

DRIVER HANDBOOK

This driver handbook is a part of the Health and Safety Systems of Prime Parcel. The content of this handbook applies to all Delivery Associates working on the company's behalf. While on the road, you are representing Prime Parcel and its customers and play an important part in customer satisfaction, therefore a presentable appearance and respectable manner is expected at all times.

You, as a driver, can positively contribute to our image by:

- Being polite to customers, receivers, other road users, and the general public;
- Contributing to a continuous improvement of safety performance in all operations;
- Acting in an environmentally friendly manner; and
- Presenting yourself and your equipment in a clean and tidy condition.

This driver handbook is intended as a guide and the basis of good workmanship for use in the transport industry and to be an important support in your job. The handbook contains information regarding procedures and requirements to support you in your daily tasks. The handbook can be supplemented with specific customer, site or legal requirements as well as additional training or manuals.

Drivers must have the necessary knowledge and skills to enable them to carry out their duties safely and efficiently. Only by improving that necessary knowledge, skill, and expectation will we reduce the number of safety related incidents during our operations. Your safe driving and operation is important not only to us, but to yourselves and your families. Safe driving and operation, results from planning and activity, not chance.

Please keep this handbook readily available for reference (throughout your duty period).

Prime Parcel actively encourage any suggestions for improvements, additions, or amendments to materials provided. These should be passed onto your OSM.

1. CUSTOMER INTERACTIONS

2.1 THE CUSTOMER'S FIRST IMPRESSION:

Our customers' experience is paramount and it is important that the correct processes are followed to ensure a professional and courteous service is provided. It is important to remember that the customer's first impression of you will be a lasting one and, particularly if it is a bad impression, it is unlikely to be changed by anything else you do.


You should ensure that you adopt a friendly and approachable stance and facial expression.

2.2 WHAT DOES YOUR EXPRESSION SAY ABOUT YOU?

2.2.1 YOU DON'T CARE ABOUT THE CUSTOMER:

		
Hurry up I have more deliveries to make	Why are you asking me about your damaged shipment?	What?!

2.2.2 CUSTOMER OBSESSED:


Good morning sir/madam, I have a parcel here for

2.3 WHY DO CUSTOMERS GET FRUSTRATED?

- Customer's expectation is not met (late delivery, order mismatch)
- Already upset at something or someone else
- Customer's integrity or honesty has been questioned
- Tired, stressed or frustrated
- Customer made wrong assumption about what our client would do for him/her

2.4 DISSATISFIED CUSTOMERS

Tips for handling dissatisfied customers:

- **Stay calm and try not to take it personally:** Remember, the customer is upset about their situation They are not upset about you

- **Let the customer vent, without interrupting:** Listen empathetically to their issues without interrupting
- **Acknowledge the customer's emotions and APOLOGISE, if appropriate:** It means you have empathy with how the customer is feeling
- **What you CAN do:** Ask the Customer politely to Contact 'Customer Services' who will be able to help them

2.5 THE PERFECT DOORSTEP EXPERIENCE



- Park your vehicle safely (remembering to lock it!), legally and considerately
- Take your keys out of the ignition and retrieve the correct shipment from the **back of your van**
- Walk to the door with the shipment and your Hand Held
- (make sure you have a pen and a 'we missed you' card)
- Ring the bell or knock on the door once, stand back and wait for a response. As a rule you should wait for at least 10 seconds before moving to another delivery option or ringing again. Some properties or delivery locations will lend themselves to varying waiting times. If you are called back to the door as you turn to walk away, take the time to apologise.
- When the door opens greet them with a smile and introduce yourself (You should be wearing your badge) and let them know you have a delivery for the (recipient)
- If required, ask the receiver to sign for the shipment and complete the delivery
- Thank the receiver and move on to the next delivery

2. DELIVERY PROCESSES

ALTERNATIVE ADDRESS

- Only follow any new address information on your Hand Held

NOTES LEFT BY CUSTOMERS

- Notes can **NEVER** be followed before confirming the instructions with SDS

DAMAGED PACKAGE

- Call your OSM and then use correct option on your delivery device and return shipment to delivery station

