



ryde

# OFFICIAL RYDE DRIVER-PARTNER HANDBOOK

2023

It's a better ride



**Dear Driver-partner,**

Welcome to Ryde!

Thank you for being part of our community.

Before you hit the road and start turning miles into money, we want to ensure that you familiarise yourself with this handbook so that you will get a seamless experience with us!

It's always a better ride.

**Click to watch how to sign up for Ryde::**

**Private Hire (PDVL)**

English  
Chinese  
Malay

**Taxi (TDVL)**

English  
Chinese  
Malay

### Useful links:

Ryde Blog: <https://www.rydesharing.com/news-blogs/>

Official RYDE Facebook Group: <https://www.facebook.com/groups/rydedrivers>

Official RYDE Driver Telegram Channel: <https://t.me/RydeDriverOfficial>

FAQ page: <https://help.rydesharing.com/hc/en-us>

For other questions and assistance: [support@rydesharing.com](mailto:support@rydesharing.com)

### Follow us on social media:





Table of Contents

Mission & Vision ..... 4

App Features ..... 5 - 7

- Dashboard
- Earnings and Bonus
- Driver Wallet
- Profile
- Document Screen
- RydeHELP

Ryde Services Overview ..... 8

- RydePOOL
- RydeFLASH
- RydeX
- RydeXL
- RydeLUXE
- RydeSEND
- RydeHIRE
- RydeTAXI
- RydePET

Your Earnings ..... 9

- Earnings
- Bonus and Incentives

Driver Performance and Community Standard ..... 10 - 13

- Account Suspension
- Account Reactivation
- Possible Scenarios

Lost & Found ..... 14

- Trip Known
- Trip Unknown

Best Practices For Drivers ..... 15 - 18



## Mission

We want to create value sustainably for our users by providing simple, seamless and reliable transportation and logistic services at reasonable prices. The aim is to build a platform and ecosystem that makes every ride a better one.

## Vision

We aspire to be the best ride-hailing choice in Singapore with better rides for the community.

## Values

### Stewardship

We uphold high standards in everything we do. We utilise and manage all resources under our care to work toward the betterment of our organisation. We are unconventional, humble and efficient, with no empty promises and excuses.

### Community

We strive to serve the Ryde community to the best of our abilities and continually upkeep the community to ensure that it is trustworthy, like-minded and respectable.

## Belief

With community and morality at the heart of what we do, we will continue to conquer all odds by being the outlaw and caretaker for our riders and drivers.

## Growth

We will continuously create new services and opportunities for our users. We are focused on our goals, and believe that dedication and hard work will bring the team to a higher level. We adapt in the face of adversity, and strive towards continuous improvement.

## Integrity

We value uprightness and transparency in all that we do. We are sincere in our endeavours to serve our community.



