

Ride Companion, Inc. Transportation Network Company (TNC)

Policies & Procedures

(Manual Compliant with CPUC Requirements)

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Company Overview and List of Officers

Company Name: Ride Companion, Inc.

Headquarters: 3200 Guasti Road, Suite 100, Ontario, California, USA

Business Structure: S-Corporation

Primary Focus: Non-Emergency Medical Transportation (NEMT), Senior & Disabled Ride Support

List of Officers:

- **President & CEO:** Romwell M. Sabeniano, MBA.HCM
- **CFO:** Cecilia Vasconcellos-Sabeniano
- **COO-Vice President:** Ysabel V. Sabeniano
- **Compliance Officer:** Romwell M. Sabeniano, MBA.HCM
- **Director for Business Operations:** Kevin Mohamed
- **Director for Safety and Training:** Alfredo Belmonte
- **Director for Marketing and Sales:** Joy Dennis Sabeniano

The goal of RIDE is to provide the public (especially the physically challenged) with easy access to readily available “on-demand” transportation and companion services using our RIDE App. Our RIDE platform aims to improve economic competitiveness and quality of life of the disabled, aging, and independent adults in the community which impacts the lives of many people and reducing transportation barriers that limited access to jobs, health care, and society.

Insurance Policy:

Ride Companion, Inc. shall maintain a valid commercial insurance policy in compliance with CPUC TNC regulations. Copy of this company insurance shall be available on the RIDE App as well as the RIDE website which shall be downloadable by the driver at anytime in the event of an accident or when requested by authorities. Likewise, the Driver/Companion registered under the RIDE App platform shall maintain Vehicle Liability Insurance and Commercial Coverage. (a). RIDE App shall disclose to participating drivers, as part of its agreement, that the driver's personal automobile insurance policy will not provide collision or comprehensive coverage for damage to the vehicle used by the driver from the moment the driver logs ON to the transportation network company's online-enabled application or platform to the moment the driver logs OFF the transportation network company's online-enabled application or platform. (b). RIDE's insurance shall apply from the moment a participating driver accepts a ride request on the transportation network company's online-enabled application or platform until the driver completes the transaction on the online-enabled application or platform or until the ride is complete, whichever is later. (c). RIDE's insurance shall be liable in the amount of one million dollars (\$1,000,000) for death, personal injury, and property damage: (1) RIDE App insurance coverage provided under this subdivision shall also provide for uninsured motorist coverage and underinsured motorist coverage in the amount of one million dollars (\$1,000,000) from the moment a passenger enters the vehicle of a participating driver until the passenger exits the vehicle. The policy may also provide this coverage during any other time period, if requested by a participating driver relative to insurance maintained by the driver. (2) RIDE App shall verify that the policy is maintained by the driver and is specifically written to cover the driver's use of a vehicle in connection with a transportation network company's online-enabled application or platform. (3). The RIDE App insurance shall cover from the moment a participating driver logs on to the transportation network company's online-enabled application or platform until the driver accepts a request to transport a passenger, and from the moment the driver completes the transaction on the online-enabled application or platform or the ride is complete, whichever is later, until the driver either accepts another ride request on the online-enabled application or platform or logs off the online-enabled application or platform. (4). RIDE App insurance shall be primary and in the amount of at least fifty thousand dollars (\$50,000) for death and personal injury per person, one hundred thousand dollars (\$100,000) for death and personal injury per incident, and thirty thousand dollars (\$30,000) for property damage. The requirements for the coverage required by this paragraph may be satisfied by any of the following: (A) RIDE App insurance maintained by a participating driver. (B) RIDE App insurance provides coverage in the event a participating driver's insurance policy under subparagraph (A) has ceased to exist or has been canceled, or the participating driver does not otherwise maintain RIDE App insurance

pursuant to this subdivision. (C) Any combination of subparagraphs (A) and (B).

(2) RIDE App shall also maintain insurance coverage that provides excess coverage insuring the RIDE and the driver in the amount of at least two hundred thousand dollars (\$200,000) per occurrence to cover any liability arising from RIDE's online-enabled application or platform within the time periods specified in this subdivision, which liability exceeds the required coverage limits in paragraph (1).

(3) The insurer providing insurance coverage under this subdivision shall be the only insurer having the duty to defend any liability claim arising from an accident occurring within the time periods specified in this subdivision. (4) RIDE App may meet its obligations under this subdivision through a policy obtained by a participating driver pursuant to subparagraph (A) or (C) of paragraph (1) only if RIDE verifies that the policy is maintained by the driver and is specifically written to cover the driver's use of a vehicle in connection with RIDE App's online-enabled application or platform. (d) Coverage under RIDE App insurance policy shall not be dependent on a personal automobile insurance policy first denying a claim nor shall a personal automobile insurance policy be required to first deny a claim. (e) In every instance where RIDE insurance maintained by a participating driver to fulfill the insurance obligations of this section has lapsed or ceased to exist, the RIDE shall provide the coverage required by this section beginning with the first dollar of a claim. (f). During the period of time from the moment a participating driver logs on to the RIDE's online-enabled application or platform until the driver logs off the online-enabled application or platform or the passenger exits the vehicle, whichever is later, all of the following shall apply: (1) The participating driver's or the vehicle owner's personal automobile insurance policy shall not provide any coverage to the participating driver, vehicle owner, or any third party, unless the policy expressly provides for that coverage during the period of time to which this subdivision is applicable, with or without a separate charge, or the policy contains an amendment or endorsement to provide that coverage, for which a separately stated premium is charged. (2) The participating driver's or the vehicle owner's personal automobile insurance policy shall not have the duty to defend or indemnify for the driver's activities in connection with the RIDE, unless the policy expressly provides otherwise for the period of time to which this subdivision is applicable, with or without a separate charge, or the policy contains an amendment or endorsement to provide that coverage, for which a separately stated premium is charged. (c) Notwithstanding any other law, a personal automobile insurer may, at its discretion, offer an automobile liability insurance policy, or an amendment or endorsement to an existing policy, that covers a private passenger vehicle, station wagon type vehicle, sport utility vehicle, or similar type of vehicle with a passenger capacity of eight persons or less, including the driver, while used in connection with a transportation network company's online-enabled application or platform only if the policy expressly provides for the coverage during the time period specified in subdivision (b), with or without a separate charge, or the policy contains an amendment or an endorsement to provide that coverage, for which a separately

stated premium may be charged. In a claims coverage investigation, RIDE shall cooperate with insurers that are involved in the claims coverage investigation to facilitate the exchange of information, including the provision of dates and times at which an accident occurred that involved a participating driver and the precise times that the participating driver logged on and off the RIDE's online-enabled application or platform. Insurance documentation shall be maintained on file and submitted to CPUC annually and upon renewal. (ARTICLE 7. Transportation Network Companies [5430 - 5450] (*Article 7 added by Stats. 2014, Ch. 389, Sec. 1.*))

3. Controlled Substance and Alcohol Testing Program

Policy on Controlled Substance and Alcohol Testing:

Purpose

To establish and enforce a drug-free, alcohol free, work environment, and to ensure the safety of passengers, the public, and drivers, and to comply with the applicable laws and federal regulation requirements for transportation and companion services.

Prohibited Substance:

Ride Companion. Services, Inc. shall conduct testing on the following substances:

Panel Substance	Description
THC (Marijuana)	Including synthetic form
Cocaine	Cocaine and metabolites
Opiates	Codeine, morphine, heroin
Amphetamines	includes methamphetamines
PCP	Phencyclidine
Alcohol	Measured via breathalyzer or blood

Approved Vendors: Ride App shall use DOT-Certified third party testing providers for all drug and alcohol testing requirements.

Procedure

1. A random selection program will be used to test at least 10% of the safety sensitive. Workplace annually, or as required by CPUC.
2. Random tests are unannounced, and selection is conducted via computer-generated randomised process.
3. As a requirement for the application and approval for the use of our Ride Platform Ride User Drivers and companion providers, (and employees/staff) are required to undergo drug testing from an independent and state-registered vendor that provides the testing. As a requisite for continued use of the Ride platform or employment with Ride, they must submit their initial and annual drug testing results upon notification.

Ride-Companion, Inc shall post on its website, mobile application, and riders' notice and information our "zero-tolerance policy" and the methods for reporting a driver whom the rider reasonably suspects was under the influence of drugs or alcohol during the course of the ride. Also on our website and mobile application, we will provide a phone number or in-app call function and email address to contact to report the zero-tolerance complaint. Promptly after a zero-tolerance complaint is filed, Ride will immediately suspend the driver pending further investigation. All our Users/Independent drivers/companion providers including transportation companies using our Ride app are required to have drug testing (PSCs and TCPs), the PUC mandatory controlled substance and alcohol testing program shall include in their policies the requirements for:

- Pre-employment testing
- Random testing
- Post-accident testing of drivers
- Employee education
- Supervisor training
- An annual negative drug test.
- Reasonable Suspicion Testing
- Testing Panel Shall Include the following Substances: THC ,cocaine, opiates, amphetamine, phencyclidine (PCP), and alcohol.

Approved Vendors: Ride App shall use DOT-Certified third party testing providers for all drug and alcohol testing requirements.

A. Pre-employment Testing: Zero-Tolerance for drug and alcohol consumption while using the Ride App.

Ride Companion, Inc. shall maintain a drug-free and alcohol free workplace, driving and caregiving environment and shall require all its' applicants, Ride app Providers (drivers) and Companion providers must complete Mandatory Testing including pre-employment, random, post-accident, reasonable suspicion, and return-to-duty and follow-up testing for drug and alcohol as a requirement before being approved to download, to continually use the Ride app system, and prior to securing ride and companion service request. For the purpose of this requirement, anyone who employs himself or herself as a driver or companion is considered an employer in the business.

Testing Panel Components Shall Include the following Substances: THC ,cocaine, opiates, amphetamine, phencyclidine (PCP), and alcohol.

Rider Satisfaction Survey Report.

Ride app shall maintain a service satisfaction survey after each and every ride or companion service. With Ride app Rider-Driver survey and compliance monitoring reported by our riders and or customer service unit on any reported use of alcohol and or restricted substance by the driver/companion during a transportation or companion service shall be immediate ground for User-Driver/Companion warning notification to suspend access to Ride app pending review or submission of proof of participation in on-line education/training to address the reported issue.

The company shall only allow and approve individuals and charter-party carriers' designated drivers to download and use our Ride app upon submission of valid documentations to prove that they meet requirements under CPUC. The driver/companion provider shall test NEGATIVE for each of the controlled substance mentioned in Part 40 of Title 49 before employment or prior to receiving approval to download our Ride app. For the purpose of this section, the company/carrier is solely responsible to assure Ride that their employees meet this guideline, as Ride will request that the employers submit these requirements prior to being granted access to the Ride app.

B. Random Testing:

Ride App Users/Drivers and companion are randomly selected at unannounced intervals for drug and alcohol testing.

