

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

## Introduction & Welcome

We're very happy to welcome you to RDS Delivery Service. Thank you for joining us! We want you to feel that your association with RDS Delivery Service will be a mutually beneficial and pleasant one.

You have joined an organization that has established an outstanding reputation for quality services. Credit for this accomplishment goes to every one of our employees. We hope you will also find satisfaction and take pride in your work here. This is your copy of the Orientation Guide. It provides answers to many of the questions you may have about RDS Delivery Service, including company policies and procedures.

Our responsibilities to you, your responsibilities to RDS Delivery Service and our expectations of you as a driver, will be discussed in this manual. If anything is unclear, please make an effort to discuss the matter with your manager. This Orientation guide is an important document intended to help you become acquainted with RDS Delivery Service. This will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

You are responsible for **reading** and **understanding** this Orientation manual. Your performance evaluations will reflect your adherence to RDS Delivery Service policies. In addition to clarifying responsibilities, we hope this also gives you an indication of RDS Delivery Service's interest in the welfare of each employee. From time to time, the information may change or be updated. Every effort will be made to keep you informed.

Compensation and personal satisfaction from seeing a job done well are only some of the reasons most people work. Most likely, many other factors count among your reasons for working. Pleasant relationships and working conditions, career development and promotion opportunities are just a few. RDS Delivery Service is committed to doing its part to assure you a satisfying work experience.

As a member of RDS Delivery Service's team, you will be expected to contribute your talents and energies to improve the environment and quality of the company as well as the company's services. **In return, you will be given opportunities to grow and advance.** We extend to you our personal best wishes for your success and happiness at RDS Delivery Service.

### A Little History

In 1974, we began as a specialized service for the radiologist, thus the name Radiology Delivery Service. In the mid 1980's we started to expand our service to all professions throughout Manhattan and the tri-state area. We have been in business for over 30 years. We deliver by foot, van, car and truck in the entire Tri State area and across the USA. If a customer wants information, they can always call RDS at 212-260-5800, or email at [info@rdsdelivery.com](mailto:info@rdsdelivery.com) Our Website is [www.rdsdelivery.com](http://www.rdsdelivery.com) We are open 7 days a week, performing deliveries 24 hours per day 7 days a week that have been scheduled ahead of time.

## Introductory Period

The first ninety (90) days of your employment at RDS Delivery Service are considered your Introductory Period. This period may be extended whenever the Company feels that it is necessary to properly evaluate a new staff member. As a new staff member, you will be shown the responsibilities of your job and will be given the chance to learn how to do your job. This time will also give both you and your supervisor an opportunity to determine if you like your job and whether you can handle your job duties satisfactorily.

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

## Driver Expectations

It is so important as an RDS employee to always put your best foot forward. Wearing your uniform neatly, making sure you smell fresh, smiling at customers and coworkers alike, being on time and available for work, following instructions well and being an example for newer hires and peers will help you make a lasting and remarkable impression. Throughout this orientation manual you will find policies and guidelines that work toward one purpose: An exceptional delivery service made up of exceptional members of staff. Let's take a moment to highlight some important directives that help us achieve that goal.

## DAILY RESPONSIBILITIES

- Call in as requested and then arrive to your work site a little before your scheduled time.  
**Continual lateness is considered misconduct and can lead to dismissal.**
- Always give 3 or more days advanced notice to Dispatch at 212 260 1453 or [dispatch@rdsdelivery.com](mailto:dispatch@rdsdelivery.com) and the HR office 212 260 5800 x 258 or [hr@rdsdelivery.com](mailto:hr@rdsdelivery.com) It is best to use your payroll Application if you need time off from work and how long you will be gone. We understand that at times there are emergencies and notice cannot be given.  
**Unscheduled absences are considered misconduct because they leave us unprepared and make it hard for us to provide proper service. Repeated unscheduled days off can lead to dismissal.**
- Have all your supplies with you including but not limited to **fully charged cell phone, extra battery if needed, and driver's license**, ready for use . Additional supplies (see list)
- <https://rdsdelivery.com/driver-supplies> will be provided by RDS however it will be your responsibility to secure them.  
**Having all your supplies while working is necessary for effectiveness in customer satisfaction.**
- **(For Truck Drivers Only) A and B**
  - A) Pre-Trip inspection documentation of vehicle is required on all trucks as required by RDS and the DOT This is to be done daily using the Samara Driver app.  
**DOT regulations require us to do a pre and post trip inspection of trucks. Failure to do so puts RDS in non compliance and can lead to disciplinary action and or termination**
  - B) Drivers are required to complete pre-trip and post-trip inspections for the company vehicle assigned to them each day. All inspections must be submitted through the Samsara Driver app.  
**DOT regulations require daily inspections to be completed by each driver. Failure to do So puts RDS in non-compliance and can lead to disciplinary action and termination**
- Stay in constant communication with dispatch. Answer your phone when you receive an alert or a call, please communicate with dispatch after every pick up, delivery, and before the end of your shift. Constant communication with dispatch is key. You are to keep in contact at 212 260 1453.

