

CARRIER CODE

Dáme jídlo is number one on the food delivery market, to maintain this position, it is essential that we offer our customers and partner restaurants the highest quality service. This is our main common goal.

In order to be able to achieve this goal, you, the ambassadors of the Dáme jídlo brand, have adopted a unified carrier code. This code tells us how to behave and act before you set out, and sets out how to proceed at all stages of food delivery.

Basic rules of conduct that the courier observes throughout the transport:

- the courier is polite and courteous in all circumstances
- does not violate good morals in front of the customer, does not spit and does not speak rudely
- does not show hatred, does not express extremist views or belonging to such groups
- does not smoke during working hours, not in the vehicle, restaurant, in front of the customer or during the whole time when handling the shipment

Appearance in the restaurant

- enters the restaurant equipped with a thermobox suitable for the type of food being transported
- saves the order in a thermobox and leaves it there for the entire transport period

The appearance of the rider

- the courier takes care of its appearance, is clean, tidy (including clothing and footwear), keeps the vehicle clean, in a condition suitable for transporting food
- the courier is dressed in a company T-shirt, sweatshirt or jacket
- the courier is dressed in suitable trousers, shorts or a skirt that does not show any damage
- The courier has sturdy clean shoes suitable for driving a car
- may have printed or embroidered on the garment or headgear, but does not in any way express extremist views and sympathies with sports or political clubs and groups

Vehicle and order transport

- does not carry unauthorized persons
- the courier observes the valid road traffic rules, as well as the hygienic principles of food transport
- during transport it always follows the rules of road traffic (especially it leaves pedestrians at the crossing, observes speed, observes the rule of priority on the right, accepts reserved places, eg for the disabled and others)
- makes sure that the quality of the food does not suffer from the driving style

Order delivery

- does not call in front of the customer
- does not enter the customer's apartment or office without being prompted
- does not share his views on orders, restaurants, shops or we give food
- The courier is respectful, friendly and courteous in every situation
- does not wait in the vehicle for the arrival of the customer, but always actively contacts the customer and arranges with him to hand over the consignment

- removes the food from the thermobox only in front of the customer and passes it directly to his hands, he does not put it anywhere during the handover;
- always hands over the order at the same time as a valid receipt
- when contacting the customer:
 - greets, introduces himself and the company of the Client
 - offers to take the food to the appropriate floor
 - thanks for any tips
 - deny good taste and say goodbye

The rider is obliged to cover their mouths and noses with a face mask when on shift according to current government regulations. If the rider does not have a face mask, they are obliged to cover their mouths and noses with an object similar to a face mask. If the Client finds that the rider has not used a face mask when delivering orders, or an object similar to a face mask, on the mouth and nose, the Client is entitled to demand a contractual penalty from the rider in the amount specified in the List of Contractual Penalties.

Adherence to the code is mandatory for all carriers. Adherence to it increases the quality of our service. Satisfied customers will make the food actively used - and that makes us number one on the market.