## Engagement with the Ryde community

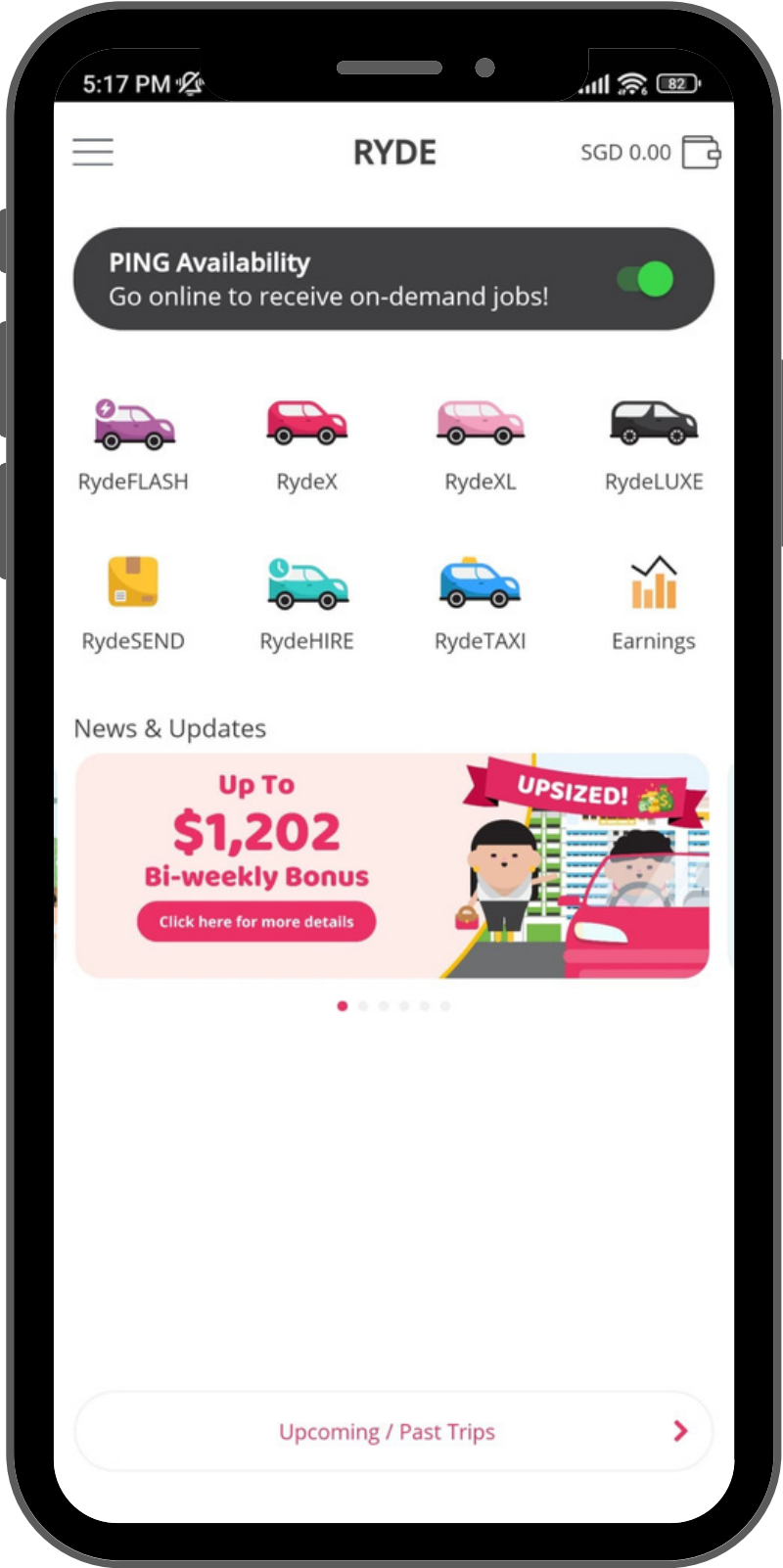
# APP FEATURES



Dashboard

You can see all the various services available.

Tap on each icon to see the jobs available to you.



