

# Community Guidelines - California

## Gopuff Delivery Partners

The goal of these guidelines is to help foster a delivery partner community rooted in **Safety, Respect and Integrity**, all while upholding GBL California, LLC's ("GBL California" or "Gopuff") **Standards of Service**. These guidelines are in place to protect delivery partners and to ensure a safe and professional experience for all who use GBL California's digital marketplace. These guidelines will evolve over time.

We take these guidelines and the Independent Contractor Service Agreement seriously, and anyone who disregards them may have their account permanently removed from the GBL California digital marketplace.

Your acceptance of the Independent Contractor Services Agreement means you are a fully-licensed, separately-established, and separately-owned independent business that provides order delivery services and wish to engage GBL California in order to access GBL California's digital marketplace or Gopuff Driver, rather than use your time and resources to create your own digital marketplace in order to offer delivery services to customers. You can learn more about what it means to engage GBL California to offer delivery services in your Independent Contractor Services Agreement.

Alternatively, if you're seeking full or part-time employment with traditional benefits, you can apply to work in one of our facilities by clicking [here](#).

## Standards of Service

Upholding Gopuff's standards of service is critical to customer satisfaction and therefore to the success of delivery partners who engage with our platform. Failure to meet the standards of service as outlined below results in a poor customer experience for all parties involved and may be grounds for deactivation.

## Promote Safety and Respect

**The safety and wellbeing of all those who interact with the Gopuff platform is of paramount importance.**

If you ever find yourself in a dangerous situation while delivering with Gopuff, 9-1-1 should always be your first resource. Once you've called 9-1-1 and are in a safe place, please report the incident by clicking Contact Support in Gopuff Driver or by emailing [partners@gopuff.com](mailto:partners@gopuff.com). Please note that in the event you have to contact law enforcement in relation to any customer interaction, it is required that you report it to Gopuff prior to taking any additional deliveries.

Gopuff will investigate all reports of unsafe behavior in a thorough and timely manner. Users of GBL California's digital marketplace and the Gopuff Driver app will never be retaliated against as a result of making a good faith complaint or participating in an investigation of a customer or another delivery partner.

All delivery partners are automatically enrolled in Occupational Accident Insurance. All delivery partners may also be entitled to a healthcare subsidy. Learn more about these policies and other partner perks [here](#).

## Fostering a Safe Environment

Gopuff is a place where everyone -- including customers, delivery partners, and staff -- can be their authentic selves and free from threats of violence. Here's how you can contribute to the safety of our community.

- Treat others with respect and empathy. Refrain from any behavior or language that might make someone feel uncomfortable.
- Maintain a professional demeanor when interacting with customers, field teams, and other delivery partners.
- Respect the privacy of customers and delivery partners. You are not permitted to photograph or film Gopuff customers or employees, or discuss or post about customer orders without their written consent.

**With safety as a core tenet of our platform, please note that the following actions and behaviors are grounds for removal or deactivation from the platform:**

- Violence of any nature. This includes, but is not limited to, hitting, punching, pushing, and other means of intentional harm.
- Verbal aggression.
- Using drugs or alcohol while delivering.
- The display of firearms or weapons of any kind while on the Gopuff platform, including GBL California's digital marketplace and/or Gopuff Driver, to the extent permitted by applicable law.
- Any conduct or language that is inherently offensive or discriminatory, such as racial slurs and derogatory comments. Delivery partners should never comment on the race, religion, gender identity, or sexual orientation of a customer, delivery partner, or Gopuff employee while engaged with Gopuff. You can read Gopuff's Anti-Discrimination & Anti-Harassment policy [here](#).
- Sexual misconduct of any kind. Behaviors that may constitute sexual misconduct include, but are not limited to: unwanted sexual advances; leering, gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters; derogatory comments, epithets, slurs, or jokes; graphic comments, sexually degrading words, or suggestive or obscene messages or invitations; sexual solicitation, physical touching or assault, as well as impeding or blocking movements. You can read more about Gopuff's Anti-Harassment Policy [here](#).
- Entering or returning to the home of a customer after a delivery has been completed without prior customer authorization. Contact should end when the delivery is complete. 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 delivery has been completed. Do not share or solicit any unnecessary contact information.
- Customers value personal privacy. Personal information, including addresses, names, and order details may be used only for purposes of completing a delivery and may not be posted online, recorded, or otherwise shared with any third party. You can read Gopuff's full Privacy Agreement [here](#).

