



HANDBOOK AND SAFETY GUIDE

Meyer Enterprises Inc.

Our company was founded by Michael and Holly Meyer with an operating philosophy of always placing people first. Although many would consider our company to be in the package industry, we believe we are in the people industry and want every staff member to get home safely and to have positive stories to share with their families. This philosophy has driven their success, growing from 3 routes to 60 routes operating in both the Myrtle Beach and Charleston markets.

**Serving South Carolina
since 2006!**

A close-up photograph of a person's hand in a white button-down shirt, pointing towards the right. The background is blurred, showing more of the person's torso and another hand holding a device.

About Us

Delivering the Purple Promise!

A close-up photograph of a person's hands. The right hand holds a black pen, poised to write on a document. The left hand is clasped together. The document is open on a wooden desk, showing some text and a table with columns. The background is slightly blurred, showing the person's arms and a white shirt.

Employee Handbook

FedEx Ground & Home Delivery

October 2020

Dress Code

- FedEx uniform is to be worn only in good condition: no rips, tears or noticeable stains.
- All tattoos & piercings need to be approved by manager, if deemed inappropriate you will be asked to cover/remove.
- Facial appearance must match photo of FedEx ID badge
- ID Badge must always be worn.
- Only FedEx approved clothing is permitted while delivering and is subject to change.

Daily Service Logs

- Logs are to be completed daily and turned in weekly (Fridays).
- Drivers are responsible for all items on list; fluid checks, tires and supplies. Drivers are held responsible for any and all damages/issues resulting from these steps not being followed.
- These logs are your timecards!

Tardiness

- We are a business of on time deliveries & pickups and expect you to be on time everyday.
- All Ladson personnel are expected to arrive to the terminal no later than 07:30. All St. George drivers are expected between 09:15-09:30.
- Ladson Drivers - If you will be more than 10 min late arriving in the AM please call the dispatch manager.
- St. George drivers - if you will be more then 10 min late please notify your SM.
- All sick call offs must be made to Tiffany at least 4 hours prior to start time.
- Excessive tardiness will not be tolerated. 1 no call/no show = written warning, 2nd offense = termination.

DO NOT BE LATE

Sick Time/Personal Days

- You may only use PTO to cover your absence if a doctor's note is presented.
- More than 3 continuous sick days will require a doctor's note as well as a Return To Work note if applicable.
- Bereavement days 5 paid days for spouse; 3 paid days for parents, child & grandparents; 1 paid day for any other family member.
- If you wish to be off unpaid you are limited to 7 approved days in a fiscal year.
- If unapproved time is taken you are subject up to and including termination.



Time off Requests

- Employees will be allowed to redeem PTO after 90 days of employment.
- Employees receive PTO annually on date of hire anniversary (see attached chart for accrual).
- All requests to redeem PTO must be made in writing on slips at least 14 days prior if taking 5 or more consecutive days off. 1-4 days must be submitted 7 days in advance.
- PTO may not be used for closed holidays unless requested in writing 7 days prior. PTO may not be redeemed during **PEAK**.
- PTO may only be used for sick time if a doctor's note is presented.
- **NO REQUESTS** during **PEAK** blackout period, no exceptions!!
- If you leave the company and you have a PTO balance, you can cash out max 40 hours. And it only can be redeemed with a two-week written notice of departure.
- Two-week notice must be worked in full to cash out PTO.

Pay Period

- Pay period will begin on Saturday and end on Friday.
- The pay period will be paid on the following Friday, via paper check or direct deposit.

Rewards & Incentives

- Iron Man - Perfect attendance, no complaints & most stops over goal. Awarded monthly \$100 gift card.



Accident / Injury

- Any type of accident either with a vehicle or person must be reported immediately to the manager on duty. **DO NOT LEAVE THE SCENE OF AN ACCIDENT (THIS WILL RESULT IN AUTOMATIC TERMINATION)** If an accident occurs do not try to cover it up, report it immediately.
- Any driver caught not wearing safety belt will only receive 1 warning, 2nd offense equals termination.
- Use of electronic devices while driving is prohibited. Hands free devices are permitted but ear buds/earphones can only be worn in right ear, **NEVER BOTH.**
- Limit backing to only when necessary and sound horn prior to backing.