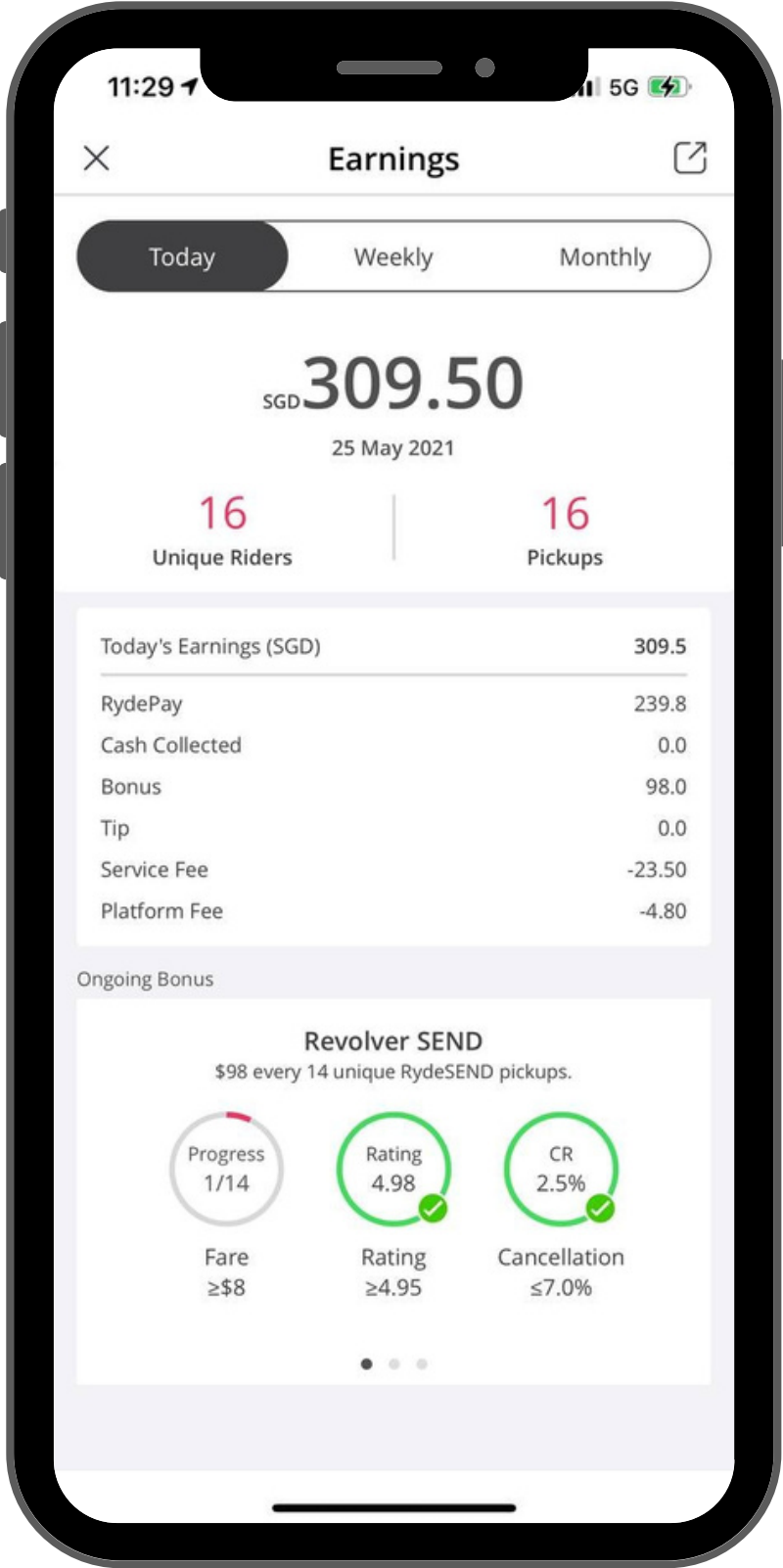
Earnings & Bonus

You can view a summary of your daily, weekly, monthly earnings and breakdown.

You may export a monthly statement by tapping on the icon on the top right corner.

Monthly earnings statements are only available after the 10th of each month.

You can also see all the bonuses available to you and your progress.

