



Business Standards

For

Suppliers of Outsourced Services

2013-2014

TABLE OF CONTENTS

Introduction	1
Definitions	1
Company Standards	1
Conduct for Independent Contractors, Vendors, Suppliers and Other Outsourced Services	1
Non-Discrimination Policy/EEO Compliance Clause	2
Policy Against Harassment	2
Drug Free Workplace	2
Occupational Safety and Health Act (OSHA) of 1970	2
Violence in the Workplace Prevention Policy	3
Confidentiality	3
Gifts and Solicitation check contract	3
Software Copyright Compliance	3
Insurance	4
Hold Harmless check contract	4
Arbitration check contract	4
Terms	4
ACKNOWLEDGEMENT FORM	5

Introduction

This manual serves as a reference tool for Independent Contractors and Suppliers of Outsourced Services conducting business with 24-7 Ride (Company).

The Company reserves the right to amend, introduce, or discontinue policies, programs or other procedures at its discretion. In cases where clarification or interpretation may be necessary, federal/state/civic law will be in effect, regardless of any statements either made in this manual or by our personnel which may be to the contrary or which may have been communicated previously. Responsibility for such clarification and implementation falls to Dary Jahromi, President.

Definitions

Independent Contractor: A contractor is an individual or firm that contracts directly with the company to perform services. A further definition could include one who engages to perform a certain service for another, according to his/her own manner and method, free from control and direction of an employer in all matters connected with performance or service, except as to results or product of work.

Suppliers of outsourced services: All responsibility for the process and product rests with the supplier. Management of the people involved in the process, the quality of the process, and the metrics that measure the process are the supplier's responsibility.

Company Standards

Conduct for Independent Contractors, Vendors, Suppliers and Other Outsourced Services

- 24-7 Ride operates within legal bounds, and with concern for our employees, clients, and business relationships.
- All entities that conduct business with 24-7 Ride must comply with all federal, state, local and special statutes and ordinances.
- All entities that conduct business with 24-7 Ride are expected to be aware of and comply with all current 24-7 Ride rules, regulations and guidelines.
- Any business entity that violates these rules and requirements may be subject to termination of their contract.

Non-Discrimination Policy/EEO Compliance Clause

24-7 Ride has zero tolerance for any form of unlawful discrimination. Contractors, suppliers, or vendors who conduct business with 24-7 Ride agree that all persons employed by them, their affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

Policy Against Harassment

24-7 Ride is committed to providing a workplace free of sexual harassment (which includes harassment based on gender, pregnancy, childbirth or related medical conditions), as well as harassment based on such factors as race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family-care or medical-leave status, or veteran status. 24-7 Ride specifically prohibits harassment by or against any staff member, vendor, customer, officer or other member engaged in a 24-7 Ride activity.

All incidents of harassment involving any 24-7 Ride staff member, officer or other member engaged in a 24-7 Ride activity, and/or supplier of outsourced services should be reported immediately to Dary Jahromi, President. All harassment complaints will be treated seriously and will be investigated promptly. Confidentiality will be maintained so far as realistically possible.

Individuals engaging in harassment prohibited by this policy and those making allegations of harassment in bad faith will be subject to termination of the business relationship.

Drug Free Workplace

24-7 Ride maintains is the right of every employee to work in a safe environment that is free from the illegal use, possession, distribution, or manufacture of controlled substances.

No individual shall work, report to work or be present on the Company's premises, property, parking lot, or other work site, including in Company or other vehicles during working time, while under the influence of alcohol or controlled substances. The unlawful or unauthorized manufacture, distribution, dispensation, possession, sale or use of alcohol or controlled substances on the Company's premises, property, parking lot, or other work site, including in Company or other vehicles during working time is strictly prohibited.

Any violation of this substance abuse policy may result in termination of the business relationship.

Occupational Safety and Health Act (OSHA) of 1970

The Occupational Safety and Health Act of 1970 stated purpose was, "...to assure so far as possible every [worker] in the nation [a] safe and healthful working [environment] and to preserve our human resources." Basic to OSHA is the "general duty clause" which states that

every employee, regardless of status, is to be furnished a place of employment by his or her employer which is free from recognized hazards that are likely to cause death or serious harm to the employees who work there.