For companies with just one driver, they must enrol that driver in a random testing pool/consortium that is managed by an independent company/consultant (third-party administrator TPA) and provide a copy of the contract or agreement for the random testing service

C. Post-accident testing of drivers:

All drivers and companion service providers who are involved in any incident whether it be vehicular or otherwise in their provision of service that compromises or risk the safety of our Riders (ie: any form of accident, vehicular or a complaint reported on the provider, shall, upon filing and receipt of a complaint or report, Ride shall immediately notify the driver/provider of such an incident or complaint and shall immediately investigate the incident, at the same instance suspend the driver/companion provider pending investigation and conclusion of the reported incident. Driver/companion provider is likewise required to undergo post-accident testing as part of the corrective action plan. Ride app shall automatically remind the USER driver or companion provider that he/she shall participate in post-accident testing and shall participate in an in-service video training regardless of the frequency of the reported incident. The driver shall submit online proof that driver meets the guideline provided herein prior to being granted reactivation or continued access to the use of the Ride app.

D. Driver/Companion education:

It is the primary responsibility of carriers and transportation companies to provide education and training to their employees. As a supplement, Ride shall offer its USER-Drivers and Companions on-line training video or continuing education on subjects/topics such as (1). Safety, (2). Risk Mitigation, (3). Proper care, (4). Emergency response, (5). Abuse Prevention and Detection, (6). Responsible reporting, (7). Proper way to assist an individual with medical equipment, (8). HIPAA Privacy Regulation, (9). Assisting Passengers with Mobility Challenges, etc...that shall improve the quality of provision of service by its drivers and companions. Drivers and companions shall submit certification that they have participated in such employee education or on-line video training.

E. Supervisor training: Supervisors undergo training on the same subjects required for all drivers and companion providers in order for them to be familiar with the basic rules and subjects essential for Ride User Drivers and Companion providers to be trained on and observe on a daily basis.

F. Annual negative drug test: All Ride User Driver and Companion applicants should be made aware that there will be a Mandatory Annual Negative Drug Test as a requirement for continued use of the Ride platform. Applicants and regular Ride Users must undergo negative drug test every year (effective on the date/year when they were initially granted authorization to use the Ride Platform), and shall forward such copies of negative results via on-line through the Ride Platform. The Compliance Unit shall communicate a confirmation of the receipt (or Non-Receipt) on status of such negative results. Ride Compliance Unit shall provide a courtesy call to the Ride User Driver and companion as a reminder whether such requirements are met/not met and a corresponding action such as renewal/or cancellation or suspension of the User's privilege on their use of the Ride platform. Failure to comply with such requirement shall be a reason for initial warning, immediate suspension or termination of their use of the Ride app. If such negative drug test results are submitted and complied with on a timely manner, User's ability to use the Ride Platform shall be undisturbed.

Random and post-incident testing is also conducted.

Program Components:

- Third-party partnership with a certified testing laboratory.
- Tests screen for: THC, cocaine, opiates, amphetamines, PCP.
- Refusal or failure results in immediate suspension.
- Records maintained securely for minimum 5 years.

Drug and Alcohol Testing Policy

Purpose

It is the policy of Ride Companion, Inc. that drug and alcohol use, possession, sale, or transfer in the workplace or while providing transportation and or companion services will not be tolerated. In the workplace shall also mean in any location where Ride Users/Drivers and companion service providers pick up and deliver Riders at their place of destination. All present and future Ride applicants cannot have the presence of drugs or alcohol in their systems, possession, and or vehicle.

Scope

This policy applies to all applicants and employees of Ride application system. Ride, through its Human Resources department or compliance Unit will require the administer the drug-testing program to all applicants and employees of Ride application system prior to being granted authorisation to download, use, and provide transportation and companion services using our Ride app.

Confidentiality and Record-keeping

Drug and alcohol testing records are strictly confidential. Ride shall securely maintain drug-testing records under lock and key in the HR Department of the Compliance Unit of Ride Companion, Inc.

Ride Companion, Inc. will only release drug and alcohol testing records in the following circumstances:

- Directly to the employee upon his or her request
- To a third party with the employee's written consent
- Upon the request of a DOT agency that regulates the Company.
- Upon the request of the state or local agency that regulates the Company
- In a lawsuit
- Upon the request of NTSB, Dept. Of Motor Vehicle, and other local and federal agency authorised by law who request as a part of an accident investigation.
- To the DOT's National Drug and Alcohol Clearinghouse if applicable.

Drug and Alcohol Prohibitions

Employees are prohibited from using, possessing, selling, transferring, or having illegal drugs or alcohol in their systems while using the Ride app system. We reserve the right to test for other substances, including legally prescribed drugs.

However, we generally request that Ride User/driver, companion provider, staff, or employee use any government approved third party agency to conduct the test for the following substances:

- Marijuana

- Amphetamines
- Phencyclidine
- Cocaine
- Opiates

Ride app Users/Drivers and companion service providers, employees and staff involved in motor vehicle accidents at work or who appear to be under the influence of alcohol will also be subject to alcohol testing.

Employee Assistance

It is the policy of Ride to support Ride App Users/drivers and companion service providers, staff, and employees who voluntarily enter into treatment for drug or alcohol addictions who do so before they have become subject to discipline. Ride Staff, and Employees may use paid time off to participate in drug or alcohol rehabilitation programs.

However, if a Ride App User/Driver or companion service provider, staff, or employee fails a drug test, the company reserves the right to terminate him/her.

Types of Drug and Alcohol Testing

The Company's drug testing programs will include the following:

1. Pre-employment drug testing – When an applicant Ride User/Driver, companion service provider, requests for approval and authorisation to enrol and use our Ride app system, Ride Companion, Inc. shall make a decision whether to grant authorisation based on several factors including request for drug and alcohol test and passing such test as part of the requirement for approval to an applicant. If the applicant returns a positive test result or refuses to consent, the Company will withdraw the offer.

2. Random drug testing – Ride app system shall require random drug testing request of all its Ride User/Driver and companion providers, staff, and employees in safety-sensitive positions each quarter or annually. Human Resources uses a computerized number generator to select the driver, companion service provider, staff, or employees for testing. Selected employees will be notified via email through the Ride app system and must then report to the testing lab of the User/driver, companion service provider, staff, or employee's choice of lab testing provider approved by the state within 24-hours two hours of the notification.

3. Reasonable suspicion testing – Ride App System will conduct reasonable suspicion testing on any Ride User/driver, companion provider, staff, or employee who appears to be under the influence of alcohol or drugs at the workplace. Any Ride User/driver, companion provider, staff, or employee involved in accidents will also be tested for alcohol and drugs

Consequences of a Positive Drug or Alcohol Test

If Ride User/driver, companion provider, staff, or employee applicant returns a positive drug test, the Company will withdraw the conditional offer of approval and authorisation to use the Ride App System.

If a Ride User/driver, companion provider, staff, or employee returns a positive drug test, he or she will be immediately suspended, and possible discipline up to and including termination might be enforced.

Refusal to Test

If a Ride User/driver, companion provider, staff, or employee-applicant refuses to consent to a drug test or this drug testing policy, Ride will treat it as a positive drug or alcohol test result.

If the Ride User/driver, companion provider, staff, or employee-applicant shows up to test at the laboratory of their choice but fails to enter or outside of the window, the Company will treat it as a refusal.

The Company also treats adulterated or diluted samples as refusals.

The Company will withdraw a conditional User offer from an applicant who refuses a pre-employment drug test.

The Company will immediately terminate a Ride User/driver, companion provider, staff, employee, or applicant who refuses a random or a reasonable suspicion drug test.

Testing Procedures.

For pre-employment testing, Ride System App will ask all Ride User/driver, companion provider, staff, or employee applicants to consent to the test at the time of extending a conditional offer of approval to use Ride App. System. They will be told to report to the test lab of their choice or as designated by the company by within 24 hours of notice. Applicants and employees will receive advance notice in writing or email of their Ride App systems' intent to conduct a drug screen. The applicant will be notified about the drug testing policy and will be asked to consent to drug tests in writing. After company have ordered a drug test, the applicant or employee will be sent an email asking for consent to be tested. This form asks the candidate to authorize the administration of the drug screen. After an applicant or employee has provided consent, he or she will be given instructions for where to go to complete the test. If the applicant has access to a government approved test lab that he/she chooses to use, that is allowed by this company. The chain of custody of the candidate's sample will be tracked by the lab agency from the time of collection through the analysis and disposal of the sample. Candidates are given a form that they must bring to the testing site together with a valid photo ID. Ride User/applicant, companion provider, employee or applicant will provide a urine sample at the collection site as specified by the test lab agency. They should be encouraged to bring any prescriptions that they currently take to reduce the risk of false positives. A medical review officer will review the test results to ensure accuracy. If the test is positive, the MRO will take reasonable steps to verify the candidate's medical records and prescriptions and will perform a confirmation test on the sample. Within one to three days, both the applicant, employee, and the the company will be able to review the results. Candidates are generally only notified if their results are positive. Applicants may have the right to challenge the result of the lab test directly from the lab testing agency. Applicant or Ride/User shall present such copy of the lab result to Ride Compliance Unit via On-line. If the initial screen is positive, a medical review officer (MRO) will review it and conduct a confirmation test. The MRO will inform both the applicant and the Company of the results. For reasonable suspicion testing, the Ride User/driver, companion provider, staff, or employee will be told to report to the lab immediately. He or she will have to submit a urine sample. A positive result will undergo a confirmation test by an MRO, and the employee and company will be informed.

For random drug testing, the Human Resources Department of the Compliance Unit will select 10% of the company's safety-sensitive employees each quarter by using a computerized number generator. The day of testing will also be selected randomly using the number generator.

Selected Ride User/driver, companion provider, staff, or employee will be notified confidentially. They will then have to report to the lab within two hours of their notification to submit urine samples.

Ride User/driver, companion provider, staff, or employee who is selected during one quarter will have an equal chance of being selected in a subsequent quarter since the selection is random.

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, Ceo-President
Reviewed on: _____ Approved by: _____. Ride Companion, Inc., 3200
Guasti Road, Ontario, California, USA. (909)827-8644

4. Zero Tolerance Drug and Alcohol Policy

Policy Statement

Ride Companion Services, Inc. maintains a strict “Zero-Tolerance Policy regarding the use of alcohol or controlled substances while performing any job-related duty pertinent to the use of the Ride Platform including operating a vehicle or providing companion/caregiver services. We are committed to ensuring the safety and well-being of our passengers, employees, staff, and the public by. Maintaining a drug-free and alcohol-free environment at all times.

Prohibited Conduct:

The following behaviours are strictly prohibited while on duty or during a work-related activity.

1. Operating a vehicle and or providing companion services while under the influence of drugs, and or alcohol.
2. Consuming alcohol or using controlled substance while on-duty.
3. Reporting to duty while impaired by alcohol, illegal drugs, or mis-used prescription medications.
4. Refusing to comply with drug or alcohol testing.
5. Possession of illegal substance or open container of alcohol in a vehicle.
6. Using marijuana (even with a medical prescription) during working hours or while operating a vehicle or providing companion services.

Enforcement and Testing

Violations of this policy may result in:

1. Immediate suspension from duty and suspension or termination of the use of Ride Platform.
2. Termination from the provision of transportation and or companion service using the Ride app.
3. Notification to the CPUC, and other relevant licensing agency or enforcement authorities.
4. Permanent disqualification from performing safety-sensitive duties.

5. The Ride Companion Services, Inc. enforces this policy through: (a). Pre-employment drug testing, (b). Random drug testing and alcohol testing, (c.) Post-Accident Testing, (d). Reasonable suspicion testing based on observed behaviour.

Complaint and Reporting Procedure.

