

Driver–Partner GUIDELINES



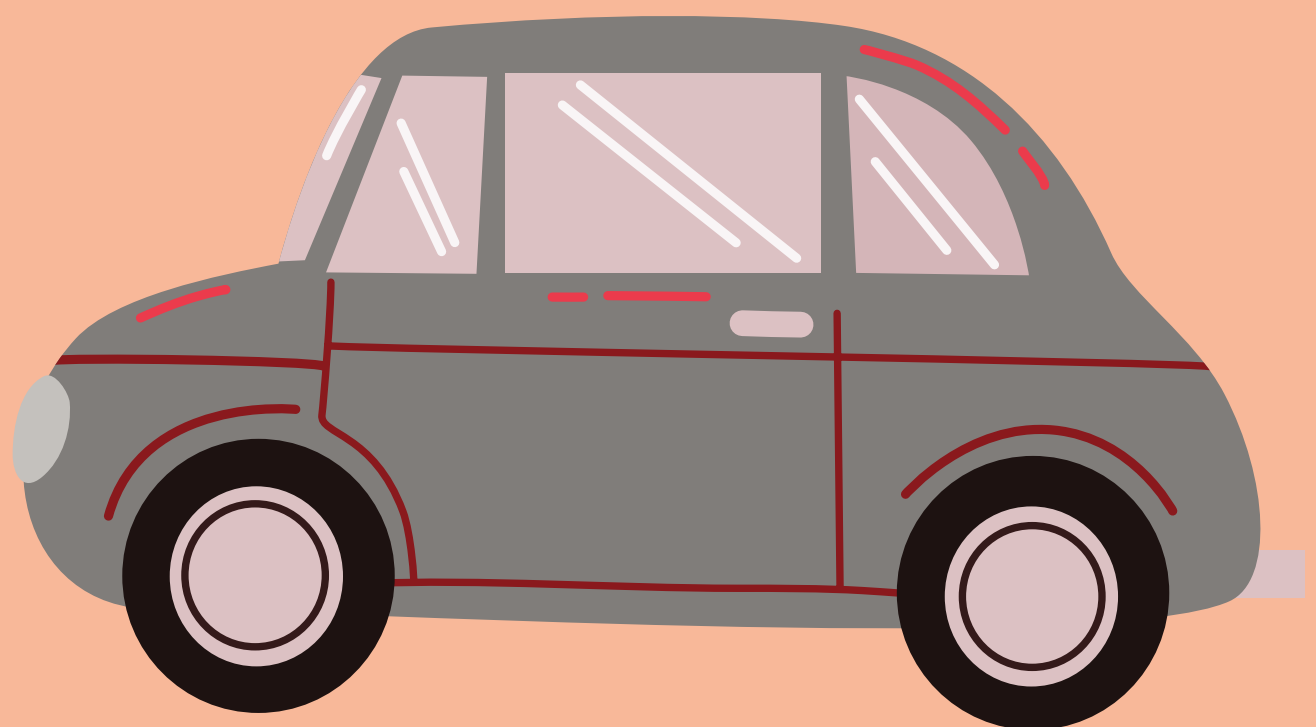
Introduction

Sixt provides world class chauffeur service; therefore, the standard of the driver partner as well as the vehicle provided should be in tip-top condition.

Ensuring the safety of our passengers is one of our top priorities. Therefore, reckless driving at any circumstance is not acceptable by us.

In order to meet the above statements, we prepared a detailed guidelines and standards on how we should do things at Sixt. This will help our partners/suppliers to know the Do's and Don'ts when performing our jobs. Our Cancellation policy, privacy policies and penalties will also be explained.

As you go through each line, we will be expecting your 100% commitment in following our standards and practices.



Type of jobs

Arrival pick up



Always follow the pick-up time requested and pay attention to any special notes in the booking. If in doubt, you can contact Sixt operations.

