



## BTK Rush Inc. Performance & Safety Policy

---

### PURPOSE

The safety of our employees, the public, our customers, and the protection of Amazon's brand are the highest priorities of BTK Rush Inc. This policy establishes the minimum safety, delivery, customer service, and performance expectations for all Delivery Associates. Compliance with this policy is a condition of employment. Employees are expected to consistently perform at a level that supports BTK Rush's commitment to maintaining Amazon's Fantastic Plus DSP rating while operating safely, efficiently, and professionally.

---

### EMPLOYEE RESPONSIBILITY

Every Delivery Associate is responsible for:

- Working safely at all times.
- Following all Company policies and procedures.
- Completing every delivery according to the Standard Delivery Process.
- Providing excellent customer service.
- Caring for Company vehicles and equipment.
- Immediately reporting accidents, injuries, vehicle damage, or safety concerns.
- Asking for guidance whenever unsure of the proper procedure.

Employees are expected to perform the job as trained and may not substitute personal preferences, shortcuts, or alternative delivery methods.

---

### SAFE DRIVING EXPECTATIONS

Drivers are expected to:

- Operate vehicles safely and defensively.
- Obey all traffic laws.
- Wear seatbelts at all times.
- Avoid distracted driving.
- Maintain safe following distances.
- Operate at safe speeds for road and weather conditions.
- Properly secure the vehicle at every stop (lock all doors, turn off engine & take the keys with you).
- Complete all required vehicle inspections.
- Immediately report vehicle damage or mechanical concerns.
- Report all accidents immediately.

Employees are expected to maintain driving metrics that consistently meet Company expectations.

Examples include:

- Seatbelt Compliance
- Speed Compliance
- Stop Sign Compliance
- Following Distance
- Distractions
- Proper Park Sequence

Performance metrics change periodically, employees are required to maintain all current and on-going updates to metrics as communicated by the Company.

---

### DELIVERY PERFORMANCE EXPECTATIONS

This includes, but is not limited to:

- Reading customer delivery notes.
- Following customer instructions.
- Delivering to the correct address.
- Obtaining required photos.
- Contacting customers when required.
- Proper package handling.
- Completing all required scans.

- Properly securing packages.
- Completing deliveries honestly and accurately.
- Returning undeliverable packages according to Company procedures.

Shortcuts that improve speed at the expense of compliance are prohibited.

---

#### **CUSTOMER SERVICE EXPECTATIONS**

- Be courteous and professional.
  - Respect customer property.
  - Follow customer delivery preferences.
  - Protect package security.
  - Maintain a professional appearance.
  - Communicate respectfully with customers and station personnel.
- 

#### **RESCUE EXPECTATIONS**

BTK Rush operates as a team.

Employees may be required to assist other drivers by completing rescues after finishing their own routes.

Employees are expected to:

- Complete assigned rescues.
- Maintain a positive attitude.
- Continue following all safety procedures during rescues.
- Return to station promptly upon completion.

Unreasonable refusal to perform assigned rescues may result in disciplinary action.

---

#### **VEHICLE RESPONSIBILITY**

Employees are responsible for Company vehicles assigned to them.

Drivers are expected to:

- Complete pre-trip inspections.
- Complete post-trip inspections.
- Maintain vehicle cleanliness.
- Report all damage immediately.
- Fuel vehicles as instructed.
- Secure keys and equipment.
- Never operate an unsafe vehicle.

Failure to report damage may result in disciplinary action.

---

#### **PERFORMANCE METRICS**

Performance is evaluated using multiple sources, including:

- Amazon Scorecards
- Netradyme
- Delivery Quality Reports
- Customer Feedback
- Safety Reports
- Route Observations
- Ride-Alongs
- Management Observations
- Vehicle Inspection Reports

Management reserves the right to consider the totality of an employee's performance rather than any single metric.

---

#### **DISCIPLINARY ACTION**

Failure to comply with this policy may result in disciplinary action, including:

- Coaching
- Retraining
- Performance Points
- Written Warning

- Suspension
- Final Warning
- Removal from Preferred Driver status
- Termination of employment

Disciplinary action will be determined based upon the severity, frequency, and surrounding circumstances of each violation. Certain safety violations, dishonesty, or willful disregard of Company or Amazon standards may result in immediate suspension or termination regardless of prior disciplinary history.

---

#### **RELATIONSHIP TO OTHER POLICIES**

This policy should be read together with:

- Performance Points Policy
- Attendance Policy
- Preferred Driver Program
- Employee Handbook

Violations of this policy may result in Performance Points and may affect eligibility for Preferred Driver status.

---

#### **COMPANY RESERVATION OF RIGHTS**

Amazon may revise operational procedures, scorecards, safety standards, technology, or performance expectations at any time.

BTK Rush reserves the right to modify this policy as necessary to remain compliant with Amazon requirements and business needs.

Nothing in this policy alters the at-will employment relationship.

---

#### **EMPLOYEE ACKNOWLEDGMENT**

I acknowledge that I have received, read, and understand the BTK Rush Safety & Performance Policy.

I understand that compliance with this policy is a condition of my employment and that violations may result in coaching, retraining, Performance Points, suspension, loss of Preferred Driver status, or termination of employment. I understand that Amazon's operational standards and performance metrics may change, and I agree to comply with all current Company and Amazon requirements.

---

Employee Signature

---

Printed Name

---

Date