



Driver's Code of Conduct

DB NETWORK SDN BHD (DOB) upholds a Code of Conduct for all driver-partner so that all drivers would have a clear understanding of the legal compliance, safety, security and service standards expected of them.

As a DOB driver-partners, you're required to understand and accept the terms and conditions of using the DOB platform. Failure to abide by the code will lead to a suspension, ban or Credit/e-Wallet Penalty as we take the safety and security of our community very seriously.

Every DOB driver shall agree to comply fully with this Code of Conduct:

1. COMPLIANCE WITH ALL LAWS, REGULATIONS, POLICIES AND GUIDELINES

(a) Drivers shall comply with all traffic laws, regulations, rules, policies and guidelines as well as this Code and any further guidelines that may be issued by DOB from time to time.

(b) The motor vehicle used must be registered and insured in the name of the Driver who applies to the Company for the usage of the App. If the Driver is using a motor vehicle registered to another person, he must ensure that he is authorized by the Vehicle Owner to do so and covered by the insurance policy tied to the registered vehicle.

(c) Once the Driver accepts a booking, driver must ensure the following service agreements for the quality, safety and security of the ride:

1. Be aware that the App matches the commuters according to their preferences for degree of connection, gender and route
2. Passengers may choose to repeat a booking but drivers should never solicit or stalk passengers according to their travel patterns

3. Passengers have the right to block a driver if they suspect a driver of misuse of the App
4. Passengers may input the number of riders in their group. Always adhere to these limits and/or your vehicle's seating capacity limits, whichever lower.
5. Drivers are to complete the underlying job that is designated and NOT to assign it to another party.

(c) Drivers agree not to be involved in any activity that may impair or degrade the reputation of DOB and/or causes disruption to DOB operation or conspire with other drivers or third party with the intention to commit the aforesaid acts.

(d) DOB maintains a zero-tolerance policy regarding all infringements and can result in suspension, termination or credit/e-wallet penalties of user access to the DOB platform.

(e) DOB is doing its best to bring driver more jobs. Hence, we need driver support for their best. Please honour all receiving jobs upon the confirmation. In the event drivers are not sure, please check with our helpdesk team for clarifications.

(f) Drivers are strictly prohibited against committing any acts with the intention to cheat or defraud DOB whether or not via any aspect or 'Promo Code' which may cause DOB to suffer losses, including but not limited to:

1. Accepting bookings from family members with the aim of frauding bonuses or promos from DOB
2. Accepting bookings from relatives or close friends with the aim of frauding bonuses or promos from DOB
3. Any bookings that are made with the aim of frauding bonuses or promos from DOB

(g) Drivers are prohibited from taking part in any illegal demonstrations against DOB, being a member of an unregistered association, incite other drivers not to use the DOB application, boycott or threaten to boycott the DOB application or any other acts that may be construed to be against the interest of DOB.

2. **PROFESSIONAL AND QUALITY SERVICE**

(a) You shall provide a safe and clean transportation to all passengers. The safety of passengers and drivers on the DOB platform is of utmost importance.

1. “On The Way” Latest 1hour before pick up time or able to reach pick up location on time (without delay). Which ever is sufficient;
2. “Arrived” when you have reached your passenger’s pick up location and Notified passenger. Please wait after 20minutes to notify passenger for second attempt(Refer to “t”). Any further delay after maximum 90 minutes of waiting for Airport Arrival pick up after flight landed. 15% of extra charge of Fare might be incur base on Actual driver ,Introducer and company mutual understanding and agreement(Refer to “u”).
3. “Customer On Board” when your passenger has boarded your vehicle;
4. “No Show” after Actual driver already acknowledged by Introducer/Helpdesk about the status;
5. “Completed” once you have reached your passenger’s destination prior to collecting the fare from your passenger.
6. Adherence to the steps above are crucial in order for you to receive potential notifications about any incentives or promotions from DOB and honour to the platform.

(b) DOB does not tolerate any consumption of drug or alcohol by drivers before/while using the DOB application. This is against the law and a serious violation of the DOB’s safety policy. Furthermore, illegal substances and open containers of alcohol are not permitted in drivers’ vehicles. If a passenger believes a driver may be under the influence of drugs or alcohol, Rider has the right to end the trip immediately and alert introducer, helpdesk service or company.

(c) Drivers are prohibited from having or keeping weapons of any kind or description in their own vehicle or on driver for any reason whatsoever.

