

DitropGo Driver's Code of Conduct

December, 2025





Dear Driver,

Welcome to DitropGo, and thanks for joining our community! We're excited to have you on board. Before you get out on the road and start earning, 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.com**

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

Warm regards,
The DitropGo Team



Our Mission

At DitropGo, our mission is to simplify everyday commuting in **New Brunswick** by connecting passengers with local drivers through a safe, affordable, and reliable ride-hailing service. As part of Ditrop's broader ecosystem, we are committed to **empowering drivers with fair pay and inclusive policies**, while ensuring passengers experience **convenience as a standard, not a luxury**.



Our Vision

Our vision is to become **New Brunswick's most trusted bilingual on-demand mobility platform by 2027**, seamlessly integrating with Ditrop's super-app ecosystem to redefine how people **live, move, and earn**.



Core Values

At DitropGo, our values guide everything we do from the way we serve riders and drivers to how we connect with the broader New Brunswick community.



Safety Above All

Every trip starts and ends with safety. Riders and drivers alike deserve to get home safe, every time.



Bilingual by Nature

We proudly serve both English and French communities with equal care and attention, reflecting New Brunswick's unique culture.



Empowering Drivers

Our drivers are the backbone of DitropGo. We keep commissions fair, provide support for growth, and make sure they're in the driver's seat — literally and figuratively.



Greener Future

We're committed to sustainability by encouraging and rewarding the use of hybrid and electric vehicles on our platform.



Rooted in Community

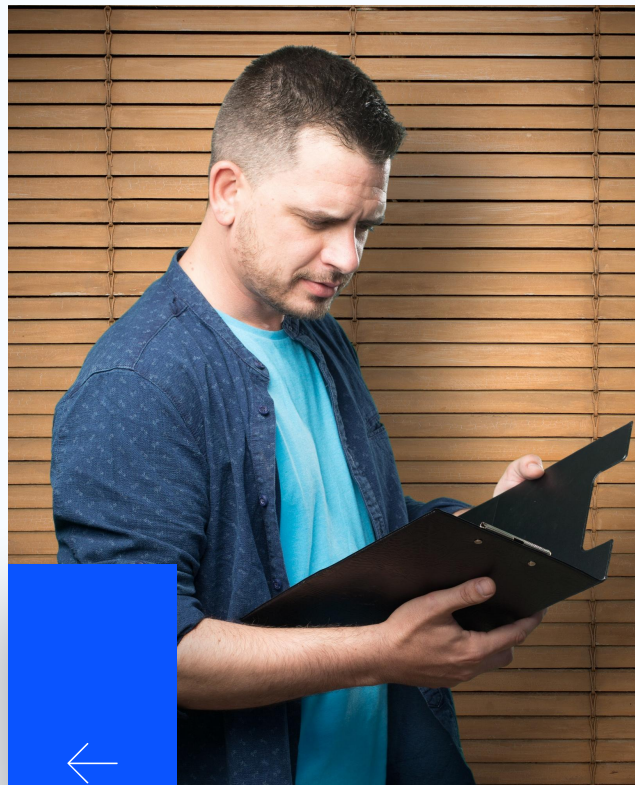
From local neighborhoods to diverse cultural and immigrant communities across New Brunswick, we work to uplift, support, and give back in meaningful ways.

How We Live Our Values

- **We put customers first:** Everything we do starts with the needs of our riders and drivers. Their experiences guide our choices.
 - **We build community:** We lift up those who need it most and work together to create a stronger, more connected New Brunswick.
 - **We celebrate diversity:** Our differences are our strengths. We embrace them and use them to build better solutions for everyone.
 - **We take ownership:** We stand by our work, take responsibility for our actions, and take pride in every contribution.
 - **We lead with courage:** We're willing to step outside our comfort zone, explore new possibilities, and move boldly toward the future.
 - **We honour ideas:** Creativity and innovation fuel our growth, and we make space for fresh ideas to thrive.
 - **We embrace risks:** Positive change takes courage. We're not afraid to take smart risks that move us and our community forward.
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DitropGo Drivers' Code of Conduct

At DitropGo, we maintain a **zero-tolerance policy** toward violations of our Code of Conduct. Every independent driver is accountable to these standards as part of the DitropGo community. This guideline outlines behaviors and responsibilities that, if breached, may lead to **suspension or permanent removal** from the platform.



DitropGo Drivers' Code of Conduct

01

Personal Hygiene and Presentation

Your riders' first impression begins the moment they step into your vehicle. Maintaining good personal hygiene is essential to creating a pleasant and professional experience.

