

Driver's Handbook

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1 General Policies

1.1 Driver Responsibility

1.1.1 The benefits of being listed as a Driver with BeMyDD involve certain obligations. The success of our Company depends upon adherence to high principles of quality, integrity and customer service by all personnel. Drivers are expected to display initiative, intelligence, good judgment, teamwork, cooperation and dependability at all times. Drivers who adhere to these principles enjoy their driving experiences much more, as well as have become popular among customers, and reap the financial benefits of maintaining these professional standards.

1.1.2 Drivers are expected to not take the customer's vehicle ANYWHERE without the customer's permission or unless told by the customer. Drivers are **not** to ask customers to use their vehicle to run errands, to visit a friend's etc. One is expected to stay with the car and patiently wait. It is recommended to bring a book, newspaper, magazine, or something else to keep busy.

Drivers should not drain the customer's battery by playing the radio or using other electronic devices in the car, unless given permission by the customer. Drivers are not to smoke, eat or partake in any other activity that would leave the car in any other condition, than that in which the vehicle started the reservation.

1.2 Maintenance of Professional Environment

BeMyDD Drivers are expected to accept responsibility and conduct themselves in a professional manner at all times.

1.2.1 The customer's car is a place of business. For this reason, Drivers should conduct themselves in a business-like manner at all times while on the job. This includes appropriate language, conduct and business attire so as to give the best impression of the Company to our customers and potential customers. Drivers are to show up to orders well groomed, recently showered, and in correct attire to **EVERY** order.

1.2.2 It is reasonable that Drivers will conduct a limited amount of personal business and have personal phone calls; however, these should not interfere with the Company's business. This is Prohibited while actually operating the client's motor vehicle whether the client is in the car or not.

1.2.3 A Driver's personal visitors should never be in a customer's car for any reason.

1.2.4 Drivers are responsible for reporting any suspected misconduct to a BeMyDD representative.

1.2.5 Drivers are not allowed to take the customer's car ANYWHERE without the customer's permission or unless told by the customer. Do not ask customers to use their vehicle for errand runs, visiting friends etc. A driver's responsibility is to wait with the vehicle. The *golden rule* is that the customer always knows where you (as their driver) are, as well as the location of their vehicle at all times during the course of the reservation. For example, if the customer does prefer that you do not wait inside the vehicle, you could wait at a coffee shop or restaurant within walking distance. You must always have cell phone service, and be ready to meet back at the car at or before the time the customer is ready to leave.

1.3 Dress Code

BeMyDD's standards of excellence include creating a favorable impression on customers, prospective

customers and others. Therefore, all Drivers are encouraged to be clean and neatly groomed. Appropriate business attire is encouraged to be worn at all times. BeMyDD's recommended default of attire are known by many as *Business Professional* attire. Professional dress, for men, simply means a dark business pants (suit is always preferred if available), conservative dress shirt worn with a tie (any color), and shined black or brown dress shoes. For female drivers, professional dress means a dark skirted or pants suit, conservative dress shirt, hosiery and pumps (closed toe with a heel/comparable flats). Although BeMyDD does not require a full suit, or sport jacket for men or women, dressing more formally is always a much better idea than dressing too casually. Please remember drivers will be in a confined area with the client.

Do your best to always be presentable and dress as professionally as possible.

TIP: It is important to remember not to over do any cologne or perfume, as the clients and driver's will be in a closed environment and could be overpowering.

We recommend drivers avoid wearing jeans, t-shirts, or shorts to reservations.

1.4 Nondisclosure/Confidentiality

Drivers should understand that they are performing a professional duty and should not ask personal questions of the customer or expose personal information of themselves unless initiated by the customer. Any sort of exchange regarding personal information between a Driver and customer is strictly confidential and should not be exposed to any party after the reservation is complete.

If a customer is asking suspicious questions about insurance, business model etc., please keep in mind that Drivers are expected not to answer questions regarding the company unless they are 100% certain of the answer. Misleading or misunderstood statements about the company can make both the company and the driver look unprofessional. An appropriate response to a tough question will always be: Just call the company and ask. The number is (877-U-BEMYDD) 877.823.6933.

1.5 Prohibition of Harassment

Drivers are expected to conduct themselves in a professional manner during reservations. Any form of harassment to any customer will be pursued to the full extent of the law.

1.6 Policy on Alcohol and Drugs

As we do not require initial drug testing to become a driver with BeMyDD, the company reserves the right to request a random drug screening (via a locally contracted diagnostic center) from our drivers at any time. When this is requested Driver's must report within the requested time frame or face up to permanent suspension. If any Driver is identified to have been under the influence of drugs or alcohol **during** a reservation, they will be pursued to the full extent of the law. For example: This includes any meal you may have during the reservation. You are prohibited from having any beverage containing alcohol.

1.7 Smoking Policy

Smoking inside a customer's vehicle is not permitted in any form. If a Driver would like to smoke then they may do so outside of the vehicle remaining within its proximity to ensure safety. If you do smoke, always make sure that the smell on your clothing, body, or hair is not too strong. It is important to remember not to over do any cologne or perfume, as the clients and driver's will be in a closed environment and could be overpowering as well. It is always good to carry gum or mints to always keep your breath fresh.

2 BeMyDD.com Account Use

2.1 Schedule

2.1.1 All Drivers must have an Availability Schedule setup in order to take reservations. This schedule shows the dates and times that the Driver is available to take orders. Posting a schedule does not guarantee any Driver will receive orders, however if a schedule is not listed, the Driver will not be displayed as an available Driver when a new reservation is placed. (Also review zip code section regarding this.) A driver should schedule availability for everyday, whether it is unavailable or the scheduled times that they are available. You may place your schedule as far in advance as you would like.

2.1.2 How to Setup Your Schedule

- After logging onto your account and clicking on your schedule screen.

Select service type at the top. The choices are Driver (personal driver), Pick You and Your Car Up (team of pickup drivers), or Unavailable (24 hr. periods which you have no availability). *See Figure 2-1*

(1)*If you are unable to do Pick Up You AND Your Car you will only have the options of Driver and Unavailable to choose from. If you do have a partner and can do the Pick Up Service then call the call center to notify them and they can change this on your account to have this option.

(2)There is an email that goes out to notify Drivers that they do not have a schedule in the system reminding them to go online and Put one in the system.

This email is triggered IF Drivers have

a. 3 consecutive days without a schedule in the system OR marked as UNAVAILABLE.

(3)And/OR

b. If you do not have a schedule in for 2 weeks at least.

(4)

Select the date on the calendar. The [MM]/[DD]/[YYYY] section will automatically populate. *See*

Figure 2-2 To select multiple days at once, check the Check to select multiple days at once box

BEFORE you choose your desired dates. *See Figure 2-3* The days you choose will show up on a line below the Date* field.

(5)Choose the Time From and the Time Until from the drop-downs shown above. 12 AM is considered Midnight, and 12 PM is noon. If you wish to make yourself available 24hrs a day, choose your date(s) and press the Set 24h interval button. For example: If you are available on September 7th from 5 PM to 3 AM, then you should enter:

- Time From: 5 PM

- Time Until: 3 AM

Your schedule will display. **Figure 2-4**

Home Schedule Reservations Profile Zip Codes Account Balance Add-ons

Please complete your Bank Account Information. Go to the Profile section.

Please review the following driver manual in order to fully understand all policies of BeMyOD.

September 2014

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Service type*
Driver
Driver
Pick Up You AND Your Car
Unavailable

Check to select multiple days at once

Time from*
Time until*

Set 24h interval

Done

Add time interval

Submit

Legend:
Day Working as Driver
Day Working Pick Up You AND Your Car
Day Working both Services

Figure 2-1

Please complete your Bank Account Information. Go to the Profile section.

Please review the following driver manual in order to fully understand all policies of BellyD.