When you reach the pickup point, set the status in the app to “**at the pickup**” and call the passenger then wait for the passenger(s) to show up.

Waiting time: 10 minutes. Additional waiting time will be charged in 5 minutes interval.

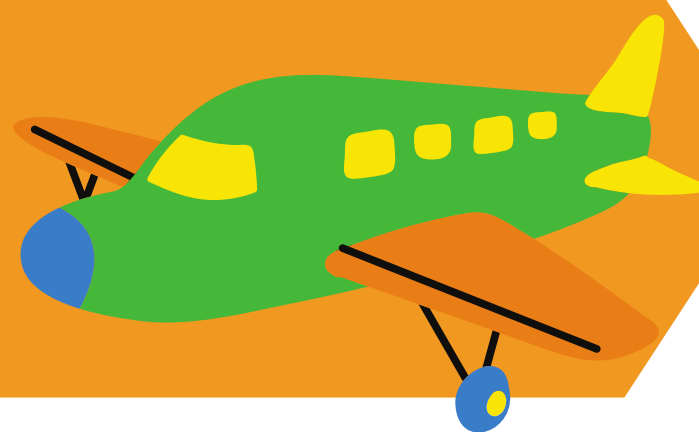
Town transfer



When you reach the pickup point, set the status in the app to “**at the pickup**” and call the passenger then wait for the passenger(s) to show up.

Waiting time: 10 minutes. Additional waiting time will be charged in 5 minutes interval.

Departure pick up



When you reach the pickup point, set the status in the app to “**at the pickup**” and call the passenger then wait for the passenger(s) to show up.

Verify the passenger's flight details to ensure they will be dropped off to the correct terminal. (Please clarify with the passenger if there is a special comment).

Confirm if the passenger has **necessary travel documents** before moving off.

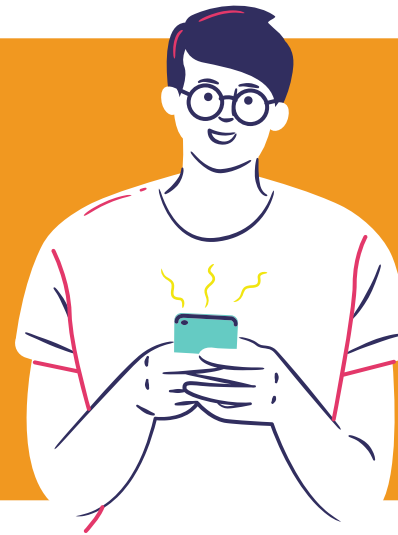
Waiting time: 10 minutes. Additional waiting time will be charged in 5 minutes interval.

IMPORTANT NOTE: Waiting time for **all** type of jobs is **10 minutes** as long as it's an app booking (Prebook or On-demand job).

If a booking has been assigned with special waiting time arrangement, instructions will be given to you directly by the Sixt Operations team..

Performing the job

Before the job



Double check the job in the app (comment field/pickup time/address) before going to the pickup.

- For airport pickups - check flight number provided (if any) is valid.
- incorrect or lacking details provided -> **call Sixt Operations immediately** so that we can help contact the passenger.

Check your vehicle and make sure that it is in **tip-top condition** including the cleanliness inside and out.

For Airport Arrival pick up – If instructed by Sixt operations, make sure to have your **greeting signage** ready. (Especially for Premium car orders.)

The dispatched chauffeur and vehicle must tally the details given on the App upon registration.

Wait for the passenger(s) at the designated meeting point (it might be indicated in the comments of the booking).

During the job



During first contact with guest, Chauffeur must always **welcome and greet** all guest and to **thank and bid** the guest farewell after completing the job.

Chauffeur must ensure that they are picking up the correct guest by confirming the guest's **name/destination**.

Assist the guest to load all the luggage to the vehicle and this must be done in the presence of the guest to ensure that everything is accounted for.

