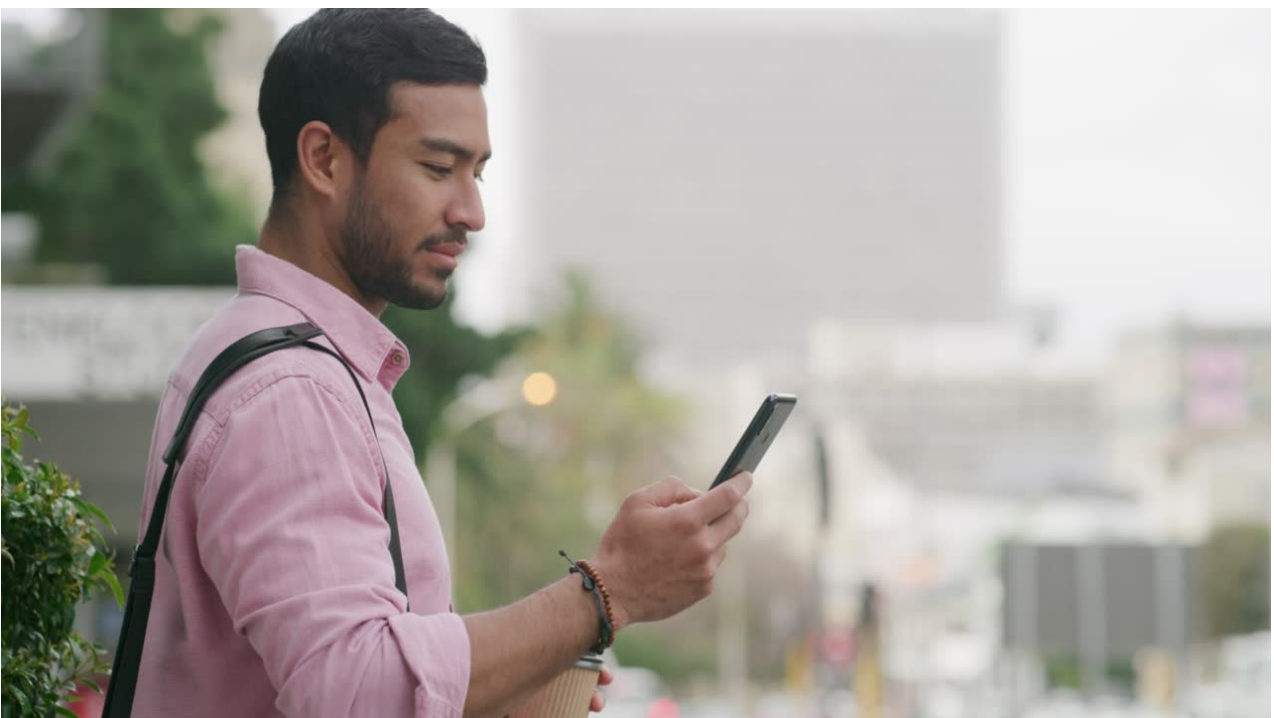




CabMyRide

APP • WEB • PHONE

Driver Handbook and Service Agreement 2022



About us



Beginning as an idea to change the way the taxi industry operates, Cab My Ride is a service poised to revolutionise transport for a new generation of riders and drivers, bringing you honest, fairly priced, and professional service through our platform app.



Our drivers are at the heart of Cab My Ride, you are what keep the wheels of our business turning and help us achieve our the goal of providing high-quality, professional service to our customers. We go the extra mile for our drivers, surpassing all the competition in giving them the straightforward, honest rates they deserve.

Technology is a big part of our business; Cab My Ride is currently the only company to engineer and design our own software. With our team of developers, we're creating the best technology on the market and building a powerful platform to open opportunities for our drivers and customers.



Driving our mission



At Cab My Ride, we want to provide the best possible experience for our drivers. We aim to revolutionise the industry and deliver a 5-star service to everyone involved. Enjoy a more personal approach, more flexibility and control when driving with Cab My Ride.

Cab My Ride is proud to say that our customer loyalty is earned by our drivers' continued fairness and honesty. Here at Cab My Ride, we expect our drivers to uphold that reputation by providing premium-quality service

Joining our network means joining us in our mission. Here at Cab My Ride, we are committed to changing an outdated and unfair industry, and as a driver, you can be a part of that change. We want to create a world where everyone has access to transportation when they need it. The future of global transportation is here; it's time we work together to make it better.



Absolutely awesome service and company with great drivers, miles better and cheaper than all the companies I've used over the years. Recommended to anyone wanting a top service to use cab my ride, well done!

Delivering a ride



As Hampshire's top-rated transport service, Cab My Ride strives to maintain our reputation of delivering 5-star experiences to all of our customers. Whether you're picking up a VIP customer from Signature Airport or a local rider going to town, every rider deserves a premium service.

We've put together a list of the ways you can always guarantee an op-quality experience for our riders.

Our plan to make Cab My Ride synonymous with high-quality customer satisfaction involves reinventing how our riders view their cab experience. Ensuring high-quality service is what keeps our riders coming back and makes sure your wheels are always turning.



Being the best driver

Timeliness & Reliability

Stay offline until you're ready
Be on time
If you're running late, call your rider
Know your city back to front

Service & Amenities

Greet your rider
Open car doors for them
Start a conversation
Provide phone chargers
Offer chewing gum

Professional Driving

No speeding
No illegal driving moves
No harsh acceleration or
braking
Provide smooth rides
Safety and security are key

Lost Items

Please Remember to check your
vehicle for personal items as riders
exit.

Simply ask,
*"Have you got everything,
[phone/wallet/keys/bag]?"*

Airport Pickup's

When collecting passengers from an airport, you must meet the customer in the arrivals halls with a name board. Airport Parking shall be billed to the customer, and ensure you track the flight when the Cab My Ride Team does not make it explicit. However trips to and from an Airport, a parking charge is always included in the fare. If your trip goes over this, please contact support.

Vehicle Quality

Great Mechanical Shape
No Damage
No Squeaky Brakes
Working A/C
Clean & Fresh
Vehicle Livery at all times

Verifying Riders

As a driver there is an easy way to greeting the rider which will also verify who they are.

"Hey, what's the name on the ride?!"

Soliciting Riders

Riders are able to easily report drivers attempting to convince them to stop using Cab My Ride.

Soliciting riders is prohibited in your contract with Cab My Ride and will result in your termination and instant loss of access to the Cab My Ride drivers' application.

Appearance

Business Dress
High standards of personal hygiene
Smart Private Driver

General Professionalism

It's important to maintain a general standard of professionalism while representing the Cab My Ride. Maintaining a positive attitude as a the driver can make a client's day, whereas behaving poorly towards your client or arguing with them can lead to a negative experience for both riders and drivers. Remember being friendly with riders is ideal, but unwanted advances or harassment are prohibited and will result in a loss of access to the Cab My Ride network.

Being able to communicate with the client is essential - if English is not your first language, Cab My Ride recommends you learn conversational dialect so you can converse with riders everyday.

Hygiene is also paramount. Riders will appreciate a fresh scent inside the car, and as they are constantly in close contact with drivers, we encourage good standards of hygiene and cleanliness at all times. However, this doesn't mean spraying air fresheners or cologne all over the car, as an overwhelming scent of any kind may upset the customer and leave a poor experience. We urge drivers to maintain general hygiene practice.

Although Cab My Ride does not condone drivers using their phones whilst driving, riders will expect you to answer when you're on the way to pick them up - this is important as they may have specific pick-up instructions that will make your experience easier. Wearing or using headphones whilst on the Cab My Ride system is forbidden (whilst en route to a client and during the journey), as it may be seen by the rider as being rude and may make them feel uncomfortable. using your smartphone for personal use is also prohibited.



My Ride Partner App



Get the best out of the app here: <https://cabmyride.com/driverapp>

Pricing & Payment



Cab My Ride has four ways to pay: Cash, Card via our app, PIN machine in the cab, and corporate accounts.

With many ways to pay, it's essential to know what type of trip you're making. The My Ride Partner Ride app will notify you of the rider's chosen payment type once you've started your trip. We currently pre-price trips, and our support team will adjust fares whilst they're active. 98% of trips are priced & fixed; should the fare need to change, the app will automatically do this.

To ensure you're always paid the correct amount, Arrive, Start and Finish your trip correctly; failure to do so may mean you'll be paid a lower amount than you should. You should also always ensure all via points, and the destination is entered correctly in the app. The app will ask you to confirm the customer's points when you start your trip, this can be edited throughout the trip.

Occasionally there may be a price discrepancy on a trip you're on. If you arrive at the destination and believe the fare to be incorrect, you must follow Cab My Ride protocol. Let the customer know there is a pricing issue and that you need to communicate with the support team. If they ask for an explanation, calmly explain yourself. Our protocol is as follows:

- Call our support team
- Let the team know about the issue

Our team will handle the pricing discrepancy

We do not tolerate drivers becoming aggressive or abusive to riders over a pricing issue.

Accepting Fare

Once a driver-partner has subcontracted to a booking on our platform, the driver cannot do the following unless exceptional circumstances exist.

- Hand the journey back with less than 24 hrs' notice
- Increase fare
- Hand the trip to another driver

Please see our termination policy for more information.

Pay Day

You'll be paid every Wednesday for all the trips completed the previous week.

We may stagger or change the payment date for contracts or customers in specific circumstances.