September 2014

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Service type: Driver

Date: 9/12/2014

Check to select multiple days at once

Time from: [dropdown]

Time until: [dropdown]

Set 24h interval

Delete

Add time interval

Submit

Day Working as Driver

Day Working Pick Up You AND Your Car

Day Working both Services

Figure 2-2

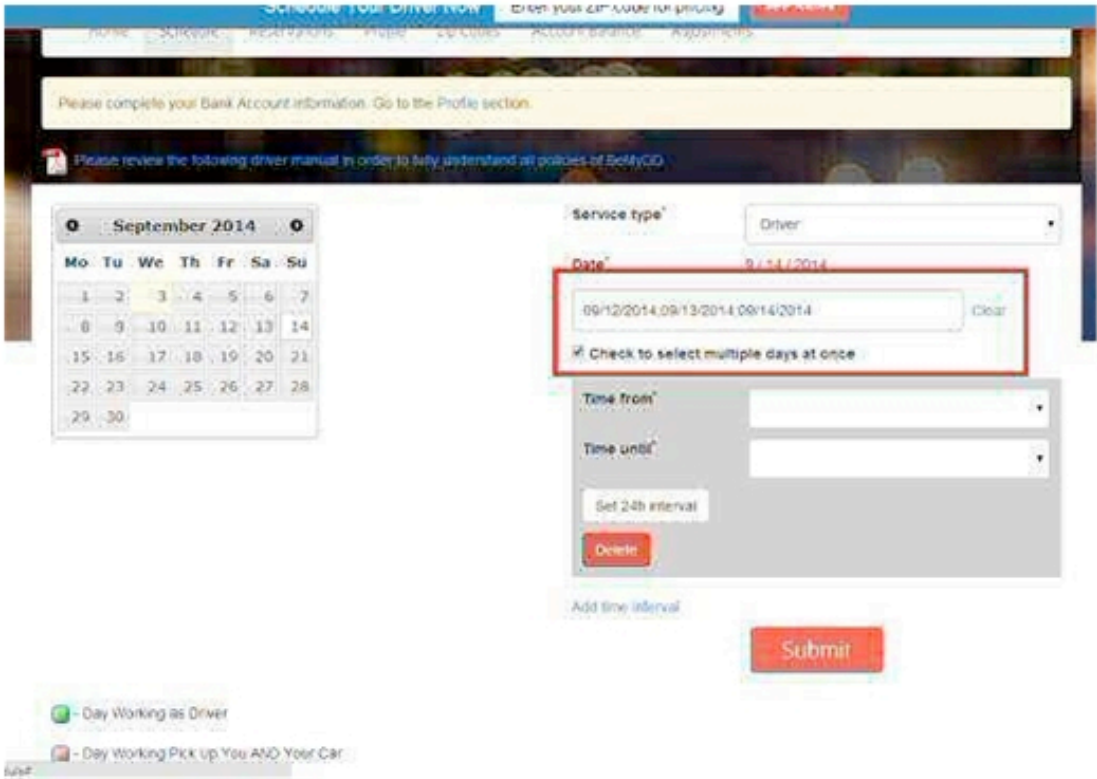


Figure 2-3

September 2014

Mo Tu We Th Fr Sa Su

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Service type: Driver

Date: 9/7/2014

Check to select multiple days at once

Time from: 05:00 PM

Time until: 01:00 AM

Set 2th interval

Delete

Add new interval

Submit

Day Working as Driver

Day Working Pick Up You AND Your Car

Day Working both Services

Print Schedule

Clear Schedule

Date	Time	Length	Actions
09/07/2014	05:00 PM - 12:00 AM	7 hours	
09/08/2014	12:00 AM - 05:00 AM	3 hours	

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Figure 2-4

Note: If you only enter the time until 1AM, a customer looking for a driver till 2AM will not display you as an available driver.

(4) Click on Submit in order to record that time interval

(5) Editing currently scheduled times





A. Clicking on the X will delete that specific scheduled time.

B. Clicking on the notepad icon will allow you to edit a current time. You will then need to click submit and the system will update that certain time.

- Day Working both Services

Print Schedule

Clear Schedule

Date	Time	Length	Actions
09/07/2014	05:00 PM - 12:00 AM	7 hours	 
09/08/2014	12:00 AM - 03:00 AM	3 hours	 

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Figure 2-5

(6) If you do not keep up with your schedule of availability than YOU WILL RECEIVE A STRIKE. You will receive a first strike if 3 consecutive days pass where you do not have a schedule, whether it is unavailable or available times. You will receive an e-mail notifying you of the strike and reminding you to update your schedule. If an additional 4 days pass than you will receive another strike and possible suspension.

NOTE: Schedules are one of two filters that the computer system uses to pull you for an order. The other is the ZIP codes. IF a Driver has a schedule in the system without any ZIP codes selected they are telling the system they are available to work, but not willing to go anywhere to work or take orders. If Driver's select ZIP codes, but does not place a schedule in the system then they are telling the system that they are willing to go to (the ZIP codes selected) , but do not have any availability to take any orders. So it is important to have both of these sections completed.

2.2 Reservations

2.2.1 Operating the Reservations Tab

(1) When a reservation is placed it will be displayed in the Reservations Tab

(2) To confirm a reservation, Drivers must click on Confirm Reservation (if you received an Automated Phone Call) in the Actions column, follow the prompts from the automated reservation call from BeMyDD, or call 1-877-U-BEMYDD.

****Note:** There is a tab for each service that is provided. So if you are taking a Pick Up Service you must click on that service at the top to see all of the reservations for that type of service. See **Figure 2-6 ORANGE** .

ID	Customer	Date	Time Period	Pick-Up Address	Customer Total \$	Driver Total \$	Actions
20941	Max Payne Contact Phone: 555-123-1598	09/07/2014 / 09/08/2014	05:00 PM - 01:00 AM	n/a, Solon OH 44138 Get Directions	\$128.00	\$80.00	Payment Type: No Charge, No Compensation Click here to confirm the reservation
20448	Jill Cardullo Contact Phone: [REDACTED]	08/17/2014	03:00 PM - 07:00 PM	[REDACTED] Get Directions	\$40.91 Promotion Info 2	\$40.00	Payment Type: Credit Card Done Adjustments
13355	Max Payne Contact Phone: 555-123-1598	12/06/2013 / 12/07/2013	07:00 PM - 02:00 AM	n/a, Solon OH 44138 Get Directions	\$107.75	\$70.00	Payment Type: Invoice Done
9095	Max Payne Contact Phone: 555-123-1598	07/03/2013	04:00 PM - 09:00 PM	n/a, Solon OH 44138 Get Directions	\$60.00	\$40.00	Payment Type: Free Canceled Special Instructions: testing auto-call recording
8720	Patrick Kucharson Contact Phone: [REDACTED]	05/18/2012	03:00 PM - 09:00 PM	[REDACTED] Get Directions	\$64.85	\$60.00	Payment Type: Credit Card Canceled Special Instructions: TEST: Don't put it out with your boots, Ted. Don't tell me my business, Devil Woman

Figure 2-6

(3) The Contact Phone is where a Driver must call the customer to introduce himself/herself and to confirm the reservation. Confirmation phone call is done Immediately after confirming the order in the system/with the call center. If the order is not for a few days or even a month, driver's are still expected to call the client to confirm immediately, as well as again within 24 hours prior to the start of the order. The Pickup Address is where the customer needs to be met. For Personal Driver orders clicking on Get Directions will give you step-by-step directions of how to get to the pickup location. For Pick Up Orders 'Get Directions' will give you directions from the starting point to the ending point of the reservation. *See Figure 2-6*

2.3 Profile

2.3.1 Profile Information: The Driver profile is where all the personal information for that Driver is located.

(1) Drivers have the ability to upload a personal photo as a way to increase the likelihood of receiving reservations. Many customers feel more comfortable seeing exactly who their driver will be prior to their reservation.

(2) Driver's May Update their address (must re-save service zip codes refer to 2.4), change their Password, or even bank account information here. This may be updated and changed at any time on this screen. Just make sure to save by hitting the button at the bottom of the screen after the new information is entered.

The bank account information section is where payroll is setup. BeMyDD operates on a direct deposit system to the information entered into this section. This must be a bank account and not a pre-paid card. When this new information is entered during the pay period would determine which bank account would receive the payment deposit.

