



BTK Rush Inc.

PERFORMANCE POINTS POLICY

PURPOSE

BTK Rush Inc. utilizes a points-based disciplinary system to promote safe operations, reliable attendance, professional conduct, policy compliance, and high-quality customer service. The purpose of this policy is to provide employees with notice of policy violations, an opportunity to correct behavior, and a consistent method for addressing attendance, performance, safety, and conduct-related issues.

TRAINING AND EMPLOYEE RESPONSIBILITY

Employees receive training regarding Company policies, Amazon delivery standards, safety requirements, customer service expectations, attendance requirements, delivery procedures, and performance expectations through a comprehensive onboarding and training program.

The Company's training program includes:

- Two full days of classroom orientation and instruction covering Company policies, safety procedures, customer service expectations, package handling requirements, delivery standards, Amazon policies, and disciplinary procedures.
- One day of Orientation training covering Attendance policy, points policy, safety & performance policy, as well as company benefits and essential first day information.
- A written final examination covering delivery procedures, safety requirements, customer service standards, and Company policies. Employees must achieve a minimum passing score of 80% to successfully complete training.
- A road evaluation and driving assessment to demonstrate the employee's ability to safely operate a delivery vehicle and comply with Company driving standards.
- A third day of field training consisting of a full on-road route alongside an experienced BTK Rush driver, during which delivery procedures, customer interactions, package handling, route management, and safety practices are evaluated.
- After the ride along, there is an additional training and feedback session to reinforce safe driving, attendance policy, points policy and steps of the standard delivery process
- Additional coaching, retraining, ride-alongs, scorecard reviews, safety meetings, and management communications throughout employment.

Employees are provided opportunities throughout training to ask questions and seek clarification regarding Company expectations and job requirements. Successful completion of training, acknowledgment of Company policies, acceptance of scheduled work assignments, and continued employment constitute acknowledgment that the employee understands the standards, responsibilities, and expectations of the position. Employees are expected to apply the training they have received during every delivery and may not substitute personal preferences, shortcuts, or alternative methods for trained delivery procedures. Compliance with Company policies, Amazon standards, customer delivery requirements, and safety procedures is a condition of employment.

POINTS SYSTEM

- Points issued under any Company policy are cumulative.
- Employees who accumulate 5 points within any rolling 60 day period may be subject to termination of employment.
- Points remain active for 60 consecutive days from the date they are issued and automatically expire thereafter.
- Employees will be notified of assigned points through their Company-provided email address.

POINT ASSIGNMENTS

Points may be assigned for violations of Company policies, including but not limited to:

- Attendance violations
- Safety violations
- Job performance deficiencies



- Conduct violations
- Failure to follow Company policies
- Failure to follow Amazon delivery standards
- Failure to follow customer delivery instructions
- Failure to follow management instructions
- Customer service violations
- Delivery procedure violations
- Vehicle inspection violations
- Uniform and professionalism violations
- Drug & Alcohol violations

The assessment of points does not limit the Company's ability to impose additional disciplinary action, including coaching, retraining, suspension, Final Warning status, or termination, when warranted by the nature or repetition of the violation.

The examples listed above are not exhaustive. BTK Rush reserves the right to assign points for any conduct that violates Company policy, Amazon policy, customer requirements, safety standards, or operational procedures.

CORRECTIVE ACTION

The purpose of corrective action is to encourage improvement and compliance with established standards. Employees are expected to immediately correct behavior after receiving coaching, retraining, counseling, warnings, or disciplinary action. Repeated violations following coaching, retraining, warnings, or disciplinary action may demonstrate a willful disregard for Company standards and may result in additional disciplinary action, including unpaid suspension, Final Warning status, or termination of employment. The Company reserves the right to determine the appropriate level of corrective action based on the nature, severity, frequency, and surrounding circumstances of the violation.

FINAL WARNING STATUS

A Final Warning may be issued when management determines that performance, conduct, attendance, or safety concerns require heightened corrective action. Final Warnings remain active for 90 days from the date issued. Any additional point incurred while an employee is on Final Warning status may result in immediate termination of employment.

SUSPENSIONS

Management may impose an unpaid suspension when an employee repeatedly violates Company policies, safety standards, Amazon delivery procedures, or performance expectations, or when management determines that temporary removal from active duty is appropriate pending investigation or additional corrective action.

Suspensions may be imposed regardless of an employee's current point total and may be used in conjunction with coaching, retraining, assigned points, Final Warning status, or other disciplinary action. Completion of a suspension does not remove previously assigned points or eliminate prior disciplinary action. Continued policy violations following a suspension may result in termination of employment.

WILLFUL DISREGARD OF COMPANY STANDARDS

Employees are expected to follow the procedures and standards on which they have been trained. The following conduct may constitute willful neglect of duties, willful disregard of Company standards, or misconduct:

- Willfully ignoring customer delivery notes when compliance is possible.
- Knowingly delivering packages contrary to customer instructions without a valid operational reason.
- Deliberately bypassing required Amazon delivery procedures.
- Knowingly using incorrect delivery completion methods to improve metrics or reduce delivery time.
- Failing to contact customers when required by delivery procedures.
- Intentionally marking packages as delivered when required delivery procedures were not completed.



- Deliberately failing to follow trained delivery methods.
- Repeated violations of Amazon delivery standards after coaching, retraining, or corrective action.
- Falsifying delivery information, delivery status, inspection records, timesheets, or Company documentation.
- Willfully disregarding safety procedures, vehicle inspection requirements, or management instructions.
- Refusing reasonable work instructions from management.
- Conduct that jeopardizes customer satisfaction, package security, employee safety, Company operations, or Amazon contractual requirements.

SERIOUS MISCONDUCT

Certain conduct may result in immediate suspension or termination regardless of point accumulation.

Examples include, but are not limited to:

- Harassment, discrimination, threats, violence, intimidation, or retaliation
- Theft, dishonesty, fraud, or falsification of Company records
- Being under the influence of alcohol, illegal drugs, or unauthorized controlled substances while working
- Major preventable accidents involving significant property damage, injury, or safety violations
- Willful neglect of delivery standards
- Deliberate disregard of customer delivery instructions
- Intentional violation of safety procedures
- Refusal to follow reasonable management instructions
- Job abandonment
- Conduct that jeopardizes customer safety, employee safety, package security, Amazon contractual requirements, or Company operations.

Nothing in this policy limits BTK Rush's right to immediately terminate employment for serious misconduct, gross misconduct, safety violations, dishonesty, or conduct demonstrating a willful disregard for Company interests.

COMPANY RESERVATION OF RIGHTS

BTK Rush reserves the right to determine, based upon the facts and circumstances of each situation, whether an employee's conduct constitutes a policy violation, misconduct, gross misconduct, willful neglect of duties, or willful disregard of Company standards.

This policy does not alter the at-will employment relationship and may be modified by BTK Rush at any time.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received, read, and understand the BTK Rush Performance Points Policy. I understand that compliance with Company policies, Amazon standards, customer delivery requirements, and safety procedures is a condition of employment.

Employee Signature

Printed Name

Date