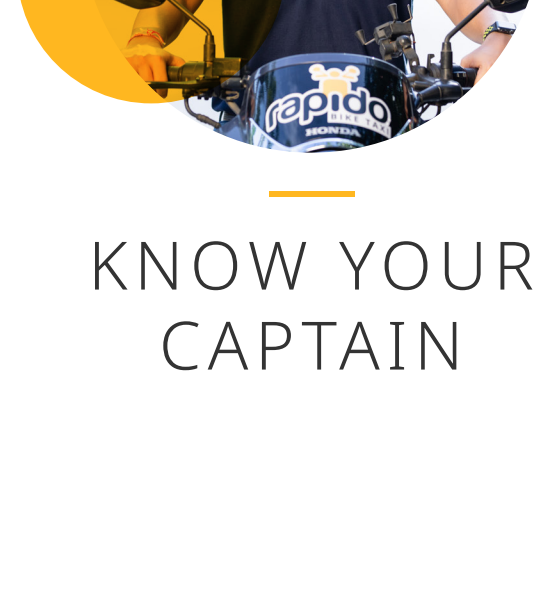


Rule #1 Safety First

At Rapido, the well-being of our riders is above everything else. We are constantly in pursuit of enhancing our safety measures to ensure every Rapido ride is a pleasant and comfortable experience.



KNOW YOUR CAPTAIN



SAFETY FEATURES FOR CUSTOMERS



EXTRA MEASURES FOR CUSTOMERS AND CAPTAINS



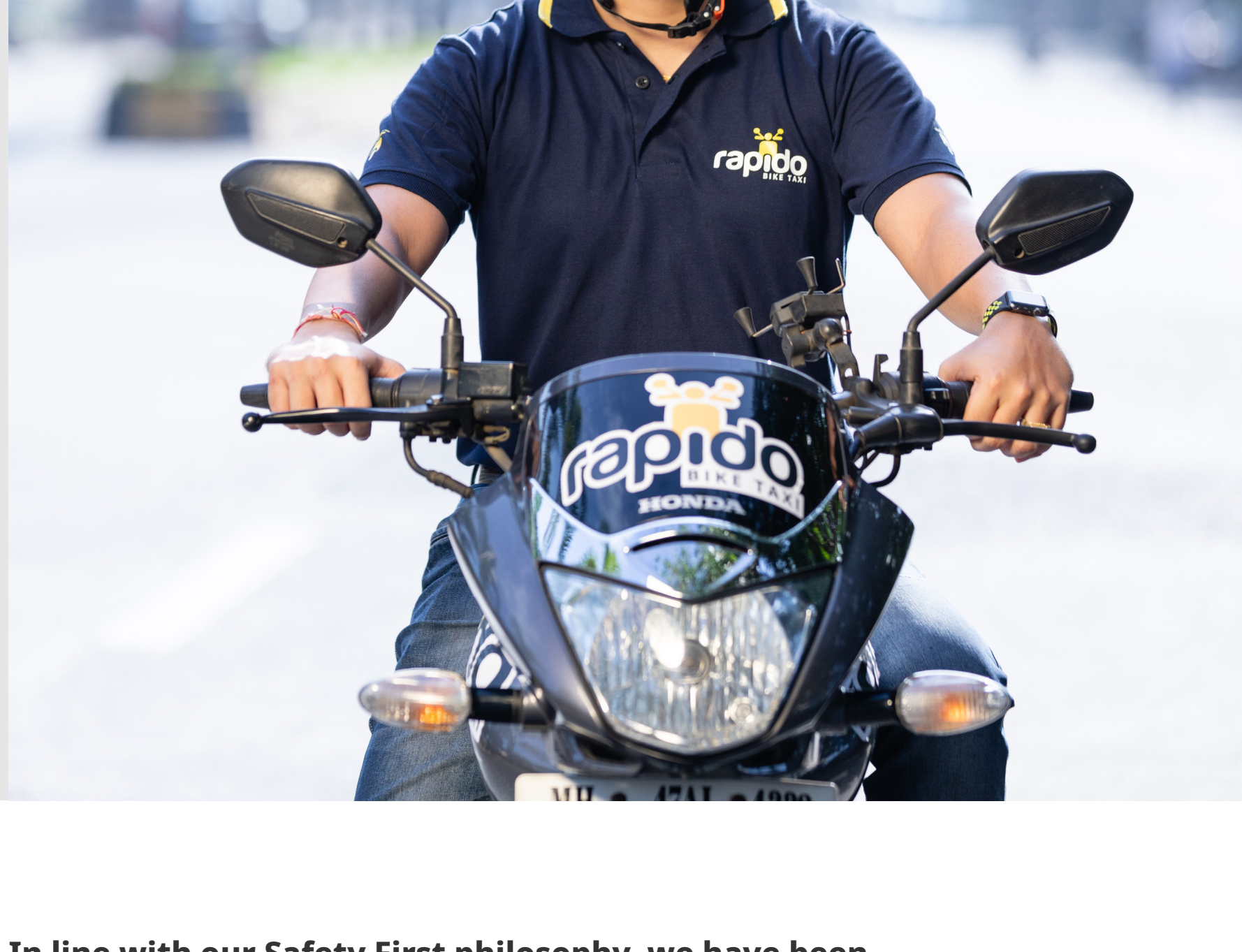
WAY FORWARD ON SAFETY



KEY FACTS AND FIGURES

Know your Captain

From hiring to training to monitoring to ongoing checks, we take all necessary steps to ensure our Captains are aligned with what we stand for.



THE HIRING PROCESS



In line with our Safety First philosophy, we have been conducting a stringent Four-step Background Verification of every Captain on our platform since 2016.

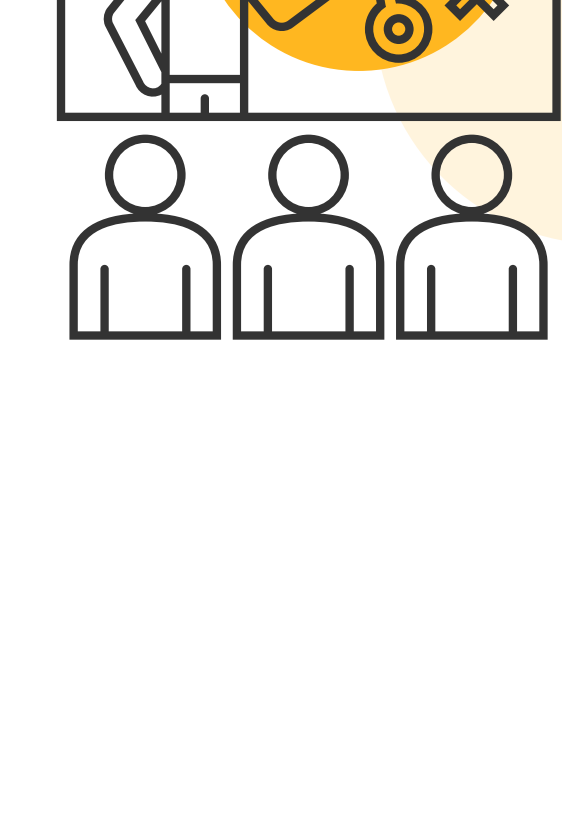
- Every applicant needs to verify and authenticate the following documents along with their contact number and photograph:
 - Document 1: PAN/Aadhaar card
 - Document 2: Driving license
 - Document 3: Vehicle registration certificate
- The onboarding process is handled by a credible third-party vendor and is routinely cross-checked by our internal team.
- The photograph clicked and submitted by the Captain is cross-verified with the photograph on their driving license using facial recognition technology.
- The Captain's driving license and vehicle registration certificate are verified using government portals.

VERIFICATION THROUGH THIRD PARTY VENDOR



- We conduct background verification of Captains through a third-party vendor. The said process has been outsourced to a third party to maintain anonymity and to prevent any interference in the process of verification. The said vendor conducts KYC verification and antecedent verification of the Captains and raises any red flag to us if the records of any Captains are not clean.

