



Loop Community Guidelines

SOUTH AFRICA

Our guidelines were developed to help make every experience feel safe, respectful, and positive. They apply to everyone who uses Loop’s platform (“Loop Marketplace Platform”), including but not limited to drivers, riders, affiliates and businesses. It also includes interactions you may have with Loop employees and contractors, through online support systems, or over the phone.** And, in some instances, our guidelines apply to conduct outside the Loop Marketplace Platform that we become aware of, including but not limited to information from other platforms, when such conduct may threaten the safety of the Loop Marketplace Platform.

Thank you for joining us in supporting and safeguarding a welcoming environment.

The guidelines below help explain some of the specific kinds of positive community engagement on the Loop Marketplace Platform, as well as the behaviors or circumstances that may cause you to lose access to the Loop Marketplace Platform. There will always be unforeseen events that may ultimately lead to your losing access to the Loop Marketplace Platform and services, but the following guidelines—which we’ll update regularly—provide the basis for behavior we expect from all in the Loop community. Not following any one of our guidelines can constitute a material breach or violation of the terms of your agreement with Loop and may result in the loss of access to part or all of the Loop Marketplace Platform.

Please take a moment to read them.

Guidelines for all of us

Everyone who signs up for a Loop account is required to follow Loop’s Community Guidelines. They reflect the following 3 pillars and the standards in each of these sections.

Treat everyone with respect



Our community is remarkably diverse and, chances are, you will encounter people who might not look like you or share your beliefs. The guidelines in this section help to foster positive interactions during every experience.

Help keep one another safe

We're hard at work every day to help create safer experiences for everyone. Your safety drives us. That's why these standards were written.

Follow the law

We're committed to following all applicable laws and earning your trust, and we expect everyone who uses the Loop Marketplace Platform to do their part and adhere to relevant laws and regulations, as well as airport rules and regulations where applicable.

Your feedback matters

If something happens, whether it's good or bad, we make it easy for you to tell us directly in the app or by contacting the Loop Support team. Our team is continuously improving our standards and policies, and your feedback is important so that we can take appropriate action and keep our standards relevant as our technology evolves.

Treat everyone with respect

Treat everyone in the Loop community as you would like to be treated yourself: with respect. The actions you take while using the Loop Marketplace Platform can have a big impact on the safety and comfort of others. Courtesy matters. That's why you are expected to exercise good judgment and behave decently toward other people when using the Loop Marketplace Platform and interacting with others in the Loop community—just as you would in any public place.

For example, always try to be on time for your ride or to pick up your delivery. It's also common courtesy not to shout, swear or slam doors. And by tidying up after yourself—whether it's taking your rubbish home or cleaning up a spilt drink—you'll help ensure that everyone has a pleasant ride. Most importantly, remember that when you interact with others in the Loop community, you may meet people who may look different from you or think differently than you. Please respect those differences. We believe that everyone should feel supported and welcomed when interfacing with others in the Loop community. That's why we've created standards and policies on physical contact, sexual assault and misconduct, threatening and rude behaviour, post-trip contact, discrimination, and property damage.

Physical contact

Don't touch strangers or anyone you just met while using the Loop Marketplace Platform. Limited exceptions are permitted for people needing or requesting physical assistance or when limited physical contact is unavoidable (such as during certain disabled riders). Hurting or intending to hurt anyone is never allowed.

Sexual assault and misconduct

We all value our personal space and privacy. It's okay to chat with other people. But please don't comment on someone's appearance or ask whether they are single. Sexual assault and sexual misconduct of any kind is prohibited. Sexual assault and misconduct refers to sexual contact or behaviour without explicit consent of the other person.

Personal space and privacy should be respected. The following list provides examples of inappropriate conduct, but is not exhaustive.