Drugs and Alcohol Policy

Drugs and Alcohol Policy

https://docs.google.com/document/d/1vk9duQrhIaxE1rlqW4GD9GS3l8r_m4lralNnHV_BBZo/edit#heading=h.in3xhfrki03o

Aims

Cab My Ride aims to provide a safe and healthy environment for all subcontractors. Certain factors can make the workplace unsafe, especially in the safety-critical industry of transport. These issues include the consumption of drugs or alcohol. The consumption of drugs and alcohol can impair judgement and physical coordination. This can affect the safety of the individual under the influence of alcohol and any other person who may be affected by them. It is also against the law to operate a vehicle under drugs or alcohol. This policy applies to all associated with Cab My Ride. Both Drugs and Alcohol are rising problems, and those with ongoing drug/alcohol problems or just a one-off may be endangering themselves and others. This consumption may take place the night before work, but it will still affect the processes that a driver needs to fulfil their work obligations. Drugs and Alcohol can make people lose inhibitions and therefore take higher risks. It can also make people aggressive, which may lead to physical violence, which will not be tolerated. The reason for this policy is to establish an understanding between all sub-contractors that drug/alcohol consumption can be detrimental to safety, health and productivity. Cab My Ride has zero tolerance towards both drugs and alcohol, it is vital that if you feel you are in a position where you may become dependent on such substances, you must report this and seek and professional advice and guidance.

Responsibility

Overall responsibility for implementing this policy is: Arjan Sahota – Managing Director.

It is the responsibility of all driver-partners to read, understand and adhere to this policy. The Managing Director must implement this policy and to use its guidance to discuss any issues with drivers. It is the responsibility of Cab My Ride to provide a safe place of work, which can only be achieved through the continued consultation with employees about such issues as drug or alcohol abuse. It is also employees' responsibility to ensure they perform their tasks safely, which does not give rise to risks to themselves or others.

The company rules are: 'No Alcohol or drugs to be taken at whilst on the platform or consumed prior to working. If you are adjudged to be under the influence of drugs or alcohol, you will be ejected from your work. This includes consumption of drugs or alcohol the night before work. These rules must be implemented at all times. Drinking alcohol may occur during the night or during break times on a working shift.

The Transport industry is a high-risk working environment and should be treated as such. When individuals consume drugs/alcohol or are under the influence of drugs/alcohol their judgement becomes impaired, reactions are slower and they lose their inhibitions. All these factors can cause health and safety issues which may result in serious injury and/or damage. There are several scenarios that may occur during a time under the influence of drugs/alcohol. Drug/Alcohol consumption is prohibited during working hours. Not only is there a risk of injury or damage on the construction site, but there is also a high risk from driving home or driving around to different sites. In both cases, the person drinking is not only putting themselves in danger but they are affecting the health and safety of people around them.

Prohibition:

- Driver-partners are prohibited from working (Driving to work in their personal vehicles, driving company vehicles or working in the office) if they are under the influence of drugs/alcohol. This includes a single unit of alcohol.
- Driver-partners are prohibited from drinking alcohol or taking drugs during working hours. This includes break times.
- Driver-Partners adjudged to have a high alcohol blood concentration from drinking the night before work or seem to be under the influence of drugs, will not be permitted to work. (If you know you are going to have a few drinks for a special occasion, book the day off work)

Disciplinary Action

If you are believed to be under the influence of drugs/alcohol, we may inform the Police so they can perform tests to determine whether you have consumed any drugs/alcohol. A breach of these rules will be defined as gross misconduct and termination of your account.

Drug and Alcohol Testing

Where deemed necessary, the company has the right to carry out drug or alcohol testing on driver's partners and sub-contractors.

Random drug or alcohol tests may be carried out at the discretion of the Managing Director and his delegated managers.

Support for driver-partners with Drug/Alcohol Dependence Reasonable requests from staff for time to attend Drugs/Alcohol cessation groups will be treated sympathetically. Cab My Ride is responsible for maintaining the policy and will provide drivers who wish to give up drugs/alcohol with details of where to seek help. All requests for help will be treated in the strictest confidence. Written information will be stored in accordance with the Data Protection Act 1998. Nothing in this policy should be taken as excusing and driver if their conduct falls within the scope of the Company disciplinary procedures.

This policy has been authorised and approved by Arjan Sahota, Managing Director.

Non-disclosure agreement

This Agreement is made as on the date of last signature below. Between 1. Cab My Ride a company incorporated in with the registered number Cab My Ride whose registered office is at Arena Business Centre, Threefield Lane, Hampshire, SO143LP; and 2. The registered driver, you, working with Cab My Ride Limited (each a Party and together the Parties)

Meanings

1. These words and phrases have defined meanings;

Agreement

this confidentiality agreement and any amendments from time to time;

Confidential Information

any information disclosed by or on behalf of a Disclosing Party (as defined below) to a Receiving Party (as defined below) during the Term that at the time of disclosure (whether in writing, electronic or digital form, verbally or by inspection of documents, computer systems or sites or pursuant to discussions or by any other means or other forms and whether directly or indirectly) is confidential in nature or may reasonably be considered to be commercially sensitive, and which relates to the business and affairs of the Disclosing Party including but not limited to: (a) all Intellectual Property Rights of the Disclosing Party; (b) all analyses, compilations, studies and other documents prepared by the Receiving Party which contain or otherwise reflect or are generated from the information referred to above and (c) the identity of any individual, entity or third party (including, without limitation, suppliers, customers, manufacturers and financial sources) made available by the Disclosing Party in respect of the Permitted Purpose and any related business opportunity;

Disclosing Party

either Party to this Agreement when disclosing Confidential Information to the other Party;

Effective Date

the date of this Agreement;

Intellectual Property

Rights all trade and service marks, registered and unregistered design rights, all design right applications, patents, copyrights, database rights and rights in know-how, confidential information and inventions and other intellectual property rights of a similar or corresponding character whenever and however arising and all renewals and extensions of such rights which may now or in the future subsist;

Permitted Purpose

The information shared is sensitive to the operations of Cab My Ride and My Ride Company. This includes business contracts, contact, operations procedures and data downloaded on personal mobile and laptops. ;

Receiving Party

either Party to this Agreement when receiving Confidential Information from the other Party;

Term

the term of this Agreement; & six months after you leave the platform

In this Agreement, unless the context requires a different interpretation

- the singular includes the plural and vice versa;
- references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this Agreement;
- a reference to a person includes firms, companies, government entities, trusts and partnerships;
- "including" is understood to mean "including without limitation";
- reference to any statutory provision includes any modification or amendment of it;
- the headings and sub-headings do not form part of this Agreement

Obligations in relation to Confidential Information

In consideration of the disclosure to it of Confidential Information by the Disclosing Party the Receiving Party agrees and undertakes that it will, subject to the provisions of Clause 5:

- keep all Confidential Information strictly confidential and will not disclose any part of it to any other person without the Disclosing Party's prior written consent;
- not use any part or the whole of the Confidential Information directly or indirectly for any purposes other than the Permitted Purpose without the express written consent of the Disclosing Party;
- use the same degree of care to protect the Confidential Information as it uses to protect its own confidential information, being at least a reasonable degree of care.

Non-circumvention

The Receiving Party shall not, directly or indirectly, except in collaboration with or with the prior express written consent of the Disclosing Party:

- enter into any transaction with any party introduced to the Receiving Party by the Disclosing Party (the "Introduced Party") similar to, in competition with, or which otherwise, could have the effect of preventing the Disclosing Party from receiving the full benefit of, the transactions contemplated by this Agreement;
- solicit the Introduced Party to enter into any such transaction;
- or induce, solicit, procure, or otherwise encourage its representatives or any third party, or respond to any solicitation from any of the same, to enter into any such transaction.

Non-disclosure agreement

Permitted disclosures

A Receiving Party may disclose Confidential Information to its employees, professional advisers, agents and subcontractors (each a "Permitted Disclosee") provided that the Permitted Disclosee (i) has a need to have access to the Confidential Information for the performance of its work in relation to the Permitted Purpose and (ii) is bound by a written agreement or professional obligation to protect the confidentiality of the Confidential Information which it receives from the Receiving Party.

Ownership of confidential information

The Confidential Information and all Intellectual Property Rights contained in it will remain the property of the Disclosing Party and the disclosure of the Confidential Information will not give the Receiving Party any rights in any part of the Confidential Information.

Exceptions to non-disclosure and confidentiality

The obligations of confidentiality set out in this Agreement will not apply to any information which:

- is already known to, or in the possession of, the Receiving Party at the time of its disclosure by the Disclosing Party, and is not subject to any obligation of confidentiality;
- is, or becomes through no wrongful act or default of the Receiving Party, public knowledge;
- is received from a third party in circumstances where the Receiving Party has no reason to believe that there has been a breach of a duty of confidence;
- is required to be disclosed by law or the rules of any court or other body of competent jurisdiction; any governmental or regulatory body or any recognised investment exchange.

Term and return of Confidential Information

- This Agreement will come into force on the Effective Date and will continue in force until the fifth anniversary of this Agreement, unless terminated earlier at any time by either Party giving written notice of termination to the other.
- On termination of this Agreement or on demand by the Disclosing Party, the Receiving Party will immediately stop using all Confidential Information, return all Confidential Information to the Disclosing Party and provide a certificate to the Disclosing Party certifying that no copies of the Confidential Information have been made or retained.

Remedies

- Both Parties acknowledge that damages alone would not constitute an adequate remedy for any breach by the Receiving Party of this Agreement.
- Each Party shall, without prejudice to any and all other rights and remedies which may be available, be entitled to the remedies of injunction, specific performance and other equitable relief for any breach of this Agreement by the other Party actual or threatened.