Roadside Assistance

- In the event of a breakdown or vehicle issue please notify the manager on duty and help will be dispatched.
- Stay in truck or within safe distance utilizing hazard lights/road triangles until help arrives.

Vehicle Security

- It's a driver's top priority to secure the vehicle while performing a delivery. If a vehicle is found to be abandoned and unsecure the driver can and will be terminated on the spot.
- While recommended to keep the truck running, all cargo and parcel area doors are to be secured to prevent theft.

Package unloading safety

- No package of unusual shape is to be placed down rollers. Package should be left in bulk truck to be team lifted.
- No package exceeding 60lbs is to be placed down rollers. Package should be left in the bulk truck to be team lifted



Equipment safety

- All broken and defective rollers, handcarts, and other equipment should be reported to management immediately. Item should be red tagged and then removed from use.
- Any items with a red tag are not for use. If the item has a yellow tag, please check with management before use. Green tagged items are the extra items that are available to be used. Please check in and sign out the item.

Use of Company Property

- Any unplanned stops in a company vehicle not associated with FedEx must be cleared with management prior.
- All employees are responsible for checking fluids and tires on their vehicle and reporting any issues to management promptly as well as noting on your driver log.
- All employees are responsible for maintaining a clean truck void of any garbage.
- All employees are responsible for the fuel card in their vehicle. Please obtain all receipts and attach to daily log or place in green pocket in office.
- Any use of fuel card for anything other than fueling a FedEx vehicle will be subject to termination.
- All COD payments collected must be turned in to Admin daily and will be turned in to terminal daily.

- All employees are responsible for their scanner, make sure it is turned in and plugged in every night.
- **DO NOT** leave scanner, cash, checks or any valuable property in trucks overnight at terminal or warehouse.



100% Service Goal

- Please call management/admin if in need of gate/door code, unit #, or any other issue that would prevent package from being delivered.
- Service results will be reviewed and displayed daily.