- Do not ask personal questions (for example, about relationship status or sexual orientation)
- Do not comment on appearance (for example, derogatory or "complimentary" comments)
- Do not make explicit comments or gestures (for example, slurs, or graphic or suggestive messages)
- Do not flirt (for example, nonverbal, suggestive flirting, or being too physically close)
- Do not display indecent material (for example, sexually suggestive objects or pictures)
- Loop has a no-sex rule regardless of whether you know the person or they give you their consent

Threatening and rude behavior

Aggressive, confrontational, or harassing behavior is not allowed. Don't use language, make gestures, or take actions that could be disrespectful, threatening, or inappropriate. For example, don't share graphic images (such as those that are sexually explicit or depict physical violence) with others in the Loop community; this includes unsolicited sharing of such images through Loop's online support systems or in connection with an Loop Marketplace Platform experience. It is also a good idea to stay away from personal topics that can potentially be divisive, like religion and political beliefs.

Post-trip contact

Contact should end when the trip or delivery is complete, unless it's to return a lost item. Unwanted contact can be seen as harassment and includes, for example, texting, calling, social media contact, visiting, or trying to visit someone in person after a trip or delivery has been completed. Do not share any unnecessary contact information.

Discrimination

You should always feel safe and welcome. That's why we don't tolerate discriminatory conduct or behaviour, including toward the Loop Support team. Do not discriminate against someone based on traits such as their age, colour, disability, gender identity, marital or civil partnership status, pregnancy or maternity, national origin, appearance, race, religion or belief, political views, sex, sexual orientation, or any other characteristic protected under relevant law.

For example, it is unacceptable to:

- Refuse to provide services based on characteristics like a person's age, colour, disability, gender identity, marital or civil partnership status, pregnancy or maternity, national origin, appearance, race, religion or belief, political views, sex, sexual orientation, or any other characteristic protected under relevant law. Applicable laws in certain jurisdictions may require and/or allow the provision of services by and for the benefit of a specific category of persons. In such jurisdictions, services as required or allowed by these laws and the relevant applicable terms are permissible under these guidelines.
- Rate another user—whether drivers, riders, Affiliate users, or businesses—based on these traits.
- Discriminate on the basis of a rider's destination. We understand how important it is to fit driving or delivering around your life, rather than the other way around. It is not a violation of these guidelines to decline a trip or delivery because it does not work for you. But intentionally refusing or canceling requests, or using features on the Loop Marketplace Platform to avoid receiving trip, solely for the purpose of avoiding a particular neighborhood due to the characteristics of the people or businesses that are located in that area, is not allowed.

We also want to help increase the transport options and service options for people with disabilities. That's why we have information available for drivers, riders and Affiliate users on this topic. Drivers using the Loop Marketplace Platform must comply with all relevant laws governing the transportation of riders with disabilities, including transporting service animals and assistive devices (such as wheelchairs).

Property damage



Damaging property is never allowed. Some examples include damaging the vehicle or other mode of transportation requested through the Loop Marketplace Platform, breaking or vandalizing a phone or tablet, intentionally spilling food or drink, smoking in a vehicle, damaging a affiliates's premises, or vomiting due to excessive alcohol consumption or otherwise. If you damage property, you're responsible for the cost of cleaning and repair fees, outside of normal wear and tear.

Help keep one another safe

Everyone has a role to play in helping to create a safe environment. That's why we have standards on account sharing, account holder age, and more.

Account sharing

Account sharing is not allowed. To use the Loop Marketplace Platform, you need to register and maintain your own active account. Don't let another person use your account, and never share your personal information used in connection with your account, including but not limited to username, password, or photos of yourself, with anyone else to access the Loop Marketplace Platform.

People under the age of 18

You must be 18 years or older to have a Loop account. That means that you must be at least 18 years old to ride unaccompanied in a vehicle. Account holders can't request a ride for someone under the age of 18 who will not be accompanied by either the account holder or another adult during the ride. These age limitations apply unless our local guidelines, terms or other policies say otherwise.

Extra passengers and non-account riders

When driving with Loop, no one other than the driver, the requesting rider, and the rider's guests should be in the vehicle. These guidelines apply unless our local guidelines, terms, or other policies say otherwise. When riding with Loop, the account holder is responsible for the behavior of their entire party. If you request a ride, you're held responsible for their behavior during their trip or delivery.

