

Non-Emergency Medical Transportation (NEMT) Driver Performance Policy

Purpose: The purpose of this policy is to establish clear expectations and standards for driver performance to ensure safe, reliable, and professional transportation services for Mavride LLC clients.

Scope: This policy applies to all drivers employed by or contracted with Mavride LLC.

Policy Statement: Mavride LLC is dedicated to maintaining a team of professional drivers who consistently meet performance standards in safety, customer service, and regulatory compliance.

Driver Performance Standards:

1. **Safety Compliance:**
Drivers must adhere to all traffic laws, company safety protocols, and defensive driving practices at all times.
2. **Customer Service:**
Drivers are expected to treat all clients with respect, patience, and professionalism, providing assistance as needed and ensuring a positive transport experience.
3. **Vehicle Maintenance:**
Drivers must ensure their assigned vehicles are clean, well-maintained, and meet all inspection requirements.
4. **Punctuality and Reliability:**
Drivers are expected to be punctual, complete all assigned trips on time, and communicate promptly regarding delays or issues.
5. **Documentation Accuracy:**
Trip logs, timesheets, incident reports, and any other documentation must be completed accurately and submitted on time.
6. **Communication:**
Drivers must maintain clear and professional communication with dispatch, clients, and Mavride management.
7. **Professional Conduct:**
Any behavior deemed unprofessional, disrespectful, or unsafe will result in corrective action.

Performance Evaluation:

- ▢ Performance reviews will be completed biannually.
- ▢ Client feedback and complaints will be reviewed and addressed.

Corrective Action:

- ▢ Drivers not meeting performance standards may receive verbal or written warnings.
- ▢ Continued non-compliance may result in suspension or termination.

Policy Review: This policy will be reviewed annually and updated to ensure it aligns with company goals and industry best practices.

Acknowledgment: All drivers must sign an acknowledgment form confirming they have read, understood, and agreed to adhere to this driver performance policy

Effective Date:

Remilekun Sebolatan
Chief Operating Officer,

Mavride LLC

Independent Contractor