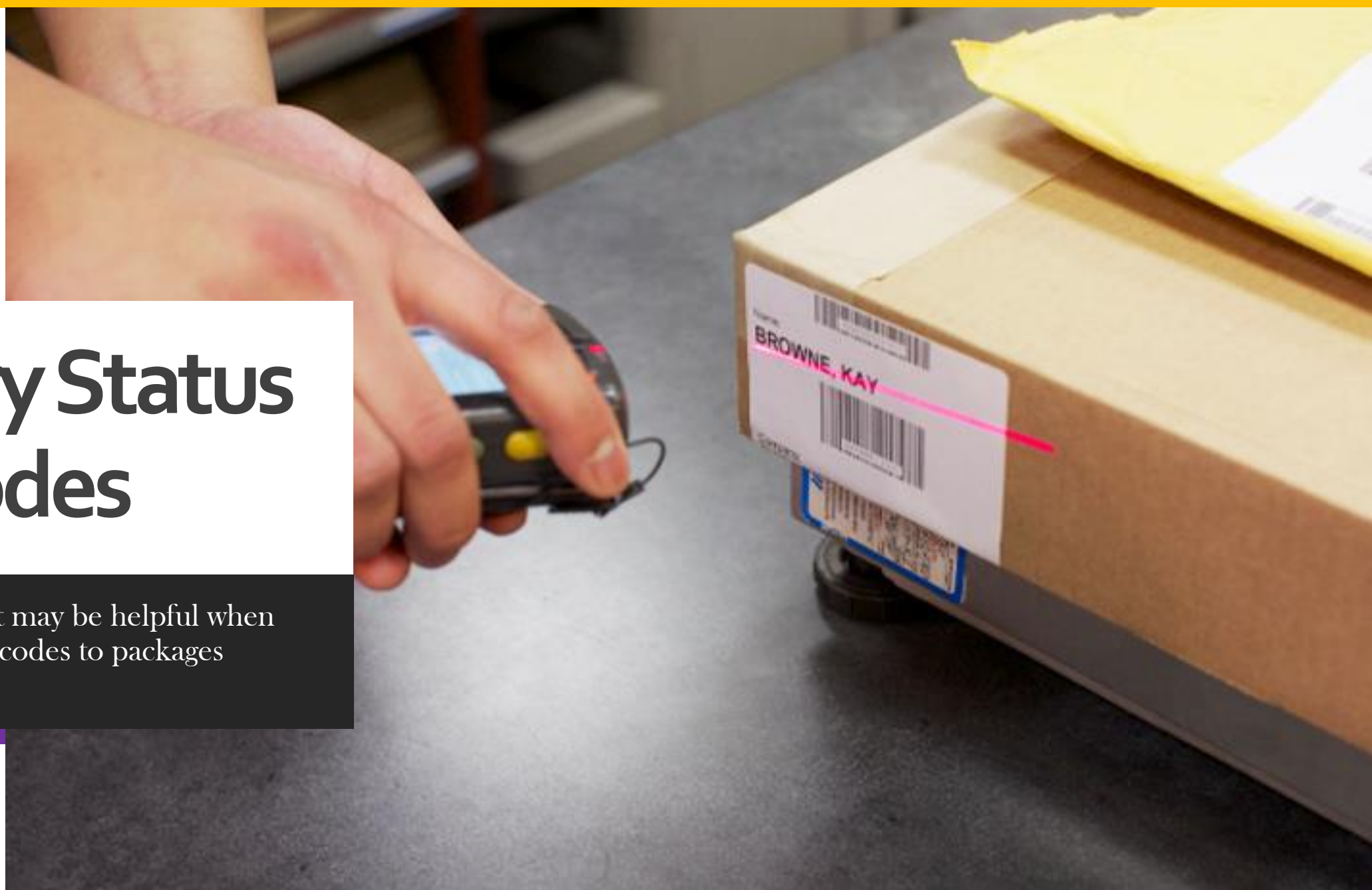
Customer Satisfaction

- If any issue shall arise that would prompt a customer complaint notify manager on duty immediately! We will work to remedy the issue to prevent any further dissatisfaction.
- Always deliver with a smile!