(3) Clicking on **Submit** will save all the above information; updated bank account information must be entered prior to the respective Wednesday and/or Friday that payroll is to run. Additional details about bank account information and payroll is contained in section 6. *See Figure 2-7*

The image shows a web-based registration form for a driver. The form is divided into several sections. The top section contains personal information fields: First Name, Last Name, and Date of Birth. Below this is the Address section, which includes fields for Address, City, State, and ZIP code. A red box highlights the Address, City, State, and ZIP code fields, with a red '2' in the top right corner of the box. The next section is for a Photo, which includes a photo upload area and a 'Delete photo' button. A red box highlights the photo upload area, with a red '1' in the top right corner of the box. Below the photo section is the Bank Account Information section, which includes fields for Account Type, Routing Number, Account Number, Name On Account, and Bank Name. A red box highlights the Account Type, Routing Number, Account Number, Name On Account, and Bank Name fields, with a red '2' in the top right corner of the box. The bottom section is for account verification, including fields for Email, Password, and Confirm Password. At the bottom of the form is a red 'Save' button. The form also includes a navigation bar with links for Home, Services, Designated Driver, Reserve Driver, and Company, and a footer with copyright information.

Figure 2-7

2.4 Zip Codes

(1) The ZIP Code section is very important in that the list of available drivers for a particular reservation is determined by ZIP code. If the customer's ZIP code matches one of your chosen ZIP codes and you're on the schedule, you will be listed as available for that order. The more ZIP codes that

you select, the better the chance of receiving reservations. *See Figure 2-8*

(2) Select a specific mile radius from your own ZIP code. Once chosen, you ll be able to choose from every ZIP code within that radius. Click the top left check-box to select all the ZIP codes within this radius, or choose them individually. The more ZIP codes that you select would most likely increase the number of reservations you would be offered.

(3)By clicking the Save button at the bottom of this section; all of your desired ZIP codes will be saved.

NOTE: ZIP codes are the second filter that the computer system uses to pull you for an order. The other is the Driver's Schedule. If Driver's select ZIP codes, but do not place a schedule in the system then they are telling the system that they are willing to go to (the ZIP codes selected) , but does not have any availability to take any orders. IF a Driver has a schedule in the system without any ZIP codes selected they are telling the system they are available to work, but not willing to go anywhere to work or take orders. So it is important to have both of these sections completed.

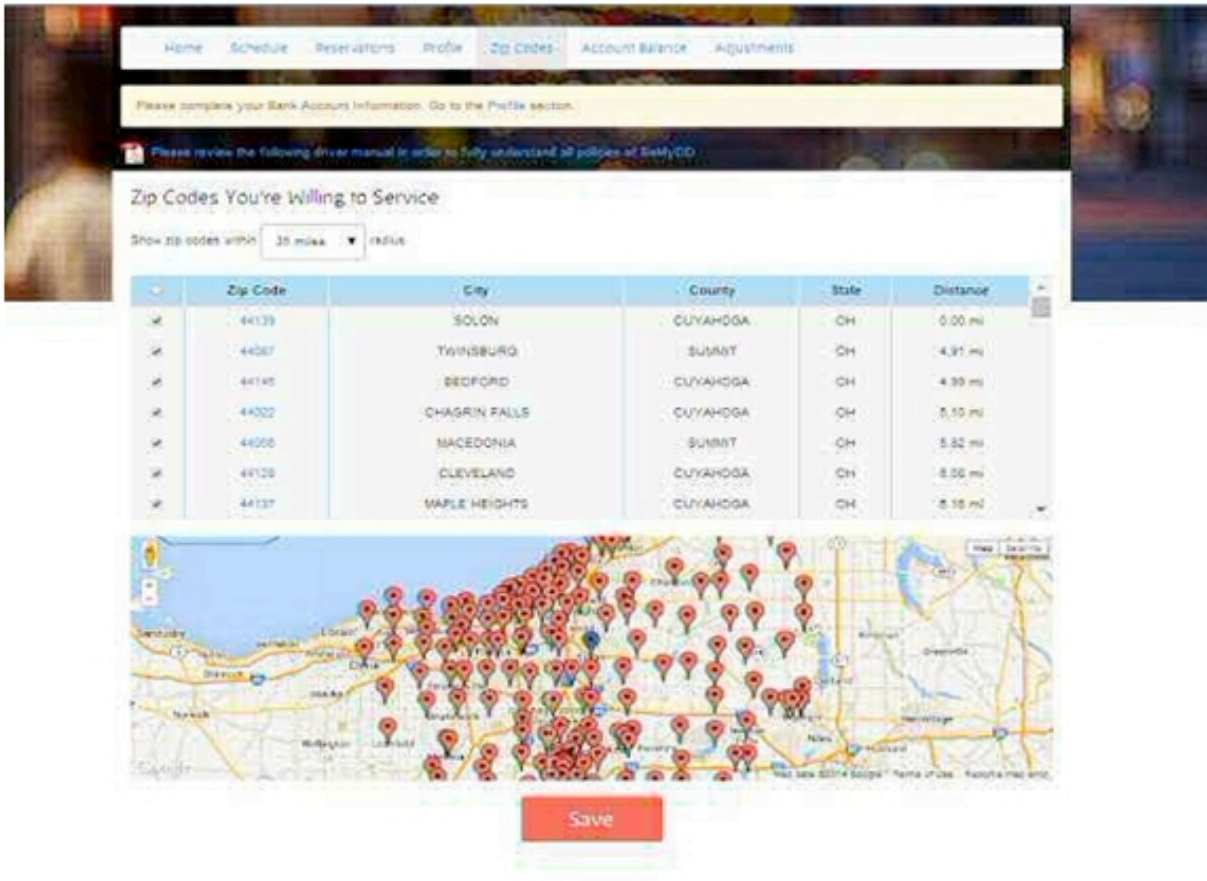


Figure 2-8

2.5 Account Balance

The Account Balance tab will show you your previous reservations with the status of payment. It will also display what has already been paid (green circle), and what is pending to be paid on a future pay date (yellow circle), as well as what has been submitted, in 'batch' (yellow triangle), to be paid on the next Transfer Date. BeMyDD pays Drivers only via Direct deposit every two weeks on Friday. At the top of the screen Driver's can see the last date payment was paid out, as well as the future pay day. *See Figure 2-9*

is who drive your car safely and affordably

Live Chat 1-877-U-BEMYDD

Designated Drivers Personal Drivers Company

My Account

ID: 2
Name: John Doe

Home Schedule Reservations Profile Zip Codes **Account Balance** Adjustments

Please complete your Bank Account Information. Go to the Profile section

Please review the following driver manual in order to fully understand all policies of UberlyDD

Account Balance

Current Account Balance: \$0.00
Next Scheduled Transfer: September 29th, 2014
Last Transfer Date: August 22nd, 2014

Earnings YTD 2013
\$140.00

Driver Compensation YTD

Name of Driver	Start Date	Earnings YTD
John Doe	01-27-2013	\$140.00

Service Type	Order ID	Date	Time Worked / Miles	Description	Total	Status
Personal Driver Service	20443	2014-08-17	4.00 h		\$40.00	Pending
Personal Driver Service	20443	2014-08-17	4.00 h	\$10.00 x 4.00 hours = \$40.00	\$40.00	Pending
Personal Driver Service	13355	2013-12-05	7.00 h	\$10.00 x 7.00 hours = \$70.00	\$70.00	Paid
Payroll Date: 12/13/2013 - Total: \$70.00						
Personal Driver Service	6872	2013-01-27	3.00 h	\$10.00 x 3.00 hours = \$30.00	\$30.00	Paid
Personal Driver Service	6870	2013-01-26	4.00 h	\$10.00 x 4.00 hours = \$40.00	\$40.00	Paid

5 results found
Show results 1 to 5

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Figure 2-9

2.6 Adjustments

The Adjustments tab will display all pending and paid adjustments in your account.