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

- **Dispatch needs to know where you are so that they can assign you jobs and update our customers on the progress of their pick up or delivery. If you don't check in with them constantly and respond to calls, you endanger customer satisfaction as well as your position at RDS**
- Follow instructions carefully given to you by Dispatch. Our customers can be very specific on how the delivery is made and in what order. Never neglect instructions from a supervisor.

**Refusing to follow instructions or refusing work is considered misconduct and can lead to Disciplinary action and or termination of employment**

- Do not come to work under the influence of alcohol or drugs. It is against the law to drive in that condition and you could be a danger to yourself or others while driving. This will not be acceptable and will be grounds for dismissal. We maintain the right to have random drug and alcohol testing.

**It is against the law and company policy to drive while under the influence of drugs or alcohol. Disciplinary action and suspension of driving a vehicle will be taken if this is in question.**

- Be polite and professional. A friendly hello and smile are welcome additions to deliveries and pickups. Respectful communication can encourage teamwork and make others more receptive to your comments and ideas. Remember that you represent RDS Delivery Service.

**Rudeness to customers, supervisors, or coworkers is not taken lightly. We expect Professionalism and Respect from all of our employees in the work place.**

- Be responsible with deliveries. Take special care with all items and secure them carefully in truck or van. Use equipment such lift gates, dollies, crossbars, pallet jacks, straps and bungee cords, carefully as to not damage delivery, or surrounding environment. Our goal is to deliver all items quickly and in excellent condition. Our customers trust and expect this type of service. We want to WOW them every single time they have a delivery need. Never take delivery items home with you or leave them in the truck overnight. If there is a problem with the delivery item(s) you must notify the dispatch immediately.

**Losing, damaging, or breaking a delivery is a serious offense and is considered misconduct. The combination of a dissatisfied customer and the difficulty or impossibility of replacing deliveries and regaining our client's trust is the reason you must carefully handle and secure all deliveries while they are in your possession. If you ever misplace a delivery, call dispatch immediately and they will help get the situation settled with the customer.**

## **DRIVERS Requirements and Responsibilities**

- Must hold a valid NYS Driver License
- Must have a driving record in Good Standing
- Must have a current DMV printout report with none of the violations below  
(DWI, Reckless Driving, Leaving the Scene, or two or more moving violations in the past 3 years)
- Must be diligent to the attention of Detail and Safety

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

- Deliver time sensitive deliveries via truck or van according to specifications
- Retrieving and handing in paperwork related to deliveries including: manifest with signatures, daily trip sheets, and pre and post trip inspection sheets.
- Responsibility for safe use of the truck or van
- Maintaining equipment in truck including hand trucks, cargo straps and pallet jacks when necessary
- Assignments that may involve moving of boxes, and deliveries requested by customers
- Occasionally you may be responsible for accepting and promptly turning in cash or checks from a pick up or delivery
- Flexibility in your ability to take instructions
- Possibility to being assigned a different route

## TRUCKS AND VANS

- Trucks and Vans are expensive property that needs to be used with care. It is your responsibility to drive carefully and follow all driving regulations and traffic signs. If there are any operating or mechanical issues with the vehicles, you must alert the dispatch team or person on call. Failure to do so can cause additional damage to the vehicle and can result in disciplinary action. The dispatch team will assist in getting the issues resolved or replacing the truck or van as needed
- Equipment in the trucks such as but not limited to lift gates, dollies, cross bars, pallets, pallet jacks, straps, bungee cords are all used for the care and keeping of the delivery items. Please use care as to not damage the delivery, the equipment, or the surrounding areas such as loading docks, doors ect. It is your responsibility to not lose the equipment or leave it at a loading dock. **Please be sure that prior to your shift that all equipment is in the truck and ready for use.**
- GPS devices are located in the vehicles for our use and to help expedite deliveries. It helps us with customer service.

