



URBAN FLEET PARTNERS POLICIES

ABOUT URBAN

Urban is Africa's most traveler-centric brand enabling travelers achieve seamless travel experience through the provision of bitable, accessible, available and affordable travel & financial services, products and tools.

Urban continues to break novel grounds in the travel vertical and win new fans every day, but our ethos remains the same: challenge convention and provide the ultimate travel experience. To achieve our ethos, we have formed sustainable partnerships with the finest automotive, technology and lifestyle brands with the primary goal of enhancing user experience.

WHO IS URBAN FLEET PARTNER

Urban fleet partners are individuals, fleet managers, or vehicle leasing companies that own vehicles, have access to vehicles or in their custody or are transporters who are ready to partner with Urban for guaranteed earnings remotely and in real-time through highly designed and developed tech-enabled tools and dashboards.

PARTNER'S BENEFITS

- I. **Steady Income:** Urban Partners are assured of regular income on assigned trips and passenger bookings, Partners can earn more money by adding more vehicles to our fleet;
- II. **Asset Financing from Our Financing Partners:** This provides partners access to funding to increase their fleet. This benefit can be harnessed after spending six (6) months as Urban Fleet Partner;
- III. **Fuel Financing:** To ease operating cost, Urban provides partners with access to fueling at designated petrol stations. The payments are deducted from the partner's earnings at the end of the month;
- IV. **Working Capital Financing:** To ease operating costs, Partners can have access to loans at minimal interest rates for vehicle maintenance or other operational needs.



VEHICLE QUALITY REQUIREMENTS



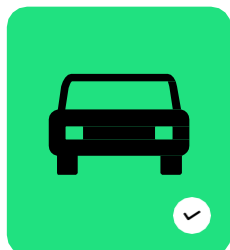
To ensure that all vehicles on the Urban platform are of the highest quality, have a longer lifespan and provide optimum delivery in performance, these vehicles are graded into three (3) categories for efficiency:

- I. Grade A: These categories of vehicles are the most recent years of manufacture, have the highest engine performance, cleanest bodies, good working air conditioning systems, complete documentation and other required aesthetics;
- II. Grade B: These categories of vehicles are of older models and may require a few repairs to be onboarded.

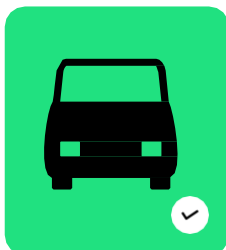


Vehicles that do not fit into any of the categories are deemed as failed and cannot be onboarded except where highlighted issues are fixed and the vehicle eventually falls into either of the listed categories.

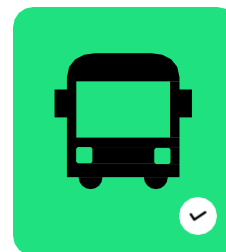
ACCEPTED VEHICLE TYPES



SEDANS (4 Seaters)



MINI BUSES (6-7 Seaters)



BUSES (12-18 Seaters)

VEHICLE INSPECTIONS

- I. All vehicles undergo preliminary inspections before they are onboarded or assigned to routes. The preliminary inspections help to determine the grades of the vehicles;
- II. The partners agree and acknowledge that Urban shall conduct regular inspections of the vehicles through our inspection service partners with a minimum of one inspection per month;
- III. For active vehicles, Partners have a two weeks period to complete all repairs flagged during inspections;
- IV. The cost of the inspections is borne by the Partner. This cost is deductible by Urban every payment cycle.

DOCUMENTATION

Partners are to ensure that all required documents to operate within the approved city and routes are complete and available for inspection. These documents or copies should be kept in the vehicle and accessible to law enforcement where and when required.

These documents include but are not limited to:

1. Vehicle Insurance;
2. Vehicle Proof of Ownership;
3. Vehicle License;
4. Road Worthiness Certificate;
5. Driver's License;
6. E-CMR by the Nigeria Police.

HEALTH SAFETY AND ENVIRONMENT

At Urban we take HSE very seriously. The health and safety of our Users and our Providers is of paramount to us; hence all precautions should be taken to ensure safety at all times.



In light of this, the following items must be onboarding all vehicles at all times and in excellent condition:

1. First Aid Kit;
2. Hand Sanitizers
3. Fire Extinguisher;
4. Seat Belts;
5. Spare Tire;
6. Wheel Spanner;
7. Jack;
8. Wedge;
9. Extra Fan Belt;
10. Water.

PARTNER ONBOARDING

Partners are onboarded upon the completion of inspections, negotiations and route assignments.

The Partner agrees to a one (1) month probatory period to ensure a compatible partnership with Urban, after which a contract is signed for a minimum period of three (3) months.

MAINTENANCE OF VEHICLES

- I. The Partner is responsible for the routine and corrective.

HIGHWAY PENALTIES

- i. The Partner shall be responsible for the payment of any road penalties;
- ii. The Partner shall be responsible for the payment of penalties in the case of documentation default.

PARTNER ENGAGEMENTS

The Partner shall attend all routine events scheduled by the Urban Team.

COMPLIANCE AND EARNINGS

A Partner is compliant to Urban processes when/where:

- A. He/She adheres to the strict maintenance schedule of the vehicle(s);
- B. Track his/her trip records using the Urban Fleet Partner Dashboard;
- C. Track his/her earnings on the Urban Fleet Partner Dashboard.

PAYMENT TERMS

- i. Urban shall pay the Partner the commission of completed trips monthly;
- ii. Urban shall pay the Partner his/her total earnings between the 1st and 15th day of the month for the trips completed in the previous month;



- iii. Urban shall pay the Partner the total earnings for the month as populated on the Partner's Dashboard.

CODE OF CONDUCT

1. Service Obsession: Urban Partner should be dedicated to providing exceptional service. It involves going above and beyond to ensure that vehicles are in good condition;
2. Excellence: As an Urban Partner, excellence entails the delivery of exceptional service and value across the various aspects of your operations;
3. Respect: involves valuing and honoring the needs and rights of all stakeholders by treating them with dignity, courtesy and fairness at all times. This includes communicating transparently and maintaining a respectful mutually beneficial relationship;
4. Velocity: Velocity refers to the speed of efficiency with which Fleet Partners manage their operations;
5. Integrity: Conducting business with honesty, transparency, and ethical principles, both internally and externally is an important value for success as an Urban Fleet Partner;
6. Collaboration: For Urban Fleet Partners, optimizing resources, processes and systems to maximize productivity, minimize waste, and deliver excellent service is critical to success.

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