A driver can always call BeMyDD and have a call representative assist them in applying an adjustment. BeMyDD would prefer if the driver is not familiar with the Adjustment section, to please call BeMyDD instead of making an adjustment themselves. This is especially true for new drivers. Drivers can always leave a voicemail after you complete an order if it is after office hours, and then call back the next morning to ensure that the correct adjustment has been made. Negative Adjustments or refunds cannot be made on the drivers end. Drivers are expected to call 877-823-6933 regarding such adjustments. *See Figure 2-10*

Adjustments for additional time are only done after the order has reached half way into the next hour.

For Example: If an order was originally supposed to run from 6:30-11:30PM and instead did not end until 11:50PM, there would be no adjustment made. (In Math terms that would be 5.33 hours so one would round down to 5 hours) Now, if that same order were to end at 12:10AM, the Driver would make an adjustment for an additional hour. This is because it is over 30 minutes, halfway, into the next hour. (In math terms this is 5.66 hours so one would round up to 6 hours)

**The customer will receive an email with the adjustment text provided by the driver. Drivers are expected to report adjustments using professional tone and grammar. Drivers have had their account canceled for creating adjustments with text would be found offensive to the customers.

3 Reservation Policies

3.1 For All Reservations

3.1.2 Confirming Orders

The only way the client knows the order is confirmed with a driver is by the driver calling to confirm the order with them. Upon reservation confirmation with BeMyDD, the Driver should promptly call the customer immediately with whom the reservation is set to introduce himself/herself; the customer is expecting to hear from the DRIVER! This call will serve as a confirmation of the reservation, as well as the location and time of the pickup. During the introduction, we ask the Drivers to please confirm the order address and contact information to avoid any confusion or the possibly showing up at an erroneous pick-up location. Again this information will be on the Driver's Reservation screen and provided in the confirmation email. It is encouraged that during the introduction phone call that the driver inquires about the customer's plans and destinations for the specific reservation. Please leave a voicemail and/or text the customer if you are unable to reach them on the line initially. In the event that the driver was not able to reach a customer by phone, the driver is still expected to arrive at the designated time and location unless otherwise instructed by BeMyDD.

***If the order is made more than a week in advance you are expected to call the client upon first confirmation of the order as well as 12-24 hours prior to the start time of the order.

3.1.3 Arrive Early

Drivers are expected to arrive ten minutes before the reservation is set to begin, and give the customer a call when they arrive at the pickup location. If there is no answer from the customer, then the Driver should go to the front door and knock. If the customer lives in a large apartment building, the Driver should request assistance from the front desk. Drivers should never honk their horn or be disrespectful in any manner. At no point should a Driver enter the home of a customer without invitation.

3.1.4 Familiarize With Client's Vehicle

Drivers should always acclimate themselves to the vehicle they will be operating for the reservation (adjust mirrors, seat, steering wheel, turn on lights, operate wipers, take a look around for any preexisting damages, etc.). Drivers are encouraged to make note or take photos of any preexisting damages to a customer's vehicle prior to the order beginning. Driver's are also expected to make sure that the vehicle's registration and insurance are valid before the order starts.

3.1.5 Driver Courtesy/Etiquette

Drivers should try to put the customer at ease. If the occasion is appropriate, Drivers may want to open doors for passengers and load their bags/luggage into the vehicle or assist in any other manner. In the event of a medical patient transport reservation, providing assistance can be very important. It is appreciated when Drivers ask the customer whether they would like to have them wait in the waiting room for them, or just wait in the car. Driver's tips, usually reflect the level of service the customer has received. Some drivers go above and beyond. Customers will always remember the driver's that go out of their way. For example, some drivers will buy a case of bottled water ahead of time; bring several bottles with them to the reservation to offer to the customer. This 20 ¢ investment could return 100 fold in the form of a tip, as well as the impression that is made on the customer. Whether the client

wants the water or not, this gesture is incalculable. This example is just a suggestion, and is not required. The most important takeaway is that every small thing adds up to a better overall customer experience, the likelihood of better tips, as well as being requested by that same client or their friends on future orders.

3.1.6 Accepted Forms of Payment

As of March 2013, BeMyDD no longer accepts any payment except by the credit card that the client places on their profile. IF there is ever an exception to this the Driver will know if the order is a specially permitted cash order prior to confirming the reservation. The payment method in the confirmation email will reflect Cash . If permitted, a Driver may accept the cash payment and a debit will be made to the Driver s account for the difference between the driver compensation and the total order cost that will reduce the earnings of the Driver s next reservation. Drivers are asked to not accept cash payments unless otherwise permitted to do so by BeMyDD.

Cash is only acceptable form of payment for a tip. If the client does not have cash on them at the end of the night you may make an adjustment for the tip, which will charge to the credit card that they have on file on their account.

3.1.7

3.1.7 Professionalism

Drivers are expected to view him or herself during a reservation as the customer s personal chauffeur , and should act in a **professional manner at all times**. This includes using good judgment.

3.1.8 Remain on Site

The Driver is NOT to take the customer s car anywhere without their permission. The Driver is to NOT ask to make errand runs or go visit a friend.

3.1.9 Violation Responsibility

While the customer is responsible for bridge tolls, parking lot fees, and/or street meter fairs, drivers are responsible for payment of any fines and fees related to violations they receive while in operation of the vehicle. This may include, but is not limited to; moving violations or illegal parking tickets that are incurred while behind the wheel of the customer s vehicle. Drivers should always double check the zone where you are parked to ensure that it is legal to park there, and that there is sufficient time in the meter if it is a metered area.

3.1.10 Laws

All laws apply to every order. Nothing can supersede Federal and State Laws in your area. For example passenger vehicles, open alcoholic containers are still not permitted.

3

3.2 Personal Driver Service

3.2.1 Service Description

This service is a round trip service. The driver will go to the client's house take them out in the client's car and return them at the end of the evening. With this service there is no limit to miles no limit to stops and the customer may have as many people in the vehicle as there are seat belts. The only thing that is not included in the service rate is Gratuity for the driver.

3.2.2 Confirming Personal Driver Service Orders with BeMyDD

There are two ways in which a driver may receive a reservation.

(1) Customer Service Out Bound Call

A customer could call in a reservation to one of the BeMyDD call representatives. The call representative can call the driver and offer the reservation to the driver. If the driver confirms, an automated confirmation email will be sent to the driver's email address on file. This email will contain the details of the reservation time, date, address and most importantly customer's contact information (phone number and name).

***If Drivers do not receive an email that does not mean that you have not been assigned the order. All information is listed under your reservation screen on your account or call the call center to get the needed information.

(2) Automated Call

a. If the driver's schedule that he/she has provided BeMyDD matches the time/date of a customer's desired reservation placed online or through the mobile app, the driver may be auto-selected for the reservation. Once a driver is auto-selected, an automated phone call will be placed to the driver that will include a recorded message naming the time/date of the unconfirmed reservation. At this time an automated email detailing the PENDING order is sent to the driver. A driver can confirm this reservation by calling 877-823-6933 and confirming the reservation with a call representative. Once verbally confirmed the call representative will click a button that confirms the order for the driver. Once confirmed, the driver will be sent an automated CONFIRMATION email that contains the details of the reservation time, date, address, and customer's contact information.

**The automated phone call will be placed to the driver's primary contacted phone number he/she provided to use in their profile. It should be their best contact number, preferably a cell phone.

b. If the driver's schedule that he/she has provided BeMyDD matches the time/date of a customer's reservation placed online or through the mobile app, the driver may be auto-selected for the reservation. Once a driver is auto-selected, an automated phone call will be placed to the driver that will include a recorded message naming the time/date of the unconfirmed reservation. At this time an automated email detailing the PENDING order is sent to the driver. A driver can confirm this reservation by logging into their profile at www.bemydd.com. Under the Reservations tab in the driver's profile he/she can review the order details. If the driver wishes to confirm the order, they can click the link that reads Click here to confirm the reservation. Once the link is selected, an automated CONFIRMATION email with the reservations details will be sent to the driver.

c. If the driver's schedule that he/she has provided BeMyDD matches the time/date of a customer's reservation placed online or through the mobile app, the driver may be auto-selected for the reservation. Once a driver is auto-selected, an automated phone call will be placed to the driver that will include a recorded message naming the time/date of the unconfirmed reservation. At this time an automated email detailing the PENDING order is sent to the driver. A driver can follow the prompts in recorded message to confirm the reservation. By pressing # a driver can hear the order details and then will be given an opportunity to press 1 to accept the order. Once accepted, an automated CONFIRMATION email with the reservations details will be sent to the driver.