## PHONES (Company Issued)

Phones are company property and may be issued to each driver upon their employment with RDS. As a Driver once you receive a phone, you are responsible for the safe keeping of that device. All company issued phones and chargers remain RDS property and must be returned to RDS upon request or termination of employment. If all items are not returned within 36 hours of such termination or resignation, they will be considered stolen. Please let's avoid that and simply return company equipment.

## KEYS

Keys for trucks, vans, parking lots, etc. are located at the RDS Base. These keys are the property of RDS Delivery Service and should be returned to base at the end of each shift.

## GAS AND GAS CREDIT CARDS

Gas Cards are given to each driver at the time of hire. The gas cards are to be used for gas, and parking meter payments for company vehicles only. The gas card is to be used for that vehicle and when you are at the gasoline station you must enter the mileage and PIN number into the system. You will be given a PIN

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

number to use and that number will be valid on all gas cards in each vehicle. Your PIN number identifies you on the bill we receive and we are able to track usage. Please be careful to put the correct type of fuel in the truck or van. (Diesel or Regular) Please be sure to place your gas card in your wallet for safe keeping and do not share your gas card with others. If lose the gas card assigned to you, you must report the missing gas card to your Truck or Van dispatcher so that they can get a replacement. Gas Cards are the property of RDS Delivery Service and should only be used in our vehicles. Failure to follow this procedure can result in disciplinary action that leads to termination

## UNIFORM

- Before you pick up or deliver a package, before you even speak, you make an impression on our customers by your appearance. The recognizable green and yellow uniform and logo that you will wear immediately shows that you are part of a messenger delivery service team that has been dedicated to excellence and reliability since we began. For this reason, **as a driver you will be required to dress in *full* RDS uniform while working.** When you are in full RDS gear, you bring to our customer's minds a sense of security and professionalism that is supported by over 30 years of hard work and dependability.
- Full RDS uniforms are issued upon employment after the training period. It consists of shirts, pants, jacket, hat and name badge. You are responsible for the care of your uniform and for keeping a neat appearance. We require that uniform shirts be tucked into uniform pants and that pants be worn on the waist, if necessary, the pants should be belted to avoid sagging. You will not be charged for the uniform issued, however, **upon your retirement, you must return all items to your supervisor.** RDS provides washing of uniforms. Usually, a 1-to-2-day turnaround time for washing is required. Please see your manager for details.

## TICKETS

- It is your responsibility to limit the exposure for tickets. Please take note of where you are stopping, standing or parking. Make sure your vehicle is in good standing with lights in order ect. Follow road signs and traffic laws. Do not talk on the phone when you are driving. Make sure EZ pass is on window in vehicle before driving through a toll plaza. Each driver can play a significant role to reduce the expense of tickets. Any tickets received while operating the RDS company vehicle should be handed in to dispatch at the end of each shift. Failure to comply or an excessive amount of tickets will result in disciplinary action.

## ACCIDENTS

- There may be a time that you get into an accident. Therefore, it is important to make sure that you wear your seat belt at all times to help prevent injury. It is the law. If you get into an accident, stop and stay with your vehicle. Call the office and advise. Call the police and fill out proper accident reports as needed. Please take photos of damage, license and registration of other vehicle and send to dispatch. Bring all copies of accident reports to office. Failure to stop and or report the accident to the police and the dispatch team may lead to termination. Continued accidents and reckless driving may lead to termination.

## DRIVER DELIVERY GUIDELINES

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

There are certain procedures that as a new RDS Driver you will need to become familiar with. Our standards of operation may be different from most other delivery services. These standards are important because they help to distinguish RDS as the best in the business. By learning and practicing these procedures, you will help to provide our customers with the best quality service.

- **Making a Delivery or Pick-Up**

When making a delivery or pick up, greet the customer politely, introduce yourself as an RDS driver, speak clearly and explain the reason that you are there. You must be clear in explaining what you are expected to pick up. **DO NOT JUST ACCEPT ANY DELIVERY THE PERSON GIVES YOU! IT MUST MATCH THE DESCRIPTION AND BE ADDRESSED TO THE SAME ADDRESS THAT WAS TOLD TO YOU BY YOUR DISPATCHER.**

- **Order Number**

Every pick up request or delivery is issued an order number. These numbers are used for **tracking purposes** and are important to you as well as the dispatchers. If you should have a problem with any jobs that are dispatched to you, please use the order number when calling to notify dispatch. For any delivery returned to RDS Delivery Service, the order number (tracking number) should be identified on the package. (**Where?** Underneath the address label-written small and neat.)

