



UPBAY EXPRESS POLICY UPDATE

ALL CHANGES EFFECTIVE IMMEDIATELY

September 4, 2022

START TIME IS 10:10AM

INCENTIVES AND REWARDS

DIFFERENTIAL HOURS BONUS (Guarantee for 10 Hours)

You will be paid for all punched-in time worked under all conditions. You are paid at your overtime rate for all punched-in time after 8 hours. We offer Shift Differential (SD) incentive whereby we will pay you the difference between time worked and the full 10-hour shift at your regular rate.

If you Return to Station earlier than 10 hours, you are eligible to SD on the conditions that you :

1. Post **BLUE** for all Safety parameters on your weekly Scorecard. These are: FICO score, Seatbelt-Off Rate, Speeding Event Rate, Distractions Rate, Following Distance Rate, Sign/ Signal Violations Rate
2. Post **GREEN** in all other columns on Scorecard for that week's Scorecard
3. You didn't receive a Customer Escalation Defect, that is, a Tier-3 or Tier-2 violation. We forward every Tier violation notice from Amazon to the named employee.
4. You accept all Rescue requests from Dispatch
5. You complete these additional duties on Return to Station:
 - Complete E-Mentor Videos (Non-Step Van DAs ONLY)
 - Perform your post-trip DVIC
 - Empty your garbage and wipe down all cab surfaces in your assigned van
 - Sign out of all apps
 - Sign Closing Sheet with all boxes checked, signature, and time

We extend this incentive to half the Shift Differential when:

1. DAs only miss on the scorecard is his/her DAR (see section Scorecard Rewards) and Upbay is rated overall Fantastic at a minimum

Nursery routes are an easier and lighter version of regular routes aimed to help new DAs understand and apply all aspects of their work. For this reason, Shift Differential for DAs on Nursery routes guarantees an 8 hour shift.

You must sign out at the van parking area prior to leaving for the day so that the closer can verify the above activities. If you leave without signing out, it will be considered leaving your shift without authorization and we will not pay the Differential Hours. Remember that the timeclock is geofenced to the station. Do not forget to punch out when you sign the Closing Sheet!

You qualify for differential hours for a shift when and only when the Closer has verified all of your sign-out duties on the Closing Sign-Out Sheet.

We calculate your Differential Hours for each shift separately. All conditions must be met for each shift worked to qualify for a bonus for that day.

Differential Hours will be paid at your Regular Hourly rate.

SCORECARD REWARDS

Your weekly Scorecard is composed of 2 sets of data:

- **Safety parameters:** FICO Score, Seatbelt-Off Rate, Speeding Event Rate, Distractions Rate, Following Distance Rate, Sign/ Signal Violations Rate
- **Quality of Service parameters:** Delivery Completion Rate (DCR), Delivered and Received (DAR), Photo-on-Delivery Compliance (SWC-POD), Contact Compliance (SWC-CC), Scan Compliance (SWC-SC), Attended Delivery Accuracy (SWC-AD), Customer Delivery Feedback (CDF), Customer Escalation Defect (DPMO)

	Qualifications	Reward
Employee of the Week Leads/Drivers	<ul style="list-style-type: none"> – Minimum FICO of 800 – All safety ratings in BLUE – Customer Delivery Feedback (CDF) in BLUE – all other parameters in BLUE or GREEN – No Performance Action Plans, vehicle incidents, Tiers-2 or Defects/Retraining in the week -Delivery volume breaks ties 	Gift Cards of \$150/\$100/\$50 + PEAK/PRIME Raffle Entry
Weekend Warriors Leads/Drivers	<ul style="list-style-type: none"> – all safety parameters in BLUE or GREEN – no more than 1 miss for all other parameters – 1 entry per weekend day – No Performance Action Plans, vehicle incidents, Tiers-2 or Defects/Retraining in the week 	Gift Certificate of \$30 to 5 DAs winning the weekly lottery
Employee of the Month Leads/Drivers	<ul style="list-style-type: none"> Based on nominations from Leadership Team – all parameters in BLUE or GREEN on 6 weeks trailing scorecard -No No Shows, No Performance Action Plans, vehicle incidents, Tiers2 or Defects/Retraining in the month 	10 Hours of PTO + PEAK/PRIME Raffle Entry

