

SPARK GROUP

Code of Conduct for Spark Group Drivers

As a driver for **Spark Group**, you are expected to adhere to the following code of conduct. These guidelines are put in place to ensure professionalism, safety, and excellent customer service. By signing this code of conduct, you agree to uphold these standards at all times while representing Spark Group.

1. Professionalism and ethics:

- a. Dress appropriately in the company-provided uniform or attire that meets professional standards.
- b. Maintain a clean and presentable appearance at all times.
- c. Be courteous, respectful, and maintain a positive attitude towards customers and colleagues.
- d. Do not intimidate, abuse, harass, threaten, touch or misbehave in any way possible with the customers and colleagues.
- e. Do not driver under the influence of drugs, alcohol, or anything prohibited by traffic law of Nepal.
- f. Do not engage, or assign minors at any kind of vehicle control including but not limited to driving.
- g. Communicate effectively and professionally with customers, colleagues, and company representatives.
- h. Refrain from engaging in any behavior that could be considered offensive, discriminatory, or unprofessional.

2. Safe and Responsible Driving:

- a. Follow all traffic laws, regulations, and speed limits at all times.
- b. Ensure the safety of passengers and other road users by driving defensively and attentively.
- c. Do not operate a vehicle under the influence of drugs, alcohol, or any other substances that impair driving ability.
- d. Avoid distracted driving, including the use of mobile phones or other electronic devices while driving.
- e. Regularly inspect vehicles for any signs of damage or mechanical issues and report them promptly to the company.

3. Customer Service:

- a. Provide exceptional customer service by being punctual, reliable, and responsive to customer needs.
- b. Assist customers with their luggage, provide directions, and answer any questions they may have about the rental process or local area.
- c. Be patient and respectful when dealing with customer complaints or challenging situations.
- d. Maintain confidentiality regarding customer information and treat all customer data with the utmost care and respect.

4. Vehicle Care and Maintenance:

- a. Keep the interior and exterior of the vehicle clean and tidy at all times.
- b. Ensure the vehicle is fueled and ready for the next customer as per company guidelines.
- c. Report any accidents, damages, or maintenance issues promptly to the company.
- d. Adhere to the company's guidelines for regular vehicle maintenance, including oil changes, tire rotations, and inspections.

5. Confidentiality:

- a. Maintain the privacy and confidentiality of all customer and company information.
- b. Do not disclose or share any confidential information without proper authorization from the company.
- c. Protect all company assets, including vehicles, equipment, and customer data from unauthorized access or use.

6. Compliance with Policies and Regulations:

- a. Familiarize yourself with and comply with all company policies, procedures, and guidelines.
- b. Adhere to local, state, and federal laws and regulations governing driving and car rental services.
- c. Do not engage in any illegal activities while representing Spark Car Rental Company.

Failure to comply with this Code of Conduct may result in disciplinary action, up to and including termination of employment. By signing below, you acknowledge that you have read, understood, and agree to abide by the Code of Conduct as outlined above.

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