- **Obtaining the Signature**

When making deliveries, please have the person signing for the Delivery **sign their name in the MobileTek Core App**. If the person does not print their name because they are rushed, please ask them their name and make note of it yourself. Please look at the signature before leaving the office. If you are unable to read the signature, chances are that no one else will be able to either. Use the 'room' and 'floor' sections to specify the room and floor number or location of the person who signs for the Delivery. Use the 'notes' section to state if it is a mailroom, doorman, security person or any other information that would help us identify the person who signed for the delivery.

- **Wrong Address**

Some companies and offices move and our customers are unaware of their relocation, on occasion we are given incorrect pick up and or delivery addresses. If you believe that the address you were given is incorrect, please notify dispatch immediately. You should always first thoroughly review the situation to assure that the address is incorrect. Check with doormen, ask questions and also use your "street smarts" to investigate the situation. Once you have confirmed that the address you were given is incorrect, please notify dispatch immediately and await further instructions. Do not leave the location until instructed by the dispatcher.

- **Office Closed**

If the office is closed you must call the RDS office immediately to notify dispatch and they will be able to instruct you on what to do with the Delivery. Please make sure that you give enough time for the person to answer the door before you indicate that the office was closed. In most cases the dispatcher will have to call the customer to notify them of the situation and to wait for further instructions. If this is the case, please be patient if asked to hold or to call back. Do not leave the location until instructed by the dispatcher.

- **Refusal of Delivery**

Sometimes a person may refuse a delivery. If that is the case please have the person sign that they refused the item. If they do not want to sign their name, please ask them their name and write their name in the

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

signature field. Also write below it that "Person Refused" please call your dispatcher immediately to notify them of the situation. Do not leave the location unless instructed by the dispatcher.

- **Acceptance of Part of the Delivery**

Sometimes the person who receives the delivery may only take a part of the delivery. If that is the case please have them sign for the delivery and write down that they took only part of the delivery. Please write the order number on the package and notify dispatch.

- **Undeliverable & Returned Items**

Use must notify dispatch of any item that cannot be delivered must be returned with the order number written on the package near the delivery address and provide dispatch with a full explanation on why the item could not be delivered. It is important that you provide dispatch with the time that the delivery attempt was made.

- **Locating a Delivery Address**

If you have problems locating a delivery address, please refer to a street map to make sure that you are heading in the right direction. If that is no help to you, please call dispatch and let them know where you are and the address you are trying to locate. They will be able to assist you further with locating the address. Please do not proceed without being sure of where you are going.

## MANIFESTS and ROUTE SHEETS

- **Manifests:**

When you are assigned on demand deliveries and pick ups, you will have to transfer delivery and pick up information from your phone to your manifest. Follow the steps below to make proper use of every section of your manifest.

1 Date: \_\_\_/\_\_\_/\_\_\_ 2 Name: \_\_\_\_\_ 3 Driver#: \_\_\_\_\_ RDS Delivery Dispatch 212 260 1453

	Pick Up Information	Delivery Information	Ctrl# a.	1 *
Company:			NOTES/PCS.: b.	
Address:			Sign: c.	
* NYU PIECES:			Print: d.	
* Released by:			Room/Floor: e.	

4 5 6

1. Always put the correct date in mm/dd/yy format. For example, November 17, 2024 should be 11/17/24.
2. Print your name clearly.
3. Always include your four-digit employee number. This number is assigned to you upon hire and is applied to every job assigned to you. If you can't remember your driver number, refer to your RDS ID card. You'll find it to the right of your name.
4. This section is for pick up information. Include name of the company, address, floor or location.

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

If you are picking up specimens for NYU, the pickup person must write down the number of specimens they are giving you.

**\* Released By:** Once they write down the specimen count, they should sign their name. We want to make sure that every specimen makes it to the delivery location.

5. This section is for delivery information. Be just as detailed!

6. Please fill out every line in this section!

**a. Ctrl#:** Put the 7-digit control number for the job on this line. **Always include the control number.** It is used for tracking packages and for review.

**b. NOTES/PCS:** This section is for any special delivery notes. Did you deliver to a doorman, a security guard or a mailroom? That information goes here!

**c. Sign:** Whoever accepts the delivery must sign here. **Always get a signature for a delivered package.**

**d. Print:** The person who signed for the package should neatly print their name here. If they provide only a signature because they are rushed, ask their name and print it neatly yourself.

