

EQICK COMMUNITY GUIDELINES

We want EQICK to be enjoyable and safe for everyone. These ground rules are designed to ensure that riders and drivers have a five-star ride when using EQICK. Please take a moment to read them. Because whether you're a rider trying to get from A to B—or a partner wanting to earn money by driving —your behaviour matters.

Respect each other

Treat your fellow riders and drivers as you would like to be treated yourself: with respect. It's common courtesy not to shout, swear or slam the car door. And by tidying up after yourself—whether it's taking your trash home or cleaning up a spilled drink—you'll keep the car in good condition and ensure the next person has a pleasant ride too. Most important of all, remember that when you use EQICK you will meet people who may look different or think differently from you. Please respect those differences. We want everyone to feel welcome when they use EQICK.

Give riders and drivers some personal space

We all value our personal space and privacy. It's OK to chat with other people in the car. But please don't comment on someone's appearance or ask whether they are single. As a passenger, if you need to make a phone call keep your voice down to avoid disturbing your driver or other riders. And don't touch or flirt with other people in the car. As a reminder, EQICK has a no sex rule. That's no sexual conduct between drivers and riders, no matter what.

Safety first

Everyone wants to get from A to B safely. So please ensure that you follow the local law. When you're sitting in the car, buckle up. Of course, drivers have a particular responsibility when it comes to safety at EQICK. That means keeping to the speed limit; not texting while driving; always using a phone mount; and never driving under the influence of alcohol or drugs. And if you're driving and feel tired, take a break. As the experts say, "sleep is the only true preventative measure against the risks of drowsy driving."

Children must be supervised

Only adults can have a EQICK rider account. If your child is using your account, a parent or guardian must be with them at all times.

Feedback makes us all better

Whether you are a rider or driver, please rate your journey at the end of the trip. Honest feedback helps ensure that everyone is accountable for their behaviour. This accountability creates a respectful, safe environment for both riders and drivers. And if something happens during a ride—whether it's a traffic accident or an argument—make sure to report it by tapping "Help" in the app so that our customer support team can follow up. The guidelines below help explain some of the specific kinds of behaviour that may cause you to lose access to EQICK as a rider or driver in India.

WHY RIDERS CAN LOSE ACCESS TO EQICK

This policy helps explain the kinds of behaviour that may lead riders to lose access to EQICK. Please remember that if you're traveling in a group, or you allow other people to take trips with your account, you are responsible for their behaviour in the car.

Ensuring a respectful, safe environment for all drivers and riders

The way you behave while using EQICK can have a big impact on the safety and comfort of drivers, as well as your fellow passengers. Courtesy matters. That's why you are expected to exercise good judgment and behave decently towards other people in the car when riding with EQICK—just as you would in any public place.

Here are some reasons why you could lose access to EQICK as a rider:

Damaging drivers' or other passengers' property. For example, damaging the car, breaking or vandalising a phone, intentionally spilling food or drink, smoking, or vomiting due to excessive alcohol consumption.

Physical contact with the driver or fellow riders. As these Community Guidelines make clear, you shouldn't touch or flirt with other people in the car. As a reminder, EQICK has a no sex rule. That's no sexual conduct with drivers or fellow riders, no matter what. And you should never hit or otherwise hurt a driver or fellow passenger.

Use of inappropriate and abusive language or gestures. For example, asking overly personal questions, using verbal threats, and making comments or gestures that are aggressive, sexual, discriminatory, or disrespectful.

Unwanted contact with the driver or fellow passenger after the trip is over. For example, texting, calling, or visiting someone in person after a ride has been completed.

Breaking the local law while using EQICK. For example, bringing open containers of alcohol or drugs into the car; consuming alcohol or drugs; travelling in large groups that exceed the number of seat belts in the car; asking drivers to break local traffic laws such as speed limits; or using EQICK to commit a crime, including drug and human trafficking or the sexual exploitation of children.