Delivery Status Codes

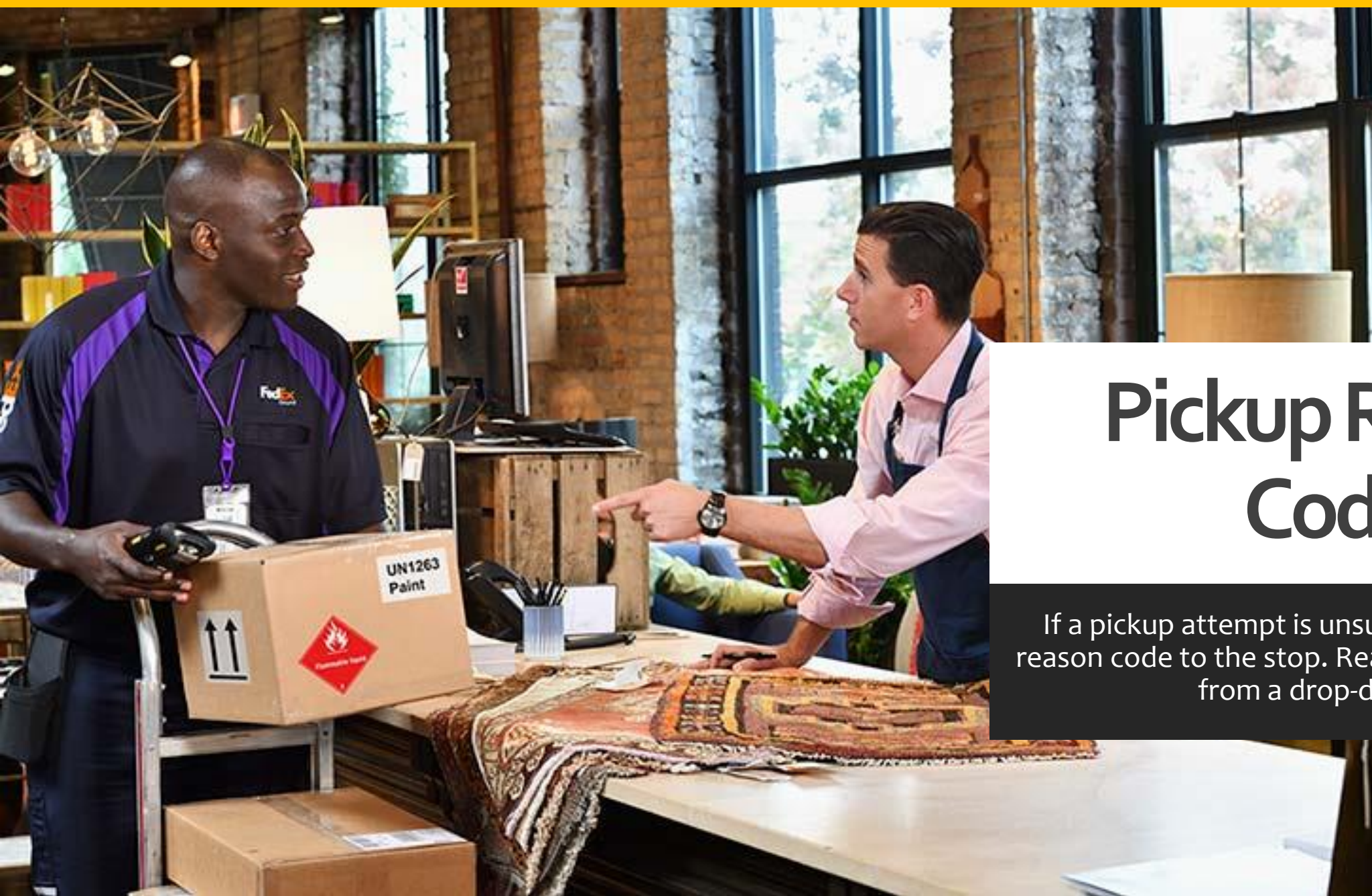
The following chart may be helpful when applying status codes to packages



Delivery Status Codes

001	Customer Security Delay
002	Incorrect Recipient Address
003	Unable to Locate - Recipient Address
004	Non-residential recipient Not In
006	Package Refused by Recipient
007	Res Recip. Not In, unable to Indir/DrRel
009	Delivery to a Business
010	Inspection Required
011	Non Res. Recipient Closed on Sat.
012	Package Sorted to Wrong Route
013	Residential Delivery with Signature
014	Residence Driver Release
015	Holding Package
016	Package on Manifest, Not on Van
017	Misdelivered Package Picked Up
018	Misdlvrd Pkg Dlverd to Correct Recip.
019	Indirect delivery

021	Business Driver Release
022	No C.O.D. tag, package not delivered
024	No C.O.D. money/call tag not ready
025	Tendered to US Postal Service
026	RTS Package - Delivered to Shipper
027	Package Not Delivered - No Attempt
028	Tendered to Connecting Line Carrier
029	Call Tag Package Pickup
030	Retail Refusal/O.S.A.
034	Inventory/Request Future Delivery
079	Enroute Package Transfer
081	Contractor Refused Package
082	Local Weather Delay
083	Dly Restrict/Loc Holiday
095	Intra-FedEx Transfer
100	Customer Request -No Attempt Made
250	Unable to Hold at Location



Pickup Reason Codes

If a pickup attempt is unsuccessful, apply a pickup reason code to the stop. Reason codes are available from a drop-down list on the scanner.

