Treat everyone with respect

We‌ ‌believe‌ ‌that‌ ‌everyone‌ ‌should‌ ‌feel‌ ‌supported‌ ‌and‌ ‌welcomed.‌ ‌That’s‌ ‌why‌ ‌we’ve‌ ‌created‌ ‌standards‌ ‌on‌ ‌physical‌ ‌contact,‌ ‌inappropriate‌ ‌conduct‌ ‌and‌ ‌sexual‌ ‌assault,‌ ‌threatening‌ ‌and‌ ‌rude‌ ‌behaviour,‌ ‌unwanted‌ ‌contact,‌ ‌discrimination‌ ‌and‌ ‌property‌ ‌damage.‌

Physical contact

Don’t‌ ‌touch‌ ‌strangers‌ ‌or‌ ‌anyone‌ ‌you‌ ‌just‌ ‌met‌ ‌while‌ ‌using‌ ‌any‌ ‌of‌ ‌Turvy’s‌ ‌apps.‌ ‌Hitting,‌ ‌hurting‌ ‌or‌ ‌intending‌ ‌to‌ ‌hurt‌ ‌anyone‌ ‌is‌ ‌never‌ ‌allowed.

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‌Inappropriate‌ ‌conduct‌ ‌and‌ ‌sexual‌ ‌assault‌

‌Personal‌ ‌space‌ ‌and‌ ‌privacy‌ ‌should‌ ‌be‌ ‌respected‌ ‌at‌ ‌all‌ ‌times.‌ ‌The‌ ‌following‌ ‌list‌ ‌provides‌ ‌examples‌ ‌of‌ ‌inappropriate‌ ‌conduct‌ ‌but‌ ‌is‌ ‌not‌ ‌exhaustive.‌

* Behaviours‌ ‌and‌ ‌comments‌ ‌that‌ ‌could‌ ‌make‌ ‌people‌ ‌feel‌ ‌uncomfortable‌ ‌are‌ ‌not‌ ‌acceptable.‌ ‌Examples‌ ‌include‌ ‌nudges,‌ ‌sexual‌ ‌gestures,‌ ‌whistles‌ ‌and‌ ‌winks.‌ ‌Don’t‌ ‌touch‌ ‌or‌ ‌flirt‌ ‌with‌ ‌people‌ ‌you‌ ‌don’t‌ ‌know.‌ ‌
* Certain‌ ‌conversations‌ ‌that‌ ‌could‌ ‌be‌ ‌perceived‌ ‌as‌ ‌harmless‌ ‌can‌ ‌be‌ ‌offensive.‌ ‌Don’t‌ ‌comment‌ ‌on‌ ‌appearance,‌ ‌perceived‌ ‌gender‌ ‌identity‌ ‌or‌ ‌sexual‌ ‌orientation.‌ ‌Unrelated‌ ‌personal‌ ‌questions‌ ‌may‌ ‌offend,‌ ‌such‌ ‌as‌ ‌‘Are‌ ‌you‌ ‌in‌ ‌a‌ ‌relationship?’‌ ‌Avoid‌ ‌discussing‌ ‌your‌ ‌own‌ ‌or‌ ‌someone‌ ‌else’s‌ ‌sex‌ ‌life,‌ ‌using‌ ‌explicit‌ ‌language‌ ‌or‌ ‌making‌ ‌sex jokes.‌ ‌
* Turvy‌ ‌has‌ ‌a‌ ‌no-sex‌ ‌rule.‌ ‌Sexual‌ ‌contact‌ ‌is‌ ‌prohibited‌ ‌while‌ ‌using‌ ‌the‌ ‌Turvy‌ ‌apps,‌ ‌including‌ ‌during‌ ‌a‌ ‌trip‌ ‌or‌ ‌on‌ ‌‌ ‌delivery.‌ ‌Learn‌ ‌more‌ ‌[here](https://www.uber.com/legal/community-guidelines/anz-en/).‌ ‌

Sexual‌ ‌assault‌ ‌and‌ ‌sexual‌ ‌harassment‌ ‌of‌ ‌any‌ ‌kind‌ ‌are‌ ‌prohibited.‌ ‌Sexual‌ ‌assault‌ ‌and‌ ‌misconduct‌ ‌refer‌ ‌to‌ ‌sexual‌ ‌contact‌ ‌or‌ ‌behaviour‌ ‌without‌ ‌the explicit‌ ‌consent‌ ‌of‌ ‌the‌ ‌other‌ ‌person.‌

[See how all of us can help prevent sexual assault](https://www.youtube.com/watch?v=9wlfRDRP9f4%E2%80%8C" \t "_blank)

Threatening and rude behaviour

Aggressive, confrontational and harassing behaviour is not allowed. Don’t use language or make gestures that could be disrespectful or threatening. It may be a good idea to stay away from personal topics that can potentially be divisive, like religion and political beliefs.

* Tips for riders

Keep conversations casual and friendly with driver partners and co-riders. Don’t ask personal questions or act aggressively toward others.

* Tips for driver and delivery partners

Unwanted contact

Contact should end when the trip or delivery is complete unless it’s to return a lost item. For example, texting, calling, visiting or trying to visit someone in person after the trip or delivery has been completed is not allowed.

* Tips for driver-partners
* Tips for riders

Discrimination

You should always feel safe and welcome. That’s why we don’t tolerate conduct we’ve determined to be discriminatory. Do not discriminate against someone based on traits such as age, colour, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.

[Learn more](https://www.uber.com/legal/policies/non-discrimination-policy/en/" \t "_self)

* Tips for drivers-partners
* Tips for riders

Property damage and locking

Damaging property is never allowed. Some examples include damaging or tampering with the car requested through the Turvy apps; breaking or vandalising a phone or tablet; intentionally spilling food or drink; smoking in a car, or vomiting due to excessive alcohol consumption or otherwise. If you damage property, you’re responsible for the cost of cleaning and repair fees, outside of normal wear and tear.