

Operating Guidelines

Standards and Procedures for Swift! Drivers

Operating Hours

Service Availability

Swift! operates 24/7, with peak hours and high-demand periods offering increased earning potential.

Peak Hours

- ✓ Weekday Mornings: 06:00 - 09:00
- ✓ Weekday Evenings: 16:00 - 19:00
- ✓ Weekend Nights: 18:00 - 02:00
- ✓ Special Events (Variable)

Rest Requirements

- ✓ Maximum 12 consecutive hours
- ✓ Minimum 6-hour break
- ✓ 15-minute break every 4 hours
- ✓ Maximum 72 hours per week

Holiday Operations

- ✓ 24/7 availability
- ✓ Premium rates apply

- ✓ High demand periods
- ✓ Special event coverage

Service Areas

Coverage Zones

Service areas are defined by city boundaries and demand patterns. Stay within authorized zones for optimal service delivery.

Major Coverage Areas

- ✓ Johannesburg Metropolitan
- ✓ Cape Town Metropolitan
- ✓ Durban Metropolitan
- ✓ Pretoria Metropolitan

Zone Restrictions

- ✓ Airport protocols
- ✓ CBD regulations
- ✓ Residential areas
- ✓ Special event zones

Service Standards

Vehicle Standards

Professional Standards

- ✓ Daily cleanliness check
- ✓ Weekly maintenance check
- ✓ Air conditioning functional
- ✓ No visible damage

- ✓ Clean, professional appearance
- ✓ Courteous communication
- ✓ Prompt service delivery
- ✓ Safe driving practices

Quality Metrics

- ✓ Minimum 4.5-star rating
- ✓ Low cancellation rate
- ✓ High acceptance rate
- ✓ Positive feedback

Operational Procedures

Trip Management

- ✓ Prompt trip acceptance
- ✓ Route optimization
- ✓ ETA adherence

Passenger Interaction

- ✓ Verify passenger identity
- ✓ Confirm destination
- ✓ Professional communication

✓ Safe pickup/dropoff

✓ Assist with luggage

Payment Handling

✓ Digital payments preferred

✓ Cash handling procedures

✓ Receipt generation

✓ Payment verification

Safety Protocols

Safety Requirements

✓ Adhere to traffic laws

✓ Maintain required insurance

✓ Regular vehicle inspections

✓ Emergency protocol compliance

Support & Assistance

Contact Channels

- ✓ Live Chat Support (24/7 preferred method)
- ✓ Email: security@swiift.co.za