Pickup Reason Codes

01	Missed Pickup - DNA
02	Missed - Attempted Out of Window
10	P/U Not Ready - Dispatch Again
11	Closed - Attempted, No Packages
13	Interline Pickup
14	Weather
15	Residential Pickup, Not Home
16	Holiday
17	Hazmat - Pickup Not Made
18	Remote Delivery Service
20	Attempted - No Packages

21	Express Pickup - Cancel
23	Suspension Notice Received (Station Use Only)
24	P/U Cancelled - No Attempt Made
25	Wrong Address - Pickup Not Made
26	Pickup Not Scanned
31	Shipper Used 998 Bar Codes (Station Use Only)
32	Shipper Used Invalid Bar Codes (Station Use Only)
33	Wrong Shipper # on P/U Listing (Station Use Only)
34	P/U Scanned - Wrong Data on List (Station Use Only)
41	Moved to Alternate FXG WA
42	Moved to Alternate FHD WA



SAFETY GUIDE

FedEx Ground & Home Delivery

October 2020

5 Keys To Space Cushion Driving

(Remember GLAM-K)

- Get The Big Picture** - Use your eyes to establish a 360- degree circle of awareness. Proper following distance allows your eyes the freedom to scan your driving environment.
- Leave Yourself An Out** - Space around your vehicle is your out. It is a cushion and your escape route. Scan for a predetermined escape path.
- Aim High In Steering** - Set your sights high. Look ahead at least 15 seconds. See and react to future problems before they become unavoidable hazards.
- Make Sure They See You** - Communicate with other people. Get eye contact by using the warning devices on your vehicle.
- Keep Your Eyes Moving** - Eye movement is the key to gathering and keeping your big picture. Don't let your eyes rest on any object for more than 2 seconds.



Distracted Driving



NO

- Dialing a cell phone
- Texting
- Using apps
- Taking photos/videos
- Using/reaching for/moving an object
- Adjusting a radio
- Using a dispatch device
- Eating/drinking
- Smoking
- Grooming/applying makeup

Speeding

- Speeding in your personal vehicle may affect your employment as well as in the CMV.
- Driving requires full concentration and attention for split-second decision making.
- Speeding is the number one reason why FedEx Ground- branded tractors are stopped by law enforcement and is a contributing factor to accidents.
- The faster the speed, the greater the distance needed to stop safely.

Seatbelts

- Wearing a seatbelt is the best defense against impaired, aggressive, and distracted drivers.
- Seatbelts protect drivers from: Ejection from the vehicle and being knocked unconscious inside the vehicle.
- For P&D: Buckling up 30x per day equals 90 seconds.

Wearing a seatbelt is the law!



Backing

All backing accidents are preventable. Plan ahead to avoid backing entirely. Only back up as a last resort. The most common type of backing accident is a “property damage crash,” which is estimated to cost: \$7,400 per event. Backing camera systems are helpful but can distort views and don’t cover every area unless positioned properly. They are not a replacement for drivers using their eyes, ears, and legs to prevent a back over accident.

