



Training Summary

1. Meetings

Team meetings are extremely important and are necessary for all drivers. These will be scheduled in advance (same time, same day [as possible] every other month or deemed as necessary and should be attended by all drivers unless prior approval received by management. This is your opportunity to ask questions and get answers not only to your questions but by other drivers as well. Additionally, this is when management will inform you of any changes, new rules, etc so attendance by all drivers needs to be stressed. These are mandatory.

2. Shift Coverage

Each driver is running a small business. Sandhills Delivery Service has assigned you specific shifts to retrieve luggage from the airport. As such, it is your responsibility to be available to make deliveries during your assigned shifts. If, for any reason, you can't cover a shift, you must notify the manager 24 hours in advance so another driver can be assigned your shift. If an emergency arises, please contact the manager immediately. While we understand life happens, it is imperative that we all meet our obligations when at all possible so delivery of luggage to the passenger is not delayed.

3. Picking Up Bags in a timely manner:

At airports that have specific sweep times, drivers are responsible to be available during these times at the airport (if BDO's are on the WMS APP). Not being available during these times is unacceptable. If you have multiple pick up times during the same day and your deliveries will keep you from being available during your second or third sweep time, you MUST contact the on call driver or manager so he/she can make other arrangements. These times are critical because BSO agents are expecting us to pick up deliveries during these times. Not doing so is unacceptable and will be monitored by management. If you are working at an airport that has assigned shifts, you are responsible for monitoring the WMS APP and heading to the airport once a delivery

appears. Each driver should contact the passenger within 1 hour of the BDO being created and schedule the delivery. (Note: If you are out delivering, please contact the passenger from the WMS APP and let them know when you will be able to deliver their luggage. If the customer says they need it immediately, contact the manager so he/she can make other arrangements with another driver to retrieve/deliver the luggage.

4. **Timely deliveries:**

All Zone A – D deliveries have a 4 hour delivery window from the time the BDO is created (not from when it is picked up). Zone E – G have a 6 hour delivery window from BDO creation. Mileage deliveries should be made in a timely manner based on delivery of our closest delivery to your furthest delivery. The only exception to these standard delivery windows is when you can't reach a passenger or when the passenger requests an alternative time for delivery. It is each drivers responsibility to contact the passenger as quickly as possible to ascertain a delivery window. Historically, this results in an overall causal code % of 10% or less for all deliveries. If a drivers causal codes exceed 10%, management will work with the driver to determine how to reduce these. Because this is critical element of measurement for the overall company, managers will be monitoring this. (Note: if you have to many deliveries and don't know how to manage the deliveries in a timely manner, contact the manager and he will assist you or get another driver to come in and help).

5. **Sweep Schedule and Responsibilities:**

If you are working at an airport where you are assigned back to back sweep times, it is critical that you only deliver those bags that will allow you to be back on time for your 2nd sweep time. If a passenger requests delivery that will keep you out past your assigned 2nd sweep window, you MUST get approval by management before taking the delivery.

6. Taking deliveries outside your sweep schedule.

Each driver is only allowed to take bags that have a BDO created by the end of their assigned sweep schedule. Taking a bag after this is stealing from the next driver and will result in that driver being paid for the delivery. Agents will always ask you to wait for another bag, then another, and another while everything you already have is not being delivered and will most likely result in a causal code if delivered outside the contracted delivery window.

7. Utilizing WMS properly

Three critical steps need to be followed for each delivery: 1) assign the delivery to yourself as soon as you know you will be delivering the luggage. 2) Before leaving the airport, put the BDO "out for delivery". Doing this sends an email to the passenger telling them their luggage has arrived and will be delivered shortly. 3) While AT THE PASSENGER ADDRESS of delivery, close out the delivery as completed. Another email is immediately sent to the passenger apologizing for the delay. These 3 steps are critical to each delivery and when not completed, result in the company and driver being subjected to audit.

8. Uniform (Sandhills Delivery Service Shirt) and ID Badge

ID badges will be provided prior to your start date. It is mandatory to have your ID badge on your person all times when working. This includes picking up bags from the airport as well as when making the deliveries. Within 30 days of starting, each driver is responsible for ordering a company shirt(s) from the website. Until the shirt is received, drivers should dress casually but appropriately for work. This includes a polo shirt with collar and pants/shorts with no holes that are presentable for work. Once you have received your shirt(s), these must be worn at all times when working. This is a requirement of Sandhills Delivery Service Contracts with Airlines and could cause termination of a contract at an airport.

9. Submission of Proper Paperwork after delivery is complete:

Each driver is responsible for the following on each delivery made.

- a. Each BDO should have the following:
 - i. Driver Name, Date and Time of pick up (left mid to lower side of Vender copy)
 - ii. Printed Name and Signature of person signing for bag (most signatures are not legible so it is mandatory to get them to print their name as well as signing it)
 - iii. Date and time of delivery (within 10 minutes of time delivery is closed out on WMS if at all possible....only exception to this is when driver does not have cell service and has to drive to another location to close the delivery out.
 - iv. The driver number should be written on each delivery at the upper right hand to identify the driver that made the delivery.

Sandhills Delivery Service is randomly audited and if the above is not present on each BDO, that airline has the contractual right to not pay us. If this occurs, payment will be taken back from the driver. THIS IS EXTREEMLY IMPORTANT AND SHOULD BE A PRIORITY WITH EACH DRIVER. Each driver is responsible for keeping all delivery paperwork in date sequence and turning into management at the end of each month. Sandhills Delivery is contractually required to maintain originals of each delivery for 1 year and will not be paid for any delivery we cannot produce the original signed BDO.

10. Passenger Communications:

It is critical that we treat each passenger with respect, regardless of how frustrated they are. Regardless of what is said by the passengers, our job is to listen, apologize and sympathize with them while getting their luggage delivered as quickly as possible. Under no circumstances are we to argue with a passenger who is upset with the airline, Sandhills Delivery or the driver. It is almost a guarantee that if we do not treat the passenger right, we will get a letter from the airline asking us to explain our actions and refusing to pay for the delivery. While it is our policy to defend our drivers, repeated arguing with passengers will not be tolerated.

11. When in doubt communicate with management!

As a driver, you will find yourself in many unique circumstances. This job, while relying heavily on common sense, also presents each driver with circumstances that may require management advice. While we realize your ability to make these common sense adjustments to passenger requests, etc., it is important that you communicate with your manager so he/she is aware of these and can answer questions from agents/customer service reps, etc. To achieve this, any unique circumstance such as a passenger asking for a specific delivery window, an agent asking you to stick around past your scheduled sweep time, a passenger asking for the delivery to occur at a different location or any other change to the normal delivery process, it is mandatory that you contact your manager and inform them of the situation and seek their advice on how to handle it. While 90% of the time, he/she will agree with your assessment of how to handle it, at least they will be aware of it should they receive a call from the airline asking for information on the delivery.

This job is 90% communication and 10% driving. Not communicating with your fellow drivers, manager, or airline agents is unacceptable and will not be allowed.

Not following procedures or not doing any of the before mentioned items will result in corrective coaching and/or up to dismissal.