

**FORM#: REMARKS -- Copy of Driver Safety Training Program (signed by both parties)**

Before a partner may access Quickie's Driver App, the partner must meet a number of requirements, including passing the CPUC-mandated background check and motor vehicle check. After meeting the requirements to access the Driver App, driver partners receive safety best practices and general operational training on how to use the Driver App. This training includes educational content, screenshots of the user interface and explanations of how to use the Driver App to log in, to accept or reject transportation/courier requests, to proceed to the user's location, and other steps in the process of using the Driver App and route mapping apps such as Google Maps. In accordance with Quickie's Accessibility Plan, Quickie will also add certain statements to its onboarding materials, including a statement that drivers are expected to comply with applicable accessibility laws. Pursuant to CPUC's Final Decision, partners must have at least one year of driving history.

1. Proof of personal auto insurance: This requirement ensures drivers provide proof to Quickie of proper insurance coverage for their vehicle.
2. Criminal background check: Quickie confirms each driver's background check complies with CPUC standards before allowing others to share rides with the driver.
3. Driving record check: Quickie confirms each driver's driving record complies with CPUC standards to ensure driver and passenger safety at all times.
4. Driver education: Each driver participates in a training program to learn the fundamentals of Quickie, how the app works, as well as safety and support while on the road. The training program will include comprehensive sessions, videos, and FAQs around:
  - a. How Quickie works – Drivers learn about the company, the community, the details of driving, and the Quickie culture.
  - b. Technical aspects – Drivers learn how to use the app, how to adjust settings to reflect driver mode, hands-free safety and requirements on the road, confirmation of pickup, ending a Quickie task and providing feedback, etc.
  - c. Driver/passenger safety and support – Drivers learn tips for ensuring safe trips, how to contact support, etc.
6. Driver approval: Driver will receive our company's trade dress (a green "Q" front-windshield decal) and other driver/courier-related materials. They are then able to access driver mode within the Quickie Driver app and can begin driving after the entire on-boarding process is verified and completed.
7. On-going training: Drivers have the opportunity to receive continued driver training via webinars, performance tracking, driver coaching videos, etc.

**The following document is an example of our Driver Safety Training overview and Self-Quiz that is meant to provide drivers with educational content before they begin driving with Quickie. Additionally, Quickie will provide on-going education and training resources as well. The following document, amongst other resources, will be distributed to drivers before they are on-boarded.**

## QUICKIE TRAINING

The California Public Utilities Commission requires that TNC drivers complete “a driver training program to ensure that all drivers are safely operating the vehicle prior to the driver being able to offer services.”

This training program and self-directed quiz must be reviewed by all drivers who have partnered with Quickie before they can use the Quickie Driver App to receive requests for transportation.

### Car Safety

In order to comply with the law and to ensure that users of the Quickie app have a safe experience:

- Always carry your Driver’s License, Registration and Proof of Insurance card whenever you drive. Make sure that you take care to renew each document prior to expiration, and to upload the updated documents to your Quickie profile.
- You are required by the California Public Utilities Commission to submit your vehicle to a 19 point inspection.
- You are expected to maintain your vehicle in safe operating condition. Address maintenance issues preventatively. Pay extra attention to safety items such as lights, brakes, wipers and tires.
- Before going online, check your vehicle for damage and verify that it is clean and ready for passengers.
- Check head, tail and brake lights. Monitor dashboard warning lights. Do not drive if the Check Engine, Brake, ABS or Air Bag lights are lit.
- Never text while driving. California law prohibits talking on any phone except a hands-free phone while driving.
- Make sure that every passenger has a seat belt.

### Safe Driving Practices

In order to comply with the law and to ensure that users of the Quickie app have a safe experience:

- Focus and pay attention.
  - Don't just focus on the car ahead.
  - Monitor adjacent lanes.
  - Make a habit of looking one or two blocks ahead to see trouble before it is too late to avoid.
  
