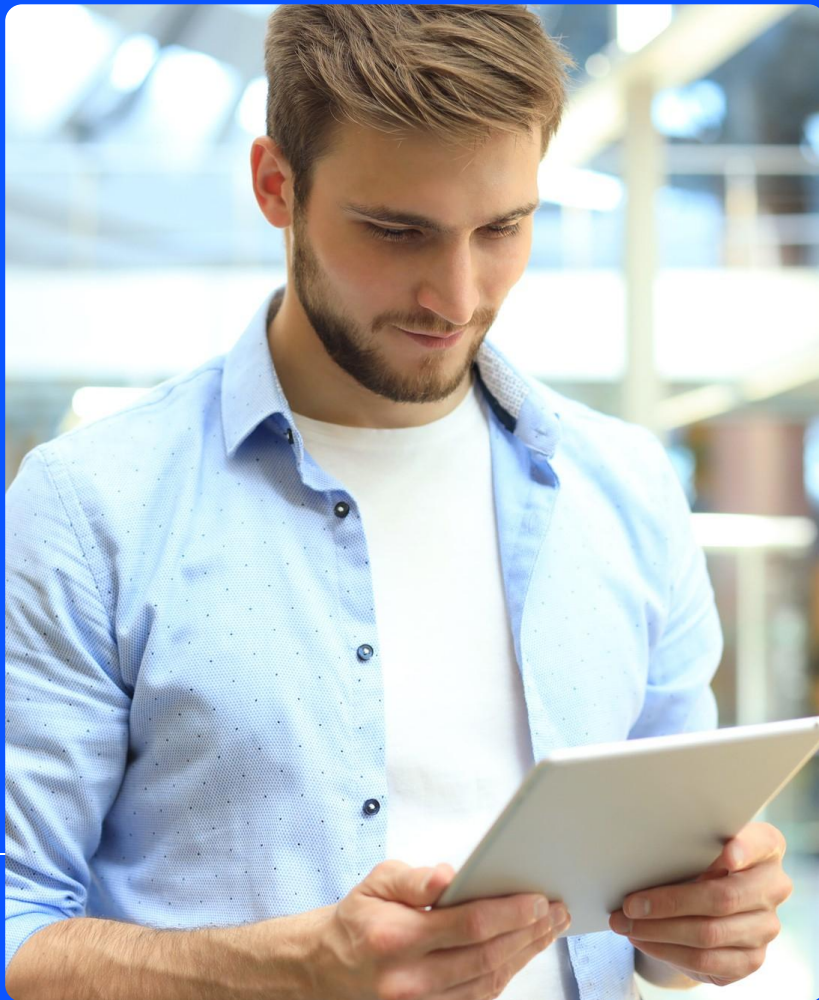


DitropGO Driver's Standard

2026





Dear Driver,

We are absolutely **thrilled to welcome you** aboard! Thank you for choosing to join our growing team. You are now a **valued and essential part** of the DitropGo mobility network. To ensure we consistently meet our high operational standards and deliver the quality service our community expects, all drivers are expected to adhere to the **DitropGo Driver Standard**. We are here to support you in achieving success on the road¹

Helpful Links

- DitropGo Support: support@ditrop.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



DitropGo Driver Standards

01

Driver Rating (DR)

Your rating is calculated based on your last 100 trips, making sure it reflects your most recent performance. New drivers begin with a default rating of 0.0, which will be adjusted automatically as reviews come in from completed trips.

02

Cancellation Rate (CR)

Your cancellation rate is measured from your most recent trips. It increases only when you accept a trip and then cancel it. We encourage drivers to accept trips they can fulfill to keep the rider experience smooth. However, in the case of rider no-shows, you're free to cancel without penalty. Importantly, your account will not be disabled solely due to cancellations, as long as you continue accepting trips consistently.

03

Fraudulent Activity

Completing a trip without a rider on board is considered fraudulent and may result in your account being temporarily placed on hold. DitropGo uses AI-powered detection systems to flag and review suspicious activity to protect the integrity of the platform.

04

Dormant Accounts

To keep our platform active and secure, drivers must complete at least one trip within a 12-month period. Accounts inactive for 12 months may be temporarily disabled and will require an appeal for reactivation through DitropGo Support. Upon reactivation, your rating will reset to the default.