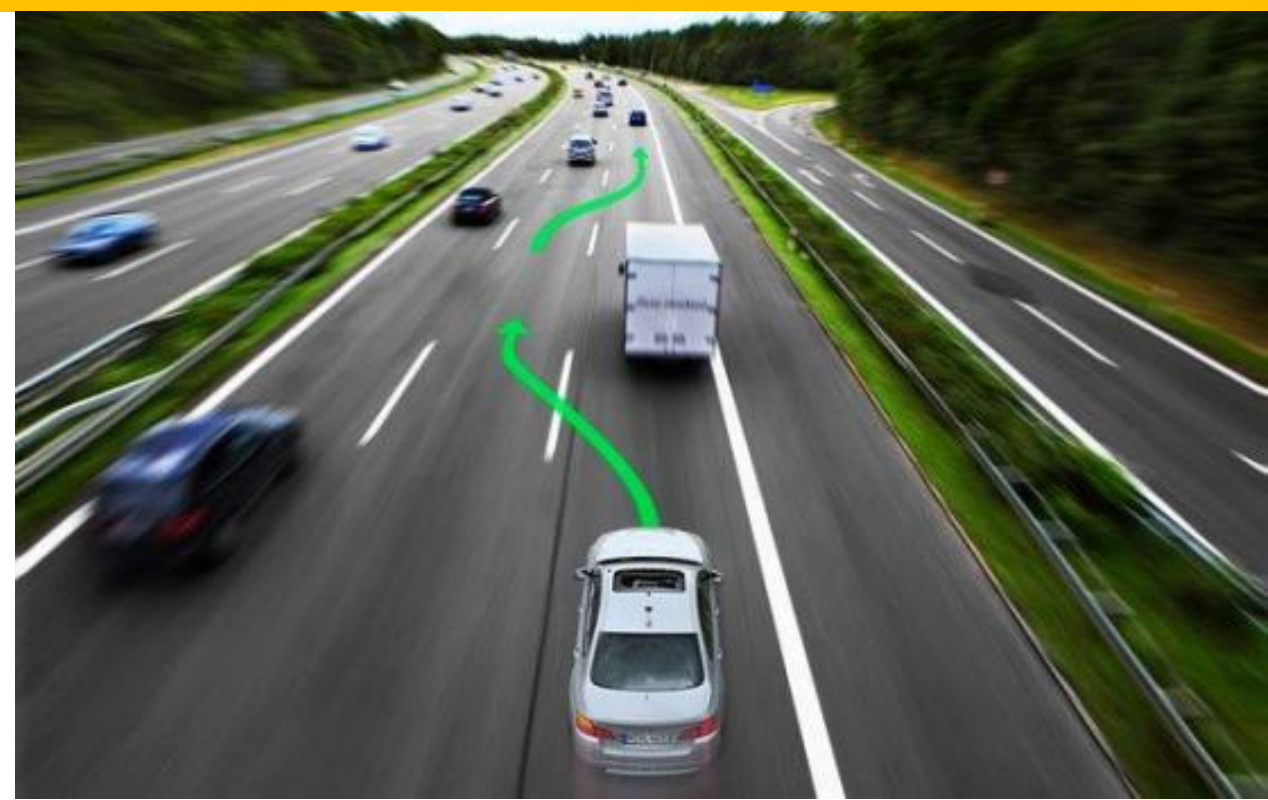
Backing Prevention

Park so a vehicle can be pulled forward

Be aware of the vehicle’s height!

Walk around a vehicle to determine clearance;
look up!

Back slowly, so steering errors can be corrected,
and the vehicle can be stopped without incident!



Changing Lanes/ Turning

- Scan mirrors every 5 to 8 seconds before changing lanes, turning, or merging.
- Check left, right and left again before entering an intersection.
- Come to a complete stop at an intersection.
- Maintain distance, operate at a safe speed, and stay alert.
- Left turns are less desirable because you are more likely to get into an accident making them.

Adverse Weather

Rain

Drive with headlights on, travel at a safe speed, avoid large puddles, run your defroster, pull over and wait until conditions improve.

Snow

Maintain a safe following distance, lower speed, accelerate and brake slowly, avoid sudden moves and use your emergency lights to be seen.

Black Ice

Stay calm, keep the steering wheel straight, avoid hitting brakes, ease off the gas pedal, and steer the vehicle in the direction you want it to go.

When encountering muddy roads or other unsafe terrain use **Code 82 so you can safely make it back home. We would rather you bring a package back than to risk getting stuck or worse due to weather issues.

It is not worth the tow bill or medical bill!!!



Maintenance

We ask that you do not ignore any maintenance alerts that may show up on your dash. Report it immediately to the fleet manager.

Stay Hydrated

Snacks and beverages are provided by Meyer Enterprise, Inc. so that you can stay hydrated and energized for your day on the road.



Do not take unnecessary chances!

- Do not make a new path... take the beaten path. By making your own path you risk running over or destroying property as well as getting stuck.
- Turn around, don't drown... or get stuck!
- Always have an escape plan before exiting your vehicle.

Signature Required Packages

(Businesses always require signatures & never driver release business packages)

ASR - Adult Signature Required (Check for identification).

DSR - Direct Signature Required (The actual customer must sign).

ISR - Indirect Signature Required (Can leave with a neighbor & put note on customers door with information). Signature required from recipient accepting packages.

