



DRIVERSNG.COM

TERMS OF USE

DEFINITIONS:

- a. **Client/Customer/Employer:** This is a person or organization that is willing to hire a driver for a purpose (contract employment and temporary employment) via this platform.
- b. **Drivers:** This is a person that has been professionally orientated and vetted to render his/her services as an independent contractor to **client/customer/employer** within the stipulated time and job description.
- c. **Service:** This entails providing a professionally trained, reliable and vetted driver in 24 hours or less for contract employment and providing temporary employment solutions such as day service, week service, weekend service, outsourcing and private training sessions.
- d. **Company/Service Provider:** This refers to the entity in charge of providing and rendering professionally trained and vetted drivers to persons and/or organizations who need their services.
- e. **Stipulated Time:** This refers to an agreed period of time within which service is to be provided/rendered.

PROCESS FOR HIRING IN 24HOURS:

Hiring a professionally trained and vetted driver;

a. Via KING'S SERVICE:

- i. Fill in all your requirement and select your preferred salary structure.
- ii. Pay a one-off upfront service charge of **#25,000.00**.
- iii. Get a driver that matches your requirement in 24 hours from time of request.
- iv. Carry out a 72hours driver's compatibility assessment.
- v. Employ when impressed with driver skills and compatibility (*we have a record of over 85% driver to employer match at first attempt*).
- vi. We send the employer the following;
 - i. Complete drivers profile

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- ii. SLA (Service Level Agreement)
 - iii. Comprehensive Guarantors information
 - iv. Guarantor's guaranteed confidential letter
 - v. Referee's guaranteed confidential letter
 - vi. For this service, psychometric assessment based on employer's requirement will be conducted on driver.
- vii. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver in 24hours until you are satisfied.
- viii. A monthly fee of #5,000.00 is included to driver's salary for additional services:
- a. Access to automatic replacement in 24 hours when the need arises.
 - b. Access to payment management 5 days to the end of the month
 - c. Consistent security checks on driver's guarantors
 - d. Update sessions/re-training programs every last Saturday of the month for the driver
 - e. Follow up on client/driver welfare
- ix. All customers/clients would enjoy **Automatic Replacement** as long as we supervise driver's salary payment.

b. Via PREMIUM'S SERVICE

- i. Fill in all your requirement and select your preferred salary structure.
- ii. Pay a one-off upfront service charge of **#18,000.00**
- iii. Get a driver that matches your requirement in 24 hours from time of request.
- iv. Carry out a 48 hours driver's compatibility assessment.
- v. Employ when impressed with driver skills and compatibility (*we have a record of over 85% driver to employer match at first attempt*).
- vi. We send the employer **ONLY** the following;
 - i Basic drivers details
 - ii Guarantors information
- vii. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver in 24hours until you are satisfied.
- viii. A monthly fee of #5,000.00 is included to driver's salary for additional services:
 - a. Access to automatic replacement in 24 hours when the need arises.
 - b. Access to payment management 5 days to the end of the month
 - c. Consistent security checks on driver's guarantors
 - d. Update sessions/re-training programs every last Saturday of the month for the driver
 - e. Follow up on client/driver welfare
- ix. All customers/clients would enjoy **Automatic Replacement** as long as we supervise driver's salary payment.

c. Via GOLD'S SERVICE

- i. Fill in all your requirement and select your preferred salary structure.
- ii. Pay a one-off upfront service charge of **#8,000.00**

- iii. Get a driver that matches your requirement in 24 hours from time of request.
- iv. Carry out a 24 hours driver's compatibility assessment.
- v. Employ when impressed with driver skills and compatibility (*we have a record of over 85% driver to employer match at first attempt*).
- vi. We send the employer **ONLY** the following;
 - i. Driver's contact
- vii. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver in 24hours until you are satisfied.
- viii. A monthly fee of #5,000.00 is included to driver's salary for additional services:
 - a. Access to automatic replacement in 24 hours when the need arises.
 - b. Access to payment management 5 days to the end of the month
Consistent security checks on driver's guarantors
 - c. Update sessions/re-training programs every last Saturday of the month for the driver
 - d. Follow up on client/driver welfare
- ix. All customers/clients would enjoy **Automatic Replacement** as long as we supervise driver's salary payment.

PROCESS FOR BOOKING:

Booking a professionally trained and vetted driver for an hour (you can only use 2hours minimum)

- a. Fill in all your requirement a day before the day of use.
- b. Get appointed driver that matches your request on the day of use. Pay after service, a charge of **#1,850.00** (all other cost inclusive).