05

Closed Accounts

If an account remains inactive for two consecutive years from the date of the last completed trip, it will be permanently closed. Should you wish to return after that, you'll need to complete the sign-up process again, just like when you first joined DitropGo.

06

Restoration of Disabled Accounts

If your account is temporarily disabled, you can submit an appeal through our support process. Once approved, your account will be restored within 48 hours, with ratings reset to default. Please note that repeated violations of DitropGo community standards may result in permanent deactivation to ensure we continue providing a safe, reliable, and trusted service for all users.

Feedback on Riders

If you had an unpleasant experience with a rider for example, if they were rude or made you feel unsafe we want to hear from you. At DitropGo, we expect every rider to treat our drivers with respect and courtesy.

As a community-driven platform, both riders and drivers are able to leave honest ratings and reviews after each trip. These ratings are visible before trips are accepted and help maintain a safe and respectful environment. Our system automatically flags accounts that fall below acceptable standards, and repeated violations can lead to permanent suspension.

To report a rider and help us take the right action, please share more details by submitting a ticket through DitropGo Support.

Why is My Account Disabled

At DitropGo, we are committed to maintaining a safe, respectful, and professional environment for both drivers and riders. To protect this standard, driver accounts may be **temporarily disabled** if service expectations are not being met.

If you believe your account was disabled in error, you have the right to **appeal the decision**. Simply submit a ticket through DitropGo Support, and our team will carefully review your case. We aim to provide a clear response within **48 hours**. Throughout the process, our support team is here to assist you.

If your appeal is successful, your **Ratings and Cancellation Record (CR)** will remain unchanged.

Please note: **repeated violations of DitropGo's community standards** may result in a permanent account disablement. This measure is in place to ensure that we continue to provide riders and drivers with a safe, reliable, and positive experience.

Conditions for Temporary Driver Account Suspension

To ensure fairness and safety, DitropGo may temporarily suspend accounts under the following conditions:

- **Driver Rating (DR):** Falling below **4.0** consistently, as rider satisfaction is central to trust.
 - **Cancellation Rate (CR):** Exceeding **17.5%**, which disrupts rider confidence and service reliability.
 - **Adverse Ratings:** Receiving poor ratings tied to unacceptable behavior, including discriminatory or disrespectful comments related to race, ethnicity, national origin, disability, or other personal characteristics.
 - **Fraudulent Activity:** Engaging in dishonest practices such as completing a trip without the rider onboard.
 - **Dormant Account:** Remaining inactive by not completing at least one trip within a **12-month period**.
-

Penalties for Rejections and Cancellations

Your **Cancellation Rating (CR)** increases each time you reject or cancel a trip. Frequent cancellations or rejections negatively affect your account standing.

- If your CR becomes too high, your profile may be **flagged, restricted, or suspended**.
- The same applies in cases of frequent rejections.

Automated Penalties:

- Cancelling **5 trips** → temporary block of **5 minutes**.
- Rejecting **5 trips** → temporary block of **5 minutes**.

We strongly encourage drivers to **accept and complete trips they commit to**, as reliability builds trust and improves your earnings.

Appeals and Driver Support

At DitropGo, we know that not every trip goes as planned. To keep things fair for our drivers, we've set up a simple process for requesting **cancellation fees, waiting time fees, and cleanup charges**.

Cancellation and Waiting Time Fees

You may qualify for a fee in the following situations:

- You arrived at the pickup point, but the rider didn't show up within **5 minutes**.
- The rider cancelled the trip after you had already reached the pickup point.

If the conditions are met, the fee will be **automatically added to your account**.

When You Can Appeal

If you find yourself in one of these situations, you can submit an appeal:

- The rider booked the **wrong service or location** but refused to cancel.
 - The rider cancelled once you had already arrived.
 - The rider showed up with **extra passengers** not included in the booking.
 - The rider arrived with a **child but no booster seat**, making the trip unsafe.
-

Appeals and Driver Support

When a Rider Makes a Mess in Your Vehicle

Sometimes accidents happen. If your vehicle is left dirty or damaged, you may be eligible for a cleanup charge. This includes:

- Vomit
- Stains on the seats
- Food or drink spills
- Dirt or mud tracked inside

Helpful Tip:

- Keep a few **plastic bags** in your car in case a rider feels unwell.
 - Use **seat covers or newspapers** if you allow pets, to make cleanup easier.
-

Appeals and Driver Support

Submitting a Claim

To help us review your request quickly, please send a ticket to **DitropGo Support** with:

1. **The type of request** (e.g., Cleanup charge, Cancellation/Waiting time fee).
2. **Photo evidence** of the mess or issue.
3. **A cleaning receipt** (if applicable) that includes:
 - The name, contact information, and address of the cleaning company
 - The date of cleaning
 - The signature or official stamp from the company

Our goal is to make sure you're supported and treated fairly. By following these steps, you'll help us process your request as smoothly as possible.

