



The **FIDUS** passenger app has been completed and operational as of February 2019. It will be further tested for any problems that may occur up to May 2019. In April 2019 the app will be shipped to the iOS & Android app stores. FIDUS have set a timeline of December 2019 to modify or smooth out any other kinks that may arise after the propose start date of June 1 2019.

Accessibility Plan:

- a) Customers can indicate their access needs by choosing from a Wheelchair accessible vehicle which is set up in the back-end software of Transportation fleet. The service level will also have drop down box and room for comments which are set up "Ride Input Fields", all to be set up by Transportation fleet.
- b) The Transportation fleet can categorize the vehicles in which the drivers use on the driver's app to designate which vehicles can handle wheelchair-accessible passengers. This is done in the backend using a combination of vehicle types and categories that match with the service levels the Transportation fleet offers.

Feature 2.0) The passenger cannot set preferences in their actual profile, but these details can be entered on the backend by Transportation fleet. The passenger will be able to designate their needs for a wheelchair accessible vehicle.

The customer can send a support message to Transportation fleet via the app under settings to state other accessibility needs.

For example, you will be able to have a service level called Wheelchair Transport and this will be customized so that they are only dispatched out to drivers that could fulfill them.

- c) We will closely monitor our driver's to ensure review of customers cannot be used in a manner that results in discrimination, including any policies that will be adopted and any monitoring that will take place by **FIDUS** to enforce this requirement.



The **FIDUS** app will 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 app will not use a single rating system. Instead, if 2 or more low ratings are reported on the app, **FIDUS** support team will review it to understand why it occurred. If we determine that a low rating was given because of discrimination **FIDUS** will take appropriate action.
2. **Comments:** Our apps use key words to note unsuitable remarks that reflect discrimination. When a key word is detected, our support team will investigate and based on the results, decide whether to dismiss a driver or block a passenger from future 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 **FIDUS** 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

Carlos Velarde CEO

Print name and title

[Handwritten Signature]

Signature

02-10-2019

Date