AINOS (WITZ)

Accessibility Plan

To ensure compliance with California Public Utilities Commission Decision 13-09-045, (AINOS , DBA is WITZ) presents the following accessibility plan:

a) A timeline for modifying apps so that they allow passengers to indicate their access needs, including but not limited to the need for a wheelchair accessible vehicle. A passenger should be allowed to state other access needs, either from a drop-down menu with room for comments or through a field requesting information.

• Jun 2015 : requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.

• March 2016: high-level design completed.

• March 2016, detailed design completed.

• March 2016, Final design and critical design review completed.

• June2016, application program with Accessibility Features completed

• September 2016, beta testing of passenger and driver apps completed

• December 2016, app development will completed and shipped to the iOS and Android app stores.

b) A plan for how the TNC will work to provide appropriate vehicles for passengers who specify access needs, including but not limited to a plan to provide incentive to individuals with accessible vehicles to become TNC drivers.

AINOS(WITZ), plans to manage accessibility needs by having the features delineated
Below

contained in our apps:

• Feature 1.0: In the driver's profile, the driver will be able to address what accessibility needs the driver can handle to include:

• Feature 1.1: Whether or not the driver's vehicle is wheelchair-accessible.

• Feature 1.2: Whether or not the driver accepts passengers who are accompanied by a service animal.

• Feature 2.0 : In the passenger profile, the passenger will be able to set ride preferences to include:

• Feature 2.1: Whether or not the passenger needs a driver and vehicle that can accept a wheelchair.

• Feature 2.2: Whether or not the passenger needs a driver and passenger that can handle a service animal.

• Feature 2.3: Our app will also include a comment box for the passenger to state other accessibility needs. The completed content in the comment box will go to our support group in order to assess other needs, e.g., to be flagged in the apps and the response by drivers who would provide the ride services.

c) Timeline for modifying apps and websites so that they meet accessibility standards. The timeline displayed below reflects when all website and apps are intended to be modified to satisfy all required accessibility standards:

• Jun 2015 : requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.

• March 2016: high-level design completed.

• March 2016, detailed design completed.

• March 2016, Final design and critical design review completed.

• June2016, application program with Accessibility Features completed

• September 2016, beta testing of passenger and driver apps completed

• December 2016, app development will completed and shipped to the iOS and Android app stores.

d) A Timeline for modifying apps so that they allow passengers to indicate that they are accompanied by a service animal, and for adopting a policy that services animals will be accommodated.

AINOS(WITZ), plans to have an application that will be either a drop-down menu with a Comments

section or through a field that requests completion of the appropriate passenger and service animal information. In addition, we will intend to modify the driver app to accommodate the same accessibility requirements. This planned timeline is displayer below:

• Jun 2015 : requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.

• March 2016: high-level design completed.

• March 2016, detailed design completed.

• March 2016, Final design and critical design review completed.

• June2016, application program with Accessibility Features completed.

• September 2016, beta testing of passenger and driver apps completed.
• December 2016, app development will completed and shipped to the iOS and Android app stores.

e) A plan for ensuring that drivers' review of customers will not be used in a manner that results in discrimination, including any policies that will be adopted and any monitoring that will take place by the AINOS(WITZ) app to enforce this requirement.

AINOS(WITZ)'s apps ensure the ratings are not used in a fashion that results in discrimination. This is accomplished using the features defined below:

1. Rating system: Our apps will not use a single rating. Instead it takes into account a driver's and passenger's ratings over time. Therefore, one poor rating will not unfairly impact either the driver or the passenger. However, if a user gets a low rating, AINOS(WITZ) 's support team will review it to understand why it occurred.
If we can determine that a low rating was given because unlawful discrimination, the case will be passed to our internal support team to take appropriate action.

2. Comments: Our apps use key words to note unsuitable remarks that reflect discrimination. When key word use is detected, our support team will investigate; and, based on the results, decide whether to dismiss a driver or block a passenger from futures rides.

3. Escalation policy: If our support team receives a ticket related to discrimination, there is an escalation policy, which requires the ticket to have quick action taken. The support team will also endeavor to follow up directly with both the driver and the passenger to ensure appropriate action was taken.

4. Code of conduct: All of AINOS(WITZ) drivers will have to agree to the included antidiscrimination language in our Terms of Service.

I certify the information listed above is true and correct.

Hyun Cheol Jo / CEO

Print Name / Titel

Signature

01/05/2017

Date