

HungryPanda Delivery Fee Adjustment & Daily Rewarding Rules

Areas: City and its surrounding areas, Waterloo/ Zetland, Rosebery, Kingsford/

Maroubra, Mascot, Hurstville

In order to further improve the management of our platform, optimise the delivery fee structure, and provide a better customer experience, Hungry Panda decides to implement a two-week trial of a scheme with the adjusted delivery fee and daily reward for the City and its surrounding areas (Waterloo/ Zetland and nearby areas/ Kingsford/ Mascot/ Hurstville) from 00:00 1 February 2021 (namely 1 – 14 February 2021). After the trial period, we will decide whether to keep or cancel this scheme.

1. The delivery fee will be adjusted as follows (the following amounts are after the 10% service fee charged by the platform):
 - (1) No change for bicycle riders!
 - (2) For motorbike riders/ car drivers:



① within two km : A\$5.904

② per km fee : \$1.53 (for example, the fee for 4.0km is A\$8.964)

2. Daily reward

(1) Non-National Treasure Team :

| Delivery vehicle | Number of Order | Subsidy |
|------------------|-----------------|---------|
| Bicycle | 25 orders | \$20 |
| | 15 orders | \$15 |



| | | |
|-----------------|-----------|------|
| Motorbike / car | 25 orders | \$25 |
| | 15 orders | \$15 |

(2) National Treasure Team :

Bicycle :

| Number of Orders | Subsidy |
|------------------|---------|
| 70 orders | \$65 |
| 40 orders | \$25 |
| 25 orders | \$15 |

Motorbike / car :

| Type of Riders/ Drivers | Number of Orders | Subsidy |
|-------------------------|------------------|---------|
| National Treasure Level | 45 orders | \$50 |
| | 35 orders | \$25 |
| | 25 orders | \$15 |
| Three-star Level | 35 orders | \$40 |
| | 30 orders | \$20 |
| | 25 orders | \$10 |



3. Details

- (1) The number of orders is calculated on daily basis from 00:00 to 23:59 (based on the time when the customers place the orders).
- (2) All orders must follow the delivery procedure, and any violation is prohibited. Based on the feedback, Hungry Panda has the right to cancel the rider/ driver's reward for the whole week, and permanently disqualify them for the app if the case is serious, under the circumstances that the rider/ driver frequently violates the rules, such as using the cheating plug-in for the app, hitting the "delivered" button ahead of the actual delivery, being un-cooperative with the reasonable order assignment, being significantly late for delivery due to personal reason, and quarrelling with customers and restaurants.
- (3) The uniform reward in the previous contract will be cancelled, and it is now integrated with the daily rewards. The reward of the whole week will be nullified, if the rider/ driver is found not wearing the full set of Hungry Panda uniform. There will be random inspections from time to time and thank you for your cooperation.
- (4) The daily rewards scheme in Hurstville and Wolli Creek will remain the same at the moment!
- (5) The amount of the daily reward and weekly delivery fee will be transmitted to the rider/ driver's bank account (it is subject to the bank's actual transfer time,



and excluding the public holidays).

* The Hungry Panda has the final right to interpret the above rules. Any changes to the terms and conditions will be notified separately.

