

# RIDER SERVICE CONTRACT & WORK POLICY

## Sortes.lk Pvt Ltd

Agreement Date: .....  
Rider Full Name: .....  
NIC Number: .....  
Mobile Number: .....  
Address: .....  
Bike Number: .....  
Driving License Number: .....  
Emergency Contact Name: .....  
Emergency Contact Number: .....

This Rider Service Contract and Work Policy is made between **Sortes.lk Pvt Ltd**, hereinafter referred to as “the Company”, and the above-named rider, hereinafter referred to as “the Rider”.

By signing this agreement, the Rider confirms that all information provided is true and agrees to follow the rules, duties, responsibilities, and policies of Sortes.lk Pvt Ltd.

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## 1. Rider Position and Duties

The Rider agrees to work as a delivery rider for Sortes.lk Pvt Ltd and to provide delivery services to Sortes.lk customers, partner shops, restaurants, cafes, and other business partners.

The Rider’s main duties include:

1. Accepting assigned orders quickly.
  2. Collecting items from shops/restaurants correctly.
  3. Delivering orders safely and on time to customers.
  4. Handling customer payments, cash float, and company money responsibly.
  5. Updating the company or supervisor about order status.
  6. Maintaining good behavior with customers, shops, team members, and the public.
  7. Sharing live location during working hours for order tracking and safety purposes.
  8. Following all rules and instructions given by Sortes.lk management or supervisors.
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## 2. Working Days and Leave

The Rider agrees to work **26 days per month**.

The Rider is entitled to **4 days off/vacation per month**, subject to approval by the supervisor or management.

The Rider must inform the supervisor in advance before taking leave. Sudden leave is allowed only for genuine emergencies, sickness, or unavoidable reasons.

The Rider must not take leave without informing the company. Repeated unauthorized absence may result in disciplinary action, deduction of applicable payments, suspension, or termination.

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## 3. Working Time and Readiness

During working hours, the Rider must be active, ready, and available to accept orders.

The Rider must:

1. Keep the phone switched on.
2. Keep mobile data active.
3. Keep WhatsApp/calling available.
4. Keep the delivery app/order communication system active.
5. Maintain enough phone battery or carry a power bank if needed.
6. Stay within the assigned delivery area unless instructed otherwise.
7. Immediately respond to supervisor calls/messages.
8. Start the delivery immediately after receiving an order.

The Rider must not stay inactive, delay orders, ignore calls, or refuse orders without valid reason.

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## 4. Customer Service and Behavior

The Rider must behave respectfully and professionally with all customers.

The Rider must:

1. Speak politely.
2. Avoid arguments.
3. Not use bad words or threatening language.

4. Not ask customers for extra money unless approved by the company.
5. Not behave in a rude, careless, or disrespectful manner.
6. Not share customer phone numbers, addresses, or order details with outsiders.
7. Not visit customers for personal reasons.
8. Not disturb customers after delivery.

Any complaint about bad behavior, harassment, fraud, threatening conduct, or misuse of customer information may result in immediate suspension or termination.

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## 5. Dress Code and Personal Appearance

The Rider must dress properly and maintain a clean appearance while working.

The Rider must:

1. Wear clean and suitable clothing.
  2. Wear company T-shirt/uniform if provided.
  3. Wear helmet and safety gear when riding.
  4. Maintain personal hygiene.
  5. Avoid clothing that damages the professional image of Sortes.lk.
  6. Keep the delivery bag clean and suitable for food delivery.
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## 6. Order Handling Rules

When an order is assigned, the Rider must:

1. Accept and start the order immediately.
2. Go to the shop/restaurant without unnecessary delay.
3. Check the order number and customer details.
4. Check whether the items are correct before leaving the shop.
5. Handle food/items carefully.
6. Avoid spilling, damaging, opening, or tampering with customer orders.
7. Deliver to the correct customer and correct location.
8. Collect the correct payment amount if it is a cash order.
9. Inform the supervisor immediately if there is any issue.

The Rider is responsible for careless mistakes, wrong delivery, missing items due to rider negligence, damage caused by poor handling, or payment collection errors.

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## 7. Cash Float and Company Money

The Company may provide the Rider with a **cash float** to collect/pick up orders from shops or for delivery operations.

The Rider agrees that:

1. Cash float is company money.
  2. Cash float must be used only for Sortes.lk order-related work.
  3. The Rider must not use company money for personal expenses.
  4. The Rider must keep accurate records of cash received and cash spent.
  5. At the end of each working day, the Rider must balance cash float, order collections, and earnings.
  6. The Rider must hand over or bank deposit the correct amount to the supervisor/company as instructed.
  7. If there is a shortage, loss, misuse, or mismatch due to the Rider's mistake, the Rider must repay the amount.
  8. If company money is intentionally misused, legal action and termination may follow.
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## 8. Daily Cash Settlement

At the end of each working day, the Rider must submit daily settlement to the supervisor or company.

Daily settlement may include:

1. Cash collected from customers.
2. Cash paid to shops/restaurants.
3. Delivery earnings.
4. Cash float balance.
5. Bank deposit receipt, if deposited.
6. Any pending balance or shortage.
7. Explanation for any difference.

If the cash balance does not match, the Rider must immediately inform the supervisor and settle the shortage as required.

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## 9. Registration/Security Deposit

The Rider agrees to keep a **refundable registration/security deposit of Rs. 5,000** with Sortes.lk Pvt Ltd.

This deposit is held as security for:

1. Company property.
2. Cash float.
3. Delivery bag/uniform/equipment if provided.
4. Pending company money.
5. Losses caused by rider negligence.
6. Unsettled balances at the time of resignation.

