



Ditrop Driver Guide



Dear Driver,

We're excited to have you on board, we'd like you to take a few minutes to look through this guide. It'll help you get set up smoothly and make sure your experience with us is hassle-free.

With DitropGo, you have the freedom to go anywhere, anytime on your own schedule.

Helpful Links

- Official DitropGo Slack Group: *Insert Link*
- DitropGo Support (Knowledge Base & Tickets): *Insert Link*
- Other questions? Reach us at: **support@ditropgo.ca**

We're glad to have you driving with us, and we look forward to seeing you on the road!

Warm regards,
The DitropGo Team

A stylized, handwritten-style signature logo for DitropGo, featuring a large 'D' and the word 'Ditrop' in a cursive script.



Who is a DitropGo Driver?

As a **DitropGo Driver**, you are a foundational part of our mission to provide comfort, ease, affordability, and a commitment to serving our community better.

You are defined by four core roles:

- **A Professional Partner:** More than a gig worker, you are a valued member of a trusted mobility network.
- **A Community Ambassador:** You serve our bilingual riders with courtesy, respect, and a commitment to excellent service.
- **A Safety-First Operator:** You prioritize the well-being of passengers, pedestrians, and yourself on every trip.
- **A Tech-Enabled Navigator:** You confidently utilize GPS, AI tools, and DitropGo's bilingual app features to ensure smooth travel.
- **A Brand Representative:** You uphold DitropGo's reputation through every interaction, making you a key face of our company.



Core Attributes of Every DitropGo Driver

- Punctuality and reliability.
- Professionalism in conduct and appearance.
- Respect for diversity and inclusivity.
- Awareness of local culture, communities, and road conditions.
- Flexibility, adaptability, and problem-solving on the go.



DO's: Safe Driving with DitropGo

At DitropGo, we care about you, your riders, and the communities we serve across New Brunswick. Every safe trip makes our roads a little better for everyone. Here are some reminders to help you stay confident and comfortable behind the wheel:

01

Rest Before You Drive

Driving tired can be just as dangerous as driving distracted. Try to get a good night's sleep (7–8 hours if you can). If you start to feel drowsy while on the road, pull over somewhere safe and take a short break.

02

Stay Aware of Your Surroundings

Our roads can be busy and unpredictable. Keep an eye out for sudden lane changes, cyclists, pedestrians, and wildlife, especially on New Brunswick's rural routes. Always check your mirrors and blind spots before changing lanes.

03

Adjust to Weather and Road Conditions

We all know how quickly New Brunswick weather can change. On rainy, snowy, or icy days:

- Slow down and give yourself extra time.
- Keep more space between you and the vehicle ahead.
- Avoid sharp turns or sudden braking.

04

Keep a Comfortable Distance

A safe following distance gives you more time to react:

- At least **3 seconds** in normal conditions.
 - At least **8–10 seconds** in rain, snow, or icy roads.
-

DitropGo Driver

Best Practices



Safety First

- Safety will always be a priority over time
- Return safely to your loved ones
- Do not endanger others, while on the road



The Essentials

- Be insured
- Use a phone mount
- Have a car phone charger handy
- Don't multitask while you're driving
- Observe speed limit and traffic rules
- Drive extra careful in bad weather



Stay Connected

- Stay updated on the best and fastest routes to take
- Take regular breaks
- Join DitropGo Official Slack Group for the latest updates



Get Ratings

- Offer great customer service
- Ensure your vehicle is clean and comfortable
- Read the passengers' cues and behave accordingly – some just want a quiet ride, while others might prefer having a conversation

DON'Ts: Safe Driving with DitropGo

Please Avoid the Following While Driving

01

Driving When Tired or Upset

If you're feeling exhausted, stressed, or emotional, it's best to take a break before getting behind the wheel. Driving in that state puts you, your riders, and others on the road at risk.

02

Driving Aggressively or Erratically

Courtesy goes a long way on New Brunswick roads. Always signal your intentions and avoid risky behaviour like speeding, tailgating, or cutting across lanes suddenly.

03

Driving Under the Influence

Never drive after consuming alcohol, drugs, or medications that affect your alertness or judgment. Safety always comes first, for you, your passengers, and the community.

What Sets DitropGo Apart

01

Full-time

Incentives:

Full-time drivers who meet their weekly targets are guaranteed incentives that can cover their car's fuel for the week, ensuring your efforts are truly rewarded.

02

Community-First Standards:

Our policies aren't just rules; they're safeguards that strengthen rider trust and ensure drivers who represent DitropGo are aligned with the values of safety, inclusivity, and reliability.

03

Supportive Growth: Instead of harsh penalties, DitropGo emphasizes support and coaching. Drivers falling below thresholds are notified with clear steps for improvement before stricter measures are applied.