24-7 Ride recognizes compliance with the Act, and believes that not only employees, but Independent Contractors and suppliers of outsourced services should practice safety in all aspects of their duties while conducting business with the Company.

Violence in the Workplace Prevention Policy

24-7 Ride has a policy of zero tolerance for violence. It is the intent of this policy to ensure that everyone associated with this business, including employees, clients, and outsourced service vendors, never feels threatened by another's actions or conduct while engaged in any 24-7 Ride activity.

"Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. No talk of violence or joking about violence will be tolerated. Engaging or participating in any violent act, or threatening violence will result in immediate termination of the business relationship.

Confidentiality

Neither 24-7 Ride, or its suppliers of outsourced services will use, copy, adapt, alter or part with possession of any information of the other which is disclosed or otherwise comes into its possession under which is of a confidential nature. This obligation will not apply to information which the recipient can prove was in its possession at the date it was received or obtained or which the recipient obtains from some other person with good legal title to it or which is in or comes into the public domain otherwise than through the default or negligence of the recipient or which is independently developed by or for the recipient.

Gifts and Solicitation **check contract**

In an effort to assure a productive and harmonious work environment, solicitation or distribution of literature by non-employees on Company property is prohibited. This includes distribution of windshield fliers, or handouts in the parking lot or at building exits/entrances.

Employees of 24-7 Ride shall not accept gifts, either in-kind or of money, or excessive entertainment, from suppliers of outsourced services or clients. Gifts include any items not obviously of an advertising nature. (Gifts of an advertising nature are all those with the name of the firm affixed which have a unit value of \$5.00 or less.) Excessive entertainment shall include, but not be restricted to overnight accommodations.

Software Copyright Compliance

All contractors, suppliers, or vendors who conduct business with 24-7 Ride are required and expected to obey the laws and legal agreements governing software use. Failure to do so may result in termination of the business relationship.

Insurance

All outsourced services will carry appropriate liability and business insurance (including Worker's Compensation insurance, if warranted) relative to any services performed for the Company.

Hold Harmless check contract

All Independent Contractors and Suppliers of Outsourced Services shall protect, indemnify, and save 24-7 Ride harmless from and against any damage, cost or liability for any or all injuries to persons or property arising from their acts or omissions, or their employers, agents, or subcontractors, howsoever caused.

Arbitration check contract

In the event a dispute, controversy or claim shall arise between 24-7 Ride and a business entity, it is hereby agreed that the dispute shall be submitted to binding arbitration pursuant to the provisions of Title 9 of Part III of the California Code of Civil Procedure, commencing at section 1280 et seq. or any successor or replacement statutes. The arbitration shall be conducted by a neutral arbitrator selected pursuant to the rules dictated by the American Arbitration Association. The arbitrator selected shall have the authority to award any and all substantive and remedial provisions provided by the statutory schemes at issue, to the extent such remedies are appropriate. The parties shall be entitled to conduct such discovery as the arbitrator deems is adequate. The arbitrator's decision shall be final and binding and judgment may be entered thereon.

In the event a party fails to proceed with arbitration, unsuccessfully challenges the arbitrator's award, or fails to comply with arbitrator's award, the other party is entitled of costs of suit including a reasonable attorney's fee for having to compel arbitration or defend or enforce the award.

Terms

It is expected that Independent Contractors, Suppliers of Outsourced Services, and other affiliations representing 24-7 Ride, maintain and adhere to 24-7's rules, regulations, and guidelines, as well as comply with all federal, state, local and special statutes and ordinances.



ACKNOWLEDGEMENT FORM

This is to acknowledge that I have received a copy of 24-7 Ride's Manual for Independent Contractors and Suppliers of Outsourced Services conducting business with 24-7 Ride.

As an Independent Contractor and Supplier of Outsourced Services, my signature hereon confirms my voluntary agreement to abide by the terms and rules as outlined in this manual in order to conduct business with 24-7 Ride.

Signature

Name of Business or Consultant

Date