

Background – Project DASH Client Ratings:

Clients who receive deliveries through Project DASH are asked to rate each delivery on a scale of one to five stars. Ratings are critical to the success of the DoorDash platform because they allow Clients to help ensure that the deliveries completed through the platform are high in quality. Dashers who take the time to ensure that clients have a positive experience and receive their food in a compassionate manner typically receive higher ratings. Dashers who do not follow delivery instructions, leave food in the incorrect location, or behave unprofessionally typically receive lower ratings.

United Way of King County's home delivery program operates 5,000 - 6,000 DoorDash deliveries per week. United Way of King County (UWKC) has access to our client's ratings and the ability to prefer or block dashers from our program based on these ratings. UWKC does **not** have the ability to prefer or block/deactivate dashers for the DoorDash platform at large – for example, if a dasher is blocked from UWKC deliveries, they can still complete restaurant deliveries. UWKC reserves the right to prefer or block a dasher for any reason, but when making these decisions, we use the below guidelines.

Dasher Preferring and Blocking Guidelines:

UWKC will prefer dashers with 50 or more client-rated deliveries who have 90% or higher 4- or 5-star ratings, **AND** no more than 5% 1- or 2-star ratings.

UWKC will block dashers with 50 or more client-rated deliveries based on the following:

- Dashers with 20% or higher 1- or 2-star ratings, **OR**
- Dashers with 10 or more client complaints within one week about not receiving their food, **OR**
- Dashers who have marked a delivery as completed without completing said delivery, or otherwise violated the terms of their Independent Contractor Agreement

UWKC will also block dashers who have had disrespectful or dangerous behavior reported by food banks or clients, regardless of how many deliveries the dasher has completed. This includes:

- Violence or inappropriate behavior, including abusive language
- Use of alcohol and drugs - Dashing while under the influence of alcohol or drugs
- Discrimination or harassment - DoorDash prohibits discrimination and harassment based on race, color, sex, gender, national origin, religion, physical or mental disability, or any basis protected by federal, state or local law
- Unsafe driving - Exhibiting objectively unsafe conduct during transportation or failing to comply with any applicable criminal or traffic laws.
- Disclosing personal information without authorization – UWKC and DoorDash value personal privacy. Personal information may be used only for purposes of completing a delivery and may not be posted online or otherwise shared with any third party, except as may be legally required.

UWKC reserves the right to block any dasher from the UWKC program for any reason.

UWKC does not have access to dasher contact information and therefore no advance notice of a blocked status will be provided.