Chauffeur must always invite the **guests to board the vehicle first** by opening the passenger door for them. Only board the vehicle after all guests are comfortably seated inside.

Chauffeur must check with the guest whether all **important travel documents** are with them before driving off. Chauffeur to remind guest politely that they have put their **seat belts** on as it is against the law not to.

Chauffeur must make it a habit to check with the passenger(s) if they are comfortable with the **car's temperature and radio/music**.

Be **composed and professional** at all times, try to avoid raising out opinions on politics, religion, and other inappropriate and personal issues with the passenger(s).

Drive carefully (within the speed limit) and always put high regard on **passenger(s) safety and comfort**.

Upon reaching destination, Chauffeur is to **alight first and open the door** for the guest to alight the vehicle. Chauffeur should then proceed to **unload the luggage** from the vehicle.

After the job



If there is any extra charge(s) such as toll charges, there is an option inside the app to the said extra charge(s).

Before moving off, chauffeur must ensure that **no guest belongings are left behind** in the car.

Handing of private Business cards to the passenger(s) are strictly **not allowed**.

Complete the job in the App.

Important things to note:

✓ Accept jobs only when available

Only accept jobs if you are ready to proceed with the job immediately. If you are not available to accept, you should not be online in the first place. Please be reachable always when accepting a job.

If we receive a call from the passenger and If we cannot reach you by any means nor call us back, the job may be assigned to another driver.

✓ Keep luggage compartment empty

Always empty the luggage compartment to accommodate the passenger's luggage.

✓ Ensure car has sufficient fuel

Chauffeur must ensure that his car always has enough fuel. There should be no topping up of fuel or stopping during a job when guest is on board.

✓ Transport babies or underage children in appropriate child seats

Always transport babies or underage children in appropriate child seats in accordance with local law. If baby seat was not requested upon booking, please explain to the customer politely and explain the requirements by Law.

✗ Leave vehicle unattended

The Chauffeur must not leave the vehicle unattended especially when the belongings of the guest are still inside.

✗ Leave pickup point early

Never leave the pickup point before the end of waiting period. Always try to reach the customer to get an update. If there is no response, you are able to cancel the job (Cancel on Arrival) from the main menu if the passenger is not out within the free waiting period 10mins. You also have an option to raise "No Show" alert to the operator before cancelling the job

When the Guest wants to stop in a place which is not allowed:

Chauffeur should explain in a polite way and advise on the next best drop off point.

Lost and found items:

If you find any items left behind after a ride and if you are in contact with the passenger to return items personally, you may proceed. Please keep the Sixt operations informed of your actions. If the item is untraceable, you can either return the items to Sixt's office or make a police report.

Standards and dress code

Chauffeur must provide great customer service and conduct himself in a way that makes all guests comfortable and at ease. You are expected to be helpful, polite, and dressed according to highest level of Sixt standards.

PUNCTUALITY: Always make sure to arrive at the pickup location on time.

COMMUNICATION: We expect that you have a basic level of the English language that is sufficient to communicate with local and international passenger(s) for basic interactions including: a polite greeting, confirming the meeting point, checking the aircon temperature/radio volume in the vehicle etc.

VEHICLE CONDITION

Always maintain the cleanliness of the car (Interior and Exterior).

Do not keep unnecessary items in the vehicles and keep the boot free for passenger's items.

Chauffeur to ensure that the car assigned to him is always in roadworthy condition. He is to monitor and report of any early indications of wear and tear. He must also make sure that the car is sent for servicing timely.

Chauffeur dress code

FOR PREMIUM CARS

Formal long sleeves shirt with tie
Formal business pants
Black socks and black leather shoes

STANDARD SEDAN AND MPV

Collared shirt or T-shirt
Long pants or jeans
Covered shoes

GENERAL STANDARDS:

Neat and tidy haircut

Fresh shave

No Body odour

No hats or caps to be worn during jobs.