Cancellation & Waiting Time Policy

At DitropGo, we believe in creating a fair and respectful experience for both drivers and riders. Cancellations and delays can happen, but it's important that time and effort are recognized. That's why we have clear policies in place to ensure drivers are compensated fairly, and riders are encouraged to be punctual.

Our **Cancellation Fee** compensates drivers for the time and distance spent heading to a pickup point, while the **Waiting Time Fee** recognizes the time a driver spends waiting for a rider to arrive.

On-Demand Trips

- **Free cancellation:**
 - Riders can cancel within **5 minutes of being matched** without charge.
 - This flexibility allows for genuine mistakes (like booking the wrong address) to be corrected quickly.
 - **Driver receives a Cancellation Fee if:**
 - The rider cancels more than **5 minutes after being matched**.
 - Example: You drive 10 minutes toward the pickup, and the rider cancels at the last minute. A cancellation fee ensures your time and fuel are acknowledged.
-

Cancellation & Waiting Time Policy

- **Rider receives a Cancellation Fee** if:
 - The driver cancels more than **1 minute after accepting the ride**.
 - Example: A driver accepts but cancels shortly before pickup, disrupting rider plans. In such cases, a cancellation fee may apply to keep things balanced.
- **Waiting Time Fee may apply** if:
 - The driver taps "Arrived," waits more than **5 minutes**, and the rider does not show up (**No Show**, no trip completed).
 - The driver taps "Arrived," waits more than **5 minutes** for the rider to board, and then continues the trip.
 - Example: If you arrive on time and wait outside a location for 7 minutes before the rider boards, you may receive a waiting time fee in addition to your trip earnings.

Scheduled Trips

- **Free cancellation:**
 - Riders can cancel within **5 minutes of being matched** without charge.
 - This allows both parties a short window to adjust in case of scheduling conflicts.
-

Cancellation & Waiting Time Policy

- **Driver receives a Cancellation Fee** if:
 - The rider cancels more than **5 minutes after being matched**.
 - Example: A rider books a 7 AM ride the night before but cancels only 20 minutes before pickup. The driver is compensated for their time reserved.
 - **Rider receives a Cancellation Fee** if:
 - The driver cancels more than **1 minute after accepting the trip**.
 - Example: A driver agrees to a scheduled trip but cancels shortly before the arranged time, leaving the rider stranded.
 - **Waiting Time Fee may apply** if:
 - The driver taps "Arrived," waits more than **5 minutes**, and the rider does not show up (**No Show**, no trip completed).
 - The driver taps "Arrived," waits more than **5 minutes** for the rider to board, and then completes the trip.
 - Example: You arrive for a scheduled ride at 6:55 AM and wait until 7:05 AM before the rider boards. A waiting time fee may be applied.
-

Cancellation & Waiting Time Policy

Why This Policy Matters

- **Respect for time:** Both riders and drivers have schedules, and respecting each other's time keeps the system fair.
- **Encouraging punctuality:** These policies motivate riders to be ready and drivers to stay reliable.
- **Community fairness:** Compensation balances the effort invested by drivers with the flexibility riders need.
- **Safety in mind:** Drivers aren't left waiting endlessly in unsafe or uncomfortable conditions.

Tips for a Smooth Experience

- **Riders:** Be ready before your driver arrives to avoid waiting time fees.
- **Drivers:** Always tap **"Arrived"** when you get to the pickup so waiting time is recorded.
- **Communicate:** A quick in-app message or call if you're delayed goes a long way in building mutual respect.
- **Use Scheduled Trips:** Booking in advance ensures both rider and driver are aligned on timing.

At DitropGo, we're building a community based on **fairness, trust, and respect**. These policies ensure everyone — riders and drivers alike — has a smooth and reliable experience.

Thank You!

Thank you for your time and attention. We appreciate your interest in joining us 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.

Contact Information:

Email: support@ditrop.ca

Phone: (506) 271 6650

