

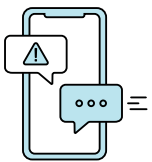
# Helping Respond and Recover from Natural Disasters

Natural disasters are increasing in frequency and severity, impacting communities across the U.S. With access to transportation often curtailed and key supplies such as food often limited, the app-based industry is proud of its unique ability to provide support to those impacted—including the drivers on the ground in these areas.



**PREPARING.** Our industry's commitment begins with preparation. App platforms have established protocols in place for weather-related disasters. These protocols can include:

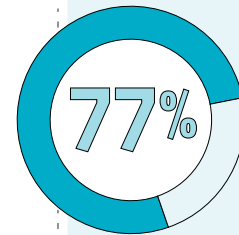
**Communicating with Drivers and Customers.** Platforms highlight the importance of placing orders early and sharing operational updates from retail partners. App platforms also tap real-time weather data to adjust or suspend operations in areas facing natural disasters to help mitigate risks for drivers, while also offering practical tips that help drivers stay as safe as possible.



**RESPONDING.** Transportation mobility and food access are crucial services as communities respond to natural disasters.

**Free/Discounted Rides.** Rideshare platforms can activate their disaster response programs to provide free and discounted rides to help individuals move to shelters and other key resources.

**Technology Support.** Delivery platforms offer crucial support to many, including the homebound, who may not be able to travel to a food bank or pantry. Some app platforms have donated technology to local food banks to help ensure that those in need receive the food supplies necessary after a disaster impacts a community.



Of consumers say app platforms/ drivers are important for safe transportation + food access.

Source: Morning Consult, 2022



**RECOVERING.** App platforms recognize that in the aftermath of a natural disaster, communities need a variety of resources. Our industry focuses on:

**Partnerships.** App platforms often partner with boots-on-the-ground non-profits like Feeding America and the American Red Cross.

**Driver Support.** Some app platforms have offered financial support to active drivers in impacted areas to help provide support for immediate needs.

**Donations.** These efforts can be from the company-level or via matching donation initiatives, and some app-based platforms leverage their scale and user base to enable rapid donations from customers right through the app platform. Such efforts have generated millions of dollars in financial support to meet impacted communities' needs in the wake of a natural disaster.

For more information:       

Flex is the voice of the app-based economy, representing America's leading app-based rideshare and delivery platforms and the people who count on them.

LEARN MORE: [flexassociation.org](https://flexassociation.org)

FOLLOW US:  [@FlexAssoc](https://twitter.com/FlexAssoc)  [@FlexAssociation](https://facebook.com/FlexAssociation)  [Flex Association](https://linkedin.com/company/FlexAssociation)