## Safety + Covid-19

Gopuff has taken measures to ensure the safety and well-being of our delivery partners, customers, and employees.

You can learn more about Gopuff's response to Covid-19 [here](#).

## Operate with Integrity

Delivery partners are expected to conduct themselves in a way that fosters trust across the Gopuff platform.

**Accounts of delivery partners that abuse GBL California's digital marketplace or Gopuff Driver or engage in fraud will be removed or deactivated.** Examples of abuse and fraud include, but are not limited to:

- Gaming a referrals system or promotional program, or placing orders as a customer and delivering them to yourself.
- Providing false or fraudulent information during any stage of your time on the platform or during the onboarding process, including, but not limited to, licensure or credentials.
- Using an account that isn't associated with your name or background check or knowingly creating an account using the information of another person, or allowing a third party to use your account.
- Tampering with deliveries or engaging in theft.
- Using a bot to conduct any systematic retrieval of data or other content from GBL California's digital marketplace or Gopuff Driver.
- Using multiple accounts or devices to receive and deliver orders.
- Misrepresenting time you spend on GBL California's digital marketplace or Gopuff Driver and/or the delivery services you engage.

## Be Courteous and Professional

All members of the Gopuff Community are expected to treat each other with respect. **Repeated customer, partner, or staff complaints may result in removal or deactivation from the Gopuff platform.**

Additionally, many of the Gopuff facilities are neighboring other businesses, residences and communities. With this in mind, it's important that delivery partners are respectful and considerate not only of Gopuff property and operations, but also of our neighbors and their property. Reports of disrespectful behavior, such as littering, blocking shared alleyways, parking on the neighbor's property or blaring music late at night will be thoroughly investigated and may lead to removal or deactivation from the Gopuff platform.

## Follow the Law

As an independent business, you are responsible for following all applicable laws. **Gopuff reserves the right to deactivate your account if you break any federal, state, local law or regulation while providing services on the Gopuff platform.**

- Zero Tolerance Drug and Alcohol Abuse Policy
- If you are operating a motor vehicle, you are responsible for maintaining adequate insurance and an active, valid driver's license.
- While Gopuff will often notify you before one or more of your documents are set to expire, it is ultimately your responsibility as an independent business enterprise to make sure your documents are up-to-date. If you do not update the document(s) in question before the expiration date, your account will be temporarily deactivated until the issue is resolved.
- Failure to comply with applicable alcohol laws and regulations when engaging with Gopuff to deliver or receive alcohol can result in removal or deactivation from the platform. Examples include, but are not limited to: (1) Failing to check ID; (2) forging a customer's signature; (3) making an unattended delivery on an order containing alcohol; (4) delivering alcohol to a minor or visibly intoxicated person; or (5) making unauthorized alcohol replacements

### **Background Checks and Motor Vehicle Reports**

Gopuff processes background checks through Checkr, Inc., a third-party consumer reporting agency. Checkr is accredited by the Professional Background Screening Association. For partners that have additional questions about background checks, please visit [Checkr's Help Center](#).

This process includes a criminal background check for all delivery partners, and a Motor Vehicle Report (MVR) in applicable cases, depending upon your mode of delivery.

If the results of your Criminal background check or Motor Vehicle Record do not meet Gopuff's criteria, your account may be deactivated and you will not have access to the platform.

Partners can check the status of their background check through the [Checkr Candidate Portal](#).

## **Mode of Delivery**

In some markets, delivery partners have the option to deliver by various modes of transportation, including bike, car and foot. Partners in those markets must abide by the following guidelines when selecting delivery blocks in the Gopuff Driver app or delivering on-demand:

**The delivery blocks a partner selects are specific to their mode of transportation.** If a partner intends to make deliveries on a bike, it's important that the selected delivery block is for bikes. The same is true for delivery by car or by foot.

**Partners may only select a delivery block for a modality they are approved for.** For example, in order to deliver by car with Gopuff, it's required to pass our background check and motor vehicle report, and we'll need to have a valid driver's license and up-to-date insurance on file.

**Any delivery partner that fails to use the indicated modality for which they've been approved for may be removed from the Gopuff platform.**