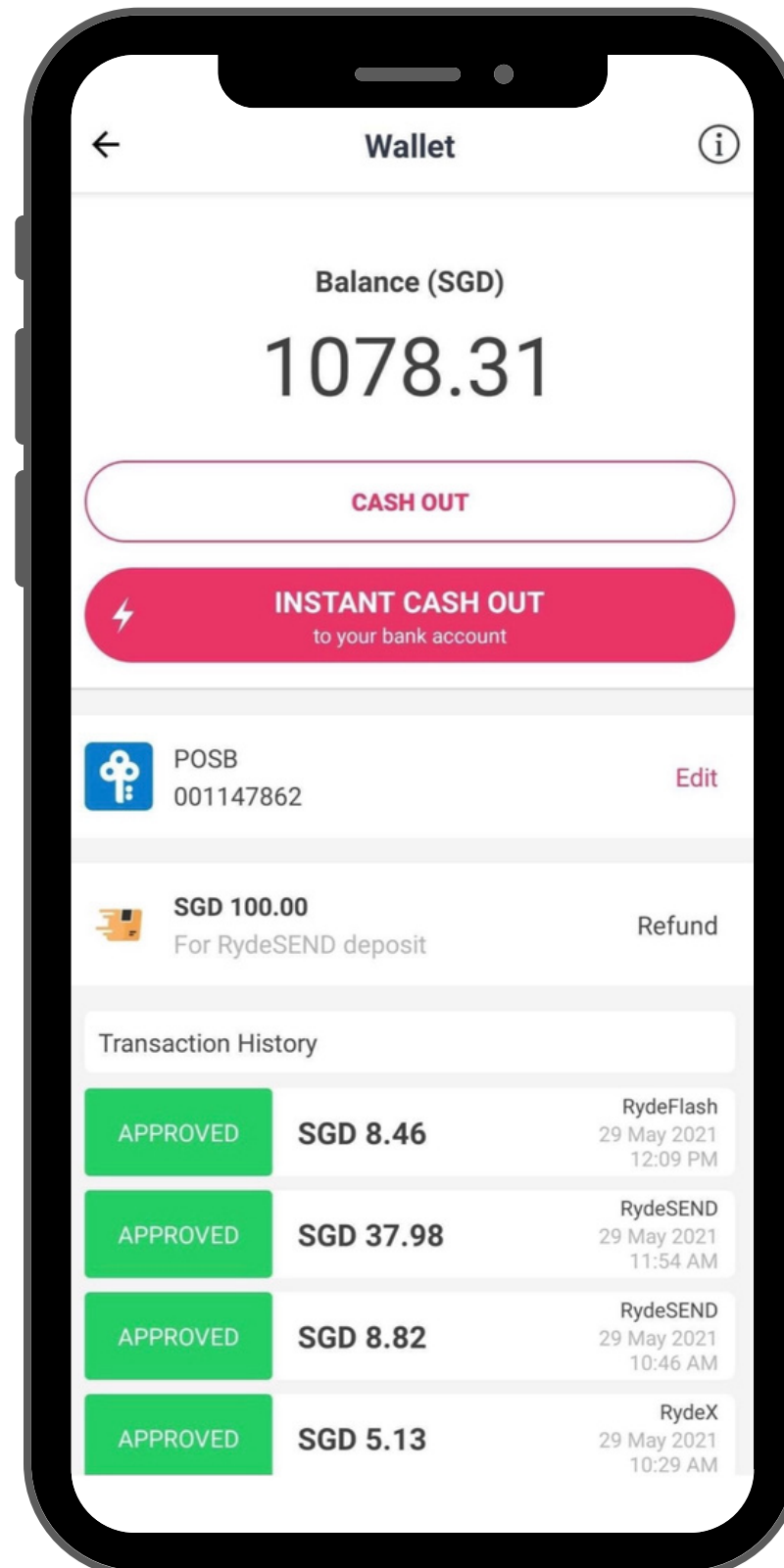


## Wallet

You can view all transactions of your Wallet, any additions or deductions can be viewed.

For Cash Payments, fees will be deducted from your Wallet while you collect the full fare.

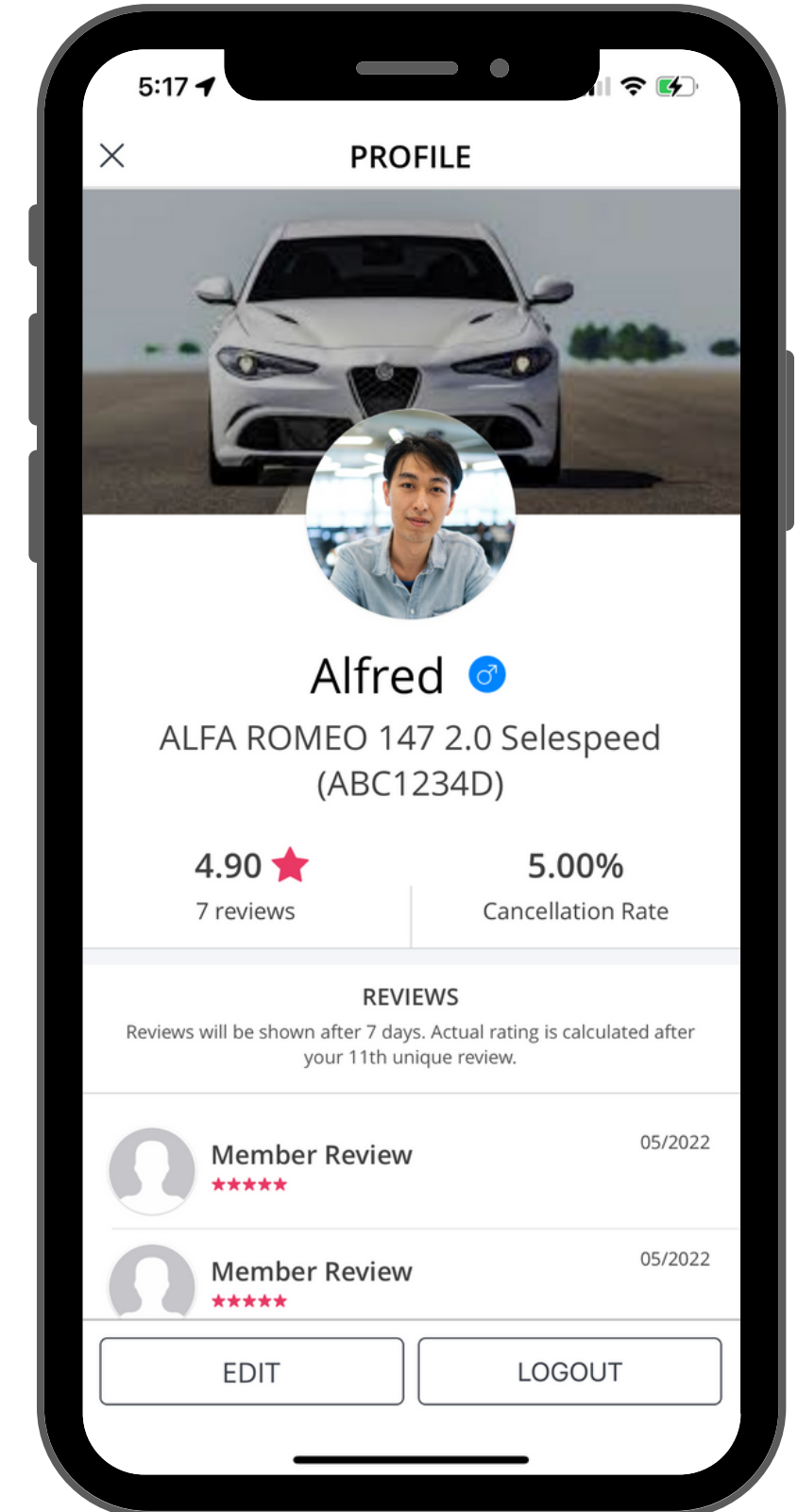
Apart from cash, Riders can pay using RydePay - Payment is credited directly to your RydeWallet which can be cashed out to your registered bank account.