The Rider can receive the deposit back after leaving the company only after:

1. Submitting a proper resignation letter.
2. Completing the notice/resignation process.
3. Returning all company property.
4. Settling all cash balances, float, equipment, damages, or dues.
5. Waiting until a replacement rider is found or the company confirms handover is complete.
6. Receiving final clearance from management.

If there are unpaid balances, missing company property, damage, or misuse of company money, the company may deduct the relevant amount from the deposit and return only the remaining balance.

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## **10. Resignation and Notice**

If the Rider wants to leave the company, the Rider must inform the company in advance and submit a written resignation letter.

The Rider must not leave suddenly without proper handover.

Before receiving the Rs. 5,000 deposit, the Rider must:

1. Submit resignation letter.
2. Continue work until management approves the final leaving date or replacement arrangement.
3. Complete handover.
4. Return company items.
5. Settle all cash and financial balances.
6. Receive clearance from the supervisor/company.

If the Rider leaves without notice, fails to hand over company property, or has pending balances, the deposit may be held until all matters are completed.

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## 11. Live Location Sharing

The Rider agrees to share live location with Sortes.lk during working hours.

Live location is required for:

1. Assigning orders.
2. Tracking rider movement.
3. Giving real-time updates to customers.
4. Improving delivery speed.
5. Rider safety.
6. Verifying order completion.
7. Supervising delivery operations.

The company must use location data only for company operations, safety, delivery tracking, and dispute handling. The Rider must not switch off location sharing during working hours without a valid reason.

The Rider confirms consent to share live location during working hours.

### **Rider Consent:**

I agree to share my live location with Sortes.lk Pvt Ltd during working hours for delivery operation, customer tracking, safety, and supervision purposes.

**Signature:** .....

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## 12. Identity Verification

Before joining, the Rider must submit correct identification documents.

Required documents/details:

1. NIC copy/photo.
2. Driving license copy/photo.
3. Bike registration details.
4. Bike insurance details, if available.
5. Rider photo.
6. Home address.

7. Emergency contact.
8. Bank account details, if required.
9. Signature.
10. Any other document requested by management.

Providing false information, fake documents, or another person's documents may result in rejection, suspension, termination, and possible legal action.

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## **13. Vehicle, License, and Safety**

The Rider must have:

1. Valid driving license.
2. Roadworthy bike.
3. Helmet.
4. Valid bike documents.
5. Safe riding behavior.

The Rider is responsible for fuel, personal safety, legal riding, traffic rules, fines, police matters, accidents caused by negligent riding, and bike maintenance unless otherwise agreed in writing.

The Rider must not ride under the influence of alcohol, drugs, or any substance that affects safety.

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## **14. Company Property**

If the company gives any items to the Rider, such as uniform, delivery bag, cash float, ID card, phone, SIM, documents, or other equipment, the Rider must keep them safely.

Company property must be returned when requested or when leaving the company.

Lost, damaged, or misused company property may be charged to the Rider.

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## **15. Confidentiality and Customer Data**

The Rider must keep all company and customer information confidential.

The Rider must not share:

1. Customer phone numbers.
2. Customer addresses.
3. Order details.
4. Shop/restaurant business details.
5. Company pricing, commission, or internal information.
6. Screenshots of orders or customer details.
7. Internal WhatsApp group messages.

This rule continues even after leaving the company.

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## **16. Prohibited Activities**

The Rider must not:

1. Use company money for personal use.
  2. Delay orders intentionally.
  3. Cancel or reject orders without permission.
  4. Ask customers for extra charges.
  5. Misbehave with customers or shops.
  6. Share customer details with outsiders.
  7. Work for personal delivery during Sortes.lk working hours without approval.
  8. Open, eat, damage, or tamper with customer food/items.
  9. Use alcohol or drugs while working.
  10. Fight, threaten, or abuse anyone while representing Sortes.lk.
  11. Make false claims about delivery, payments, or distance.
  12. Hide cash collections.
  13. Turn off phone/location during working hours without valid reason.
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## **17. Penalties and Disciplinary Action**

If the Rider breaks company rules, the company may take action depending on the seriousness of the issue.

Possible actions include:

1. Verbal warning.
2. Written warning.
3. Temporary suspension.
4. Deduction for actual cash shortages, losses, damages, or company property.
5. Removal from order assignment.

6. Termination of service.
  7. Legal action for fraud, theft, threats, or misuse of company/customer property.
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## **18. Payment and Earnings**

The Rider's payment, delivery charge, incentive, or commission will be based on the company's current payment structure.

The company may update payment structure, delivery zones, incentives, or operational rules when required. The Rider will be informed of major changes.

Any pending shortages, damages, or company dues may be settled before final payment, subject to applicable law.

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## **19. Emergency and Accident Reporting**

The Rider must immediately inform the supervisor/company if there is:

1. Accident.
2. Bike breakdown.
3. Customer issue.
4. Police issue.
5. Cash loss.
6. Phone issue.
7. Order delay.
8. Medical emergency.
9. Any other serious problem.

The Rider must not hide incidents from the company.

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## **20. Agreement Confirmation**

The Rider confirms that:

1. The Rider has read and understood this agreement.
2. The Rider agrees to follow all company rules and policies.
3. The Rider provided true information.
4. The Rider agrees to maintain customer service standards.

5. The Rider agrees to handle company money responsibly.
  6. The Rider agrees to share live location during working hours.
  7. The Rider agrees to the resignation and deposit return process.
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## 21. Rider Declaration

I, the undersigned Rider, confirm that I have read, understood, and agreed to the above Rider Service Contract and Work Policy of Sortes.lk Pvt Ltd.

**Rider Name:** .....

**NIC Number:** .....

**Signature:** .....

**Date:** .....

**Company Representative Name:** .....

**Designation:** .....

**Signature:** .....

**Date:** .....