Vehicle information

For an easy pickup, the Loop Marketplace Platform gives riders information about drivers and their vehicles, including their license plate number, vehicle make and model, profile picture, and name. Inaccurate or outdated information creates confusion among riders and can diminish their experience using the Loop Marketplace Platform.



Drivers must complete trips using only approved vehicles. To provide accurate information, let us know your vehicle information and provide any updates to your documentation that may become invalid, like a driver's license that's about to expire.

Seat belts

Seat belt use can be the most effective way to save lives and reduce injuries related to vehicle crashes. Every driver, and every rider—including those in the back seat—should always buckle up. Riders should always request a vehicle that has enough seats for everyone in their party and not travel in large groups that exceed the number of seat belts in the vehicle. Drivers can decline a ride if there are not enough seat belts in their vehicle for every passenger rider.

Use of dash cams that record video and/or audio

Drivers may choose to install and use a dashcam, which can be used to record rides and provide evidence to Loop, law enforcement, or insurance companies in the event that something goes wrong on a ride. Please note the following:

- Riders entering a rideshare vehicle with a dashcam may be concerned about how the video, their image, or conversations captured by a dashcam will be used. In some locations, local laws and regulations require that a rider provide consent to being recorded. Please check your local laws to understand your responsibilities.
- Drivers may submit recordings to Loop at their discretion. Loop will review submitted footage and take all action consistent with the Community Guidelines and platform terms of use.

Sharing or streaming a person's image or audio or video recording on social media or in other digital or physical public locations is a violation of our Community Guidelines and may prompt further investigation by our safety team.

Be alert

Being out on the road means doing your part to help keep yourself and others safe. This means keeping your eyes on the road and being well rested, so you can quickly react to any situation. We review reports of crashes and potentially unsafe driving behavior.

Proper maintenance and upkeep

Pursuant to the terms of their agreement with Loop, drivers and delivery people are expected to keep their vehicles maintained and in good operating condition, including



but not limited to brakes, seat belts, and tyres. This means maintaining their vehicle according to industry safety and maintenance standards, and monitoring for and repairing any parts that are recalled by the manufacturer.

Share the road

Safe roadways require drivers to practice safe behavior, which includes looking out for all travelers, regardless of how they get around.

Public emergencies

Loop may take additional measures to try to preserve the safety of our platform during public emergencies, including but not limited to natural disasters, public health emergencies and public crisis situations.

For example, if Loop receives notice from a public health authority that someone using the Loop Marketplace Platform may present a potential for public harm, we may temporarily block the individual's access until it is reasonably safe to allow the individual to resume using the Loop Marketplace Platform. Similarly, we may prevent individuals in an entire city or region from using part or all of the Loop Marketplace Platform or impose other requirements to comply with guidance from authorities during a time of public health emergency, natural disaster or other public crisis situation, or when the continued availability of the Loop Marketplace Platform might present a danger.

Follow the law

We have standards based on applicable laws and regulations that everyone must follow. For example, using the Loop Marketplace Platform to commit any crime—such as transporting drugs, money laundering, committing drug or human trafficking, or sexually exploiting children—or to violate any other law or regulation is strictly prohibited.

Follow all laws

Everyone is responsible for knowing and obeying all applicable laws, including airport rules and regulations when at the airport, and rules of the road—including complying with traffic laws, signs, and signals—at all times when using the Loop Marketplace Platform.

All relevant licenses, permits, and any other legal documents required of drivers and delivery people must be kept up to date. For example, all drivers using a vehicle are required by law to maintain a valid driver's license, insurance, and vehicle registration.



This also includes meeting the applicable regulatory requirements for rideshare or for-hire drivers in your area. We review reports of crashes or traffic citations that may have happened during a trip or delivery, and other reports, including but not limited to those that may indicate poor, unsafe, or distracted driving. Local rules about parking may limit where drivers and delivery people can park their vehicle when picking up orders, making deliveries, or waiting for riders to arrive or to exit a vehicle. For example, stopping in bike lanes or blocking accessibility ramps may violate the law.

For riders, let your driver handle the driving. For example for riders, don't touch the steering wheel, and don't tamper with the gear shift or other knobs, buttons, or components that are used to operate a vehicle. For riders, don't ask a driver to speed or to make illegal stops, drop offs, or maneuvers.