Rider behaviour. Riders may lose access to EQICK if they don't meet the Star Ratings requirements set out in these Community Guidelines.

If we are made aware of these kinds of problematic behaviour, we will 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 offence, or you refuse to cooperate, you may lose access to EQICK. Any behaviour involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using EQICK can result in the immediate loss of access to your account. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our [Law Enforcement Guidelines](#).

Terms of Use

As a rider, you agree to our [Terms of Use](#) when you sign up for your account. We may take action against you for violating these terms, including permanently closing your account. For example the failure to maintain accurate, complete, and up-to-date account information, including having an invalid or expired payment method on file; allowing a person who does not meet the minimum age requirement to use your account while unaccompanied, or if you don't meet that age requirement yourself.

Discrimination

EQICK has a zero tolerance policy towards discrimination of any kind. This means you will lose access to your account if you are found to have discriminated against drivers or other riders based on their race, caste, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law.

Fraud or Illegitimate Behaviour

Fraudulent or illegitimate behaviour undermines the trust on which EQICK is built. We may deactivate any account(s) associated with this type of activity, including: abusing promotions; collusion between rider and driver; disputing fares for fraudulent or illegitimate reasons; or duplicate accounts.

Firearms Ban

EQICK prohibits riders and drivers from carrying firearms in a vehicle while using our app. You can learn more about our firearms prohibition policy [here](#). [1] If you violate EQICK's firearms prohibition policy, you may lose access to EQICK.

WHY DRIVERS CAN LOSE ACCESS TO EQICK

If you are a driver, and your account is temporarily blocked or deactivated, it limits your ability to earn income. That's why we believe it is important to have clear policies

that explain the circumstances in which you may be denied access to EQICK; how (if at all) you can use the app again; and if you can appeal these decisions.

There will always be unforeseen events that may ultimately lead to you losing access to your driver account — and we'll update this policy regularly—but the following are sufficient cause for EQICK to take action: quality; safety; fraud; and discrimination.

Quality

Riders who use EQICK expect their drivers to drive safely, as well as be courteous and professional. The higher the quality of the service, the more riders want to take trips, which in turn means more opportunities for drivers to earn money. Poor service has the opposite effect over time. There are several ways we measure driver quality, with the most important being Star Ratings, Cancellation Rate, and Acceptance Rate:

Star Ratings

After every trip, drivers and riders are able to rate each other on a scale of one to five stars, as well as give feedback on how the trip went. This two-way system holds everyone accountable for their behavior. Accountability helps create a respectful, safe environment for both drivers and riders. Drivers can see their current rating in the Ratings tab of the EQICK Partner app.

How is my rating as a driver calculated? Your rating is based on an average of the number of post-trip stars riders gave you (from 1 to 5 stars), up to your last 500 rated trips or the total number of rated trips you've taken, if less than 500.

The easiest way to keep your average rating high is to provide good service on every trip. Drivers using EQICK typically provide excellent service, so most trips run smoothly. But we know that sometimes a trip doesn't go well—that's why we only look at your average rating over your most recent 500 trips (or your total rated trip count, if under 500). This gives you the chance to improve over time.

What leads to you losing access to your account? There is a minimum average rating in each city. This is because there are cultural differences in the way people in different cities rate each other. We will alert you over time if your rating is approaching this limit, and you'll also get information about quality improvement courses that may help you improve. However, if your average rating still falls below the minimum after multiple notifications, you will lose access to your account.

Cancellation Rate

A driver cancellation is when you accept a trip request and then cancel the trip. Cancellations create a poor rider experience and negatively affect other drivers. We understand that there may be times when something comes up and you have to

cancel an accepted trip. But minimizing cancellations is critical for the reliability of the system.

How is my cancellation rate calculated? Your cancellation rate is based on the number of trips cancelled out of the total number of trips you accept. (For example, if you've accepted 100 trips and 4 of them are cancelled, your cancellation rate would be 4%.) High-quality drivers typically have a cancellation rate lower than 5%.