**e. Room/Floor/Location/Dock:** Customers call all the time wanting to know who received and signed for a delivery. In businesses and hospitals that are very large, sometimes a name is not enough to help a customer find that person. **Use this box to write down the location, room or floor number of the person who signed for the package.**

- **Route Sheets:**

Sometimes you may be given a print out with delivery address and Pick up address already typed in. These sheets already have the date, your name and your employee number. In this case, your responsibility is to:

- Get a clear signature and print in the space beside the delivery information.
- Record the room or floor number neatly beside the delivery information
- Record the time you made the delivery neatly beside the signature



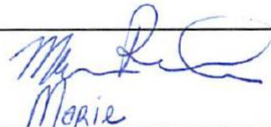
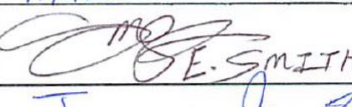
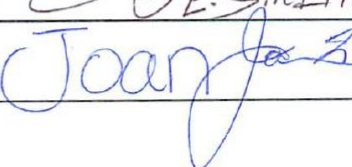
# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

2/10/2012, 1:01 pm

Page 1

RDS DELIVERY SERVICE 436 EAST 11TH STREET NEW YORK, NY 10009  
TEL:800-425-7737 WWW.RDSDELIVERY.COM FAX:212-260-1090

ROUTE DATE: 2/10/12 ROUTE# DZ EMPLOYEE# 1101 NO BILL ROUTE

PICK UP INFORMATION	DELIVERY INFORMATION	REFERENCE			
C. BARONE M.D. 1440 YORK AVE SEQ# 100 CTRL# 6186535	PHILLIPS MD, ROBIN 62 E 88 RM/FL# SUITE 201	WATSON, JOHN MON-FRI 9AM-5PM	SIGN X		12:35 PM
COMPUTERIZED DIAGNOSTIC SC 1421 3RD AVE SEQ# 105 CTRL# 6186536	BITAN MD, FABIEN 10 UNION SQ RM/FL# 5P	CHAMPION, SAM	SIGN X		1:03 PM
CLIFFORD BEINART MD 311 GREENWICH ST SEQ# 110 CTRL# 6186537	WEXLER INC 123 5TH AVE RM/FL# 4th fl.	8615-1	SIGN X		1:18 PM
			PRINT X		

DZ count: 3  
Report count: 3

## TIME CLOCK AND TIME WORKED

- Drivers must call in to dispatch at the beginning of the shift. They also must log into the Paycom App on their phones to indicate start and finish time. This will be utilized for payroll.
- Drivers will receive their hourly wage up to 40 hour/week
- Occasionally you will be asked to work outside your regular hours. After a 40-hour work week you will be compensated at the rate of time and 1/2
- Drivers must not work more than 12 consecutive hours

## ATTENDANCE AND SCHEDULE TIME OFF

- As a member of the RDS Delivery Service team, your attendance is very important. Upon employment you will be issued a work schedule that you will be expected to follow.
- If you need to take a day off, you must pre-schedule that day off with Dispatch & HR at least 2 days before. All time off request should also be submitted through the Paycom App. If you did not schedule off, your absence will not be considered an excused absence. Consistent UN-excused absenteeism will result in termination of employment. In the event that an emergency should arise, it is your obligation to notify RDS as soon as possible (*please keep in mind that our office is open at 7:30AM*). With advance notification, dispatch will be able to cover your shift. If you are unable to work because a medical emergency arises you are required to submit a doctor's note to your manager the day that you return to work. You will not be permitted to work until your note has been submitted to management.

## PAYROLL AND PAY PERIODS

- Our pay schedule is based on a one week pay period. Each pay period starts on a Sunday and ends on the Saturday. The company pay date is scheduled for Friday each week. In a situation where Friday is a Holiday that RDS observes, the checks/direct deposits will be distributed the Thursday prior to the holiday. Please check with your manager to determine the Holidays.

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

- If you have questions regarding your check, or feel an error has occurred, please make an appointment to see the HR manager. Please make sure your questions are clear and specific. Please allow approximately 24 hours so that we may do a full investigation regarding any problems that you may have. Any additions or corrections that need to be made regarding your check will be reflected on your very next check. Also always note the period you were paid for before asking your questions. Often times your questions might reflect a question for a period you were not even paid for yet! **RDS Delivery Service will not be responsible for cashing your checks.**
- We do offer direct deposit. The form is attached.

**Please Note: It is a good idea to keep a personal record of your hours worked. This way, if you feel an error has been made, you can present your record of hours worked and your manager will have a point of comparison to help resolve the issue.**

- **Final Pay Check**

The day in the payroll cycle your last day of work is will decide if you receive one or two paychecks after the last day of your employment. **Please**, when leaving this company do it as respectfully as you entered the company by returning all of the items lent to you (uniform, cell phone, identification etc) on the last day of your employment.