(d) DOB takes a serious view on reckless driving, which endangers passengers and/or other road users and this includes :-

1. Driving against the direction
2. Driving in an Lethargic condition
3. Fails to comply with speed limits
4. Fails to conform to traffic light
5. Using mobile phone without any hands free kit while driving
6. Fails to use the indicator signal prior to changing or turning into a junction
7. Breaches any other traffic laws

(e) Drivers are responsible to maintain their own vehicle in a good operating condition, in accordance with the industry safety standards. Drivers should also undergo regular physical health checks as mandated or recommended by local regulations or as and when directed by DOB.

(f) Drivers shall always be properly and decently attired (No Slipper) and exhibit good mannerism as well as communicate with passengers politely

(g) Drivers are prohibited from driving without any valid license, insurance policy and should the Law stipulate further, any business licenses or permits required to provide carpooling transportation.

(h) DOB recommends that a driver shall always remind passengers to wear a seatbelt (or helmet as on a motorcycle) while on board.

(i) Avoid violence and aggressive behavior at all times. With safety and security as its key pillar, DOB does not condone any form of violence or aggression. Drivers must not exhibit aggressive behavior, including getting into verbal disputes with passengers, using vulgarity or insinuation or making threats or physical blows with the passenger. In the event of the situation getting out of hand, never take matters into own hands or escalate the tension (i.e. Harass or make threats, whether the ride is ongoing or has ended). Always choose to report

the case to DOB as soon as possible. We aim to serve all parties impartially and will take such actions as appropriate.

(j) Drivers are strictly forbidden from committing any form of sexual offense, including making illegal business deal, lewd comments/ texts, sexual harassment, unwanted physical contact, unlawful restraint, drugging, molestation and rape. These are criminal offenses under the law and a serious violation of the DOB's safety policy. Offenders will be prosecuted against the law.

(k) Bear in mind that harassment differs according to society and personal norms – commenting on appearance, asking overly personal questions and infringing into personal space are generally deemed inappropriate. DOB urge drivers to be mindful of other users' privacy and personal space. Texting passengers outside of professional grounds is both a form of harassment and a breach to his or her entitlement to personal security and data protection.

(l) Being in a social ride-sharing environment, Drivers are encouraged to provide assistance to handicapped passengers, especially when entering or alighting vehicle.

(m) Drivers shall accede to reasonable requests from passengers such as lowering the air-conditioning or radio volume.

(n) With regards to visually impaired passengers who are accompanied by their guide dogs, Drivers are encouraged to accept such bookings if it doesn't offend the tenets of religion.

(o) Knowledge of traffic conditions such as road constructions, major accidents or outdoor events which may delay a trip is both cost and time-saving and Drivers are encouraged to plan ahead and always be alert to such developments.

(p) In the event passenger leaves behind their belongings (including cash) in a vehicle, Drivers are required to return the same to the passenger urgently or through the DOB's helpdesk Service.

(q) To preserve the quality of the experience in a ride-sharing environment, Drivers should refrain from carrying any animals as it may put passengers in distress.

(r) Honour all bookings which you accept. This is very important in building passenger confidence and encourages more passengers to use our platform. If you are unable to honour the booking for any reason, inform the introducer/passenger/helpdesk as soon as possible, must ask them to withdraw the booking to allow the introducer/passenger to make alternative arrangements.

(s) Do not transfer, share or screenshot any booking details to a third party. Please contact the introducer/passenger/helpdesk immediately before cancelling the booking. Drivers are strongly encouraged not to cancel jobs without notifying introducer/passenger/helpdesk in an emergency (e.g. Car breakdown).

(t) Drivers are to only contact passenger 20 minutes after the first initial notification and NOT BEFORE. If an issue still persist, please refer to introducer/helpdesk.

(u) For Airport arrival pickups , driver is required to wait for passenger up to a maximum of 90 minutes BEFORE contacting introducer/helpdesk. Driver is entitled to claim additional waiting charges from the introducer. Driver are NOT to initiate claims towards passenger.

Claims is set at 15% of the FARE for Every 15 minutes after the initial 90 minutes lead time given and to a maximum of 120 minutes.

(v) Drivers are allowed to accept multiple bookings.

(w) Drivers shall not refuse to provide services based on a person's race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under law. This type of behavior can result in termination of user access to DOB platform. It is disrespectful to make derogatory, or discriminatory remarks about a person or group, whether or not the user belongs to the group.

(x) Collect the correct fare as dictated by the DOB application. Be aware of any ongoing promotions, and methods of payment i.e. cash, credit card or term. Changing of original fares are strictly prohibited.

(y) Do not solicit passengers to make personal or extra booking arrangements, or tout for passengers from a road, parking space or a public stand. This goes against our principle of recommending the best vehicle incidental to all commuters' travel plans. You will also be

depriving your passengers from getting a ride in the most efficient way. Your services hereunder shall be secured strictly via the DOB Application in ADVANCE ONLY.