What leads to you losing access to your account? Each city has a maximum cancellation rate, based on the average cancellation rate of drivers in that area. We will alert you multiple times if your cancellation rate is much higher or if you are consistently canceling more often than other drivers in your city, after which you may be logged out of the app. If your cancellation rate continues to exceed the maximum limit, you may lose access to your account.

Acceptance Rates

High acceptance rates are a critical part of reliable, high-quality service. We understand that there may be times when something comes up and you may not accept a trip. But maximizing acceptance is critical for the reliability of the system.

Consistently accepting trip requests helps maximize earnings for drivers and keeps the system running smoothly. We know that sometimes things come up that prevent you from accepting every trip request, or you may want to take a break. But not accepting dispatches causes delays and degrades the reliability of the system. If you don't want to accept trips, just log off.

If you consistently decline trip requests, we will assume you do not want to accept more trips and you may be logged out of the app for a period of time. This helps ensure that drivers who are online are ready to accept trips. That protects the quality of the system as riders are matched with available drivers as efficiently as possible.

Safety

EQICK uses technology to keep drivers and riders safe, for instance by GPS-tracking every ride and allowing riders to share their journeys in real time with families or friends. This is all backed up by a robust system of pre-screenings of drivers. We also have a dedicated incident response team on call 24/7 to investigate safety incidents. Actions that threaten the safety of drivers and riders will be investigated and, if confirmed, lead to permanent deactivation of your account. For example:

Physical contact with riders. As these community guidelines make clear, you shouldn't touch or flirt with other people in the car. As a reminder, EQICK has a no sex rule. That's no sexual conduct with riders, no matter what. And you should never hit or otherwise hurt a rider.

Use of inappropriate and abusive language or gestures. For example, asking overly personal questions, using verbal threats, and making comments or gestures that are aggressive, sexual, discriminatory, or disrespectful.

Unwanted contact with riders after a trip is over. For example, texting, calling, or visiting someone in person after a ride has been completed.

Breaking the local law while using EQICK. For example, texting while driving; speeding or otherwise breaking local traffic laws; and using EQICK to commit a crime, including drug and human trafficking or the sexual exploitation of children.

Safe Driving. EQICK expects drivers using the app to drive safely at all times.

What leads to you losing access to your account? If we are made aware of these kinds of problematic behavior, we will 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 EQICK. Any behavior involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using EQICK can result in the immediate loss of your account. EQICK will also deactivate the account of any driver who receives several or serious complaints of poor, unsafe, or distracted driving while using the EQICK app. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our [Law Enforcement Guidelines](#).

Zero Tolerance for Drugs and Alcohol

EQICK does not tolerate the use of drugs or alcohol by partners while driving.

What leads to you losing access to your account? The account of any driver found to be under the influence of drugs or alcohol while using the EQICK app will be permanently deactivated. EQICK may also deactivate the account of any driver who receives several unconfirmed complaints of drug or alcohol use.

Compliance with the Law

We expect drivers using the EQICK app to act in compliance with all relevant central, state, and local laws and the rules of the road at all times. This includes meeting the regulatory requirements for drivers and vehicles in your area.

What leads to you losing access to your account? EQICK may permanently deactivate your account for activities such as: engaging in serious illegal activity while using the EQICK app; not maintaining valid vehicle registration or driver's license; and receiving serious traffic citations, or several traffic citations that indicate unsafe driving, while using the EQICK app.

Firearms Ban

EQICK prohibits riders and drivers from carrying firearms in a vehicle while using our app. You can learn more about our firearms prohibition policy [here](#). [1] If you violate EQICK's firearms prohibition policy, you may lose access to EQICK.

Background Checks

All drivers wanting to use the EQICK app are required to undergo a screening process, like motor vehicle record and background checks, to ensure safety and compliance with our criteria.

