

CODE OF CONDUCT

IMPORTANT: PLEASE READ CAREFULLY

Kindly read and agree code of conduct for a Serviceon delivery partner. Please adhere to these when interacting with Service centre/Workshops and customers.

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This document sets out specific details of your association with Serviceon Automotive Technologies Private Limited (hereinafter. 'Serviceon'), including amongst other, the pre-requisites for being a Pick-Up and Delivery Executive (which you shall be required to adhere to and maintain during the course of your association with Serviceon), the code of conduct expected to be followed, and the manner of discharge of your Services.

BY DOWNLOADING, INSTALLING OR OTHERWISE USING THE APPLICATION, YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, DO NOT DOWNLOAD, INSTALL. OR USE THE APPLICATION.

These terms and conditions are effective from January 14, 2020. Serviceon and the Pick-up Drop Delivery Executive are hereinafter, wherever the context so requires, referred to collectively as "Parties" and individually as a "Party".

Eligibility Requirements

The Pick-up Drop Delivery Executive shall maintain a vehicle at his/her own cost and the required communication device to perform the Services (as defined in the Pick-up Drop Delivery Executive Agreement, available for viewing on this mobile application) effectively.

The Pick-up Drop Delivery Executive is advised to purchase an accident and death insurance policy at his/her own cost and ensure that his/her vehicle is insured as required by the Regional Transport Office.

The Pick-up Drop Delivery Executive shall disclose any criminal convictions or pending judicial proceedings, if any, initiated by or against the Pick-up Drop Delivery Executive before any court of law in India.

The Pick-up Drop Delivery Executive represents that he/she is not suffering from a contagious or infectious disease and that the Pick-up Drop Delivery Executive shall inform Serviceon immediately upon contracting any infection or contagious disease.

The Pick-up Drop Delivery Executive shall furnish all documents that may be requested by Serviceon in order to facilitate a background check, including but not limited to his/her PAN card, identity proof, or an address proof. Further, the Pick-up Drop Delivery Executive shall be required to cooperate with any background verification requests in the form of meetings or requests for information by Serviceon or its duly authorized representatives or agents

The Pick-up Drop Delivery Executive shall be required to attend all training sessions or meetings conducted by Serviceon, as may be intimated to him/her at periodic intervals.

Code of Conduct

The Pick-up Drop Delivery Executive shall, at all times during which he is undertaking the Services, maintain dress, appearance and hygiene codes as specified by Serviceon.

The Pick-up Drop Delivery Executive shall perform its obligations with promptness and use reasonable care and skill and in accordance with standards of diligence, care, skill, quality and integrity to be reasonably expected of an experienced and reputable provider of services;

The Pick-up Drop Delivery Executive shall also ensure the Vehicle and vehicle documents, picked up from the Service centre/Workshop representative and delivered to the Customer in the same condition (vice-e-versa)

The Pick-up Drop Delivery Executive shall perform each pick-up and delivery in the most efficient manner possible and shall adhere to the timelines prescribed by Serviceon for pick-ups and deliveries.

The Pick-up Drop Delivery Executive shall provide all information that may be required, and shall work with Serviceon representatives to ensure regular cash reconciliation for deliveries made by him/her, at such frequency as may be prescribed by Serviceon.

The Pick-up Drop Delivery Executive shall, at all times during performing the Services, wear the t-shirt or jacket provided by Serviceon.

The Pick-up Drop Delivery Executive shall update the mobile application installed on his/her handheld device by Serviceon at regular intervals, and as may be required for efficient functioning of the application and performance of his/her Services.

The Pick-up Drop Delivery Executive shall follow all traffic rules, including wearing a helmet at all times when on the road, and shall adhere to the speed limits prescribed by applicable laws.

The Pick-up Drop Delivery Executive shall not consume any alcoholic beverages or any other intoxicating/banned substances prior to or during performance of the Services. It is hereby clarified that consumption of intoxicating substances and/or being found intoxicated during the course of providing Services shall give Serviceon the right to immediately terminate the Pick-up Drop Delivery Executive and report the Pick-up Drop Delivery Executive to the appropriate authorities if such action is deemed appropriate at Serviceon's sole discretion.

The Pick-up Drop Delivery Executive shall at all times behave in a respectable and courteous manner with Serviceon's customers as well as with the personnel at the various Service centre/Workshops from where the Pick-up Drop Delivery Executive picks up Vehicle. The Pick-up Drop Delivery Executive shall not be rude, behave discourteously, or use foul or abusive language at any time during performance of the Services.

The Pick-up Drop Delivery Executive shall ensure that goods or items that are banned, dangerous, or restricted under applicable laws do not enter Serviceon's delivery network.

The Pick-up Drop Delivery Executive shall not misuse any items provided by Serviceon, including but not limited to the Serviceon branded apparel. SIM cards, phones, and identification cards.