- Keep yourself clean and fresh.
- Avoid strong odours (e.g., smoke, heavy cologne, or food smells).
- Remember a clean appearance builds trust and comfort.

02

Professional Attire

Drivers are ambassadors of DitropGo. Dressing neatly shows professionalism and respect for riders.

- Recommended attire: **collared shirts or polos, long pants, and closed-toe shoes.**
 - Avoid ripped clothing, offensive graphics, or attire that may appear unkempt.
 - Dress for comfort, but keep it professional you never know when you'll have business travellers, families, or community leaders as riders.
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DitropGo Drivers' Code of Conduct

03

Vehicle Cleanliness and Condition

Your vehicle is your workplace, and riders expect a safe, clean, and comfortable ride.

- Keep the interior tidy: no clutter, garbage, or food wrappers.
- **Smoking is strictly prohibited** inside the vehicle.
- Maintain working safety features: Seatbelts, Airbags, Locks, and AC.
- Repair issues promptly to avoid poor ratings or suspensions.
- Tip: Do a quick **daily check** before logging into the app.

04

Safety First

Safety is the cornerstone of trust between drivers, riders, and DitropGo.

- Always follow **local traffic laws, signals, and speed limits.**
- **Seatbelts are non-negotiable** ensure both you and your passengers are buckled before the trip starts.
- If you must use your phone, it must be **hands-free only.**
- Avoid reckless or fatigue driving. Take breaks to rest.
- Remember: A safe ride isn't just good practice it protects lives and your livelihood.

DitropGo Drivers' Code of Conduct

05

No Alcohol, Drugs, or Weapons

DitropGo enforces a **zero-tolerance policy** for impairment and dangerous items.

- Driving under the influence of **alcohol, drugs, or medication that impairs ability** is prohibited.
- **Weapons, illegal substances, or dangerous goods** cannot be carried in your vehicle.
- Riders and the public may end a trip or report drivers if they suspect impairment.
- Do not transport items outside DitropGo-approved services.

06

Be On Time

Riders value punctuality it shows respect for their time.

- Once you accept a trip, **go directly to the pick-up point** without unnecessary stops.
- If delayed, send a quick **in-app message** to update the rider and share your ETA.
- On arrival, **confirm the destination** with your rider before starting the trip.
- A timely pick-up builds trust and improves ratings.

DitropGo Drivers' Code of Conduct

07

Show Respect

Kindness and respect are at the core of the DitropGo community.

- Treat every rider with dignity, regardless of race, religion, background, or beliefs.
- Avoid comments on personal appearance or sensitive topics.
- Keep conversation polite and professional let the rider set the tone.
- Once the trip ends, **do not contact riders** unless it's through DitropGo Support for lost items.

08

No Assault, Harassment, or Abuse

We have a **zero-tolerance policy** for misconduct of any kind.

- Threats, intimidation, unwanted advances, sexual misconduct, or verbal/physical abuse will result in **immediate suspension**.
 - Do not ask overly personal questions or make riders uncomfortable.
 - If disputes arise, use **DitropGo Support** never take matters into your own hands.
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DitropGo Drivers' Code of Conduct

09

No Criminal Activity

Your conduct reflects directly on DitropGo. Criminal activity will not be tolerated.

- Theft, robbery, vandalism, or possession of illegal materials is prohibited.
- Any driver found engaging in crime will be permanently removed.
- DitropGo works closely with **law enforcement** to investigate and prosecute offenders.

10

Visual Display Units

Focus is everything on the road.

- Do not mount iPads, tablets, or large visual devices on your dashboard.
- Such devices are distracting and may violate **road traffic laws**.
- Use approved, safe mounts for navigation only.

Remember: *Driving with DitropGo isn't just about completing trips. It's about being safe, professional, and respectful while building trust in our community.*

Our Community

At DitropGo, community is at the heart of everything we do. We are proud to create a safe, supportive, and inclusive space where both drivers and riders feel respected, valued, and connected. Every trip is more than just a ride it's part of building stronger communities across New Brunswick.

With tools like rider and driver reviews, ratings, and feedback, we work together to uphold the highest standards of respect, safety, and service. These features aren't just about accountability they're about helping each of us grow, improve, and deliver better experiences every day.

Our commitment goes beyond transportation. It's about trust, care, and shared responsibility. By fostering connections and prioritizing well-being, we're creating an ecosystem where drivers and riders alike can thrive.

Be Part of the DitropGo Community

Join us in shaping a service built on excellence, respect, and collaboration. Together, we can keep raising the standard and make every ride better than the last.

[Click here to join](#)

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 Guide
- 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