Refrain from using strong air fresheners in the vehicle

Chauffeur is not allowed to smoke inside the vehicle and the vehicle must be smoke free upon picking up the guests.

Accidents

An accident is unforeseen but could be prevented. A Chauffeur must be able to recognise and avoid dangerous situations to prevent any accidents from happening.

In the event of a **minor accident** (vehicle still drivable) while the guest is inside the vehicle, the chauffeur must first check if the guest is free of harm before proceeding to gather information on the accident scene. The partners/suppliers can proceed to report the accident accordingly.

In the event of **major accident** (vehicle not drivable), Chauffeur must first check if the guest is free from harm then immediately report to OPS to check if we could arrange a replacement vehicle for the passenger if the passenger is unharmed.

In case of injuries, the chauffeur needs to make a police report then later pass to OPS/Office.

IMPORTANT NOTE: If in case you failed to comply to our quality standards as mentioned above, a penalties according to our Non-compliance Guidelines may apply.



Policies:

ADDITIONAL STOP *

For every Additional stop for Transfer, S\$5 per stop will be charged for the first three stops. S\$10 per stop will be charged for the fourth stop onward. Free waiting time for all transfers is 10 minutes.

EXTRA WAITING TIME *

Additional waiting time will be charged S\$5 per 5 minutes. Chauffeur will be released unless advised otherwise.

PEAK HOUR SURCHARGE

Peak hour surcharge applies during 0600Hrs to 0900Hrs and 1700Hrs to 2000Hrs. Surcharges varies for vehicles.

** If the passenger(s) request to extend their job, a stopover or waiting time, please inform them that extra charges may apply.*

Note: The partners/suppliers will be paid according to the percentage earnings.

CANCELLATION POLICY

For on demand bookings, one-way, or hourly, customers are entitled to cancel the job within 5 minutes of confirming the booking free of charge as long as the driver has not arrived.

If a customer cancels a booking 5 minutes after the confirmation, they will be charged according to our terms min \$5 and you will be reimbursed accordingly.

Note: The partners/suppliers will be paid according to the respective percentage earnings.

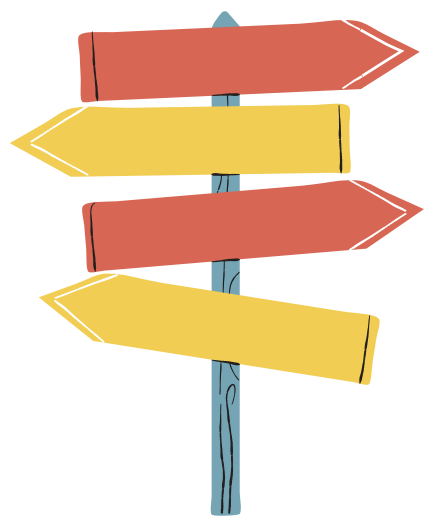
Code of conduct

Extenuating circumstances is inevitable in this line, we will try to manage and impose fair judgement to support our respective business success and sustainability.

When an incident take place in carrying out a Sixt job, Sixt will adjust the remuneration to the concern partner/supplier to account for non-compliance, and compensate for Customer loss in these unexpected events.

You are always required to maintain valid documents to drive. It is your responsibility to resubmit the relevant documents when they expire or invalid and also if requested by Sixt.

You must always obey the LTA rules and regulations as well as all prevailing laws in Singapore.