Limitation of Liability

- Each Party warrants to the other that it has the legal right and authority to enter into and perform its obligations under this Agreement. Subject to the above, neither Party, nor any of their respective employees, officers, agents, subsidiaries or any other associated third parties associated accepts any responsibility or liability for, or makes any representation or warranty, express or implied, that the Confidential Information disclosed by either Party is accurate or complete.

Circumstances beyond the control of the parties

- A Party to this Agreement will not be liable for any failure or delay in performing its obligations where such failure or delay results from any cause that is beyond the reasonable control of that Party. In these circumstances, the affected party must notify the other party or parties as soon as reasonably practicable. The notified Party or Parties may suspend or terminate the Agreement on notice, taking effect immediately upon delivery of the notice.

Entire Agreement

- This Agreement contains the whole agreement between the Parties relating to its subject matter and supersedes all prior discussions, arrangements or agreements that might have taken place in relation to the Agreement. Nothing in this clause limits or excludes any liability for fraud or fraudulent misrepresentation.

General

- No Party may assign, transfer, sub-contract, or in any other manner make over to any third party the benefit and/or burden of this Agreement without the prior written consent of the other Party or parties, such consent not to be unreasonably withheld.
- No variation to this Agreement will be valid or binding unless it is recorded in writing and signed by or on behalf of the Parties.
- The Contracts (Rights of Third Parties) Act 1999 will not apply to this Agreement and no third Party will have any right to enforce or rely on any provision of this Agreement.
- Unless otherwise agreed, no delay, act or omission by a Party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
- Provisions which by their intent or terms are meant to survive the termination of this Agreement will do so.
- If any court or competent authority finds that any provision of this Agreement (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Agreement will not be affected.
- Any notice to be delivered under this Agreement must be in writing and delivered by pre-paid first class post to or left by hand delivery at the registered address or place of business of the notified Party, or sent by email to the other Party's main business email address as notified to the sending Party. Notices:
 - sent by post will be deemed to have been received, where posted from and to addresses in the United Kingdom, on the second Working Day and where posted from or to addresses outside the United Kingdom, on the tenth Working Day following the date of posting;
 - delivered by hand will be deemed to have been received at the time the notice is left at the proper address;
 - sent by email will be deemed to have been received on the next Working Day after sending.

This clause does not apply to the service of any proceedings or other documents in any legal action.

Non-disclosure agreement

The parties have agreed to our Non-disclosure agreement once they have opened and logged in to the My Ride Partner App.

Arjan Sahota

Arjan Sahota for and on behalf of Cab My Ride

01/11/2022

Contract Requirments

The standards we require drivers to maintain are stipulated by the clients to ensure they receive the best service possible from you.

We have created a website to display procedural steps for certain trips.

This part of our handbook will outline the requirements setup to ensure smooth transport for all our clients.

Dress Code

Cab My Ride is based in Southampton although our operations reach nationwide we use the conditions set out by Southampton City Council for all drivers on the platform.

In line with conditions set out by Southampton City Council, your dress code and physical appearance must meet the expectations set out by Cab My Ride & our clients.

YOU

Smart Business Dress is to be worn when carrying out executive work.

You must wear:

- Tie or a clip-on tie
- Trousers, Shirt, Blazer &/or Jacket
- Smart Shoes

YOUR CAR

Your vehicle must be immaculate, per your Driver Agreement with Cab My Ride.

- No personal items on the seats, footwells or boots.
- Fresh and Clean Smell to the car
- Outside of the car must be washed before pickup.

Not to do

- It is unacceptable to wear trainers or sandals; in line with your Driver Agreement your business dress is outlined and monitored when working with our client.
- Chinos & jeans are not acceptable; only smart trousers will be accepted.
- A tie or clip-on tie must be worn.
- Cab My Ride Navy jacket or your blazer must be worn.
- The vehicle must not have any personal items such as car seats, shopping or anything else that is not relevant for your journey.

Cab My Ride jackets and ties are available from our Southampton office. Please contact us to order.



Reporting an incident



If a driver-partner is involved in a road traffic accident or a road traffic incident, you must report it to the office. Regardless if you have passengers or not.

This must be reported to the directors of the company or your fleet manager, whoever is available first.

Your legal obligation between you and your insurance must be carried out, and Cab My Ride will not take any liability or responsibility under any circumstances.

Whilst on our platform and in line with GDPR if a customer or third-party driver requests your information via written communication, we will supply the following

- Name
- Number
- Vehicle Reg
- Make, Model, Color

Always remain professional whilst on the road, as you're representing the brand on the road.

Once you've made your priority calls such as emergency service, etc.

Call the office.



Call Centre



Our call centres' primary goal is to service our customers, with teams working remotely and our Southampton office available by invite or appointment only. We use other forms of communication with drivers.

These include in-app chat, Whatsapp or email.

- If you're enquiring about a live booking, please use an in-app chat.
- If you're enquiring about an upcoming job, please email or WhatsApp. Typically our ops team will initiate the conversation, so please continue that initial channel.

Our chances are not instant so there maybe a delay in our response.

You're Professional Conduct

We have a Zero-Tolerance policy about argumentive partner drivers. If our call centre reports an unprofessional driver, our directors or fleet team may terminate your access to the Cab My Ride platform.

Mistakes happen, and drivers don't see the huge operational management our ops team make every minute. When an issue occurs, it's never intentional, and the call centre is not the team that deals with operations. They are simply there to answer inbound calls.

If you have a trip issue, please follow this article where the correct team will investigate

[Trip Issue](#)

[How Offers Works](#)

Office Opening Times

School Transport
Monday - Friday
9 AM - 6 PM

Preplanning & Logistics
(Contract Job Planning)
Monday - Friday
9 AM - 6PM

Drivers Support
24/7
Contact via the My Ride Partner App

Safeguarding

Policy taken from Internal Cab My Ride Training – Debbie Jay 2/01/2023

- Pull up and park outside houses on the correct side of the road. Liaise with parents regarding pick up and drop off points.
- Do not get out of the vehicle to knock on the doors.
- Do not leave children unattended in the vehicle at any time.
- Parents must bring the children to the car and collect from the car unless otherwise instructed.
- Signs and symptoms of abuse are not always obvious, always be alert.
- Look out for behaviour changes that may indicate signs of abuse.
- Discuss any concerns you may have; report to your team agent at Cab My Ride, as of 2nd January 2023 the point of contact is Deborah Jay reachable on debbie@cabmyride.com, report anything that you feel is out of the ordinary or any sudden behavioural issues.
- Do not discuss any personal information with anybody outside of the company excluding relevant professionals such as School, Social Services, Police.
- If a parent is not at home when dropping a child off after school, please do not allow the child to exit the car unless otherwise advised. Please call the office as soon as possible.

Home to School

Policy taken from SCC Driver Guidance, Version 1.0, December 2021



The General Role of a Driver

You are representing Cab My Ride and it is your responsibility to pick clients up and transport them to specified destinations and take them back home or to another specified location. Some clients are collected from or dropped off at pick-up points away from their homes – if this is the case, you will be told where the pick-up point is. Clients and/or their families may at times ask to be taken to or dropped off at a different location than the one booked – you should never do this unless your employer has asked you to do so following a request from the Council.

You should never transport someone you have not been asked to, even if they are known to you or the clients.

Depending on the needs of the clients you are transporting, the Council may also arrange for an Escort to travel with the client(s). You will pick up the Escort first and then return them home after all the clients have been dropped off at their destinations.

Families are given a nominated pick-up time for the client. It is their responsibility to look out for the arrival of the vehicle so it should not be necessary for you to let them know that you have arrived. However, if you are running more than 10 minutes late, and you have been given a contact number (and it is safe to do so), you should telephone the family to update them on your likely arrival time. If it is frequently difficult to keep to the specified timetable, you must tell your employer who will discuss the issue with the Council.

If a client is not ready to be collected, or no one comes out from the house, you should wait for three minutes after the nominated pick-up time before leaving. This applies whether you arrive on time or early. If you have arrived late you should still **wait for three minutes**.

When picking up or dropping off clients, you should always stop on the same side of the road as the pick-up/drop-off point wherever possible, and pay special attention to any hazards, traffic or obstructions to ensure their safety.

In the event that your vehicle breaks down whilst you are transporting a child/young person, you should contact us immediately, and they should arrange for the client to be collected and taken to their destination. If you have a contact number for the child's/young person's responsible adult, you should contact them to advise them of the delay, confirm what alternative arrangements have been made, and provide an estimated time of arrival. If you do not have a contact number you need to ask your employer to contact the Council to advise what action will be taken (see section 9).

It is illegal for any passengers, clients and Escorts, to not wear seat belts in vehicles that carry up to 8 passengers and in larger vehicles where they are provided. The Council's policy is that all vehicles used for transporting passengers must have seatbelts fitted and that all passengers must wear a seat belt at all times. When clients board the vehicle you should allow time for them to get to their seats and fasten their seat belts before pulling away. You must ensure all clients remain seated with their seat belts fastened whilst the vehicle is moving and until the vehicle has stopped moving.

