

RideKeks

Community Guidelines

Version 2.0 | September 2026

OUR SIMPLE STANDARD

Respect people. Put safety first. Be honest. Protect people's privacy. Take responsibility.

RideKeks exists to make everyday transportation safer and more accessible for everyone.

Every RideKeks trip involves people who may not know each other before they enter the vehicle. These Guidelines establish the standards of behaviour we expect from everyone who uses, operates, manages, or represents the RideKeks platform.

Who These Guidelines Are For

User — a passenger who requests or takes a RideKeks trip.

Driver — the person approved by RideKeks to operate a vehicle for RideKeks trips.

Fleet Owner / Operator — a person or organisation responsible for one or more vehicles or Drivers participating in the RideKeks network.

We use **User** rather than “Rider” to refer to passengers. Drivers and Users have different responsibilities, and the Guidelines make that distinction wherever it matters.

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The five principles are the organising structure of these Guidelines. Each rule sits under the principle it helps put into practice.

1. Respect People

1.1 Treat Others With Dignity

RideKeks does not tolerate behaviour that makes another person feel threatened, humiliated, intimidated, or unsafe. This includes insults and abusive language, threats or intimidation, bullying, deliberate humiliation, aggressive confrontation, persistent unwanted contact, deliberately disruptive behaviour, and harassment. Disagreements may happen. They must be handled calmly and respectfully.

1.2 Discrimination Is Not Acceptable

RideKeks does not tolerate discrimination against people based on characteristics protected by applicable law. This includes discriminatory treatment, slurs, harassment, or refusal of service based on characteristics such as ethnicity, nationality, religion, disability, gender, age, appearance, or other legally protected characteristics. Drivers must not refuse a legitimate trip simply because of a User's protected characteristic. Users must not mistreat or discriminate against a Driver because of their identity, background, appearance, or occupation.

1.3 Harassment and Sexual Misconduct

Everyone using RideKeks has the right to travel without harassment. Prohibited conduct includes unwanted sexual comments, sexual propositions, sexual jokes directed at another person, unwanted touching or physical contact, sexual intimidation, following someone after a trip, repeated unwanted messages or calls, requesting personal or romantic contact after someone has declined, and sharing another person's private or intimate information. A RideKeks trip does not create permission for personal, romantic, or sexual interaction. Concerns involving sexual misconduct will be treated seriously and may result in immediate account restrictions while the matter is reviewed.

1.4 Threats, Violence, and Dangerous Behaviour

RideKeks has zero tolerance for violence and credible threats of violence. Users must not physically attack another person, threaten to harm another person, attempt to intimidate someone through violence, carry out violent or dangerous acts during a trip, encourage another person to commit violence, or deliberately create a dangerous situation. Drivers must not use their vehicle as a means of intimidation or deliberately drive in a way that places passengers or others in danger. Where appropriate, serious incidents may be referred to the relevant authorities.

2. Put Safety First

2.1 Safe Driving

Drivers are expected to operate their vehicles responsibly and in accordance with Nigerian traffic laws and RideKeks safety requirements. Drivers must not drive recklessly, race other vehicles, deliberately perform dangerous manoeuvres, drive while significantly impaired, use a phone in a manner that compromises safe driving, deliberately ignore traffic signals or road rules, carry more passengers than the vehicle is legally or safely designed to carry, or continue a trip when doing so would create an unreasonable safety risk. Getting a User to their destination quickly is never more important than getting them there safely.

2.2 Driver Fitness and Vehicle Safety

Drivers must be fit to drive and operate a vehicle that meets RideKeks' requirements. Drivers are responsible for ensuring that their vehicle is reasonably safe and suitable for RideKeks trips, including paying attention to brakes, tyres, lights, steering, vehicle stability, passenger seating, general mechanical condition, and other safety-critical components. A Driver must not knowingly operate a vehicle with a serious safety defect. RideKeks may restrict a vehicle or Driver from the platform where safety requirements are not met.

2.3 Driver Identification and Account Security

Drivers must use their own approved RideKeks account. Drivers must not allow another person to operate using their account, give their account credentials to another person, misrepresent their identity, use another Driver's account, or upload or submit fraudulent identification documents. Fleet owners remain responsible for ensuring that Drivers

operating vehicles under their fleet are properly registered and approved.

2.4 User Safety Responsibilities

Users must follow reasonable safety instructions from Drivers, avoid distracting the Driver, remain seated where appropriate, avoid interfering with vehicle controls, avoid behaviour that could cause the Driver to lose control of the vehicle, follow applicable traffic and safety laws, and avoid carrying items that create an unreasonable safety risk. Parents or guardians are responsible for ensuring that children travelling with them are appropriately supervised and comply with applicable safety requirements.