Any User Rider, Driver, employee, staff, member of the public may report suspicion or violation of the policy. The general public and or the reporting individual may call our 1-800-Safety Hotline or Customer Service Number anytime 24/7, 365 days a year. The email contact of our compliance officer is Romwell7iano8 @ myridecompanion.com., or through our Ride platform and Ride website. The reporting individual may also contact CPUC at 1(800)827-8644 or On-Line at [Http://www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Employee Acknowledgement:

All employees, Ride User Drivers and companion services providers must: (a). Read and understand this “zero-tolerance policy”, (b). Sign the “Zero-Tolerance Policy Acknowledgement Form during the application process, (c.) Understand that violations will lead to disciplinary action, up to and including termination.

Public Notification

As required by the CPUC, the policy will be posted on the Ride Companion Services Platform and website including compliant contact information is provided in the Ride app, passenger receipts, and welcome materials. Drivers and companion providers are trained to know and comply with this policy.

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, Ceo-President
Reviewed on: _____ Approved by: _____

Ride Companion, Inc., 3200 Guasti Road, Ontario, California, USA. (909)827-8644

5. Driver and Companion Background Check Policy

In order to safeguard the well-being of passengers, and patients, particularly seniors and the disabled, and to comply with CPUC and state regulations, Ride Companion, Inc. enforces strict background screening requirements for all applicant-independently contracted Ride Users/ Drivers, Companion service providers. Any offer of employment at Ride Companion, Inc is conditioned upon passing a pre-employment background check. All applicants for Ride User/ Driver, companion service provider, employee, and staff open positions who apply for promotions will undergo comprehensive employment background checks.

Scope

In line with the company's mission statement to provide safe, reliable, and personalised service, Ride Companion, Inc shall hire the services of independent Ride Users/Drivers and companion service providers who are compassionate, patient, dependable, and safety-conscious. In order to achieve this, Ride will maintain the policy to make sure that all employees-applicants are background checked, DOJ-FBI cleared, and verified including gaining critical background information about candidates, ensuring that the company will make the right hiring decisions, verifying the claims made by applicants to ensure they are truthful, and deserving to meet the needs of a specialised population such as the elderly, the physically and medically challenged, also the growing active population.

This policy applies to:

1. All new hires, including drivers, companions, dispatchers, and administrative staff.
2. Currently authorised Independent contractors providing transportation and care services.

Driver and Companion Background Check Procedures and Requirements:

All drivers and companion providers must pass a background screening using a DOJ- and FBI- authorized vendor or the local police department.

Background check will include the following:

1. **National Crime History Check:** Criminal Background Check that is: (1). Conducted through LiveScan Fingerprinting, * Includes both DOJ-FBI (California Dept. Of Justice) and FBI National Database. * Must not show any disqualifying convictions (see Section5). * Results reviewed by the company's Compliance Officer. Criminal history to check and verify whether an applicant has any misdemeanor or felony convictions. For criminal convictions, Ride Compliance Unit/HR professionals should consider the following: (a) The type of conviction and whether it relates to the job. (2). The time elapsed since the conviction, (3). How many convictions the applicant has. Ride shall make a decision based on the information provided by the applicant whether hiring the applicant would create an unreasonable risk to other employees, customers, or the company.
 2. **National Sex Offender Registry:** Ride shall verify if applicant is (or was) in the Registry and for what reason. National Sex Offender Registry Search: * Conducted on ALL Applicants, regardless of the job role. * Any individual found listed on the Registry will be immediately disqualified or terminated access to the Ride App and will not be allowed to provide any service to our clients.
 3. **Elder and Dependent Adult Abuse Registry Check:** * (If applicable ie: Companion roles) Ride will check with the California Dept. Of Social services, and Health and Human Services exclusion list.
 4. **Live Scan fingerprinting:** Applicant is required to secure fingerprinting background check with the local police department or any state-registered fingerprint clearance verifiers.
 5. **DMV record check:** To make sure that driver has current and valid Driver's License and or Federal Identification, and that driver is in good standing or safe driving record. DMV Driving Record Check (For Drivers) : *For Continuing Users/Drivers must provide consent for Ride Companion to access their driving history. For new applicants, Users/Drivers will submit valid and current Driving record and License through their Smartphone on-line to Ride Compliance Unit. * DMV Pull Notice Program to monitor drivers ongoing record. * Drivers must have a valid, and current Driver's License. * The Driver's License Must Not Have: DUI within the past 7 Years, Reckless driving within the past 7 Years, More than One Moving Violation in past 3 Years.
- Optional: (a). Social Security Number Verification-Verifies an applicant's Social Security number belongs to him or her and validates his or her previous addresses and date of birth, (b). Employment Verification-Verifies the applicant's past employers, employment dates, and positions held. (c.) Education Verification-Verifies the applicant's claimed educational attainment, including institutions attended, attendance dates, and any diplomas, certificates, or degrees earned. Employment and Reference Verification: * Ride Compliance Unit will verify At least 2 references that will be contacted to confirm employment history and character. * Gaps in employment or inconsistencies may result on disqualification unless explained with Ride satisfactorily.

- ***Authorisation and Consent: *Applicants/User Driver and companion must sign a background check disclosure and authorisation form. *Refusal to provide their consent shall result in removal from the selection process.***

If applicable, the following additional background reports will be necessary for certain jobs:

- **Driving record checks** – Will be performed for positions that require driving
- **Credit record** – Only used where allowed by law and for jobs in industries requiring credit checks.

Disqualifying Offences

Candidates will be disqualified or inactivated from their use as User Driver, and Companion service provider for any of the following within 7 Years (Including but not limited to:

Automatic Disqualifiers:

1. All drivers are required to be background checked including the national sex offender database on drivers using the Ride Platform. Any person who has been convicted the past (7) seven years of driving under the influence of drugs or alcohol, fraud, sexual offences, use of motor vehicle to commit a felony, a crime involving property damage and or theft, acts of violence, or acts of terror shall not be permitted to provide services using the Ride Companion platform. The following driver information shall be grounds for immediate disqualification from Rider Platform: Felonies (Violent and Non-Violent): Including but not limited to Assault, battery, murder, or armed robbery, falsification or public and private document. Sexual Offenses: Rape, abuse, or any crime requiring sex offender registration. Drug-related Offenses: Trafficking, possession with intent, or DUI Driving under the Influence, Theft/Fraud: Identity theft, embezzlement, or elder financial abuse. Child/Elder Abuse: Any conviction or substantiated report involving vulnerable populations. Multiple Driving Violations: More than one (1) at-fault accidents or serious traffic offences.
2. Drivers with convictions for reckless driving, driving under the influence, hit and run, or driving with a suspended or revoked drivers' license shall not be permitted to provide services under the Ride platform.
3. Drivers may have a maximum of three points on their driving records for lesser offences (ie: equipment problems, speeding, or child safety seat violations), in excess of three points or "no-fault" driving offences, drivers accounts or access to the Ride platform shall be suspended, inactivated or worse permanently suspended until driver shows correction or participation in training provided by independent providers or Ride videos training to address the driver issues.

4. Drivers may only use street-legal coupes, small cars, sedans, or light-duty vehicles including vans, minivans, sport utility vehicles (SUV's) and pick up trucks, hatchback and convertibles are also acceptable as long as it is safe, roadworthy, and certified by a professional mechanic as safe for transportation. The maximum seating capacity is seven passengers, including the driver. (Vehicles must. Not be significantly modified from factory specifications (no stretched" vehicles).
5. Drivers must display the Ride Platform Sticker/Signage in the vehicle's (driver's side front windshield and rear glass window on the rear passengers' seat behind driver's side of the vehicle) when providing services. The Sticker must be easily visible to the public including passengers, transportation authorities at a distance of more than 50 FEET.
6. Drivers must check their vehicles for safety at all times: Driver vehicles must be inspected by a facility licensed by the California Bureau of Automotive Repair (a) before the vehicle is first introduced into services, and (b). Inspected every twelve (12) months. Driver shall retain maintenance records for at least three (3) years demonstrating compliance with this requirement. The required 19-point vehicle inspection includes:
 - (a). Foot brakes, (b). Steering mechanism, (c.). Windshield, (d). Rear window and other glass, (e). Windshield wipers, (f). Headlights, (g). Tail lights, (h). Turn signals, (i). Brake lights, (j). Front seat adjustment mechanism, (k). Doors, (l). Speedometer, (m). Bumpers, (n). Mufflers and exhaust systems, (o). Conditions of tires, (p). Interior and exterior rear view mirrors, (q). Seat belts.

Procedure for verifying Driver submitted documentation:

Verification of Driver Information:

Step 1: Driver Downloads the RIDE platform.

Step 2: Driver is prompted to download the following documents and *shall sign Form: Authorisation by DRIVER for Ride Companion Services To Verify Information submitted:* (a). State Driver's License/California DMV License, (b). Valid Vehicle Registration, (c.) DOJ-FBI Fingerprint Clearance Certificate with ATI Number, (d). Proof of Insurance for Vehicle, (e). Valid CPR-First Aide Certificate, (f). Business License from the city where driver lives or operates (optional), (g). Signed acknowledgement that Driver watched the on-line Initial Training Video on ADA guidelines.

Step 3: Compliance Unit shall review and verify the status of the driver-scanned documents download via the Ride app Platform and the website as well as review acknowledgment that driver participated in the initial on-line video training. Compliance shall utilise locally available government-approved driver's license and identification verification agency such as ie:

* (*Veriff*- a global automatic identity verification via Ai based ID+selfie match, fraud, and document checks. API/SDK included).

- * (**ONFIDO**-a Smartphone based identity verification via photo ID and selfie. It compares the live image with the document using Ai checks across global databases for validity and fraud flags.)
- * (**VERIDAS**- a Real-time verification of driver's license authenticity via biometric liveness detection, integrates Ai to detect forgery or mismatches.).
- * (**ID-Scan** -Scans physical and or mobile driver's license and verifies them directly against issuing data via DMV interface.)
- * (**Pro-Verify**- Provides services in one portal such as LiveScan submissions, background check status tracking, document uploads.)

Step 4: Fingerprint based Background Check and Clearance using LiveScan (California). Compliance shall collective ATI Number for verification: As fingerprints are electronically transmitted to DOJ-FBI for criminal history screening, Compliance shall check clearance status via web portals like CA-DOJ applicant status website and shall print copy of the clearance from the government website. Ride shall also allow fingerprint clearance from the local police department which shall also be verified using the same format. Drivers shall be required to submit their clearance card number or status link as Compliance shall alternatively integrate background check providers or fingerprint vendors to retrieve results.

Step 5: If there is no issue identified on the driver documents, driver shall submit acknowledge that he/she has seen or participated in the on-line initial training with includes ADA Guideline, the driver shall be notified within 3-5 days on the status of the document reviews.

Ride Companion, Inc through its Compliance Unit/HR will inform applicants/candidates in writing or email through the Ride App that the company will conduct a background check in a standalone document. Only upon receipt of applicant/candidate signed permission when the company shall conducting background checks (unless Ride User applicants/candidates have forwarded the required documents for background checks to Ride Compliance Unit/HR.). Applicants/Finalists for positions as employees, Ride User Driver, and Companion Service providers are required to provide written authorization and return the form to the hiring manager or human resources. However, in states with laws that require employers to make a conditional offer before conducting a pre-employment screen, they should ask finalists to sign written authorization when the employer extends the conditional offer. In some cases where Ride User applicants submit their background check records, and DOJ-FBI Clearance, Driving records, etc... the documents forwarded on-line will be reviewed and verified to form part of the Compliance Unit/HR decision making process to hire and or approve an applicant to download and use the Ride App.