## Profile

You can view your Ratings, Cancellation Rate and past reviews here.

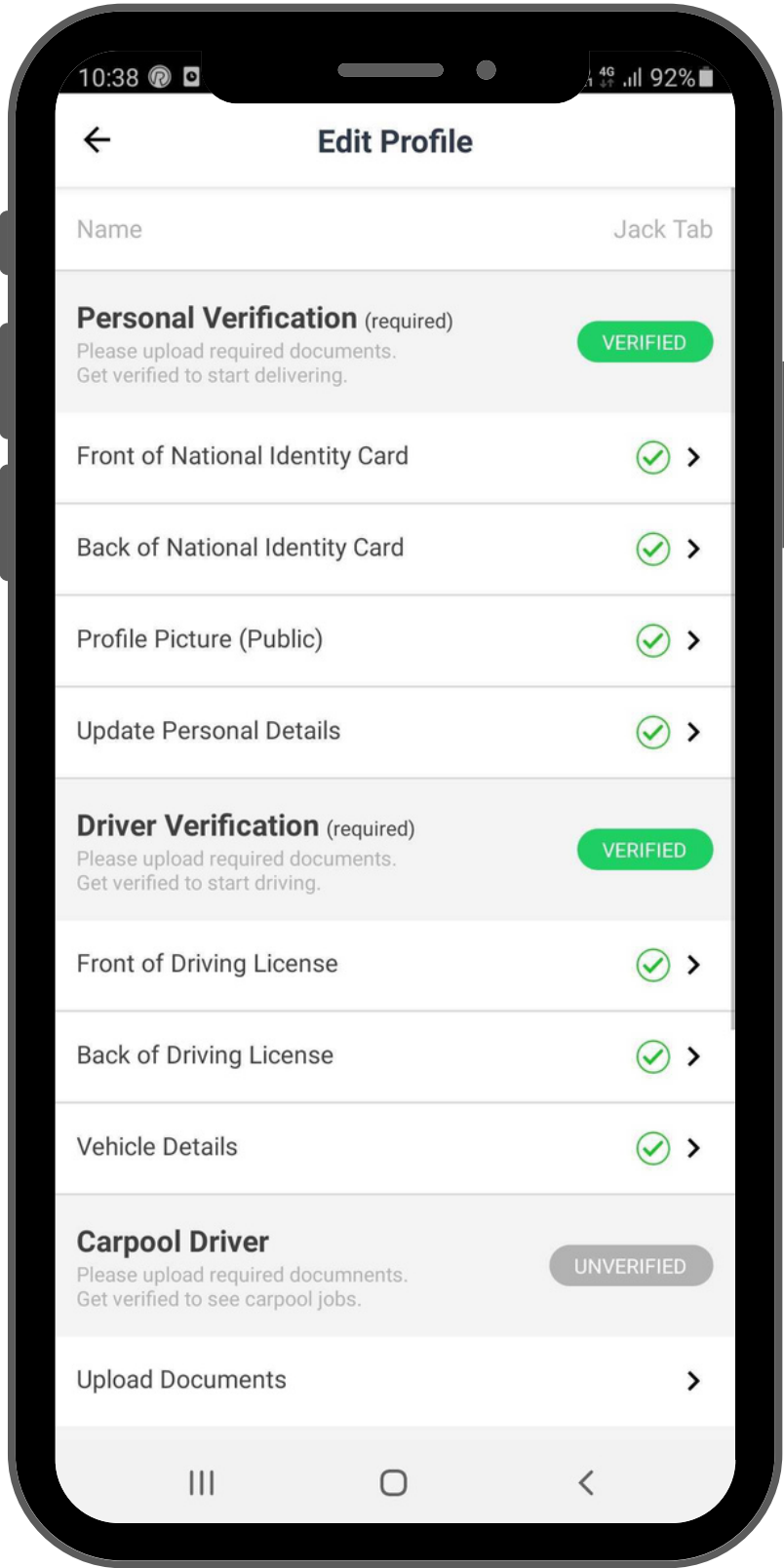
If you need to edit your profile or vehicle details, please click "edit" on the bottom of the page.



Document Screen

You will be able to edit and view the documents that have been submitted on this page.

