



Drivley

Code of Conduct

Drivley provides youth and aged individuals transportation services. We strive to provide a safe and reliable environment while on the road for all drivers, passengers, and families. We believe in equality and respect diversity of all people.

To achieve the above, it is imperative that every individual who is associated with Drivley abides by this Code of Conduct and conducts him/herself respectfully.

Drivley expects that all adults and children within our vehicles are treated with dignity and respect. This includes company owners, administrative staff, all other employees or drivers, children, parents, guardians, caregivers, and family members of passengers of Drivley.

This includes, but is not limited to:

1. **Bullying** is any behavior towards a passenger or driver that is physical, verbal, emotional, social or cyber-bullying including comments, actions or visual displays that are intentional, hurtful and repetitive.
Examples include but not limited to physically hitting, pushing, verbally name-calling, mocking, excluding someone, spreading rumors or gossip either in person or by using social networking internet sites
2. **Harassment** is any behavior towards a passenger or driver that degrades, demeans, humiliates or embarrasses someone.
Examples include but not limited to touching, name-calling, offensive jokes, or yelling
3. **Abuse** is any unwanted behavior or advances towards a passenger or driver that is sexual, physical, or psychological verbally, in writing or otherwise.
**Examples include but are not limited to squeezing, grabbing, reckless driving, physical touching, name calling, sexual gestures in nature, inappropriate digital or printed graphics such as posters, cartoon images and etc.
4. **Discrimination** is any behavior against any passenger or driver because of their race, color, ancestry, nationality, place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation,

marital or family status, source of income, political belief, and physical and mental disabilities.

5. **Actions** that put another person at risk of harm include violent or attempted violent physical acts (with or without a weapon) and threatening someone.

6. **Impaired Driving** is any driver handling a motor vehicle while under the influence of alcohol or drugs; possession of alcohol or drugs and using alcohol or drugs at any time performing any duty for Drivley transportation services.

You can make a complaint by contacting Drivley directly by email or phone. After review, all complaints are conducted confidentially with a thorough investigation in a swift manner. You may also reach out to your local offices in the State of Maryland.

Resources:

Maryland State Police Department ~ Phone: (410) 653-4200

Website: <https://mdsp.maryland.gov/>

Maryland Department of Education ~ Phone: (410) 767-0100

Website: <https://www.marylandpublicschools.org/>

Maryland Public Service Commission ~ Phone: (410) 767-8128

Website: <https://www.psc.state.md.us/transportation/>

Maryland Department of Aging ~ Phone: (410) 767-1100

Website: <https://aging.maryland.gov/>