

# MID-SERV SOLUTIONS LLC

## Community Guidelines for Delivery Professionals

At MID-SERV Solutions LLC, we strive to create a safe and supportive environment for all our delivery professionals. Our driver community plays an essential role in our mission to transform the way goods are transported, and we greatly value their commitment and dedication to providing reliable and efficient delivery services.

To maintain the integrity and wellbeing of our platform, it is crucial that all delivery professionals adhere to the MID-SERV Solutions LLC Driver Community Guidelines. These guidelines outline the expectations and responsibilities that drivers must follow to ensure a positive and respectful experience for everyone involved.

While the vast majority of drivers contribute positively to our community, it is important to address actions that are not in the best interest of the MID-SERV Solutions LLC community. In some cases, certain actions can undermine our mission, compromise customer satisfaction, or jeopardize the safety and reputation of fellow delivery professionals.

This document serves as a clear outline of the actions that may result in a delivery professional being removed from the MID-SERV Solutions LLC platform. It is essential that all drivers familiarize themselves with these guidelines to prevent any misunderstandings or unintended consequences.

By adhering to these guidelines, our delivery professionals show their commitment to providing the highest level of service to our customers and reinforce the values of safety, professionalism, and respect for the MID-SERV Solutions LLC community.

We are dedicated to fostering a positive and supportive environment where every delivery professional feels valued and can thrive. Together, we can build a strong and reputable community that consistently exceeds customer expectations.

1. Three customer complaints over a rolling 12-month period. Examples include but are not limited to: Being late to a project, not showing up to a project you accepted, damaging an item.
2. Having an average customer feedback score of less than 4.0 out of 5.0

3. Being abusive or disrespectful to our customer support team or to our customers.
4. Manipulating the price in any way that would cause a customer to pay more than they should have paid.
5. Failure to report an accident.
6. Making inaccurate, false, or misleading claims about MID-SERV Solutions LLC online or in public. If you have any issues or complaints we want to hear about them. **Contact us directly here <https://www.mid-serv.com/contact-us>** so that we can help resolve your issue quickly and privately.
7. More than two chargebacks over a rolling twelve-month period from customers. (this is when a customer asks their credit card company to dispute charges on their card).
8. Violating any terms of the Independent Contractor/Delivery Professionals Agreements.
9. Any illegal actions or activities.
10. Three cancellations within a 30-day time period. Please review our cancellation policy.
11. Allowing customers to ride in your vehicle.
12. Sexual Harassment, catcalling or any unwanted sexual advances.
13. Sending information about MID-SERV Solutions LLC Projects, customers or any proprietary MID-SERV Solutions LLC data to anyone who is not an active MID-SERV Solutions LLC Delivery Professional authorized to complete the Project or a MID-SERV Solutions LLC employee. This includes posting screenshots of the MID-SERV Solutions LLC Driver app online.
14. Driving or working while impaired. Delivery professionals cannot work or drive during a MID-SERV Solutions LLC project drive when under the influence of any drug, alcohol, or controlled substance that could impair your driving or working ability. Delivery professionals should also not attempt to drive or work when their ability to do so has been impaired by illness, fatigue, injury, or other physical, mental, or medical conditions. Working or driving during a MID-SERV Solutions LLC project while impaired is dangerous, unprofessional, and can lead to your immediate deactivation from the platform.

15. Distracted driving is not permissible on the MID-SERV Solutions LLC platform. Drivers are not to be accompanied by any other persons, other than a MID-SERV Solutions LLC employee or a vetted contractor through the platform while operating the vehicle during a MID-SERV Solutions LLC Project. All drivers must utilize a hands-free device or bluetooth technology when using a mobile phone while driving or pull off the road to a safe area if they do not have a hands-free device or bluetooth technology. Drivers are not permitted to use headphones while driving.