DitropGo's Commitment to Our Drivers

We are committed to your success, and here is how we deliver on that promise:

01

Operational incentives

We honor the dedication of our **Full-Time Drivers**. Those who consistently meet their weekly targets are guaranteed **operational incentives** designed to cover a week's worth of fuel, ensuring your efforts are tangibly and immediately rewarded

02

Your Satisfaction is Our Priority

When you feel supported and respected, riders notice the difference. That's why we focus on making your experience as rewarding and stress-free as possible because happy drivers create happy riders.

03

Safety and Well-Being Always Come First

From road safety guidelines to app features designed to protect you, we place your safety at the heart of everything. We also recognize the importance of mental health and well-being, encouraging rest, balance, and self-care.

04

Fair Compensation and Opportunities to Earn

Driving with DitropGo isn't just a gig it's a chance to build steady earnings. We are committed to fair pay structures, transparent incentives, and flexible opportunities that allow you to earn on your terms.

DitropGo's Commitment to Our Drivers

05

Open Communication and Active Listening

We believe in the power of open communication and active listening. Your input is invaluable. We maintain direct channels for you to share feedback and concerns, specifically a dedicated Slack channel for drivers and a support email. We commit to listening closely to your concerns and taking responsive action.

06

Empowerment and Resources for Success

We go beyond providing trips. Our training and digital tools, are designed to help you feel confident, adaptable, and prepared for any situation on the road.

07

Fair and Transparent Policies

We believe trust is built on clarity. Our policies are designed to be straightforward, consistent, and easy to understand, ensuring you always know where you stand.

08

Recognition and Appreciation

We celebrate your efforts through driver spotlights, milestone rewards, and regular recognition programs. Every trip you complete strengthens our community, and we never take that for granted.

09

Building a Strong Driver Community

Being a DitropGo driver means joining a supportive, close-knit network. In New Brunswick, where communities are tight and connections matter, we encourage drivers to support one another and grow together.

10

Commitment to Continuous Improvement

The road ahead is always changing, and so are we. We continuously improve our platform, policies, and features to give you the best possible experience as a driver-partner.

DO's: Safe Driving with DitropGo

05

Expect the Unexpected

Not everyone follows the rules perfectly. Even if you have the right of way, double-check before moving especially at intersections or when the light turns green.

06

Always Leave Yourself Space

Don't follow too closely or box yourself in. Leave a little extra room so you always have a safe way out if traffic suddenly stops.

07

Take Breaks & Limit Distractions

Stay focused on driving. Avoid using your phone or other distractions. If you've been on the road for a while, take a few minutes to stretch and recharge.

08

Make Riders Feel Safe

Your riders trust you. Drive smoothly, wear your seatbelt, and remind them to do the same. Respect traffic laws, avoid aggressive driving, and never drive under the influence of alcohol, drugs, or anything that affects alertness.

09

Keep Your Vehicle in Good Shape

A reliable car makes every trip easier. Check your tires, brakes, lights, and mirrors often. Keep your vehicle clean and comfortable—it makes a big difference for riders.

10

Be Prepared for Emergencies

If something unexpected happens, stay calm. Move to a safe spot if you can, call emergency services if needed, and let DitropGo Support know right away so we can assist.

DitropGo

Driver's Requirement

We're excited to welcome you as one of our drivers! With DitropGo, you're in the driver's seat literally and figuratively. You choose when to work, you're your own boss, and you're in full control of your earnings. Of course, being a DitropGo driver also means upholding the highest safety and community standards. Before you hit the road, there are a few important requirements you'll need to meet.



Documents Required from Drivers

Before you get behind the wheel with DitropGo, there are a few documents we'll need from you. This step is important because it makes sure all of our drivers meet the right safety, legal, and community standards. Having these in place also gives riders peace of mind and helps keep the DitropGo platform trusted across New Brunswick.



Proof of Work Eligibility

To drive with DitropGo, you need to be legally able to work in Canada. You can provide one of the following:

- Canadian Citizenship card or certificate
 - Permanent Resident (PR) card
 - Valid Work Permit
-

Documents Required from Drivers

Profile Verification Documents

To get your profile set up and ready to go, you'll need to share the following:

To drive ride-share with DitropGo, drivers must:

- Be at least **25 years old**
- Hold a valid **driver's licence (any class 1/2/4) - front & back**
- Maintain a **clean driver's abstract - for 2-5 years**
- Pass a **criminal record check** through our approved service
- Ensure their vehicle passes a **safety inspection**
- **Interior Images of your Vehicle - front left, front right, rear left, rear right & trunk**
- Hold a valid **Class 4, Class 2, or the new Restrictive Class 4 licence**, along with proof of current vehicle registration and insurance.



