

Zero Tolerance Policy

Last updated: August 6, 2024

Purpose and Scope:

This policy outlines the zero-tolerance stance of the Company regarding driver conduct while providing transportation network services. This policy applies to all drivers contracted by the Company and is intended to ensure the safety, comfort, and well-being of all passengers, drivers, and the general public.

Policy:

Company strictly prohibits the following behaviors by drivers while utilizing the platform:

- **Drug or Alcohol Use:** Use of intoxicating substances, including but not limited to alcohol, illegal drugs, and the misuse of prescription or over-the-counter medications.
- **Excessive Speeding:** Driving 15 miles per hour or more above the posted speed limit.
- **Distracted Driving:** Texting while driving or engaging in other activities that distract from driving.
- **Inappropriate Conduct:** Use of explicit language, abusive, violent, discriminatory or inappropriate conversation; playing excessively loud or explicit music or movies.
- **Disrespectful Behavior:** Failing to maintain civility, respect individual differences, and honor reasonable requests and opinions of all riders. This includes avoiding divisive topics such as politics and personal matters.
- **Harassment or Intimidation:** Purposefully making a rider feel uncomfortable, harassed, or intimidated.
- **Sexual Conduct:** Any kind of sexual or flirtatious interactions with riders. This includes, but is not necessarily limited to, unwanted touching and/or assistance outside of what is required to escort riders to and from the vehicle, making off-color or lewd remarks, or making sexual advances or attempting to establish a personal relationship with rider outside of service settings (i.e., asking a rider

out on a date or soliciting personal information from the rider in order to do so at a later time).

- **Weapons:** Possession of firearms or any other implements of combat, mayhem, or personal violence in the vehicle while transporting a rider.
- **Entering the Rider's Residence/Domicile:** Drivers should never enter a riders' private residence or domicile. If Door-to-Door service is required and Care Partner is transporting rider to or from rider's private residence or domicile, Care Partner should escort the rider to the door of rider's home and should go no further.
- **Solicitation and Distribution:** Distributing literature or soliciting any product or service while utilizing the platform; soliciting cash tips or gratuities for services.
- **Non-Discrimination Violations:** Violating non-discrimination laws, including but not limited to the Americans with Disabilities Act (ADA) and the Civil Rights Act. This includes any behavior that discriminates against riders based on race, color, religion, sex, national origin, age, disability, or any other protected characteristic.

Policy:

Reporting Suspensions:

1. Any allegation of violation of this policy by a driver, including suspicion of driver intoxication, may be reported by:
 1. A Rider, attendant, or other Rider representative
 2. A Client/Account representative
 3. Another Driver
 4. SaR employee member
 5. A member of the public
2. Reports can be made by contacting SaR through the following methods:
 1. By phone: 1-866-774-3132
 2. By email at carepartnersupport@sendaride.com or legal@sendaride.com
 3. By mail: P.O. Box 1702, Oklahoma City, OK 73101-1702
3. Reports should include at least the following:
 1. Name of Driver alleged to have engaged in prohibited conduct;
 2. Date, time, location of trip;
 3. Circumstances surrounding the allegation and/or descriptions of behavior leading to the report
4. SaR will not retaliate against any individual who reports, in good faith, allegations of prohibited conduct.

Investigation Process:

1. Immediate Suspension:
 1. Upon receipt of a complaint alleging a violation of the zero-tolerance policy, the driver's ability to accept any ride request through the Company's digital network will be suspended as soon as possible.
 2. The suspension will last for the duration of the investigation.
 3. Any currently assigned rides to the suspected driver will be reassigned to another driver.
2. Investigation Procedures:
 1. The investigation may include:
 1. Interviews with the driver.
 2. Interviews with the rider.
 3. Interviews with the complainant (if different from the rider).
 4. Review of GPS records of the trip(s) in question.
 5. Review of audio recordings of the trip(s), if available.
 2. If allegations of prohibited conduct involve the potential use of intoxicating substance, the investigation may include requirement of a drug test. In that case, if there is reasonable suspicion of the driver's use of an intoxicating substance, the suspected driver will be required to undergo a drug test at the driver's expense and must submit the results of the drug test to the Company within 24 hours of the suspension. If the driver refuses to undergo the drug test, the contract will be immediately terminated.
3. Resolution of Investigation
 1. The driver will be allowed to resume receiving trips only if cleared of any wrongdoing.
 2. If the investigation confirms a policy violation, the driver's contract will be terminated immediately.

Driver's Responsibilities:

- To maintain status as an independent contractor under active contract with Company, Drivers must:
 - Abstain from the prohibited behaviors outlined in this policy.
 - Adhere to this policy and cooperate and comply with all requests for drug testing and investigation procedures.

Company's Responsibilities:

- The Company will conduct a fair and thorough investigation of any allegations of prohibited conduct by Driver

- The Company will ensure the respect of and will make best efforts to ensure the confidentiality of all parties involved in the investigation, where possible.

Monitoring and Compliance:

Individual managers responsible for Care Center and Transportation Success departments are responsible for compliance with this policy. Compliance Officer and/or designated personnel are responsible for monitoring adherence to this policy and conducting periodic reviews to ensure ongoing compliance.

Any deviations from this policy must be documented, reviewed, and approved by the Compliance Officer.

Employees' failure to comply with this policy may result in disciplinary action, up to and including termination of employment. Drivers' failure to comply with this policy may result in termination of the independent contractor agreement between driver and SaR.

Policy Review:

This policy will be reviewed annually or as required to reflect changes in legal and regulatory requirements, organizational needs, or industry best practices.