The background check will be ordered once human resources receive the signed authorization form. The background check will be performed by an employment background check service that complies with the standards provided by FCRA and by Compliance Unit/HR staff.

A designated HR professional will review the results and inform the hiring manager about them. In cases in which incomplete or negative background information is revealed, the HR director and management will assess the potential liabilities and risks as they relate to the requirements of the job and determine whether or not to hire the candidate. Ride shall continue to conduct background checks on all applicants for a position who have made it past the interview stage without discriminating against anyone based on their protected characteristics.

If Compliance Unit/HR determine they should decline the applicant, they must then adhere to the adverse action process under the (FCRA) Fair Credit reporting Act before making the final decision.

The company will keep information from background checks in a separate file away from the employees' personnel records for at least five years.

Ride Companion Services, inc has the right to modify or update this policy without notice at any time.

Policy Statement

Ride Companion, Inc. will conduct comprehensive background checks on all personnel prior to being granted authorisation to download and use our Ride Applications System for commercial purpose. Individuals with disqualifying criminal history, unsafe driving records, or inclusion in abuse registries will not be authorised to download and use our Ride App system in procuring or providing transportation and care services to all our clients.

Post Hiring Monitoring

All Ride User/Drivers are enrolled in the DMV Employer Pull Notice (EPN) Program for continuous monitoring. Employees are required to self-disclose any new criminal charges or convictions within 48-Hours of occurrence. Ride Companion reserves the right to conduct random periodic re-checks as a condition of continued employment or use of our Ride app.

Confidentiality

All background check records are kept confidential and stored in a secure HR system which information is accessed solely by designated and authorised HR and compliance personnel of Ride Compliance. Information is never shared without written express authorisation from the employee or Ride User Driver and companion service provider except as required by law.

Record Keeping

All background screening documents are retained by Ride for a minimum of three (3) Years after employment ends. Digital records are encrypted and backed up securely. Paper records (if used) are stored in locked file cabinets with restricted access.

Appeals Process

Applicants, or employees disqualified due to background results may submit a written appeal with supporting documents within ten (10) business days of notification. Appeals will be reviewed by a compliance committee within fifteen (15) business days and a written decision will be provided.

Compliance Review and Policy Updates

This policy is reviewed annually and updated as needed to reflect changes in: *CPUC regulations, *California Labor and Public Safety Laws, * Best Practices for Transportation and caregiving services.

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, CEO-President
Reviewed on: _____ Approved by: _____. Ride Companion, Inc., 3200
Guasti Road, Ontario, California, USA. (909)827-8644

6. Accessibility and ADA Compliance Plan

Policies and Procedures for ADA Riders

Ride companion, Inc. is committed to providing a safe, reliable, accessible, and dignified transportation and companion services to individuals, including persons with disabilities. This policy ensure compliance with the Americans with Disabilities Act (ADA) and all applicable state, federal, and local laws.

Scope

These policies and procedures cover various areas, including employment, public accommodations, and state and local government services, with a focus on providing equal opportunities and reasonable accommodations. It applies to all employees, independently contracted drivers, and companion service providers, and representatives of Ride Companion, Inc. who provides transportation and customer support, or related services.

Non-Discrimination Policy

Ride Companion, Inc. strictly prohibits discrimination against any individual based on disability, including those using service animals or assistive devices. This includes:

- * Denying transportation services
- * Charging higher fares or fees
- * Refusing to assist with the boarding or exiting

* Restricting access to mobility device or service animals

Consequence of ADA Violation

Any complaint or report received by Ride of unlawful discrimination will lead to temporary deactivation of the Ride User/Driver and Companion services account pending investigation by Compliance Unit. If it is confirmed (after compliance unit investigation) that a violation was committed by the driver/companion provider, the compliance unit will immediately terminate driver/companion's access to the Ride App platform and the violator will be permanently banned from using the Ride app. Our Ride platform is geared to serve the needs of all Riders specially those with physical challenges using devices like walkers, canes, wheelchairs, and crutches.

Accessible Vehicle Services

Accessible vehicles (ie: wheelchair vans, ambulance etc... are available upon request through our website, through the Ride App, or by calling our 1-800 number Customer Service Dispatch. Our independently contracted transportation providers maintains fleets and private automobiles (wheelchair vans and ambulances) that meet ADA standards, including ramps, lifts, securement systems, and wide entryways and exits.

All Ride service requests on the Ride app system will ask the Rider to choose for the type of vehicle that is available and accessible for the Rider to choose from for the particular trip, ranging from Basic Ride (sedan), a van or an ambulance that can accommodate a wheelchair, gurney, bed, crutches, walker, etc... Riders may make choices based on particular factors such as time, distance, and availability with their corresponding estimated time of arrival, distance of travel, other cost (ie:toll fees) estimated/projected cost of the service. Rider may request for a available vehicle that suits his/her needs and is accessible at the date and time of request. If Rider's choice or requested type of vehicle is unavailable at the instant time of request, Customer Service shall intervene and by-pass the default status of the program established on the app.

Driver/Companion Responsibilities

Ride offer transportation and companion assistance with our drivers as they are trained to provide additional assistance for seniors and individuals with disabilities. Drivers can help with transferring in and out of the vehicle and handling mobility aids like folding wheelchairs, canes, and crutches.

All our independent contractors/Ride drivers/providers that service the transportation needs of riders that require wheelchair vans or ambulance must meet all ADA requirements as a carrier prior to being approved and authorised to download and use our Ride app platform. These drivers and carriers that serve the needs of passengers that require specialised ADA-transportation must:

- * Complete ADA-specific training required and provided by their registered carrier company before providing ADA transportation service using our Ride platform. (For private vehicles (ie: sedans, SUV, small cars driven by non-ADA required transporters/drivers, our company through Ride app shall provide supplemental ADA oriented video training on-line).
- * All our Ride app Users/drivers and companion service providers must treat all passengers with dignity and respect, personalised assistance in their ingress and egress, regardless of their physical challenges.
- * Must make sure that passengers' mobility equipments are properly secured using installed equipment.
- * Must allow service animals in vehicles without additional charges or restrictions.
- * Must avoid making assumptions about a Rider's abilities or limitations.
- * Must retain and submit copies of insurance coverages including updates.

Training Requirements

All employees, staff, Ride drivers and companion service providers must receive initial and annual ADA compliance training, including:

- * How to interact respectfully with riders with cognitive, sensory, developmental, or physical challenges.
- * Proper use of transporting passengers with wheelchair, crutches, cane, the use of and function of lifts, ramps, and secure medical equipment.
- * Communication techniques for hearing or speech-impaired passengers.
- * Proper way to assist passengers in boarding non-ADA required small vehicle or van.
- * And other video-training on safety, caregiving and rider assistance necessary to carry out a service assistance that is respectful and dignified.
- * Drivers are trained on accommodating riders with disabilities, including those using assistive devices and service animals. Drivers that are required under the ADA standards must hold a Passenger Service and Safety (PASS) certification or equivalent. Vehicles are subject to inspection and must meet specific requirements, including ramps or lifts and securement systems for wheelchairs prior to being contracted and approved to use the Ride User Platform

Service Animal Policy

- A. Generally, drivers are prohibited from denying service to riders accompanied by service animals, without exception (e.g., due to allergies or religious objections). However, only service animals are permitted in all Ride vehicles if they meet Behavioural Standards as mentioned in item (D). below.

- B. Drivers must not ask for documentations, nor ask for a sample demonstration for its task, nor not to ask for the nature of the passenger's disability.... **but may politely ask:** (1). "Is that a service animal required because of a disability"?, (2). What task or work has the animal been trained for or to perform"? If an animal is not used for a disability, it is not considered under the Americans with Disabilities Act (ADA). (**Clarification of Service animals:** (1). A dog (or in some cases, a miniature horse) that is individually trained to perform tasks directly related to a person's disability. (2). *Emotional support, therapy, or comfort animals do not qualify as service animals under the ADA.*)
- C. **When an animal is NOT A SERVICE ANIMAL:** If passenger answers NO to ANY of the TWO permitted QUESTIONS, or can not explain trained task, the animal is NOT PROTECTED under the ADA Service animal rules.
- D. **Behavioural Standard:** Even if an animal qualifies as a service animal, it can be excluded if: (*) It is out of control and the handler can not or does not take actions to control the animal. (*) The animal is not "house broken" or trained to be under control. (*) It poses as a direct threat to the safety and well-being others particularly inside the vehicle.
- C. **Driver may not pet, entertain, distract, or feed** the animal during the trip. Riders with service animals are not charged cleaning fees for shedding or initial incidents of bodily fluids.

Rider and Companion Complaint and Resolution

All ADA-Related complaints are treated as priority issues. Riders may submit concerns via the Ride app using our Survey, Smartphone using 1-800-Customer Service, our Ride Website, or email. Riders may also dial the CPUC Hotline number printed in our receipts or our Ride App platform. Complaints are reviewed by our Compliance Unit/Customer Service Dept. And by our Compliance Officer and will be addressed regardless of the nature, relevance, impact, and reason of the complaint or the survey. We have a survey comments area of our Ride app platform from both Rider and Driver/Companion after each service is provided to gauge the quality of our services.

Our compliance unit/ customer service dept makes a random call on recently provided services to gauge or review the quality of our service to follow up on the customer's experience with our service. Within 48-Hours from complaint is received by compliance unit, the company shall present a conclusion and a resolution on the complaint including risk abatement, HR actions that could affect the status of the Ride service provider, provision of discounts or complementary rides as part of the resolution.

Equipment Maintenance

All accessible vehicles are inspected quarterly by the Ride app User/Driver or company vehicle carrier to ensure that vehicles, medical equipments, ramps, lifts and tie-downs function properly and shall retain on their corporate records for submission to Ride to verify status and safety condition of their vehicles. Ride may conduct a random check or request for a quarterly status survey on these required maintenance records from the driver and or the company vehicle carriers. Ride app User/Driver shall forward digital copies of such maintenance records on a quarterly and annual basis to Ride. If such records are not submitted or maintained, Ride shall notify driver/corporate vehicle carriers that they have to respond to the request of records within 30-days otherwise, their Ride app platform use shall be suspended until they met the requirements.

Communication Accessibility

Ride Booking options are available anytime through our app, website, on-line. And through our 1-800 Customer. Ride companion offers customer support via TTY and language interpretation services. Our website and mobile app are designed to meet WCAG and ADA accessibility standards, and WCAG 2.2 as it is accessible to people with disabilities. It is reflected on our touch target size, device orientation, and consistent navigation across different screen sizes.

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, Ceo-President
Reviewed on: _____ Approved by: _____ Ride Companion, Inc., 3200
Guasti Road, Ontario, California, USA. (909)827-8644, Romwell M. Sabeniano, Geo-President

7. HIPAA Compliance

Driver and Caregiver Responsibilities:

- * Drivers and caregivers must not disclose or share passenger PHI outside of direct service needs.
- * No photos, videos, or recordings passengers or medical documents are permitted unless required for service verification and explicitly authorised.
- * All electronics (texts, app messages, emails,) containing PHI must use secure, HIPAA compliant systems.

