

ZERO TOLERANCE ON ALCOHOL AND DRUG ABUSE

SUBSTANCE ABUSE TESTING PROGRAM

Effective Date: January 1, 2026

Approved by: Romwell M. Sabeniano, Ceo-President

Applies to ALL Drivers, Companion Providers, and Safety-Sensitive Personnel

A. Purpose:

The safety and well-being of passengers—especially seniors, and persons with disabilities—is our highest priority. To ensure compliance with safety standards, promote a drug-free workplace, and protect the passengers — especially seniors and individuals with medical and developmental challenges RIDE establishes this Zero-Tolerance Policy. This policy shall present testing protocols and behaviour standards to prevent accidents caused by alcohol or drug use. This policy is posted in our website, our RIDE App Platform and receipts. This policy aligns with California Public Utilities commission (CPUC) Transportation Network Company (TNC) Rules and California DMV commercial and passenger transport safety expectations.

B. Our Objectives:

- Maintain a **zero-tolerance policy** for drug and alcohol use while on duty.
- Provide a **clear reporting mechanism** for staff and passengers.
- Ensure **timely documentation and investigation** of all incidents.
- Comply with CPUC, DOT, and company safety requirements.

C. Policy Statement.

Ride Companion Services Inc. maintains a ZERO TOLERANCE stance for alcohol and controlled substance while operating private/company vehicles, performing caregiver duties, or engaging in a safety-sensitive work. The company shall maintain Safety complaints logs and Reports on Zero Tolerance Violations which copies shall be forwarded to CPUC on a yearly basis (if required).

D. Methodology for Reporting Prohibited Substance and Alcohol Abuse:

This methodology outlines the process for detecting, documenting, and reporting incidents or suspicions of drug and alcohol use or abuse by Ride Companion Service, Inc aka RIDE app drivers, companion providers, personnel and staff.

A **Zero Tolerance Complaint Hotline** will be posted in our Ride Platform and in our website ***myridecompanion.com***. Passengers can file complaint via: Ride

Customer Complaint Unit: **1(909) 827-8644**. Email: **Customer Service@ridecompanion.com**. Passengers are also given the contact number of CPUC TN (800) 894-9444 and **CIU_intake@cpuc.ca.gov**. to report any issues or complaints. Fellow drivers are encourage to file a report (anonymously) if and when they observe that a driver is observed to be under the influence of any substance prohibited by law.

Scope:

This policy applies to :

1. ALL RIDE Companion drivers, caregivers, dispatch staff, and employees.
2. All vehicle operators operating under the RIDE platform.
3. All service locations within California and in the continental United States.

Prohibited Conduct:

No Driver or caregiver may:

- a. Report to duty or remain on duty with a blood alcohol concentration (BAC) of 0.02% or higher.
- b. Use alcohol within 8 hours before duty.
- c. Use or be under the influence of illegal drugs at any time.
- d. Misuse prescription or over-the-counter medications that impair safe driving.
- e. Posses, distribute, consume, or sell controlled substance while on duty.

1. Reporting Channels

Any suspicion or confirmed case of drug or alcohol use must be **reported immediately** through one of the following methods:

a. Internal App Reporting

- Use the “Safety & Incident” feature in the Ride Companion App.
- Select “Drug/Alcohol Concern” from the incident type menu.
- Attach any relevant notes, time, date, and passenger ID (if applicable).

b. Supervisor Notification

- Contact the Operations Manager or Safety Compliance Officer directly.
- Use phone or email:

 (909) 827-8644 Emergency Contact Number

 romwell7iano8@gmail.com /Compliance Email Address

c. Anonymous Reporting Option

- Submit a confidential report via the online “Confidential Safety Form” on the company website.

d. Passenger Reporting

- Passengers can report through the Ride Companion App support tab or by calling Customer Safety Hotline: (909)827-8644.

