



## Opoli Partner Driver Training Program

**“All partner drivers must comply with the following operational safety requirements prior to offering service.”**

1. **Proof of Personal Auto Insurance:**  
Before account activation, drivers must provide a copy/photo of their insurance coverage plan for the vehicle being used in service.
2. **Criminal Background Check:**  
Before account activation, drivers must pass a background check through Opoli’s criminal background check provider.
3. **Driving Record Check:**  
Before account activation, drivers must pass a background check through Opoli’s driving background check provider.
4. **Driver Education:**  
Before account activation, drivers must participate in a training program on how the app works, safety tips and how to reach our support services.

The training program consists of:

- a. A 1-to-1 training session.
- b. Videos for reminders, updates and new features.
- c. Covering FAQ resources.

The training program covers the following topics:

- a. How the app works.
- b. The level of service expected by customers and tips for providing great service.
- c. Safe driving for both drivers and passengers.

5. **Vehicle Inspection:**  
Before account activation, drivers must have their vehicle pass a 19-point inspection through Opoli’s 19-point vehicle inspection provider.
6. Drivers will continue to have access to on-going training and support through videos, performance tracking, our integrated chat system and access to Opoli.

## Opoli Driver Training Program – Text of Education Component

Safe customers and drivers make for happy customers and drivers. Opoli has established a Driver Training Program to ensure that all drivers are safely operating. It is crucial to practice safe driving as a Opoli Partner Driver. The following slideshow will provide information on Opoli required safe driving practices and safety tips to help us with this shared goal.

- All drivers must possess a valid (unexpired) California driver’s license, be at least 21 years of age, and must provide at least one year of driving history before becoming a driver.
  - All drivers must provide their safe driving record before driver begins providing service and annually thereafter.
  - Always carry all required driving documents with you when driving. (valid unexpired drivers license, registration, and insurance)
  - Do not let anyone “borrow” or “use” your Opoli account. Only the approved Opoli partner driver should drive the Opoli approved vehicle.
  - Only the Opoli approved vehicle can be used when servicing on the Opoli platform.
  - Contact Opoli immediately if your phone is lost or stolen and immediately change your Opoli password.
  - Do not drive if your insurance is expired. You should always make sure that the most current insurance policy is filed with Opoli.
  - Your vehicle must pass a 19-point vehicle inspection at a Opoli approved inspection site.
  - Drivers must immediately notify Opoli at [drivers@opoli.com](mailto:drivers@opoli.com) of any of the following:
    - conviction of driving under the influence of drugs or alcohol, fraud, sexual offenses, use of a motor vehicle to commit a felony, a crime involving property damage and/or theft, acts of violence, or acts of terror, or
    - conviction for reckless driving, driving under the influence, hit and run, or driving with a suspended or revoked license from the DMV and/or court, or
    - termination or modification of Driver’s insurance
  - Driver must not provide rides (through any and all methods, platforms, services, personal use) for more than 11 continuous hours after which a 10 hour mandatory rest period is required.
  - Always display the OPOLI logo from pick-up to drop off.
  - Never pick up a passenger that makes you feel like you are in a unsafe situation. Call Opoli Support.
  - No airport pick-ups/drop offs without proper airport authorization.
  - Do not discriminate on riders based on their race, age, disability, religion, national origin, sexual orientation, or the destination of their ride.
  - All rides must be pre-arranged. No accepting street hails or curb hails.
  - Every driver and passenger must wear a seatbelt. Children must have carseats/booster seats as required by law.
  - Follow all laws, including all rules and regulations on the road.
  - Come to a complete stop with all 4 tires stopping at stop signs and red signal lights.
  - Slow down when making turns. Look out for others on the road including pedestrians and bicyclists.
  - Do not speed or break any driving laws.
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- Do not use your phone or app while driving. Only safely stop in an area that is legal to stop at.

- Never drink and drive. Opoli has a Zero Tolerance Policy.
- Never drive if taking medication or drugs. Opoli has a Zero Tolerance Policy.
- Never ask riders out on dates or ask for social outings after the ride unless explicitly initiated by the rider.
- Do not drive if you notice changes that negatively affect our driving ability. Illness, vision problems, or injury could cause this. Below are warning signs:
  - Feeling uncomfortable, nervous, angry or fearful while driving.
  - Dents and scrapes on the car, fences, mailbox, garage doors, curbs, etc.
  - Drifting across lane markers or into other lanes.
  - Getting lost in familiar places.
  - Ignoring signs and signals.
  - Driving too slowly or too fast.
  - Frequent "close calls" or collisions.
  - Late braking.
  - Difficulty judging gaps in traffic.
  - Other drivers often honk at you.
  - Friends or relatives not wanting to ride with you.
  - Being easily distracted or having a hard time concentrating while driving.
  - Difficulty turning your head to check over your shoulder when backing or changing lanes.
  - Getting frequent traffic tickets or warnings from law enforcement officers.
  - Having difficulty finding your parked vehicle.
- Do not wear a headset or earplugs in both ears while driving.
- Do not smoke while driving. Both hands should be available for safe driving.
- As of September 16, 2014 the Three Feet for Safety Act was passed. A driver who wants to pass a bicyclist must do so at a distance no less than three feet, unless unable to do so due to traffic or roadway conditions. In these cases, the driver must slow to a reasonable and safe speed, and pass only when doing so does not create a hazard.
- Signaling: Always signal when turning left or right, changing lanes, slowing down, or stopping; it lets other drivers, motorcyclists, bicyclists, and pedestrians know your intentions.
- Signal:
  - During the last 100 feet before reaching the turning point (left or right turn).
  - Caution!—Even though you signal, do not automatically assume that the space you want to occupy is clear.
  - Before every lane change. Check your mirrors, look over your shoulder, and check your blind spot before changing lanes.
  - At least five seconds before you change lanes on a freeway.
  - Before pulling next to the curb or away from the curb.
  - When you change directions.
  - Even when you do not see other vehicles. A vehicle you do not see may suddenly appear and hit you.
  - If you plan to turn beyond an intersection, start signaling when you are in the intersection. If you signal too early, the other driver may think you plan to turn into the intersection and he or she may pull out in front of you.
- Remember to cancel your signal after turning.
- Things You Must Do When Driving:
  - You must drive as far to the right as reasonably possible on narrow mountain roads. If you cannot see at least 200 feet ahead, honk your horn.

- You must use your headlights 30 minutes after sunset and leave them on until 30 minutes before sunrise.
- You must dim your lights to low beams within 500 feet of a vehicle coming toward you or within 300 feet of a vehicle you are following.
- You must turn on your headlights if snow, rain, fog, dust, or low visibility (1,000 feet or less) requires the use of windshield wipers.
- If you are involved in a collision, you must move your vehicle out of the traffic lane (unless it is disabled) when it is safe to do so. Law enforcement may tow or impound your vehicle if it is left in an unsafe area and causes safety concerns.