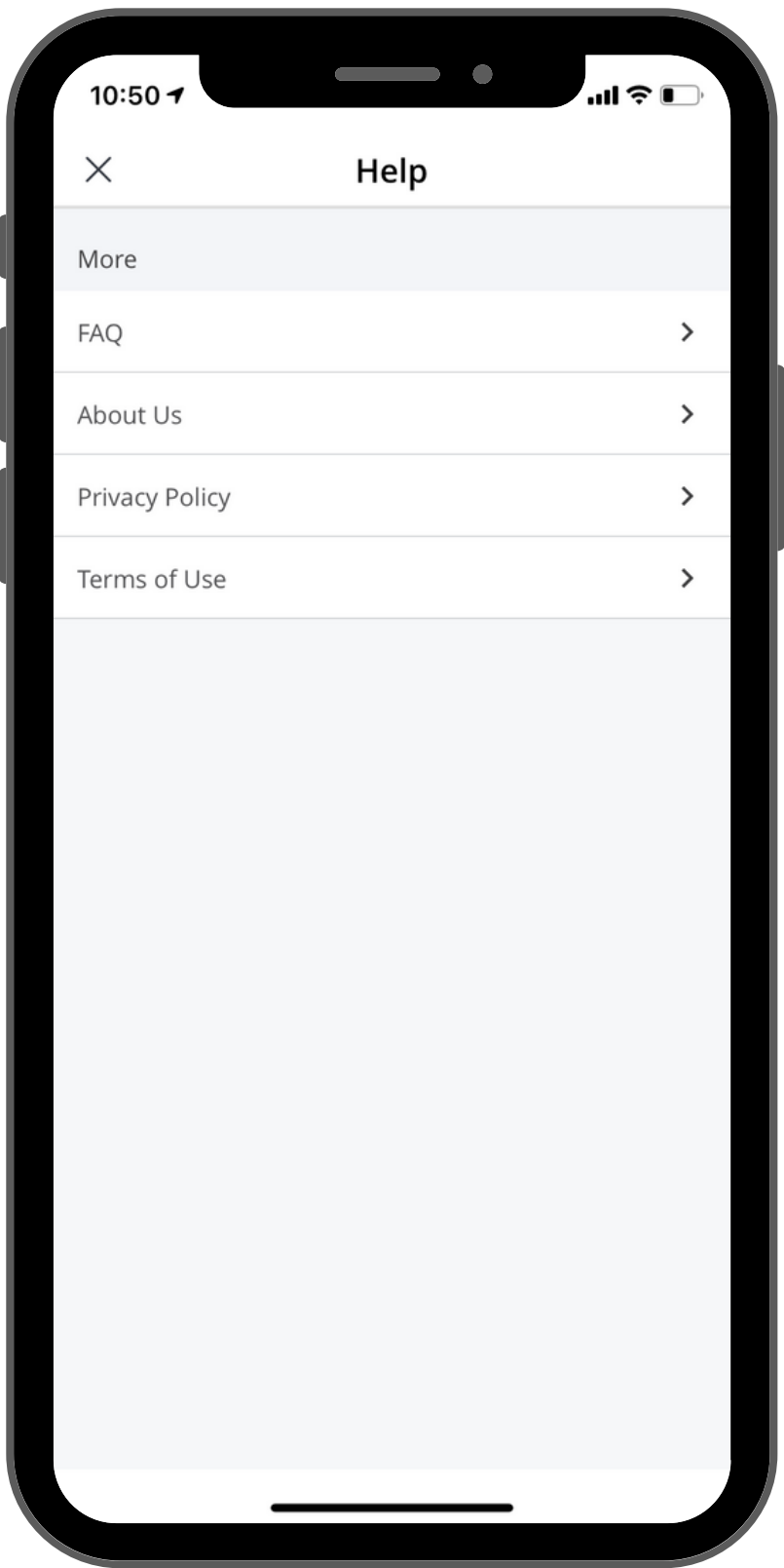
You will also be able to check if your submitted documents have been verified.



RydeHELP

You will be able to view our FAQ and submit for help if needed.

Our team will assist you within 2 working days.





# RYDE SERVICES OVERVIEW

## Overview



### RydeFLASH

1 - 4 passenger(s) only  
Carpool, Taxi and Private-Hire.



### RydeX

4 seater  
Private-Hire car only.



### RydePOOL

1 passenger only  
Drop-off sequence dependent on route.  
Only 2 paid trips in a day.



### RydeTAXI

Metered-Taxi only.



### RydePET

Up to 4 pax, excluding pets.  
Maximum of 2 medium sized or 1 large  
sized pet on board.



### RydeSEND

On-demand delivery within 50 minutes.  
Users can add up multiple stops.



### RydeXL

6 seater  
Private-Hire car only.



### RydeHIRE

4 or 6 seater  
Hired by hourly rate.  
Expect multiple stops within the  
booking period.



### RydeLUXE

7-seater  
Toyota Alphard and Toyota Vellfire.

