

## Driver Code of Conduct

Campus Connect wants their service to provide a safe and valued service for drivers, students and their guests while getting around campus. Accordingly, please familiarize yourself with the following expectations and rules for users accessing the Campus Connect services. ***Failure to abide by these expectations and rules can result in the suspension of your user account:***

1. **Background checks and driver suitability.** In order to be qualified as a driver through Campus Connect, you must undergo a mandatory background screening per the terms of the *Provider Agreement*. Failure to meet the criteria under the initial or any routine follow-up background checks will result in immediate termination of your user account.

Campus Connect's background check and driver screening includes the following:

- A local and national criminal background check
- A driver history research report

No driver will be approved for an account if the driver:

- Has had more than 3 moving violations in the last 3 years or one major violation in the last 3 years. Major violations include, but are not limited to, attempting to evade the police, reckless driving or driving with a suspended or revoked license
- Has been convicted within the last 7 years of driving under the influence of drugs or alcohol, fraud, sexual offenses, use of a motor vehicle to commit a felony, crimes involving property damage or theft, acts of violence or acts of terror
- Is a match on the United States Department of Justice National Sex Offender Public Website
- Does not possess a valid driver's license
- Does not possess proof of registration for the motor vehicle used to provide rides
- Does not possess proof of automobile liability insurance for the motor vehicle used to provide rides
- Does not pass an updated vehicle inspection
- Is not at least 20 years old

Failure to continue to meet the above criteria will result in immediate suspension of a driver account.

2. **Be respectful.** Riders should be treated respectfully at all times. Speak to riders in a respectful tone and manner. Making comments or gestures that are disrespectful, aggressive, sexual or discriminatory are strictly forbidden. It is unacceptable to refuse to provide services based on where someone is going, or characteristics like a person's race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under relevant federal, state or local law. Actions like these will result in permanent deactivation of your account.
3. **Safety first.** Always follow local traffic laws. Obey the speeding limit and follow all posted traffic signs and lighting. NO texting – it's the law! Do not drive if you are feeling tired or ill.
4. **Rides are limited to the campus only.** The Campus Connect service arranges transportation around designated college and university campuses only. Drivers may not agree to take riders to off-campus locations.
5. **Driver quality is important.** Rider are encouraged to provide feedback on drivers through the app. In addition, Campus Connect monitors the frequency of trip cancellations of each driver. Campus Connect may contact you in the event of low quality ratings or elevated rates of trip cancellations in order to determine what steps can be taken to improve quality or performance ratings.

6. **Physical contact.** You should not touch or flirt with any riders in the vehicle. Sexual conduct between with a rider is not allowed. Physical violence or threats of physical violence will not be tolerated.
7. **Maintenance of vehicle.** You are responsible for maintaining your vehicle to ensure safe trips for riders. For the comfort of riders, please keep your vehicle free of clutter. You agree to submit to Campus Connect your motor vehicle maintenance, registration and insurance records for routine safety checks per the terms of the *Provider Agreement*.
8. **Maintenance of insurance.** Every driver is responsible for maintaining motor vehicle insurance on the vehicle used for providing rides through the Campus Connect app of at least \$300,000 for death, bodily injury and property damage. **PLEASE NOTE: Your motor vehicle insurance policy may not provide coverage while you are logged into the Campus Connect app or providing a ride. It is your responsibility to notify your insurance carrier that you are engaged in providing prearranged ride services.** Campus Connect maintains its own insurance in connection with the services offered through the Campus Connect app as required by applicable law. Should Campus Connect's insurer make payment for a claim under its comprehensive coverage or collision coverage, payment will be made directly to the business repairing the covered motor vehicle or jointly to the owner of the vehicle and any primary lienholder.
9. **We have a zero tolerance harassment policy.** Drivers may not engage in any harassing, demeaning, threatening or abusive language or conduct towards riders. Unwanted contact with a rider after a ride is over, whether by calling, texting or visiting in person, is prohibited.
10. **Distracted behaviors.** While it is OK to have conversations with riders, please do not engage in behavior that could cause you to be distracted. Drivers should limit personal calls – even in hands free mode – while riders are in the vehicle.
11. **We have a zero tolerance drugs and alcohol policy.** Campus Connect does not tolerate the use of drugs or alcohol by drivers while driving or being logged into the Campus Connect app.
12. **Firearms are strictly prohibited.** Drivers are strictly prohibited from carrying firearms in a vehicle while using the Campus Connect app.

If we are made aware of any violations of these rules and expectations, we may contact you so we can investigate them. Depending on the nature of the concern, we may put a hold on your account during our investigation. If the issues raised are serious or a repeat offense, or you refuse to cooperate, you may lose access to your Campus Connect account. Any behavior involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using Campus Connect can result in the immediate suspension of your account. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our *Provider Agreement*.