

## **A&A has a Zero Tolerance Policy for Intoxicated or Under-the-Influence Drivers**

**\*If you suspect a driver is under the influence or intoxicated call 311. \***

**A&A Elite Transportation and Taxi Service is committed to ensuring the safety of our passengers, drivers, and the community at large. We maintain a strict zero-tolerance policy regarding the operation of any company vehicle by drivers who are intoxicated or under the influence of alcohol, drugs, or any substance that impairs their ability to operate a vehicle safely.**

### **\*\*Definitions\*\*:**

**Intoxicated:** Refers to a driver who has consumed alcohol to the extent that their blood alcohol content (BAC) is at or above the legal limit or any amount that impairs their ability to drive.

**Under the Influence:** Refers to a driver who has consumed drugs, including prescription medications that impair their ability to drive, or any other substances that affect their motor skills, judgment, or reaction time.

### **\*\*Policy Guidelines: \*\***

**1. Prohibition:** Drivers are strictly prohibited from operating any company vehicle while intoxicated or under the influence of alcohol, drugs, or any other substances that impair their driving ability.

- This prohibition extends to all forms of transportation services provided by A&A Elite, including scheduled trips, on-call services, and personal use of company vehicles.

**2. \*\*Pre-Trip Requirements: \*\*** - Drivers must ensure they are in a fit condition to drive before commencing any trip. If a driver feels impaired in any way, they must immediately inform their supervisor and refrain from driving.

**3. \*\*Random Testing:\*\*** - A&A Elite reserves the right to conduct random alcohol and drug testing of its drivers. Failure to comply with testing requests will be treated as a violation of this policy.

**4. \*\*Reporting and Investigations: \*\*** - Any suspicion of intoxicated or under-the-influence driving must be reported immediately to a supervisor or manager. A&A Elite will conduct a thorough investigation into all reports, including testing and reviewing any available evidence (e.g., video footage, passenger complaints).

**5. \*\*Consequences of Violation: \*\*** - Any driver found to be in violation of this policy will face immediate suspension pending investigation.

- If confirmed, the driver will face termination of employment, and their driving privileges with A&A Elite will be permanently revoked. A&A Elite may also report the violation to the appropriate legal authorities.

**6. \*\*Legal Implications: \*\*** - Any driver who violates this policy may be subject to legal consequences, including but not limited to fines, imprisonment, and the loss of their driver's license, in accordance with local and state laws. .

**7 \*\*Support and Rehabilitation: \*\*** - A&A Elite encourages drivers who are struggling with substance abuse to seek help. While this policy is zero-tolerance, the company offers resources and referrals to substance abuse programs for drivers who voluntarily come forward before any violation occurs.

**\*\*Acknowledgment: \*\***

All drivers are required to sign an acknowledgment form indicating that they have read, understood, and agreed to comply with this Zero Tolerance Policy.

**\*\*Acknowledgment Form: \*\***

I [ \_\_\_\_\_ ], have read and understood the A&A Elite Transportation and Taxi Service Zero Tolerance Policy for Intoxicated or Under-the-Influence Drivers. I agree to comply with this policy and understand the consequences of any violation.

Signature \_\_\_\_\_

Date \_\_\_\_\_

This policy aims to protect both the public and the reputation of A&A Elite Transportation and the public.

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**A& A Elite Nondiscrimination Policy**

**\*\*Policy Statement: \*\***

A&A Elite Transportation and Taxi Service is committed to providing a safe, respectful, and inclusive environment for all employees, passengers, and members of the community. We strictly prohibit discrimination of any kind and uphold the principles of equality and fairness in all aspects of our operations.

#### **\*\*Definitions: \*\***

**\*\*Discrimination: \*\*** Any form of unequal treatment, whether intentional or unintentional, based on characteristics such as race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, marital status, or any other protected characteristic as defined by applicable laws.

#### **\*\*Policy Guidelines: \*\***

##### **1. \*\*Equal Opportunity Employment: \*\***

**A&A Elite provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, marital status, or any other characteristic protected by law.**

- This policy applies to all aspects of employment, including recruitment, hiring, training, promotion, compensation, benefits, and termination.

##### **2. \*\*Non-Discriminatory Service Provision: \*\***

All passengers using A&A Elite's services are entitled to receive the same level of professional and courteous service, regardless of their race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, or any other protected characteristic.

- Drivers and staff are expected to treat all passengers with respect and dignity. Discriminatory behavior, including but not limited to refusal of service, harassment, or biased treatment, is strictly prohibited.

##### **3 \*\*Wheelchair Accessibility: \*\***

A&A Elite is committed to accommodating passengers with disabilities. A wheelchair ramp will be made available upon request prior to pick-up. Passengers requiring this service are encouraged to inform the dispatcher when scheduling their ride to ensure the necessary arrangements are made.

