**EZRIDE DRIVER'S CODE OF CONDUCT**

**1. COMPLIANCE WITH ALL LAWS, REGULATIONS, POLICIES AND GUIDELINES**   
(a) You shall comply with all Singapore traffic laws, regulations, rules, policies and guidelines as well as this Code and any further guidelines that may be issued by the Company from time to time.   
  
(b) It is your sole responsibility to ensure that your PDVL license is valid and current. You understand that providing private hire car services without a PDVL or valid approval letter from LTA is an offence under the Road Traffic Act and liable to a fine not exceeding $500 or imprisonment of a term not exceeding 3 months, or both. You further understand that your PDVL license is linked to the demerit point system by the Land Transport Authority (LTA) and if you reach the 21-demerit-point threshold, your PDVL license will be revoked. You shall forthwith inform us of any revocation or suspension of your PDVL license by the LTA. You are required to have your PDVL with you AT ALL TIMES and shall produce it for inspection to the Company’s Enforcement Team upon request.  
  
(c) You shall ensure that your vehicle has been affixed with the decal as required by the LTA and it is your responsibility to constantly check that the decal has not been tampered with or defaced. Please report to the Company immediately when you discover that the decal has been tampered with or defaced. You understand that driving without a decal is an offence that is punishable by a fine not exceeding $1000 or a jail term not exceeding 3 months, or both for first-time offenders, and a fine not exceeding $2000 or a jail term not exceeding 6 months, or both for repeat offenders. Offenders may also have their PDVLs revoked.   
  
(d) You have the responsibility of ensuring that your vehicle is covered with current and valid commercial motor vehicle insurance, which meets the requirements of the Motor Vehicles (Third-Party Risks and Compensation) Act to insure against third-party liability risks, including death and bodily injury to passengers. You are required to inform the Company immediately if your commercial insurance ceases to be valid. You understand that offering private hire car services without valid commercial insurance is an offence that is punishable by a fine not exceeding $1000, or imprisonment for a term not exceeding 3 months, or both, and that offenders will be disqualified from holding or obtaining a driving licence.   
  
(e) You should note that where you choose to use personal in-vehicle cameras for safety and security purposes, they are neither endorsed nor prohibited by the Company, and the Company does not collect, use or disclose any Personal Data of third parties from such in-vehicle recordings. The collection, use and disclosure of any such Personal Data is not conducted on behalf of the Company. As such, it is your sole responsibility to comply with local privacy laws and regulations, and you should obtain the consent of your passenger prior to using the personal in-vehicle cameras in such vehicles. Personal Data is defined in EZRide’s Privacy Policy document which can be viewed thru the Application.  
  
(f) As part of the Company’s continuous effort to improve service delivery to the passengers and ensure full compliance with all applicable laws, regulations and Company’s guidelines including this Code, the Company will conduct random checks on drivers. You are required to co-operate courteously and comply with the reasonable requests from the Enforcement Team.   
  
(g)You are prohibited from taking part in any illegal demonstrations against the Company, being a member of an unregistered association, incite other drivers not to use the EZRide application, boycott or threaten to boycott the EZRide application or any other acts that may be construed to be against the interests of the Company.   
  
(h) You agree not to be involved in any activity that may impair or degrade the reputation of the Company and/or causes disruption to the Company’s operation or conspire with other drivers or any third party with the intention to commit the aforesaid acts.   
  
(i) We are doing our best to bring you more jobs. Hence, we need your support for our PROMO CODE jobs. Please honor all PROMO CODE jobs upon receiving the confirmation sms. In the event you are not sure, please check with the Company thru its registered contact number for clarifications.   
  
(j) You are strictly prohibited against committing any acts with the intention to cheat or defraud the Company whether via any ‘Promo Code’ or otherwise which may cause the Company to suffer losses.   
  
(k) Necessary penalties against you will be implemented if you are found to be violating our terms. See the relevant Driver’s Terms and Conditions document for more details.  
  