2.5 Accessibility and Passengers With Disabilities

RideKeks is committed to making transportation accessible and respectful. Drivers must treat Users with disabilities with dignity and patience and should provide reasonable assistance where they can safely do so. Users should communicate relevant accessibility needs where necessary to help RideKeks and its Drivers provide an appropriate service. RideKeks will work to improve accessibility as the platform develops.

2.6 Prohibited Items and Activities

Users must not use RideKeks to transport or facilitate unlawful or dangerous activities. This includes transporting items that are prohibited by law or that create an unreasonable safety risk. RideKeks may refuse a trip or take action where there is a reasonable safety or legal concern. Users must also comply with applicable Nigerian laws concerning transportation and possession of restricted or unlawful items.

2.7 Emergency Situations

If you are facing an immediate danger or emergency, prioritise your immediate safety and contact the appropriate emergency service or authority. Once it is safe to do so, notify RideKeks through the appropriate support channel. RideKeks will cooperate with relevant authorities where legally required or appropriate.

3. Be Honest and Use RideKeks Responsibly

3.1 Fares and Payments

RideKeks aims to provide clear and predictable pricing. Drivers must not demand unauthorised additional charges, intentionally misrepresent the agreed fare, pressure Users into paying additional money outside approved RideKeks processes, manipulate trip information to increase a fare, create false trips, or cancel or alter trips fraudulently. Users must pay the applicable fare, avoid deliberately refusing legitimate payment, avoid exploiting technical errors or promotions, and not use fraudulent payment information. If a User believes they have been charged incorrectly, they should report the issue to RideKeks rather than engaging in a confrontation with the Driver.

3.2 Cash Payments

Where RideKeks permits cash payment, Users and Drivers must handle cash transactions honestly. Drivers must not falsely claim that a User has failed to pay. Users must not deliberately leave without paying an applicable fare. Where there is a disagreement about payment, the parties should contact RideKeks support rather than escalating the situation.

3.3 Cancellations and No-Shows

Cancellations are sometimes necessary. However, Users must not abuse the cancellation system. Examples of unacceptable behaviour include repeatedly requesting trips without intending to travel, deliberately cancelling trips to inconvenience a Driver, asking a Driver to cancel a trip to avoid an applicable cancellation process, or repeatedly accepting trips and refusing to complete them without a legitimate reason. RideKeks may take action against repeated or abusive cancellation patterns.

3.4 Accurate Trip Information

Users are expected to provide accurate information when requesting or accepting trips. Users should provide correct pickup information, accurate destination information, and relevant information that may affect the trip. Drivers must

accurately record or confirm trip information where required by the RideKeks system. Users must not deliberately manipulate trip information to avoid fares, obtain benefits, or disadvantage another User.

3.5 Fraud and Platform Abuse

RideKeks will not tolerate deliberate attempts to manipulate the platform. Prohibited activity includes creating fake accounts, using another person's account, creating fake trips, manipulating trip records, fraudulent payment activity, deliberately exploiting promotions, providing false information, attempting to manipulate Driver or User ratings, coordinating fraudulent activity, and misusing RideKeks systems for personal gain. Fraudulent behaviour may result in permanent removal from RideKeks and, where appropriate, referral to relevant authorities.

3.6 Ratings and Feedback

Ratings and feedback help RideKeks maintain quality. Users should provide feedback honestly and in good faith. Users must not threaten someone with a poor rating, offer payment in exchange for a rating, submit deliberately false reports, coordinate false ratings, use ratings to discriminate against another person, or attempt to manipulate another User's access to RideKeks. RideKeks may investigate unusual rating patterns and take appropriate action.

3.7 Off-Platform Arrangements

RideKeks may permit Users to communicate or make arrangements outside the platform in certain circumstances. However, Users must not use RideKeks to facilitate fraud, harassment, unlawful transportation, circumvention of legitimate RideKeks requirements, deceptive payment arrangements, or other prohibited conduct. Drivers must not pressure Users into taking trips outside RideKeks where doing so is intended to circumvent RideKeks policies or protections.

3.8 Good-Faith Use of the Platform

RideKeks is designed to facilitate transportation—not conflict, exploitation, or abuse. We expect everyone to use the platform for its intended purpose and to act in good faith. When something goes wrong, the appropriate response is to report the issue and allow RideKeks to investigate it. Users should never attempt to resolve serious disputes through threats, intimidation, violence, or retaliation.

