



EMPLOYEE MANUAL

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1) Introduction

Welcome to Dash Delivery Inc!

We are excited to have you as part of our company. Dash Delivery Inc is committed to quality work and superior customer service in all aspects of our business.

We value our employees and encourage them to make productive suggestions. We want you to succeed at your job.

This Employee Manual, inclusive of an Acknowledgement Form, sets forth the general administrative policies, goals, and benefits of Dash Delivery Inc and replaces and supersedes any prior manual(s). The contents of this Manual are confidential and are not be distributed to or shown to anyone else inside or outside the Company. This Manual remains the property of Dash Delivery Inc and must be returned upon request.

You should use this Manual as a reference as you pursue your career with us. Each of the policies is dated and is current as of that date, but may be unilaterally amended by Dash Delivery Inc at any time, with or without notice, and we shall also reserve the right to deviate from the policies herein in our sole discretion. When there is a change in a policy we will update this Manual as soon as possible. Feel free to discuss with us any questions you may have about this Manual or about your employment with us.

Along with this handbook you have been provided a number of forms that must be filled out completely, signed and turned in to your supervisor. These forms will be kept secure in your employee file. Please return all forms as soon as possible, many of them are a legal requirement for your employment. You may ask for a copy of any of these forms for your records.

Thank you, and we look forward to having you as an employee!

2) Company Operations

Dash Delivery Inc is committed to quality service above all else. Communication with customers, other drivers and dispatcher is the highest priority.

The chain of command at Dash Delivery Inc is defined below. The responsibilities listed are only in regards to employee interaction and are not the full list of responsibilities or authority for any of the positions listed below.

Administration

Zach Woody cares for all administrative needs. If you have a concern relating to any of the topics below then contact Zach. If you have a question regarding any day to day assignment or anything not listed in this administration section then contact your lead driver or dispatch first and then Zach if they are unavailable. You may also make suggestions or requests for changes at any time by leaving a note for Zach in his office inbox located in the upper left staff cubby hole.

Payroll questions (except advances)

All management questions outside business hours or when dispatch is unavailable

Policy questions

Day to day operations

Dispatch is responsible for all day to day operations. The dispatcher on duty has the authority to:

Assign work to drivers – Disregarding an order from dispatch constitutes insubordination. If the work assigned conflicts with current assignments let the dispatcher know about the conflict, the dispatcher will then decide how the conflict will be handled. Dispatch may also assign work outside a driver's normal shift as needed. Any resulting overtime is automatically approved.

Assign vehicles and equipment

Submit time off and advance requests

Approve minor schedule changes (i.e. trading a day or partial shift with another driver)

Office Manager Chris McCormick approves or denies all time off request as well as answering all day to day questions that dispatch may not be able to answer.

Driver chain of command

During each shift there is a Lead Driver. This driver is the next in line of authority after the dispatcher and in their absence can assign work as needed. The evening lead driver especially may ask drivers to stay late to help with the completion of certain tasks. If a driver is unable to comply with an assignment from the lead driver then details as to the reason of the refusal should be recorded by the lead driver for management to review at a later time. The lead driver is by default the primary on call driver in Medford. On any two man deliveries there will be one driver who is assigned the job and an assistant. The driver assigned the job is the lead and can specify to the assistant all details as to the performance of the assignments. The lead driver is responsible for making sure that all unassigned deliveries at the end of their shift are accounted for and that the assignment will be appropriately handled.

3) Equal Opportunity; Immigration Law

3.1) Equal Opportunity Statement

Company is an equal employment opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, sex, age, national origin, mental or physical disability, veteran or family status, or any other status or condition protected by applicable federal, state, or local laws, except where a bona fide occupational qualification applies.

This policy extends to all aspects of the employment relationship, including, but not limited to, recruiting, interviewing, job assignments, training, compensation, benefits, discipline, use of facilities, participation in Company-sponsored activities, termination, and all other terms, conditions, and privileges of employment.

3.2) Immigration Law Compliance

In accordance with the Immigration Reform and Control Act of 1986 (IRCA), Company only employs individuals who are legally authorized to work in the United States. Furthermore, Company does not continue to employ any individual whose legal right to work in the United States has been terminated.

CIS Form I-9 is used to verify your identity and employment eligibility. You must complete the employee section of Form I-9 and provide the required documentation supporting your identity and employment eligibility before you may begin working.

3.3) Americans with Disabilities Act Compliance

Company adheres to the Americans with Disabilities Act (ADA) and makes every effort to ensure that qualified individuals with a disability are not discriminated against in any terms, conditions, or privileges of employment. The ADA requires employers to provide a reasonable accommodation to qualified individuals with known disabilities in all aspects of employment, unless the accommodation would cause an undue hardship to the employer.

An individual with a disability is a person who:

- (1) Has a physical or mental impairment substantially limiting one or more major life activities; or
- (2) Has a record of such impairment; or
- (3) Is regarded as having such an impairment.