2. Incident Documentation Process

Upon receiving a report:

a. Record the Incident

- Assign a unique Incident Report Number (IRN).
- Log details in the Ride Companion Incident Tracking System (RCITS).

b. Immediate Action

- Remove the driver/employee from service pending investigation.
- If intoxication is observed, contact law enforcement immediately.

c. Investigation

- Conduct an internal review within 24 hours.
- Interview all involved parties.
- Gather evidence such as ride logs, dashcam footage, or witness statements.

d. Testing (if applicable)

- Request a drug and/or alcohol test (for-cause) through an authorized facility.
- Ensure results are confidential and maintained in compliance with HIPAA standards.

e. Testing. Requirement:

Pre-employment/Pre-assignment Testing (Required by CPUC and DMV safety standard). All drivers and caregivers must pass a drug screen before service begins. Testing Panel will include at least: Marijuana, Cocaine, Opiates, Amphetamines/Methamphetamines, PCP.

A negative result is required before being placed on the active roster.

3. Random Testing

All Active Drivers/Companion/Staff agree upon download of the Ride App that they are subject to unannounced random testing on a quarterly basis Selections will be made using a computerised random selection process. Random alcohol testing is conducted before, during, or immediately after duty.

4. Post Accident testing (Required under CPUC and DMV standards).

A driver or caregiver agree and must undergo testing if involved in:

1. Any collision with injury or death.
2. Any passenger safety complaint alleging impairment.
3. Any accident resulting in a citation for a moving Violation.
4. Any incident with reasonable suspicion of impairment.
5. Alcohol Test within 8-Hours of the incident.
6. Drug test within 32-hours of the incident:

5. Reasonable Suspicion Testing:

Supervisors trained in drug and alcohol detection may order immediate testing when signs or impairment are observed. Observable signs include slurred speech, odor of alcohol, unsteady gait, erratic behaviour, or unexplained mood changes.

6. Testing Procedures.

Testing will be conducted by and or at a certified laboratory using CPUC/DOT chain-of-custody protocols. Breathalyzer used for alcohol screening, urine, or saliva test for drugs. Results shall be reviewed by a medical review officer (MRO). Confidentiality will be maintained in compliance with HIPAA.

7. Consequences of Violation:

1. Immediate removal from service.
2. Termination of access to the RIDE Platform.
3. Reporting to CPUC and or DMV within 72-hours for any driver/caregiver if required by law.
4. Possible referral to a substance abuse professional before reinstatement.

8. Employee Assistance Program (EAP)

Employees may self-report and seek treatment before a violation occurs without penalty. The company will provide referrals to a licensed rehabilitation programs.

9. Reporting to Authorities

If impairment is confirmed:

- Immediate notification to CPUC Safety & Enforcement Division (as required for TNCs).
- File a Formal Incident Report within 5 business days.
- Provide documentation of disciplinary or corrective action taken.

10. Corrective and Disciplinary Action

Depending on the outcome:

- Confirmed Positive Result → Immediate termination or suspension.
- Refusal to Test → Treated as a positive result.
- Self-Reporting (prior to incident) → Referred to an Employee Assistance Program (EAP), if available.

11. Data Privacy and Record Retention

All testing and violation records retained minimum 5-years (per CPUC standards). Access limited to authorised safety and Human Resources personnel.

- All reports are confidential and stored securely for a minimum of 3 years.
- Access limited to authorized compliance personnel.
- Records include date, type of report, person involved, and actions taken.

12. Training and Awareness

- All drivers and companions receive annual training on:
- Substance abuse recognition.
- Reporting responsibilities.

- Effects of impairment on passenger safety.
- Training completion is recorded in the Driver Compliance File.

13. Continuous Improvement

- The Safety Compliance Officer reviews incident trends quarterly.
- Updates are made to improve detection and prevention strategies.
- Lessons learned are shared with staff through safety bulletins or meetings.

References

- California Public Utilities Code, Section 5445.1 – Zero Tolerance Policy
- U.S. Department of Transportation (DOT) 49 CFR Part 40 – Procedures for Transportation Workplace Drug and Alcohol Testing
- CPUC TNC Compliance Require
- Compliance References: California D | MV: Commercial Driver Handbook-Alcohol/Drug Guidelines