Other Rewards

Sign-up + Referral Rewards For Referrers + Referrals	Half paid on first paycheck. Half paid after completion of 30 days on the job.	Gift card = amount of current Sign-on Bonus. Check with our Recruiting Manager to confirm amount.
Reward Days	<p style="text-align: center;"><i>Examples:</i></p> <p style="text-align: center;">Easter Sunday Mother's Day Memorial Day Juneteenth Labor Day Day after Thanksgiving Christmas Eve New Year's Eve</p> <p style="text-align: center;"><i>Reward Days are subject to management discretion and are posted in advance to schedule.</i></p>	Reward Day Raffle & Prizes <i>Must be present to participate</i>

PERFORMANCE ACTION PLANS

Performance Action Plans are a useful tool for you as an employee to address Scorecard deficiencies and set realistic goals in place to be successful and meet Amazon/Company standards. It is our goal to make the company/you successful and ensure you have the necessary tools to overcome barriers as a delivery associate. If you are unable to meet the standards in place to be successful, you can be recommended for termination. Action plans will be placed in your employee file and can be verbal/written in nature.

Your signature on an Action Plan indicates that you have received and understood your Action Plan. *You have the right to append your comments to any Action Plan.*

Each individual PERFORMANCE ACTION PLAN will be ineffective after 90 days.

New DAs get 2 ride-alongs in which they must demonstrate their ability to **drive safely** and follow instructions. **Your performance will be evaluated prior to the completion of your 90-day probationary period.** During this time, you may request another additional ride-along with the goal of improving your performance.

ACTION PLANS WILL BE FOCUSED IN THE FOLLOWING AREAS, BUT NOT LIMITED TO:

1. **Three (3) or more UNEXCUSED callouts within a 90-day period will result in a PERFORMANCE ACTION PLAN.** After the second unexcused callout in a 90-day period, we will automatically dock your PTO for any future dropped shifts. **This resets every 90 days. MOST RECENT RESET DATE: 08/01/2022**
2. **Calling out after 8:00 AM the day of your shift.**
3. Showing up late for your shift (after 10:00 AM) without notification to Dispatch
4. No call, No show – immediate write-up
5. If you need more than 2 rescues for the week, we will investigate the reasons why and a

Performance Action Plan may be initiated. We will have it tailored to your needs. EVERY DRIVER ASSOCIATE SHOULD BE ABLE TO ROUTINELY COMPLETE THEIR OWN ROUTE WITHIN THE 10 HOUR PERIOD **WITHOUT** RESCUE.

6. Excessive break periods/time off route. Repeated mis-use of rest or lunch breaks, excessive breaks without notification
7. Arriving to Stand Up in incorrect uniform (Amazon shirt, Amazon blue polo/black shorts/pants/Amazon Hat, Amazon vest)
8. Not doing a thorough van check/notifying Dispatch of damages. Performing a thorough DVIC if DA requires you to arrive on time. The DVIC has to be performed before moving the van.
9. Not calling/answering evening dispatch after your route is complete -- YOU MUST CHECK IN REAL TIME AT LAST DELIVERY
10. Returning to Station with an incomplete route, etc.
11. Van incidences/equipment losses
12. Not following refueling procedures (*see Gas Etiquette below*)
13. Excessive Customer Complaints "Defects" notified by Amazon (formerly known as Tier 2 , Tiers 3 Violations) or Amazon-mandated retraining
14. Not meeting scorecard expectations (Safety and Quality parameters)
15. Ending your workday within the flex app prior to contacting dispatcher
16. Loss or intentional damages of required equipment (phones, gas card, key, hand truck, etcetera)
17. Not updating hours in ADP timely and/or accurately. You need to input your hours daily ONCE your shift is complete. When you leave the station, you MUST clock out
18. Two (2) safety event violations in same category in a day triggers a Safety PAP
19. **These behaviors are ZERO TOLERANCE and will be grounds for immediate termination:**
 - arriving to work impaired or consuming alcohol or drugs during working hours other than authorized medications or refusing a drug test
 - any harassment of any form of a customer, another UpBay employee or an Amazon employee
 - any form of violence or the use of threatening, abusive or demeaning language including sexist or racist comments or epithets
 - 2 Safety PAPs in a 2-week period

Callouts are Excused when you provide a medical note. Send this right away to admin@upbayexpress.com or it may affect your PTO or paycheck! You cannot run a negative balance on your PTO!