(l) You shall not harass/threaten any EZRide Staff within the premises or over the telephone. Acts of harassment such as asking for mobile numbers, stalking or taking photos will result in disciplinary actions or legal prosecution.   
  
(m) The Company may also use and process your data for marketing purposes such as:

* To send you alerts, newsletters, updates, mailers, promotional materials, special privileges, festive greetings from the Company, its Group, its partners, sponsors or advertisers;
* To notify and invite you to events or activities organized by the Company, its partners, sponsors or advertisers;
* To process your registration to participate in or attend an event or activity and to communicate with you regarding your attendance at the event or activity;
* To share your Personal Data amongst its subsidiaries, associate companies and jointly controlled entities as well as with its agent, vendor, supplier, partner, contractor or service provider who may communicate with you to market their products, services, events or promotions.

by way of post, telephone call, short message service (SMS), by hand and/or by email.   
  
**2. PROFESSIONAL AND QUALITY SERVICE**   
(a) You shall provide safe and clean transportation to all passengers. The safety and comfort of passengers and drivers on the EZRide platform and network is of utmost priority.   
  
(b) The Company does not tolerate any consumption of drugs or alcohol by drivers while using the Application and the platform. This is against the law and a serious violation of the Company’s safety policy. Further, illegal substances and open containers of alcohol are not permitted in drivers’ vehicles. If a passenger believes a driver may be under the influence of drugs or alcohol, he or she has the right to end the trip immediately and alert the Company via telephone number thru the Application 9Support function) or direct email to **ezride.sg@gmail.com**.   
  
(c) You are prohibited from having or keeping weapons of any kind or description in your vehicle or on your person for any reason whatsoever.   
  
(d) The Company takes a serious view on reckless driving which endangers passengers and/or other road users and this includes:

* Driving against the direction of traffic
* Failure to comply with speed limit
* Failure to conform with traffic light
* Using your mobile phone without any hands free kit while driving
* Failure to use the indicator signal prior to changing lanes or turning into a junction
* Breaches of any other traffic laws

(f) You shall always be properly and decently attired (at a minimum, you shall wear long trousers and covered shoes) and exhibit good mannerism as well as communicate with your passengers politely.   
  
(g) You are prohibited from driving without any valid license, insurance policy and/or business licenses or permits required to provide transportation for hire.   
  
(h) We recommend that you always remind your passengers to wear a seatbelt (or helmet as the case may be) while riding in your vehicle.   
  
(i) Avoid violent and aggressive behaviour at all times. With safety and security as its key pillar, the Company does not condone any form of violence or aggression. Drivers must not exhibit aggressive behaviour, including getting into verbal disputes with passengers, using vulgarity or insinuation or making threats or physical blows with the passenger. In the event of the situation getting out of hand, never take matters into your own hands or escalate the tension (i.e. harass or make threats whether the ride is ongoing or has ended). Always choose to report the case to the Company as soon as possible. We aim to serve all parties impartially and will take such actions as appropriate.   
  
(j) You are strictly forbidden from committing any form of sexual offence, including making lewd comments/ texts, sexual harassment, unwanted physical contact, unlawful restraint, drugging, molestation and rape. These are criminal offences under the law and a serious violation of the Company’s safety policy. Offenders will be prosecuted against the law.   
  
(k) Bear in mind that harassment differs according to societal and personal norms — commenting on appearance, asking overly personal questions and infringing into personal space are generally deemed inappropriate. We urge you to be mindful of other users’ privacy and personal space. Texting or calling your passengers outside of professional grounds is both a form of harassment and a breach to his or her entitlement to personal security and data protection.   
  
(l) As a responsible transport provider, you are encouraged to provide assistance to handicapped passengers especially when entering or alighting your vehicle.   
  
(m) You shall accede to reasonable requests from your passengers such as lowering the air-conditioning and radio volume. You may help passengers with their luggage if your physical ability permits.   
  
(n) With regards to visually impaired passengers who are accompanied by their guide dogs, you are encouraged to accept such bookings if it doesn’t offend the tenets of your religion.   
  