Booking a professionally trained and vetted driver for a day (10hours maximum)

- c. Fill in all your requirement a day before the day of use.
- d. Get appointed driver that matches your request on the day of use. Pay after service, a charge of **#7,350.00** (all other cost inclusive).

Booking a professionally trained and vetted driver for a Week;

- i. Fill in all your requirement a week before the week of use.
- ii. Get appointed driver that matches your request on the week of use.
- iii. Pay after service, a charge of #25,000.00 per driver or #50,000.00 for a uniformed driver (all other cost inclusive).

Booking a professionally trained and vetted driver for weekend (Sat. & Sun.);

- i. Fill in all your requirement a day before the day of use.
- ii. Get appointed driver that matches your request on the day of use.
- iii. Pay after service, a charge of #10,000 (all other cost inclusive).

Request a private one to one training session

- i. Fill in all your arrangement for the training session.
- ii. Get professional instructor for training sessions.

- iii. Pay company at the end of set time

PROCESS FOR SUBSCRIBING MONTH ON MONTH DAY SERVICES:

Subscribing for month on month daily service

- a. Fill in all your requirement
- b. Select the subscription duration period
- c. Choose the plan you want for your self
- d. Get an appointed driver for each day service

PRICING SUMMARY

SERVICE TYPE	CHARGES
Driver for an hour	N1, 850.00/driver
Driver for a day	N7,350.00/driver
Driver for a week	N25,000.00/driver
Driver for a week with uniform	N50,000.00/driver
Driver for a weekend (sat. & sun.)	N10,000.00/driver
Driver for inter-state	Contact for price
Driver for contract employment	N25,000.00/driver
Outsourcing(Training, supply and payroll)	Contact for price
Private one to one driving training	N 5,000.00/hour
Subscription for 2 times day service in a month	N10,500.00/Month
Subscription for 3 times day service in a month	N15,750.00/Month
Subscription for 4 times day service in a month	N21,000.00/Month
Subscription for 5 times day service in a month	N26,250.00/Month
Subscription for 6 times day service in a month	N31,500.00/Month
Subscription for 7 times day service in a month	N36,750.00/Month

Subscription for 8 times day service in a month	N42,000.00/Month
Subscription for 9 times day service in a month	N47,250.00/Month
Subscription for 10 times day service in a month	N52,500.00/Month
Hotel transfers	N10,750.00/trip + driver plus car
Airport Transfers	N10,750.00/trip + driver plus car
Daily Move me around	N27,750.00/driver plus car
Wedding Transfers	N75,000.00/driver plus car
Mild Verification	N7,500.00/driver
Intense Verification	N18,000.00/driver

VERIFICATION:

Drivers are tested on Knowledge of road signs, simple Logical reasoning, temperamental checks, handling emergency highway scenario. Back ground checks are carried on Personality/Family Background, metropolitan route acquaintance, driving experience, temperamental checks. Health checks on blood pressure, Eye/Vision test. Checks on driver's license, BVN and other driving documents. Drivers are trained on how to drive clients in style and safety, use of navigation map on smart phone. Guarantor's **verification are carried on guarantor's details, Confirmation of details, etc.**

USAGE:

How to use professionally trained and vetted drivers on DRIVERSNG platform

- i. Fair judgment should be exercised when relating with drivers from our platform.
- ii. Discussions with drivers should be centered on their duties to serve you better and not on personal issues.
- iii. Drivers are only to be used for driving as to be stated within the scope of their job description.
- iv. All forms of assaults must be avoided, such as physical assaults, sexual assaults, etc. As a professional driver he/she is required to exercise car-care rights and drive you in safety, style and comfort.

- v. Professionalism requires that the **Client/Customer/Employer** properly consider suggestions, contributions and advise that driver may offer concerning car care, driving you in safety and comfort.
- vi. **Client/Customer/Employer** must ensure that either comprehensive insurance cover and or at least third party insurance cover is on the said vehicle.
- vii. **Client/Customer/Employer** must not give out gift or tip driver except if it relate to their service delivery.
- viii. **Client/Customer/Employer** must treat driver as professionals and with respect. As we frown at maltreatment of any form.
- ix. **Client/Customer/Employer** cannot convert the provided professional driver role (which is driving and car-care) into another use.