CAPTAIN TRAINING PROCESS



LEARNING MODULE SYSTEM TRAINING EXERCISE

Every Rapido Captain has to complete a Learning Module System Training Exercise which is available in English and regional languages to educate them on the following topics:

- BEHAVIOURAL TRAINING**
Intensive behavioural training to ensure mindful conduct with all customers (especially women)
- ROAD SAFETY TRAINING**
Training to ensure all traffic rules are adhered to by the Captains
- OPERATIONAL TRAINING**
How to get an order (ride)
How to complete an order (ride)
Order payment, help, and support
Redeeming payments

CAPTAIN MONITORING PROCESS



- HAND-HOLDING**
The first 14 rides of the Captains are tracked to monitor their riding speed and customer feedback with respect to:
 - Behaviour & Attitude
 - Safe driving
 - On time pick-up & drop
- In case of a complaint, the Captain is either terminated or suspended, depending on the severity of the misconduct reported.

CAPTAIN RETENTION PROCESS



- Apart from the programme, each Captain needs to pass a **bi-annual performance check** to continue accessing the app.
- The platform has provisions for **Ongoing Checks** where Captains and their rides are regularly monitored and evaluated. Any deviations from the set protocols lead to immediate suspension and even termination—depending on the severity of the situation.

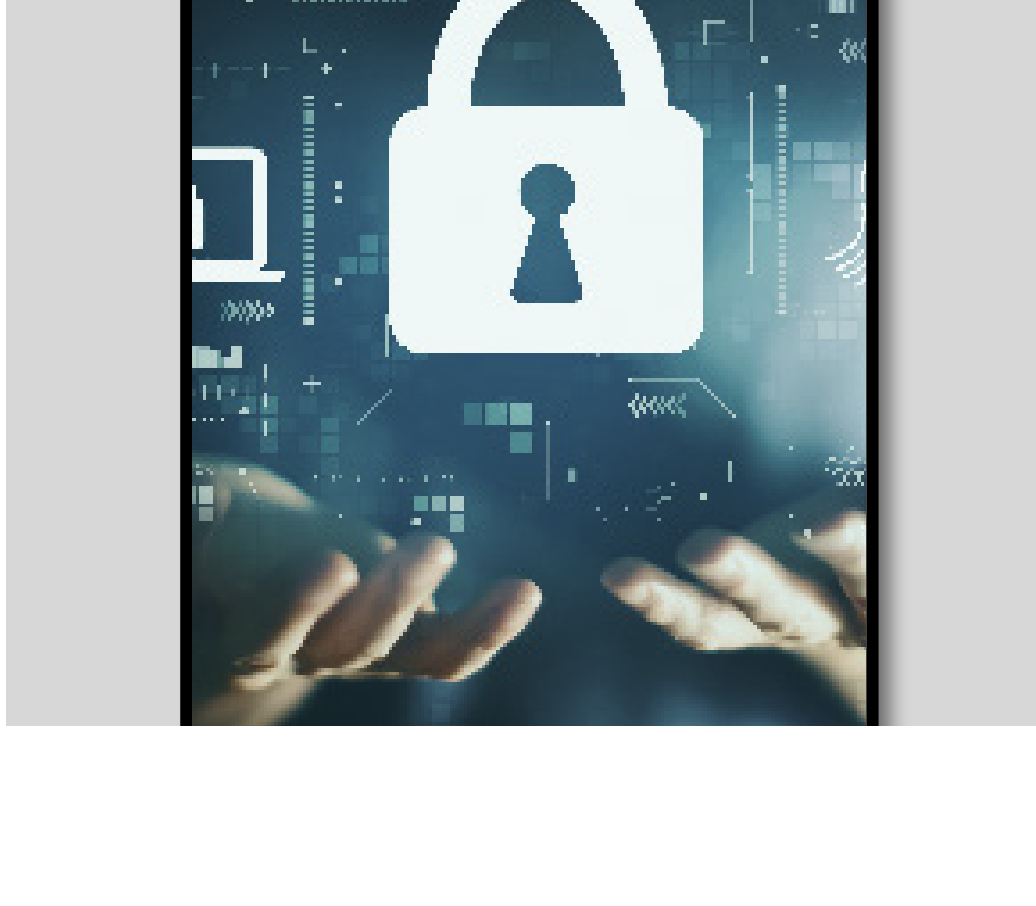
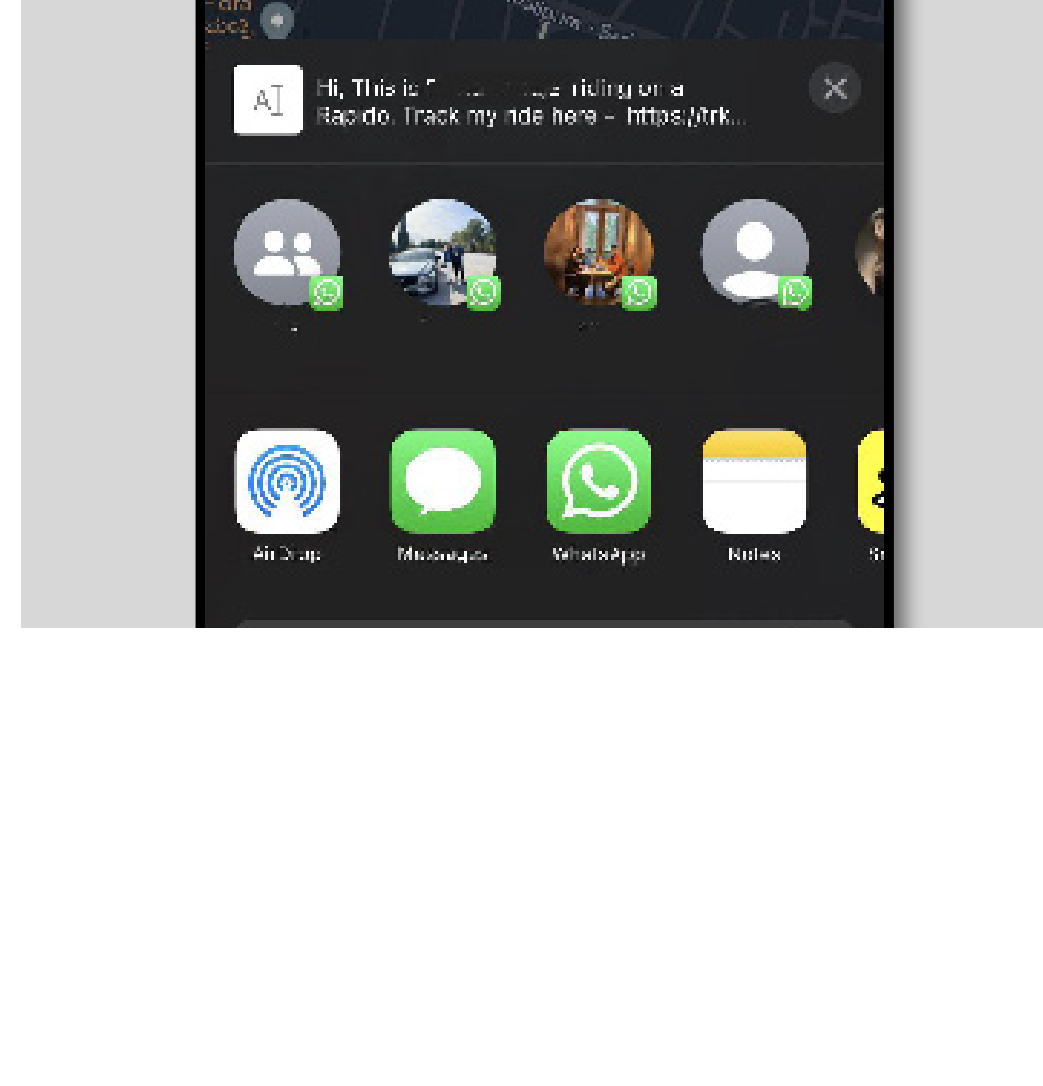
Safety features for customers

Every ride is tracked by Rapido, with access to granular latitudinal and longitudinal data.



Trip status sharing

Right after a ride starts, riders can share their live trip status with their contacts using the Rapido app.