4. Protect People, Property, and Privacy

4.1 Respect the Vehicle

A RideKeks vehicle is someone's workplace and livelihood. Users must not deliberately damage the vehicle, tamper with vehicle controls, vandalise the vehicle, deliberately spill substances inside the vehicle, leave excessive rubbish behind, or engage in behaviour that causes unreasonable damage or cleaning requirements. Where appropriate and permitted by RideKeks policy, Users may be held responsible for damage caused by their deliberate or negligent conduct. Drivers must also treat Users' belongings with care.

4.2 Privacy and Personal Information

Respecting someone's privacy is part of respecting them. Users must not share another person's phone number without permission, publish someone's private information, share private messages or trip information inappropriately, use RideKeks information to harass or contact someone outside the platform, or track or follow another User after a trip for an inappropriate purpose. Information obtained through RideKeks should only be used for legitimate purposes connected to the trip or platform.

4.3 Communication After a Trip

A trip ending means the RideKeks interaction has generally ended. Drivers and Users should not continue contacting each other after a trip unless there is a legitimate reason, such as returning lost property, resolving a legitimate trip issue, responding to RideKeks support, or another reasonable purpose connected to the trip. Repeated unwanted contact is not acceptable.

4.4 Lost and Found

If a User leaves an item in a RideKeks vehicle, they should report it through RideKeks as soon as possible. Drivers who discover a lost item should keep the item reasonably secure, report it to RideKeks, follow RideKeks' instructions for returning it, and avoid using, opening, selling, or disposing of the item. Users must not falsely claim that a Driver or another User has taken an item. RideKeks will make reasonable efforts to facilitate the return of lost property but cannot guarantee recovery of every item.

5. Take Responsibility and Help Build the Community

5.1 Reporting Safety and Community Concerns

If you experience or witness behaviour that violates these Guidelines, report it to RideKeks. When making a report, provide as much accurate information as possible, including what happened, when it happened, where it happened, the trip involved where applicable, the people involved, and any relevant evidence. Do not knowingly submit false reports. Reports will be reviewed according to the circumstances and available information.

5.2 Investigations

When RideKeks receives a report of serious misconduct, we may review relevant information to understand what happened. Depending on the situation, this may include trip information, account information, messages exchanged through RideKeks, reports from Users or Drivers, relevant photographs or other evidence, information provided by fleet operators, and other information reasonably necessary to investigate the matter. Users are expected to provide truthful information when participating in an investigation.

5.3 Enforcement

Violating these Guidelines may result in action against an account. Depending on the seriousness and circumstances of the violation, RideKeks may provide a warning, request additional information, restrict certain platform features, temporarily suspend an account, remove a Driver or vehicle from the platform, permanently deactivate an account, restrict access to RideKeks services, or take other appropriate action. Serious violations may result in immediate suspension while an investigation is conducted.

5.4 Serious Violations

Certain behaviour may result in immediate or permanent removal from RideKeks. This may include violence, credible threats of violence, sexual misconduct, serious harassment, discrimination, dangerous driving, fraud, identity or account sharing, deliberate vehicle sabotage or serious property damage, serious theft, use of RideKeks to facilitate unlawful activity, and repeated serious violations of these Guidelines. The action taken will depend on the facts and circumstances of each case.

5.5 Fleet Owner Responsibilities

Fleet owners and operators have additional responsibilities because they manage vehicles and Drivers participating in the RideKeks network. Fleet owners are expected to provide accurate vehicle information, ensure vehicles meet RideKeks requirements, ensure Drivers are properly registered, cooperate with RideKeks investigations, address legitimate complaints involving their Drivers, maintain appropriate records, and avoid knowingly allowing prohibited conduct. RideKeks may take action against an individual Driver, a vehicle, or an entire fleet where circumstances warrant it.

5.6 RideKeks Employees and Representatives

These Guidelines also reflect how RideKeks expects its employees, contractors, and representatives to interact with Users, Drivers, fleet owners, and members of the public. RideKeks representatives must treat people respectfully, communicate honestly, protect confidential information, follow applicable laws and company policies, handle complaints professionally, and avoid discrimination, harassment, intimidation, or abuse of authority. Users may report serious misconduct by RideKeks representatives through the appropriate RideKeks reporting channel.

5.7 Our Commitment to the Community

RideKeks will continue improving its policies, technology, training, and support systems as we learn from our community. We will listen to Users, Drivers, fleet owners, and other stakeholders and use legitimate feedback to improve the RideKeks experience. Our goal is not simply to move people from one location to another. Our goal is to build a transportation service that people can trust.

5.8 Updates to These Guidelines

RideKeks may update these Community Guidelines as the platform, technology, laws, and community needs evolve. When significant changes are made, RideKeks will take reasonable steps to communicate those changes to Users. The latest version of the Guidelines will apply to use of the RideKeks platform.