



PARTNER OPERATION GUIDELINES



Introduction

Welcome to the Namride family! As a Namride partner, you play a crucial role in the success and reputation of our brand. These Partner Operation Guidelines are designed to provide you with a detailed understanding of the legal and operational responsibilities associated with managing a Namride park. Adherence to these guidelines ensures compliance with regulatory standards and enhances the quality of service provided to our customers.

1. Licensing and Regulatory Compliance

As a Namride partner, it is imperative that you:

- Obtain and maintain all necessary local and national licenses required for operating a vehicle transportation service.
- Ensure that all vehicles in your fleet meet the transportation standards and regulations imposed by local authorities.
- Stay informed about changes in transportation laws and regulations that may affect your operations.

2. Insurance Requirements

- Secure comprehensive insurance coverage for all vehicles in your fleet. This includes, but is not limited to, third-party liability, collision, and comprehensive insurance.
- Ensure that all drivers are included in the insurance policies and understand the extent of coverage.
- Keep all insurance documents up-to-date and easily accessible for audits and inspections.

3. Fleet Management

- Conduct regular maintenance checks on all vehicles to ensure they meet safety and operational standards.
- Implement a routine servicing schedule to maintain vehicle performance and safety.
- Keep detailed records of maintenance and repairs for each vehicle in your fleet.

4. Driver Management

- Ensure all drivers possess valid driving licenses and are qualified to operate the vehicles in your fleet.
- Conduct background checks and driving history reviews for all potential drivers as part of the hiring process.
- Provide regular training and refresher courses on safe driving practices, customer service, and the use of Namride technology.

5. Operational Protocols

- Establish clear operational protocols for drivers, including procedures for the start and end of shifts, handling emergencies, and managing customer complaints.
- Implement a system for tracking and reporting key performance indicators (KPIs) such as customer satisfaction, ride frequency, and driver performance.
- Ensure compliance with all operational guidelines through regular audits and checks.

6. Compliance with Accessibility Laws

- Ensure that your service is accessible to people with disabilities, adhering to all relevant local and national accessibility laws.
- Provide necessary training to drivers on assisting passengers with disabilities, including the use of any installed equipment on vehicles.

7. Environmental Compliance

- Promote environmentally friendly practices within your operations, including optimizing routes to reduce fuel consumption and emissions.
- Consider integrating electric or hybrid vehicles into your fleet as part of an environmental sustainability strategy.

8. Data Protection and Privacy

- Adhere to strict data protection regulations concerning the collection, storage, and sharing of personal information of customers and employees.
- Implement robust security measures to protect data from unauthorized access, use, or disclosure.

9. Emergency Response and Crisis Management

- Develop and maintain an effective emergency response plan to address accidents, natural disasters, and other emergencies.
- Train all staff on emergency procedures to ensure a coordinated and efficient response.

10. Reporting and Documentation

- Maintain accurate and comprehensive records of all operational, financial, and personnel-related activities.
- Submit all required reports to local authorities in a timely manner, including accident reports, compliance audits, and financial disclosures.

Conclusion

By adhering to these Partner Operation Guidelines, you will help maintain the high standards and integrity of the Namride service. These guidelines are intended to assist you in managing your operations efficiently while complying with all applicable laws and regulations. Regular updates to these guidelines will be provided to ensure ongoing compliance and improvement.

For further assistance or clarification on any of the guidelines, please contact Namride Support. Thank you for your commitment to excellence and your contribution to the Namride community.