

## **Deactivation Policy**

At AitemConnect, we are proud to provide people across North America with flexible work opportunities that allow them to be their own boss, make meaningful money, and explore their community.

As someone who delivers using the AitemConnect platform (a “Driver”), you will regularly interact with retailers and consumers. The most successful Drivers are able to perform deliveries quickly, efficiently, and professionally, providing a great experience for everyone on the platform and resulting in more deliveries per hour and more money. However, occasionally there are situations where a Driver engages in activity that harms the platform, which could lead to the Driver’s account being deactivated.

We want to be clear, upfront, and transparent about the reasons an account may be deactivated and what Drivers can do about it. Below, you can find our deactivation policy and related process. If you have additional questions about AitemConnect, please contact <https://www.AitemConnect.com/help/>.

## **YOUR RATINGS ON AITEMCONNECT**

### *Background:*

Customers who place an order through AitemConnect, and the retailers we collaborate with to fulfill those orders, are asked to rate each transaction on a scale of one to five stars. Ratings are critical to the success of the AitemConnect platform because they help ensure that the deliveries completed through the platform are high in quality. Drivers that are consistently late, or behave unprofessionally, typically receive lower ratings.

### *How it affects you:*

Each AitemConnect market has a rating threshold that Drivers must maintain to continue using the AitemConnect platform. You are responsible for monitoring your rating. However, as a courtesy we may let you know if your rating starts falling near the threshold level. If your rating falls below the threshold, your account may be deactivated.

## **ACCEPTING AND CANCELING ORDERS**

### *Background*

The Acceptance Rate is the percent of times a Driver accepts a delivery that is offered to him or her through the app. Before a Driver must decide whether to accept a delivery opportunity, the Driver app provides a number of key facts about the order, including the name of the retailer, the destination of the delivery and the countdown to accepting the order.

The Completion Rate is the percent of deliveries that a Driver completes once he or she has accepted a delivery opportunity. Failing to complete a delivery that has been accepted leads to a poor experience for customers, retailers and Drivers: it means that a customer’s delivery will likely be late, the retailer will have to wait for the order to be picked up, and a new Driver will be put in a tougher position when he or she accepts a delivery that is already late.

The Responsibility Rate is the percent of deliveries that a Driver completes once he or she switches on the “Available for Delivery” button. It is our expectation that a Driver will put themselves in the available for delivery mode only if he or she is ready to make deliveries. As such, you are required to keep an eye on your Driver app for an order as it comes in so you are able to accept it’s first assigned order before the countdown is completed. A consistent failure to accept and complete order(s) after a driver put himself or herself in “Available for Delivery” mode could result in a deactivation of the driver account.

*How it affects you:*

As your own boss, you have the right to decline any delivery opportunity; however, because Drivers occasionally forget to log out of the application, AitemConnect may log you out if you fail to accept a delivery opportunity. Of course, you are always free to log out of the app for any reason, including if you are not interested in performing deliveries, are working on another application, or need a break. AitemConnect also notes that an extremely low Acceptance Rate may be an indicator of fraud, or an effort to game incentive programs offered through the AitemConnect platform. As set forth below, such fraud may result in deactivation of your account.

We recognize that unforeseen circumstances may arise when you are delivering, so you have the right to occasionally not complete deliveries you have accepted. However, each AitemConnect market has a threshold Completion Rate that Drivers must maintain to continue using the AitemConnect platform. You are responsible for monitoring your Completion Rate. However, as a courtesy we may let you know if your Completion Rate starts falling near the threshold level. If your Completion Rate falls below the threshold, your account may be deactivated.

## **KEEPING THE PLATFORM SAFE AND SECURE**

At AitemConnect, the safety of Drivers, retailers and consumers that use the AitemConnect platform is paramount. We want to make sure you feel safe when performing deliveries, that retailers feel comfortable working with Drivers, and that consumers never need to be concerned about opening their door to receive their order.

Creating an unsafe environment for anyone on the platform is grounds for immediate deactivation. These behaviors include, but are not limited to:

- **Violence or inappropriate behavior, including abusive language** - Exhibiting objectively unsafe behavior, including physical or verbal assault of a consumer, retailer, another Driver, or any other person.
- **Use of alcohol and drugs** – Completing a delivery while under the influence of alcohol or drugs.
- **Discrimination or harassment** - AitemConnect is committed to providing a platform free from discrimination and harassment and therefore prohibits discrimination and harassment by or directed at Drivers, retailers, customers or AitemConnect employees because of race, color, sex, gender, national origin, ancestry, religion, creed, physical or mental disability, medical condition, marital status, sexual orientation, age, profession or any basis protected by federal, state or local law.

- **Unsafe driving** - Exhibiting objectively unsafe conduct during transportation, including texting and driving, not pulling over before examining or accepting a delivery opportunity, and failing to be conscientious while using navigation apps. AitemConnect evaluates Drivers involved in accidents for potential deactivation, depending on all relevant facts and circumstances.
- **Failure to comply with the law** - Violating any local, state or federal law while using the AitemConnect platform, including any applicable criminal or traffic laws.
- **Failure to pass a background check** - Failing to meet AitemConnect’s background check criteria is grounds for being denied access to the AitemConnect platform, or account deactivation if you have already accessed the platform.
- **Failure to have an appropriate and current car insurance policy** – Failing to have or keep a current and active car insurance policy is grounds for exclusion from becoming a driver on AitemConnect or could result in immediate deactivation if you have already accessed the platform.

## **ABUSING THE PLATFORM**

Much of the AitemConnect platform rests on minimum business standards of integrity and fair dealing. We trust Drivers to use the app honestly and with integrity. Accounts of Drivers that abuse our services or engage in fraud will be deactivated. Examples of abuse and fraud include, but are not limited to:

- **Manipulating the referrals system or promotions** - Gaming or manipulating the consumer referral program, the Driver referral program, or other types of programs.
- **Providing information that is fraudulent or inaccurate** - Misrepresenting information during signup, giving false information to the support team during deliveries, creating multiple accounts for the same individual or failing to accurately identify the mode of transportation being used to perform deliveries.
- **Tampering with deliveries** - Opening, using, consuming, or tampering with a delivery or customer order.
- **Abusing data information you come across** – Using information or data you come across through your engagement with retailers, shoppers or AitemConnect for purposes you were not instructed to. These could include sensitive data information shared for private or public uses that were not sanctioned or authorized by AitemConnect.

## **APPEALS**

You can appeal the deactivation of your Driver account under our Deactivations Policy by filling out the Deactivation Appeals Form below. This review process will apply to deactivations from the AitemConnect platform that were based on violations of the Independent Contractor Agreement or Deactivation Policy, such as abuse, fraud, or violating the safety of the platform. This review process will not apply to deactivations that were based on objective metrics such as minimum Customer Rating, Completion Rate, or Responsibility Rate thresholds.

## **DEACTIVATION APPEALS FORM**