**Please note that the automated email isn't the only place a driver can review the details of a reservation. One can always retrieve the details through the Reservations tab of his/her driver profile. If a driver confirms a reservation over the phone/online but doesn't receive the email, they are still very much confirmed for the reservation and can always clarify this by going to their profile. The emails themselves are not the confirmation of a reservation. The excuse from a driver that they didn't show to a reservation because they didn't receive the email is not an acceptable excuse.

A driver will always get a phone call to alert them of a reservation whether that is a phone call from a

call representative or an automated call. A Driver is expected confirm a reservation as soon as possible, or it will be given to the next available Driver.

3.2.3 Confirming Orders with Client

Drivers are expected to call the customer promptly after confirming to introduce themselves, let the customer know they can depend on transportation, and to confirm the exact pickup location and time. Drivers are expected to leave a voice mail if the customer doesn't answer. In the event that the driver was not able to reach a customer by phone, the driver is still expected to arrive at the designated time and location unless otherwise instructed by BeMyDD. If a driver arrives at a location for an order, and still cannot get a hold of the customer, please call our office so we can attempt to reach out to them. We would let you know if a customer does cancel an order immediately after we are notified, however if the customer never cancels with us, and the customer is a no-show, you will receive the payment for a minimum order.

***If the order is made more than a week in advance you are expected to call the client upon first confirmation of the order as well as 12-24 hours prior to the start time of the order.

3.2.4 While Waiting On Order

When a customer is taken to a location, the Driver is expected to park in the parking lot or on the side of the street in order to limit parking fees, unless otherwise directed by the customer. Drivers are expected to wait in or within close proximity to the vehicle until the customer returns. If for some reason they must leave for a restroom break, the Driver should ensure the car is secure and return immediately. Drivers are expected to have their cell phone charged, bill paid and ready with reception to answer at any given time during the reservation in case the customer attempt to contact him/her. If parked for example but not limited to, a Parking Garage be aware that this might be a dead spot for cell phone reception. It is imperative that Drivers ensure they are not in one of these locations without cell phone reception.

3.2.5 Cancellations

Customers are required to cancel reservations two hours prior to the start time with the BeMyDD callcenter. A late cancellation on behalf of a customer will result in the driver still being compensated for the equivalent of the minimum three (3) hour reservation. Drivers are expected to at least wait 15 minutes upon arrive and are encouraged to wait 30 minutes before leaving a reservation in which the customer is a no show. Always call in to BeMyDD to touch base with a BeMyDD representative should this occur so that we have notes on the order, and the recorded conversation.

3.3 Pickup Service

3.3.1 Description of Service

This is a one way service that requires a partner. This service Driver's and their partner will go to the first location, usually a bar or other type of establishment, take the client in the client's vehicle home, while their partner follows. The customer may have as many people in the vehicle as there are seat belts. The only thing that is not included in the service rate is Gratuity for the driver.

3.3.2 ON CALL

Teams of Drivers who schedule themselves available for this service should understand that they are on call and therefore shouldn't be far away from their phone and driving partner(s) while on the schedule.

3.3.3 Confirming Pick Up Orders

Drivers will be contacted for Pickup orders through a phone call placed by a BeMyDD call representative. Once the pickup is verbally confirmed, the driver will receive a CONFIRMATION email detailing the reservation s time/date, addresses, customer s name, customer s contact number(s), form of payment (cash is no longer an option for customers), and any special instructions.

Drivers are expected to make note of any additional intermediate stops provided. These should be included in the total mileage and compensation. If the client needs to make additional stops that were not included in the original order it is the drivers responsibility to keep the addresses of each stop so the mileage can be calculated at a later date or keep track of the mileage manually on the speedometer. The Driver would then need to make any adjustment needed for additional mileage after the order.

3.3.4 Confirming Orders with Client

Drivers are expected to call the customer promptly after confirming to introduce themselves, let the customer know they can depend on transportation, and to confirm the exact pickup location and time. Drivers are expected to leave a voice mail if the customer doesn t answer as well as attempt to text the contact number. In the event that the driver was not able to reach a customer by phone, the driver team is still expected to arrive at the designated time and location unless otherwise instructed by BeMyDD. If a driver arrives at a location for an order, and still cannot get a hold of the customer, please call our office so we can attempt to reach out to them. We would let you know if a customer does cancel an order immediately after we are notified, however if the customer never cancels with us, and the customer is a no-show, you will receive the payment for a minimum order.

BeMyDD does compensate for wait time on Pick Up Orders. (Please refer to 3.3.7)

***If the order is made more than a week in advance you are expected to call the client upon first confirmation of the order as well as 12-24 hours prior to the start time of the order.

3.3.5 Compensation

When a reservation is made, BeMyDD will create an order for the customer, which includes total mileage and total cost. The team will earn a minimum of \$36 on all pickups regardless of distance. Actual price the team will receive for mileage is dependent on the market in which they are providing the service.

3.3.6 Order Procedure

The registered BeMyDD driver will take the customer along with as many guests as the vehicle will legally permit to the destination(s) in the customer s car. The driver s partner may not necessarily be a registered BeMyDD driver, so there is no reason why they would need to interact with the customer. The other Driver should follow the vehicle to the destination(s) so the Driver in the customer s car will have a ride back home. At no time is any client/guest of the client to ride in the chase vehicle. This is NOT permitted for any reason due to insurance reasons.

3.3.7 Waiting for Client

Customers are allowed a 15-minute wait period for their convenience at the initial pick up location. However, after 15 minutes they will be charged an additional \$6 for every 15 minutes the Driver has to wait. If the Driver has another reservation following and are in a time constraint and cannot get to the customer then they should give the current client a 15 minute final warning before leaving and go to the next reservation.

3.3.8 Cancellations

Customers are required to cancel reservations two hours prior to the start time with the BeMyDD call center. A late cancellation on behalf of a customer will result in the driver still being compensated for the equivalent of the minimum (\$36) Pickup order just for arriving. Drivers are expected to at least wait 15 minutes upon arrive and are encouraged to wait 30-45 minutes before leaving a Pickup reservation in which the customer is a no show. Again, always be sure to call in to BeMyDD to touch base with a BeMyDD representative should this occur so that we have notes on the order, and the recorded conversation.

3.4 Peace Of Mine Plan (POMP)

3.4.1 Service Description

BeMyDD provides our client with on-site teams of professional drivers that will transport their guests and their cars back to their places of lodging. The teams of drivers will remain at the location to perform unlimited rides for their guests to get them back to their places of lodging throughout the duration of the reservation.

A BeMyDD representative, referred to as the logistics, will also be on-site to coordinate guests and direct transportation. When a guest is to be taken back to their place of lodging, one team of drivers will transport the guests in their vehicle as another driver follows them in a chase car in order to return the driver driving the guest's car back to the event. Once both drivers return to the event location, they will service the next guest(s).

Clients usually use this for an event such as a wedding, fund-raising dinner or other such event.

3.4.2 Confirming Orders with BeMyDD Drivers will be contacted for POMP orders through a phone call placed by a BeMyDD call representative. Once the pickup is verbally confirmed, the driver will receive an CONFIRMATION email that will be manually sent out by a representative after all teams required for the event have been confirmed. This email will detail the reservation's time/date, addresses, customer's/event contact's name and contact number(s).

3.4.3 Order Responsibilities

(1) Logistics Responsibilities- If an individual is requested to coordinate the logistics for the order that person will be the main point of contact for the client and the drivers. Driver's will be responsible to report to the logistics representative. The logistics representative is expected to call the POMP Client/Event Coordinator promptly after the order has been confirmed in its entirety to introduce themselves, let the customer know they can depend on transportation, and to confirm the exact pickup location and time. If a voice mail is reached, you are expected to leave a voicemail if the customer doesn't answer. In the event that the driver was not able to reach a customer by phone, the driver team is still expected to arrive at the designated time and location unless otherwise instructed by BeMyDD. It is the individual assigned to logistics to keep track of having the Non-Member Waivers for the POMP filled out and faxed or emailed into BeMyDD in the morning.

