



Swift!

CODE OF CONDUCT

Professional Standards and Guidelines

VERSION 2.0 | FEBRUARY 2025



www.swiift.co.za

Swift! Code of Conduct

Professional Standards & Guidelines

Version 2.0 - April 2025

Core Values

Safety First

- ✓ Prioritize passenger safety above all else
- ✓ Follow all traffic laws and regulations without exception
- ✓ Maintain vehicle safety through regular inspections
- ✓ Report safety concerns immediately through proper channels
- ✓ Ensure all safety features are operational before starting service

Professionalism

- ✓ Maintain high standards in all aspects of service
- ✓ Practice punctuality and reliability
- ✓ Show respect to all passengers regardless of background
- ✓ Uphold Swift!'s reputation through exemplary conduct
- ✓ Continue professional development and improvement

Integrity

- ✓ Demonstrate honest communication in all interactions
- ✓ Provide fair treatment to all passengers
- ✓ Display ethical behavior in all business matters
- ✓ Ensure transparent actions that build trust
- ✓ Take responsibility for mistakes and work to correct them

Professional Behavior

Expected Behavior

- ✓ Be punctual for all pickups with appropriate arrival notifications
- ✓ Maintain excellent personal hygiene and grooming
- ✓ Keep your vehicle clean, odor-free, and well-maintained
- ✓ Follow passenger route preferences when requested

- ✓ Use Swift! Live Chat for support and issue resolution
- ✓ Provide assistance to passengers when needed
- ✓ Drive defensively and courteously at all times

Prohibited Behavior

- ✗ Discrimination based on race, gender, religion, disability, or any other personal characteristic
- ✗ Inappropriate conversations, comments, or questions
- ✗ Requests for personal information unrelated to the service
- ✗ Unsafe driving practices including speeding or aggressive driving
- ✗ Using phone while driving except with approved hands-free systems
- ✗ Consuming food, alcohol, or other substances while on duty
- ✗ Making unwelcome advances or comments toward passengers

Communication Standards

General Guidelines

All communication must be professional, respectful, and appropriate. Use the in-app features for all trip-related communication to ensure transparency and accountability. Communication should be limited to service-related topics only.

Passenger Communication

- ✓ Begin with a professional greeting using the passenger's name
- ✓ Provide clear trip confirmation and ETA updates
- ✓ Discuss route options or changes professionally
- ✓ Maintain appropriate conversational boundaries
- ✓ Conclude with a polite farewell and thank you
- ✓ Use appropriate language and tone at all times

Platform Communication

- ✓ Use Swift! Live Chat support for all operational questions
- ✓ Report issues promptly through designated channels
- ✓ Provide clear, factual feedback about experiences
- ✓ Respond to platform notifications in a timely manner
- ✓ Maintain professional tone in all written communications
- ✓ Follow up on outstanding issues appropriately

Emergency Communication

- ✓ Use the emergency button for genuine emergency situations
- ✓ Provide clear, concise incident reporting with relevant details
- ✓ Follow established safety protocols during emergencies
- ✓ Document all issues completely and accurately
- ✓ Contact emergency services when appropriate before using in-app support
- ✓ Communicate location and situation clearly during emergencies

Personal Presentation

Hygiene & Cleanliness

- ✓ Practice thorough daily personal hygiene
- ✓ Wear clean, well-maintained clothing appropriate for public service
- ✓ Avoid strong colognes, perfumes, or other offensive odors
- ✓ Maintain a professional appearance throughout your shift
- ✓ Ensure your vehicle interior is regularly cleaned and sanitized
- ✓ Keep air quality fresh inside the vehicle for passenger comfort

Clothing Guidelines

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

- ✓ Clean and well-maintained without tears or excessive wear
- ✓ Appropriate for public service and professional context
- ✓ Free from offensive images, text, or political messages
- ✓ Suitable for safe driving and vehicle operation
- ✓ Comfortable yet presentable for extended periods
- ✓ Weather-appropriate while maintaining professional standards

Vehicle Standards

Vehicle Appearance

- ✓ Maintain a clean exterior free from excessive dirt or damage
- ✓ Keep interior clean, vacuumed, and free from personal items
- ✓ Ensure all seats and seat belts are clean and functional
- ✓ Remove trash and sanitize surfaces between rides
- ✓ Maintain appropriate temperature for passenger comfort

Vehicle Maintenance

- ✓ Follow manufacturer-recommended maintenance schedules
- ✓ Conduct regular safety checks before starting service
- ✓ Maintain proper tire pressure and tread depth
- ✓ Ensure all lights, signals, and safety features are operational
- ✓ Address any mechanical issues promptly before accepting rides
- ✓ Keep maintenance records up to date and available for review

Compliance & Enforcement

Violation Consequences

- Warning for minor infractions with guidance for improvement
- Temporary suspension for repeated violations pending review
- Permanent deactivation for serious breaches of safety or trust
- Immediate action for safety violations that endanger passengers
- Progressive discipline approach for most policy violations
- Opportunity for driver response during violation reviews

Reporting Procedures

Report violations or concerns:

- ✓ Use Swift! Live Chat support (preferred method)
- ✓ Email: security@swift.co.za for security or safety issues
- ✓ Document incidents promptly with exact details
- ✓ Provide relevant evidence including timestamps and locations
- ✓ Follow up if you don't receive acknowledgment within 24 hours
- ✓ Report emergency situations to appropriate authorities first

Continuous Improvement

Feedback Process

- ✓ Review passenger feedback regularly to identify improvement areas
- ✓ Participate in driver community discussions when available
- ✓ Suggest platform improvements through official channels
- ✓ Engage with training and development opportunities
- ✓ Share best practices with the Swift! driver community

Rating Maintenance

- ✓ Maintain minimum rating standards (4.7+ out of 5.0)

- ✓ Address patterns in negative feedback constructively
 - ✓ Work with Swift! support on improvement plans when needed
 - ✓ Recognize that consistent low ratings may result in account review
 - ✓ Understand how the rating system impacts your driver status
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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. Swift! reserves the right to update this Code of Conduct, with notification provided through the app and driver portal.

Driver Name: _____

Date: _____

Signature: _____