Documents Required from Drivers

- A **recent photo of yourself** (keep it professional like the kind of photo you'd want riders to recognize at pick-up)
- A **valid driver's licence (Class 1–5)** – both front and back
- A **driver's abstract** (covering the past 1–2 years)
- A **background check** (done within the last 30 days, through our approved service)
- Your **vehicle registration** (current and valid)
- A **vehicle safety inspection** (to confirm your vehicle meets provincial standards)
- **Vehicle insurance information** (proof of active coverage)
- **Tax information**, including your GST/HST number if applicable



And here's some peace of mind: whenever you're on the platform, **DitropGo provides full commercial insurance** to keep you protected while you drive.

Vehicle Requirements

To drive with DitropGo, your vehicle needs to meet certain standards to make sure every trip is safe, comfortable, and reliable for both you and your passengers.



Basic Standards

- Your car must be a **4-door vehicle** with independently opening doors (not including the trunk or hatchback).
 - It must seat at least **4 passengers in addition to the driver**.
 - The vehicle must be **no more than 10 years old** and have **less than 200,000 km** on the odometer.
 - An **annual mechanical inspection** by a licensed motor vehicle inspection station is required.
-

Vehicle Requirements

Condition & Appearance

- Your vehicle should be in **good condition**, with no major cosmetic damage.
- No **commercial branding** of any kind is permitted.
- **Salvaged or rebuilt vehicles** are not allowed on the platform.
- You'll need to provide clear **photos** of the front, rear (including licence plate), and full-length driver's side of your vehicle.



Seasonal Safety

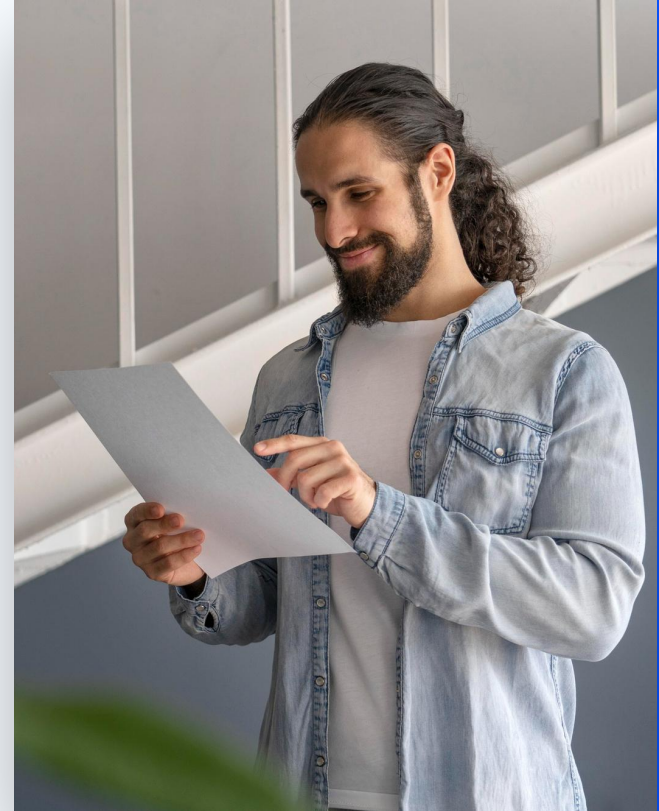
Because New Brunswick weather can be unpredictable, **snow tires or all-weather tires** must be installed from **November 1 until April 30** each year. This helps keep both you and your riders safe during winter driving conditions.

How to Get a Driver Abstract in **New Brunswick**

To drive with DitropGo in New Brunswick, you'll need to provide a Driver Abstract. This document is an official record of your driving history and is required as part of our safety and compliance checks.

You can order your Driver Abstract directly through Service New Brunswick (SNB). The SNB Driver Records page provides full details on how to request your abstract online, by mail, or in person.

Visit the [Service New Brunswick Driver Records](#) website for the most up-to-date information on fees, processing times, and application steps.



Thank You!

Welcome aboard! We are delighted you have chosen DitropGo. Your commitment and dedication are highly valued as you join our team.

Before you begin, please ensure you have reviewed these key onboarding documents:

- DitropGo Driver's Standards
- DitropGo Driver's Code of Conduct
- DitropGo Driver's Training Document

Should you have any questions or require assistance with the materials, please contact our support team immediately.

Contact Information:

Email: support@ditropgo.ca

Phone: (506) 271 6650



Thank You!

Thank you for your time and attention. We appreciate your interest in our app and hope this document has provided clarity and value. If you have any further questions or would like additional information, please don't hesitate to reach out to us. We're here to help and look forward to continuing the conversation.

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Phone: (506) 271 6650