(2) Driver's Responsibilities- If no Logistics representative is assigned to the order each driver is responsible for the duties of the logistics representative as well as their own. Drivers are to make themselves available for the guests of the event. When a guest is to be taken back to their place of lodging, one team of drivers will transport the guests in their vehicle as the second driver follows them in a chase car in order to return the driver that is driving the guest's car back to the event. Once both drivers return to the event location, they will service the next guest(s). Drivers are expected to make note of

how many orders they provided.

3.4.4 Compensation

When a reservation is made, BeMyDD will create an order for the customer. Compensation is by the hour for both the BeMyDD driver and their partner. The hourly rate is \$15-\$17.50/hour depending on market and service provided, with a 2 hour minimum. This rate will be paid for compensation to be on site whether 7 guests are taken home or zero. Driver's are allowed to receive cash tip from the guests as well as the client/event coordinator.

3.4.5 Waiting for Client

POMP Client/Event Coordinator can sometimes be hard to get a hold of the day of the order due to many obligations they are responsible for. It is the Driver's responsibility to be seen for the guests even if they have not been able to get in communication with the main contact.

3.5 Future Reservations

All reservations must be placed through BeMyDD. It is the Driver's responsibility to direct a client to place an order through the BeMyDD system if the client mistakenly believes they are permitted to contact the driver directly for an order. However, clients can request that a driver call in an order for them to the BeMyDD offices. If this occurs, the driver would essentially be placing the order for the customer, and confirming at the same time. If Drivers are found to have agreed to future reservations with a BeMyDD customer without consent from the Company, their account will be automatically suspended and legal action will be taken.

4 Insurance Coverage

4.1 Liability

BeMyDD only offers reservations to individuals who have expressed that they are a quality driver and are confident in their driving skill set. If an accident occurs that is the fault of a Driver, the points and fines associated may fall on the driver. Accidents caused by a driver will likely lead to an account suspension until a resolution between BeMyDD, the customer, and the driver has been put into action.

4.2 Coverage

BeMyDD confirms automobile insurance coverage for each Driver. Please be sure to update your insurance accordingly. Drivers should fax proof of insurance to 877-925-8781 or send to insurance@bemydd.com. Insurance coverage legally follows the car, therefore Drivers should confirm a customer's automobile insurance before driving their vehicle. Usually, in the case of an accident, the customer's auto insurance policy will initially cover the damages. From there, the customer's insurance company may contact the Driver's insurance company in order to file a claim against them for the fault of the Driver during transit. If the insurance policy of the Driver does not cover the accident total in full, they may file a claim with BeMyDD to cover further expenses.

Each Accident is handled case by case basis and follow all laws that apply.

4.3 Accident Procedure

If any type of accident occurs, please call BeMyDD immediately to explain what happened in detail. It is always a good idea to write everything down right away so every detail is included. Also, please take as many photos as possible and send those to Contact@bemydd.com. Not filing a police report in the event of an accident. Whether the accident is the driver's fault or not, a police report is expected to be filed. If a police report is not filed, the liability for the damages may be in question. Please obtain a copy of the police report as soon as it is available and fax it in (877-925-8781).

All Drivers are understood to be confident in their driving skills and understand the duties set forth.

5 Accident Procedures

5.1 File a Police Report

If there is an accident, the Driver is to take proper precautions and procedures. Drivers are expected to always file a police report.

5.1.2 Notify BeMyDD

Drivers are required to notify the the call center of the accident as soon as the situation permits. This is required whether it is the BeMyDD Driver's fault or not. BeMyDD requires, when possible, to take pictures of the damage and send them in along with a short narrative of the incident within no more than 48 hours from the event. Please e-mail this into Contact@BeMyDD.com. Please label the subject *ACCIDENT #####* . (##### represent the order ID number)

5.1.3 Acquire a Copy of the Police Report

As a BeMyDD Driver you are expected, when the police report is ready, to acquire a copy and send it into BeMyDD via fax at 1-877-823-6933 or e-mail at Contact@BeMyDD.com.

5.1.4 BeMyDD Driver At Fault Accident

If the BeMyDD driver is at fault BeMyDD will require 2 estimates for any repairs from the client. The driver is required to supply the client with a copy of their current insurance card. As well as the client's order will be refunded due to the event.

5.1.5 Coverage of Damages

The Driver May be responsible for covering the cost of the damage. This will be determined on a case by case basis, after all information regarding the incident has been received. While any accident is under review BeMyDD reserves the right to freeze any deposits into the Driver's account until the investigation is complete.

If the BeMyDD driver is responsible for covering the damages BeMyDD will withhold a certain percent of all money to be deposited for orders completed until the cost of the damages has been paid in full. Rarely, however possible, BeMyDD reserves the right to retain 100% of orders completed by the driver until damage cost is paid in full by the driver.

6 Expenses

6.1 Customer Responsibilities

Customers are required to cover all extra expenses incurred during a reservation. A Driver will not be required to front these expenses.

6.1.1 Fuel

Customers are required to cover any gasoline expenses incurred during a reservation.

6.1.2 Parking

One of the benefits of using the services of BeMyDD for members is that they do not have to pay for parking if the driver can find it for free. If encouraged by the customer, Drivers should park on the side of the street and stay in the car throughout the entire reservation, or within close proximity. If paid parking is mandatory then the customer is responsible for covering the expense.

6.1.3 Other Expenses

Customers are required to cover all miscellaneous expenses (bridge fees, toll roads, special parking for driver car etc.) associated with a reservation processed through BeMyDD.

6.2 Reimbursement/Adjustments

If any expenses are incurred, a request for reimbursement may be issued after the reservation is processed. These requests can be made for specific reservations underneath the Reservations tab within a Driver's profile.

Please feel free to call 877-823-6933 and work with a call representative to add an adjustment. This is especially encouraged for new drivers. Call Representatives are available 9am-12am EST, 7 days a week.

7 Compensation

7.1 Personal Driver Service

Drivers receive \$10-13.50 per hour when taking a reservation for the Personal Driver Service. Compensation varies per market, and was discussed in your interview. There is a three (3) hour minimum for these reservations. Should the order last less than 3 hours, the driver would still receive the compensation for 3 hours.

7.2 Pickup Service

Drivers work in teams of two to take reservations for our pickup service. The total pay is equally divided between the two Drivers. The sum is \$20 car pickup + \$2.36 per mile with a minimum of \$36 pay per pickup, in most markets. If both partners are BeMyDD drivers, the pay will be split in half and directly deposited in your accounts. If the partner is not a BeMyDD driver (i.e., spouse, sibling, friend, etc.) the full amount will be directly deposited in the Driver s account. It will be up to you to split the pay with your partner. Remember to always account for the fact that you will incur a 5% deduction on the total direct deposit amount when splitting with your partner. (refer to 6.4)

7.3 Other Charges

If a reservation exceeds the agreed upon duration or other expenses are incurred, then Drivers can request compensation after the reservation is complete. They may do so in the Reservations tab of their profile by clicking on the Adjustment button.

An email will be sent to the customer and they will have the option of confirming or denying the requested sum. If they deny the extra sum then we will call the customer and make a final decision from there.

To avoid disputes, at the end of a reservation please recall the time with the customer. Many customers will not be paying attention to the time and a polite reminder is encouraged. It is a good idea to say something like, I really enjoyed driving for you this evening, however the order was scheduled to end at 10:00pm, and it is now 10:45pm, I just wanted to remind you that I do have to report this extra time to BeMyDD .

Please feel free to call 877-823-6933 and work with a call representative to add an adjustment. This is especially encouraged for new drivers. Call Representatives are available 9am-12am EST, 7 days per week.

7.4 Fees

There is a 5% fee for processing and direct deposit, as well a 2% background screening fee, which is taken out of a Driver s account balance each payroll. Therefore, for the first several payrolls, your withholding will be 7% to cover the background check and processing fees. The background check costs us \$25, so once you have earned \$1,250 in gross pay, the withholding will then be 5%.

