

Code of Conduct

Whether you're an independently contracted courier (@Door Residential Agent), an Enterprise Agent and /or part of its staff, a carrier tendering packages to an @Door Agent, or user of the @Door network—our aim is for all users to have a positive experience. This Code of Conduct establishes standard conduct for all users and works towards ensuring a positive experience for all on the @Door network.

Safe & Respectful Network

We're committed to promoting safety and respect across the @Door network. As a @Door user, we expect you to do your part by following all the laws and requirements that might apply to you, as well as this Code of Conduct. When we each do our part to make the @Door network a positive experience, we're all the better for it.

Fraud

We do not tolerate potentially fraudulent activity or fraud on the @Door network, and reserve the right to temporarily or permanently remove your access to the network if you are suspected of fraudulent behaviour. This may include inaccurate representation of a delivery or delivery attempt, entering false data associated to a delivery or delivery attempt, attempts to block other @Door Agents from the network for your own benefit.

Fair Dealing

You're expected to act in good faith and fairness with other @Door users. Concealment, manipulation, abuse of personal information, misrepresentation, and other unfair practices will not be tolerated.

Forced Labor

Forced labor or servitude is a crime and a violation of fundamental human rights, and we take a zero-tolerance stance. The use of forced or trafficked labour, or anyone held in slavery or servitude, is strictly prohibited on the @Door network. If you are found to be engaged in any form of forced or compulsory labor, servitude and/or human trafficking, we reserve the right to remove your access to the @Door network and may pursue legal action and/or inform the authorities.

Presentation

As an @Door user, you are expected to put your best foot forward while using the @Door network by conducting yourself in a professional, courteous, and respectful manner. If you are a courier or a courier employee, you are expected to conduct yourself in accordance with industry standards.

If you're a customer, you're expected to present yourself courteously and in accordance with generally accepted social behaviour.

Losing Access to the @Door network

At @Door, we prioritize safety and security of all @Door users. If we are concerned that a @Door user may be in violation of this Code of Conduct or of applicable laws, we may remove that user's access to

the @Door network to ensure the security of @Door users. Access may be removed on a temporary or permanent basis.

The following are examples of conduct that may result in removal from the @Door network:

- Breaking the law, such as laws that pertain to the safe operation of a vehicle, handling of personal information, etc. All @Door users are required to follow applicable laws and regulations while on the @Door network
- Unwanted physical contact
- Discrimination
- Inappropriate or abusive behaviour such as bullying, harassment, threats, etc.
- Damage to property
- Unsafe conduct, such as noncompliance with health and safety standards. Examples include:
 - Bike or Vehicle Agents: standards and regulations for the safe operation of a bicycle or vehicle
 - Customers: standards and regulations for clearing walkways, the safe keeping of pets, etc.
 - Impairment due to drug or alcohol usage while performing duties as an Agent
 - Agents must comply with drug and alcohol laws and standards applicable in their area, as such Customers can be denied deliveries containing alcohol if they show signs of being intoxicated or of being under the influence

Feedback

If you have any other questions relating to your use of the @Door network, we invite you to send those questions to info@atdoor.ca.

Social Media

If you have a concern about the @Door network, @Door Agents, or other @Door users, we encourage you to reach out to us so we can address your concern! We ask that you refrain from posting harassing, disparaging, fraudulent, or offensive materials about other @Door users on social media.

Reporting

We are committed to providing a safe and respectful environment and we need your help to keep all @Door experiences positive! If you see that another user is acting in a way that is not consistent with this Code of Conduct, let us know so we can work together.

If you have a concern regarding our business, we want to hear from you. We have established a safe and secure online portal that allows you to inform us about any concerns you may have in regards to @Door. We encourage you to alert us of any situations that do not meet our high standards of ethics and protocol. Please email us at info@atdoor if you feel there was a situation or incident that does not meet the standards outlined here.

Amendments

We may update this Code of Conduct from time to time, as required, to keep up with our growing network! Please review this Code of Conduct on a regular basis to stay updated.