SUSPENSION

The following behaviors will result in a Performance Action Plan AND a minimum 2-day suspension:

1. Accidents or damage to company vehicles costing over \$500 in damages
2. Intentional damage to equipment (phone beyond repair, etcetera)
3. Abandoning your route for any reason other than a personal emergency or injury
4. Failing to report an accident or van damage
5. Repeated failure to observe gas etiquette and/or to empty garbage out of the van at Return to Station

LOSS OF YOUR SHIFT

If you come significantly late without prior notifying Dispatch of your late arrival or don't reply to Dispatch request for an ETA, your route will be assigned to another DA on call. You'll be sent home with no pay.

Breaks

DAs must take their **unpaid 30-minute lunch break** within 5 hours after starting their shift; DAs must punch in and out for this break.

Amazon policy also requires **2 mandatory paid 15-minute rest breaks during a 10-hour shift**. Because these are paid, you do not punch in and out for these breaks. Dispatch monitors Cortex to make sure that all rest breaks are taken; this is verified by a 15-minute window where the van is stopped.

The second rest break is mandatory unless your van is already parked back at station before 6:30pm.

If you work less than 3.5 hours in a shift, you do not need to take any breaks.

Per California Wage Orders, rest breaks and lunch breaks are not to be taken together 'insofar as is practicable'. For this reason, it is expected that DAs take their first rest break approximately 2 hours before their lunch and the second rest break within three hours after the lunch break.

Contact Dispatch each time you are not able to schedule your rest breaks within these timeframes.

WhenIWork

Post your availability here at least two weeks in advance. We expect all employees to be available at least one weekend day. This does not mean you will work every weekend! No employee is allowed to refuse to work weekend shifts.

If you are planning to use PTO, first make your request for TimeOff in ADP. Once the time is approved, mark your availability to match in WhenIWork.

ADP

Punch in and out using the ADP Mobile app on your personal phones. Manage your personal payroll profile including PTO requests, tax forms and direct deposit information on the ADP Mobile app or online.

TIME CARD EDITS

1. **ALL PUNCHES MUST BE COMPLETED AND UP TO DATE BY THE END OF YOUR WORKED SHIFT.**
Punches can only be corrected on the Kiosk tablet. Ask Dispatch or the Closer when you Return to Station.
2. Edits that are incomplete will be left as they are and may result in a Performance Action Plan.

TIME OFF REQUESTS

1. Always make sure your time off requests are "Approved."
 - a. If they are not, you are responsible for your shift
2. When completing a request off, make sure to request it in ADP using your accrued Paid

Time Off hours. You can not have a negative PTO balance.

3. We expect you to make your submissions prior to the schedule being posted. If you submit a time off request after the schedule has been posted, it will be your responsibility to get it approved.

EXPECTATIONS

MORNING ROLL CALL

1. **Arrive at DFO9 and clock in by 10:00 AM.** Check- in with the Morning Dispatcher. There are a lot of DAs and one Dispatcher in the morning; it is your responsibility to make sure the Dispatcher has seen you and recognized your presence at or before the start of your shift or risk having your route reassigned.
2. Conduct a van check in the morning to verify:
 - a. Damages/Maintenance -- let Dispatcher know
 - b. Inventory within van
 - i. Work Phone
 - ii. Charger (make sure it works before leaving offsite)
 - iii. Phone Mount
 - iv. Gas Card
 - v. Insurance Card
 - vi. Key
 - vii. Hand Truck / Dolly
3. Wipe down the inside of the vehicle using wipes.
4. Let Dispatcher know of any other issues **PRIOR TO LEAVING PARKING AREA**

LEAVE LOAD-OUT/ AMAZON PREMISES BY 10:50 AM

EVENING ROLL CALL

1. Everyone cleans their own phones prior to returning to the dispatcher
2. Log out of Mentor/Flex/ADP when returning items (timestamps should be the same on every app)

GAS ETIQUETTE

1. valve to the gaz tank is to be opened up **AT THE END OF EACH DAY** so the mobile fueling company can fill up your gas tank that night. **This is a good time to empty your garbage out of the van!**
2. **NEVER** use cash or your personal card for gas. If you run into an issue such as a purchase being declined, call the 1-800 number on the back of the card and ask for a "bypass"-- if that does not work, immediately notify DISPATCH.
3. **DO NOT GET GAS BEFORE LOADOUT UNLESS YOU HAVE SPECIFICALLY COORDINATED WITH DISPATCH. LATE ARRIVALS TO DF09 LOAD OUT DUE TO GETTING GAS MAY RESULT IN A PERFORMANCE ACTION PLAN.**

