

Alcohol and Substance Usage ZERO TOLERANCE POLICY

Onward has a zero-tolerance policy for Drivers* using or being under the effects of any alcohol or any 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 Drivers ability to safely operate a vehicle. Drivers are strictly prohibited from using any alcohol or during a ride or from taking any medication or substance which may impart a Driver. Riders* are prohibited from using alcohol or any non-prescribed medication during a ride. Riders may take a valid prescription or over-the-counter medication during a ride.

If a Rider believes the Driver may be under the influence of drugs or alcohol, the Rider may have the Driver end the trip immediately by asking the Driver to end the trip and/or by calling our support team at 800-700-479 or emailing them at concierge@onwardrides.com . Riders are requested to report any violations to our support team at 800-700-4797 or concierge@onwardrides.com as well.

Onward shall suspend a Driver pending investigation who is the subject of a credible zero-tolerance complaint.

CALIFORNIA: In addition to reporting Drivers to Onward's Concierge Team, Onward requests that Riders report a Driver whom the rider reasonably suspects was under the influence of drugs or alcohol during the ride at the Commissioner's Consumer Intake Unit complaint hotline and email address (1-800-894-9444 and CIU_intake@cpuc.ca.gov).

* "Driver" and "Rider" have the meanings set forth in Onward's Terms of Service at www.onwardrides.com/terms.