- **Jury Duty**

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, we will permit you to take the necessary time off. Upon proof (documentation) of serving jury duty RDS will pay the first \$ 72.00 of that employee's daily wage for the first 3 (three days) of jury duty. You must notify your manager within forty-eight (48) hours of receipt of the jury summons. Compensation is only paid if you are serving during your scheduled workday. On any day or half-day you are not required to serve, you will be expected to return to work.

## MEAL PERIODS

- Every person employed at RDS Delivery Service who works greater than 6 hours per day which extends over the noonday meal period is entitled to 30 minutes for lunch. Every person employed for a shift starting before 11:00am and continuing later than 7:00 P.M. in the evening shall be allowed an additional meal period of 20 minutes between 5:00 pm and 7:00 pm. Every person employed for a period of more than six hours starting between the hours of 1:00 pm and 6:00 am shall be allowed 45 minutes for a meal period at a time midway between the beginning and the end of the period.

## Guidelines & Review of Acceptable and Unacceptable Activities and Behavior

RDS Delivery Service's intention is to provide a work environment that is pleasant, healthful and comfortable. All RDS Delivery Service staff members, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any incidents of harassment must be immediately reported to a manager.

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any staff member found to have harassed a fellow staff member or subordinate will be subject to possible discharge.

## Unacceptable Activities

We expect each person to act in a mature and responsible way at all times. To avoid any possible confusion, some of the more obvious unacceptable activities are noted below.

This list includes but is not limited to the violations which may result in immediate dismissal without warning. List as follows:

- Willful violation of any RDS Delivery Service security or safety rules; tampering with RDS Delivery Service equipment.
- Negligence or any careless action which endangers the life or safety of another person.
- Any act of harassment, sexual, racial or other.
- Being intoxicated and/or under the influence of controlled substance drugs; use, possession or sale of controlled substance drugs on RDS Delivery Service premises.
- Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; refusal to help out on a special assignment.

Please Note: As mentioned, your responsibilities as an RDS Driver will vary. Overall, you are expected to follow directions given to you by dispatchers, managers or supervisors especially concerning making pick ups and deliveries.

- Threatening, intimidating or coercing fellow staff members or customers.
- Causing the destruction or damage of RDS Delivery Service property or the property of fellow staff members.
- Theft of RDS Delivery Service property or the property of fellow staff members; unauthorized use of RDS Delivery Service equipment or property.
- Willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by RDS Delivery Service; alteration of RDS Delivery Service records or other RDS Delivery Service documents.
- Conducting a lottery or gambling on RDS Delivery Service premises.
- Unsatisfactory or careless work.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your manager.
- Sleeping on the job, loitering or loafing during working hours.
- Use of RDS Delivery Service telephone for personal calls.
- Creating or contributing to unsanitary conditions.
- Excessive absence or lateness.
- Obscene or abusive language toward any manager, staff member or customer.
- Failure to immediately report damage to or an accident involving RDS Delivery Service equipment.
- Failure to maintain a neat and clean appearance in terms of the standards established by your manager; wearing improper or unsafe clothing.
- Failure to obtain authorization before committing the company to certain obligations verbally or in writing.
- Willfully lying to a co-worker, customer, vendor, manager or any staff member.
- Committing an illegal act under Federal, State or City statute.
- Being arrested for any illegal activity during work or outside of work.

## DISCIPLINARY ACTION

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

To insure that RDS Delivery Service's business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. If a problem arises with respect to any of these standards your manager will take necessary action. Necessary action, depending on the severity of the misconduct, may consist of a verbal warning, written warning or dismissal.

## **Memorandums**

Memorandums are issued to employees who have intentionally or unintentionally displayed unacceptable behavior according to RDS Delivery policies. These memos will highlight the problem that the employee has displayed and hopefully encourage improvement.

## **Warning**

If an employee displays a consistent problem with following directions or RDS Delivery Service policies he or she will be issued a warning. Reoccurring problems of the same nature will be viewed as misconduct and disregard for company policy, and will lead to either suspension or dismissal.

## **Suspension**

Suspensions can be issued to employees who have willfully & knowingly displayed an act of misconduct or unacceptable behavior. Suspensions and the length of suspensions are subject to the determination of management. Any suspended employee will not be paid for any time missed due to the suspension.

