

eCabs & You

# Passenger Safety Charter



# Welcome to eCabs & You, a promise of unyielding commitment to your safety and peace of mind.

**Passenger and driver Safety are at the core of what we do every day. We advocate and nurture an exemplary and supportive culture, for mutual respect, harmony and above all safety throughout each journey we embark on with our clients.**

Since our inception in 2010, we have worked hard towards committed vision of unparalleled safety in service delivered to our clients. **eCabs & You** lays down the rights and responsibilities for all stakeholders in the provision of the service, as well as all the measures we currently have in place to ensure that all our rides are enjoyable and that passenger safety remains at the core of our service. We will keep tirelessly investing in our team and our technologies with the relentless aim of offering a remarkable and safe customer experience at all times.

Endorsed by:



# Driver training

**Our driver training programme goes well beyond the regulatory requirements. Our process includes:**

- Pre-interview skill assessments and suitability test.
- A series of in-depth interviews covering personality, experience and personal requirements.
- A series of class-based training sessions covering all operational aspects, as well as customer care and health and safety.
- A series of driving trials and tests, including hands-on road sessions with experienced drivers

To ensure acclimatisation and road network knowledge, all our employed, non-EU drivers undergo an extensive, 2 month bespoke class and practical training programme, applicable only upon certification covering criminal record checks and driving license records from the respective foreign authorities.



# Company Fleet

**eCabs operates an extensive fleet of vehicles, all appropriately serviced and in full functioning order, with all safety features in line with standards and regulation, including but not limited to:**

- Tracking modules
- Airbags
- Seatbelts
- Fire extinguisher
- Security triangle
- First aid kit



# eCabs Clean

**Cleanliness is a key operational priority and at eCabs we adopt the most stringent policies across the board. Our strict 'eCabs Clean' policies are a key front-line tool to respond to the global pandemic.**

We knew that a clean and sanitised vehicle is essential for a delightful passenger journey and is necessary for our drivers. Long after the virus has ceased to be a worry, we will persist with our standard operating procedures for the cleanest cabs - stringent cleaning routines, driver training, all possible sanitising measures, and a quality control system that regularly checks the cleanliness of all of our vehicles. eCabs Clean measures are updated regularly on our website with all revisions based on prevailing public health best practice. These may be broken down into the following categories:



Protective Gear



Contactless payments



Air circulation policy



Vehicle sanitisation



Blocked locations



Seating configuration

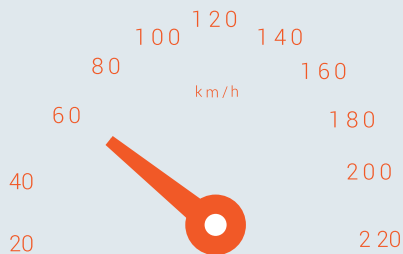
# Before booking or commencing your journey, kindly take note of the following travel guidelines.



Fasten your seatbelts and those of any minors who may be traveling with you when you board the vehicle, before the trip starts.



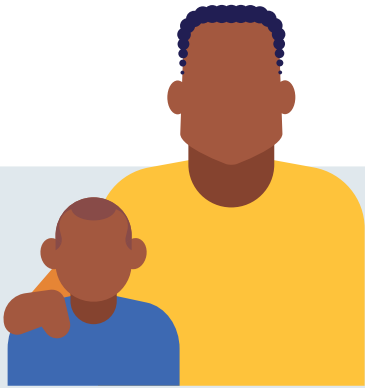
Secure infants using a child seat before the journey commences, which may be requested at the time of booking.



Refrain from making requests for over-speeding to your driver.



Observe a polite and respectful trip, and refrain from engaging in any behavior which may distract your driver.



If booking on behalf of minors, ensure they are not going to travel unaccompanied, unless under the specific authorisation of the parent or legal guardian.



Respect the vehicle passenger limit, which may be changed from time to time for safety reasons.

Hey Joe,  
Your driver, Christine,  
is approaching.  
Registration ELY123.  
Mobile: 79840019



Confirm that the vehicle you are about to enter matches the identification supplied. SMS and APP notifications are sent when the cab is approaching and contain the necessary driver and cab details, including the vehicle registration number, the driver name and mobile number.




Respectfully follow the driver's instructions which are in line with eCabs Health & Safety standard operating procedures.



# Drivers Responsibilities

## An eCabs driver has the following responsibilities:

- Keep the Transport Malta Drivers Tag in clear view of passengers.
  - Be friendly, courteous, respectful and helpful with clients.
  - Be punctual, drive safely and respect the highway code at all times.
  - Ensure that all doors are securely closed before the vehicle sets in motion and that passengers do not board or alight the vehicle unless the vehicle is at a complete standstill.
  - Securely restrain approved wheelchairs or safely store mobility aids, other equipment and luggage, as well as using an appropriate Bluetooth earpiece to communicate with headquarters.
  - Assist passengers with any reasonable needs, to the best of their ability.
  - Assist passengers where reasonable and be understanding of passengers with any form of disability.
  - Have spare change at all times for cash paying passengers.
  - Ensure that the cab is kept clean inside and out at all times, in line with eCabs Clean policies.
  - Dress in appropriate attire, in accordance with eCabs guidelines.
  - Strictly follow eCabs Health & Safety standard operating procedures which are consistently updated.
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# Passenger Rights