A qualified individual is a person with a disability who meets the skill, education, experience, training, and other job-related requirements of position, and who, with or without a reasonable accommodation, can perform the essential functions of the position. We are committed to providing a reasonable accommodation to the known physical or mental limitations of such individuals so they can perform the essential functions of a job, unless the accommodation would create an undue hardship.

If you need an accommodation under the ADA, you should immediately notify Company.

4) Policies and Rules

4.1) Employment – Classification

As an employee of Company, you are an “employee at will”. This means that either you or Company may choose to terminate the employment relationship at any time, with or without cause, and with or without advance notice. Any public policy exceptions mandated by state or federal law will take priority to this arrangement.

Any information outlined in this Manual or in any other Company document does not modify the employment at will policy and should not be interpreted to mean that termination will occur only for “just cause”. These documents do not create an express or implied contract of employment for a definite and specific period of time between you and Company, or otherwise create express or implied legally enforceable contractual obligations on the part of Company concerning any terms, conditions, or privileges of employment. Any documents or statements, written or oral, prior, current, or future, that conflict with the employment at will policy are void.

Regular Full-Time is an employee who has no termination date and who is regularly scheduled to work (forty) 40 or more hours per week. Regular full-time employees may be either non-exempt (hourly) or exempt (salaried) employees.

Regular Part-Time is an employee whose position has no termination date and who is scheduled to work (ten) 10 or more hours, but less than (forty) 40 hours per week. Part-Time employees will not receive any benefits or vacation pay.

Temporary Employee is an employee who is hired for a certain length of time and who is paid only for their hours worked. A temporary employee will not receive any benefits or holiday or vacation pay.

Provisional Employee is an employee who has not yet completed the ninety (90) day provisional period after first being hired, as detailed in Section 5.15 of this Employee Manual.

4.2) Confidentiality & Competition

As the result of your employment at Company, you will acquire and have access to confidential information belonging to Company of special and unique value. This includes such matters as Company’s personnel information, suppliers, procedures, cost of merchandise, sales data, price lists, financial information, records, business plans, prospect names, business opportunities, confidential reports, customer lists and contracts, as well as any other information specific to Company.

As a condition of employment, you must and hereby do agree that all such information is the exclusive property of the company, and you will not at any time disclose to anyone, except in the responsible exercise of your job, any such information whether or not it has been designated specifically as “confidential”. Signing a separate confidentiality

agreement further clarifying this policy at Company's requests is also a condition of your continued employment with Company.

If you are ever unsure of your obligations under this policy it is your responsibility to consult with your supervisor for clarification.

Due to the Company incidental exposure to protected health information the employee will also be required to sign and understand a confidentiality statement and policy pertaining to the information they may come into contact in the performance of their duties. The HIPAA document and policy is included with this handbook.

No Competition Policy

Employees of Dash Delivery will not at any time perform a paid delivery for any other delivery company whether on the job or off. This includes self-employment. Employees of Dash delivery may only perform deliveries for which payment will be made to Dash Delivery. Employees of Dash Delivery may not under any circumstances, whether on the job or off, offer any company or individual a service that is in direct competition with any service provided by Dash Delivery. Violation of this policy is grounds for immediate termination of employment. Any use of Dash Delivery proprietary information or training to facilitate the starting of a rival courier service will meet with immediate legal action.

4.3) Personal Information

It is important that the personnel records of Company be accurate at all times. In order to avoid problems with your benefit eligibility, tax liability, or our ability to communicate with you regarding shift changes and the like, Company requires that you will promptly notify your supervisor of any change in your name, home address, telephone number, number of dependents, or any other information pertinent to your employment with Company.

4.4) Attendance and Punctuality

Company believes that a good record of attendance and punctuality is an essential component of good work performance. You are expected to arrive at work before you are scheduled to start your shift and be clocked in to the delivery system by your scheduled start time. If, for any reason, you are unable to report for work on time, or unable to remain at work until the end of your shift, you must notify your supervisor directly before your regular starting time.

If you are late during any given pay period you will forfeit the 2 bonus hours of Paid Time Off that are available to Full Time employees.

All time off must be requested in advance as outlined in the appropriate categories, except for sick leave (See Sick Leave and other categories for specific details outlined below.). Excessive absences may result in disciplinary action, up to and including termination.

4.5) Dress Code

As an employee of Company, you must maintain a clean, safe, and professional appearance. Your attire should be consistent with the type of work you are performing as well as being appropriate for the position you hold and the image Company seeks to project. Clothing must be neat and clean. Good personal grooming and hygiene are also essential and should contribute to a professional appearance. You may be required to wear and pay for your own uniform and/or safety equipment. A limited number of Dash shirts will be provided. If your supply of shirts is wearing out or discoloring notify management for replacements.

Clothing should be free from stains and holes. No logos other than Dash logo may be displayed with the exception of a sports team hat or the logo of your clothing manufacturer. When wearing a jacket or other clothing that covers your Dash shirt you must wear a company badge or hat. All clothing must be “professional”, clothing designed or suitable for camping, hunting, clubbing or working out is not appropriate.

