



CAB - EEZ INFRA TECH PVT. LTD.

Regd. Add: Office No. G & E - 105, 1st Floor, Marwah Complex, Krishna Lal Marwah Marg, Saki Naka, Andheri East, Mumbai – 400072
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HRD/POL-DOC/23-24/005

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CAB-EEZ INFRA TECH PVT. LTD.

ZERO TOLERANCE POLICY ON THE USE OF DRUGS AND ALCOHOL/ VERSION 1.04 (V 1.04)





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M/s. CAB-EEZ Infra Tech (P) Ltd (“Cab-E”), is a Green Tech Marketplace providing a platform (built in-house) which supports a mobile-based online service for 100% Electric Urban Mobility.

In line with the Motor Vehicles Aggregator Guidelines 2020, Cab-E is required to frame and implement a Zero Tolerance Policy on the use of drugs and Alcohol.

Cab-E enforces a zero-tolerance policy for drug and alcohol use by drivers during any period when a driver is engaged in or is logged into the Cab-E App. Cab-E drivers must not engage in alcohol consumption or drug intake while driving, and any driver that attempts to do so will be permanently removed from the Cab-E platform and reported to the proper authorities without any exceptions whatsoever. Cab-E Commits that it is receptive to feedback about a particular driver(s), when a passenger reasonably suspects that the Driver is under the influence of drugs or alcohol during the course of the ride. If found beyond reasonable doubt, Cab-E is committed to immediately off board such Driver on receipt of any such complaint in line with the zero-tolerance policy.

Cab-E has a zero-tolerance policy towards drivers that engage in any form of drug or alcohol use that could endanger the life of a customer. The law prohibits driving while under the influence of alcohol, drugs, or any other substance that impairs your ability to safely operate a vehicle. If you encounter a rider who is too drunk or rowdy, you have the right to decline the trip for your own safety and also complain against the respective Driver.

Cab-E is committed to providing a safe driving environment so far as is reasonably practicable, prohibits discrimination against riders or drivers based on race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age, or any other characteristic protected under applicable law. Cab-E App-based platform provides all drivers with equal opportunity and treats them fairly, with dignity, and respect.

The zero-tolerance policy of Cab-E is essential to preventing, or minimizing, any risk of injury or harm to the safety of our drivers, passengers, or others and is a part of our mission to make it safe and easy for everyone to travel around. To ensure the safety of our riders, Cab-E does not tolerate





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the use of alcohol or drugs by any of our drivers and sets a premise towards exposure to such substances and the consequences of breaching the policy

Scope of the Policy

This policy applies to all registered drivers on the Cab-E App-Based Platform any interactions or locations where drivers may be working, interacting with Cab-E employees, or representing Cab-E for example, when driving with a customer and visiting a Cab-E office location.

Driver’s Responsibilities

All drivers must comply with this policy and observe all directions from Cab-E in regard to this policy. They must recognize that performance of duties could be affected by alcohol or drugs and immediately notify Cab-E helpline if they are aware of any breach of this policy by another driver. Failure to report any breach of this policy by another driver may itself constitute a breach of this policy

Cab-E Responsibilities

Cab-E is responsible for ensuring that this policy is readily available to drivers. This includes ensuring that the Drivers are familiar with and understand this Policy and any concerns or issues are looked upon on priority and proactively to ensure the safety of all drivers and Customers. Cab-E must provide necessary support to drivers and customers where appropriate and any suspected breaches of this policy are acted on at expedited pace and in accordance with this policy.



Reporting Zero Tolerance

If you suspect that a driver is under the influence of drugs or alcohol, call the authorities by dialling 100 or contact our Driver command center at +91-939102956 and contact@cabecars.com available 24 hours a day, 7 days a week.

Level	Role	Responsibility
L1	Driver Grievance Redressal Officer	Handles all the high-level escalations. The officer can also be contacted for any breach of any policy formulated By Cab-E
L2	Driver Supervisor	Registers and handles all issues that are driver related and escalates the same is required
L3	Driver Command Center	For any past and present issues to be raised by any customer The escalation Registered would be escalated to the Shift Supervisor if necessary

Actions on Breach of Policy

Cab-E will immediately suspend the driver(s) and he/they will have to attend a medical examination to determine whether he is fit to perform his duties effectively and safely. The medical examination may include drug and/or alcohol tests, such as a breath test, blood test, urine test, or oral swab. If the driver(s) refuses to attend a medical examination, he/they will be immediately removed from the company.

Other examples of disciplinary action that may be taken include a formal warning but not limited to temporary suspension of access to the Cab-E driver App.



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Breach of Policy

If a driver(s) is found to have breached this policy, he/they may be subjected to disciplinary action. The type and severity of the disciplinary action will depend upon the circumstances of the case and the seriousness of the breach.

Education and Training

Cab-E will inform and may, where necessary, conduct training or information sessions for all drivers relating to this policy, including but not limited to the consequences of breaching this policy and the effects of alcohol and drug use (including prescription and pharmacy drugs) while driving, the risks to the safety of drivers and others by the use of alcohol and drug

VERSION CONTROL HISTORY:

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