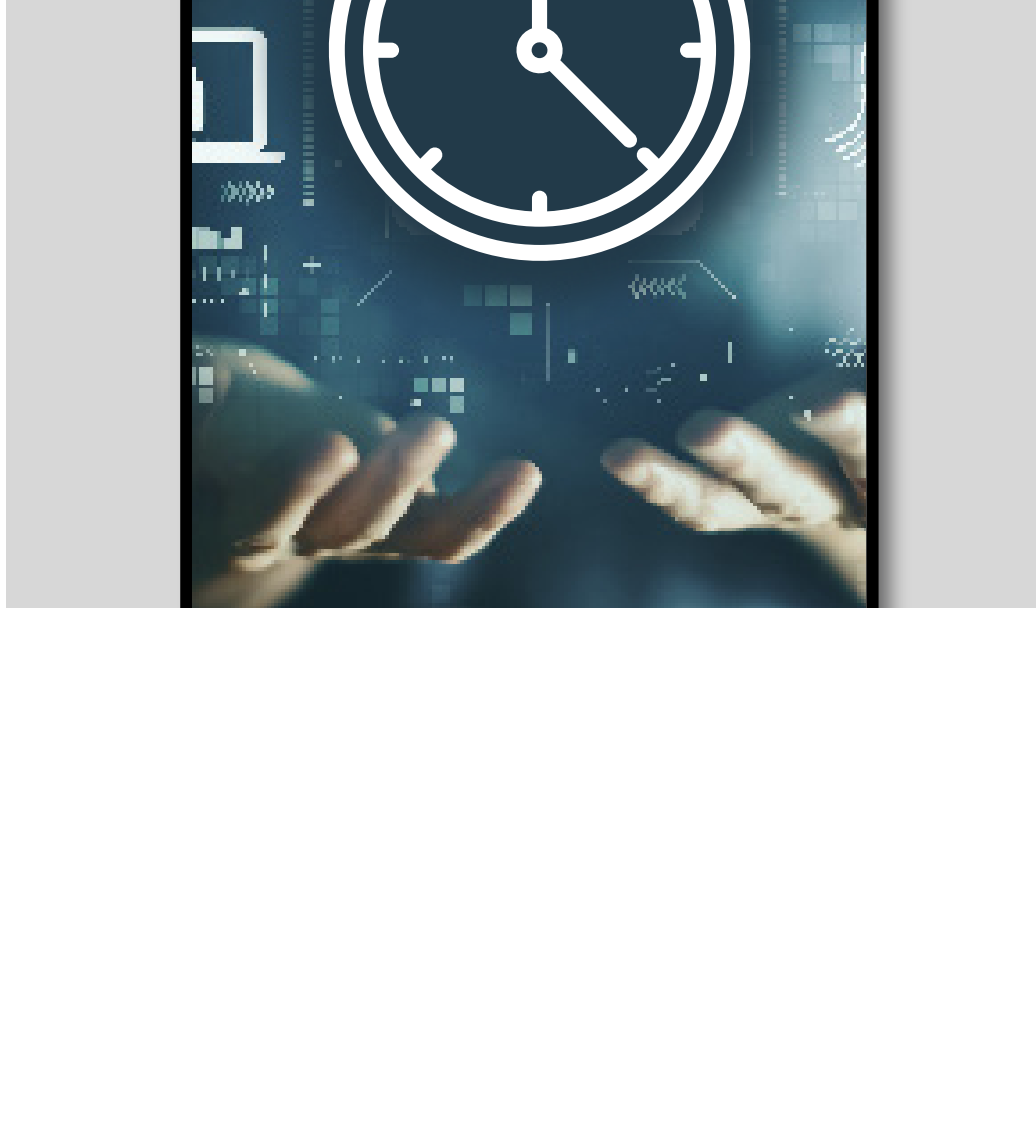
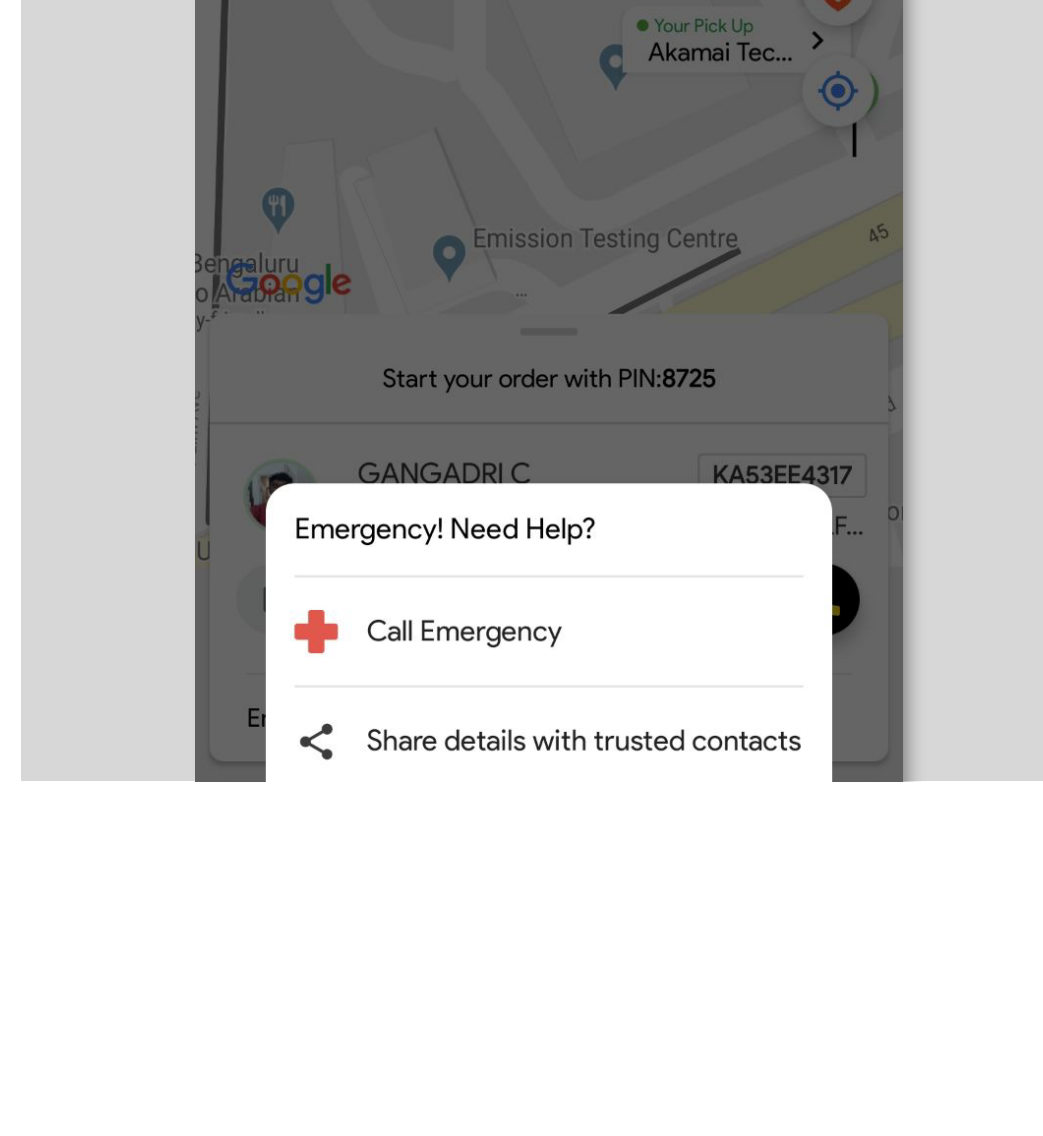


Information masking

Every woman rider's contact number is masked to protect their privacy and their interaction with the Captain happens only through app encryption.

SOS button

The app has an SOS button which is activated once the ride is accepted by the Captain. In case of an emergency, the rider can use the button to reach out to Rapido's 24*7 emergency response team and their saved emergency contacts.