# YOUR EARNINGS



## Earnings

### Standard Cash Out

- Minimum of \$1, No Maximum Amount
- \$1 Admin Fee will be charged
- Credited to your bank account within 5 working days

### Instant Cash Out

- Minimum of \$1, Maximum of \$225
- \$1 Admin Fee will be charged
- Credited to your bank account immediately

Please ensure that you have keyed in your bank account number correctly.

### Tip!

Have enough cash on hand for change on cash transactions.

## Bonus & Incentives

In addition to the below market rate commission of 10%, our Driver-partners will also be entitled to a range of bonuses that will boost your earnings.

### Do note the following:

- Number of trips are only counted once you have met the criteria for Ratings and Cancellation Rates (CR).
- Unique trips refer to the first trip you have with any Rider.
- Bonus Payouts are strictly based on the terms and conditions listed with the Bonus.
- Bonus payments are discretionary and subjected to low cancellation rates, high ratings from Riders, etc.
- Bonus Payouts are limited to a specific time period (Quarterly, monthly, weekly, etc) unless stated otherwise.

# DRIVER PERFORMANCE & COMMUNITY STANDARD

Driver Performance

We strive to continually upkeep the community to ensure that it is trustworthy, like-minded and respectable. In order to do so, our app will monitor the driver-partner’s performance via the following metrics – driver ratings, cancellation rates, reviews and account activity, etc.

Conditions where driver accounts will be liable for suspension:

Driver Rating (DR)	< 4.80
Cancellation Rate (CR)	> 17.5%
Adverse Ratings	Drivers who receive poor ratings for errant behaviour. Eg. racist, ethnicity, national origin, disability, etc.
Min. Acceptance Rate (AR)	We do not have a minimum AR criteria
Fraudulent Activity	Drivers who overcharge riders and/or complete the trip without the rider on board
Dormant Account	Did not complete at least one trip within a 12 month period





## Account Suspension

You play an extremely important role in providing a great experience for riders. Although we do not have a minimum trips or Acceptance Rate (AR) criteria, any of the following may result in your account being suspended:

### Driver Rating (DR)

The driver's rating is calculated based on his/her last 100 trips to ensure that it reflects the driver's recent performance. All new drivers will have a new default rating of 4.90 and will be adjusted after the 11th unique review. Please allow up to 7 working days for the update to be reflected.

### High Cancellation Rate (CR%)

Cancellation Rate (CR) The driver's cancellation rate will be calculated based on his/her most recent trips. The driver's cancellation rate will increase after a driver accepts a trip booking and cancels. We strongly advise drivers to only accept jobs that they can fulfill.

In the case of rider no-shows, drivers can still cancel the trip. Drivers do not have to worry about account suspension from trip cancellations. Our app algorithms will look at the driver's most recent trips. As long as the driver continues accepting trips, he/she will not be suspended from cancellations.

### Fraudulent Activity

Drivers who are found to have overcharged riders and/or completed the trip without the rider on board may be liable to account suspension. The Ryde driver app has Artificial Intelligence (AI) algorithms that will automatically detect suspicious driver activity.

### Inactivity

All driver accounts must be active in the past 1 year, that is to complete at least one trip within a 1 year period. This is to ensure that the drivers on Ryde remain current. We want to prevent compromised driver accounts and to eliminate fraud risks.

## Account Reactivation

All suspended drivers will be sent an electronic invoice to their registered email address to pay a \$25 reactivation fee. Driver accounts will be reactivated within 48 hours of payment. Upon account reactivation, the driver ratings will be reset to the default settings.

## Suspended Accounts

Repeated failure to abide by Ryde community standards will lead to permanent suspension from Ryde platform. This is to ensure we uphold high standards and offer a good user experience for our community.

If your driver account has been suspended, you may still request for Standard Cash Out. To do so, you may submit a request [here](#). Please note that the account will be subjected to investigation for fraudulent activity before the amount is processed (5 working days excluding Public Holidays). Your driver account will remain suspended. You will be subjected to a \$25 reactivation fee if he/she wishes to continue driving with Ryde.

## Account Reactivation

All suspended drivers will be sent an electronic invoice to their registered email address to pay a \$25 reactivation fee. Driver accounts will be reactivated within 48 hours of payment. Upon account reactivation, the driver ratings will be reset to 4.90% and CR reset to 0%.

### Inactive Accounts

Drivers who are unable to log in after 1 year of inactivity must appeal by writing in to [support@rydesharing.com](mailto:support@rydesharing.com). Drivers will need to pay an administrative fee of \$15 for reactivation. Driver ratings and cancellation rate will reset to 4.90 and 0% respectively. Please allow up to 48 hours for processing upon successful appeal.

### Closed Accounts

Driver accounts will be de-activated upon three years of inactivity from the date of the last completed trip.

Should you wish to drive on the Ryde platform again, you would then have to write in to [support@rydesharing.com](mailto:support@rydesharing.com) to obtain the approval from the operations team to create a new driver account. Criteria for approval include but is not limited to your track record of conduct that is in line with our driver community standards. Please allow up to 7 working days for approval.