What leads to you losing access to your account? We will permanently deactivate a driver's account if a routine motor vehicle record or background check uncovers a violation of EQICK's safety standards or of other criteria required by local regulators.

Unacceptable Activities

To maintain the transparency and safety of each trip for all users, activities conducted outside of EQICK's system—like anonymous EQICK ups—are prohibited.

What leads to you losing access to your account? We will take action against a driver for activities such as: accepting illegal street hails while using the EQICK app; harming the business or brand, like unauthorized use of EQICK's trademark or intellectual property, or otherwise violating the drivers' agreement with EQICK; and soliciting payment of fares outside the EQICK system.

Fraud

Fraudulent activity undermines the trust on which EQICK is built. That's why we are constantly on the lookout for fraud by riders and drivers who are gaming our systems. What leads to you losing access to your account? We will deactivate any account or accounts associated with fraudulent activity, which may include: deliberately increasing the time or distance of a trip; accepting trips without the intention to complete, including provoking riders to cancel; creating dummy rider or driver accounts for fraudulent purposes; claiming fraudulent fees or charges, like false cleaning fees; and intentionally accepting or completing fraudulent or falsified trips.

Accurate Personal Information

The EQICK app is designed to give riders identifying information about drivers and their vehicles, like their name, profile picture, vehicle model and license plate number, before the trip begins. Inaccurate or outdated information creates confusion among riders and can diminish their experience with EQICK.

What leads to you losing access to your account? We will deactivate your account for activities such as: providing EQICK with inaccurate information; allowing someone else to use your account; and taking a trip using an unapproved vehicle.

In addition, we will take action to prevent any driver whose required documentation becomes invalid — like a driver's license that expires — from going online until the driver provides EQICK with updated information.

Discrimination

EQICK's mission is to connect riders to reliable transportation, everywhere for everyone. We have a zero tolerance policy towards discrimination of any kind at EQICK.

What leads to you losing access to your account? It is unacceptable to refuse to provide services based on where someone is going, or characteristics like a person's race, caste, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under relevant central, state or local law. Actions like these will result in permanent deactivation of your account.

We want to help increase the transportation options for riders with disabilities. That's why we have information available for drivers on this topic. See [here](#) for more on EQICK's commitment to accessibility. We expect drivers using the EQICK app to comply with all relevant state, central, and local laws governing the transportation of riders with disabilities.

Rider and Driver Star Ratings

After every trip, drivers and riders rate each other on a five-star scale and give feedback on how the trip went. This two-way system holds everyone accountable for their own behaviour. Accountability helps create a respectful, safe environment for riders and drivers. **Drivers can see their current rating in the Ratings tab of the EQICK Driver app. Riders can see their current rating in the menu of the EQICK app.**

How is my rating calculated? As a rider, your rating is based on an average of the number of post-trip stars drivers gave you (from 1 to 5 stars). As a driver, your rating is based on an average of the number of post-trip stars riders gave you (from 1 to 5 stars). In each case, your rating is based on your last 500 rated trips, or from the total number of rated trips you've taken if less than 500.

The easiest way to keep your average rating high is to be courteous and respectful to all people in the vehicle on every trip, and if you're a driver to provide good service on every trip. Most drivers on the EQICK platform provide excellent service and most riders are courteous and respectful, so most trips run smoothly. But we know that sometimes a trip doesn't go well — that's why we only look at your average rating over your most recent 500 trips (or your total number of rated trips if less than 500). This gives you the chance to improve your rating over time.

What leads to deactivation? To maintain a high-quality experience, there is a minimum average rating in your city for riders, as well as a minimum average rating

for drivers. We will alert you if your rating is approaching the applicable limit, and we will share information that may help you improve your rating.

If your average rating is below the city minimum after multiple notifications, your EQICK account may be deactivated. As a rider, if your EQICK account is deactivated or suspended you will not be able to access either the EQICK app.