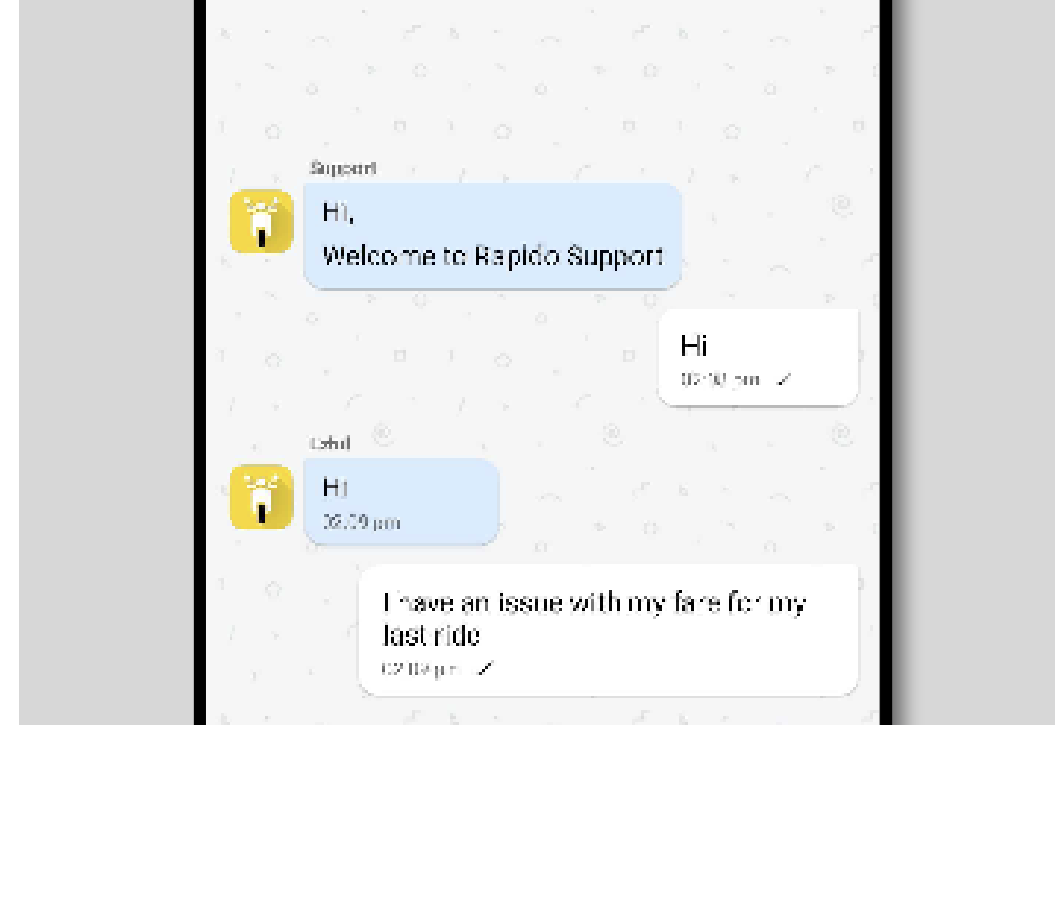
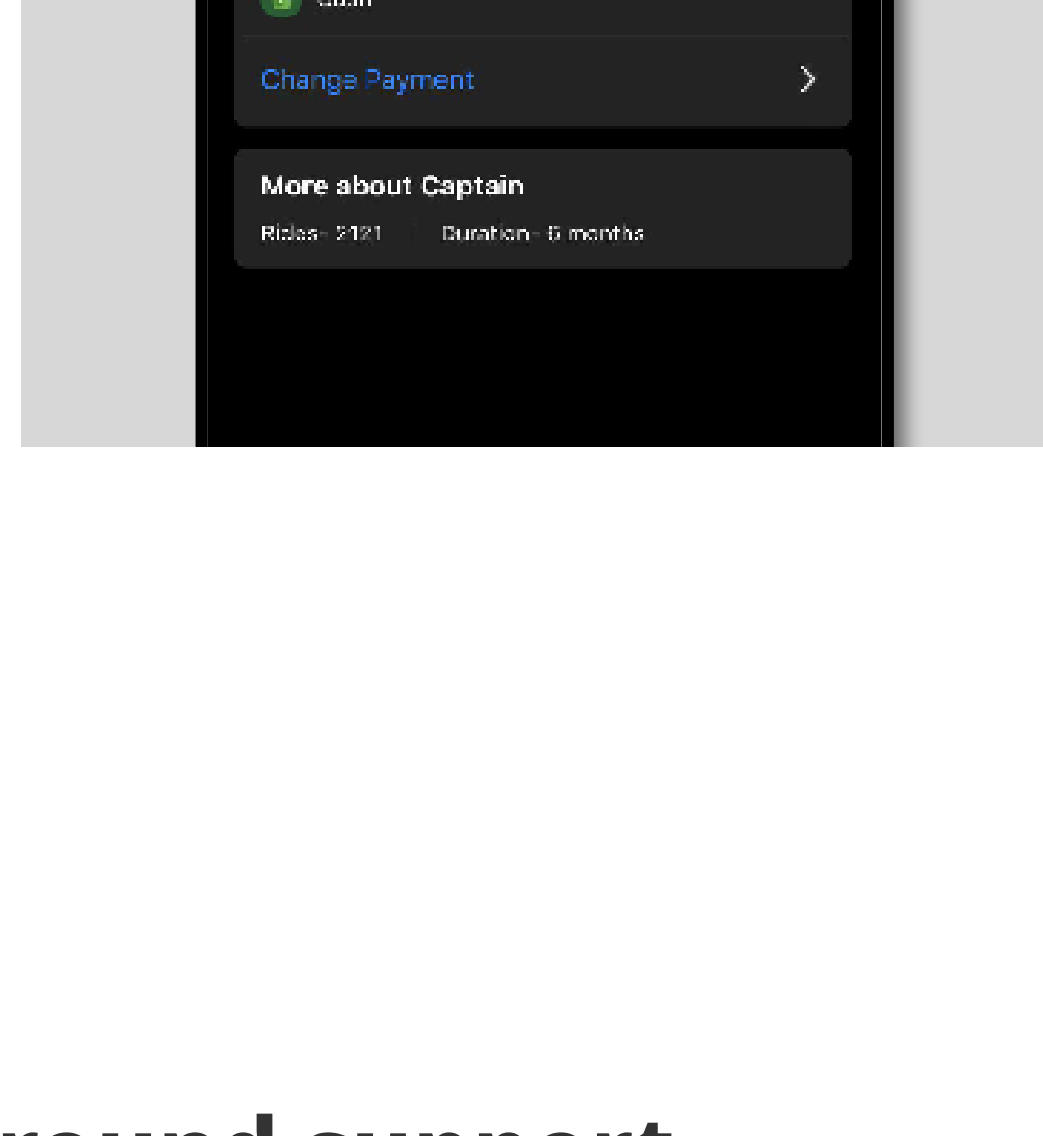
Ride completion check

Anyone who takes a ride between 10pm and 6am will be contacted by Rapido Customer Care for a safety check after the ride is completed.

Captain information

Once the ride is booked, the following details of the Captain are accessible to the customer:

- Captain's name
- Vehicle number
- Vehicle model name
- Past ride record
- Star rating given by other customers
- Captain's tenure with Rapido