** **Forgery** is not acceptable...
it will result in **immediate termination!**



Salary Levels



Summary of Compensation Plan Enhancements

- Paid hourly, with OT after 40 hours .
- Saturdays and Sundays are paid as OT (1.5 regular pay).
- At the end of pay cycle all days worked are **guaranteed** 8 hours.
- Job progression every 6 months.
- PTO updates annually (+8 hours)



P&D Driver Base

Based on 8 HR Workday



LEVEL(mths)	Yearly	Weekly	Hourly	Hourly	PTO
0-6	31,824.00	612.00	15.30	22.95	40
6-12	32,500.00	625.00	15.63	23.44	
12-18	33,124.00	637.00	15.93	23.89	48
18-24	33,800.00	650.00	16.25	24.38	
24-30	34,684.00	667.00	16.68	25.01	56
30-36	35,100.00	675.00	16.88	25.31	
36-42	35,724.00	687.00	17.18	25.76	64
42-48	36,400.00	700.00	17.50	26.25	
48-54	37,024.00	712.00	17.80	26.70	72
54-60	37,700.00	725.00	18.13	27.19	
60+	38,324.00	737.00	18.43	27.64	80

Approved Premiums receive hourly plus \$35 commission

Peak Performance Bonus \$1000 - \$6000 range

P&D Driver Base (Shuttle)

Based on 10 HR Workday



LEVEL(mths)	Yearly	Weekly	Hourly	Hourly	PTO
0-6	35,100.00	675.00	16.88	25.31	40
6-12	36,400.00	700.00	17.50	26.25	
12-18	37,024.00	712.00	17.80	26.70	48
18-24	37,700.00	725.00	18.13	27.19	
24-30	38,324.00	737.00	18.43	27.64	56
30-36	39,000.00	750.00	18.75	28.13	
36-42	39,624.00	762.00	19.05	28.58	64
42-48	40,300.00	775.00	19.38	29.06	
48-54	40,924.00	787.00	19.68	29.51	72
54-60	41,600.00	800.00	20.00	30.00	
60+	42,224.00	812.00	20.30	30.45	80

Approved Premiums receive hourly plus \$35 commission

Peak Performance Bonus \$1000 - \$6000 range

B

Asst Service Manager Base

Based on 8 HR Workday



LEVEL(mths)	Yearly	Weekly	Hourly	Hourly	PTO
0-6	31,824.00	612.00	15.30	22.95	40
6-12	32,500.00	625.00	15.63	23.44	
12-18	33,124.00	637.00	15.93	23.89	48
18-24	33,800.00	650.00	16.25	24.38	
24-30	34,684.00	667.00	16.68	25.01	56
30-36	35,100.00	675.00	16.88	25.31	
36-42	35,724.00	687.00	17.18	25.76	64
42-48	36,400.00	700.00	17.50	26.25	
48-54	37,024.00	712.00	17.80	26.70	72
54-60	37,700.00	725.00	18.13	27.19	
60+	38,324.00	737.00	18.43	27.64	80

Monthly Service Bonuses up to \$400

Peak Performance Bonus \$1000 - \$5000 range

Asst Service Manager Base (Shuttle)

Based on 10 HR Workday



LEVEL(mths)	Yearly	Weekly	Hourly	Hourly	PTO
0-6	35,100.00	675.00	16.88	25.31	40
6-12	36,400.00	700.00	17.50	26.25	
12-18	37,024.00	712.00	17.80	26.70	48
18-24	37,700.00	725.00	18.13	27.19	
24-30	38,324.00	737.00	18.43	27.64	56
30-36	39,000.00	750.00	18.75	28.13	
36-42	39,624.00	762.00	19.05	28.58	64
42-48	40,300.00	775.00	19.38	29.06	
48-54	40,924.00	787.00	19.68	29.51	72
54-60	41,600.00	800.00	20.00	30.00	
60+	42,224.00	812.00	20.30	30.45	80

Monthly Service Bonuses up to \$400

Peak Performance Bonus \$1000 - \$5000 range



Service Manager

Based on 9 HR Workday



LEVEL(mths)	Yearly	Weekly	Hourly	Hourly	PTO
0-6	37,700.00	725.00	18.13	27.19	40
6-12	38,324.00	737.00	18.43	27.64	
12-18	39,000.00	750.00	18.75	28.13	48
18-24	39,624.00	762.00	19.05	28.58	
24-30	40,300.00	775.00	19.38	29.06	56
30-36	40,924.00	787.00	19.68	29.51	
36-42	41,600.00	800.00	20.00	30.00	64
42-48	42,224.00	812.00	20.30	30.45	
48-54	42,900.00	825.00	20.63	30.94	72
54-60	43,524.00	837.00	20.93	31.39	
60+	44,200.00	850.00	21.25	31.88	80