## As an eCabs passenger you have the right to:

- View a displayed and visible Transport Malta Drivers Tag for identification.
- View, upon request, a true copy of the operator's license issued by Transport Malta which is available in each vehicle at all times.
- Advise the driver of any preferred route to your destination upon boarding the cab, as long as this request is reasonable in reaching your point within a similar amount of kilometers.
- Enjoy an environment which is adjusted to your liking, including heating or cooling, music choice and volume adjusted to reasonable comforts.
- Stop the driver from being distracted by anything under his control, including the illegal use of a mobile phone whilst driving. Wireless communication is permitted.
- Request reasonable assistance getting into or out of the cab (if required), as well as with the loading and/or unloading of luggage or other personal items.
- Ask for and receive a fiscal receipt at the end of the trip. If booked through the App or the Website, your receipt is sent by email. If paying by cash in vehicle a receipt may be requested by sending an email to [accounts@ecabs.com.mt](mailto:accounts@ecabs.com.mt).
- Be accompanied by an assisted domesticated animal. Please note that depending on the size and pet species, the driver has the right to establish where the pet may sit during the journey, always with trip safety being the primary consideration. Please read our T&Cs for more detail.
- Enjoy a smoke free environment -smoking inside the vehicle is illegal.
- Be serviced by a driver who is knowledgeable about eCabs Health & Safety procedures.

# Drivers' Rights

**An eCabs driver has the right to respectfully demand behavior and actions that put trip safety above all, using her/his better judgement to ensure passenger rights and responsibilities as well as her/his responsibilities are respected and adhered to at all times.**

The driver will always have the right to terminate a ride should it be established through responsible judgement that inappropriate, violent or offensive behavior is experienced during the trip. Offensive or aggressive behavior will not be tolerated against our drivers.

# Procedure for complaints

In the unlikely case of a driver acting in an unprofessional manner, you are kindly advised not to engage in any arguments, especially whilst the cab is in motion. In such unlikely cases you are advised to:

- i. Respectfully ask the cab to be stopped for your rightful exit. You are kindly asked to call +356 21 38 38 38 to report the incident and request another cab to be dispatched, at no extra cost, irrespective of the location you find yourself in.**
- ii. Report the incident directly at the Customer Care office at eCabs Head Office in St. Augustine Str, St.Julians, or to send an email on [crm@ecabs.com.mt](mailto:crm@ecabs.com.mt) for the matter to be addressed.**

In a perceived case of persistent breach of your responsibilities, the driver will also follow the above procedure. This procedure is without prejudice to the driver's right to terminate a trip in extreme cases.

Management will review all complaints filed and will provide feedback to the client within a 24hr period.



# Driver support, control and reporting

**eCabs' operation is unique in Malta being the only operator on the island that boasts a 24/7 controlled environment with a safety-first mindframe. Whilst the entire operation is fully automated, we retain an element of manned and logistical control, ensuring constant support for the hundreds of drivers, as well as full control over drivers trips, tracked locations and system access control.**

Logged reporting is carried out twice daily and channeled across the organisation covering all aspects of the operation, including the all important Customer Care and HR logs.

## Recovery procedure

In the unlikely case of a vehicle suffering a fault during your journey, a replacement vehicle will be instantly and automatically dispatched to ensure you arrive at your destination on time.



# Lost and Found

**Any items found in our cabs following drop-off will be deposited at the Lost and Found department at our Head Office in St.Julians. Our 24/7 contact centre will then be in touch to establish whether a lost item belongs to you.**

Should you notice that you have lost a belonging in one of our vehicles but have not received any calls, you may anyway call us on +356 21 38 38 38 to report the lost item and we will endeavor to locate it. If found, you may collect it at our offices at your convenience or request the item to be delivered to you at location of your choice, at a standard delivery charge based on the location.

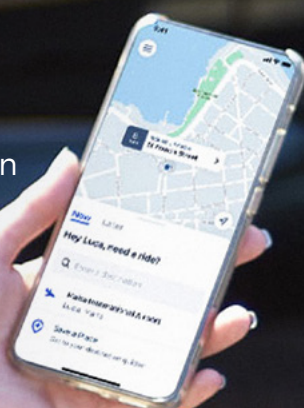
Any items which are not claimed, will be donated to a local charity of eCabs' choice after 3 months being kept in store.



# Options for booking a cab

## Book through App

Easy, instant, intuitive. Our next-generation booking engine is at your fingertips



## Book online

Log in to [www.ecabs.com.mt](http://www.ecabs.com.mt)



## Book on Social

Speak to and book through Sam, our virtual assistant, on Facebook Messenger.



Booking your mobility requirements can be registered through either of these channels, 24 hours a day, 7 days a week:

## Book on the Phone

Our 24/7 contact centre is here to help on +356 21 38 38 38



## Book at one of our stores

Drop in to one of our stores in St Julians or Paceville and book your next cab

## Book via Email

Hit us up at [info@eCabs.com.mt](mailto:info@eCabs.com.mt) and let us know how we can facilitate your cab booking



Endorsed by:



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