Home to School

Policy taken from SCC Driver Guidance, Version 1.0, December 2021



In addition, you must:

- Wear an ID badge that shows a photograph of yourself and your name. For taxi drivers, this can be your driver badge issued by your Local Authority. For drivers of larger vehicles, your employer must issue you with a suitable ID badge.
- Be smart and tidy in appearance and pay adequate attention to personal hygiene.
- Be polite and courteous at all times to clients, their families, the school and other Council staff and other road users.
- Never use bad language or make remarks that are personal, sexual, racist or which could be judged to be offensive in any way.
- Never smoke in a vehicle that is to be used for Council transport contracts. It is against the law for you to smoke in your vehicle as it is classified as a workplace.
- Drive in a safe and considerate manner at all times, avoiding sharp braking, fast cornering and harsh acceleration, to ensure the safety and welfare of passengers.
- Never use a mobile phone whilst the vehicle is in motion. The use of a hand held phone is only permitted when your vehicle is parked and the engine is switched off. Hands-free sets may be used when your vehicle is stationary.
- Be medically fit to drive at all times and inform your employer and the DVLA if you have any medical condition which may affect your ability to drive.
- Never consume alcohol or drugs (including prescription drugs) at any time before driving where their consumption could in any way affect your driving performance. The consumption of alcohol and drugs can affect concentration, reaction times and judgement.
- you should note that alcohol can affect driving performance for up to 24 hours after its consumption, and that drugs can affect you for much longer. If you are taking prescription medication you should always check with your medical practitioner or pharmacist that it is safe to drive.
- Keep the route information confidential. You must not share route information with others unrelated to the schedule and keep it secure. It must be confidentially destroyed when no longer relevant.

Escorts

When there is an Escort (sometimes called a Passenger Assistant) travelling with the clients, they are responsible for the safety and supervision of the clients. You must work cooperatively with Escorts at all times.

Escorts are not responsible for giving you instructions on the correct route, but may from time-to-time need to inform you of last minute variations to arrangements.

Escorts should be seated whilst travelling and wherever possible should sit in the back with the clients in a position where they can see and access the most number of clients.

If there is no Escort travelling on your vehicle, you have primary responsibility for the client(s). It may be necessary for you to have the telephone number for the parents/carers which must only be used in relation to the transportation of the clients and must not be shared with any parties not involved in their transportation.

Home to School

Policy taken from SCC Driver Guidance, Version 1.0, December 2021



Safeguarding Children

Any information about passengers must be treated as confidential, including anything that passengers might tell you in the course of conversation, and must not be discussed with, or disclosed to, anyone. This includes colleagues, your family or close friends.

If you ever have any concerns or are unsure of what to do regarding the protection of children, you must first discuss this with Cab My Ride who can contact the Council to get further advice if necessary.

It is important to understand that some actions, however well-intentioned, may be viewed differently by others. Never act or speak in a way that could be misinterpreted by other people. Should allegations of inappropriate conduct be made against you, it could result in an investigation by the Council and/or the Police. During the course of any investigation, it is unlikely that you would be able to continue transporting clients for the Council.

To help keep yourself and clients safe you should:

- Maintain a strictly professional relationship with the clients you transport. You should never have contact with clients or their families outside of work, give gifts to or receive gifts from them, discuss anything of a personal or intimate nature with them, build special relationships with them or act favourably towards individuals.
- Not have contact with clients or their families by phone, email or social networking sites such as Facebook, Myspace, Bebo, or, blogs such as Twitter, chat rooms, forums, podcasts etc. If you use any electronic media, it is recommended that you keep your account settings in a way that only allows your friends to see your site content.
- Keep physical contact with clients to a minimum when you need to assist them with walking, getting on/off or getting in/out of a vehicle, putting their coat on or doing up their seat belt. Physical contact should always be kept to the minimum required to do the job in a friendly, respectful and professional way. It should never be necessary to hug, hold, cuddle, tickle or enter into horseplay with clients at any time.
- Behave in a mature, respectful, polite, fair and considered manner at all times including wearing appropriate clothing, not being overly loud or jovial and not playing loud music.
- Never use foul or offensive language, innuendos, or comments of a sexual or racist nature. Always use language appropriate to the clients' ages and disabilities.
- Report any difficulties in managing a client's behaviour and/or any incidents that happen during a journey to your employer as soon as you have finished the journey.
- Not allow, encourage or condone clients to smoke, drink or read inappropriate material.
- Not make personal remarks about a client, even if it is complimentary, or call any client by a nickname, pet name or endearment such as love, darling etc.
- Never look through a client's personal belongings, even when asked to find something, or handle any money on their behalf.
- Not enter the home of a client.
- Never take pictures of a client or allow a client to take pictures of you. Never allow a client to see any stored pictures on mobile phones or allow them to hear inappropriate messages or ring tones.

If you ever have a concern about something a client has told you, or said in your earshot, you must report it to your employer immediately.

Home to School

Policy taken from SCC Driver Guidance, Version 1.0, December 2021



Clients Who Use Wheelchairs

When a client travels in a wheelchair, you are always responsible for ensuring that the wheelchair is correctly fixed into the vehicle to ensure the client is kept as safe as possible during the journey. Wheelchair Passports are attached to the wheelchairs. They show the correct type of restraints to use and how they should be used to ensure the wheelchair cannot move during the journey and is safely fixed for transportation.

The Council does not provide restraints and, under the terms of our contract, the correct restraints must be supplied with the vehicle. You should ensure that all restraint equipment is of the correct type for every wheelchair you transport and is in good working condition.

Escorts are NOT responsible for loading clients in wheelchairs or for fixing restraints to the wheelchair/vehicle.

When a client takes a wheelchair with them for use at their destination, you are responsible for collapsing the wheelchair and loading it safely and securely into your vehicle and vice versa at the conclusion of the journey.

Vehicle Standards

You are responsible for maintaining and operating your vehicle to a high standard. As such:

1. You are responsible for operating all equipment on/in the vehicle including doors, passenger lifts and wheelchair tie-downs.
2. You must be familiar with all of the controls of any vehicle you drive, and have been trained and be competent to use any equipment, including lifts, ramps, wheelchair tie-downs and harnesses.
3. Childproof locks should be used.
4. You are responsible for lifting child seats and booster seats in and out of vehicles and for correctly securing them into the vehicle.
5. You must not allow passengers to operate the doors on any large vehicle (i.e. PVC vehicles).
6. You must ensure that before moving off from a pick-up/drop-off location, exiting passengers are clear of the vehicle.
7. You are responsible for handling any luggage and must make sure that it is safely secured during the journey and not blocking any gangways or exits.
8. Seat belts must be worn by every passenger at all times. If any client refuses to wear a seatbelt you must report it to your employer who will seek advice from the Council.
9. You should regularly check the seat belts for wear and tear and must report any damage to your employer. Any damage must be repaired immediately.
10. You must ensure that your vehicle has sufficient fuel before the start of each journey. You should never refuel a vehicle when there are passengers onboard.
11. You should never drive a vehicle that you consider to be unroadworthy or contravening any relevant regulations or legislation. You should report all vehicle defects to your employer. Serious defects should be corrected immediately or an alternative vehicle should be supplied.
12. You must display school bus signs at the front and rear of buses or coaches whilst operating school contracts.
13. You should check for lost property at the end of each journey and hand any items found to the client (if you are due to be transporting them again later the same day or the following day) or the school.
14. You should never seat passengers in rearward or sideward facing seats. ALL passengers must be seated in a forward-facing seat.
15. The following vehicle conditions are not acceptable:
 - a. Not enough forward facing seats in the vehicle.
 - i. The vehicle has sideward facing or rearward facing seats which cannot be used.
 - ii. Access to the vehicle is difficult for you or the children because of a high step. ❖ The seatbelts do not work.
 - iii. The vehicle is cold.
 - iv. The vehicle is dirty.
 - v. The vehicle leaks.
 - vi. You consider the vehicle to be unroadworthy.

Home to School

Policy taken from SCC Driver Guidance, Version 1.0, December 2021

Emergency Incidents

You must have an emergency evacuation plan for your vehicle should it be necessary to evacuate clients from your car.

In the event of an accident or breakdown you should always:

- Put your hazard warning lights on and other lights (including interior lights) if it is dark.
- Make sure that clients are placed in the safest possible location.
- Give clear instructions to clients about what is happening and what they need to do to stay safe.
- Never leave clients alone even if you need to summon help.
- Immediately contact your employer to let them know what has happened so that they can alert the Council.
- Make a full report of the incident to your employer (once you no longer have clients with you) even if no one has been injured.
- Report any incident or accident resulting in an injury to any person or property to the Police.

Good practice in the event of an incident

The following information is for guidance only. All cases of emergency are different. It is your responsibility to assess the level of emergency and decide on appropriate actions in line with procedures from your employer. Most importantly, you should use common sense and not panic.

Please work with the Escort (where provided) in an emergency. You should:

- Stay calm.
- Assess the situation.
- Plan an escape route.
- Follow the safest course of action taking account of individual circumstances. ✓ Ensure that clients who are able to walk can get out of the nearest safe exit.
- Know how to get a client out of their wheelchair (in the extreme event that you cannot evacuate the wheelchair).
- Move the clients to the closest safe place until help arrives.
- Never leave clients unattended.
-

What to do if your vehicle breaks down on the motorway

You should:

- Stop on the hard shoulder near an emergency phone if possible – these are one mile apart. White posts every 100 meters have an arrow pointing towards the nearest phone.
- Park the vehicle as close to the near-side of the hard shoulder as possible without blocking the side door.
- Evacuate clients from the broken-down vehicle (as advised as a general rule by the Police), and wait safely on the bank away from the vehicle. However, in certain circumstances the clients may be in danger outside the vehicle especially if they are very young, have severe learning difficulties, have behavioural problems or are autistic. If so, the clients should stay inside the vehicle with their seatbelts on.
- Telephone the police. The emergency phones, which are free, are linked directly to the Motorway Police Control Room which will arrange any help needed. The phones are already coded so the police will know the exact location. Please state that the vehicle has special-needs children on it, where applicable.
- Wait with the clients for the recovery services whilst keeping the clients reassured and fully informed about what is happening and why.
- Phone us so that we can inform the Council.

