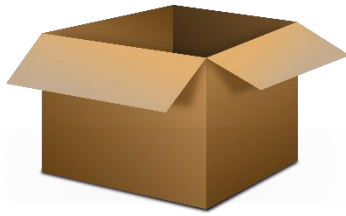


Meyer Enterprises Inc.
Employee Handbook



FedEx Ground
& Home Delivery
April 2020

Dress Code

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

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 request 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.

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.

Pay Period

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

Tardiness

- We are a business of on time deliveries & pickups and expect you on time every day.
- 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 then 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.

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 in log book.
- All employees are responsible for maintaining a clean truck void of and garbage.
- All employees are responsible for their fuel card in their possession. Please obtain all receipts and attach to daily log or place in green pocket in office.
- Any use of fuel card for anything other then fueling a FedEx vehicle will be subject to termination.

- All COD payments collected must be turned in to management daily and will be turned in to terminal daily.
- All employees are responsible for their scanner, make sure it is turned 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 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.
- Any employees with an average of 99.0% or higher will receive a \$10 gift card at months end, 100% will receive a \$25 gift card. (See board for more info).

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!

Accident / Injury

- Any type of accident either with vehicle or personal must be reported immediately to manager on duty. **DO NOT LEAVE THE SCENE OF AND ACCIDENT (THIS WILL RESULT IN AUTOMATIC TERMINATION)** If an accident occurs do not try to cover it up, report immediately.
- Any driver caught not wearing safety belt will only receive 1 warning, 2nd offense termination.
- Use of electronic devices while driving is prohibited. Hands free devices are permitted but ear buds/ear phones 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 manager on duty and help will be dispatched.
- Stay in truck or within safe distance with 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.

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. Driver are subject to be held responsible for any and all damages/issues done but theses steps not being followed.
- These are your time cards!

Rewards & Incentives

- Iron Man - Perfect attendance, no complaints & most stops over goal.
Awarded monthly \$100 gift card
- Service Goal - see above mentioned.
- Holiday Crunch Time- See posting Nov 1st