# FARE-RIDE LLC
# NONDISCRIMINATION POLICY

**Louisiana TNC permit application — supporting policy, Section 4**
Version 1.0 | Proposed effective date: upon company adoption and launch

## 1. Commitment to equal access

Fare-Ride LLC ("Fare-Ride") prohibits unlawful discrimination in access to its transportation network platform and in the provision of rides. Fare-Ride will provide services without discrimination based on race, color, religion, national origin, sex, disability, age, or any other characteristic protected by applicable federal, Louisiana, or local law. This policy applies to riders, drivers, applicants, employees, contractors, and personnel acting for Fare-Ride, as applicable.

## 2. Driver obligations toward riders

Drivers must not refuse, cancel, delay, or otherwise provide inferior service to a rider for a discriminatory reason. Drivers must treat riders respectfully, comply with applicable accessibility requirements, and not impose discriminatory surcharges or conditions. A driver may decline or end a trip for a legitimate, nondiscriminatory safety or legal reason, consistent with platform rules and applicable law.

## 3. Disability access and service animals

Drivers must comply with applicable disability-access laws, including requirements concerning service animals and reasonable assistance. Drivers may not refuse a rider solely because the rider has a disability or is accompanied by a service animal, or charge an extra fee for a service animal. Drivers must handle mobility aids with reasonable care and provide assistance as required by law and consistent with safe vehicle operation. Fare-Ride will provide a process for requesting accessible transportation and reporting accessibility problems; the company will not promise a vehicle type or accommodation it cannot provide.

## 4. Fair treatment of drivers and applicants

Fare-Ride prohibits unlawful discrimination in driver recruitment, screening, access to the platform, account decisions, compensation practices, and other applicable employment or contracting decisions. Fare-Ride will apply relevant federal and Louisiana nondiscrimination laws, including Title VII and the Americans with Disabilities Act where applicable. Decisions may be based on lawful, consistently applied qualifications, safety requirements, background checks, and conduct standards.

## 5. Rider conduct

Riders must not harass, threaten, or discriminate against drivers or other riders based on protected characteristics. Riders may not request a driver based on discriminatory preferences or seek discriminatory cancellation or exclusion. Legitimate accessibility and safety requests are permitted.

## 6. Complaints, investigation, and enforcement

Riders and drivers may report suspected discrimination or disability-access violations through Fare-Ride support at **fairride2all@gmail.com**. Reports should include the trip date, approximate time, involved account or trip number, and a description of the concern when available. Fare-Ride will review reports, seek relevant information, and take proportionate action where warranted, including education, warning, temporary suspension, or permanent removal from the platform. Retaliation for a good-faith complaint or participation in a

review is prohibited. Fare-Ride will maintain records consistent with applicable law and its privacy policy.

## 7. Publication, acknowledgment, and administration

Fare-Ride will make this policy available to riders and drivers during registration and thereafter in the app or website. Drivers will receive access to a copy of the policy before activation. Registration will require an unchecked acknowledgment checkbox; registration cannot proceed until the user affirmatively agrees. Fare-Ride should retain the policy version, account identifier, and date/time of acceptance. Fare-Ride will review and update this policy as law or operations change.

## 8. Registration checkbox wording

**Rider registration:** ■ I have read and agree to the Fare-Ride Nondiscrimination Policy, including the rules against harassment and discrimination toward drivers and other riders.

**Driver registration:** ■ I have received, read, and agree to follow the Fare-Ride Nondiscrimination Policy, including equal service, disability access, and service-animal requirements.

## 9. Company adoption

Authorized officer: Emmanuel Hileah, President
Signature: _____ Date: _____

*Draft for adoption and implementation. This policy alone does not establish that Fare-Ride has deployed the required app controls or is currently compliant; review with Louisiana counsel before submitting a sworn affidavit.*