondary palette



## Secondary palette



## Typography

#### **Typography**

Brand Typeface: Gilroy

The corporate font for Kapten is the Gilroy. It has a modern, friendly appearance and is suitable for both headlines and body text. In the logo, there is a modified version of the font with rounded corners to convey more emotions.

#### Gilroy medium

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq Rr Ss Tt Uu Vv Ww Xx Yy Zz 0123456789

#### Gilroy extrabold

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq Rr Ss Tt Uu Vv Ww Xx Yy Zz 0123456789

#### Gilroy heavy

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq Rr Ss Tt Uu Vv Ww Xx Yy Zz 0123456789

#### **Typography**

Hierarchy and weights

**Headline V1**Gilroy heavy

Letter spacing: 30 Case: All caps

## LOREM IPSUM DOLOR SIT AMET

**Headline V2**Gilroy extrabold
Case : Sentence case

# Ut wisi enim minim, quis nostrud exercit

**Subheadline (1/2H)**Gilroy extrabold
Case: Sentence case

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy.

Body copy (1/2SH) Gilroy medium Case: sentence case

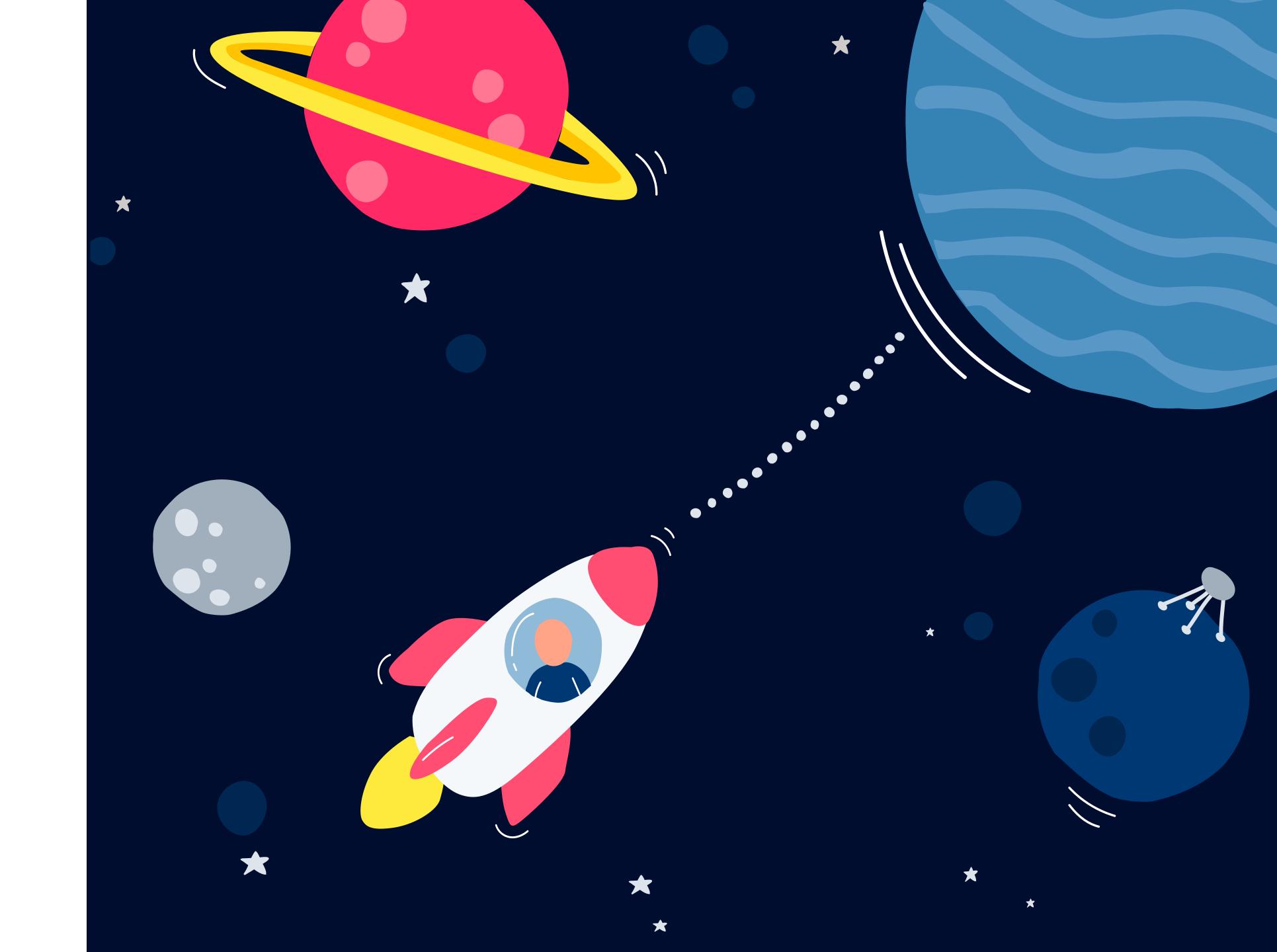
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincididunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullam suscipit lobortis nisl.

#### Illustrations

Our illustrations have a very personal, fresh and modern style. They are made from simple shapes, not symmetrical, and slightly irregular. The style is flat, without outline. Small details are highlighted with subtle lines.



















## Thank you!