Non-compliance guidelines

NON-COMPLIANCE BASIS:

Chauffeur no show

Irresponsible driving

Chauffeur Late (Prebook)

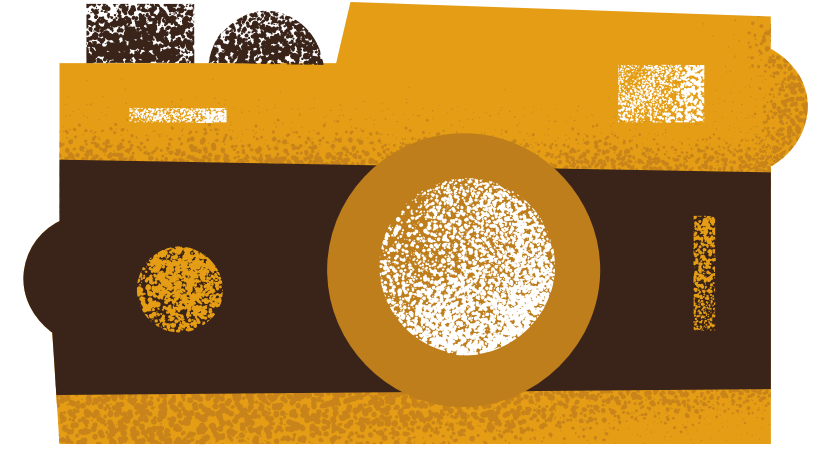
Returning of Job (acceptance % in a week is lower than 95%)

Online Status and inactive accounts (3 months)

Chauffeur non-compliance to Sixt general standards or prevailing laws in Singapore

Driver partners are monitored based on certain criteria for service quality and commitment. Any non-compliance will result in a suspension or termination of user from Sixt Platform.

Privacy policy for partners / suppliers



This privacy notice aims to give you information on how SIXT collects and processes your personal data through your use of our website and our app, including any data you may provide through either.

It is **important that you read** this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

This privacy notice supplements the other notices and is not intended to override them.

“Personal Data” any information relating to an identified or identifiable individual. This includes but is not limited to your name, bank and credit card details, nationality, telephone number, own interest, email address, your photo, government-issued identification numbers, biometric data, race, date of birth, marital status, religion, health status, vehicle details and insurance information.

PERSONAL DATA ABOUT PARTNERS/SUPPLIERS

If you are a partner/supplier we may collect the following data:

- your vehicle registration data
- device data (such as accelerometer data, GPS, your IMEI number and apps installed on your device)
- specific data (such as your speed, acceleration, and braking data)

USE OF PERSONAL DATA

- To ensure your ability to provide Services
- to check the progress of your job and to determine if there are any anomalies during the trip
- to help our partners utilize their fleet accordingly.

CONFIDENTIALITY

Sensitive information will only be collected when it is necessary to comply with legal and regulatory requirements. The personal information such as ID numbers, race and marital status etc could be requested in such cases.

Privacy policy for partners / suppliers

If our legal advisors or local or foreign legal, governmental or other regulatory authority required, advised, recommended, expected and requested us to share your Personal data, we may also need to comply in sharing your personal data's to the requesting legal parties.

For example, we may use your Personal Data to:

- comply with court orders or other legal, governmental or regulatory requirements.
- enforce our Terms of Service or other agreements

Vehicle cameras

Inward facing Cameras are prohibited for usage with Sixt bookings.

Safety and security

One of the major purposes of collecting your data is to ensure the security and safety of our offered services to all its users.

This includes:

- selection process of our partners/suppliers through screening before we allow them to use our Services.
- Identity verification when you log in into our app.
- using device, location, profiling, app usage and other relevant data to stop and determine any deceitful or irrelevant activities.
- When performing Sixt App jobs, the partners/suppliers must always follow the inbuilt Map for tracking purpose.
- Recognition of inappropriate behaviour in driving such as over speeding, unnecessary acceleration and harsh braking, and giving technical comments directly to the partner/supplier.
- sharing drivers and passengers' location and details when the "Share My Ride" feature is activated.
- determining, and stopping any party from performing crime.
- closely checking on compliance with our terms and conditions, policies and Driver's Code of Conduct

Changes to the privacy notice and your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

THANK
YOU!

Contact us

If you need to contact us, you can email us at **tsp@sixt.com.sg**. We will attend to all your queries as soon as possible.

Website: www.sixt.com.sg