7.5 Payroll

7.5.1 Bank Account Information

All Drivers must have their bank account information for direct deposit entered into their BeMyDD account before taking an order.

7.5.2 Deposits

Compensation 7-2

Driver's total compensation under this provision, less a 5% maintenance fee and 2% background check fee per successful referral, shall be deposited directly into a financial account, chosen by you, no later than fourteen (14) days from the date BeMyDD receives compensation from the referred customer. If you fail to enter your banking information prior to a payroll date, that amount would be held until you enter an acceptable account, at which point it would be paid to you. Typically, drivers will be paid every other Friday and the following Tuesday. If you have any questions concerning when the next payroll cycle will occur, or how much you will be paid out, please call us to clear up any confusion. Please only Call after you have reviewed the payroll calendar, and your account balance. It is easier to always have a calendar available to look at when calling. Follow our explanation of that week/months payroll cycle accordingly. Also, it is important that you have looked over your "account balance" before speaking with us; this makes it easier to answer your specific question. Payments may be delayed if compensation from customer is yet to be received.

NOTE: Direct Deposits must be made into a bank account, not onto a prepaid personalized Visa or MasterCard card and is linked to its own FDIC-insured bank account.

		Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	Before 5PM						
	After 5PM						
Week 2	Before 5PM				Payday		
	After 5PM						
Week 3	Before 5PM	Payday					
	After 5PM						
Week 4	Before 5PM				Payday		
	After 5PM						
Week 5	Before 5PM	Payday					
	After 5PM						
Week 6	Before 5PM				Payday		
	After 5PM						
Week 7	Before 5PM	Payday					
	After 5PM						
Week 8	Before 5PM						
	After 5PM						

Please review this calendar and explanation(s) thoroughly before calling in with any payroll related questions:

(1) Payroll is paid out every other Friday and following Tuesday

- Payroll is entered into the system a few days prior (Wednesday for Friday Payday; Friday for Tuesday Payday) therefore, you must have any adjustments or credit card tips to us prior to the Wednesday before a Friday payroll, or the Friday before a Tuesday payroll, otherwise these tips/adjustments will get pushed to the next Payroll.

(2) Hypothetically, you could be paid out both Friday and following Tuesday during a given pay period, however it depends on what days and times your orders fall on

- **Friday Payday** includes → orders completed and cleared from the Credit Card company between Tuesday 5pm EST and the Tuesday falling before Payday Friday at 5pm EST
- **Tuesday Payday** includes → anything after the cut off of Fridays pat (before 5pm EST Tuesday) until that Thursday at 5pm EST

Compensation 7-3

Friday payroll dates will usually contain more \$ than Tuesday payroll dates due to there being more days in the cycle. Depending on what day certain banking holidays fall on, the 5pm EST cutoff would be moved forward one day to accommodate for the delay in credit card processing.

The banking holidays to note are Martin Luther King Day, Presidents Day, Memorial Day, Labor Day, Columbus Day, and Veterans Day.**

8 Top Driver Mistakes & Best Practices

8.1 Mistakes

Possibly add some things from most recent email sent to driver(s) on best practices

Although our drivers are independent contractors, there are certain expectations that a driver should meet in order to provide members with what BeMyDD considers a successful reservation. Listed below are the top mistakes that drivers have made in the past that have led to reservations not meeting expectations. BeMyDD does do random follow-up calls to its customers and will be specifically inquire if drivers committed any of the following. BeMyDD reserves the right to cancel a driver's account at any time.

8.1.1 Call A Customer To Confirm

Not calling the customer when an order is confirmed can create issues or confusion from the start. Drivers are expected to call a customer in a timely manner (immediately, if possible) after confirming that they will take a reservation with a BeMyDD member. A timely manner is almost always considered to be within 24 hours of confirming an order. For example, if on Tuesday, June 5th a customer creates an order with BeMyDD for a driver to arrive on Friday, June 29, the driver is still expected to call the customer within 24 hours of confirming the order on June 5th. Many times calls this far in advance can be as simple as the driver introducing themselves and confirming the time and date of the order. If the introduction call is weeks in advance, the customer and driver can plan a later date that is closer to the actual reservation itself to contact each other and review specifics. In conclusion, if the customer is organized enough to place a reservation weeks in advance, they expect a driver to confirm the reservation weeks in advance thus allowing the customer peace of mind that the transportation aspect of their plans is covered.

8.1.2 Invading Privacy

Threatening/Invading the customer's privacy. Drivers are expected not to show up at the customer's home unannounced to introduce themselves prior to an order. Unless requested by the customer, the customer expects to meet a driver in person just prior to the designated reservation time/date. Drivers are also expected to call a customer when they arrive at a reservation to let the customer know of their arrival. Going straight up to the door may take a customer off guard or put them in a situation in which they feel obligated to hesitantly invite the driver into the home.

8.1.3 Drivers Cannot Be Found

Taking the customers cars home/run errands/to work. The majority of a driver's time during a personal driver reservation will be spent waiting with the customer's vehicle while the customers are enjoying themselves. Drivers are expected to stay with the vehicle in or very near to the customer's location. A BeMyDD driver is getting compensated to wait with the vehicle and to be ready to leave on short notice. A driver who thinks they can take the vehicle back home to wait, use to run errands, or use to earn additional income is breaking a BeMyDD agreement with the customer. Being that BeMyDD drivers are independent contractors, this could very well be considered auto theft and the customer has every right to pursue legal action. The best drivers are upfront with the customer in conveying exactly where the driver and the customer's vehicle will be at during all times of the reservation. Neither the driver nor the vehicle should go far unless specifically requested by the customer. Asking the customer if their car can be taken back to a driver's home or used for any purpose that take the vehicle further away from the customer puts the customer in a very uncomfortable position in which they may feel reluctantly obligated to approve when in reality they are against the idea.

8.1.4 Non-Compliant BeMyDD Rules

Asking a non-BeMyDD driver to complete the reservation. BeMyDD is only offering drivers reservations with its members if it is the actual driver themselves who will be operating the customer's vehicle. The company has an interview process and requires its drivers to go through background screening for a very specific reason. BeMyDD's umbrella insurance policy will only cover drivers who have been selected by the company through its interview process. If a family member/friend of a driver is performing the reservation on behalf of that driver, there could be major legal and monetary consequences for the BeMyDD Driver.

8.1.5 Tickets/Fines

Not being mindful of where the car is parked. Unfortunately, there have been drivers in the past who have parked customers cars in ticketed and tow zones. BeMyDD drivers are independent contractors. If the customer's vehicle is ticketed or towed during or as a result of a reservation, the driver will be liable for monetary penalties arising from such negligence.

8.1.6 Tardy

Tardiness informing BeMyDD of adjustments. Drivers should please call BeMyDD the following day after a reservation that requires an adjustment regarding compensation for extra time, wait time, or change in payment method. Drivers should make sure that they speak to a call service representative as opposed to sending an email or leaving a voice mail. It is not uncommon for emails or voice mails to get lost.

8.1.7 Take Cash Payment

Not informing BeMyDD of a change in payment method. The vast majority of customers are no longer permitted to pay for orders in cash. Drivers should always know prior to a reservation how the customer has indicated that he/she intends to pay for the order. On occasion a customer will initially indicate that they intend to pay the order in cash, but at the end of the reservation they change their mind and wish to charge the order to their credit card on file. Also on occasion the opposite occurs in which a customer indicates that they wish to pay with their credit card on file but decide to ultimately pay the driver in cash. BeMyDD drivers are responsible for reporting such changes within 24 hours of a reservation. If not notified, a driver's compensation on pay day could be affected.

8.1.8 Not Completing Schedules

Not Completing Schedules. A notable percentage of members are increasingly placing their reservations through www.BeMyDD.com. The only drivers that customers can choose from when selecting a driver online are the ones who have completed their schedules. Drivers miss out on potential business by not filling out their schedules.

