

Onward Code of Conduct for Community Members
Rev. February 2025

This document outlines Onward Health Inc. (“Onward”) requirements of behavior and conduct for all members of the Onward ecosystem. This includes anyone who drivers for or on behalf of onward (“Driver”), passengers, riders, and those who utilize or obtain services from Onward (“Rider”). A Community Member is defined as a Driver, Rider, or any other utilizer of the Onward platform or any Onward’s services.

Failure to abide by the provisions set forth in this Code of Conduct may result in Onward in its sole discretion terminating or suspending access to Onward’s services.

Reporting Violations of this Code of Conduct

Onward wants to hear about any violation of this Code of Conduct. All reported violations will be appropriately investigated. To report an actual or suspected violation you can email support@onward.com or call (800) 700-4797.

Onward will not retaliate for reporting an actual or suspected violation nor will it tolerate retaliation on the part of any community member. All reports are and will be treated with the utmost confidence to the extent possible.

General Behavioral Expectations

All Drivers and Riders will treat each other and all Onward team members with general courtesy, respect, and professionalism at all times. Drivers and Riders will abide by all applicable local, state, and federal laws. Drivers must also follow all rules regarding how to properly conduct a companion ride including but not limited to walking Riders in and out of the vehicle; all of these stipulations are provided at driver training, and breach of them may result in loss of access to the platform.

ZERO TOLERANCE POLICY - Alcohol and Substance Usage

Onward has a zero-tolerance policy for Drivers using or being under the effects of any alcohol or substances while engaged in a ride with Onward. Drivers are prohibited from being under the influence or effects of alcohol or any other substance - illicit or otherwise - to any degree while driving with Onward. This applies regardless of if a Driver is within the state’s legal limit for alcohol consumption or is otherwise taking a prescription or non-prescription medication which may affect the Driver’s ability to safely operate a vehicle. Riders and Drivers alike are strictly prohibited from using any alcohol or drugs during a ride.

General Vehicle and Driving Expectations

Drivers will only drive the vehicle that is registered with Onward. Vehicles shall be maintained in a clean manner. Vehicles shall be washed, vacuumed, trash-free, and free of any unpleasant or strong odors. Drivers shall themselves be free of any strong or unpleasant odors, and fully dressed (shirt, pants, and shoes) in a conservative manner with clothing that is free of any potentially offensive language or logos.

Smoking, Vaping, and Tobacco Usage

Smoking, Vaping, and Tobacco Usage is never allowed during any Onward ride. Additionally, Drivers are prohibited from smoking or vaping in any vehicle that is used for Onward regardless of if the vehicle is actively engaged in a ride.

Physical Violence

Physical violence is strictly prohibited. This includes but is not limited to hitting, striking, pushing, shoving, or otherwise engaging in any unwanted physical conduct, which is strictly prohibited. Onward reserves the right to notify law enforcement of any act of physical violence.

Sexual Harassment and Sexual Assault

Onward does not tolerate sexual assault, sexual harassment, and/or other sexual misconduct from anyone. We take all allegations of such behavior involving our Drivers or Riders extremely seriously. Through enforcement of this policy, and by education of Drivers and Riders, Onward will seek to prevent and respond appropriately to reported behavior that violates this policy. This may include permanently deactivating (banning) a Driver or Rider from using the Onward Platform.

Sexual Assault, as defined by the National Sexual Violence Resource Center (NSVRC), sexual assault is physical or attempted physical conduct that is sexual in nature and without the consent of the user. "Sexual in nature" includes, but is not limited to, body parts such as the mouth, breasts, buttocks, or genitalia.

Sexual harassment is non-physical conduct of a sexual nature that is unwelcome and without consent. It includes making unwelcome sexual advances or requests for sexual favors, or engaging in other verbal or physical conduct of a sexual nature, when: (1) submission to such conduct is made explicitly as a term or condition of a ride or payment for a ride; or (2) submission to or rejection of such advances or requests is used as a basis for providing or denying rides or payment; or (3) such conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive environment. All sexual contact is prohibited while using the Onward Platform, including during a trip, regardless of whether consent is given and irrespective of whether the Driver and Rider know each other.

Examples of sexual harassment include but are not limited to:

- Staring or leering
- Asking personal questions (e.g., about relationship status, sexual orientation, phone number, social media accounts)
- Flirting
- Violating physical space norms (e.g., standing too close, impeding or blocking movement)
- Making comments about appearance (e.g., derogatory comments, "complimentary" comments, comments about someone's perceived gender identity or expression)
- Sexually explicit gestures
- Sexually explicit comments (e.g., about sex acts, degrading words, obscene comments, derogatory comments, slurs or jokes)
- Displaying indecent material (e.g., photos, videos, pornography, sexually suggestive cartoons or posters)
- Indecent photography/video without consent
- Soliciting a sexual act (e.g., unwanted sexual invitations, offering money for sex)
- Indecent exposure (e.g., performing sex acts during a trip, "flashing", urinating in public)
- Verbal threat of sexual assault
- Masturbation or other inappropriate self-touching

Post-Ride Contact

Onward prohibits contact between Drivers and Riders following the ride. Contact must end when the trip is complete, except in cases involving a lost or misplaced item and the Rider has consented to the Driver returning the item.

Verbal Behavior and Inappropriate Behavior

Verbal behavior including yelling, screaming, threatening (including to leave a Rider stranded), excessive profanity, insulting, belittling or otherwise engaging in verbal conduct which does not reflect a high level of common decency is prohibited. Gestures that are intended or have the effect of insulting or demeaning someone are prohibited. Any clothing article that displays wording or other images likely to cause upset or insult is prohibited.

