

Driver Code of Conduct

The standards we expect from everyone who drives with Telride.

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Riders trust us to get them where they're going safely and comfortably. This code sets out how we expect every Telride driver to behave, whether you drive a Telride car or your own. It applies whenever you're online in the Telride app.

General principles

Every driver must:

- Act honestly, responsibly and lawfully.
- Treat everyone with respect and dignity.
- Put safety first, every time.
- Follow the law and Telride's policies.

On every trip

- Hold a valid licence, and any permits and insurance the law requires.
- Drive safely, legally and responsibly, and follow the road rules at all times.
- Keep your car clean, roadworthy and smoke-free.
- Be punctual, courteous and professional.
- Never drive under the influence of alcohol, drugs or anything that affects your driving.
- Never discriminate against, harass or abuse anyone.
- Respect your riders' privacy.

Accessibility and assistance animals

- Always carry assistance animals, such as guide dogs. Refusing one is against the law.
- Be patient with riders who need more time or help, and help where it's safe to do so.

Fatigue and breaks

- Don't drive when you're tired. Take regular breaks.
- If you notice signs of fatigue, stop and rest, even if you're partway through your day.

Phones and distractions

- Only use your phone in a mounted cradle, for navigation and the Telride app, as the NSW road rules allow.
- Never text, browse or take a handheld call while driving.

Trips and payments

- Only accept trips booked through the Telride app.
- Never take cash or arrange a trip outside the app.
- If a rider leaves something behind, report it through the app.

Zero tolerance

Telride does not tolerate:

- Violence, threats or intimidation.
- Sexual harassment or misconduct.
- Discrimination based on race, gender, religion, disability, age or sexual orientation.
- Alcohol or drug use during trips.
- Fraud, theft or misuse of the platform.

Communication

- Keep communication respectful, clear and appropriate.
- Offensive language, gestures or behaviour are not acceptable.
- Handle disputes calmly, and report them through Telride support.

Privacy

- Keep any personal information you learn through Telride confidential.
- Don't record audio, video or images of riders without their consent, unless the law allows it.
- Don't misuse or share platform data.

Reporting and enforcement

- Report any breach of this code to Telride at support@telride.com.au.
- Telride may investigate complaints and take action, including a warning, suspension or removal from the platform.
- Serious breaches may be reported to the police or other authorities where required.

A serious safety concern may lead to immediate suspension or removal from the platform.

Acknowledgement

I have read and understood the Telride Driver Code of Conduct, and I agree to follow it.

Driver

Full name

Date

Signature