

[Disclaimer]

Good evening, everyone. This is Daniel, the operations owner manager of our transportation fleet. Before we begin, please know that this call is being recorded for internal documentation, quality assurance, and compliance purposes. I continue to participate in this meeting, acknowledge, and consent to the recording. If you have any concerns, feel free to disconnect at this point.

Now thank you all for joining on the short notice. The purpose of today's call is to address a serious incident that occurred to you this morning involving one of our part time drivers as well as to outline the steps we've taken and would continue to take to ensure our service quality and passenger safety remain our top priority. Earlier today, we received a serious complaint from a valued passenger regarding the driving conduct of our one of our part time drivers doing a highway transfer. Specifically, the passenger reported that the driver made a dangerous line change in safety island zone on a highway. This action was only corrected thanks to the passenger's own warning in bill time.

The passenger expressed that they have not spoken up. Situation could have resulted in a severe accident. The risk report has been taken with the utmost seriousness. I want to make it absolutely clear this is not a minor service issue. It is a matter of life and safety.

And for that, I take full responsibility as the fleet operator. Upon learning about the incident, I personally contacted the affected passenger to ensure a full and sincere apology. The passenger was offered a full refund along with a complimentary future airport transfer as a gesture of goodwill. More importantly, the driver involved has been permanently removed from our dispatch system. Driver Name, English name, [REDACTED] (Redacted for privacy purposes), legal name, [REDACTED]. (Redacted for privacy purposes) She will not be assigned any further rides through our company. In addition, another passenger was transported by the same driver later in the day. Although no complaint was received from that ride, I proactively reached out to that passenger as well as acknowledge the situation. I offer an informal apology and provide a complimentary future ride in case any concerns arise later.

For context, the driver in question joined us in June as a part time contractor. Prior to this day, she had completed a modest number of trips without any reported incidents. However, given today's event, her contract has been terminated immediately. Our fleet has operated in southern Ontario, the British Columbia for over a decade, and we have maintained a high standard of safety and professionalism throughout. This is the first safety related incident of this nature in our operational history.

Although the driver was at fault, the oversight ultimately rests with me. It is clear that our vetting and training process for part time and newly onboarded drivers must be more strength more moving forward. I want to assure everyone that this event is being treated as a serious internal failure. We're not only taking corrective actions by using this moment to review and strengthen our driver onboarding, vetting, our performance monitoring systems. Future steps, here is what we are implementing immediately.

One, stricter screening protocols for the part time and newly contracted drivers Two, mandatory retraining and the certification of all active driver regarding highway safety and passenger responsibility. Three, a new passenger feedback tracking system to escalate potential concerns faster. Four, random line monitoring for new drivers during their initial assignments. Five, direct to my managerial review of driver dispatch for all airport pickups and drop offs. In closing, I want to reiterate my personal apology on behalf of the entire fleet team.

We owe our passengers not just reliable service, but safe, professional, and respectful experience every single time. While today's event was unfortunate, we are committed to turn this into a moment of reform, reflection, and higher standards. If anyone on this call has further questions, give you back or would like to speak with me directly after the meeting. My contact information will be shared at the end of the call. Thank you for your time and continued trust.

My phone number is (226) 666-2401. My email is d.duan@161solutions.ca. Thank you.