## **SAFTEY PRECAUTIONS**

At RDS all employees are highly valued and we want our employees to be safe at all times. Therefore, please keep in mind these basic ideas about safety for our workplace and with the vehicles. Always look around the room you enter for any obvious safety concerns. Please alert a manager immediately if you see anything that could possibly cause an accident. In addition, should an accident or injury occur, please inform a manager immediately! No time should be lost. Equally important, please remember to bend at the knees, not at the base of your back, and please use caution before lifting anything that could simply be too heavy for you.

## **SUBSTANCE ABUSE POLICY**

**RDS Delivery Service** is committed to providing a safe work environment and to fostering the well-being and health of its employees. That commitment is jeopardized when any RDS Delivery Service employee illegally uses either drugs or alcohol on the job, possesses, distributes or sells drugs or alcohol in the workplace or comes to work under their influence. Therefore, **RDS Delivery Service** has established the following policy:

- (1) It is a violation of RDS Delivery Service policy for any employee to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the illegal use of drugs on the job.
- (2) It is a violation of RDS Delivery Service policy for anyone to report to work under the influence of illegal drugs or alcohol.

# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

- (3) It is a violation of the RDS Delivery Service policy for anyone to use prescription drugs illegally. (However, nothing in this policy precludes the appropriate use of legally prescribed medications).

Violations of this policy are subject to disciplinary action up to and including termination.

It is the responsibility of the company's supervisors to counsel employees whenever they see changes in performance or behavior that suggest an employee has a drug or alcohol problem. Although it is not the supervisor's job to diagnose personal problems, the supervisor should encourage such employees to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment and co-workers should encourage anyone who may have a drug problem to seek help.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that **the illegal use of drugs is incompatible with employment at RDS Delivery Service.**

## DRUG AND ALCOHOL TESTING PROGRAM

Drug testing is done for alcohol, amphetamines, cocaine, opiates and phencyclidine (5 panel). Individual test reports will be maintained in each employee's confidential file. **Four types of drug tests are required:** pre-employment, random, reasonable suspicion and post-accident.

1. All applicants for employment will submit to drug testing.
2. Throughout the year, employees are subject to unannounced testing on a random basis. The total number of random drug tests will equal 2-50% of the total number of employee positions.
3. An employee shall submit to testing, upon reasonable cause, when requested to do so by RDS. Conduct triggering testing must be directly observed by a supervisor, manager or RDS Delivery Service officer.
4. Post-accident testing will be done following an incident or accident on RDS Delivery Service property, while on RDS Delivery Service business, during working hours or in a RDS Delivery Service vehicle that results in property damage or an injury requiring treatment at a hospital or by an accredited physician.

The following examples, which are not represented as being all-inclusive, constitute grounds for reasonable suspicion.

### **Observations of Employee's Physical Condition and Behavior**

Slurred speech, confusion/disorientation, odor of alcohol on breath or person, Odor of marijuana on breath or person unsteady gait or lack of balance, glassy eyes, rapid/continuous eye movement or inability to focus, drowsiness, inattentiveness, apparent intoxicated manner (without the odor of alcohol or marijuana), physical injury to self or others, tremors or bodily shaking, poor coordination, runny nose or sores around nostrils, very large or small pupils, slow or inappropriate reactions, inability to respond to questions or to respond correctly, complaints of racing or irregular heart beat marked irritability, aggressiveness (attempts at physical contact), inappropriate laughter, crying, sleeping on the job, fainting or repeated loss of consciousness, improper job performance and or violation of work rules or other behavioral manifestations.

# **RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES**

## **Observations of General Job Performance**

1. Excessive authorized or unauthorized absences in last 1-3 months
2. Frequent unexplained disappearance during workday
3. Frequent leaving work early or coming in late
4. Ignoring established procedure

An employee, who is believed to be impaired, will be sent home, to a testing facility, or to a medical facility by taxi or other safe transportation alternative. If necessary, at the employer's discretion, the employee will be accompanied by a supervisor or other employee. Under no circumstance will an impaired employee be allowed to drive.

## **Procedures for drug tests**

Drug testing is done by means of urine collection and analysis. The specimen will be collected by trained personnel in accordance with the federal drug testing regulations. The specimen is divided into 2 separate containers (the primary sample and the split sample) and sealed in a tamper-evident container and shipped to a SAMHSA-certified lab for testing. Laboratory test results are reported to the medical review officer (MRO). Before reporting a positive test to the employer, the MRO will attempt to contact the employee to discuss the test results. If the MRO is unable to contact the employee directly, the MRO will contact the employer's Drug Program Administrator who will contact the employee. If no legitimate explanation for the positive test is found, the MRO will report the test as positive. If there is a valid explanation showing the presence of a medication which the employee has used in accordance with a valid prescription it will be considered a negative test. In the event of a positive drug test, the employee has the right to request that the split sample be sent to a different certified lab for testing. This request must be made within 72 hours of the time the employee was informed of the results by the MRO. The cost of the split performed will be at employee's expense.