- Maintain a safety bubble around you.
  - Keep a margin of safety all around you of five to ten feet.
  - Don't stop directly behind the vehicle in front of you.
  - If someone stops right behind you, move up a few feet.
  - This maneuver helps avoid chain reaction accidents.
  - There is a Zero Tolerance Policy for use of alcohol or drugs while driving.
  
- Minimize distractions.
  - Do not multi-task when you drive.
  - If you need to pay attention to a device, first pull over to the side of the road.
  - Do not text and drive. It is against the law.
  - California law prohibits talking on any phone except a hands-free phone while driving.
  - Avoid other distractions such as food, drink, makeup, etc.
  
- Back up safely
  - Plan your entrance and exit beforehand so you don't have to back up.
  - If you must back up, use a guide.
  - If you must back up and a guide is not available, Get Out And Look (GOAL).

### Keeping Your Client Safe

In order to comply with the law and to ensure that users of the Quickie app have a safe experience:

- Never execute an illegal or unsafe U turn to pick up or drop off your client.
- When picking up or dropping off your client, find a safe, convenient location. Never stop in traffic or at a red zone.
- If you use navigation, minimize distraction. Input destination only while the car is stopped.
- You may request that your client refrain from any unsafe or illegal activity. If

your client does not comply with polite and reasonable requests, you can end the trip and drop your client at the nearest safe location. Contact Quickie to explain what happened.

### Additional Information

In order to comply with the law and to ensure that users of the Quickie app have a safe experience:

- Drivers are expected to comply with all applicable laws, including accessibility laws. Service animals must be accommodated in compliance with accessibility laws.
- Ratings of users are to be based on a user's behavior and may not be based on a user's disability or on the basis of geographic endpoints of the ride, race, color, national origin, religion, sex, disability, age, or sexual orientation/identity. Drivers who violate this policy will have their access to the Driver App deactivated.
- Drivers MAY NOT share their log-in information for the Driver App with others. ONLY YOU may use the Driver App and iPhone. If you let someone else use your account, you will have your access to the Driver App deactivated.
- It is illegal to accept street hails.
- If you are in an accident during a trip requested through Quickie, please notify Quickie as soon as you can safely do so. Failure to notify Quickie is grounds for deactivation of your access to the Driver App.

## SELF-DIRECTED QUIZ

1. **Which of these is a safe driving practice?**
  - a. Focus and pay attention
  - b. Avoid distractions
  - c. Never text while driving
  - d. All of the above
  
2. **True or false: The law requires you to allow service animals.**
  - a. True
  - b. False
  
3. **Which backing recommendations were discussed?**
  - a. Get out and look
  - b. Plan your exit in advance
  - c. Use a guide
  - d. All of the above
  
4. **Where should you drop off your client?**
  - a. Wherever the client asks to be let off
  - b. At a safe, convenient location away from traffic
  - c. At the corner if the light is red
  - d. In a bus zone, as long as the bus is not approaching
  
5. **Which of these is NOT a valid reason to give your client a poor rating in the app?**
  - a. Your client was impolite
  - b. Your client was drunk and made a mess
  - c. Your client had a disability
  - d. Your client damaged your car
  
6. **True or false: It is illegal to accept street hails.**
  - a. True
  - b. False
  
7. **What is the only appropriate time to enter a destination into your GPS?**
  - a. While making a left turn
  - b. Only while your vehicle is stopped
  - c. Never
  - d. While making a right turn
  
8. **Which of the following is INCORRECT if you let a friend use the Driver App to**

**accept trip requests on your behalf?**

- a. You will be immediately deactivated
- b. You are in violation of your agreement with Quickie
- c. You are violating regulations
- d. There are no consequences

**ANSWER KEY**

- |   |                                       |
|---|---------------------------------------|
| 1. All of the above                                 | 5. Your client had a disability       |
| 2. True   | 6. True                               |
| 3. All of the above                                 | 7. Only while your vehicle is stopped |
| 4. At a safe, convenient location away from traffic | 8. There are no consequences          |