##### **4. \*\*Complaint Resolution: \*\***

- Any employee, passenger, or member of the community who believes they have been subjected to discrimination is encouraged to report the incident to management immediately. - A&A Elite will promptly investigate all complaints of discrimination. If

discrimination is found to have occurred, appropriate corrective action, which may include disciplinary measures, will be taken to address the situation.

Any complaints or concerns please call (214) 670-3111 or 311.

**5. \*\*Training and Awareness: \*\***

A&A Elite is committed to providing ongoing training to all employees on the importance of nondiscrimination and the legal and ethical obligations surrounding this policy. - Employees are required to participate in nondiscrimination training as part of their onboarding process and at regular intervals thereafter.

**6. \*\*Zero Tolerance: \*\***

A &A Elite maintains a zero-tolerance stance on discrimination. Any employee found to be engaging in discriminatory practices will be subject to disciplinary action, up to and including termination of employment. - Passengers who engage in discriminatory or harassing behavior towards drivers or other passengers may be denied service and reported to the appropriate authorities.

**7. \*\*Legal Compliance: \*\***

A&A Elite adheres to all federal, state, and local laws regarding nondiscrimination. This policy is designed to comply with the relevant statutes and regulations, and it will be updated as necessary to reflect any changes in the law.

**All employees are required to sign an acknowledgment form indicating that they have read, understood, and agreed to comply with this Nondiscrimination Policy.**

**\*\*Acknowledgment Form: \*\***

Name \_\_\_\_\_

Date \_\_\_\_\_

**A&A Elite Transportation policies on driver qualifications and vehicle maintenance:**

**\*\*Driver Qualifications\*\***

At A&A Elite Transportation, the safety and security of our passengers are our top priorities. To ensure the highest standards, all our drivers must meet the following criteria: **Licensing**. All drivers are required to possess a valid and current driver's license appropriate for the vehicles they operate. –

**Background Checks**: Each driver undergoes a thorough background check before employment, which includes criminal history, driving record, and references. This ensures that only individuals with a clean and reliable background are entrusted with transporting our passengers \_

**Insurance**:

All drivers are fully insurable, meeting all state and company insurance requirements. This coverage ensures that both the driver and passengers are protected in the event of an incident.

**Vehicle Maintenance**

A&A Elite Transportation is committed to maintaining a fleet of vehicles that are safe, clean, and in excellent working condition. To uphold this commitment, we adhere to the following maintenance policy:

**Regular Inspections**: All vehicles undergo routine inspections to ensure they meet or exceed safety and operational standards. Inspections include checks on brakes, tires, lights, fluid levels, and other critical systems.

**Preventative Maintenance**:

We perform scheduled preventative maintenance on all vehicles, including oil changes, tire rotations, and engine checks, to prevent breakdowns and ensure optimal performance.

**Cleaning and Sanitization**:

Vehicles are cleaned and sanitized regularly to provide a comfortable and hygienic environment for our passengers. Special attention is given to high-touch areas, such as door handles and seat belts.

**Repairs**:

Any vehicle requiring repairs will be promptly serviced by qualified technicians. Vehicles will not be returned to service until all repairs are fully completed and the vehicle is deemed safe for operation. By adhering to these policies, A&A Elite

Transportation ensures that our passengers can travel with confidence, knowing they are in capable hands and in well-maintained vehicles.

### **\*\*Lost Items\*\***

A&A Elite Transportation is not responsible for items left behind in our vehicles. However, we understand that losing personal belongings can be distressing, and we will do our best to assist you in recovering your lost items. If you believe you have left something in one of our vehicles, please contact our customer service as soon as possible. Any found items will be kept in our lost and found for 30 days. After this period, unclaimed items may be disposed of or donated.

### **\*\*Refunds\*\***

All payments made to A&A Elite Transportation are final. Refunds will only be issued under the following circumstances:

- The vehicle does not arrive at the scheduled pick-up location within a reasonable time frame.
  - The service provided does not match the service that was booked.
- Refunds will be processed within 5-7 business days. Please contact our customer service team to initiate a refund request.

### **\*\*Unruly Passengers\*\***

A&A Elite Transportation maintains a strict policy against unruly or disruptive behavior. Passengers are expected to conduct themselves in a respectful and orderly manner at all times. The following actions will not be tolerated:

- Physical or verbal abuse towards drivers or other passengers.
- Vandalism or damage to the vehicle.
- Refusal to follow safety instructions.

If a passenger becomes unruly during the trip, the driver reserves the right to terminate the trip immediately. In such cases, no refunds will be issued, and the passenger may be prohibited from using A&A Elite Transportation services in the future. In severe cases, law enforcement may be contacted.

**If you suspect someone is under the influence call 1-800-525-5555 (The Motorists Helpline).**