

Appx B

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Liftee Driver Training Plan

Liftee has a detailed training plan for drivers while on-boarding. Every single driver who will use Liftee's platform and who receives ride requests goes through Liftee's driver training in following phases:

- One on One Driver Training : At on-Boarding
- Driving Score Based Training : Ongoing based on score
- Refresher Web Based Training : Yearly

One on One Driver Training : At On-Boarding

Every Liftee driver receives one-on-one training for 30 minutes before taking the first ride. The Liftee representative provides this training in person, as instructor- led training is deemed to be the best pedagogical tool available for maximum attention and retention.

Furthermore, the fact that each user receives a private training session ensures full attention and maximum retention. At the end of the 30 minutes training, the driver is asked five random questions to assess his learning during the training.

The instructor provides a training manual to the driver. Once the 30-minute one-on-one training has been delivered, the driver signs a document providing certification that the training has occurred satisfactorily.

The driver also receives a copy of the training manual for future reference. Additionally the driver is given a phone number that can be called anytime for follow-up training and support.

APPX 'B'
DRIVER TRAINING
PROGRAM

In summary, Liftee provides the following:

1. Training: One-on-one instructor-led training (the most engaging type of training available on the market)
2. Testing: Verbal testing to assess learning results and provide feedback
3. Written Materials: training manual for future reference
4. Verification: certification that the training has occurred

Driving Score Based Training : Ongoing Based on Driver Score

Liftee plans to use third party or in-house tech solution, which uses driver's phone sensors to detect and measure driver's behavior and performance like:

- Cell phone use
- Over speed
- Swerves
- Hard Stops
- Fast Accelerations

Based on driver's driving score, Liftee plans to administer training on need basis to drivers. This will be a one-on one or web based training showing them their performance and how it can be improved.

Refresher Web Based Training : Yearly

On a yearly basis, Liftee will have refresher web based training for all drivers to refresh basics, align them with any changes, new policies, lesson learnt and expectations.

Refresher training will conduct all parts of on-boarding training.

Liftee Driver Training Manual

Program Sections:

1. Safety Tips
2. How Liftee Works
3. User Experience

Safety Tips

In order to help your business as a driver, make sure to practice safe driving. Follow all rules and regulations on the road. Do not speed or break any driving laws. Do not use your phone or app while driving, only when stopped safely on the side of the road or in a parking spot. Never drink and drive. Never drive if taking medication or drugs.

Liftee Zero Tolerance Policy

Liftee has a zero tolerance policy regarding the use of or in influence of alcohol, drugs, illegal substances, or the misuse of prescription medications during the course of ride. Liftee also has zero tolerance for violating traffic laws and/or driving recklessly. Complaint against any driver on above will lead to immediate suspension of the Driver's account pending further investigation.

You can only use vehicle inspected and approved by Liftee. Our app requires you to confirm you are using authorized vehicles every time you log in before starting a ride.

There can never be a third person other than the authorized driver and the registered passenger. Giving lift to friends, family, acquaintance or non-acquaintance for monetary or non-monetary purpose is strictly prohibited.

Please ensure that your riders feel comfortable in terms of socializing. Engage only in conversation appropriate for kids and play appropriate music in car at the right volume. No vulgar or inappropriate content can be displayed, played or spoken to with the kids at any time.

Please ensure that kids have put their safety belts on. Help them get in the car seat if required and put the seat belt on. At no point in the journey can a child not have his seat belt on. Children will always travel in the rear of the car.

Please ensure that at the pick-up and drop off point, your car is parked in a way that kid steps out on the curb side. At no point shall kid be allowed to step out from the road side of the parked car. Except in school driveways, wherever possible please step out of the car to let the children out.

At Liftee we don't do just curb side drop offs. We always wait for the child to have entered the premises of drop off location. We do ask parent's to mention any special requirement like sign in and sign out and if specified, driver will walk the child and sign them in or sign them out. We ensure that the child is handed over to authorize personnel only.

At Liftee we hire smart drivers, who can take right decisions to ensure safety of the child. At any time if you see or sense that the situation is not correct, stay with the kid and contact Liftee Concierge for further instructions. Situations can be activity center closed, coach did not turn up, locked out of home, etc. Just stay with the kid till we contact parent and figure out the next action. We never leave child behind in a situation.

In case of any accident or emergency situation, please call the 911 or / and call Liftee concierge through in-app call feature. You will, in such situation, remain with the child throughout the time till parent takes over.

2. How Liftee Works

- Parent book rides for their children using Liftee App.
- Driving users receive ride request only during your periods of availability. If you want to change those periods you can do it using Liftee App. A driver will always be told about miles and payment before they accept the ride.
- After driving users receive a ride request on a smartphone they get a confirmation that ride has been assigned to them.
- When driver accepts a ride request, the parent is notified through phone text and Liftee app about driver's personal photo, photo of the car, brief bio and all the background checks Liftee has performed on them.
- Driver also receive a text and on mobile app ride details.
- Driving users can easily add their upcoming rides to their calendars on their smartphones.
- One hour before the ride starts, driver is prompted and accepts that they are starting the ride. Same notification is sent to the parent.
- When the driver arrives at the pick-up, parent is notified. Also notification is sent on pick up of the kid and drop off.
- Parents can track their kids' ride through their app, contact Liftee concierge at any time for any updates or emergencies.
- At the end of the ride, both parent and driver can give their feedback or rate their experience.

Demonstration of Driver side of Mobile App to the candidate.

3. User Experience

At Liftee you are not only a driver, you are a 'Brand Ambassador'. Our driver community has come together to create simple suggestions for you to make our parents and children user's experience phenomenal.

- (a) Maintain a clean and fresh smelling car, dress professionally and enthusiastic self.
- (b) Punctuality - reach at least 5 minutes early for your appointment. Kids, unlike adult can take more time to get in the car or may require sign in and sign out. We cannot keep them unattended. So punctuality is a necessity.
- (c) Inspire Trust – Greet and intro to parents- confidently, pleasantly and professionally.
- (d) Receive kid nicely – address by name, greet, take bag, walk child to the car, open door for the kid, secure kid in the seat, close door properly and check.
- (e) Drive Safely – drive with extra care, no over speeding, talking on phone or breaking driving rules. Avoid unnecessary movements (opening and closing windows, locks, etc). It increases child's anxiety.
- (f) Chat but don't over chat – Never ask too many questions, do talk about sports or interests.
- (g) Music – play a kid appropriate music and low volume.
- (h) Always go an Extra Mile – It counts. Delivering parent's special instructions or taking a call and doing it yourself when required. We always do an extra bit and never cut corners with a Child's ride