8.1.9 No Cell Phone Service

Mobile communication difficulties. A driver is expected to have a phone on them at all times. BeMyDD should have this number. The phone should be adequately charged ensuring the battery life will last well beyond the reservation. If a driver finds himself or herself in a situation in which they are going to be late for a reservation, they are expected to contact the customer and notify them of their estimated time of arrival. If a driver is late and the client decides to cancel because of the tardiness, the driver will not be compensated for anything. So ensure you have enough time to get to orders on time even if the unexpected occurs. A driver is expected to be accessible to BeMyDD and the customer via mobile phone at all times during the order. Effective communication between the customer and the driver are

essential for a successful order.

8.1.10 Creating Car Problems

Draining the car battery. Playing the radio or keeping the vehicle's lights on for a prolonged period of time will drain the car's battery. If there is inclement weather, either too hot or too cold, we ask that you come to an understanding of where you will be so you do not have to keep the car running. This could be a deli, or coffee shop for example. Under no circumstances should you be in a bar due to the possibilities of misconceptions that could be formed.

8.1.11 Not understanding Scheduling

Not realizing that they can select 12am as the latest they are available for a given day when completing their schedule. Many drivers wish to be available on their profile schedules until 12am or later. Some of these drivers haven't realized that they can select 12am from the "time until" drop-down box, while completing their schedules. These drivers will select that they are available until 11pm thinking that is the latest the scheduling goes for a given day. Drivers can select 12am for both the "Time From" and "Time Until" selections.

8.1.12 Accident Report

Not filing a police report in the event of an accident. Whether the accident is the driver's fault or not, a police report is expected to be filed. If a police report is not filed, the liability for the damages may be in question.

8.1.13 A Note on Personal Weapons/CCW

If you have a CCW, and regularly carry a weapon on you, then you must clear this with the client prior to arriving to the order. Some of our drivers, especially those with security/law enforcement background, feel most comfortable exercising their right to carry a self-defense weapon if they have a state issued, up-to-date, valid CCW. BeMyDD sees no reason why a driver would require a weapon, however if you do feel the need, then it must be cleared with the customer ahead of time, otherwise the weapon must be secured in the Driver's vehicle for the duration of the order. BeMyDD is not in the security or self-defense business, we are in the business of safe, reliable, and professional transportation.

8.2 Best Practices

Now that we have gone over some mistakes, I would lastly like to include several guidelines that, if followed, drivers will certainly gain loyalty from the customer, and increase their odds of a very generous tip.

8.2.1 Always be professional in appearance and attitude

BeMyDD's standards of excellence include creating a favorable impression on customers, prospective customers and others. Therefore, all Drivers are expected to be clean and neatly groomed. Appropriate business attire is expected to be worn at all times. BeMyDD's standards are known by many as *Business Professional* attire. Professional dress, for men, simply means a dark business pants (suit is always preferred if available), conservative dress shirt worn with a tie (any color), and shined black or brown dress shoes. For women, professional dress means a dark skirted or pants suit, conservative dress shirt, hosiery and pumps (closed toe with a heel/comparable flats). Although BeMyDD does not require a full suit, or sport jacket for men or women, dressing more formally is always a much better idea than dressing too casually.

Drivers should conduct themselves in a business-like manner at all times while on the job. This includes appropriate language, conduct and business attire so as to give the best impression of the Company to our

Drivers should try to put the customer at ease. If the occasion is appropriate, Drivers may want to open doors for passengers and load their bags/luggage into the vehicle or assist in any other manner. In the event of a medical patient transport reservation, providing assistance can be very important. It is appreciated when Drivers ask the customer whether they would like to have them wait in the waiting room for them, or just wait in the car. Driver's tips, usually reflect the level of service the customer has

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received. Some drivers go above and beyond. Customers will always remember the driver's that go out of their way. For example, some drivers will buy a case of bottled water ahead of time; bring several bottles with them to the reservation to offer to the customer. This 20 ¢ investment could return 100 fold in the form of a tip, as well as the impression that is made on the customer. Whether the client wants the water or not, this gesture is incalculable. This example is just a suggestion, and is not required. The most important takeaway is that every small thing adds up to a better overall customer experience, the likelihood of better tips, as well as being requested by that same client or their friends on future orders.

8.2.2 Never be late

Call the customer to confirm the reservation immediately. Plan to be at the address at least 10-15 minutes before the order is to start. Leave yourself plenty of time for the unexpected, including traffic, difficulty locating house, etc.

8.2.3 Exceed Expectations

Many first time customers do not know what to expect, show them top tier service, and they will remember it! This will increase your chances of them requesting you as their driver on future orders.

8.2.3 Be Prepared

Always remember to bring your cell phone; make sure it is charged, and you have service in the area you are in. When you call to confirm the order see if you can get information on where they plan on going for the evening. That way if it is somewhere that a driver is not familiar with they have a chance to map it out online before the order.

8.2.4 Etiquette

Drivers are hired by the client to complete a job. Confidentiality is an important part of being a chauffeur. BeMyDD does have some high profile clientele These individuals have a right to privacy and need to be assured their entire staff is loyal. Talk when talked to, but not insert themselves into conversations. Personal Chauffeurs should practice quiet driving skills with a passenger in the vehicle. While on orders with clients, drivers should not eat, drink or run personal errands.

8.2.5 Presentation

It is highly recommended for driver's to not wear sunglasses outside of the limousine. As they present a psychological barrier between the chauffeur and the clients. This can send a negative message to those you are servicing. Being able to have eye contact shows that he or she is interested and focused on you. Chauffeur uniform etiquette shows that drivers should avoid any unusual colors, piping or tassels on the uniform that may detract attention from the passenger and onto the chauffeur. Colored ties, cummerbunds, handkerchiefs or any other uniform items should be omitted from any driver's attire according to business etiquette for professional drivers.

8.2.6 Be Contentious

Do not wear heavy perfumes or shaving lotions. If you are a smoker you may not yet accept that the smell of smoke invades your clothes, hair, and hands, and does so for a period of time even after the flame is extinguished. The odor can be a definite turn off for Customers. Keep in mind that you will be in close proximity of your clients. A Driver's job is to fade into the background and not stand out.

8.2.7 Accept Guidance and Responsibility

If anything ever seems questionable, or something goes wrong, call it in immediately. A call center

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representative may be able to better assist Drivers with something they are unsure about. At the very least the representative will note the order so that it is on file and recorded on our end. It is always better to make confident comments to the client, then ones that you know may be wrong.

8.2.8 Provide a Smooth and Comfortable Ride

Driver's should focus on the safety of the customer's and the travel route. If there is unexpected traffic that causes a travel delay, the driver should not mention a problem. Instead they should simply take another route. Be prepared for each order plan routes for the safety and comfort of the client. Have as much knowledge of local routes and traffic patterns as possible. Personal Chauffeurs should practice quiet driving skills with a customer in the vehicle.

8.2.9 Add Extra Value

Some of our best drivers cater to the needs and wants of BeMyDD's most distinctive clients. These drivers add value by offering personal mobile concierge services during idle time. This could include but not limited to; car detailing, picking up dry cleaning, pick up / drop off: dry-cleaning, laundry, Vehicle maintenance, car wash, Pet care: pet grooming, pet sitter / walker. All of these are simply suggestions. However, it is easier for a client to remember or be willing to offer you a referral if you go above and beyond.

So find your own way to stand out and watch your business blossom.

9 Being Listed as a Driver

9.1 Suspension of Profile

Complaints filed by a customer regarding a Driver's operating skills may be a cause for account Suspension. However, this is not the only reason a driver's account could be suspended. BeMyDD reserves the right to suspend any Driver's profile for any reason.

BeMyDD drivers must communicate anything and everything to call reps via telephone calls, emails, and voicemail in a timely fashion if there is ever any type of questionable behavior on behalf of the client. As a driver, if you feel something is wrong, or that the customer is in breach of terms & conditions, please let us know right away. If you are working on the PU or POMP with other BeMyDD drivers who you believe are breaching any terms set forth in this handbook and/or Terms & Conditions, it is your responsibility to let BeMyDD know immediately.

9.2 Suspension Time Frame

Any driver suspension can be temporary or permanent. Each suspension is determined on a case by case basis. A driver does have the right to request a reinstatement at any time. This may be sent to Contact@bemydd.com.