Home to School

Policy taken from SCC Driver Guidance, Version 1.0, December 2021



What to do if the vehicle breaks down on a minor road

You should:

- Phone your employer to explain the situation and your location so that they can inform the Council who can take appropriate action.
- Keep the clients on the vehicle if safe to do so until a replacement vehicle arrives.
- Evacuate the clients to a safe point on the side of the road until the replacement vehicle arrives if it is not safe to keep the clients on the vehicle.
- When the replacement vehicle arrives transfer the clients making sure they are safe from traffic.

What to do if your vehicle is involved in a road accident

If your vehicle is involved in a road accident, you should follow these guidelines:

- If a client is seriously injured, do not move them unless there is a risk of fire or another accident. Try to cover the client lightly with something warm and make sure that someone has called the emergency services.
- Make sure any other clients are away from danger while you stay with the injured client. If possible, make sure another adult is supervising them.
- As soon as possible, report the accident to your employer so they can contact the Council who will ask you for details of the accident for their formal report.
- Remember – ALL accidents must be reported to your employer even if no one has been injured

Council Inspections

The Council will periodically make unannounced contract inspections. These inspections allow the Council to monitor driver and vehicle standards as set out in this guidance booklet and in the Terms and Conditions of the Contract.

Any failings observed during the inspection will be followed up. Repeated failures could result in a driver being removed from contract work with the Council

Service Agreement

The company a subsidiary of Cab My Ride Limited. ("Cab My Ride" "Us" "We" "Our"), provides lead generation to independent providers of rideshare or peer-to-peer (collectively, "P2P") passenger transportation services using the Cab My Ride Services (as defined below). Cab My Ride Services enable an authorised transportation provider to seek, receive and fulfil requests for transportation services from an authorised user of Cab My Ride's platforms. You desire to enter into this Agreement to access and use the Cab My Ride Services. To use Cab My Ride Services, you must agree to the terms and conditions that are set forth below. Upon your execution (electronic or otherwise) of this Agreement, you and Company shall be bound by the terms and conditions set forth herein.

- "Company Data" means all data related to the access and use of the Cab My Ride Services hereunder, including all data related to Users (including User Information), all data related to the provision of Transportation Services via the Cab My Ride Services and the Team App, and the Driver ID.
- "Company Device" means a mobile device owned or controlled by the Company that is provided to you solely for your use of the Team App to provide Transportation Services.
- "Device" means a Company Device or Your Device, as the case may be.
- "Team App" means the mobile application provided by Cab My Ride that enables transportation providers to access the Cab My Ride Services to seek, receive and fulfilling on-demand requests for transportation services by Users, as may be updated or modified from time to time.
- "Driver ID" means the identification and password key assigned by Company to you, enabling you to use and access the Team App.
- "Fare" has the meaning set on page 6 Financial Terms
- "Service Fee" has the meaning set on page 6 Financial Terms
- "Territory" means the city or metro areas in the United Kingdom in which you are enabled by the Team App to receive requests for Transportation Services.
- "Tolls" means any applicable road, bridge, ferry, tunnel and airport charges, including inner-city congestion, environmental or similar charges as reasonably determined by the Cab My Ride Services based on available information.
- "Transportation Services" means your provision of P2P passenger transportation services to Users via the Cab My Ride Services in the Territory using the Vehicle.
- "Cab My Ride Services" mean Cab My Ride on-demand lead generation and related services licensed by Cab My Ride to Company that enable transportation providers to seek, receive and fulfil on-demand requests for transportation services by Users seeking transportation services; such Cab My Ride Services include access to the Team App and Cab My Ride's software, websites, payment services, and related support services systems, as may be updated or modified from time to time.
- "User" means an end user authorised by Cab My Ride to use the Cab My Ride platforms to obtain Transportation Services offered by Company's transportation provider customers.
- "User Information" means information about a User made available to you in connection with such User's request for and use of Transportation Services, which may include the User's name, pick-up location, contact information and photo.
- "Vehicle" means your vehicle that: (a) meets the then-current Company requirements for a vehicle on the Cab My Ride Services; and (b) Company authorises for your use to provide Transportation Services.
- "Your Device" means a mobile device owned or controlled by you: (a) that meets the then-current Company specifications for mobiles; and (a) on which the Team App has been installed as authorised by Company solely to provide Transportation Services.
- "Platforms" A facility that Cab My Ride allows Users to book a ride. Mobile Applications, Phone Support or Online Booking

Use of the Cab My Ride Services

Driver Details

Registered drivers are always asked to use the correct email address, password, and other numbers or codes when using the Cab My Ride smartphone application. The registered driver must ensure their password is not disclosed to anyone else. Cab My Ride Ltd will not be liable or responsible for misusing the registered driver's email address and password. Misusing the email address and password may result in the registered driver losing money.

Provision of Transportation Services

The registered driver must ensure that when working and accepting bookings from Cab My Ride, they are of a smart appearance at all times. Drivers are expected to have a very high appearance and personal hygiene to represent the Cab My Ride in a favourable light. The registered driver will have their contract immediately terminated if they harm the reputation or the image of Cab My Ride Ltd in any way whatsoever. When a driver arrives at the pickup point, the driver must allow a minimum of 10-minutes of waiting time for the customer to make contact or arrive at the pickup point before the driver can render the booking as a "No Show". All drivers are advised to make contact within the 2 minutes waiting time and one last time after the 10-minute waiting time has expired before the booking is deemed cancelled. On all pre-booked jobs, the 10-minute waiting time starts when the job is booked. i.e. 5pm to 5:10pm. Drivers must exercise discretion in instances involving elderly, infirm or disabled passengers and should contact the office if they are unsure whether to deem a booking a "No Show". When a driver arrives at the pickup point, the driver must allow a 10-minute waiting time for account customers to make contact or arrive at the pickup point before the driver can render the booking as a "No Show". Drivers must exercise discretion in instances involving elderly, infirm or disabled passengers and should contact the office if they are unsure whether to deem a booking a "No Show". NOTE: Any deliberate misuse of the "No Show" function will result in your contract being terminated immediately. The registered driver agrees to accept and carry out all account bookings without refusal, to pick up all customers and not to unreasonably refuse a request from Cab My Ride Ltd to pick up and transport customers. The registered driver also acknowledges they are responsible for the safety and care of all customers they transport from the pickup point to the drop-off point. The registered driver agrees to indemnify Cab My Ride Ltd against any claims for damages, compensation or losses claimed by any customer transported by the registered driver by always having all the correct, valid documents and adequate insurance and liability cover times.

Your Relationship with Cab My Ride

You acknowledge and agree that Cab My Ride's provision to you of the Team app and Cab My Ride Services creates a direct business relationship between Cab My Ride and you. Cab My Ride does not, and shall not be deemed to, direct or control you generally or in your performance under this Agreement precisely, including in connection with your provision of Transportation Services, your acts or omissions, or your operation and maintenance of your vehicle. You retain the sole right to determine when, where, and how long you will utilize the Team app or Cab My Ride Services. You retain the option, via the Team App, to attempt to accept or to decline or ignore a User's request for Transportation Services via Cab My Ride Services or to cancel a received request for Transportation Services via the Team app, subject to Cab My Ride's then-current cancellation policies. Except for any signage required by local law or permit/license requirements, Cab My Ride shall have no right to require you to (a) wear a uniform or any other clothing displaying Cab My Rides or any of its Affiliates' names, logos or colours. You acknowledge and agree that you have complete discretion to provide services or otherwise engage in other business or employment activities. For clarity, you understand that you retain the full right to; (i) use other software application services in addition to Cab My Ride Services; and (ii) engage in any other occupation or business. Cab My Ride retains the right to deactivate or otherwise restrict you from accessing or using the Team app or Cab My Ride Services in the event of a violation or alleged violation of this Agreement, your disparagement of Cab My Ride or any of its Affiliates, your act or omission that causes harm to Cab My Ride's or its Affiliates' brand, reputation or business as determined by Cab My Ride in its sole discretion. The registered driver understands that they are self-employed and that Cab My Ride is not responsible for loss of earnings or any other monetary relationship with the driver.

