



BTK Rush Inc. Performance & Safety Policy

At BTK Rush Inc., safety and performance are our top priorities. Every week, we receive a Scorecard from Amazon that evaluates both our company and each driver's individual performance. Our goal is to achieve a Fantastic Plus company rating, and we expect each driver to meet a Fantastic personal score and be ranked a High Performer on the 6-week trailing report.

Core Expectations

Each performance category supports safe driving and accurate package delivery. To meet our standards and protect our team and community, all drivers must:

- Drive safely at all times by following Safety Metrics outlined below
- Deliver every package accurately and in line with Amazon and customer expectations

Key Performance Metrics

Minimum Requirement	Metric	Description	Category
820	Safety FICO	Overall safe driving score	Safe Driving
0	Seatbelt Off	Always wear seatbelt across the lap and over the top of the shoulder while driving	Safe Driving
0	Speeding Event	Anything more than 5 MPH above posted speed sign is considered speeding.	Safe Driving
0	Distractions	No use of phones while driving, do not take hands off wheel and do not move eyes from road while vehicle is in drive.	Safe Driving
0	Following Distance	Maintain 1 ½ Vehicle lengths of space between vehicles	Safe Driving
0	Sign/Signal Violations	Stop fully for 3 seconds at stop signs, do not enter an intersection unless the light is green	Safe Driving
100%	Proper Park Sequence	Stop the Van, Shift to Park, set the parking brake, turn off engine, press "I've Arrived" in the flex app.	Safe Driving
1160 or lower	Customer Delivery Feedback	Positive Customer Survey for delivering to the correct address, putting package in a secure area, ensure customer received their package, professionalism	Customer Experience
0	Escalation Defect	No customer complaints or policy violations	Customer Experience

99.6%	Delivery Completion Rate	Complete deliveries as scheduled	Delivery Accuracy
0	Delivery Success Behaviors	Scan package at customer's door, don't bypass the Photo on Delivery, don't group packages, Instead of using Delivered to Receptionist use Mailroom or Attended Mailroom.	Delivery Accuracy
98.7%	Photo on Delivery	Take clear, required photos for all deliveries	Delivery Accuracy
100%	Call Compliance	Contact customer when unable to deliver as requested	Delivery Accuracy
0	Attended Delivery	Avoid using "Delivered to Customer or Household Member"	Delivery Accuracy

Van Inspections (DVIC)

Complete both Pre-Trip and Post-Trip Inspections daily using the Flex app:

- Take at least 60 seconds to complete each inspection
- Report any vehicle or safety concerns to Dispatch immediately
- Missing or faulty equipment must be reported immediately (e.g., dolly, mirrors)

Weekly Scorecard Review

Your weekly performance will be posted:

- At the dispatch desk and/or
- In the group chat

Drivers not meeting standards will receive performance points and be contacted for a coaching session to review areas for improvement. Additional training can be requested by contacting Sam directly.

Commitment to Safety & Excellence

A Fantastic Plus rating reflects our commitment to safe driving, package accuracy, and community well-being. Our standards may evolve over time as expectations rise—any updates will be shared in advance.

By signing below, you agree to uphold these standards for your safety, the safety of others, and the success of our team.

Printed Name: _____

Signature: _____

Date: _____