## **Consequence for a Positive Drug Test**

1. Applicants for employment who test positive for drugs will not be hired.
2. Any employee who tests positive for drugs will be subject to disciplinary action up to and including discharge.
3. If the employee does not provide a sufficient specimen (45ml) within three hours and up to forty ounces of fluid, the collection will be terminated and the employer will be notified that the employee has refused to submit to testing. The employer shall direct any employee who does not provide a sufficient urine specimen to obtain an evaluation from a licensed physician. If the physician is unable to make the determination that a medical condition has precluded the employee from providing an adequate amount of urine, the employee's failure to provide an adequate amount of urine shall be regarded as a refusal to test.
- 4.

## **Consequence For Refusing a Drug Test**

The consequences of refusing a test are the same as testing positive.

# **RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES**

## **Solicitation / Distribution - Buttons / Insignia**

In order to minimize non-work-related activities that could compromise customer satisfaction, work quality, teamwork, and safety, RDS Delivery has established the following policy concerning the wearing of buttons, pins or other insignia during work hours, solicitation and the distribution of written materials, other than those directly related to the company's business.

### **Core Requirements**

- Non-employees may not solicit or distribute written materials of any kind at any time on premises that are owned, leased, operated, managed or controlled by RDS DELIVERY SERVICE.
- Employees may not solicit other employees during the workday when either the person doing the solicitation or the person being solicited is engaged in or required to be performing work tasks.
- Employees may not distribute written materials of any kind during the workday when either the distributing employee or the employee receiving the materials is engaged in or required to be performing work tasks.
- Additionally, distribution of written materials of any kind by RDS DELIVERY SERVICE employees is prohibited at all times in all working areas on company premises.
- Company bulletin boards / cork boards are for the express purpose of communicating with staff by the Company President. Any other postings are considered unauthorized and in violation of company policy unless authorized in writing by Larry Zogby.

### **Buttons and Insignia**

RDS policy is designed to accommodate employees' views, opinions and interests while accommodating the rights of those who wish to be left alone. In keeping with such balance, please do not wear small signs, pins, buttons etc. during work hours.

- Our customers request that our uniformed couriers represent them positively while making pick ups and deliveries on their behalf. In keeping with RDS Delivery Co. Uniform Policy please keep to wearing the company uniform, emblems, colors and its logo without any additional pins, buttons or small signs.

### **OFF DUTY ACCESS TO RDS DELIVERY PREMISES**

- To maintain a safe working environment and to eliminate accidents, RDS Delivery employees are required to leave company premises and other work areas no later than 15 minutes after the completion of their shifts. Employees are not permitted to enter or remain on company premises or work areas unless the employee is on duty, scheduled to be on duty in less than 30 minutes or if the employee has specific authorization from a manager. "Company premises" means property owned, leased, operated, managed or controlled by RDS Delivery Service.

# **RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES**

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# RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES

## Authorization for Direct Deposit - Employee Form

Once signed, this form authorizes **RDS DELIVERY SERVICE CO, INC** to send credit entries (and appropriate debit and adjustment entries), electronically or by any other commercially accepted method, to my (our) account(s) indicated below and to other accounts I (we) identify in the future. This authorizes the financial institution holding the Account to post all such entries.

Account #1 Type (circle one) : ☐ Checking ☐ Savings

\_\_\_\_\_  
Employee Bank Name

\_\_\_\_\_  
Bank Routing # (ABA#)

\_\_\_\_\_  
Account #

**100 % of the CHECK will be deposited to This Account above. By signing up for Direct Access your paystub will be emailed to the following email account**

**Email for paystub** \_\_\_\_\_

This authorization will be in effect until RDS DELIVERY SERVICE CO, INC receives a written termination notice from me and has a reasonable opportunity to act on it and at anytime my employer, RDS DELIVERY SERVICE CO, INC, deems it appropriate. Direct deposits will begin two to four weeks after form is submitted to and processed by HR Department.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Employee ID #

\_\_\_\_\_  
Date

**This document must be signed by employees requesting automatic deposit of paychecks.**

## **RDS DRIVER ORIENTATION MANUAL / POLICIES & GUIDELINES**

**You must attach a voided check to help verify your account and bank routing numbers.**

Secure Check Here