Safeguards and Data Security:

- * Encryption: All PHI transmitted electronically is encrypted.
- * Access Controls: Only authorised staff may access PHI.
- * **Training:** All employees, caregivers, and drivers receive annual HIPAA and Privacy Compliance Training.
- * Incident Reporting: Any suspected breach of PHI must be rep[orted immediately tot eh HIPAA Privacy Officer.

Complaints and HIPAA Compliance:

Ride Companion Services, Inc. Privacy Officer or with the US Dept.of Health and Human Services, Office of Civil Rights (OCR).

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, Ceo-
President Reviewed on: _____ Approved by: _____ Ride
Companion, Inc., 3200 Guasti Road, Ontario, California, USA. (909)827-8644,
Romwell M. Sabeniano, Geo-President

8. Operational Plan

Driver use of Personal Vehicles in the business

of transporting Ride customers:

Policy brief and purpose/scope

Our Ride application systems policy describes our guidelines for using privately owned vehicles that drivers/carriers' driver-employees use in the business of transporting our ride customers. A "personal vehicle or carrier's company car" such as a private sedan, wheelchair van or ambulance is identified as any type of vehicle that a privately contracted individual herein known as a Driver or a company assigns to its driver-employees to use for the use of transporting individuals, passengers, and patients for a pre-set fee under the Ride Application system.

Policy elements:

Drivers/companion service providers including carriers/transportation companies who use their private vehicles while using the Ride application system.

Pre-requisite requirement for eligible Drivers under our Ride app system:

1. Must be an adult or at least 21 years.
2. Have a current and valid Department of Vehicles Driver's License.
3. Current and valid Vehicle Registration.
4. And possesses valid proof of vehicle insurance
5. Meets all the requirements to operate the vehicle and authorised by Ride to download and use the Ride transportation applications system.
6. Have a clean driving record for at least 2 years. This means they must NOT have been held at fault for a car accident, or arrested on charges of violating vehicle and traffic laws (e.g.driving under the influence of drugs or alcohol).

Ride shall retain the right to revoke or suspend the Driver's use of our Ride App for any reason that Ride deems necessary to protect the ride safety of all its drivers and Riders that uses our Ride app. Employees will need to complete a form and submit a copy of their driver's license to be eligible for a company car.

Non-Discrimination:

Ride does not discriminate anyone regardless of their physical disability in driving or providing companion service using our Ride App. System.

Driver's obligations

We expect all our Ride app Users/Drivers and companion providers to drive their private vehicles to follow state and federal transportation rules. They should:

Driver must observe the basic rule: *“To provide transportation to passengers on a pre-arranged basis. A ride is considered pre-arranged if the ride request is solicited and accepted via the Ride-Companion digital platform before the ride commences. Drivers are prohibited from accepting street hails and without formal authorisation from Ride Companion Platform, dispatch, or emergency response unit.”*

*** Drive safe and sober.**

- Use the Ride app stickers that reflects a disabled person logo at all times and must park in designated and authorised areas. In case of an emergency or when a Rider is using a medical equipment including cane, wheelchair, crutches, etc... that parking in a “disabled lane or loading and unloading of passengers only areas” is urgently needed, driver may use such parking within reasonable and limited time (15 Minutes) maximum. Immediately upon endorsing the Rider to their responsible or designated representative, the Driver must immediately remove the vehicle that is temporarily parked in “Vehicle Loading and Unloading” to avoid abuse of courtesy and traffic citation.
- Obey traffic laws and respect fellow drivers.
- If applicable, wear glasses or contacts when driving.
- Document any driving-related expenses, like fuels and tolls.
- Check car regularly to ensure gas, tire pressure and all car fluids are at appropriate levels. Regularly Check Vehicle for safety and Keep maintenance record for annual review.
- Report any accident and damages to Ride customer/compliance unit and their respective supervisors and insurance carriers immediately following any incident and or problems with the vehicle as soon as possible.
- Avoid double-parking, blocking entrances and engaging in other traffic violations that may result in fines.
- Courtesy and respect for Rider/passengers at all times.
- If User-Driver's license is suspended or revoked, User-driver must inform Ride compliance/customer service immediately or as soon as possible.

- User/Drivers who are fatigued and/or sick should avoid driving if they feel their driving ability is impaired. If sickness occurs during a Ride request, User/Driver must notify Ride Compliance/Customer Service so that a replacement User/driver may be provided immediately.
- User/driver should observe the mandatory break and must log-out of the Ride app after 8 hours of providing service or using the Ride app. The Ride App has an automatic default reminder to the User/Driver that he/she needs to take a break and log-out of the Ride app after 8 hours of continued service.
- User/Drivers are not allowed to: (a). Smoke inside the vehicle while logged in or in process of providing transportation service. (b). Lease, sell or loan their designated Ride vehicle registered to the Ride app. (c.) Drivers will not hold their Smartphone to use their Violate distracted driving laws by using a phone or texting while driving.
- Drivers' who take medications that severely affect their sense of orientation, vision or reflexes may not be permitted to drive under our Ride App system.
- Employees should follow legal guidelines for exchanging information with other drivers and call local police if accidents are serious.

Non-Emergency Companion Policies and Procedures

Mission: To provide safe, compassionate, and personal centred support to clients in their homes, or during transit, prioritising dignity, independence, and quality of life.

Scope:

These policies apply to all independent contractors using our Ride Platform and contracted privately by clients outside of the Ride Applications system.

What is a companion?

A companion is defined in our Ride Platform as an independently contracted individual who provides a non-medical and non-emergency type of personalised care and assistance in a private home or non-licensed care home setting. A companion is also defined under the Assembly Bill NO. (AB1217) "California's Home Care Services Consumer Protection Act" as a Home Care Aide (HCA) who is employed by the Home Care Organisation HCO or hired directly by a client to provide NON-MEDICAL services such as: (a). Personal Care, (b). Meal Preparation, (c.) Light Housekeeping, (d). Medication Reminder (Not Administration, and (e). Transportation and Companionship. The companion's primary responsibility is described simply as provider of emotional support, aid in keeping the client's environment and needs as safe and convenient as possible. *Companion services do NOT include medical tasks like wound care administration of medication, which are limited to licensed professionals under the law.* All companion service providers shall be expected to possess the qualifications needed in providing a safe, compassionate, reliable, and friendly assistance to a client requesting for the service.

Requirements: Prior to applying for Ride User/Driver and Companion approval, all companion providers must do the following:

(A). Register with the California Department of Social Services CDSS as Home Care Aide and attend required basic training on caregiving. (B). Undergo Background Checking and DOJ-FBI Fingerprint Clearance via LiveScan. (C.). Negative TB-Test within 90-days. (D). Must be 18-years of age. (E). No License is required but must work under a licensed HCO or be enrolled in the state registry if independently contracted.

Training Requirements Companion providers:

All companion providers shall undergo Initial on-line training provided by RIDE Platform on the following subjects: (a). Basic knowledge of the American with Disabilities Act (ADA) Requirements, (b). Assisting People with Disabilities, (c.) Proper care and Emergency Procedures prior to being granted access to provide companion services under the Ride Platform.

When a companion works or contracted by an Agency (Staffing agency, Hospice Care, Nursing Homes etc...) a Companion applicant must complete California Department of Social Services CDSS requirement for companions to participate in **Initial 5-Hour Training: * 2-Hours Initial Orientation** (video on-line training) on Role and Responsibilities, (e). Rights of Clients. * **3-Hours On Safety** : Emergency Procedures, Infection Control, Body mechanics and lifting techniques piques. Since Ride Companions are privately hired caregivers (Not Employed by an Agency) Ride applicants as Companions are not required to meet the 5-Hour California Training.

All this trainings are conveniently accessible on-Line and on Smartphones as companions has options to complete and may schedule on their own time provided they can submit proof of participation and an acknowledgement that they have accomplished such requirements.

Annually, prior to their yearly renewal of their access to the Ride Platform, companions shall participate in a 5-Hour Annual Continuing Education Training which topics may include: (1). Dementia Awareness, (2). Communication and compassion, (3). Supporting ADL's (Activities of Daily Living), (4). Elder and child Abuse Prevention, (5). Cultural sensitivity and inclusion, (6). Privacy and confidentiality\ (HIPAA Regulation),

Job Responsibilities for Companions:

- (1) Must treat everyone specially Ride clients with dignity, and respect at all times.
- (2) Able to listen attentively to the needs and services of our clients.
- (3) Must assist the clients in their Activities of Daily Living Skills (ADL's) ie: Bathing, dressing, grooming, toileting, and feeding.
- (4) Light Housekeeping: Laundry, lite cleaning or organising to make to provide a clean and safe environment.
- (5) Meal Preparation. Following dietary restrictions.'

- (6) Mobility support: Assists in transfers, walking assistance.
- (7) Transportation assistance: Escorting to appointments, using Ride Companion Transportation Non-emergency Non-medical Platform.
- (8) Companionship: Conversation, games, emotional support.
- (9) Medication Reminders (Not medication Administration). Companion are not license professionals and does not provide wound-care, medical or nursing care, nor does not make medical decisions.
- (10). Companion must always respect and honour client Bill of Rights as clients have the rights to (a). Be treated with respect, (b). Clients make their own personal decisions regarding care, (c.) clients have the right to refuse care, (d). Companions to honor the Privacy and Confidentiality under the **HIPAA Rules**.

Infection Control

Observe safety at all times. Companion must follow strict guidelines on infection control by using gloves for all personal care tasks and must follow proper handwashing techniques, sanitise equipment's regularly, stay home when expecting a contagious illness.

Emergency Procedures

Companions must know the client's emergency contacts such as relatives, physician, lawyer, etc... In the event of an emergency or any serious incidence, companion must immediately dial 911 and notify Ride Compliance or Customer service immediately. In any event and for any reason, companion must not leave or abandon the client. Make sure the client is safe and secure at all times,

Companion Conduct

Companions must observe professionalism at all times by being punctual, respectful, maintain a neat and clean appearance, wear professional identification card and simple attire, and must not use personal phones while providing service to the client's needs unless it is necessary for emergency reasons.

Boundaries:

Companions must not accept gifts, or money from clients. No personal and private information to be shared between the companion and the client. Avoid personal involvement in family affairs or decisions.

Confidentiality

All client information is confidential. Violations are ground for termination and possible legal action.

Documentations and Reporting:

Daily Logs: Companions must complete a daily care log on the Ride Platform documenting (1). Services performed, (2). Meal intake, (3). Client behaviour or mood, (4). All incidents of significant matters or changes in client condition.

Incident Reporting

Companion must file a report on any incident, unusual, falls, injury, accident, suspicion of abuse or neglect immediately or within 24-hours from the time of knowledge using the incident report form provided under the Ride platform.

Scheduling and Attendance

Clock-in using the Ride Platform to confirm date and time of start and end of service which is signed and confirmed by the client after the service.

Discipline And Suspension

No Show or Shift Cancellation: Companion must notify supervisor or compliance unit at least 4-hours in advance if unable to report for their shifts or service. Unexcused absence is considered abandonment of responsibility and may lead to serious disciplinary action. Falsifying care logs or filing of misleading report as well as breaches of confidentiality, theft, fraud, neglect or abuse failure to follow client safety protocols are grounds for immediate discipline and suspension of companion access to Ride Platform.

