



ZERO TOLERANCE POLICY

And Notice of the Nondiscrimination Policy

This Zero Tolerance is an addendum to the [Terms of Use](#) between you and BusyBee and it sets forth additional terms and conditions that are applicable to your use of the Platform. The Platform is designed with the interest of safety of all Users in mind. Consequently, BusyBee has implemented certain expectations relating to drug and alcohol use by Drivers and certain other standards relating to the behavior of Drivers. Users reported to have violated one or more of the items specified below will be promptly suspended pending an investigation, and those found to have violated one or more of such items will be deactivated in accordance with the law and [Terms of Use](#).

- Impaired driving, including the use, possession, or being under the influence of drugs or alcohol while using the Platform. Without limiting the generality of the foregoing, Drivers are not to operate a vehicle if they have consumed alcohol within 4 hours of accessing the Platform, or if they are otherwise under the influence (or in possession) of alcohol or drugs while using the Platform.
- Physical contact between a Driver and a Rider is strictly prohibited, except in the case of an extraordinary safety reason where emergency assistance is required and/or where a Guardian has previously specified and approved limited physical assistance. For instance, a Guardian may require that a Driver help a Rider load and unload from a vehicle or lend an arm to walk the Rider to and from the vehicle. Physical assistance should not jeopardize the Driver's or the Rider's safety (for example, a Driver is never expected to lift a Rider or other heavy objects).



- Illegal use of a mobile device while driving.
- Discrimination against any User on the basis of race, color, national origin, religion, gender, gender identity, physical or mental disability, medical condition, marital status, age, sexual orientation or any other classification protected by state or federal law.
- Sexual harassment against any User including, but not limited to, unwanted verbal or physical advances; leering, gestures, or displaying suggestive objects, pictures, cartoons, or posters; derogatory comments, epithets, slurs, or jokes; graphic comments or suggestive messages or invitation; and physical touching or assault, as well as impeding or blocking movements.

To make a complaint, please fill out this [form](#) and file a complaint with the Pennsylvania Public Utility Commission. If you haven't received a call or email in 15 days, please call (717) 787-7598. To the full extent possible, complaints will be handled in a confidential manner; an impartial, timely, and thorough investigation will be conducted; and resolution based on the investigation will be issued pursuant to the [Terms of Use](#) and/or the [Driver Disclosures and Requirements](#). No User will be retaliated against as a result of making a good faith complaint or participating in an investigation.