(o) Knowledge of traffic conditions such as road constructions, major accidents or outdoor events which may delay a trip is deemed an advantage in your work and you are encouraged to always be alert to such developments. Do inform your passengers if you are running late.   
  
(p) In the event your passenger leaves behind his/her belongings (including cash) in your vehicle, you are required to:   
- notify the Company within 4 hours of discovery; and   
- return the same to the passenger concerned or to the Company within 48 hours of discovery.   
  
(q) Honour a booking you have accepted. This is very important in building passenger confidence and encourages more passengers to use our platform. More passengers means more jobs for drivers as a whole.   
  
(r) Do not transfer a job to other drivers or any other person. If you are unable to pick up a passenger due to an emergency, please inform the passenger immediately before cancelling the booking. You are strongly encouraged not to cancel jobs except in an emergency (e.g. car breakdown)   
  
(s) Wait for your passenger to arrive at the pick-up point. Driving off without waiting for them provides a very negative experience for your customer. Please call your passenger after waiting for at least 2 Minutes to confirm if they still require a ride. Please inform the passenger and our Customer Service if you are unable to wait further.   
  
(t) You shall not refuse to provide services based on a person’s race, religion, nationality, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under law. This type of behaviour can result in termination of user access to the EZRide platform. It is disrespectful to make derogatory or discriminatory remarks about a person or group whether or not the passenger belongs to the group.   
  
(u) Do not set your own fares (e.g. charge per trip) as this may be considered as overcharging. Collect the correct fare according to the Application calculation thru its internal algorithm.   
  
(v) Do not solicit passengers to make personal or extra booking arrangements. This goes against our principle of assigning the nearest vehicle to the passenger. You are also depriving your passenger from getting a vehicle in the most efficient way.   
  
(w) Do not recommend other ride booking apps to your passengers. This practice is annoying and unprofessional to passengers.   
  
(x) Passengers do appreciate honesty on the part of drivers. Hence, you shall provide your service that is based on this principle. Acts of cheating such as failing to give correct change for cash payment or taking a longer route than necessary (unless there is a valid reason for it or specifically requested by the passenger) is prohibited. .   
  
(z) You are strictly prohibited from contacting your passenger through any channel or platforms unless it is for purposes related to the job booking made by such passenger.   
  
(aa) You must not have another person inside the car during the time operating as an EZRide driver.   
  
(bb) Respect your passenger’s privacy. You MUST keep confidential all your passenger’s personal information (i.e. name, mobile number and address) that comes into your possession. Do not disclose or share any of your passenger’s personal information with anyone, whether your friends or family members, or other passengers, drivers or members of the public.   
  
(cc) You shall not ask passengers to change payment method after accepting a job (Eg: Asking passengers to pay by card instead of Cash or PayNow / PayLah)   
  
(dd) You must only use the vehicle that corresponds to the vehicle description which has been provided by you to the Company for provision of the transportation services.   
  
  
  
**3. EMERGENCY PROCEDURE**   
When you are faced with a situation that requires immediate emergency attention, please call the emergency service number in your area. Once all parties are safe and the situation has been handled by the authorities, please then notify the Company promptly so we may assist and take appropriate action as needed, including cooperating with law enforcement.   
  
  
**4. CONTINUING TRAINING AND IMPROVEMENT**   
(a) At the Company, we are committed to continual improvement to service standards. Drivers are to be open to feedback and further training.   
  
(b) The Company implements a two-way passenger and driver feedback system, as well as a mystery passenger audit system. We also enforce continual evaluation of a driver’s suitability and performance, and provide feedback accordingly. In most cases, we aim to work together with the driver via feedback sessions, training events, workshops and audits etc. Results from these efforts depend on receptivity of the driver.   
  
(c) You are required to attend the training sessions that are arranged by the Company or its agents unless you are faced with an emergency or due to other unavoidable reasons. In such situations, replacement sessions may be arranged at a later date.   
  
(d) The Company maintains a zero-tolerance policy regarding all infringements and violations of this Code of Conduct and the Driver acknowledges that this may result in suspension or termination of access to the EZRide platform.