When riding, be mindful of local regulations and rules. Following local rules of the road usually requires you to yield to pedestrians, ride in the direction of traffic, signal if you're planning to change direction, and come to a complete stop at red lights and stop signs.

Service animals and assistive devices

Drivers using the Driver app may not deny a rider with a service animal or assistive device (such as a wheelchair or crutches) because of the service animal or assistive devices. Applicable laws generally prohibit drivers from denying service to riders because of their service animals or assistive devices, and from otherwise discriminating against riders with service animals or assistive devices, even if a driver has religious objections or a fear of animals. Knowingly refusing a rider a trip because of their service animal or assistive devices will result in losing access to the Loop Marketplace Platform unless legally permitted.

Drugs and alcohol

Drug use is never allowed while using the Loop Marketplace Platform.

If you're a driver, by law you cannot drive while intoxicated. The law prohibits driving while under the influence of alcohol, drugs, or any other substance that impairs your ability to safely operate a vehicle. If you encounter a rider who is too drunk or rowdy, you have the right to decline the trip for your own safety.

If you're a rider and you have reason to believe your driver may be under the influence of drugs or alcohol, ask the driver to end the trip immediately. Then exit the car and call your local authorities or emergency services. Once you have left the vehicle, please also report your experience to Uber.

Firearms ban



Riders and their guests, as well as drivers, are prohibited from carrying firearms while using the Loop Marketplace Platform, to the extent permitted by applicable law.

Fraud

Deception can weaken trust and also be dangerous. Intentionally falsifying information or assuming someone else's identity, for example when signing in or undergoing a security check, isn't allowed. It is important to provide accurate information when reporting incidents, creating and accessing your Loop accounts, disputing charges or fees, and requesting credits. Only request fees, charges or refunds that you're entitled to, and use offers and promotions only as intended. Don't knowingly complete invalid transactions.

Fraudulent activity may also include, but not be limited to: deliberately increasing the time or distance of a trip or delivery for fraudulent purposes or otherwise; accepting trip, requests without the intention to complete, including provoking riders to cancel for fraudulent purposes; creating dummy accounts for fraudulent purposes; claiming fraudulent fees or charges, like false cleaning fees; intentionally requesting, accepting, or completing fraudulent or falsified trips or deliveries; claiming to complete a delivery without ever picking up the delivery item; picking up a delivery item but retaining all or a portion of the item, and not delivering the entire order; actions intended to disrupt or manipulate the normal functioning of the Loop Marketplace Platform, including manipulating the settings on a phone to prevent the proper functioning of the platform and the GPS system; abusing promotions and/or not using them for their intended purpose; disputing fees or charges for fraudulent or illegitimate reasons; creating improper duplicate accounts; or falsifying documents, records, or other data for fraudulent purposes.

Street hails and off-platform pickups

To enhance the safety of each experience, off-platform pickups are prohibited. The law prohibits street hails while using the Loop Marketplace Platform, so never solicit or accept payment outside the Loop Marketplace Platform. Riders should not pay for trips or deliveries in cash, and riders should not request trips from drivers outside of the Loop Marketplace Platform.

Other unacceptable activities

Never use Loop's trademark or intellectual property without permission. If it's required under local law to display Loop-branded items, drivers should only use Loop-branded items that are obtained from Loop. Drivers should not display Loop-branded items when they are not accessing the platform. Drivers and delivery people should also return



Loop-branded items to Loop if they lose access to the platform. The use of unauthorized or third-party items—such as lights, placards, signs, or similar items bearing Loop’s name or trademark—may confuse riders or Affiliate users.

Your feedback matters

If something happens, whether it’s good or bad, we make it easy for you to tell us. Our team is continuously improving our standards, and your feedback is important to keep our standards relevant as our technology evolves. Please rate your experience at the end of each trip. Honest feedback helps ensure that everyone is accountable for their behavior. This accountability helps create a respectful, safe environment. And if something happens—such as a traffic accident—and you want to report it, so that our Support team can follow up. In case of an emergency or if you find yourself in immediate danger, alert your local authorities or emergency services before notifying Loop.