ATTEMPTED DELIVERIES

- When you cannot deliver a Shipment within the delivery process, you **must** bring it back to the Delivery Station and record the correct reason

CUSTOMER WAS NOT AT HOME

- When you have physically attended the front door of the property, **attempted at least three neighbours** and left a 'We Missed You' card you can bring the shipment back to the delivery station

UNABLE TO LOCATE

- If you can't find the address, you must contact SDS for further guidance

UNABLE TO ACCESS

- When you reach the customer's front door and therefore cannot post a 'We Missed You' card through the customer's front door. you must contact SDS for further guidance

LETTERBOX/MAIL SLOT DELIVERIES

- To be used when the shipment dimensions allow, under 100 euros in value (Your delivery device will let you know) and not age/postcode restricted **and** after you have knocked/rung the doorbell without reply
- **Be sure you are at the correct door because there is no person to check with**
- Check whether the letterbox option is available **BEFORE** posting a shipment through

DELIVERING TO NEIGHBOURS

- Shipments can be delivered to a location which is in the immediate vicinity of the address on the shipping label
- Some considerations:
 - Customers can choose a "preferred neighbour", so ensure that this is the first best likely option
 - Busy road
 - Large properties
 - Flats
 - Close/cul-de-sac
 - Farm

- Business

Note: **Age Verification shipments CANNOT BE DELIVERED TO NEIGHBOURS**

PACKAGE LEFT IN A SAFE PLACE

- Some of our clients allow customers to provide a safe place in which to leave the parcel. This should be specified on your delivery device.
- The package should only be left in a safe place when it seems safe to do so and should be placed in a protective wrap if being left outside.
- **NEVER CROSS A CUSTOMER'S THRESHOLD TO LEAVE A PARCEL IN A SAFE PLACE**

3. CLIENT PROCESSES

Depending on which of our clients you are delivering for, you may encounter the following:

3.1 SDS SUPPORT

SDS ARE THERE TO HELP!

- SDS deal with a wide range of queries – anything from helping Drivers locate an address to advising a Driver who has locked their keys inside their van. Even if they do not have the means to help you directly, they can direct you to someone who does
- They are there to partake in the decisions you make on the road and can support you by documenting your contact and the advice they give to you/the decision that is jointly come to
- They handle a lot of calls concerning Geocodes. Often, a Driver will be in the correct location but will be unable to scan the shipment due to Geo-fencing. They can solve this in moments
- They also handle calls concerning Unable to Locate and Unable to Access. For UTL's especially, they have access to several resources (sites, tech) where they can cross-reference addresses and detect problems quickly – such as incorrect postcodes – which will save Drivers time. They can also contact the customer on your behalf

Note: Over 90% of calls to SDS are answered within 15 seconds

3.2 GEOFENCING

This feature supports Proof of Delivery, enables accurate driver navigation and reduces our concessions.

- a) Geofencing is **ONLY** enabled for '**High Confidence**' addresses.
- b) All geofencing distances are set to **25mtrs**.
- c) Rabbit device will now recognise the driver is at the correct delivery location and enable the delivery options.



- d) Where a driver is **not** at the correct point of delivery the device will **not** enable the delivery options on the Rabbit device.

Geofencing Compliance

Parcel delivered to the customer

- a) When you arrive at a stop you should always double check you are at the right address, DORA will confirm in the background that you are at the right location.
- b) If you are not at the right location the Geofencing feature will not let you proceed with the delivery.



After making a successful delivery to a 'neighbour'

- a) After taking the neighbour's details
- b) Return to the customer's address
- c) Post a completed 'We Missed You' card
- d) Save the delivery status at the customer address
- e) **Remember you must be within the 25mter geofence to complete a delivery**



After making a successful delivery 'left as instructed'

- a) Ensure you are standing at the customer door
- b) Post a completed 'We Missed You' card
- c) Save the delivery status at the customer address



What if, cannot complete the delivery on DORA due to geofence

If you are sure you are at the correct address and you cannot update DORA due to a geofence restrictions:

