



Driver Behavior Policies

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Driver Access to the Joi Delivers App

As a Driver, you are able to see Joi Delivers requests submitted by Customers, which you are then free to accept or not. Just like we have guidelines for Customers, we also have Policies for Drivers. These Policies outline situations where a user's access to the Joi Delivers App could be limited, suspended, or even deactivated. As you might guess, the situations that could cause something to happen to your access to the Joi Delivers App tend to involve things like fraud, threats to safety, discrimination, and the quality of other users' experiences.

Repeatedly Degrading Customer Experience

The Joi Delivers App allows Drivers, Customers, and Merchants to connect. For the Joi Delivers App to work, it's important that all three types of users have a positive experience. With that in mind, the Joi Delivers App has a few built in features designed to allow users to provide feedback regarding their user experience and interactions with the other users of the Joi Delivers App.

Driver Ratings

After a Joi Delivers delivery is completed, Customers are given the opportunity to rate the Driver and the Merchant. Your rating is based on the average ratings Customers have given you. As a Driver, the rating a Customer gives the food does not affect your rating, although a Customer may of course decide to rate you less favorably if they don't like the food (more on that below).

To be clear, Joi Delivers is not involved in any way in how Customers give out ratings or what standards they use. Customers rate Drivers based on their own individual expectations and experiences. That said, we've noticed that Customers generally (and not surprisingly) give higher ratings to Drivers who complete the Joi Delivers deliveries they have accepted promptly and accurately while communicating their progress effectively.

As a Driver, you can see your personal rating in the Profile page of your Joi Driver App, and you are free to do whatever you want with your own rating. Many Drivers with strong ratings advertise their ratings, while others simply take pride in knowing Customers value how they have personally decided to approach and execute the Joi Delivers delivery requests they accept. Ultimately, what you decide to do with rating information is up to you.

Can Ratings Affect Access to the Joi Driver App? Yes. Joi Delivers reviews Customer ratings of both Drivers and Merchants in assessing overall satisfaction with the Joi Delivers App. If we see a trend of Customers giving low ratings to a particular Driver or Merchant, we may contact the Driver or Merchant to pass along feedback. In such situations, how the Driver or Merchant decides to deal with the low rating is entirely up to them. If the low ratings continue, the Joi Driver App will alert you if your ratings are below the market minimum (the minimum may vary over time and from market-to-market and is based on average Customer ratings, city conditions, and other variables). If the Driver's rating stays below that minimum following multiple notices from the Joi Driver App, Joi Delivers may suspend the Driver's access to the Driver App temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond and appeal.

To be clear, if you lose access to the Joi Driver App, you are still free to use the Joi Delivers App as a Customer (subject to the Customer Terms of Service) and you are still free to offer whatever services you like to whomever you like outside of the Joi Delivers App.

Cancellation Rate

A “cancellation” happens when a Driver accepts a Customer’s Joi Delivers request and then cancels the request (turning down a delivery request without accepting it is not considered a cancellation). There are circumstances where the details of a delivery led to a cancellation such as when a Merchant is closed or out of an item or a Customer changes their mind after a Driver has accepted a delivery. On the other hand, there can be situations where accepting and then cancelling a delivery request without the mutual agreement of the Customer can negatively affect the experience of other Drivers (by keeping them from taking the delivery requests) and Customers (by increasing the time it takes to complete the deliveries).

How Is Cancellation Rate Calculated? Your cancellation rate is based on the number of deliveries canceled out of the total number of delivery requests you accept. For example, if you have accepted 100 requests and have cancelled four of them, you have a cancellation rate of 4%. For reference, most Drivers average a cancellation rate of less than 5%.

Can Cancellation Rate Affect Access to the Driver App? Yes. The Driver App calculates average cancellation rates on a market-by-market basis to predict the point at which the cancellation rate is likely to affect other Drivers and Customers negatively in that market. If a Driver’s cancellation rate exceeds the calculated cancellation rate, the Joi Delivers App will alert the Driver. If the Driver’s cancellation rate continues to exceed the calculated cancellation rate following multiple notifications from the Joi Driver App, Joi Delivers may suspend the Driver’s access to the Joi Driver App temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond and appeal.

Acceptance Rate

You are free to turn down any Joi Delivers delivery requests you like. Likewise, if you know you don’t feel like accepting *any* delivery requests, you always have the option of just logging out of the Joi Driver App entirely.

The advantage to logging out of the Joi Driver App entirely is that it helps the network run more smoothly, because the app doesn’t waste time offering you delivery requests you know you don’t want. Also, certain promotional payment guarantees may be limited to Drivers with acceptance rates above a certain threshold, and logging out of the app helps keep your acceptance rate up so you can take advantage of those if you like (see below on how acceptance rate is calculated).

How Is Acceptance Rate Determined? Your acceptance rate is based on the number of delivery requests accepted out of the total number of delivery requests you are offered. For example, if you have been offered 100 delivery requests and accepted 90 of them, your acceptance rate would be 90%. Certain delivery requests are not counted as offered delivery requests (*e.g.*, a delivery request canceled by a Customer or because a merchant is closed or out of an item).

Can Acceptance Rate Affect Your Access to the Joi Driver App? No. Your acceptance rate does not affect your access to the Joi Driver App. As noted above, access to certain promotional payment guarantees may be limited based on acceptance rates, but there is no minimum acceptance rate required to maintain access to Joi Driver App.

Other Interference with Quality

As mentioned above, for the Joi Delivers Apps to work smoothly it’s important that Drivers, Customers, and Merchants have a positive experience using the platform. Joi Delivers reserves the right to terminate the access of any Driver that unduly interferes with the quality of the experiences for any other user. Such situations include, but are not limited to, leaving false, defamatory, or otherwise negative reviews of Merchants in a public forum when your review is associated with Joi Delivers and/or the Joi Delivers

Apps. Of course, you are always free to leave your own personal opinion in any forum that you choose, but it can interfere with the experience of other Drivers, Customers, and Merchants when you associate such opinion with the Joi Delivers App.

Can This Type of Interference Affect Your Access to the Joi Delivers App? Yes. If we believe that a Driver has taken an action that unduly interferes with the quality of the Joi Delivers Apps for another Driver, Customer, or Merchant, Joi Delivers may suspend the Driver's access to the Joi Driver App temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond and appeal.

Intellectual Property Rights

As described in the Joi Driver Software Agreement, it is your responsibility to comply with all applicable laws while using the Joi Delivers platform. As such, you are responsible not for infringing upon or violating any trademark, copyright, or intellectual property rights of Joi Delivers or any third party while using or referencing the App or service.

Examples of such prohibited activity include:

- Using the logos, names, trademarks, or copyrighted material of any third party in any way without authorization of any third party, while making using or referencing the App or service.
- Using the logos, names, trademarks, or copyrighted material of Joi Delivers or its affiliates in any way without authorization (provided that a Driver may use the unaltered logo of Joi Delivers to reasonably promote their services as an independent contractor in a way that is not damaging to the brand, subject to any take-down requests from Joi Delivers).

Can Violation of Intellectual Property Rights Affect Your Access to the Joi Delivers App? Yes. If we believe that a Driver has violated any intellectual property rights, Joi Delivers may suspend the Driver's access to the Joi Driver App temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond and appeal.

Safety

We want the Joi Delivers Apps to provide safe experiences for everyone involved: Drivers, Customers, and Merchants. Accordingly, Joi Delivers reserves the right to terminate the access of any Driver, Customer, or Merchant that threatens the safety of a Driver, Customer, or Merchant or otherwise creates a threatening or unsafe situation. Such situations include, but are not limited to, the following:

- **Inappropriate or abusive language.** Asking overly personal questions, using crude or offensive language, or making comments or gestures that are sexual, aggressive, discriminatory, or offensive.
- **Uninvited contact with a Customer.** Texting, calling, or visiting a Customer without invitation (outside of an accepted Joi Delivers).
- **Breaking local laws while using Joi Delivers.** Texting while driving, driving under the influence, speeding, unaccompanied minors or breaking other traffic laws while using the Joi Delivers Apps to complete a delivery, or using the Joi Delivers App to commit a crime.
- **Auto Accidents.** If a Driver is involved in an auto accident while using the Joi Delivers App, Joi Delivers will evaluate. This potentially could lead to losing access to the Joi Delivers platform based on all relevant facts and information, including if the Driver was determined to be at fault.
- **Child safety while using Joi Delivers.** For safety reasons, we would strongly discourage performing deliveries while accompanied by children.
- **Carrying a Firearm.** Having a firearm on your person while purchasing goods at a Merchant or delivering goods to a Customer can create a threatening or unsafe situation for others, and is therefore not permitted while using the Joi Driver App.
- **Food safety.** Having live animals, toxic substances (including smoking), or other potential contaminants in the vehicle while food is being transported, or otherwise tampering with

consumable goods or causing the temperature of the food to reach unsafe or unconsumable levels, is a safety violation and can lead to deactivation from the platform.

- **Public Health.** Performing deliveries while contagious, symptomatic or otherwise a risk to public health could result in temporary suspension from the platform. Any Driver suspended for the above reasons may have their accounts reactivated pursuant to instructions sent in the suspension email, confirming they are safe to continue running.
- **Face Coverings.** Due to COVID-19, Drivers are required to wear a face covering over their mouth and nose while fulfilling deliveries. This includes all phases of delivery, e.g. while shopping at a Merchant or walking to your Customer's doorstep, except where alone in your vehicle (unless interacting with curbside workers). Face covering can be fashioned out of any material that does not have visible holes, including clothing, bandanas, or scarves.
- **Contactless Delivery.** Due to COVID-19, all deliveries are now contactless. For safety reasons, all items should be left on the Customer's doorstep (even if a Customer requests otherwise). Under no circumstances should a Customer be required to open their door. Notification that the delivery has arrived can be provided digitally via text or by knocking and walking at least six feet away.

Can Unsafe Or Threatening Behavior Affect Access to the Joi Delivers App? Yes. If we believe a Driver has potentially threatened the safety of a Driver, Customer, or Merchant, repeatedly failed to comply with any of the above safety requirements, or has otherwise created an unsafe or threatening environment, we may contact the Driver to investigate the situation and may suspend the Driver's access to the Joi Delivers Apps as both a Driver and a Customer pending the outcome of that investigation. We may also temporarily deactivate your account while we investigate the situation. If we ultimately determine a Driver has threatened the safety of a Driver, Customer, or Merchant or repeatedly failed to comply with any of the above safety requirements, we will permanently deactivate the Driver's access to the Joi Delivers Apps as a Driver and as a Customer. In all such cases, the Driver will be notified of the situation and given an opportunity to respond and appeal.

Age-Restricted Products (including Alcohol)

As described in the Joi Driver Software Agreement, it is your responsibility to comply with all laws applicable to the orders you choose to fulfill. With respect to orders involving age-restricted products such as alcohol, this will include verifying that the individual receiving the product is of sufficient legal age. Orders involving alcoholic beverages are also subject to the requirements of the Texas Alcoholic Beverage Commission ("TABC"). If an illegal delivery is made it can result in arrest, fines up to \$4,000, or additional liability. It is your responsibility to familiarize yourself with all TABC requirements and to comply with them, but below is an outline of recommended best practices and relevant features of the Joi Drivers App:

- **21 or Over.** The TABC requires that all purchasers of alcoholic beverages be 21 or over and present a valid government-issued ID verifying their age that contains a physical description and photograph matching the person's appearance. The Joi Driver App has built-in features to assist with age verification, but it is ultimately your legal responsibility not to deliver alcohol to a minor. The App will also require a Driver to be 21 or over to accept orders involving alcoholic beverages. The Joi Driver App gives you the option to return the goods to the Merchant if you believe any of the requirements are not met, and you will be compensated for both trips (the Customer will be charged a return fee).
- **Not Intoxicated.** The TABC prohibits providing alcohol to intoxicated persons. The Joi Delivers App gives you the option to return the goods to the Merchant if you believe the recipient is intoxicated, and you will be compensated for both trips (the Customer will be charged a return fee).
- **Alcohol Returns.** If the merchant does not accept a return for any reason, please safely dispose of the alcoholic beverages in the nearest available waste receptacle and notify DriverSupport@JoiServices.com to confirm this has been completed.
- **TABC Alcohol Seller Training.** The TABC has approved certain courses designed to assist sellers, servers, and other individuals in preventing the sale of alcohol to minors or intoxicated persons. A list of these approved courses is available [\[here\]](#). AST certification is recommended, but not required.

- **Do Not Leave Unattended.** The TABC does not allow you to leave alcoholic beverages unattended at a doorstep or other location. The Joi Delivers App gives you the option to return the goods to the Merchant if no one of legal age is available to receive the order, and you will be compensated for both trips (the Customer will be charged a return fee).
- **TABC Approved Merchants.** The TABC only allows alcohol to be delivered from Merchants with the appropriate permits. The specific Merchant locations listed in the App have confirmed they have these permits. Merchants may only allow the sale of alcohol during certain hours, which will be reflected in the Joi Driver App. Obtaining alcoholic beverages from any other location or by any other means to fulfill an order is prohibited by TABC and a violation of these guidelines.
- **Driver Support.** While TABC compliance is your responsibility, Driver Support is available to assist with questions regarding the Joi Delivers App and deliveries involving alcoholic beverages. You will always have the option in the Joi Driver App to return alcoholic beverages to the Merchant if you believe it is the best course of action, and you will be compensated for both trips (the Customer will be charged a return fee).

Can Failure to Comply With Applicable Laws Affect Your Access to the Joi Delivers App? Yes. If we believe that a Driver has broken the law, such as by delivering alcoholic beverages to a minor or purchasing alcoholic beverages from a non-approved Merchant, Joi Delivers may suspend the Driver's access to the Joi Driver App temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond and appeal.

Discrimination

Drivers are free to turn down any delivery requested by any Customer for any reason *other than* a User's race, color, religion, national origin, disability, sexual orientation, sex, gender identity, age, or any characteristic protected under applicable federal, state, or local law.

Can Discrimination Affect Access to the Joi Delivers App? Yes. If we believe a Driver has turned down requests on the basis of a customer's race, color, religion, national origin, disability, sexual orientation, sex, gender identity, age or any characteristic protected under applicable federal, state, or local law, we may contact the Driver to investigate the situation and may suspend the Driver's access to the Joi Driver App pending the outcome of that investigation. If we determine a Driver has turned down requests on the basis of a customer's race, color, religion, national origin, disability, sexual orientation, sex, gender identity, age, or any characteristic protected under applicable federal, state, or local law, we will terminate the Driver's access permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond during an appeal process.

Zero Tolerance for Drugs and Alcohol

A Driver may not accept or fulfill Customer delivery requests while under the influence of alcohol or illegal controlled substances, regardless of the method of transportation the Driver uses. This prohibition extends to time spent waiting at a Merchant for an order to be prepared by the Merchant.

Can Drugs and Alcohol Affect Access to the Joi Delivers App? Yes. If we have reason to believe a Driver has accepted or fulfilled a Customer's delivery request while under the influence of alcohol or an illegal controlled substance, we may contact the Driver to investigate the situation and may temporarily deactivate the Driver's Driver access while we investigate. If we determine a Driver has accepted or fulfilled a Customer's Joi Delivers request while under the influence of alcohol or an illegal controlled substance, we may terminate the Driver's access temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond during an appeal process.

Additional and Personal Purchases

It's important for the various Users of the Joi Delivers App to be able to trust each other. Accordingly, you may not use the Joi Driver App to charge Customers for purchases they did not authorize. It's okay if a Customer decides to modify their order directly with the Driver and there is a discrepancy between what the customer initially ordered and the items purchased at the merchant. However, additional purchases not authorized by the Customer are prohibited.

Can Making Additional or Personal Purchases Affect Access to the Joi Delivers App? Yes. If we have reason to believe a Driver has engaged in fraudulent activity of any kind, we may contact the Driver to investigate the situation and may suspend the Driver's access to the Joi Driver app pending that investigation. If we determine the Driver engaged in fraudulent activity, we may terminate the Driver's access as a Driver and Customer temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond during an appeal process. Finally, we reserve the right to pursue any Driver who uses the Joi Delivers App to commit fraud for repayment, recoupment, and associated attorney's fees and expenses.

Intentionally Increasing or Decreasing Cost of Items

Customers expect to be charged the *exact* amount for the goods purchased at a Merchant – no more and no less. Intentionally decreasing or increasing the cost of items will result in loss of Driver access to the Joi Driver App. If a Driver needs to decrease or increase the cost for of a Joi Delivers for a legitimate reason (for example, the merchant discounted an order after the Driver saved the price in the Joi Delivers App), the Driver should contact DriverSupport@JoiServices.com.

Can Decreasing or Increasing Cost Affect Access to the Joi Delivers App? Yes. If we have reason to believe a Driver has engaged in fraudulent activity of any kind, we may contact the Driver to investigate the situation and may suspend the Driver's access to the Joi Driver app pending that investigation. If we determine the Driver engaged in fraudulent activity, we may terminate the Driver's access as a Driver and Customer temporarily or permanently. In all such cases, the Driver will be notified of the situation and given an opportunity to respond during an appeal process. Finally, we reserve the right to pursue any Driver who uses the Joi Delivers App to commit fraud for repayment, recoupment, and associated attorney's fees and expenses.

Merchant Rewards Programs

While some merchants may offer rewards/loyalty or similar programs for purchases made at their locations, whether or not a Driver may participate, and how, is governed by such Merchant's applicable terms and conditions. As independent contractors, a Driver is responsible for understanding and complying with any Merchant requirements. Attempting to defraud any Merchant rewards programs, or violating any of the Merchants applicable terms and conditions (as determined by the merchant), may lead to removal from the Joi Delivers platform.