You and Your Vehicle

The registered driver will ensure that the vehicle they are driving is covered by a valid taxi/private hire plate issued by the driver's local authority. The registered driver will also ensure that the vehicle being used is covered by a current City Council Compliance Certificate and DVLA MOT Certificate at all times and that the vehicle is safe, in good repair and of roadworthy condition. The vehicle will be immediately logged off upon the withdrawal or cancellation of the licence plate. The registered driver agrees to present the vehicle they are driving to Cab My Ride's fleet manager whenever requested for an inspection. The inspection will assess the vehicle's roadworthiness, cleanliness, and whether it is seen to comply with Cab My Ride Ltd standards. Failure to present the vehicle for inspection when requested by the fleet manager without a reasonable excuse will result in this contract is terminated immediately. The registered driver agrees to ensure the interior and exterior of their vehicle is clean and tidy at all times. The registered driver agrees to display the Cab My Ride logo and signs at all times. The registered driver agrees they will not smoke in the vehicle anytime. No other Cab My Ride advertising, business cards or personal cards are allowed inside or outside of the car registered with Cab My Ride Ltd. No type of advertising or promotional literature is allowed to be distributed by the registered driver to Cab My Ride Ltd customers without the prior consent of Cab My Ride Ltd. Only Cab My Ride Ltd branded products will be permitted for distribution. The registered driver agrees to inform the Cab My Ride Ltd fleet manager immediately upon their driving licence being revoked and upon cancellation or non-renewal of their insurance cover or any other essential documents necessary for them to work for Cab My Ride Ltd. The registered driver agrees to safely carry Cab My Ride Ltd customers from the pickup point to the drop-off points in their vehicle, to respect all road signs, speed limits and traffic signals so that Cab My Ride users are not made to feel uncomfortable, unsafe or distressed. Sharp acceleration and sharp braking are not permitted unless a genuine emergency arises. All registered drivers agree that their vehicles shall be roadworthy and without fault before they begin work. When working, the registered driver decides not to transport passengers if they know their vehicle is faulty or may break down. If the registered driver accepts a booking from Cab My Ride Ltd, they must complete the booking from the pickup point to the requested destination. If the driver does not complete the booking and Cab My Ride has to send another vehicle to complete the journey; the replacement driver will be paid for the whole journey. The registered driver will ensure at all times that they display or wear their valid driver badge issued by their local council and correct authority when accepting work from Cab My Ride Ltd. The registered driver agrees to immediately notify Cab My Ride Ltd of any changes to their registered details (including but not limited to change of address, change of vehicle etc.) Any changes will result in the registered driver having to complete a new contract before being able to accept any booking requests from Cab My Ride Ltd.

Financial Terms

The registered driver will ensure that the vehicle they drive is operating in accordance with the meter tariff rate(s) set out by their local council and correct authority whilst carrying out any journey accepted from Cab My Ride Ltd. The registered driver will also collect fares directly from the passengers they transport unless the passengers are transported on an account authorised by Cab My Ride Ltd. When the Cab My Ride service is provided by the registered driver to passengers operating an account with Cab My Ride Ltd, Cab My Ride will account to the registered driver for the fare as soon as possible following the month in which the Cab My Ride service was provided. All registered drivers agree only to charge the customer the meter fare you will only add on the correct tolls or charges that may be levied to the journey. All rides must have 10% taken off the meter fare; fare - 10% equals the users fare. The registered driver agrees to uphold any promotions or discounts that Cab My Ride Ltd issues. All registered drivers must fulfil their obligations to all promotions and discounts set out by Cab My Ride.

Fare Adjustment

We reserve the right to: (i) adjust the Fare for a particular instance of Transportation Services (e.g., you took an inefficient route, you failed to properly end a particular instance of Transportation Services in the Team App, technical error in the Cab My Ride Services, etc.); or (ii) cancel the Fare for a particular instance of Transportation Services (e.g., User is charged for Transportation Services that were not provided, in the event of a User complaint, fraud, etc.). Cab My Ride's decision to reduce or cancel the Fare in any such manner shall be exercised reasonably.

Service Fee

In consideration of Cab My Ride's provision of the Team App and Cab My Ride Services for your use and benefit hereunder, you agree to pay Cab My Ride a service fee on a per Transportation Services transaction basis calculated as a percentage of the Fare determined by the Fare Calculation (regardless of any Negotiated Fare), as provided to you via email or otherwise made available electronically by Cab My Ride from time to time for the applicable Territory ("Service Fee"). In the event regulations applicable to your Territory require taxes to be calculated on the Fare, Cab My Ride shall calculate the Service Fee based on the Fare net of such taxes. Cab My Ride reserves the right to change the Service Fee at any time in our discretion based on local market factors, and Cab My Ride will provide you with notice in the event of such change. Continued use of Cab My Ride Services after any such change in the Service Fee calculation shall constitute your consent to such change.

Cancellation Charges

You acknowledge and agree that Users may elect to cancel requests for Transportation Services that you have accepted via the Team App at any time before your arrival. If a User cancels a received request for Transportation Services, Cab My Ride will only charge a cancellation fee where applicable in line with our rider's terms and conditions.

Receipts

As part of Cab My Ride Services, we provide you a system for delivering receipts to Users for Transportation Services rendered. Upon completing Transportation Services for a User, we prepare an applicable receipt and issue a such receipt to the User via text on your behalf. Such receipts are also provided to you via email or the online portal available to you through the Cab My Ride Services. Receipts include the breakdown of amounts charged to the User for Transportation Services and may have specific information about you, including your name, contact information and photo. Any corrections to a User's receipt for Transportation Services must be submitted to Cab My Ride in writing within three (3) business days after the completion of such Transportation Services. Absent such a notice, Cab My Ride shall not be liable for any mistakes in or corrections to the receipt or for recalculation or disbursement of the Fare.

No Additional Amounts

You acknowledge and agree that, for the parties' mutual benefit, through advertising and marketing, Cab My Ride and its Affiliates may seek to attract new Users to Cab My Ride and increase existing Users' use of Cab My Ride's platforms. You acknowledge that such advertising or marketing does not entitle you to additional monetary amounts beyond the express amounts outlined in this Agreement.

Late Payment Fee

Cab My Ride requires drivers to pay invoices every Tuesday without fail. A late payment fee will occur if the Cab My Ride does not receive payment by Friday. Late Payment Fee will continue / and be added every week until your debt has been paid. Cab My Ride's late payment fee is £5.

Taxes

You acknowledge and agree that you are required to (a) complete all tax registration obligations and calculate and remit all tax liabilities related to your provision of Transportation Services as required by applicable law, and (b) provide Cab My Ride with all relevant tax information. You further acknowledge and agree that you are responsible for taxes on your income arising from the performance of Transportation Services. Notwithstanding anything to the contrary in this Agreement, Cab My Ride may in its reasonable discretion, based on applicable tax and regulatory considerations, collect and remit taxes resulting from your provision of Transportation Services and/or provide any of the relevant tax information you have provided pursuant to the foregoing requirements directly to the applicable governmental tax authorities on your behalf or otherwise. Any registered driver of Cab My Ride Ltd found to be transporting a passenger after having assigned "No Show" status to the booking without first informing the office and re-booking the job will have their Contract with Cab My Ride Ltd terminated. Drivers overcharging Cab My Ride Ltd customers will have their contract terminated immediately.

Driver App is known as "Team App" & Rider App

All registered drivers accept and agree to an image of their likeness being captured and stored by Cab My Ride Ltd when registering with the Cab My Ride. The registered driver agrees to their image being added to their driver profile and used to verify their identity to customers via the Cab My Ride platforms. Cab My Ride will always inform drivers before using their image for any purpose other than verification via the Cab My Ride Ltd platforms. Cab My Ride Ltd will endeavour to procure the registered driver's consent before using their image in marketing and promotional materials. Cab My Ride Ltd will install and maintain all the software required to operate the smartphone application that the registered driver will use, in accordance with Cab My Ride Ltd instructions of use. The registered driver agrees to abide by the rules of operation set out in the Driver's Rules and Working Procedure Manual. No software or equipment issued to you the registered driver by Cab My Ride Ltd will be permitted to be modified/ altered or damaged. Should the smartphone application become(s) faulty you the registered driver will notify Cab My Ride Ltd fleet manager immediately? The registered driver may not use any information supplied by Cab My Ride Ltd about the Cab My Ride's customers for their personal use or gain. The registered driver must not use the information to harass Cab My Ride Ltd customers. The information supplied by Cab My Ride Ltd is provided solely to carry out a booking request made by Cab My Ride Ltd customers. Stealing work from the Cab My Ride will not be tolerated. The registered driver is not permitted to disclose any customer information to anyone other than Cab My Ride Ltd. The registered driver will not be permitted to have any other Cab My Ride's equipment to be fitted in their vehicle whilst operating with Cab My Ride Ltd to avoid a conflict of interest arising. Any driver found to have any other Cab My Ride's computer dispatch data system, smartphone application, PDA devices or radios fitted or in use in the vehicle operating under Cab My Ride Ltd name will have their Contract terminated immediately.

Ratings

You acknowledge and agree that: (a) after receiving Transportation Services, a User will be prompted by Cab My Ride to provide a rating of you and such Transportation Services and, optionally, to provide comments or feedback about you and such Transportation Services; and (b) after providing Transportation Services, you will be prompted by the Team App to provide a rating of the User and, optionally, to provide comments or feedback about the User. You shall provide your ratings and feedback in good faith. You acknowledge that Cab My Ride desires that users access high-quality services via Cab My Ride platforms. To continue to receive access to the Driver App and the Uber Services, you must maintain an average rating by Users that exceeds the minimum average acceptable rating established by Cab My Ride for your Territory, as may be updated from time to time by Cab My Ride in its sole discretion ("Minimum Average Rating"). Your average rating is intended to reflect Users' satisfaction with your Transportation Services rather than your compliance with Cab My Ride's policies or recommendations. In the event your average rating falls below the Minimum Average Rating, Cab My Ride will notify you and may provide you, in Cab My Ride's discretion, a limited period to raise your average rating above the Minimum Average Rating. If you do not increase your average rating above the Minimum Average Rating within the period allowed (if any), Cab My Ride reserves the right to deactivate your access to the Team App and Cab My Ride Services. Additionally, you acknowledge that your repeated failure to accept User requests for Transportation Services while logged in to the Team App creates a negative experience for Users of Uber's mobile application. If you do not wish to accept User requests for Transportation Services for some time, you agree that you will log off of the Team App. Cab My Ride and its Affiliates reserve the right to use, share and display your and User ratings and comments in any manner in connection with the business of Cab My Ride and its Affiliates without attribution to you or your approval. You acknowledge and agree that Cab My Ride and its Affiliates are distributors (without any obligation to verify) and not publishers of your and User ratings and comments, provided that Cab My Ride and its Affiliates reserve the right to edit or remove comments if such comments include obscenities or other objectionable content, include an individual's name or other personal information, or violate any privacy laws, other applicable laws or Cab My Ride's or its Affiliates' content policies.