On ground support

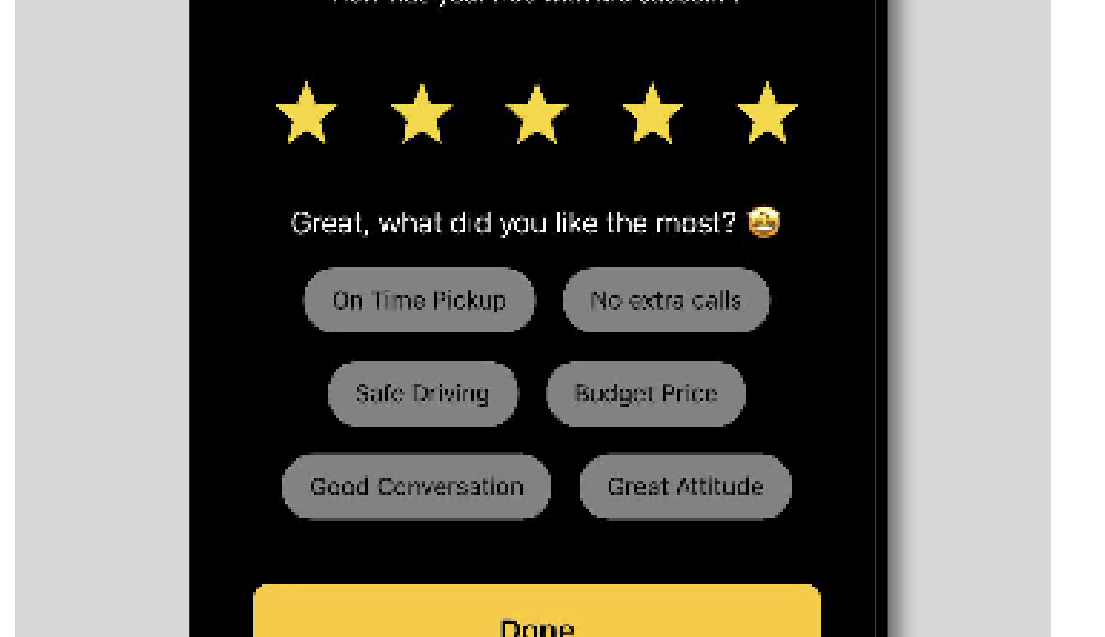
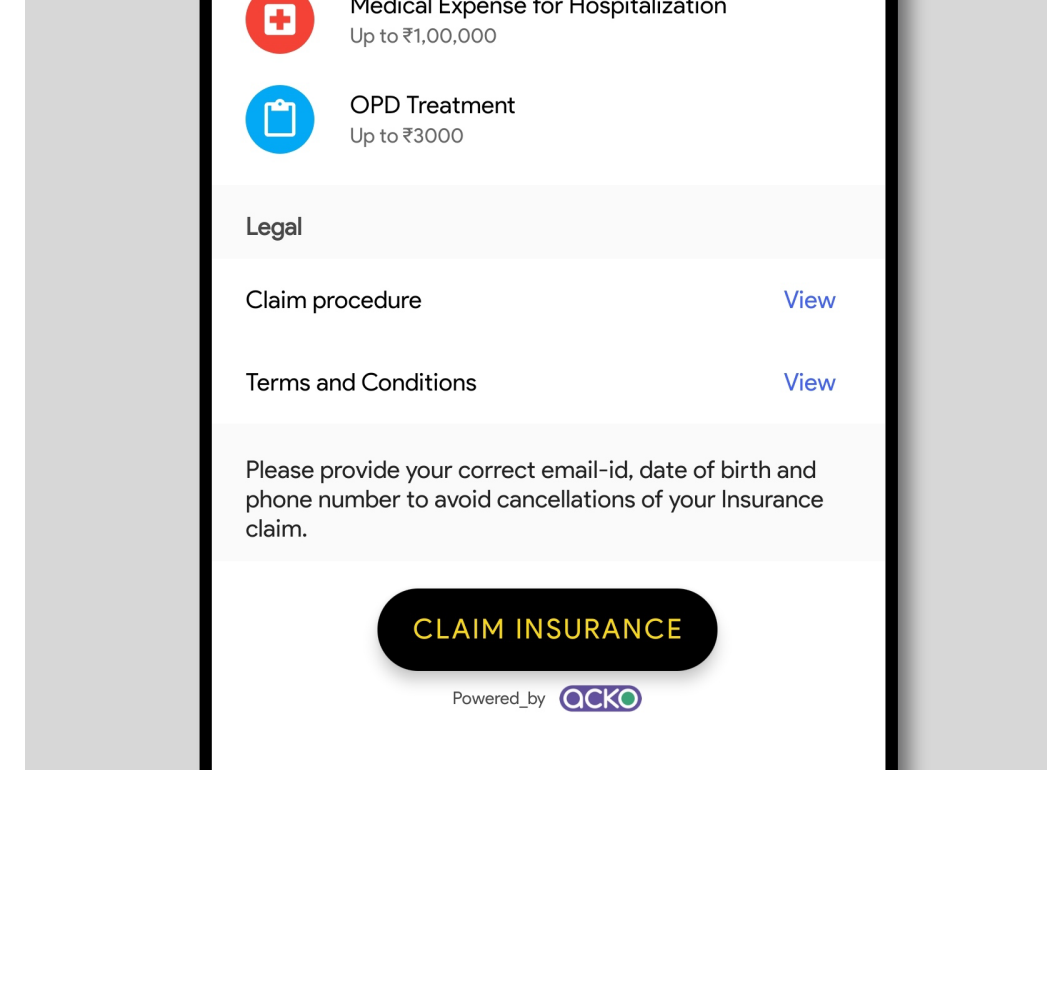
Rapido's on ground support team is operational in every city to address any and all kinds of grievances.

Extra measures for Customers and Captains



Insurance

Insurance can be claimed for any accident that occurs during the ride covering OPD treatment, hospitalisation, and accidental benefit with a maximum sum insured of Rs 5 Lakh. It can be claimed as soon as the ride starts.

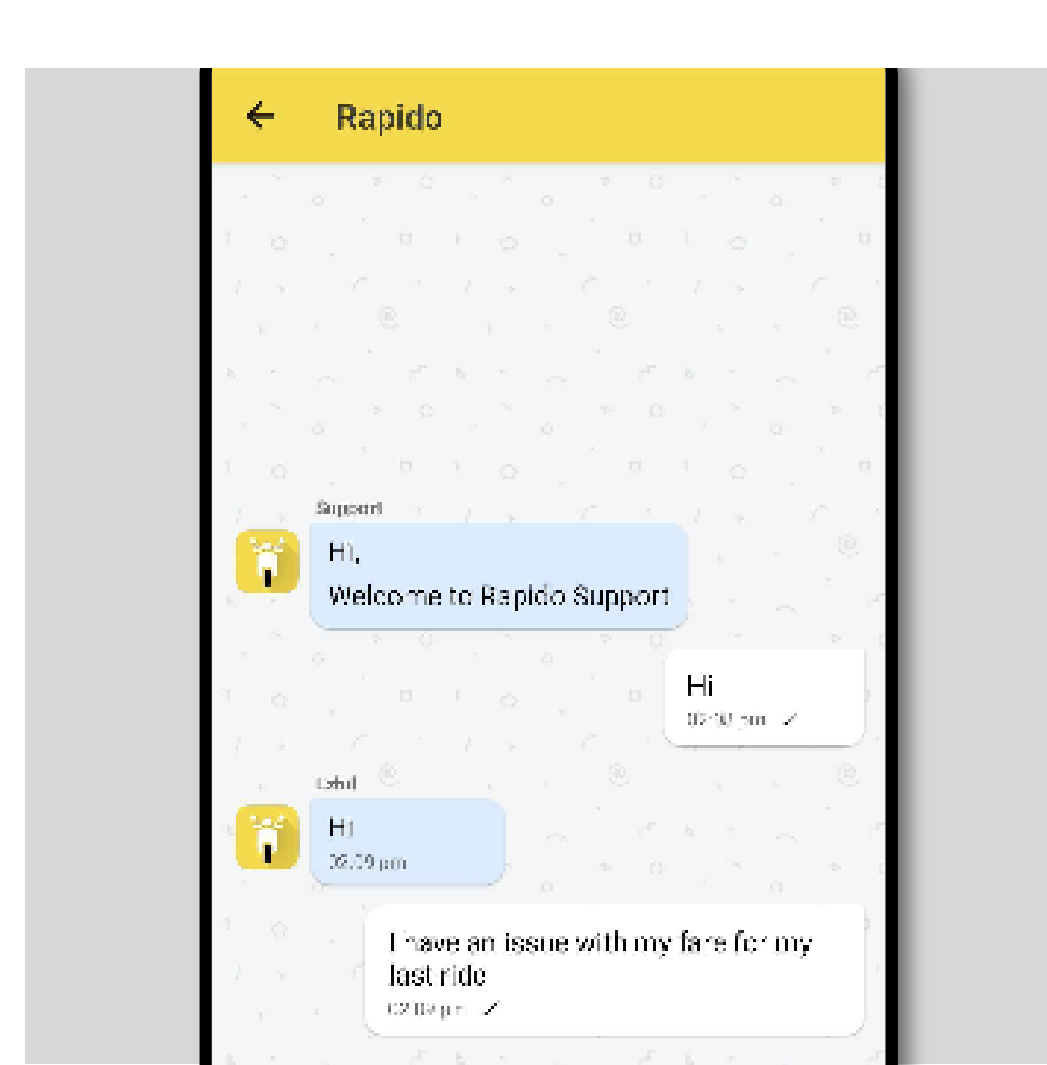


Two-way rating system

Post the ride, both parties can give a rating to each other and any rating below 3 is flagged from Rapido's end. Rapido reaches out to them in 10 minutes to address their concern. The Captain is terminated immediately in case of any misconduct.

24*7 customer support

Both parties can report any kind of issues to Rapido through the 24*7 support feature on the app post the ride.