Discrimination

Onward expressly prohibits any discrimination on the basis of actual or perceived race, religion, color, national origin, ancestry, physical or mental disability, medical condition, marital status, military or veteran status, age, sex (including childbirth, breastfeeding, pregnancy, and related medical conditions), gender, gender identity, gender expression, sexual orientation, HIV-status, natural hair, genetic information or testing, domestic violence/sexual assault/stalking victim status, and all other bases protected by federal, state, or local law, ordinance, or regulation. Discrimination may include but is not limited to refusal to provide or accept services based on any protected characteristic.

Weapons

Unless otherwise permitted by state law, Onward prohibits the carrying or usage of any weapons during a ride. Onward expressly disclaims and will not be held liable for any usage of a weapon during a ride, even if such weapon is lawfully carried under state law.

Onward's Intellectual Property

Drivers and Riders are prohibited from utilizing Onward's intellectual property including its name, logo, likeness, or any other tangible or intangible asset which is attributed to Onward except to the extent which an applicable licensing agreement may grant.

Fraudulent Behaviors

Drivers and Riders will refrain from engaging in any activity which may constitute or be perceived as fraudulent. This includes but is not limited to: requesting a toll refund when no toll was paid, starting a ride earlier than stated through the app, ending a Ride earlier than stated in the app, marking a ride as completed when it was not, or not providing the services to the same service delivery standards as required by Onward.

Criminal Activity

The usage of Onward to engage in any illegal or illicit activity including but not limited to drug sales, human trafficking, kidnapping, fraud, escape, evasion, or any other illegal activity is strictly prohibited.

Vehicle Operations

Drivers will operate their vehicles at all times with the utmost care and due regard for the safety of their passenger(s) and members of the public. Drivers will obey all traffic laws and regulations and seek to drive in a defensive manner that avoids collisions, near collisions, and unsafe driving behavior. Seat belts shall be worn at all times by Drivers and Riders in the vehicle.

Service Animals

All Drivers must get prior approval during the onboarding process to bring a service animal along with them while performing trips for Onward. During the onboarding process, Drivers must provide a physician's note that is no more than one year old. Onward maintains sole and absolute discretion on allowing service animals.

Once approved, if the service animal could affect the Driver's ability to provide Onward's door-through-door service for any ride, particularly if physical support for the Rider is needed, the Driver must not accept the ride. The Driver also must reach out to the Rider upon claiming any ride to let them know they will have a service animal in tow with them to ensure the Rider is comfortable with this; if the Rider rejects the ride due to the service animal, the Driver must let Concierge know ASAP. The Driver will not be charged a transfer fee, but will not be compensated for a ride that is rejected by a Rider.

Drivers may not refuse a ride on the basis that a Rider has a service animal. Federal, and some state, law(s) generally prohibit denying service to a Rider because of service animals, and from otherwise discriminating against Riders with service animals. Onward Health prohibits Drivers from denying service to a Rider because of the Rider's service animal. There are no exceptions to this policy due to allergies, religious objections, or a generalized fear of animals.

Assistive Devices

Onward Health prohibits Drivers from (a) refusing service to a Rider with a disability who can get into the vehicle on their own, and (b) refusing to assist with stowing assistive devices like folding wheelchairs, crutches, canes, and walkers. For California Drivers, California law prohibits transportation providers from denying service to a person with a disability who can get into the vehicle on their own. California law also prohibits transportation providers from refusing to assist a person with the stowing of assistive devices, like folding wheelchairs, walkers, crutches, and canes.

Reporting Emergencies and In-Ride Incidents

Emergencies and any in-ride incidents (including but not limited to any traffic accidents, medical emergencies, vehicle fires, crime, or concerns about Rider or Driver conduct) shall be reported as soon as possible but in no case outside of sixty minutes of the emergency or incident. Emergencies and Incidents shall be reported to the concierge team at (800) 700-4797 through the app, or by email to support@onwardrides.com.

Gratuities

Drivers are prohibited from accepting, and Rider are prohibited from offering, any form of compensation including cash, cash transfers (Venmo, zelle, etc), gifts, or other forms of gratuities other than what is permissible through the Onward app.

Cameras

To the extent permitted by law, Drivers and passengers are permitted to utilize camera's to the extent permitted by law to record the ride. Some states require that the recording party notify the other party that they intend to record. Sharing or streaming of a Driver or passenger name or information is a violation of our privacy standards and prohibited absent the other party's consent. Driver's are not permitted to record the interior of the vehicle when driving with a Rider who is coming from a healthcare facility when such a healthcare facility arranged the ride. Driver camera use policy is further governed in the DICA.

Use of Accounts

Drivers and Riders shall only utilize the account to which they are registered for and that correctly displays their name and information. Drivers who are picking up a Rider where the ride was arranged by a third party shall verify that they have picked up the correct Rider.

Privacy of Information

Drivers shall keep confidential and not disclose any identifying information pertaining to the identity of the Rider unless expressly authorized by law. Riders shall not utilize or disclose any information obtained about the Driver outside of the Driver's name unless expressly authorized by the Driver.

Property Damage

Damaging the property of another is never permitted. This may include breaking a part of the vehicle, an electronic device, or emitting any bodily fluids on part of or inside of the vehicle. The party (Driver or Rider) damaging the property of the other shall be responsible for the cost of replacing, repairing, or cleaning the property.