Devices

Cab My Ride encourages you to use Your Device to provide Transportation Services. If not, you elect to use any Cab My Ride Devices, Cab My Ride will supply you upon request with Cab My Ride Devices. You agree that: (a) Cab My Ride Devices may only be used to enable your access to Cab My Ride Services; and (b) Cab My Ride Devices may not be transferred, loaned, sold or otherwise provided in any manner to any party other than you. Cab My Ride Devices shall at all times remain the property of Cab My Ride, and upon the termination of this Agreement or your termination or deactivation, you agree to return to Cab My Ride the applicable Cab My Ride Devices within ten (10) days. You agree that failure to timely return any Cab My Ride Devices or damage to Cab My Ride Devices outside of "normal wear and tear" will result in the forfeiture of related deposits. If you elect to use Your Devices: (i) you are responsible for the acquisition, cost and maintenance of Your Devices and any necessary wireless data plan; and (ii) Cab My Ride shall make available the Team App for installation on Your Device. Cab My Ride hereby grants you a personal, non-exclusive, non-transferable license to solely install and use the Team App on Your Device to provide Transportation Services. You agree not to provide, distribute, share, or enable the provision, distribution or sharing of the Team App (or any associated data) with any third party. The foregoing license grant shall immediately terminate and you will delete and fully remove the Team App from the Driver-Provided Device if you cease to provide Transportation Services using Your Device. You agree that (i) use of the Team App on Your Device requires an active data plan with a wireless carrier associated with Your Device, which data plan will be provided by you at your own expense; and (ii) use of the Driver App on Your Device as an interface with Cab My Ride Services may consume vast amounts of data through the data plan. Cab My Ride advises that your device only be used under a data plan with unlimited or very high data usage limits and Cab My Ride shall not be responsible or liable for any fees, costs or overcharges associated.

Location Based Services

You acknowledge and agree that your geo-location information must be provided to the Cab My Ride Services via a Device in order to provide Transportation Services. You acknowledge and agree that: (a) your geo-location information may be obtained by the Cab My Ride Services while the Team App is running; and (b) the approximate location of your Vehicle will be displayed to the User before and during the provision of Transportation Services to such User. In addition, Cab My Ride and its Affiliates may monitor, track and share with third parties Driver's geo-location information obtained by the Team App and Device for safety and security purposes.

Proprietary Rights; License Grant

Subject to the terms and conditions of this Agreement, Cab My Ride hereby grants you a non-exclusive, non-transferable, non-sublicensable, non-assignable license, during the term of this Agreement, to use the Cab My Ride Services (including the Team App on a Device) solely to provide Transportation Services to Users and tracking resulting Fares and Fees. All rights not expressly granted to you are reserved by Company, its Affiliates and their respective licensors.

Restrictions

You shall not, and shall not allow any other party to: (a) license, sublicense, sell, resell, transfer, assign, distribute or otherwise provide or make available to any other party the Cab My Ride Services, Team App or any Company Device in any way; (b) modify or make derivative works based upon the Cab My Ride Services or Team App; (c) improperly use the Cab My Ride Services or Team App, including creating Internet "links" to any part of the Cab My Ride Services or Team App, "framing" or "mirroring" any part of the Cab My Ride Services or Team App on any other websites or systems, or "scraping" or otherwise improperly obtaining data from the Cab My Ride Services or Team App; (d) reverse engineer, decompile, modify, or disassemble the Cab My Ride Services or Team App, except as allowed under applicable law; or (e) send spam or otherwise duplicative or unsolicited messages. In addition, you shall not, and shall not allow any other party to, access or use the Cab My Ride Services or Team App to: (i) design or develop a competitive or substantially similar product or service; (ii) copy or extract any features, functionality, or content thereof; (iii) launch or cause to be launched on or in connection with the Cab My Ride Services an automated program or script, including web spiders, crawlers, robots, indexers, bots, viruses or worms, or any program which may make multiple server requests per second, or unduly burden or hinder the operation and/or performance of the Cab My Ride Services; or (iv) attempt to gain unauthorised access to the Cab My Ride Services or its related systems or networks.

No Service Guarantee

Cab My Ride and its affiliates do not guarantee the availability or uptime of the Cab My Ride service or team app, you acknowledge and agree that the Cab My Ride services or Team app may be unavailable at any time and for any reason. Moreover, the Cab My Ride services or Team App may be subject to limitations, delays, and other problems inherent in the use of the internet and electronic communications, and the company and its affiliates are not responsible for any delays, delivery failures or other damages, liabilities or losses resulting from such problems. Ownership. The Cab My Ride Services, Team App and Company Data, including all intellectual property rights therein, and the Cab My Ride Devices are and shall remain (as between you and Company) the property of Company, its Affiliates or their respective licensors. Neither this Agreement nor your use of the Cab My Ride Services, Team App or Company Data conveys or grants to you any rights in or related to the Cab My Ride Services, Team App or Company Data, except for the limited license granted above. Other than as expressly permitted by the Company in connection with the Cab My Ride Services, you are not allowed to use or reference in any manner Company's, its Affiliates, or their respective licensors' company names, logos, products and service names, trademarks, service marks, trade dress, copyrights or other indicia of ownership, alone and in combination with other letters, punctuation, words, symbols and/or designs the "Cab My Ride Marks and Names" for any commercial purposes. You agree that you will not try to register or otherwise use and/or claim ownership in any of the Cab My Ride Marks and Names, alone or in combination with other letters, punctuation, words, symbols and/or designs, or in any confusingly similar mark, name or title, for any goods and services.

Confidentiality

Each party acknowledges and agrees that: (a) all Confidential Information shall remain the exclusive property of the disclosing party; (b) it shall not use Confidential Information of the other party for any purpose except in furtherance of this Agreement; (c) it shall not disclose Confidential Information of the other party to any third party, except to its employees, officers, contractors, agents and service providers ("Permitted Persons") as necessary to perform under this Agreement, provided Permitted Persons are bound in writing to obligations of confidentiality and non-use of Confidential Information no less protective than the terms hereof; and (d) it shall return or destroy all Confidential Information of the disclosing party, upon the termination of this Agreement or at the request of the other party (subject to applicable law and, concerning Company, its internal record-keeping requirements). 6.3 Notwithstanding the foregoing, Confidential Information shall not include any information to the extent it: (a) is or becomes part of the public domain through no act or omission on the part of the receiving party; (b) was possessed by the receiving party before the date of this Agreement without an obligation of confidentiality; (c) is disclosed to the receiving party by a third party has no obligation of confidentiality with respect thereto; or (d) is required to be disclosed under law, court order, subpoena or governmental authority, provided the receiving party notifies the disclosing party thereof and provides the disclosing party a reasonable opportunity to contest or limit such required disclosure.

Representations & Warranties; Disclaimers

By You. You hereby represent and warrant that: (a) you have full power and authority to enter into this Agreement and perform your obligations hereunder; (b) you have not entered into, and during the term will not enter into, any agreement that would prevent you from complying with this Agreement; and (c) you will comply with all applicable laws in your performance of this Agreement, including holding and complying with all permits, licenses, registrations and other governmental authorisations necessary to provide (i) Transportation Services using the Vehicles pursuant to this Agreement, and (ii) passenger transportation services to third parties in the Territory generally. All lost property must always be taken to the nearest Police Station within 24 hours of being found, by licence conditions. The registered driver must not bring any lost items to the Cab My Ride Ltd office. Keeping lost items in the registered driver's vehicle constitutes stealing and will not be tolerated by Cab My Ride Ltd. Lost property must be returned to riders for free, at no cost to the rider. The registered driver agrees that the terms and conditions of this contract are governed by and subject to Cab My Ride Ltd Driver Rules and Working Procedures. Failure on the part of the registered driver to abide by the Driver Rules and Working Procedures will entitle Cab My Ride Ltd to terminate this contract immediately. The registered driver indemnifies Cab My Ride Ltd against any claim by holding all the correct, valid documents and adequate insurance and liability cover. The registered driver's contract will be terminated if they cease to hold any valid/correct documents or adequate public and passenger liability cover and insurance. A registered driver with Cab My Ride Ltd is self-employed and should make the necessary arrangements with the Department of Social Security and HM Revenue & Customs themselves. A registered driver on this contract must verify that they are not VAT registered. If the registered driver becomes VAT registered, they must notify Cab My Ride Ltd immediately and must not accept bookings. The registered driver agrees to comply with all the terms and conditions (and any supplementary rules and regulations) set out by Cab My Ride Ltd now or in the future. The registered driver also agrees to indemnify Cab My Ride Ltd against any claim by having all the correct documents and adequate insurance and liability cover.