SERVICE:

- i. Using this service makes you binding to company to provide and render to you the **Client/Customer/Employer** the services of a **fulltime/temporary driver** in the Company's service to the Client and the agreed scope of work that will be framed up by **Client/Customer/Employer** as job description via your application to hire a driver.
- ii. The services to be rendered by company through its Driver has being framed up by **Client/Customer/Employer** as job description via your application to hire a driver.
- iii. The **Client/Customer/Employer** shall ensure that they strictly adhere to the job description that is framed up via your application to hire a driver.
- iv. The service delivery is to commence as soon as compatibility accessibility has been completed within the stipulated time, in which **Client/Customer/Employer** is satisfied that driver matches expectation and requirement. Guarantor's forms and other important documents are handled over to Employer/Client.
- v. The **Client/Customer/Employer** shall have the responsibility to provide a car for the use of the **personal/corporate/truck /day driver/weekly/ weekend driver**. The car to be used for the provision of a driver services under this contract shall be as already framed up as job description via your application to hire a driver.

RIGHT TO ADDITIONAL SERVICE:

- a. **'Right to additional service'** means **Client/Customer/Employer** has chosen to enjoy access to other services apart from the provision of a driver which happens after one-off service payment has been made. **Client/Customer/Employer access to** additional services allows enjoyment of the following:
 - i. Consistent security checks on driver's guarantors.

- ii. Automatic replacement in 24 hours.
- iii. Payment management.
- iv. Update sessions/re-training programs for driver.
- v. Follow up on Client & driver welfare.

N.B: additional service attracts only #5,000.00 on a monthly basis.

EXCLUSION FROM ADDITIONAL SERVICE

- a. **‘Exclusion’** means **Client/Customer/Employer** has chosen not to enjoy access to additional services offered to them after one-off service payment has been made, hence, service delivery will stop at company giving all documents pertaining driver hired, such as; verified guarantor’s extra/additional **N7, 500.00** (Seven Thousand and Five hundred naira only) applicable for Gold service users (**Client/Customer/Employer**) and **N5, 000.00** (Five Thousand naira only) applicable for Premium service users (**Client/Customer/Employer**) will be charged respectively for access to exclusion policy, except users on king’s service package. Meanwhile exception occurs for the following;

- i. Consistent security checks on driver’s guarantors.
- ii. Automatic replacement in 24 hours.
- iii. Update sessions/re-training programs for driver.
- iv. Follow up on Client & driver welfare.

N.B: No additional service payment #5,000.00 would be required and driver’s salary directly to company is **COMPULSORY**.

RESPONSIBILITIES AND OBLIGATIONS:

- i. The company shall be responsible to provide driver’s guarantors upon being held fully liable for theft or deliberate damage of client’s vehicle by the appointed driver.
- ii. The **Client/Customer/Employer** shall ensure that the vehicle to be used under this service delivery is in good condition and kept in a good and efficient condition
- iii. The **Client/Customer/Employer** shall ensure that the said vehicle is duly maintained for optimal performance.
- iv. The **Client/Customer/Employer** shall ensure that the said vehicle is duly registered and all the vehicle papers/documents are up to date
- v. The Company and or its Driver shall not be held liable in the event that the vehicle has not being registered, maintained and or renewed.
- vi. The Company shall not be held liable in the event of accident(s) not due to the negligence, refusal and or failure of the Company and or its driver

- vii. The **Client/Customer/Employer** shall ensure that the said vehicle has a comprehensive insurance and or at least a third party insurance.
- viii. The **Client/Customer/Employer** shall release her driver for re-training, update sessions programs at required times.
- ix. The **Client/Customer/Employer** shall ensure that the driver's salary is paid through the company's account inclusive of management fee on or before five days to month ending.
- x. The **Client/Customer/Employer** shall be automatically debited for driver's salary and additional service fee five days to month ending.
- xi. The **Client/Customer/Employer** must have read and understood '**how to use a Professional driver from our platform**' policy above.
- xii. Drivers can't have any access to employer's contact except express permission by client and vice versa.

SALARY SCHEDULE

Uniform salaries are charged across board for the three different categories of work. Below are the salary structure;

- a. **Mondays – Fridays:** Starting basic driver's salary is **N50, 000.00**, where driver's salary is set to be **N45, 000.00**, while N5, 000.00 monthly charges for additional services. **ALL SALARY IS PAID THROUGH US.**
- b. **Mondays – Saturdays:** Starting basic package is **N55, 000.00**, where driver's salary is set to be **N50, 000.00**, while N5, 000.00 monthly charges for additional services. **ALL SALARY IS PAID THROUGH US.**
- c. **Mondays – Sundays:** Starting basic package is **N60, 000.00**, where driver's salary is set to be **N55, 000.00**, while N5, 000.00 monthly charges for additional services. **ALL SALARY IS PAID THROUGH US.**

NB: Salary is not static, as **Client/Customer/Employer** can offer more for any of the work category.