Monthly Service Bonuses up to \$800

Peak Performance Bonus \$1000 - \$5000 range

Service Manager (Shuttle)

Based on 11 HR Workday



LEVEL(mths)	Yearly	Weekly	Hourly	Hourly	PTO
0-6	40,300.00	775.00	19.38	29.06	40
6-12	40,924.00	787.00	19.68	29.51	
12-18	41,600.00	800.00	20.00	30.00	48
18-24	42,224.00	812.00	20.30	30.45	
24-30	42,900.00	825.00	20.63	30.94	56
30-36	43,524.00	837.00	20.93	31.39	
36-42	44,200.00	850.00	21.25	31.88	64
42-48	44,824.00	862.00	21.55	32.33	
48-54	45,500.00	875.00	21.88	32.81	72
54-60	46,124.00	887.00	22.18	33.26	
60+	46,800.00	900.00	22.50	33.75	80

Monthly Service Bonuses up to \$800

Peak Performance Bonus \$1000 - \$5000 range

Summary of
Compensation
Plan Enhancements



5 weekdays

Days	Hours	Pay rate	Total
Mon	6	15.3	91.8
Tue	6	15.3	91.8
Wed	7	15.3	107.1
Thu	7	15.3	107.1
Fri	6	15.3	91.8
Sat			
Sun			
Total M-F	32	\$15.30	489.6
Total S-S	0	\$22.95	0
40 hour per week	8	15.3	122.4
OT			
Total			612

Any 4 weekdays

Days	Hours	Pay rate	Total
Mon			
Tue	7	15.3	107.1
Wed	7	15.3	107.1
Thu	7	15.3	107.1
Fri	6	15.3	91.8
Sat			
Sun			
Total M-F	27	\$15.30	413.1
Total S-S	0	\$22.95	0
40 hour per week	5	15.3	76.5
OT			
Total			489.6

5 weekdays 1 weekend

Days	Hours	Pay rate	Total
Mon	6	15.3	91.8
Tue	6	15.3	91.8
Wed	7	15.3	107.1
Thu	7	15.3	107.1
Fri	6	15.3	91.8
Sat	7	22.95	160.65
Sun			
Total M-F	32	\$15.30	489.6
Total S-S	7	\$22.95	160.65
40 hour per week	8	15.3	122.4
OT	1	22.95	22.95
Total			795.6

Any 4 weekdays 1 weekend

Days	Hours	Pay rate	Total
Mon	6	15.3	91.8
Tue	6	15.3	91.8
Wed	7	15.3	107.1
Thu	7	15.3	107.1
Fri			
Sat	7	22.95	160.65
Sun			
Total M-F	26	\$15.30	397.8
Total S-S	7	\$22.95	160.65
40 hour per week	6	15.3	91.8
OT	1	22.95	22.95
Total			673.2

4 weekdays 2 weekends

Days	Hours	Pay rate	Total
Mon			
Tue	6	15.3	91.8
Wed	7	15.3	107.1
Thu	7	15.3	107.1
Fri	6	15.3	91.8
Sat	7	22.95	160.65
Sun	7	22.95	160.65
Total M-F	26	\$15.30	397.8
Total S-S	14	\$22.95	321.3
40 hour per week	6	15.3	91.8
OT	2	22.95	45.9
Total			856.8

Any 3 weekdays 2 weekends

Days	Hours	Pay rate	Total
Mon			
Tue			
Wed	7	15.3	107.1
Thu	7	15.3	107.1
Fri	6	15.3	91.8
Sat	7	22.95	160.65
Sun	7	22.95	160.65
Total M-F	20	\$15.30	306
Total S-S	14	\$22.95	321.3
40 hour per week	4	15.3	61.2
OT	2	22.95	45.9
Total			734.4



Thank You

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