Termination

1. The registered driver accepts or carries out a booking request whilst driving a defective, unclean, unsafe or un-roadworthy vehicle or if the vehicle is not presented to the Cab My Ride fleet manager when requested for an inspection. 2. Any registered driver of Cab My Ride found to be transporting a passenger after having assigned "No Show" status to the booking without first informing the office and re-booking the job will have their Contract with Cab My Ride terminated. 3. The registered driver ceases to hold adequate public and passenger liability insurance. 4. The registered driver ceases to hold any documents to the level of requirement by our local council and proper authority, including but not limited to insurance, MOT, road tax, badge and plate or any other requirements. 5. The registered driver fails to notify Cab My Ride Ltd immediately of any changes to their registered details held by Cab My Ride Ltd. 6. The cancellation of the registered driver's driving license or driver badge issued by their local council and correct authority. 7. The registered driver refuses without good cause to carry out a booking request made by a Cab My Ride Ltd customer. 8. The registered driver refuses to undertake an accounting job when an accounting job is sent and accepted by the registered driver. 9. The registered driver refuses to carry out a request for Cab My Ride service made by Cab My Ride account holders. 10. The registered driver refuses to complete a booking request once they have accepted an incoming booking without a valid reason or excuse. The driver must proceed and complete the booking without delay regardless of whether payment is made by cash, card or account holder. 11. The failure of the registered driver to follow the Cab My Ride Ltd Driver Rules and Working Procedures Manual or any other rules or regulations made and published by Cab My Ride Ltd, now or in the future. 12. The registered driver uses any information Cab My Ride Ltd supplies about Cab My Ride's customers for their use. This includes information used to harass either customer. The information supplied by Cab My Ride Ltd is to be used solely to carry out a booking request made by Cab My Ride Ltd customers. 13. The registered driver fails to inform Cab My Ride Ltd that they have registered for VAT and accepts bookings from Cab My Ride Ltd. 14. The registered driver fails to comply with the Cab My Ride Ltd dress code. They must wear a shirt, blouse, trousers, skirt and shoes. 15. The registered driver's appearance and personal hygiene do not meet the standard of the Cab My Ride's guidelines set out in the Driver Rules and Working Procedures Manual. 16. The interior and exterior of the registered driver's vehicle are not kept clean at all times whilst accepting bookings from Cab My Ride Ltd. 17. The registered driver allows advertising, business cards or personal cards inside or the outside of the vehicle registered with Cab My Ride Ltd. 18. The registered driver makes bookings for themselves for personal gain from Cab My Ride Ltd customers by stealing a booking from another Cab My Ride Ltd registered driver. 19. The registered driver makes an illegal booking by illegally picking up customers from the street - no touting is tolerated. 20. The registered driver in any way, shape or form damages the image or reputation of Cab My Ride Ltd. 21. The registered driver does not operate on Cab My Ride Ltd meter rates or fixed fares. 22. The registered driver allows any other person to use their email address, password, driver number, car number or any other details issued by Cab My Ride Ltd or uses the email address and password or any other confidential information belonging to another registered driver with Cab My Ride Ltd. 23. The registered driver does not wear or display their driver badge issued by their local council and proper authority. 24. The registered driver argues with or intimidates Cab My Ride Ltd employees over the data system, telephone or in person, or otherwise misuses any communication system. The registered driver may make a formal written complaint to the Cab My Ride Ltd administration office concerning any grievance or procedural issue they believe has been carried out incorrectly. Cab My Ride Ltd will not tolerate abuse towards its staff members or management team.

Any harassment or abuse suffered by any person from the registered driver will result in their contract being terminated immediately. 25. Upon the termination of this agreement or whatever reason, the registered driver agrees to return to Cab My Ride Ltd all items issued to the registered driver. This includes confidential records, documents and other papers, together with all copies made or acquired by the registered driver as a result of the performance of their obligations under the terms of this agreement.

DATA PROTECTION

1. Introduction Data about people is one of the most sensitive areas of information processing within Cab My Ride. This "Personal Data" is supplied to us by customers, drivers and corporate clients. Cab My Ride and third parties under the condition that it is collected and processed fairly and has appropriate security measures applied to it. 2. Risks Personal data processing is regulated in the UK by the Data Protection Act 1998. The Act sets Principles that any Cab My Ride must adhere to when collecting and processing data about identifiable individuals. 3. Objectives The purpose of the Data Protection Policy is to define the Cab My Ride approach to protecting Personal Data as defined by the UK Data Protection Act 1998. 4. Scope The scope of this policy shall apply to all Personal Data created or used by the Cab My Ride including electronic and paper-based records, still and moving images, without exception. It also applies to third parties handling Cab My Ride's personal information as "Data Processors", as it is still the responsibility of Cab My Ride. It applies to Personal Data wherever the data is processed, worldwide, regardless of local law. 5. Responsibilities Cab My Ride has the same responsibilities regarding Personal Data, which is to maintain its confidentiality and integrity as required by law and this Policy. 6. Policy Statements: As part of our normal business operations, we collect, store and process personal information about Cab My Ride, clients and other individuals we deal with. This personal information held on paper, computer, or other media, is subject to certain legal safeguards specified in the Data Protection Act 1998 (the Act) and other regulations. The Act imposes restrictions on how we may use that information. Cab My Ride's policy is that we treat personal information appropriately and lawfully and take these responsibilities very seriously. This policy sets out our rules on data protection and the legal conditions that must be satisfied concerning the obtaining, handling, processing, storage, transportation and destruction of personal information.

Definition of Data Protection Terms

Data; is information stored electronically, on a computer, or in specific paper-based filing systems. Data Subjects; this policy includes all Cab My Ride, Customers and other individuals about whom we hold personal data. Personal Data; means data relating to Cab My Ride, Customers or other individuals we hold personal data who can be identified from that data. Personal data can be factual (such as a name, address or date of birth) or an opinion (such as a performance appraisal). Processing; is any activity that involves the use of data. It includes obtaining, recording or holding the data or carrying out any operation or set of operations on the data, including organising, amending, retrieving, using, viewing/reading, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties. Sensitive Personal Data; provides information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health, and the commission or alleged commission of any offence. Sensitive personal data can only be processed under strict conditions and will usually require the express consent of the person concerned. Data Protection Principles; Anyone processing personal data must comply with the eight enforceable principles of good practice. These provide that personal data must be: Processed fairly and lawfully • Processed for a limited purpose and in an appropriate way • Adequate, relevant and not exercised for the purpose. • Accurate • Not kept longer than necessary for the purpose. • Processed in line with the Data Subject's rights. • Secure. • Not transferred to people or organisations situated in countries without adequate protection.

Fair and Lawful Processing

For personal data to be processed lawfully, certain conditions must be met. These include requirements that the individual has been informed about and has agreed to or that the processing is necessary for the legitimate interest of the Cab My Ride. When sensitive personal data is being processed, the individual must have been informed about and have explicitly consented to process such data. Processing for Limited Purposes The Cab My Ride may only process personal data for the specific purposes notified to the individual when the data was first collected or for any other purposes expressly permitted by law. This means personal data must not be collected for one purpose or used for another. If changing the data's goal is necessary, the individual must be informed of the new purpose before processing. Adequate, Relevant and Non-Excessive Processing Personal data must only be collected by the Cab My Ride to the extent required for the specific purpose notified to the individual. Any data which is not necessary for that purpose should not be collected in the first place.

Accurate Data

• Personal data must be accurate and kept up to date. • Information which is incorrect or misleading is not accurate, and steps should be taken to check the accuracy of any personal data at the point of collection and at frequent intervals afterwards. • Inaccurate data must be corrected. • Out-of-date Data must either be updated or be securely deleted/destroyed.

Timely Processing

Personal data must not be kept longer than is necessary for the purpose. This means that data must be securely deleted/destroyed from all physical and electronic repositories as soon as its retention can no longer be justified.

Processing in line with Data Subject's Rights

Data must be processed in line with individuals' rights. Individuals have a right to • Request to see or be supplied with any data held about them; • Prevent the processing of their data for direct-marketing purposes; • Ask to have inaccurate data amended • Prevent the processing that is likely to cause damage or distress to themselves or anyone else.

Data Security

We must ensure that appropriate organizational and technical security measures are taken against unlawful or unauthorised processing of personal data and against accidental loss or damage to personal data. We must have procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data may only be transferred to a third party if they have adequate security measures. The Cab My Ride policy only transfers personal data to third-party data processors who assist us in administering our businesses. We do not share personal data with third parties for any other purposes. We do not release personal information for third-party marketing purposes.

Dealing with Subject Access Requests

A formal request from a Driver, Customer or other individuals for information that we hold about them must be made in writing. The individual pays a fee of £10 for the provision of this information. Any Driver who receives a written request should forward it to the Cab My Ride Head Office (See Below). Providing information with Any Employee, driver or contractor dealing with Cab My Ride, customers or other individuals, either directly or over the telephone, should be careful not disclosing any personal information held by us. Cab My Ride only accepts a written request with a copy of their passport, driver's licence or their birth certificate. In particular, Cab My Ride: • must check the person's identity to make sure that the information is only given to the individual about whom we hold personal data; • must suggest that any request be made in writing if they are not sure about the person's identity and where their identity cannot be checked; • must not provide any personal data about an individual to anyone else, including relatives or people living at the same address as the individual. Further information about the Policy We will continue to review the effectiveness of this policy to ensure it is achieving its stated objectives. This policy does not form part of any employee's contract of employment and it may be amended at any time. Any breach of this policy will be taken seriously and may result in disciplinary action. If you consider that the policy has not been followed in respect of personal data about yourself or others you should raise the matter with your manager or contact the Deputy Cab My Ride Secretary.

By using the Cab My Ride Platform you agree to the terms and conditions set out in this document. By clicking "I accept" or signing below (as such may be required by applicable law), Customer expressly acknowledges that Customer has read, understood, and taken steps to thoughtfully consider the consequences of this Agreement, that Customer agrees to be bound by the terms and conditions of this Agreement, and that Customer is legally competent to enter into this Agreement with Cab My Ride Limited.