Ratings

Drivers, riders, can give and receive ratings, as well as give feedback on how the trip went. This feedback system improves accountability and helps create a respectful, safe, and transparent environment for everyone. Drivers can see their current rating in the app.

Where applicable, there is a minimum average rating in each city. This is because there may be cultural differences in the way people in different cities rate each other. Drivers, riders that don’t meet the minimum average rating for their city may lose access to all or part of the Loop Marketplace Platform. If your rating is approaching this limit, we will let you know and may share information that may help you improve your rating.

If you’re looking to keep your average rating high, it’s helpful to be courteous and respectful to all people while using the Loop Marketplace Platform and interacting with others in the Loop community. Drivers using the Loop Marketplace Platform typically provide excellent service to their riders, and most riders are courteous and respectful, so most trips run smoothly. Contacting Support will not lead to an individual rating being removed. We know that sometimes a trip doesn’t go well—that’s why your rating is an average rating.

If you’re a driver and you lose access to your Loop account for low ratings, you may have the opportunity to get back on the road if you meet eligibility requirements and provide proof that you’ve successfully taken a quality improvement course offered by third-party experts. Check with the Loop Support team to find out more.



Trip acceptance

If you're a driver and you don't want to accept trip requests, you can just go offline or log off. This helps keep the system running smoothly for everyone.

For drivers, if you consistently decline consecutive trip requests, our technology may assume you do not want to accept more trips or have forgotten to log out, and you may be temporarily logged out. However, you are free to log back in whenever you wish to begin confirming availability for trips and orders again.

How Loop enforces our guidelines

Losing access to the Loop Marketplace Platform may be disruptive to your life or to your business. That's why we believe it is important to have clear standards that explain the circumstances in which you may lose access to the Loop Marketplace Platform. If you violate any terms of your contractual agreement with Loop, or any applicable terms or policies, including any one of these Community Guidelines or any additional policies and standards that are communicated by Loop to you from time to time, you can lose access to all or part of the Loop Marketplace Platform. If you have more than one Loop account, such as a rider account and a driver account, violating the Community Guidelines could also lead you to lose access to all Loop accounts. If you believe an error caused you to lose access to your account, you may contact the Loop Support team.

Loop receives feedback through a variety of channels, reviews reports submitted to our Support team that may violate our Community Guidelines, and may investigate through a specialized team. If we are made aware of potentially problematic behavior, we may contact you so we can look into it. We may, at our sole discretion, put a hold on your account or turn your account inactive until our review is complete.

Not following any one of our guidelines may result in the loss of access to all or part of Loop Marketplace Platform. This can include reported violations of our Community Guidelines and certain actions you may take outside of the Loop Marketplace Platform, including but not limited to information from other platforms, if we determine that those actions threaten the safety of the Loop community, our employees, and contractors, or cause harm to Loop's brand, reputation, or business. And if the issues raised are serious or a repeat report, or you refuse to cooperate, you may lose access to the Loop Marketplace Platform. Any behaviour involving violence, sexual misconduct, harassment, fraud, or discrimination, or deceptive, illegal, or unsafe activity while using the Loop Marketplace Platform can result in the immediate loss of access to the Loop



Marketplace Platform. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our [Law Enforcement Guidelines](#).

Many countries, cities, and airports regulate the provision of certain services, including ridesharing services, on the Loop Marketplace Platform. If we determine that your driver account is not in compliance with applicable regulatory requirements, we may be required to remove your access to the Loop Marketplace Platform.

Lastly, drivers wanting to use the Loop Marketplace Platform may undergo a screening process, including motor vehicle record check and background checks as applicable. A driver will lose access to their Loop account(s) if a motor vehicle record check, criminal background, or other checks uncovers a violation of Loop's Community Guidelines or other criteria required by local regulators.

****Note:** Drivers are not agents (actual, ostensible, or otherwise) or employees of Loop. Drivers do not act pursuant to any authority (actual, apparent, or otherwise). They are independent third-party providers.