

# Zero Tolerance Policy

Buggy maintains a zero-tolerance policy for impaired driving, harmful conduct, discrimination, retaliation, sexual misconduct, and intentional disregard for required safety protocols. This policy applies to drivers, monitors, support staff, contractors, and any person operating in connection with a Buggy ride.

Safety concerns are not processed as routine service complaints. Reports are routed through safety review, documented, and escalated based on the facts available at the time of the report.

## Prohibited conduct

### Impaired driving or substance use

Performing ride duties while impaired by alcohol, illegal drugs, misused prescription medication, or any condition that compromises safe operation is prohibited.

### Abuse, harassment, and discrimination

Physical abuse, intimidation, verbal abuse, discriminatory treatment, sexual misconduct, retaliation, or demeaning treatment toward children, families, drivers, school partners, or coworkers is prohibited.

### Unsafe protocol or device behavior

Bypassing pickup authorization, leaving a child unattended, texting while driving, disabling monitoring tools, concealing an incident, or intentionally ignoring required ride procedures is prohibited.

## How Buggy responds

- Immediate review of high-risk reports.
- Temporary service holds or removal from active rides when warranted.
- Preservation of ride records, communications, and supporting evidence.
- Escalation to school, program, licensing, or law-enforcement channels when required.
- Documented resolution and follow-up with impacted families or partners when appropriate.

## Reporting concerns

Concerns may be reported directly to Buggy through the contact page or through the school, program, or care-team escalation path connected to the ride. Families and staff may also report concerns to school or program administrators when the ride is tied to a school, daycare, afterschool, or athletics program.

Depending on the operating context, complaints may also be directed to a state or local department of education, child care licensing office, transportation regulator, school district compliance office, child protection agency, or law-enforcement agency.

## **Emergency situations**

If a child is in immediate danger, call 911 first. Reports involving suspected abuse, neglect, or criminal conduct should also be made to the appropriate child protection or law-enforcement agency in the relevant jurisdiction.

Every child deserves a ride defined by attentiveness, dignity, and immediate action when something feels wrong.

Buggy Safety and Support Team