



Transiter Driver Compliance Document

Effective this Date: [18/08/2023]

*This document will be made accessible to drivers in hardcopy and digital formats through the driver portal and **Transiter** blog. Additionally, the **Transiter** mobile app will incorporate a sign-off section where drivers acknowledge that they have read and understood the compliance document.*

Introduction

This Driver compliance document outlines the standards of operations and code of conduct that all drivers must adhere to when providing services through ("**Transiter**"). This document is designed to ensure a safe, respectful, and professional environment for both drivers and riders. By accepting ride requests and using the "**Transiter**" platform, you acknowledge and agree to comply with the guidelines outlined in this document.

Driver Eligibility

To be eligible as a **Transiter** driver, you must meet the following requirements:

- Be at least 18 years old.
- Possess a valid driver's license for the appropriate vehicle class.
- Maintain a clean driving record with no major traffic violations.
- Your vehicle must meet the minimum specifications outlined by **Transiter**.
- A driver must not have a criminal record.

Code of Conduct

As a **Transiter** driver, you are expected to adhere to the following code of conduct:

- Treat riders with politeness, respect, and professionalism.
- Maintain a safe and comfortable environment during rides.
- Refrain from any form of discrimination, harassment, or inappropriate behaviour.
- Follow all applicable traffic laws and regulations.



- Refrain from engaging in any activities that may impair your ability to drive safely (e.g., using mobile devices, consuming alcohol or drugs).
- Report any incidents or safety concerns to **Transiter** promptly.

Vehicle Requirements

To provide service through **Transiter**, your vehicle must meet the following requirements:

- The vehicle must be in good condition, both mechanically and aesthetically.
- Meet the minimum age and model requirements set by **Transiter**.
- Have all legally required safety features and vehicle documents.
- Be clean and well-maintained at all times.
- The vehicle should have a functional AC.

Safety and Security

To ensure the safety of riders and yourself, you must follow these strict safety rules:

- Adhere to all traffic laws and regulations, including speed limits and traffic signals.
- Always put on your driver's seat belt when driving, and encourage riders to do the same.
- Avoid distracted driving and maintain your full attention on the road.
- Ride to the minimum number of riders your vehicle can carry.
- Follow Transiter's guidelines for picking up and dropping off riders safely.
- Report any accidents, incidents, or safety concerns to the **Transiter** management immediately.

Confidentiality and Privacy

Respect riders privacy and maintain the confidentiality of any personal information obtained during rides.

- Do not disclose or use riders information for any purpose other than providing the services you signed up for with **Transiter**.

Legal and Regulatory Compliance

Comply with all applicable laws, regulations, and licensing requirements in your operating location, as **Transiter** will not be held liable for any violation.



- Display any necessary identification, insurance, or licensing information in your vehicle as required by **Transiter** or local authorities.

Online and offline modes

- Do not at any time encourage or suggest riders cancel a trip after ride confirmation.
- Do not engage in offline trip negotiations with riders.
- All ride trips must be started and concluded in the **Transiter** App.

Reporting and Incident Management

- Promptly report any accidents, incidents, safety concerns, or suspected violations of this compliance document to **Transiter**.
- Cooperate fully with any investigations or inquiries related to such incidents.
- **Transiter** drivers must visit the **Transiter** office at the end of every month for compliance checks and follow up.

Enforcement and Consequences

Failure to comply with this compliance document may result in disciplinary actions, including warnings, suspension, or termination of your contract as a **Transiter** driver. The severity and frequency of non-compliance or severe cases will determine the appropriate course of action.

Updates and Modifications

This compliance document will be updated periodically to reflect current changes as authorized by management.

Signed
Management