DAS WILL NOT BE REIMBURSED FOR PURCHASING INCIDENTALS (EX. snacks, drinks, phone chargers, mounts, etc.) MANAGEMENT WILL PROVIDE ALL MATERIALS NEEDED

ACCIDENT ETIQUETTE

1. In the case of an accident, notify DISPATCH IMMEDIATELY and let them know if there are injuries. **Do NOT wait until the end of shift.** At the site of the accident, give AND receive the following:
 - a. Identification card
 - b. Insurance
 - c. Contact info (phone numbers, email, etcetera)
 - d. Photos of BOTH vehicles (if there is not another vehicle, a photo of the structure, regardless of size or damage)
 - e. Police report, if necessary
 - f. **NEVER ADMIT FAULT TO POLICE, WITNESSES OR OTHER DRIVERS EITHER VERBALLY, IN WRITING OR IN THE INCIDENT REPORT.** We are fully insured for all liability so ALWAYS let the insurance company do its job and determine the legal definition of “fault”. Your job is to describe what happened accurately, completely and in detail including your actions as the driver.
2. An incident report will be sent to you immediately and will need to be completed in real time. **DO NOT WAIT UNTIL THE END OF SHIFT TO COMPLETE THE INCIDENT REPORT.**
3. NEVER verbally or physically escalate a conflict of any kind with a customer. Stay calm, leave the address and report the incident to Dispatch AND/OR Amazon immediately. You are encouraged to capture video of any violent, threatening or abusive customer behavior including sexist or racist comments and share it with Dispatch and/or Amazon.

Call 911 with Company Phone if you are injured seriously enough to require medical attention AND/OR are in physical danger.

DF09 Pay Rates

Per Amazon rate cards, entry-level pay rates are station-specific.

Driver Advancement Requirements		DA Rate	DOT Rate
DA Level 1	Entry Level	\$19.50/hour	\$20.00/hour
DA Level 2	-90 Days - GREEN or BLUE on all categories 6-Week Trailing Team Scorecard -No more than 2 Performance Action Plans during period	\$20.00/hour	\$20.50/hour
DA Level 3	-180 Days - BLUE on safety and CDF 6-Week Trailing Team Scorecard - GREEN or BLUE on all other categories 6-Week Trailing Team Scorecard -No more than 2 Performance Action Plans during period	\$20.50/hour	\$21.00/hour
Lead Driver	-DOT-Certified -Merit-based	N/A	\$23.00/hour

You will be evaluated against these requirements prior to the end of your 90-day probationary period and

again at 180 days. You will be evaluated in writing every 180 days after that.

Our payday is Friday every two weeks; our pay period is Sunday through Saturday. Your Position Title and Pay Rate can be found in your pay portal app.

You may receive bonuses in your final paycheck if you have given two-weeks notice; in case of termination or failure to give notice, rewards or bonuses will not be paid in the final paycheck.

Any unused PTO will be provided in your final paycheck under all circumstances.

ACKNOWLEDGEMENTS

Amazon Logistics works 7 days a week with the following days off annually: 4th of July, Thanksgiving, Christmas, and New Year's Day. Due to the nature of business operations, we will try to accommodate your scheduling needs but must first meet the business demands of our client, Amazon. We request for you as a full-time Delivery Associate to be available 4 days a week or 2 days a week for part-time Delivery Associates, including at least one weekend day.

Initials:

Equal Employment Opportunity We do not discriminate on the ground of race, color, religion, sex, age, disability or national origin in the hiring, retention, or promotion of employees; nor in determining their rank, or the compensation or fringe benefits paid them. This Organization Practices Equal Treatment of Clients We do not discriminate based on race, color, religion, sex, marital status, disability, age or national origin in services or accommodations offered or provided to our employees, clients, or guests. These policies and this notice comply with regulations of the United States Government.

Initials:

I have read and understood the requirements and expectations. I have received a copy of this policy and agree to abide by the policy guidelines as a condition of my continuing employment at Upbay Express.

Employee Signature: _____

Employee Printed Name: _____

Date: _____