

## DRIVER CODE OF CONDUCT

### 1. Introduction

The following layout the code of conduct for all drivers registered in EZCAB platform. Any violation of our Code of Conduct may result to driver's suspension or termination of user access to the EZDRIVER application. For serious offenses, drivers may be reported to law enforcement agencies.

The following breakdown of the Driver Code of Conduct for EZCAB e-Hailing drivers:

### 1. Mandatory Legal & Regulatory Requirements

- Headshot photo of yourself (ideally passport photo)
- Malaysian NRIC (Blue only) - Front & Back
- Malaysia Driving License (Full) - Front & Back
- Valid Public Service Vehicle (PSV) - Front & Back
- Front View of Vehicle
- Valid Insurance Covernote
- Registration Card / Vehicle ownership certificate (VOC) (*if applicable*)
- OKU Card Front and Back (*if applicable*)
- Medical form (*if applicable* - required for driver above 50 years old)
- **Compliance & Security Measures**
  - ✓ All data must comply with **PDPA Malaysia**
  - ✓ Only authorised personnel may access driver records
  - ✓ Data must be securely stored and encrypted
  - ✓ Vehicles must be covered under **valid e-hailing insurance**

### 2. Professionalism & Passenger Treatment

- **No Discrimination:** Do not discriminate based on race, religion, gender, or disability.
- **Harassment Policy:** Zero tolerance for any form of physical or verbal harassment towards passengers or staff.
- **Professional Conduct:** Be polite, dress appropriately (no slippers, singlets, or shorts), and assist with luggage if needed.
- **Privacy:** Do not share passenger information or contact passengers after the trip for personal reasons.
- **Route Adherence:** Follow the GPS route unless agreed otherwise with the passenger.



### 3. Safety & Vehicle Standards

- **Distracted Driving:** No texting or using the phone for non-ride purposes while driving.
- **Vehicle Condition:** Keep your vehicle clean, smoke-free, and in good condition.
- **Seatbelts:** Ensure passengers wear seatbelts.
- **No Dangerous Goods:** Do not transport illegal or dangerous items.
- **Substances:** Do not drive under the influence of alcohol or drugs.

### 4. Ethics & Operational Rules

- **No Off-Platform Booking:** Do not solicit passengers to take rides outside the app.
- **Correct Fares:** Do not overcharge or demand cash for non-cash bookings.
- **Authorised Drivers /Vehicles:** Only registered driver and vehicles in the app are allowed to pick up passengers.
- **No Third Parties:** Do not bring friends or family members in the car while on duty.

### 5. Support & Communication

Channel	Contact Info
Driver Hotline	+603-6259 2929
WhatsApp Support	+6012-355 9267
Email	<a href="mailto:driversupport@ezcab.com.my">driversupport@ezcab.com.my</a>
Walk-in	EZCAB HQ / Partner Offices

### 6. Review & Updates

This SOP will be reviewed every **6 months** or after any regulatory or policy changes.