Way forward on safety

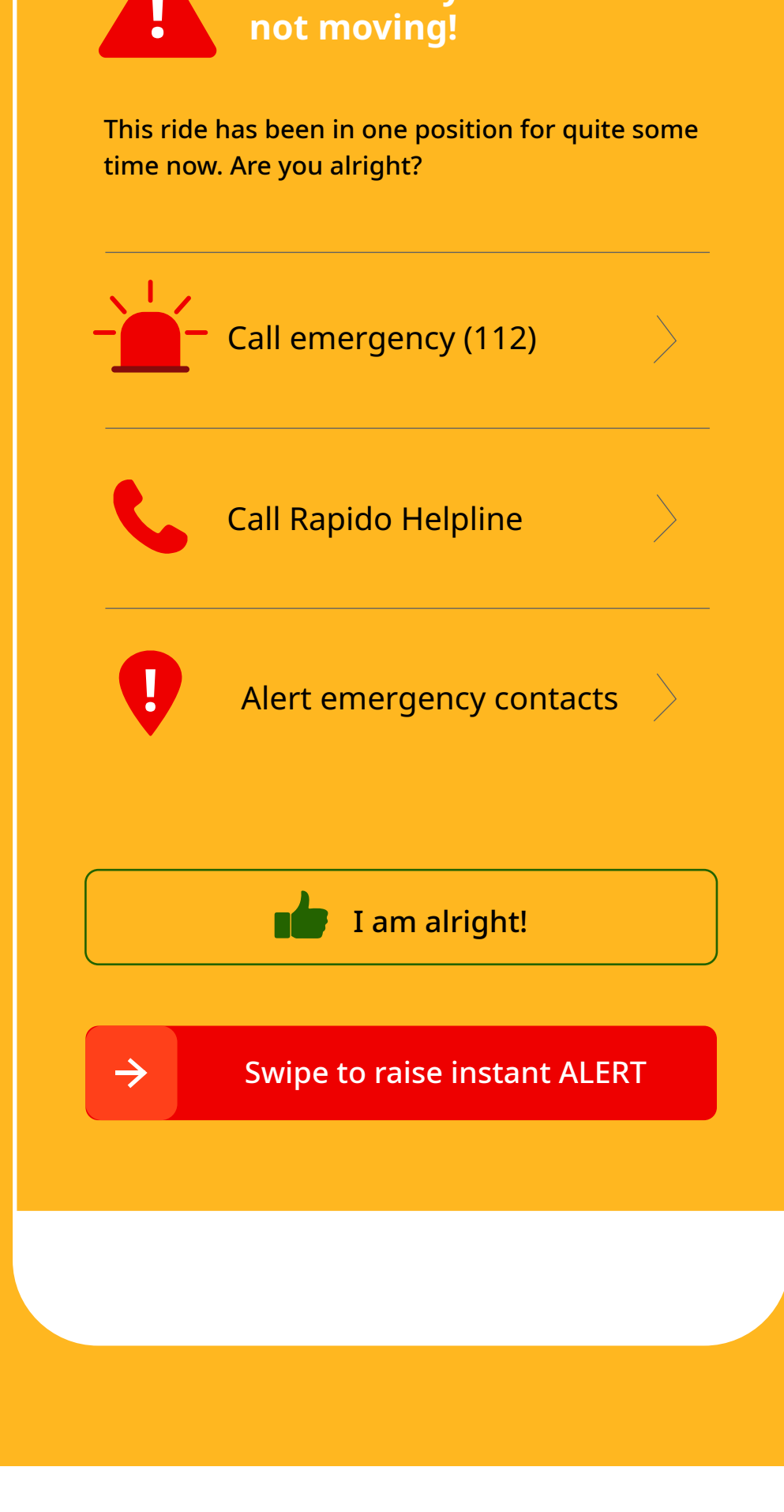
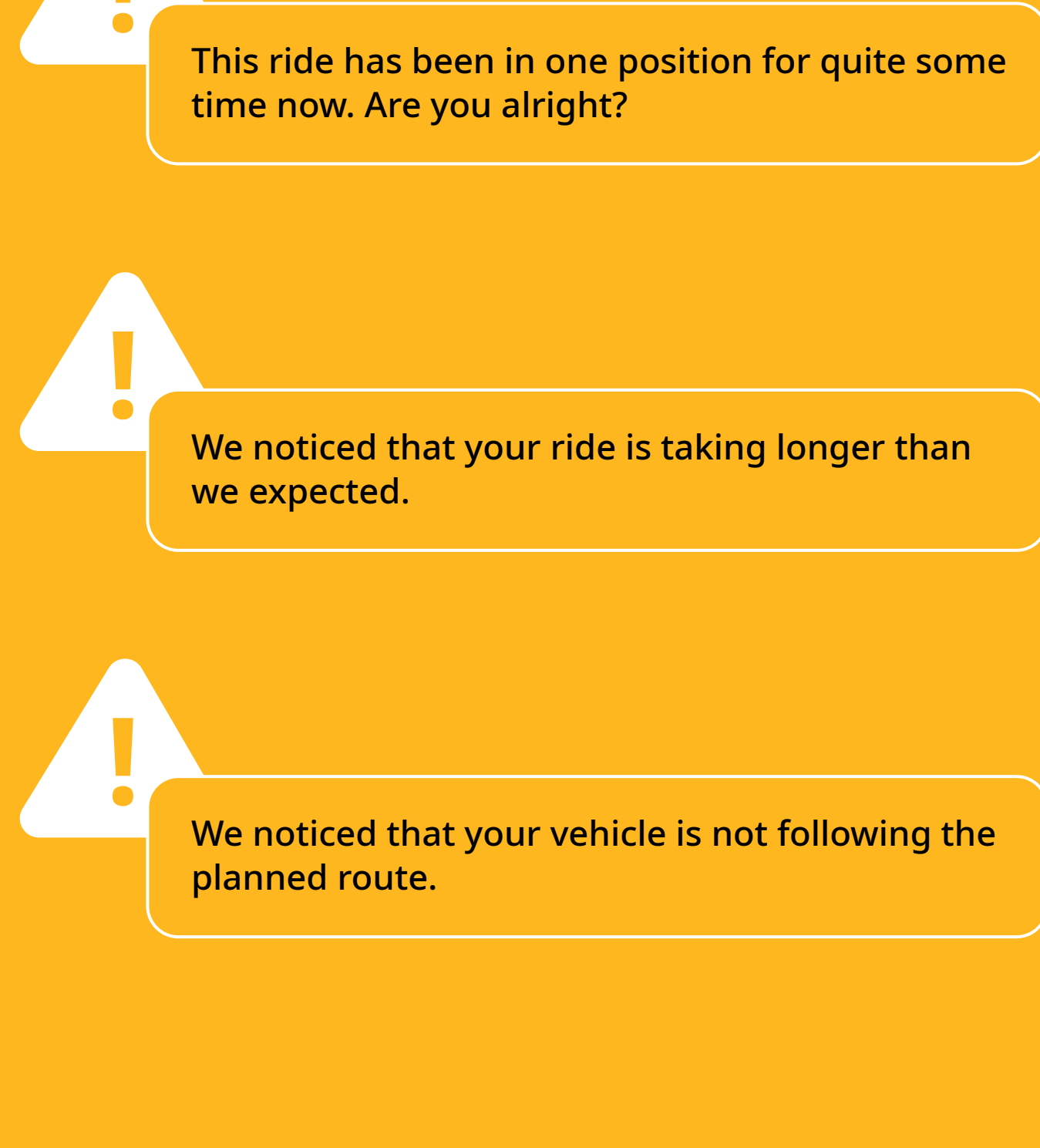
To further substantiate our commitment to **Safety First**, we will be incorporating the following feature on our platform shortly:



PROACTIVE SYSTEM ALERT



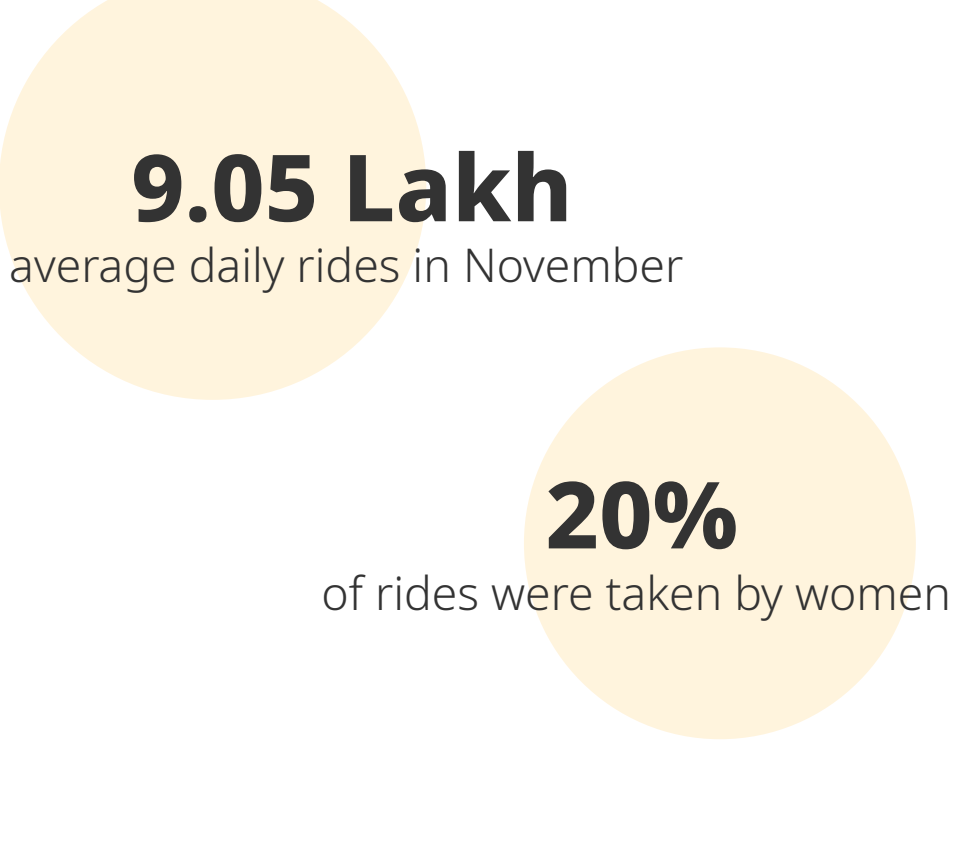
The system will detect unusual behaviour and instantly send an alert to the customer. The trigger for this will be situations like the ride being stuck in one position, the ride not taking the planned route or the ride taking too long. Under these circumstances, customers are alerted and given the option to inform us if they are fine. Else they are given the option to call the Emergency Response Support System (112), Rapido's 24x7 emergency response team or discreetly alert their saved emergency contacts with their live location.



