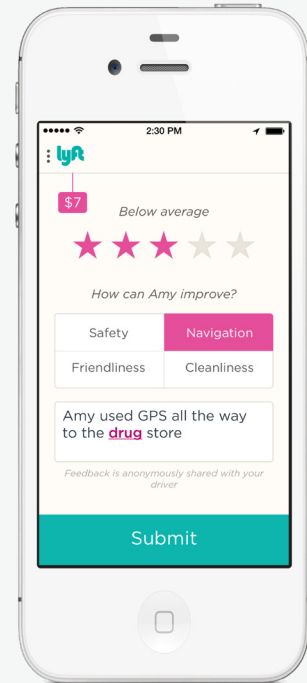




Zero Tolerance Policy and Procedures

ISSUE IDENTIFICATION

- Passengers are encouraged to call or email Lyft Support if they suspect a driver is under the influence of drugs or alcohol.
- Lyft will immediately suspend the driver's access to the app platform pending an investigation.
- Lyft also actively monitors passenger feedback for indicators of a zero tolerance policy violation.
- Less than 0.004% of Lyft rides to date have resulted in zero tolerance investigations.



FEEDBACK MONITORING

Lyft automatically monitors all passenger feedback for any use of keywords that could indicate a violation of the zero tolerance policy. When feedback has been flagged, the Lyft Trust & Safety team will review the comments and if the comments indicate that a violation of the zero tolerance policy may have occurred, the driver will be suspended while the Trust & Safety team conducts an investigation.

The monitoring parameters are intentionally broad to ensure that Lyft always errs on the side of caution. For example, passenger feedback containing the phrase “*drug store*” would trigger a Trust & Safety review because the word “*drug*” was used.

As a result, the overwhelming majority of the monitoring alerts prove to be non-actionable.

INVESTIGATION AND CONCLUSION

In the course of a zero tolerance investigation, Lyft will contact the passenger for further details relating to a suspected zero tolerance policy violation.

Prior passengers of a driver under investigation will be contacted if necessary.

If an investigation results in definitive evidence or even a strong suspicion of a zero tolerance policy violation, the driver will be permanently deactivated.