



SocialDrv Driver Safety Training Program

SocialDrv employs the highest standards for driver selection, screening and onboarding procedures. Prior to receiving rides requests all drivers must be compliant with CPUC regulations for TNC drivers, including going through an in-person meeting and training, a complete background check, including criminal history and driving records, and a physical 19-point vehicle inspection. Each driver goes through the following 5-step process before they start driving for SocialDrv:

Driver Application
Initial Documents & Screening
In-Person Interview & Onboarding Procedure
Background Check & Vehicle Inspection
Driver Code of Conduct

Details on all steps are available upon request. Below are the details of the step that involves the new driver training we employ: the In-Person Interview & Onboarding Procedure.

Driver Application

Initial Documents & Screening

In-Person Interview & Onboarding Procedure

During the in-person meeting, the following process is followed and conducted by an experienced SocialDrv driver or Operations Manager, to ensure drivers meet the necessary safe driving standards.

1. Greet; chat and get to know driver (*interview*)
2. State SocialDrv core values and the importance of observing those strictly:
 - A) reliability,
 - B) customer service,
 - C) communication (both with customers and the SocialDrv team)
3. Inspect driver documents (license, insurance, registration)
4. **Take a test-drive (*make sure driver drives well, calmly and safely*):**
 - ensure driver understands they must at all times follow driving laws and regulations, including such for safe driving, observing allowed speeds, following signs and markings, observing right-of-way;
 - ensure driver understands they can never drive under the influence of substances - they will be required to read, sign and be bound by our Zero-Tolerance Intoxication Substance Policy.
5. Set up app with profile and photo (photo to be taken by interviewer on the spot, with both driver and vehicle in it; see attached example)
6. Do a mock-up ride request- answer any questions on app (call an operations specialist if needed)
7. Talk about availability (Early morning ok? Anytime? Work elsewhere?)
8. Explain to driver that we send a text reminder a few hours before the ride and need them to confirm the ride. For early morning rides text reminders are sent by 9 pm the previous night and confirmations are required by 10 pm that night (if driver goes to sleep before that, they can text us instead to confirm). (*At this point a determination is made on the good fit between potential driver and SocialDrv*)
9. Advise driver of the following good practices for excellent customer experience:
 - Check flight status on Google (preferred) and adjust time of getting to the airport accordingly!
 - Text passenger when close to pick up/at the airport, or with problems/delays.
10. Inform new driver to expect an email with a Checkr background check request link (to be paid by and submitted to SocialDrv), and ask them to perform that as soon as possible.



11. Inform driver they need to complete a Vehicle Inspection at an accredited auto shop, and return the SocialDrv Vehicle Inspection Form that will be provided to them.

12. Note that they need to read the important company policies in the email sent to them. They have to read, sign and always comply with the Driver Code of Conduct to be emailed to them after the meeting; they have to send a signed copy back to us.

Driver photo example:



Background Check & Vehicle Inspection

At the end of the on-boarding process, before a driver can start receiving ride requests that they are free to choose from to complete, each driver is asked to sign a Driver Code of Conduct.

Driver Code of Conduct

Drivers who have passed the Background Check and Vehicle Inspection will be considered contracted with SocialDrv on an Independent Contractor basis, and will be required to sign the attached **SocialDrv Driver Code of Conduct** (please see attached document).

A W-9 form is collected as well.