Communication

All companions and drivers must maintain an open and honest communication with Compliance unit. There is immediate emergency support available 24/7 through the Ride Platform.

Our company's obligations: Ride shall ensure that all our Ride Users/Drivers are safe at all times during their provision of transportation and companion service. It is our responsibility to:

- (a). Provide an environment that is safe to all its Users (drivers and Riders) at all times by providing a survey and complaint section of our Ride app. As Users can rate their Driver or companion. At the same time, Drivers can rate their Rider to indicate their opinion as to how the service was received.
- (b). To review all documents and data submitted by applicants to make sure that it is legal, valid, and current. To oversee Applicant information aligns with the objective and mission of our company.
- (c.) The company shall require annual review of vehicle maintenance records submitted by drivers to assure road worthiness of the vehicles used in picking up our Riders.

(d). The company shall retain insurance coverage to mitigate driver financial responsibility in meeting the cost from any given incident.

(e). Conduct random check or review of drivers' performance and evaluation to safety standards for all it Ride Users.

(e). While Ride app monitors all ride service requests, our company is not responsible for paying fines for traffic violations, parking tickets, toll fees, and other fines, expenses that drivers undertake including transportation expenses related to the provision of transportation and companion services.

Disciplinary Consequences

User/Drivers shall face disciplinary consequences from immediate suspension to temporary revocation of their use of the Ride app. if they don't follow this policy's rules. Ride may terminate their access to the use of the Ride application system, including legal action as needed for more serious offenses.

Operational Plan: (Continued)

Effective Date: January 1, 2026. Prepared For: CPUC TNC Compliance

Dispatch and Scheduling

Purpose:

It is the goal of Ride Companion, Inc to deliver a safe and efficient transportation and companion service to the community and for this purpose, our clients may request for dispatch and schedule a transportation and companion service at any time through our on-line, Smartphone, and website that is available 24/7, it is ADA compliant, the service quality is at its best, and adheres to state and federal regulatory standards. This operational plan addresses app-based and phone based service coordination, real-time monitoring, manual back-up protocols, and secure trip record retention and data management.

Policies and Procedures

- A. Ride Assignment Policy: Assign lowest available and appropriate vehicle
- B. Ensure Driver meets required service match (ie: ADA-trained, certified companion)
- C. Use Dispatch software to automate assignment and monitor ETA expected time of arrival.

Procedure:

1. Receive service request via the Ride App System.
2. Confirm details with passenger or facility

3. Assign a Driver via the Ride App system or manually if necessary.
4. Notify both driver and passenger of confirmation

Scheduling Procedures

Ride Booking Channels: All rides and companion services request are channelled through (1). Ride App Platform, (2). Customer Service Phone Line (Website), (3). Partner Facility Portals (hospitals, nursing homes, group homes, clinics, etc...)

Booking Requirements: * The Rider/User shall state Name: _____Contact Number: _____ Pick and drop-off location. _____. * Date and Time of appointment * Type of medical equipment needed: (ie: Wheelchair, cane, crutches, _____, * Type of Vehicle or companion service required, * Return trip information such as location of pick-up and time when service is needed,

Scheduling Time Frames:

- (a). On-Demand Rides: Booked at least 1 hour in advance based on availability.
- (b). Recurring Rides: Weekly or monthly schedules ie: Dialysis, therapy, appointments
- (c.) Pre-scheduled Rides: Minimum 24-hour notice preferred.

No-Show and Late Cancellation

1. Passenger No-Show (after 10 minute wait): shall be marked as No-Show, as driver shall notify Customer Service/Compliance and Admin, and log in the system.
2. Late Cancellation: (Any cancellation done less than 2 hours or when the driver arrives at designated pick-up location, passenger may incur cancellation fee.
3. Driver No-Show: If a driver fails to show up at the designated location, the driver shall be re-assigned, and Dispatch Manager shall be notified as a consequence of such failure may be appropriate.

Procedure:

1. Driver must call-in and speak with the passenger or designated Rider representative to confirm the ride request and inform the rider his/her estimated time of arrival.
2. Driver must wait up to 10 minutes.
3. Dispatcher shall attempt to contact passenger and or representative.
4. If unreachable, the ride request shall be marked as No-Show and update the log.
5. Report repeated issues to Compliance Unit.

Dispatch Operations Overview

Objectives

Our goal to provide our customers with efficient scheduling of transportation and companion services to all our Ride app Users and passengers particularly those with specialised care needs. In order to achieve this, Ride will maintain 24/7 Dispatch Readiness 365 days per yer. The Ride App system will match drivers with appropriate passenger(s) based on: (a). Location proximity, (b). Vehicle accessibility needs (Basic Ride, Wheelchair Van, Ambulance, and Companion Services). Our Ride app system provides seamless coordination between Ride App and phone-based trip systems. The Ride app is designed with automatic transportation location status monitoring as while the service is in progress to keep our passengers and their families/representative aware of estimated time of arrival and departure of the vehicle in motion. Our Ride platform provide continuous trip monitoring with manual back-up plan to assure the passenger's safety. When a service is requested, Rider and Driver shall have continuous "real-time" interaction and communication (when possible) to establish current location, time, discuss issues (service-related or environmental such as traffic, engine trouble, emergencies, etc... and the status of the ride until the service is completed.

Dispatch Responsibilities:

The Dispatch Unit is available 24/7, 365 days per year. The dispatch unit is staffed on a 24-hour basis to respond to all (a). Primarily focused on Telephone-initiated Ride Requests for Riders unable to use Smartphone to schedule ride, (b). Riders that missed their scheduled Rides due to human error in scheduling or driver forgot to pick up a scheduled return trip, (c.) Passengers were unable to schedule a ride due to technical challenge or emergency. (d). The dispatch unit shall be responsible in receiving and logging rides requests via the Ride App, SmartPhone, or partner portals. (e). Assign rides to qualified, available drivers. (f). Monitor active trips in real-time using GPS-based tracking. (g). Handle delays, no shows, and cancellations. (h). Respond to driver or passenger issues promptly and make sure that the calling parties driver and passenger are in a safe location while the call is in progress.

Dispatch Team Structure:

1. Dispatch Manager: Oversees operations, escalates critical issues, monitors from the Admin Panel the location and the pertinent information one the monitoring screen.
2. Dispatchers: This staff members are primarily responsible for assigning rides, track vehicles, monitor Real-time trip status.
3. Companion Support Liaison: A staff member (s) that coordinates non-medical assistance for passengers that need extra support.

Trip Request Channels

- A. App-based Requests:** Ride and companion service request can be channelled through the Ride App, Smartphone, and through our website. However, most of our service requests are primarily through our Ride Application System which allows for: (a). User account creation and secure log-in. (b). Real-time check on available transportation type or companion service, booking, and pricing comparable as passenger at time of request, the type of transportation (Basic, Wheelchair, or ambulance and companion service preferred by the rider. (c.) Confirmation of the trip status and driver tracking.
- B. Phone-Based Requests:** User/Ride has the option to use Smartphone to: (a). Speak with a staff member through the Ride Call Center to handle bookings for individuals unfamiliar with the latest technology such as seniors,, or persons with physical and medical challenges. (b). Facility partners (hospitals, nursing homes, Dental and medical offices, dialysis center, doctor's offices, etc... (c.) This is also an option for those who need to fill up service intake forms.

Hours of Operation

Ride Companion, Inc.'s normal business hours at our main office are Mondays through Fridays 9:00AM to 5:00 PM, Closed on Saturdays and Sundays except for corporate meetings or staff training. However, our Ride App operates on a 24/7, 365 days per year for both On-Demand and Scheduled Trips. * PEAK DISPATCH Staffing: Weekdays: 6:00AM to 10:00PM. After hours team handles emergency or or night rides.

Ride and Dispatch Services:

Our ride and companion services dispatchers and schedulers are available **24/7, 365 Days** per year as Ride Companion, Inc utilises both local resources as well as out-of-the country outsources in order to be able provide "live" (non-AI) persona that handles interactions, from on-demand service requests and scheduled trips, complaints, information downloads, on-line video training accesses, live-communication, and to assure constant availability of assistance regardless of time and emergent situations.

Peak Dispatch Staffing:

Weekdays: 600 AM to 10:00PM: Our after-hours team of call-responders shall assist our passengers in emergency situations, stranded, or night rides.

Step-By-Step Procedure:

- 1. Ride request received** (via Ride app or Phone)
- 2. Trip Details are Verified:** On All drop-offs and pick-ups, date/time of service requested, Type of of transportation or companion assistance that rider needs,
- 3. Ride Logged in Dispatch system:** All ride data, surveys, complaints, information, are collected and registered in the Ride app.

4. **Driver Matched:** The ride request and responses to the request is dependent on factors such as current location and proximity to the first available provider in the area (possibly within 5 minutes in response time) and time of request, and rider needs and type of vehicle requested by the rider.
5. **Trip Confirmed:** Passenger and driver receives notification in a simultaneous manner.
6. **Trip Monitored in Real-Time:** Through our use of a sophisticated GPS-Geo-Locator system to monitor and track both rider and rider that is shared to the authorised representative or family member.
7. **Trip Completed and Logged:**

Manual Dispatch Back-Up System

The Ride app platform collects and stores authorised private, secure, and encrypted information that are collected. These information are stored in its database in the event of: (a). Software outage or crash, (b). Internet failure, (c.) App system downtime, (d). And other technical issues that affects the collection and utilisation of data.

Manual Protocol

- (1). Dispatcher logs rides using paper or off-line digital template.
- (2). Trip details manually assigned to available drivers via phone/text.
- (3). Once systems are restored, all data are uploaded into the system,
- (4). Manual dispatch log maintained for audit,

Real Time Trip Tracking:

Our Ride App is available to all drivers with smartphones capability that is equipped with GPS-enabled app. Dispatchers will monitor: (a). Live location, (b). Trip Status, (c.). Delays or route deviations.

Benefits of using our Ride App Platform: (a). Quick response to incidences and or complaints, (b). Accurate Estimated Time of Arrival (ETA) updates for passengers and facilities. (c.) Enhanced accountability and safety.

Trip Records and Data Retention

Our Ride app retains data that is recorded and logged on every trip. All data is time-stamped on every ride request issued and completed. It also collects information from the time a service request was issued, indicating pertinent data on the response and interaction between riders and drivers, as well as pick-up and drop-off locations. The data is encrypted, and anonymised for compliance). The process of driver and vehicle assignments are also randomly generated based on factors such as time, proximity, urgency, vehicle type, and availability which are all generated from the Ride default programming. The privacy and confidentiality of the data is assured at all times. Trip records such as duration, status, cancellations, and delays are also collected and stored in the data bank of the Ride app.

Data Privacy and Retention

All data is treated with utmost confidentiality and secured as they remain anonymised for reporting purposes. Data is stored securely on encrypted, HIPAA compliant cloud servers which will be retained in our data bank for a minimum of 3 years and shall meet CPUC Guidelines. Only Ride authorised personnel and designated representative have access to the data.

Emergency and Incident Response

In the event of any incident which includes: (a) Traffic Accident, (b) Vehicle failure, (c.) and other passenger issues such as (ie: Passenger perceives or feels uncomfortable with the driver or vice versa), Ride App has an ***1-800 Emergency Number*** that automatically dials the Customer Service/Compliance Unit which passenger and or driver can dial from their Smartphone to notify Dispatcher immediately. The Ride App also has a transportation monitoring system that is ***“active mode”*** as the transportation service is in progress which Compliance Unit/ Customer Service can monitor.

