

Delivery Partner Violations Guidelines

Account Violations: Account notices that serve as reminders for behavior or incidents that may lead to unsuccessful partnerships between Fetch and Delivery Partners. Accrual of violations may lead to account deactivation.

- 1) **Fraudulent Behavior:** Any behavior that involves deceit, fraud, or withholding valuable material from the intended parties.
 - a) Early/Late Deliveries - This violation is issued to Delivery Partners who deliver less than 95% of their route on time (within the claimed delivery block)
 - b) Lost/Stolen Packages - This violation is issued for any Delivery Partner who loses or steals a package.
 - c) Tampered Packages - This violation is issued for any Delivery Partner who tampers with a package and/or fails to report a package that has been tampered with
 - d) Misdelivery - This violation is issued when a Delivery Partner delivers a package to the wrong unit or leasing office.
 - e) Unreturned Package(s) - This violation is issued if a Delivery Partner fails to return a package that was not delivered for any reason within an hour of the completion of their delivery window.
 - f) Incomplete Route - This violation is issued if a Delivery Partner fails to deliver all batched packages for any reason other than a documented inability to access a property
 - g) Fetch Delivery Workflows Infraction - This violation is issued when a Delivery Partner modifies or exploits a delivery workflow:
 - i) POD violation (blurry photo, signing for a Leave at Door resident, not including the unit number in the photo)
 - ii) Not adhering to delivery workflows
 - iii) Bringing unauthorized guests during deliveries
- 2) **Fair Work Opportunities:** Actions that infringe upon equal access to work, progress, and productivity for all Delivery Partners.

- a) NCNS - This violation is issued to any Delivery Partner who does not show up for a claimed block.
 - b) Late Cancellation - This violation is issued for any Delivery Partner who cancels their claimed delivery block within 6 hours of the start time.
 - c) Refusal to Deliver - This violation is issued if a Delivery Partner refuses to deliver any packages batched to them.
 - d) Failure to Return Fob - This violation is issued for any Delivery Partner that fails to return a fob - either to the lock box or the warehouse - before the start of the following delivery window
- 3) **Aggressive Behavior:** Observable conduct that manifests in combative or belligerent actions and creates a hostile environment.
- a) Attitude - If a Delivery Partner is aggressive or uses offensive language that is inappropriate for the workplace.
- 4) **Safety:** Actions that increase the risk of safety hazards for 1099 Delivery Partners or others.
- a) Drug Use - Delivery Partners who arrive at the warehouse smelling like alcohol or marijuana or displaying visible signs of impairment will be immediately deactivated at the discretion of the WH.
 - b) Unauthorized Areas - Delivery Partners are only authorized to access the designated 1099 area in the WH and the restroom. Due to safety and liability concerns, no other area in the WH is accessible.
 - c) Unauthorized Guest - Only Fetch Delivery Partners who have an active account are allowed to access the WH and Fetch communities. Unauthorized guests are not permitted to ensure that safety and liability standards are upheld.
 - d) Failure to display proper identification - Wearing or presenting safety equipment such as the Fetch badge while accessing Fetch facilities and communities.
 - e) Dress Guidelines Infraction - Delivery Partners must adhere to Fetch's Dress Guidelines to ensure a safe delivery process for both themselves and others. Delivery Partners are not allowed to wear flip-flops, open-toe shoes, open-back shoes, house slippers, and sandals. As well as no exposed undergarments (bras, underwear) or private body parts

and wearing swimsuits and pajamas. Fetch Delivery Partners are required to wear a Fetch Delivery Partner badge during deliveries to prevent unauthorized guests from accessing communities

Account Deactivations:

At Fetch, we aim to keep our platform safe and accessible to all users; however, Delivery Partners may lose access to their account due to conduct or incidents that fall under the violation of the Guidelines.

- a) Delivery Partner's accounts may be deactivated from the Fetch platform if any of the following occur:
 - i) Failure to complete 60% of claimed blocks
 - ii) Failure to adhere to Fetch Delivery Guidelines
 - iii) occurred in point e) that warrants immediate deactivation.
 - iv) Accrual of account violations
 - v) If any of the above-listed violations lead to service disruption
- b) Delivery Partner's accounts may be deactivated after any 1 of the following violations:
 - i) Incident - if a Delivery Partner is involved in a violent or threatening incident, uses highly offensive language, or poses a threat to start an inappropriate incident with a resident, client, or Fetch Employee
 - ii) Lost/Stolen Packages
 - iii) Tampered Packages
 - iv) Fetch Delivery Workflows Infractions
 - v) Drug Use
 - vi) Unauthorized Areas/Guests
 - vii) Refusal to Deliver

Violation Disputes:

Delivery Partners can dispute violations if they feel Fetch policies were incorrectly applied. Disputes will only be considered based on inaccurate reporting, meaning the violation contained inaccurate or false information. A dispute form must be submitted within 7 days of the violation date to be considered. Disputes submitted 8 days or more after the date issued will not be reviewed, and the violation will remain in effect.

To contest a violation, Delivery Partners will fill out the form below, and Driver Support will have 48 business hours to review. We will provide the delivery partner with a decision as quickly as possible once we have gathered all the necessary information.

Link to Dispute Form: <https://form.jotform.com/222925671358059>

Account Deactivation Disputes:

Additionally, Delivery Partners have the right to contest account deactivations. A dispute form must be submitted within 7 days of the deactivation date to be considered. Disputes submitted 8 days or more after the deactivation date will not be reviewed, and the deactivation will remain in effect.

Link to Dispute Form: <https://form.jotform.com/222925671358059>

Reactivations:

Delivery Partners can request to be reactivated 6 months from their deactivation date unless their account was deactivated for any of the below reasons or if this is the second instance of their account being deactivated.

- Attitude/Incident
- Lost/Stolen Packages
- Misdeliveries
- Unreturned Packages
- Failure to Return Fob

Delivery Partners will need to reach out to driverops@fetchpackage.com and submit a new application so we can run an additional background check. Delivery Partners will be on a one-strike policy upon reactivation, meaning that any violation may result in immediate and permanent deactivation.