(z) Drivers are prohibited from posting passenger details, sharing contact or booking details in public forums including social media sites.

(aa) Passengers do appreciate honesty on the part of drivers. Hence, Drivers shall provide service that is based on this principle and acts of cheating, such as failing to give or giving less balance than what a passenger or taking a longer route than necessary (unless there is a valid reason for it or specifically requested by the introducer/passenger) is prohibited.

(ab) Drivers are strictly prohibited from contacting your passenger through any channel or platforms unless it is to facilitate a successful pick-up, to inform the passenger that you have found an item they have lost and or if they have allowed you to do so.

(ac) Driver are to ONLY complete the trip once the passenger has safely reached their destination and alighted from the vehicle. Otherwise ,the job will be deemed as fraudulent.

(ad) Passengers are entitled to bring other friends, colleagues, family members with them during their journey, as long as there is sufficient space within the driver's vehicle. No additional fee should be charged by the driver for this service as fares are per booking. Drivers have the right to refuse the booking if they have arranged multiple bookings and therefore cannot accommodate the additional passenger, but with permission of introducer, passenger or helpdesk.

(ae) Driver shall not request passengers to change payment method after accepting a job. The mode of payment is fixed upon acceptance of booking, unless with permission of introducer, passenger or helpdesk.

3. EMERGENCY PROCEDURE

(a) Relay emergency information to the Company promptly. We want to help in all matters.

(b) If at any time you feel that you are faced with a situation that requires immediate emergency attention, please call the emergency service number in your area or DOB Application. Once all parties are safe and the situation has been handled by the authorities,

please then notify the Company. We will assist and take appropriate action as needed, including cooperating with law enforcement.

4. CONTINUING TRAINING AND IMPROVEMENT

(a) Be open to feedback. At the Company, we are committed to continual improvement to service standards.

(b) We implement a two-way passenger and driver feedback system, as well as mystery passenger audit system. We also enforce continual evaluation of a driver's suitability and performance, and feedback accordingly. In most cases, we aim to work together with the driver via feedback sessions, training initiatives, workshops and audits etc. Results from these efforts depend on receptivity of the driver.

(c) The Company maintains a zero-tolerance policy regarding all infringements and violations of this Code of Conduct and the Driver acknowledges that this may result in suspension or termination of user access to the DOB platform.

DOB RESERVES THE RIGHT TO PENALIZE, THROUGH (INCLUDING BUT NOT LIMITED TO) ACCOUNT DEACTIVATION, WITHHOLDING/ REDUCTION/ FORFEIT OF DRIVER INCENTIVES/ CREDITS/E-WALLET, SUSPENSION OR PERMANENT BANNING TO ANY DRIVER WHO VIOLATES OUR CODE OF CONDUCT. OFFENDERS AGAINST THE LAW WILL BE REPORTED ACCORDINGLY TO THE AUTHORITIES.

General Penalties on driver with DOB Application are as follow:

Code	Driver Offense	Minor Demerit	Major Demerit
A	Booking Cancellation above 30% on DOB Calendar monthly basis.	Suspend Wallet 03days~07days	Penalty 30% Total Cancellation Of Fare
B	Dishonour In Fare Payment	Suspend Wallet 03days~BAN	Penalty 100% Of Fare Pay to Passenger.
C	Gaming & Fraud	Suspend 07days~BAN	FORFEIT Credit/Wallet
D	Dishonour Passenger Experience, Privacy, Safety, Security & Using for Illegal Activities.	Suspend 03days	Deactivate Account
E	Punctuality (with official complaint and proved)	Suspend Wallet 03days	Penalty 100% Of Fare Pay to passenger-Last warning
F	Driver Attitude (with official complaint and proved)	1 st warning – in 48hrs officially appeal. 2 nd warning – Counselling in DOB office. Account activate after 24hrs. 3 rd warning – Suspend Wallet 30days, 90days & Again will be BAN.	

REMARK: BANNED ACCOUNT WILL BE SUBJECTED TO FORFEIT APAD PERMIT (EVP) WITH NO REFUND OR CLAIM BACK.