Incident Reporting

Driver/Companion must file a report on any incident, unusual, falls, injury, accident, suspicion of abuse or neglect immediately or within 24-hours from the time of knowledge using the incident report form provided under the Ride platform.

Procedure:

1. Depending on the type and nature of the emergency, driver or passenger can initiate alert via the Ride App or Smartphone. Driver/passenger may follow Emergency protocol by dialling the 1-800 number and or 911, then Ride app notifies supervisor to file incident report.
2. Dispatcher coordinates the emergency response.
3. Incident report is filed within 24-hours from time of incident was reported.

Incident Reporting

Mandatory Reporting

All incidents (vehicle accidents, passenger injury, equipment failure, etc... must be:

- (a). Reported to the customer service and or the Dispatch Unit within 1-hour from the time of the incident.
- (b). Submitted as a written incident report within 24-hours from time of occurrence.

Investigation Procedures:

Any type of incident is treated with utmost urgency and sensitivity. Ride will review and address all types of incidences regardless of its intensity or impact to the rider or driver therefore it must be reported to Dispatch. (1). Ride will combine report or notes written on the Customer/Driver Survey after every ride and will match such. Survey with reported incidents to dispatch. (2). Dispatcher flags report and forwards to the compliance team. (3). Compliance Unit shall make their recommendation, conclusion, and opinion on the reported incident and (4). Forwards the report to the Compliance Officer who initiates the investigation after his/her interview with the driver/passenger and witness (if necessary), and reviews the trip log and data, Survey, Driver notes, and the GPS history. Depending on the gravity or importance of the incident report, pending investigation, driver/companion involved in the incident will be suspended from their use of the Ride app to protect the safety and well-being of the passenger involved. (5). All facts, data, and results of the investigation will be logged and stored in the database. (6). Actions will be taken may vary depending on the sensitivity and nature of the incident (suspension of Ride Use, retraining, file a legal action, refer the information to the local police or federal agency that has jurisdiction on the matter, (if necessary).

Summary of Operational Policies

Area:	Policy Summary
Dispatch Access	Available 24/7 365 Days per year
Scheduling Method:	Digital first, then phone option for accessibility
Ride Matching:	Based on need, location, time, availability of type of service/. Vehicle
Real Time:	GPS-Based trip tracking for all companion and transportation services
Back-Up Dispatch:	Manual protocols for outages/system failures
Trip Records:	All trips are digitally logged, and data retained for minimum 3 years
Incident Reporting:	Required within 24-hours of incident, immediate investigation by t he compliance team.

ADA and Companion Services: All requests matched with appropriate support.

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, Ceo-President
Reviewed on: _____ Approved by: _____ Ride Companion, Inc., 3200
Guasti Road, Ontario, California, USA. (909)827-8644

Romwell M. Sabeniano, Ceo-President

9. Trade and Dress Image Policy

Purpose:

The purpose of this Trade Dress Image Policy is to ensure uniformity, professional branding for all Ride Companion Services vehicles and companion providers operating under our Transportation Network Company (TNC) Permit. This policy also helps passengers to easily identify Ride Companion Vehicles, and companion providers contributing to safety and customer trust.

Scope:

This policy applies to all vehicles operated by the User/Drivers, employees, staff, contractors, and partners use the Ride Companion platform in California and other authorized services areas in the United States.

Trade Dress Requirements:

All Ride Companion vehicles must display approved trade dress materials, which include the company's official logo, decals, and signage, as described below:

- A. **LOGO Decal:** Ride LOGO reflects an illustration of a wheelchair/or disabled person in reflective or neon-like-color, which states: ***Please be patient, "Driver is currently assisting disabled Riders to their drop-off location, and shall be back in a few m minutes."*** A Ride Companion logo must be placed on the lower passenger-side corner of the front windshield of the vehicle. The decal must be clearly visible from a distance of at least 50 Feet during both daytime and nighttime. Decals must not obstruct the driver's field of vision or vehicle safety features.
- B. **Display Method:** The Trade dress must be mounted securely and professionally (ie: using static cling, magnet, or adhesive depending on vehicle owner preference. Magnetic or removable decals are acceptable for part-time or multi-platform drivers.
- C. **Visibility and Lighting:** The trade dress must remain visible at all times during the Ride Companion operations especially during pick-ups and drop-offs. For evening and night-time service, decals should be reflective or accompanied by interior lighting as needed.

- D. **Maintenance:** Drivers are responsible for ensuring that decals are clean, intact, visible, and legible. Any faded, peeling, or damaged trade dress materials must be reported and replaced immediately.
- E. **Distribution and Control:** Trade dress decals will be issued by Ride Companion, Inc.'s operations team or the compliance unit at the time of driver orientation or boarding. Each decal is assigned to a specific driver or vehicle and must not be duplicated or transferred to another vehicle without express written consent and approval from Ride Companion, Inc. If a vehicle is no longer in service, the decal must be removed and returned to Ride Companion, Inc.
- F. **Compliance:** Displaying unauthorized or altered trade dress is a violation of CPUC TNC regulations and company policy. Vehicles found operating without proper trade dress may be temporarily suspended from the Ride Companion platform. Repeated violations may result in the termination of the drivers' contract or privilege in using the Ride Companion app.
- G. **Policy Updates:** This policy is reviewed annually or as required to maintain compliance with CPUC-TNC regulations or changes in brand identity.

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, CEO-President
Reviewed on: _____ Approved by: _____ Ride Companion, Inc., 3200
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10. Rider and Driver Satisfaction Survey Report.

Purpose:

In accordance with the California Public Utilities Commission (CPUC) Transportation network Company (TNC) requirements, Ride Companion, Inc. will conduct annual driver satisfaction surveys to evaluate driver performances, work ethics, experience, identify areas for operational improvement, and maintain a safe and equitable working environment. The Ride app shall maintain a service satisfaction survey after each and every ride or companion service provided. With Ride app Rider-Driver survey and compliance monitoring reported by our riders, drivers, and or customer service unit on any reported incidences, traffic violations, abuse, complaints on the services, use of alcohol and or restricted substance by the driver/companion during a transportation or companion service. The survey likewise gauges the ride experience in general which includes opinions or survey report from both the rider and the driver in order that immediate action is warranted on both parties. At Ride, we also protect the rights of the drivers who perform their task accordingly and responsively. If the survey indicates service performance that needs to be addressed for improvement of our service, we will address it specially if the survey requires immediate actions for warning, including suspension or termination of User-Driver/Companion access to the Ride app pending review of the incident or submission of proof of participation in on-line education/training to address the reported issue.

Survey Administration

The driver/companion satisfaction survey is administered annually to all Active Ride Companion Platform app Users. Surveys are distributed electronically via email and in-app notification, with paper versions available upon request. Participation in voluntary and anonymous ton encourage honest feedback.

Survey Content

The survey shall include a range of quantitative and qualitative questions that would match the data input on experience of both the Rider and the Driver to qualify the ride experience and shall be used as reference in the event of future litigation, complaints, issues to be addressed, or performance evaluation:

- A. **Clarity and Ease:** Onboarding Survey Questions: RIDER: (1). How was your Ride experience: Please rate with stars: ***** 5-Stars (Very Satisfied), **** 4-Stars (Somewhat Satisfied), *** 3-Stars (Needs Improvement), ** 2-Stars (Unhappy), * 1-Star (Poor Service/transportation. RIDER Please indicate Comments: _____.
Training DRIVER: (2). How do you rate your Rider experience: 1). How was your Rider experience: Please rate with stars: *** 5-Stars (Very Satisfied), **** 4-Stars (Somewhat Satisfied), *** 3-Stars (Needs Improvement), ** 2-Stars (Unhappy), * 1-Star (Poor Service/transportation. DRIVER Please indicate Comments: _____.
- B. **Training Content:** The Ride Training content shall be succinct, clear, and simplified: DRIVER (3). How was your experience in applying for Ride User app. Training DRIVER: How do you rate your Download experience: Please rate with stars: ***** 5-Stars (Very Satisfied), **** 4-Stars (Somewhat Satisfied), *** 3-Stars (Needs Improvement), ** 2-Stars (Unhappy), * 1-Star (Poor Service/transportation. DRIDER Please indicate Comments: _____. How do you like the Training Topics Presented during Training:(a). (1). Defensive Driving Skills: ___1 ___2 ___3 ___4 ___5. (2). ADA Training: ___1 ___2 ___3 ___4 ___5. (3). Emergency Reporting: ___1 ___2 ___3 ___4 ___5. (4). Use of the features of the Ride App Platform: ___1 ___2 ___3 ___4 ___5. (5). Proper client assistance in their use of wheelchair, cane, crutches, : ___1 ___2 ___3 ___4 ___5

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11. Driver Training Program

Policy Statement

Ride Companion Service, Inc is committed to providing safe, respectful, and reliable transportation and companion services for all passengers particularly those with physical disabilities, or mobility challenges.

All Ride User/ Drivers and companion providers must participate in an on-line video training program before accepting trips. Upon completion of downloading required documents on the Ride Platform, drivers and companion providers are directed to review initial training videos of their choice which include the following: (1) Introduction to Ride App, (What makes Ride Unique), (2). Assisting individuals in their use of medical equipment, (3). Dignity and Respect, avoiding abuse and neglect. Everyone must agree and confirm that they have participated in the initial driver training program and upon completion of such required on-line video training, and upon verification of the documents submitted by the drivers/companion, Ride Compliance Unit may determine to grant authorisation for driver/companion to use the Ride Platform.

Training Topics:

- Passenger safety and defensive driving
- Sensitivity and ADA compliance
- Vehicle loading/unloading procedures
- Use of dispatch app and trip reporting
- Emergency and incident response
- Defensive driving
- Obeying traffic laws and speed limits
- Distraction-Free driving Practices

- Passenger Rights and non-discrimination
- Sensitivity training for working with seniors and individuals with disabilities
- **Passenger Assistance Protocols:** Helping passengers enter and exit the vehicles safely, assisting passengers with walkers, canes, and wheelchairs, properly securing mobility devices in the vehicles,
- **Emergency and Incident Response:** Responding to passenger falls, or injuries, Basic First Aid awareness, reporting incidents within 24-hours from time of occurrence for compliance
- **Refresher Training:** review of safety standards, ADA updates, and company policy changes, case studies of past. Incidents and appropriate handling.
- **Special Training:** (As Needed): Required after any verified passenger complaint, incident, or policy violation, as a condition of continued use of the Ride app, including causes of disciplinary action or suspension.
- **Documentation and Certification:** Drivers and companion providers must sign an acknowledgement of training completion, all training certificates are stored in the Driver Compliance File for a minimum of 3-years, Training completion is a condition for maintain driver-companion status.
- **Passenger Assistance Protocol:** For Physically Challenged Riders: **Step (1).** Prior to Pick-Up, ALL DRIVERS must review rider notes on mobility aids or assistance needs, **Step (2)** Upon driver approaching the pick-up location, the Ride App notifies the Rider that Driver has arrived, and the driver shall approach the Rider at the Pick-up location and must politely introduce himself as: “ Hello and welcome, my name is Ride Driver, how may I assist you today?”. “Do you have any representative assigned to assist you ?” *If YES, driver must offer the representative to assist in the process.* **Step (3).** Upon introduction of the driver to the rider and or the authorized representative, Ride User/ Driver shall confirm Rider Name: Destination: and Time of Return or Pick-Up. **Step (4):** While Assisting the Passenger: After the proprietary practice of self-introduction, Driver must offer help/assistance respectfully. **Step (5).** Driver MUST Ask the passenger before touching any mobility aids. **Step (6).** Stabilise and guide the passenger when walking to the vehicle and or the place of destination. **Step (7).** Open doors and support steady boarding. **Step (8).** If the Rider is a wheelchair user: Driver must deploy the van ramp/lift safely, assist the Rider onboarding, must secure the wheelchair using the. Vehicle tie-downs.