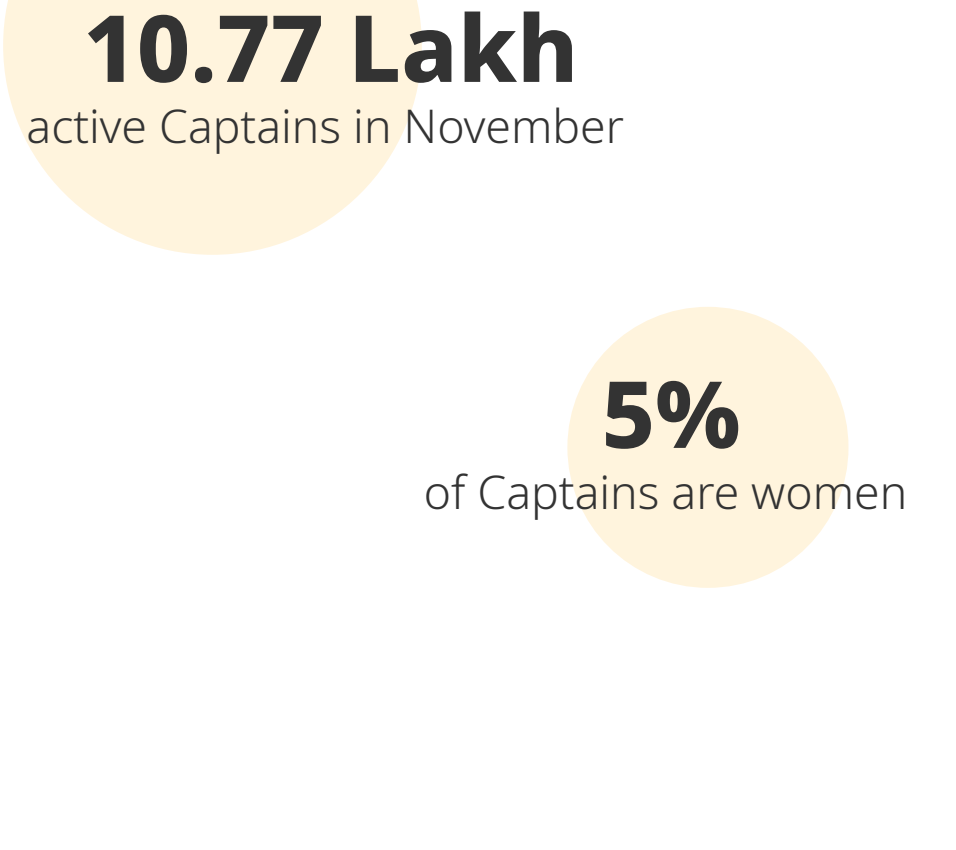
Key facts and figures



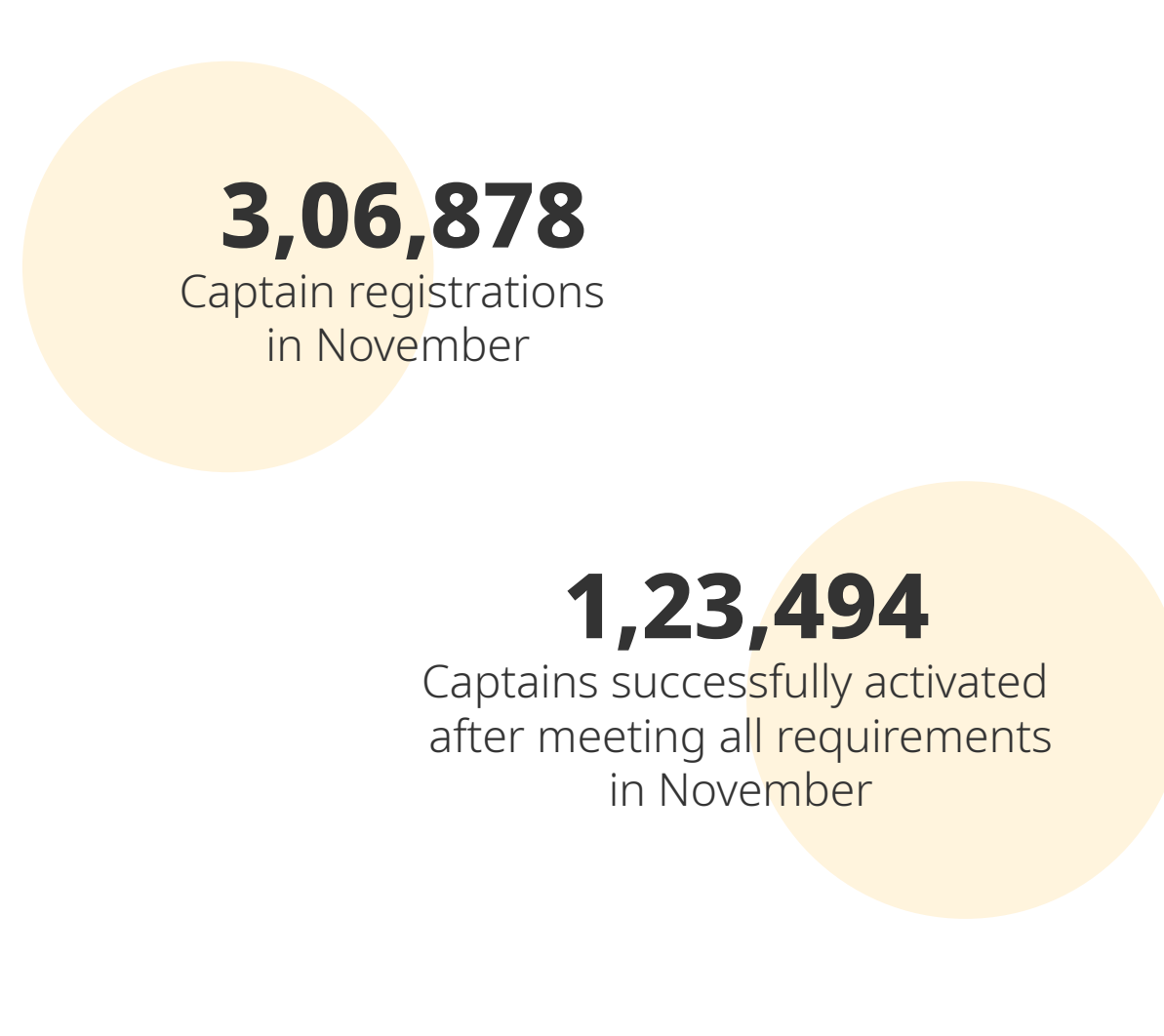
RIDES



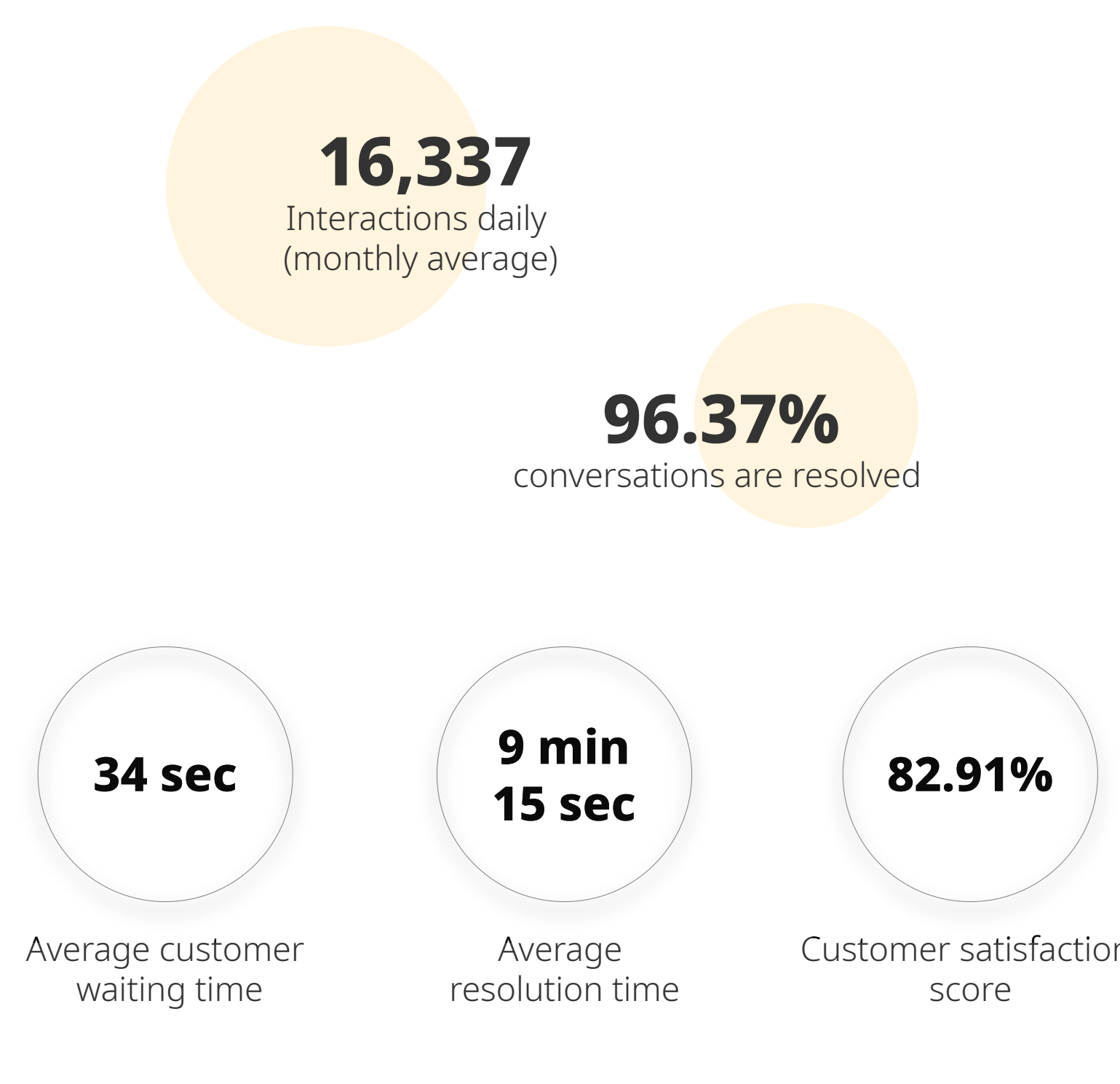
CAPTAINS



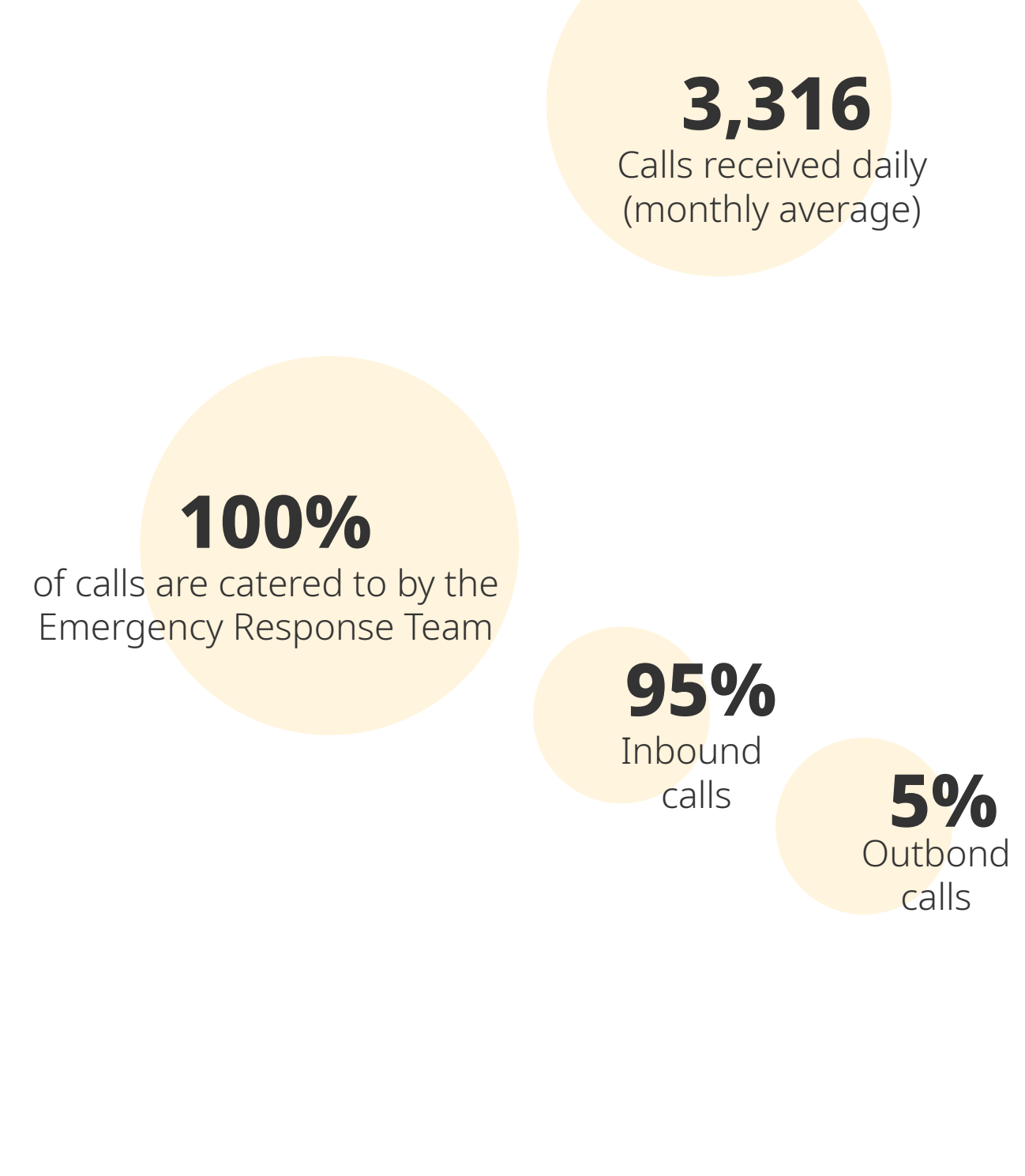
REGISTRATION AND ACTIVATION



CUSTOMER INTERACTIONS



EMERGENCY RESPONSES



FOR MORE

<https://www.rapido.bike/>