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By acknowledging, I declare that:

1. I am in full understanding of all clauses and penalties stated in DB NETWORK SDN BHD (DOB Application) - Driver's Code of Conduct.
2. I will be solely responsible for any and all liability, which results or is alleged as a result of the operation of my motor vehicle/passenger vehicle and/or taxi/passenger delivery service, including, but not limited to personal injuries, death and property damages.
3. I also stand culpable for damages sustained by the Company if I am found to have contravened any of the clauses in the Driver's Code of Conduct.
4. I understand and agree that Company has the right to take such appropriate actions against me, including suspending or terminating my access to the DOB Application in the event I breach any of the clauses of this Driver's Code of Conduct.
5. I am also reminded to regularly review the "Terms and Conditions For DOB Drivers" as stated on the DOB Application T&C.

Repeat offenders will be punished with the next higher level of penalties. Incentives for cases under investigation will be withheld until cleared. Drivers caught gaming will be permanently banned and prohibited from entering COMPANY premises, and will also be punished to the full extent of the law where applicable. We reserve the right to inform our personnel and visitors of the identity of these drivers.

Driver Name :

Driver DOB ID :
Card No :

Driver Signature : _____ Identity
Date :

Guide Requirements and Recommendations

Below is a list of required guidelines we expect all guides to follow. Although I'm sure you're familiar with most of the terms, please double-check the list to ensure you're doing everything you can to be a successful guide.

General Requirements

- Check all locations beforehand
- Always research the exact pickup point before each trip. This is the best way to avoid a late arrival
- Be on time (at least 5 minutes before departure; if you should be late for any reason, contact the introducer ,passenger or helpdesk directly or at the very least, the place they're staying at)
- Before each trip, research locations and stops to be able to provide an overview of the area and general recommendations. Always check opening hours for the stops provided
- Use the car category according to the customer's order. Please refer to company for more information about car categories.
- Do not use your cell phone for any reason while driving (texting, calling, looking up information, etc.)
- Always pay attention to the speed limit; customers are very sensitive about this (explaining the local speed limits may help relieve the tension a bit)
- Driving with both hands on the wheel will make customers feel safer
- Be at the customer's disposition at all times. Customers pay for every hour of their trip, so go with them at each stop and show them around as a guide. Only wait for them in the car if they explicitly ask you to
- Try to drop customers off as close to their location entrance as possible. If you are unable to park directly in front of the location, offer to help carry their luggage. It might also be helpful to wait until the customer checks into their destination before leaving.
- Ask customers what they want/like so you can tailor the trip to them
- Treat customers as friends, while still maintaining a level of respect and professionalism
- If customers invite you for a meal, drink, etc., always offer to pay for yourself. If they offer to pay for your meal, you may accept. However, never expect them to pay for you.
- Guides are expected to pay for any parking tickets and related transportation fees, not customers
- Avoid aggression of any kind towards fellow drivers; always resolve problems that may occur in a calm manner

- Always keep traffic conditions in mind (especially if customers need to get to their destination by a certain time). If this should mean skipping some stops, discuss this with them
- Should you stay somewhere overnight, do not forget to bring child seats for your next day trip (if they're required)
- Never mention that you've been driving for several hours prior to picking them up. This makes customers feel uneasy and stressed
- While picking up passengers from the airport, always wait for them at their arrival gate possible with a sign & their name
- Accept payments in any currency, if the ride is paid in cash.

Recommendations

In addition to the required set of standards highlighted above, we've also gathered feedback from past customers with recurring suggestions on ways to improve. This list of recommended suggestions will help both you and our customers. Although these are voluntary suggestions, implementing them into your trips may help you become one our top guides!

- Provide customers with the option of playing their own music and/or ask them what type of music they'd like to listen to
- Possible to provide customers with a bottle of complimentary water and/or a small snack
- Offer to take photos of the customers at stops and points of interest
- Print out an overview of "points of interest" for your customers
- If customers are using AirBnb or another type of apartment rental, offer to call their host before arrival to confirm their booking
- Go the extra mile. Customers love recommendations. Even if you aren't too familiar with the area, look up suggestions on where to eat, tops sights to see, etc. This will ensure happy customers and possibly a good tip!
- If you have extra time and the customer agrees, drive them along countryside roads (as opposed to the highway) to enjoy the real beauty of the landscape

Guidelines for DOB's services

DOB's services is a more upscale option for discerning travellers, and as such has higher requirements. Along with nicer vehicles, part of what makes for a premium experience is you!

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- Driver shall always be properly and decently attired (No Slipper) and exhibit good mannerism as well as communicate with passengers politely.
 - Driver behaviour in the car should also be more formal - think of yourself more as a chauffeur, especially if the trip is a direct transfer without stops, so you should be calmer and more reserved, and generally just speak when spoken to.
 - Driver should provide water, you should also have umbrellas for every passenger.
 - Give passengers spectacular services.
 - As a DOB's quality driver, your driver & car profile photo should meet our standard requirements.
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