

**Behaviour, Anti-Discrimination, Anti-Harassment Policy - Riders****1. Introduction**

This Behaviour, Anti-Discrimination, Anti-Harassment Policy – Riders (this Policy) is intended to serve as a guide to Riders of MooVr (Australia) Pty Ltd in Australia (individually and collectively as MooVr Rideshare) app and platform (MooVr Rideshare App) regarding Behaviour, Anti-Discrimination, Anti-Harassment when using the MooVr Rideshare App or interacting with anyone through the MooVr Rideshare App, during any ride or when interacting with any person acting for or on behalf of MooVr Pty Ltd.

They apply to everyone who uses any of our apps directly or indirectly. It also includes interactions you may have with MooVr employees and contractors through online support systems or over the phone.

**2. About**

2.1 The guidelines below help explain some of the specific kinds of behaviour we encourage on the MooVr platform, as well as the behaviours or circumstances that may cause you to lose access to the MooVr platform. There may be unforeseen events which result in you losing access to the MooVr apps, but these Policy and Guidelines provide the basis for behaviour we expect from all those using the MooVr apps. Please take a moment to read them.

**3. Purpose****3.1 Rider/Passenger**

In order to preserve the safety of both the driver and rider/passenger, we need everyone in our community to work together towards a safer journey. By using MooVr as a rider or customer, you are bound by the following Policies, in addition to the terms of the Riders Agreement and the local laws where you use MooVr.

3.2 Our community is remarkably diverse and, chances are, you will encounter people who might not look like you or share your beliefs. The policy serves as a guideline to foster positive interactions during every experience.

**4. Guidelines for Rider/Passengers**

4.1 You must not smoke or consume any alcohol, tobacco or illicit substances in or near any Vehicle, misbehave in or near any Vehicle, distract a Driver, act in violation of Applicable Laws, or otherwise act in any way which a Driver (acting reasonably) considers will risk the safety of You, the Driver or any other person.

4.2 The following behaviours are prohibited by law: physical abuse, verbal harassment, sexual assault, rape, murder, kidnapping, threats, and intimidation. You may not attempt to contact your driver or fellow passengers after the trip unless it is to arrange the return of a lost item.

4.3 Do not ask your driver to speed or commit traffic violations, including stopping at unsafe or illegal locations.

4.4 You may be penalised under the prevailing law in the event of any theft, robbery, acts of vandalism, or damage to the driver's vehicle or other property.

4.5 Damaging of property is never allowed.

## **5. Inappropriate conduct and sexual assault**

5.1 Personal space and privacy should be respected at all times.

The following list provides examples of conduct that is inappropriate (that may also be considered sexual harassment):

- Behaviours and comments that could make people feel uncomfortable. Some examples include nudges, sexual gestures, whistles and winks. Don't touch or flirt with people you don't know.
- Certain conversations that could be perceived as harmless can be offensive. Don't comment on appearance, perceived gender identity or sexual orientation. Unrelated personal questions may offend, such as 'Are you in a relationship?' Avoid discussions about your own or someone else's sex life, using explicit language or making jokes about sex.
- Sexual contact is prohibited while using the MooVr apps, including during a trip regardless of whether you know the person or they give you their consent. This includes activities such as sexual intercourse, solicitation of sexual intercourse, masturbation or touching and exposure of sexual body parts.

Sexual assault and sexual harassment of any kind is prohibited and may also be against the law. Sexual assault and misconduct refers to sexual contact or behaviour without explicit consent of the other person.

5.2 Aggressive, confrontational or harassing behaviour is not allowed. Don't use language or make gestures that could be disrespectful, threatening or inappropriate. It may be a good idea to stay away from personal topics that can potentially be divisive, as these may be unlawfully discriminatory, like religion and political beliefs.

5.3 Contact should end when the trip or delivery is complete, unless it's to return a lost item. Unwanted contact can be seen as harassment and includes for example, texting, calling, social media contact, visiting or trying to visit someone in person after a trip or delivery has been completed.

## **6. Non-Discrimination Policy**

6.1 MooVr prohibits discrimination against users based on race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law.

6.2 Such discrimination includes, but is not limited to, any user refusing to provide or accept services based on any of these characteristics. Any user found to have violated this prohibition will lose access to MooVr platform.



## BEHAVIOUR POLICY

6.3 Applicable laws in certain jurisdictions may require and/or allow the provision of services by and for the benefit of a specific category of persons. In such jurisdictions, services provided in compliance with these laws and the relevant applicable terms are permissible under this policy.

### **7. Breach**

7.1 Any breach committed under clauses 4, 5 and 6 may result in the immediate suspension of MooVr Rideshare Services and/or the use of the MooVr Rideshare App; and in some instances revocation of Account.