FINANCIAL OBLIGATION, REFUND & PAYMENT

- i. Salary payment must be made through the company. An extra/additional **N7, 500.00** (Seven Thousand and Five hundred naira only) applicable for Gold service users (**Client/Customer/Employer**) and **N5, 000.00** (Five Thousand naira only) applicable for Premium service users (**Client/Customer/Employer**) will be charged respectively for access to operate on exclusion policy, except users on king's service package.
- ii. Payment is completed before Compatibility assessment of driver is carried out within one to three days.
- iii. Driver's salary shall be paid into company account, while company shall pay driver's salaries at month end for **Client/Customer/Employer** enjoying additional services.
- iv. The mode of payment is prepaid and it's a one-off service charge set at #25,000.00 for king's service, #18,000.00 for premium's service or #8,000.00 for gold's service respectively.
- v. The charge for the additional service is #5,000.00 monthly which is inclusive to driver's salary paid to us.
- vi. Driver can only resume at appointment when the **Client/Customer/Employer** has fulfilled all financial obligation approved to service provider.
- vii. Refund is only possible when service provider has failed to match up expectations, or client is dissatisfied at service rendered. In the scenario where client has been served by service provider and still wants a refund this amounts to a 50% refund, while when client has not been served at all or expectations not met or client can't longer bear with service provider or service provider can't meet up within promised time, as requested by client there shall be a refund of 75% as the other 25% covers cost of transfer, search and matching.
- viii. Where we determine that a refund request is valid, we shall make reasonable efforts to grant the refund request.

CONTRACT POLICY

- i. **Client/Customer/Employer** is required to signify the number of month to service provider for which service will be needed and must honor the stipulated terms of contract.

- ii. In a situation, when **Client/Customer/Employer** have completed the stipulated time for the contract, driver can be released to the company's pool or a review can happen, which would cover salary and stipulated time for work review. At this point new service charge required would be discounted based on the number of month contract was lastly carried out. Below are the discounted rates;

MONTH	DISCOUNTED RATES
ONE OR LESS	5%
TWO	10%
THREE	15%
FOUR	20%
FIVE	25%
SIX ABOVE	30%

- iii. **Client/Customer/Employer** should give service provider minimum of 2 weeks' notice before changing driver for any reason.
- iv. In a situation, when **Client/Customer/Employer** request for change of driver, request would only be granted when contract has being honored by **Client/Customer/Employer**.
- v. In a situation where **Client/Customer/Employer** has sincerely admitted not to longer honor contract agreement and pushes for a change/replacement before the expiration of driver's contract, **Client/Customer/Employer** shall compensate/pay driver for all the days driver has worked and 25% of driver's salary shall resume as service charge if **Client/Customer/Employer** would still require a replacement.
- vi. In a situation, when driver decides not to honor the stipulated amount of time stated by the contract and leaves, driver would not be compensated/paid for days worked for.
- vii. Drivers under employment will be paid on the 10th day of the next month for monthly salary.
- viii. All fulltime drivers should note, the company would be responsible for an annual or monthly subscription for all its drivers on its platform which covers for **Renewable card, Documentation fee, Certificate (to access certificate must have worked with us 3 months successfully or attend training and pay separately for it which is N2,500.00), driver's fashion signage and verification.** The rate for this subscription is a monthly deduction of **5%** or **N10, 000.00** per annum. This could be from salary when given a full time job or could be upfront payment as driver so desires. For short term drivers an annual subscription of N5, 000.00 or 1.5% month on month applies.
- ix. The company would be responsible for paying ALL drivers on its platform their salaries or rewards for performance of their duties.

ALLOWABLE SERVICE & DISCOUNT ON SERVICE CHARGE

- i. **Client/Customer/Employer** is allowed to make a 50% upfront payment for activation of service delivery and complete payment after driver's matching is completed.
- ii. 5% discount is allowable on service charge across board
- iii. Driver's salary can be paid to company at the beginning of a new month for payment to be made early to driver, but salary must come in five days to the end of the month or as at when due.
- iv. Separate driver compensation allowance (travelling allowance or overtime) must be made available to cover inter-state travelling, longer stay after agreed closing time and other sundries respectively as the case may be.

I, THE USER (CLIENT/CUSTOMER/EMPLOYER) HEREBY ACKNOWLEDGE TO HAVE READ AND AGREED TO THIS TERMS OF USE. I AGREE TO ABIDE BY THE TERMS OF USE IN USING SERVICES OFFERED AND RENDERED BY THE SERVICE PROVIDER.

