**EZRIDE PASSENGERS 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) You should note that where you choose to use personal mobile or hand-held cameras for safety and security purposes during your ride, 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 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 fellow passengers and/or EZRide Driver prior to using the personal cameras during the ride or journey. Personal Data is defined in EZRide’s Privacy Policy document which can be viewed thru the Application.  
  
(c) 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 and Passengers. You are required to co-operate courteously and comply with the reasonable requests from the Enforcement Team.   
  
(d)You are prohibited from taking part in any illegal demonstrations against the Company, being a member of an unregistered association, incite other Drivers or Passengers 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.   
  
(e) 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, passengers, or any third party with the intention to commit the aforesaid acts.   
  
(f) 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.   
  
(g) Necessary penalties against you will be implemented if you are found to be violating our terms. See the relevant Terms and Conditions document for more details.  
  
(h) 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.   
  
(i) 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 GOOD MANNERS**  
(a) You shall conduct yourself in the best possible way when riding thru EZRide, maintaining the safety and cleanliness (no eating, drinking, or throwing of litter and garbage during the ride) of the transportation vehicle for you and all other 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 and passengers 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 all vehicles. If a passenger (or driver) believes a driver (or passenger) 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 Support function or direct email to **ezride.sg@gmail.com**.   
  
(c) You are prohibited from having or keeping weapons of any kind or description in the vehicle or with you in person while on a ride for any reason whatsoever.   
  
(d) The Company takes a serious view on these reckless and unprofessional practices of passengers while on a ride:

* Eating or drinking
* Taunting or saying derogatory remarks to EZRide Drivers
* Throwing garbage or littering inside the vehicle
* Using your mobile phone in a manner that distracts the EZRide driver
* Vomiting or leaving any forms of bodily liquids or fluids in the vehicle
* Not wearing seatbelts
* Any and all forms of sexual acts while inside the vehicle
* Breaches of any other Code of Conduct listed herein

(e) 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. Passengers must not exhibit aggressive behaviour, including getting into verbal disputes with fellow passengers or driver, using vulgarity or insinuation or making threats or physical blows with other passengers or driver. 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.   
  
(f) You are strictly forbidden from committing any of these actions with fellow passengers or driver; 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.   
  
(g) 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 fellow passengers or driver outside of professional grounds is both a form of harassment and a breach to his or her entitlement to personal security and data protection.    
  
(h) Honour a booking you have requested and had been accepted by EZRide driver. This is very important in building driver confidence and encourages more drivers to use our platform. More drivers means less waiting time for you and other passengers, and more jobs for drivers as a whole.   
  
(i) Do not cancel a ride without due justifiable reason. Give your driver a few minutes to make it to your pickup location (example 2-5 minutes) and call/message/chat him/her if you feel that is needed. Do inform your EZRide driver before cancelling the booking. You are strongly encouraged not to cancel bookings except in an emergency (e.g. sudden work, change of destination, etc)   
  
(j) Do not solicit Drivers to make personal or extra booking arrangements. This goes against our principle of matching the nearest vehicle to the nearest passenger. You are also depriving your fellow passengers from getting a vehicle in the most efficient way.   
  
(k) Do not recommend other ride booking apps to your fellow passengers or drivers. This practice is annoying and unprofessional to both passengers and Drivers.  
  
(l) You are strictly prohibited from contacting your fellow passengers or Drivers through any channel or platforms unless it is for purposes related to the booking you made.

**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. FEEDBACK AND FURTHER IMPROVEMENTS**   
(a) At the Company, we are committed to continual improvement to service standards. The Company is always open to passenger feedback thru the Application (EZFeedback).  
  
(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 (taken from passengers inputs). 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, and these results are also to be shared with the registered passengers/riders.  
  
(c) The Company maintains a zero-tolerance policy regarding all infringements and violations of this Code of Conduct and the Passenger acknowledges that any violations may result in suspension or termination of access to the EZRide platform.