



NON-DISCRIMINATION POLICY

Policy Summary	This policy is developed to ensure all staff, drivers, contractors and clients of the organization are treated with dignity and respect at all times without bias.
Policy	Impaq Transportation and Community Services do not discriminate or exclude people on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. Staff, drivers, and contractors are prohibited from discriminating against clients based on their location or destination. Clients accompanied by a service animal are welcomed and will not be discriminated against as long as the animal has required documentation verifying health compliance. This policy will be posted on the company's website.
Procedure	<ol style="list-style-type: none"> 1. Clients are directed to contact the administrator/Critical Response Team via telephone or email immediately if they feel they have been discriminated against. They are also directed to contact the Transportation Network Companies complaint hotline at https://www.tdlr.texas.gov/complaints 2. The critical response team will initiate an investigation immediately following the receipt of a complaint to ensure the safety of our clients. 3. Staff are placed on none client contact until the investigation has concluded. 4. This offense is subject to suspension or termination based on the results of the investigation and the severity of the offense.
Implementation Date	07-20-2020