

# Swift! Code of Conduct

## Professional Standards & Guidelines

### Core Values

---

#### Safety First

- ✓ Prioritize passenger safety
- ✓ Follow traffic rules
- ✓ Maintain vehicle safety
- ✓ Report safety concerns

#### Professionalism

- ✓ Maintain high standards
- ✓ Practice punctuality
- ✓ Show respect always
- ✓ Uphold Swift! reputation

#### Integrity

- ✓ Honest communication
- ✓ Fair treatment
- ✓ Ethical behavior
- ✓ Transparent actions

# Professional Behavior

---

## Expected Behavior

- ✓ Be punctual for pickups
- ✓ Maintain personal hygiene
- ✓ Keep vehicle clean
- ✓ Follow route preferences
- ✓ Use Live Chat for support

## Prohibited Behavior

- ✗ Discrimination of any kind
- ✗ Inappropriate conversations
- ✗ Personal information requests
- ✗ Unsafe driving practices
- ✗ Using phone while driving

# Communication Standards

---

## General Guidelines

All communication must be professional, respectful, and appropriate. Use the in-app features for all trip-related communication.

## Passenger Communication

- ✓ Professional greeting
- ✓ Clear trip confirmation
- ✓ Route discussion

## Platform Communication

- ✓ Use Live Chat support
- ✓ Report issues promptly
- ✓ Provide clear feedback

✓ Polite farewell

✓ Respond to notifications

## **Emergency Communication**

- ✓ Use emergency button
- ✓ Clear incident reporting
- ✓ Follow safety protocols
- ✓ Document all issues

## **Personal Presentation**

---

### **Hygiene & Cleanliness**

- ✓ Daily personal hygiene
- ✓ Clean, well-maintained clothing
- ✓ No offensive odors
- ✓ Professional appearance

### **Clothing Guidelines**

While there is no strict uniform requirement, clothing must be:

- ✓ Clean and well-maintained
- ✓ Appropriate for public service
- ✓ Free from offensive content
- ✓ Suitable for safe driving

## Compliance & Enforcement

---

### Violation Consequences

- Warning for minor infractions
- Temporary suspension for repeated violations
- Permanent deactivation for serious breaches
- Immediate action for safety violations

### Reporting Procedures

Report violations or concerns:

- ✓ Use Live Chat support (preferred method)
- ✓ Email: [security@swiift.co.za](mailto:security@swiift.co.za)
- ✓ Document incidents promptly
- ✓ Provide relevant evidence

By continuing to use the Swift! platform, you agree to abide by this Code of Conduct and understand that violations may result in suspension or termination of your driver account.

Driver Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_