# LOST AND FOUND

## If Trips Are Known

If you find a lost item in your vehicle and know which trip it is from, do write in via RydeHELP with the following:

- Item Description
- Trip ID/Details
- Where in the vehicle that the item was found
- Consent to release your mobile number to the rider for contact purposes

## If Trips Are Unknown

If you are unsure which trip the lost item is from, please proceed with the following:

- Confirm the item is from a Ryde trip.
- Make a police report immediately.
- Submit a copy of the police report to [support@rydesharing.com](mailto:support@rydesharing.com) titled "Police Report: Item Found".
- Ryde will then look out for any rider who makes a report for a lost item that matches the details from the provided police report.

The following will be carried out according to our Standard Operating Procedures (SOP):

- We will assist to contact the rider immediately.
- Please provide us with your consent to release your mobile number to the rider.
- Make arrangements with the rider to have the item returned within 24 hours.
- Communicate closely with the rider until the item has been returned.
- We recommend that you receive compensation from the rider for the trip made based on current RydeX fares or a minimum of \$25 for your time. However, this is exercised at the rider's own discretion. Ryde will not be responsible for the fare.

# BEST PRACTICES





## Safety First

- Safety will always be a priority over time
- Return safely to your loved ones
- Do not endanger others while on the road



## The Essentials

- Be insured
- Use a phone mount
- Prepare enough change
- Don't multitask while you're driving
- Observe speed limit and traffic rules
- Drive extra careful in bad weather



## Maximise Productivity

- Stay updated on the best and fastest routes to take
- Take regular breaks
- Join Ryde's Official Telegram and Facebook Community Group for the latest updates on bonuses and incentives



## Get Those High Ratings

- Offer great customer service
- Ensure your vehicle is clean and comfortable
- Read the passenger's cues and behave accordingly - some just want a quiet ride, while others might prefer having a conversation

**Do****ENSURE YOU ARE WELL RESTED**

Different individuals have different thresholds of fatigue that they can handle. Before hitting the road, ensure that you have at least 6-7 hours of uninterrupted rest so you are alert and reactive.

**ADOPT THE CORRECT DRIVING POSITION**

Adjust your seat so that you will have an unobstructed view. Adjust your seat forwards/backwards so your knees are slightly bent when your foot is on the pedal. Ensure that your seat belt is on at all times when you're on the road!

**ADAPT TO CHANGING ROAD CONDITIONS**

The conditions of the road are ever-changing and can be subject to factors such as the weather or obstructions. Remember to adjust the way you drive accordingly. In the event of rain, drive slower, keep your distance and avoid making sharp turns.

**ANTICIPATE HAZARDOUS SITUATIONS**

It is important to constantly be alert to your surroundings and wary of potential hazards. Always anticipate and be on the lookout for erratic behaviour so that you can react accordingly. In addition, please remember to check your blindspot!

**KEEP YOUR DISTANCE**

In ideal weather, ensure that you drive at least 3 seconds behind the vehicle in front. In the event of rain, you should be at least 9 seconds behind the front vehicle, to account for the slippery road.

## Do



### **EXPECT OTHERS TO MAKE MISTAKES**

You may have signalled your intention, but that doesn't mean other drivers will automatically give way to you, so watch before changing lanes. When it comes to intersections, be prepared for drivers or pedestrians running a red light, and be ready to react. Don't move just because the light is green for you.



### **LOOK AT THE BIG PICTURE AND BE ALERT**

Always keep an eye on the road and your surroundings to identify potential hazards. Stay alert and react safely to unforeseen situations. Stop at a safe place and take a short break before continuing if you feel tired or sleepy while driving.



### **ALWAYS HAVE A WAY OUT**

In the event, your path of travel is suddenly blocked, leave yourself an alternate route for your vehicle to move. To avoid being blocked by other vehicles, make sure you don't follow other cars too closely.



### **HANDLE RYDESEND PACKAGES WITH CARE**

Ensure items are delivered in the same condition they were picked up in. Do not tamper with them. Upload photos at each stage of the trip to prevent disputes!



## Don't



### **DRIVE IF YOU ARE TIRED OR EMOTIONAL**

Do not get behind the wheel if you are not in a fit state to do so. You may be putting your own life and that of others at risk.



### **DRIVE ERRATICALLY**

Be courteous on the road. Always signal your intentions and do not engage in reckless behaviour such as speeding, tailgating and the sudden cutting of lanes.



### **DRIVE UNDER THE INFLUENCE OF SUBSTANCES THAT IMPAIR JUDGEMENT**

Do not drive after having consumed alcohol or medications that induce drowsiness.

THANK YOU