- **While Driving:** (1). Driver must operate the vehicle cautiously, and smoothly to avoid abrupt stops. (2). Driver Must monitor and adjust cabin temperature (if needed). (3). Reassure the passenger throughout the ride. (4). Driver must use the Ride LOGO which reflects an illustration of a wheelchair/or disabled person, which states: ***Please be patient, “Driver is currently assisting disabled Riders to their drop-off location, and shall be back in a few m minutes.*** **Drop-Off Procedure: (Step 1.)** Driver must park as close to the entrance of the destination as possible and will confirm safety entry/exit to the destination. **(Step 2).** The driver must safely assist the Rider in exiting the vehicle and entry/exit to the destination. **(Step 3).** Driver must confirm the destination/location and shall endorse the Rider to an authorised or designated representative of the location to receiving location. **(Step 4).** There must be proper endorsement as the Driver shall request for a name of the Receiving Party and location of the appointment prior to endorsing the Passenger/Rider. **(Step 5).** (If requested by the Passenger, Driver must notify passenger representative by text (with picture of drop-off location and name of receiving party) to confirm safe arrival and proper endorsement of the passenger in requested destination. **(Step 6).** Driver must confirm that the passenger is safe and shall ask Passenger if a Return Trip was arranged or necessary before leaving the passenger. **(Step 7).** Driver must press **CONFIRM** (Completion of Service) which automatically arranges payment schedule through the Ride Platform and the Passenger will be billed automatically though the Ride App which notifies Rider and Driver that the ride service request is completed as well as indication of the Total Cost of the Service rendered. (Step 7). Driver shall confirm to the Rider that his/her transportation or companion service shall end there, and if further assistance is still necessary. (If Rider stated None, Driver shall respectful leave the passenger. If Rider request for additional assistance other that what was initially arranged by the Rider in the App, the Driver must notify customer service/ compliance that further assistance was requested by the Rider, as the Driver must indicate on the Ride App comment the purpose of not committing to (Step 7), this procedure justifies extension of time or additional costing is adjusted per hour and per type of service that was requested by the Rider. Driver must not leave the Rider until the Rider feel safe and ready to terminate/pay the service request.
- **Prohibited Conduct which warrants suspension or termination of Access to Ride App platform :**
 - (1). Refusing service based on disability ADA requirement.
 - (2). Mishandling of mobility equipment.
 - (3). Leaving a Rider.Passenger unattended in the vehicle or at place of destination.
 - (4). Using Phone or engaging in distracting behaviour while driving or operating an equipment.
 - (5). Smoking, intoxication, use of prohibited substance while on duty, inside the vehicle or while providing transportation or companion services.
 - (6). Playing loud, inappropriate, annoying, type of music while proving service.

- (7). Disrespectful, abusive, annoying, neglectful, and discriminatory conduct or behaviour while providing service.
- (8). Non-Reporting incidence or refusal to notify Compliance Unit and Local authorities of any incident or accident.
- (9). Unsafe driving practices and behaviours during the provision of service.
- (10). Refusal of provision of urgent service in a location or situation where urgent emergency or assistance is needed

*** Reporting and Oversight**

Drivers Must report any incident, accident, and or near misses involving physically challenged passengers to the Compliance Unit within 24-hours of the incident or knowledge of the incident. All anonymous reports submitted by passengers and drivers must be reviewed and a resolution or conclusion by the compliance unit shall be warranted. Repeat violations may result in Driver/companion provider re-training, suspension, or removal from the Ride Platform.

*** Training delivery**

The requirement for the initial and continuing Ride User driver and companion app is to ensure that drivers and companion providers demonstrate knowledge of ADA standards and best practices. It is the goal of the company to promote defensive, cautious, and courteous driving and caregiving including the provision of safe mobility assistance, and vehicle boarding techniques. In line with our mission, our Ride platform shall protect the dignity, independence, and safety of all passengers. Training and certification may be conducted or provided on-Line via the Ride Platform, website, or YouTube Videos from Ride Companion, Inc. or an independent training provider recognised by the company (chosen by the Ride User/Driver and companion provider. Visual aid, role playing scenarios, and real world practice may be included. The training may be translated and may be available in English, Spanish, Tagalog, or a language included in the training subject or program.

*** Continuous Improvement**

Passenger feedback and incident data will be reviewed monthly to adjust training subjects and programs. Drivers and company iron providers are encouraged to provide open-suggestions and share experiences during the quarterly check-ins

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, Ceo-President
 Reviewed on: _____ Approved by: _____ Ride Companion, Inc., 3200
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12. Vehicle Inspection and Maintenance Policy

Policy Statement

Ride Companion Services, Inc. is committed to ensuring all vehicles used by our independent contractor Ride User/Driver and Companion providers operating under our Ride App platform are operating safely, that are clean, ADA-compliant, and well-maintained. All vehicles must undergo routine inspections, preventive maintenance, and prompt repairs to ensure the safety of both our passengers and our drivers under the Ride App platform.

Objectives

- (1). To meet or exceed California Public Utilities Commission (CPUC) and Department of Transportation safety and accessibility regulations.
- (2). To maintain a consistent and professional level of vehicle condition and cleanliness.
- (3). To prevent mechanical failures and safety risks through Pro-Active inspections and scheduled maintenance.

Scope

This policy applies to Basic Rides (sedan, SUV, and vans), Fleet owners/companies, NEMT Wheelchair Vans, and Non-Emergency Ambulance, and Companion Providers.

Initial and Annual Inspections:

During initial download of documents by drivers/fleet owners, and pending verification of documents and approval of Ride User/Driver request as independent-contractors/providers to operate under our Ride App platform, all vehicles owned and operated privately by independently contracted individual and company fleet-owners must pass a comprehensive 19-point safety inspection by a certified mechanic or state-approved agency or company to make sure the vehicles are road worthy and safe at all times prior to being granted approval to use our Ride app platform. This must include:

- * Brakes (pads, fluids, and emergency brake).
- * Tires (tread depth, inflation, and wear).
- * Lights (headlights, brake lights, turn signals, hazard lights).
- * Windshield wipers, and washer fluid.
- * Mirrors and visibility aids.
- * Horn and seatbelts.

- * HVAC system (air conditioning).
- * Lift or ramp functionality (for ADA accessible vehicles).
- * Interior cleanliness and seat condition.
- * First aid kit and fire extinguishers

All items specified above including other steps necessary for the observance of safety and risk management must be signed off and certified by an ASE-certified mechanic inspector. Records of such inspections and maintenance records must be retained annually by the driver/owner and operator of vehicles or fleet. The proof of inspection must be forwarded to Ride Compliance Unit and shall be retained under the driver/corporate profile. These requirements shall be met by the Ride/User driver applicant before being granted access to the use of the Ride app system.

Ongoing Maintenance and Inspection:

Ride User/Driver and Companion providers are required to perform a pre-trip inspection before each shift:

- Routine oil changes, perform tire checks, light system, brakes, and fluid levels, and cleanliness inspection.
- Confirm functionality and safety operation of ramps/and lifts
- Must operate clean and roadworthy vehicles
- Ensure working seatbelts, and accessible seating.
- Drivers must submit a digital checklist via the Ride app platform or logbook.
- Driver-reported issue log monitored weekly.

Quarterly Inspections: (Every 3 Three months)

(1). Company fleet owners or individual drivers garages will inspect all vehicles they use under the Ride App platform.

(2). Inspection documents of drivers/fleet owners must be submitted to Ride Compliance Unit. Fleet owner/drivers must retain copies on their record/file for three (3) years and may be requested at random by Ride Compliance unit.

(3). Failure to comply with the requirements may result in temporary suspension of Ride User/Driver and companions access to the use of Ride platform.

Maintenance Procedures.

- A. Preventive Maintenance Schedule: Each vehicle must adhere to a manufacturer-recommended maintenance schedule including: (1). Oil and filter change, (2). Brake checks and replacements, (3). Tire rotation, balancing, alignment, and scheduled tire replacements, (4). Battery and electrical system check, (5). Transmission and steering systems inspection, (5). Lift/ramp serving and maintenance. (Quarterly at a minimum).
- B. Repairs: Any mechanical issue must be noted and reported immediately to Dispatch or Compliance Unit. Drivers must not operate a vehicle with any known defect or safety issue. Vehicles will be removed from the active service unit as repairs are done or completed for safety reasons.

ADA-Equipment Requirements:

All wheelchair -accessible vehicles must:

- (1). Have a functioning lift/ramp with securement systems.
- (2). Provide four-point tie-downs for wheelchairs.
- (3). Carry an ADA-approved seatbelt extender.
- (4). Undergo lift-functionality testing during each inspection cycle.

Cleanliness Standards

- * Interior: No Trash, no strong odors, or dirty surfaces.
- * Exterior: Washed and presentable weekly or as needed./
- * Wheelchair vehicles: Disinfect all contact surfaces on a daily basis.
- * A vehicle that fails to meet cleanliness inspections may be removed from rotation and must require re-inspection.

Record Keeping and Audits

- (1). All inspections, maintenance, and repair logs must be retained at least three (3) years.
- (2). The Compliance Unit may audit vehicle records at random or at an incident.
- (3). Drivers will receive notice of expiring inspection due dates via the Ride Platform

Enforcement and Penalties

Vehicles that do not pass inspection will be placed under INACTIVE status until compliance is verified. Drivers/ fleet owners who repeatedly fail inspections shall be removed from the Ride Platform. Any failure resulting in passenger injury will trigger an immediate investigation, and suspension of Ride User access, and likewise a potential for CPUC reporting by Ride Companion Inc.

Emergency Protocols

In case of vehicle breakdown during service, driver MUST:

- (1). Notify Dispatch immediately and requester immediate assistance.
- (2). Never Leave the Passenger Un-Attended. Ensure that passenger is safe and in a secure location, while Driver and Compliance Unit request for back-up transportation for immediate passenger transfer.
- (3). Submit and file Incident Report to Compliance Unit within 24-hours of the incidence or as soon as there is knowledge of an Incidence.
- (4). Arrange for a tow truck or emergency repair.

Continuous Improvement.

Feedbacks from drivers and passengers is reviewed monthly and responded to by the compliance unit for comment. Drivers and compliance unit works hand in hand with Passenger Survey reports as common issues are flagged for and integrated into the training subjects to improve the efficiency of our service.

Effective Date: January 1, 2026. Approved by: Romwell M. Sabeniano, Ceo-President
Reviewed on: _____ Approved by: _____ Ride Companion, Inc., 3200
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End of Manual