

Schedule "A"

RULES AND REGULATIONS.

Owner Operators

- All drivers are hired as self employed, owner operators contracted by ABC Express Service Ltd. This means you work for yourself. You are NOT our employees.
- Everyone must have a van, which is safe and working properly.
If your van breaks down, it is your responsibility to have it replaced as soon as possible. If that means renting one, this must be done quickly, not to delay the delivery of shipments.
- You must find your own replacement if for any reason you are unavailable or unable to perform services for us.
- Your replacement must be trained for a minimum of 1 week.
- **From Nov. 1 to Dec 24 prior the Christmas holidays, your replacement MUST be trained for a minimum of 2 weeks!**
You must pay your replacement once you return from your absence.
- Make sure your replacement has proper driver's license and he must have proper insurance and Workers Compensation. **This is MANDATORY!**
- If you decide not to provide services for ABC Express you must give at least **3 weeks** notice.
- Failure to give proper notice will constitute improper termination.
- If you make appointments during your business day YOU MUST make sure your route is covered properly by someone you trained, otherwise please make your appointments before work, after or on Saturdays!

Requirements

- Safe and reliable cargo van
- Cell phone
- Workers compensation account active and up to date and paid up to date. Apply on-line at www.worksafebc.com
- Proper insurance on your vehicle (delivery use)

EXPECTATIONS

- **Be on time** AM 9:00 AM PM 12:00 or **ASAP**
- **LOCK your van at all times!** Insurance does not cover unlocked vehicles.
- **Unloading and sorting parcels**, as well as **regular daily pick ups and returns to regular customers** are part of the **80% commission**.
- **Drivers who do not help, show up late and are loading their trucks while other are sorting WILL have their commission reduced**, or varied.
- **Do not bring in or USE carts or dollies while the trucks and skids are inside the warehouse, and sorting needs to be done. Keep the warehouse clear and safe!**
- Help out in warehouse sorting and unloading ALL vans. Do not throw packages! Damaged goods are your responsibility!
- Invoices and paperwork must be handed in daily
- Communication –cell phone must be turned on.
- Never change a customer's waybill (piece count/weight). If there is a discrepancy, make note of it on the waybill OR on the manifest and let the office know.
- Never pick up anything that was not requested by the ABC office or in writing by the customer. (except for Henry Schien Co. Ltd.).
- Never leave packages without a signature, unless previously authorized.
- Never leave C.O.D. shipments if there is no money to be collected. Let the office know immediately if this occurs.
- Return all C.O.D. monies and cheques the next day in an envelope with customer's name and address clearly marked on the envelope

ABC EXPRESS TEAM

- I want to take this opportunity to remind you that ABC EXPRESS SERVICE LTD. is a “**SAME DAY DELIVERY SERVICE!**”
Nothing is to be left behind, everything must be delivered or attempted the “**Same Day**”
- If you have any deliveries left over at the end of the day, you **MUST** call Carole to let her know, what you have left and the reason.
Failure to comply, the delivery charge will be free of charge, you will not be paid for that shipment.

DELIVER PROCEDURE

- Get a **LEGIBLE SIGNATURE** or have customer **PRINT** first or last name, or ask their name if they cannot come out to sign.
- Please mark down the shipper and receiver on your daily reported invoice.
- All shipments picked up in the morning **must be delivered** in the morning!
- Be professional, polite, courteous and helpful with our customers and clients.

IF OFFICE IS CLOSED WHEN YOU ARRIVE

- You **must** leave a doorknocker. We make 2 attempts for 1 delivery charge for our medical and dental clients!
Note: The **date** and **time** you arrived and **who** the parcel is from.
- If you leave the parcel next door **you must leave them a note or a doorknocker** at what suite or office you left the parcel.
- On your day sheet mark LND # 201 Dr. Smith, for example.
- If no one is home at a residence, you can leave the parcel in a safe place, **if it is specified on the waybill or parcel!** Otherwise please leave a doorknocker, or let Carole or Linda know that you have left it in a safe place so we can notify the customer.

PAY PERIODS AND DEDUCTIONS

- You get paid on the 15th of each month, and on the 25th of each month you will receive an advance on your cheque. The advance is \$500.00,
- The only deduction on your cheque is \$40.00 per month for cargo insurance.
- You must have, and can apply on-line for your WCB, at www.worksafebc.com and must be up to date! Our office will be notified if you are delinquent or have not paid!

PAPER WORK IS DUE EVERY DAY

- You will NOT receive full commission on late invoices.
- Your daily invoice must be **neat and legible**, priced out with totals. Make sure your name and the date is on all your paperwork (daily invoices and waybills).
- Please DO NOT use day sheets or doorknockers for scrap paper. They are expensive to print.

COMMUNICATION IS VITAL

- You must have your cell on and working, and answer it promptly!
- Please carry your cell phone on your belt. **Do not leave it in your car!**
- If there is any problem, or delay (unusual traffic or breakdown of vehicle), let Carole or Linda or Andy know right away. If you make a mistake, let us know right away so we can notify the company's involved.

PICK UP PROCEDURE

- When picking up a parcel for a client or customer, please make out a waybill properly. Make sure you have who it is from, whom it is going to, the number of pieces, and a description of item (box, bag, gloves etc.), the date and your name.
- Keep the gold copy of the waybill for your records and attach the remaining copies of the waybill to the box or item. Please make sure you give the pick up to the correct driver. (If a customer requests a copy of the waybill, please give them the gold copy and keep the pink for your records and attach the 2 remaining copies with the package. Attach all pick up slips with the package!!!)
- **Pick ups at regular everyday customers, and returns to the regular customers are included in your commission, you do not get paid.**

DANGEROUS GOODS

- All documents must be readily available. Have all documents in the front of your vehicle. Keep a copy and hand it in with your paper work. The customer gets a copy and you keep a copy.

SIGNS

- Signs are available. You **MUST** use them! If you ask for them and you do not use them or you destroy them the cost is \$50.00 per pair.
- Golf shirts, vests and dress shirts are available, please wear them. If you have an identification tag, please wear it.