Tattoos & Piercings

Due to contracts with a number of companies that specifically forbid visible tattoos all tattoos must be covered up while on the job. Certain forearm tattoos may be allowed to show depending on their appearance. Tattoos may be concealed with make up if it can be done tastefully.

Piercings are limited to earrings and small studs in the nose or upper lip. Other piercings such as “expanders”, lower lip rings, eyebrow rings or overly ornate earrings are not permitted.

Colors / Patterns

No Camouflage

Any plaid or similar pattern must be muted and professional. For example a pressed creased pair of black or grey based shorts with a plaid pattern looks very professional. A Tartan red fleece or flannel camping jacket does not.

All shoes must be “close toed”, sandals or flip flops are not permitted. Shorts are allowed but must adhere to the qualifications listed above including being modest and professional in appearance.

4.6) Work Hours and Overtime Pay

The normal work week consists of forty (40) hours, commencing 12:01 AM Monday and ending on midnight on the following Sunday.

Company does not guarantee that you will actually work the full number of hours that are usually scheduled for any specific shift during any given day or week.

For hourly employees, overtime work is only performed when approved in advance by your supervisor. You are expected to work necessary overtime when requested to do so, and you will receive time and one-half regular pay for time worked exceeding forty (40) hours in any given work week.

When computing total hours worked in a work week for purposes of calculating overtime pay, only hours actually worked are counted. Time off from work, such as holidays or jury duty, is not counted as hours worked even if you are paid for such time off. On call pay does not count towards the total hours for any given week unless work is actually called in during the on call period.

4.7) Time Clock and Time Cards

Where applicable, you must clock in to the OnTime system at the start of your work shift and clock out at the end of your shift. You are not allowed to clock in for another employee. Your start time on your physical time sheet should be rounded to the nearest quarter hour. Should your time card be incorrect, your supervisor will note the correct start and/or end time, and initial the correction. Failure to clock in and out may result in loss of pay for unverifiable work, and -- for repeated failure to use the time clock -- in disciplinary action, up to and including termination.

Vacations days, sick days, holidays, and absences such as jury duty, funeral leave, or military training, should be specifically noted on the time cards for days on which they occur. Use of paid vacation must be specifically noted on your time card including the number of hours you would like used for the time off. You may not exceed 40 hours of vacation pay and actual hourly pay in any given week.

Time cards and time sheets must be completed accurately. Your signature on the time card of time sheet is required to certify its accuracy as a record of the time actually worked. Falsifying a time card or sheet can lead to disciplinary action, up to and including termination. Furthermore, the falsification of a time card or sheet is a fraudulent act for which an employee may be prosecuted.

Time Cards must always be left at the office at the end of your shift hanging on your hook.

4.8) Lunch Period & Breaks

It is our intention to allow a daily 30-minute unpaid lunch break for each employee. Because Dash Delivery Inc provides on demand services we qualify for exemption to mandatory lunch breaks under the intermittent and unpredictable work flow clause of ORS 653. If your lunch break is interrupted by a work call then note the actual time taken for lunch on your physical time card. If your lunch is frequently interrupted then let management know and we will make adjustments as needed or reach an agreement with you for pay throughout the lunch period.

You are entitled to one paid break every four hours of work which is to last ten minutes. This break will often be unscheduled or vary day to day based on your route. If you consistently find no time to take a break during your work day then let your supervisor know so that changes can be made to the work assignments.

4.9) Safety and Accident Rules

Safety is a priority at Dash Delivery Inc. Dash strives to provide a clean, hazard-free, and safe environment in accordance with the Occupational Safety and Health Act of 1970.

As an employee, you are expected to take part in maintaining this environment. You should observe all posted safety rules; adhere to all safety instructions provided by your supervisor, and use safety equipment when required. It is your responsibility to learn the location of all safety and emergency equipment, as well as the safety and/or emergency phone numbers.

You may be required to purchase and maintain some of your own safety equipment such as but not limited to proper footwear. Any problems with Company-provided safety equipment should be reported to your immediate supervisor. If it is not safe to work for any reason, report the problem to your supervisor immediately.

All work related accidents are covered by Worker's Compensation Insurance pursuant to the laws of the state(s) in which we operate.

4.10) Smoking / Tobacco use

Our goal is to provide a healthy and pleasant work environment for all employees. Smoking is prohibited in all of the following locations: Dash vehicles, customer property and Dash office property. You may smoke in your own vehicle on Dash property but do not dispose of cigarettes on the grounds. Chewing tobacco may only be spit into an enclosed container while on the job. Never spit chewing tobacco in public while on duty. This applies to spitting from an open window while driving or onto the ground while making a delivery. Properly dispose of your spit container or take it home with you at the end of your shift.

4.11) Use of Company Property

Dash will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use, nor should any equipment be removed from Company work premises after your shift is complete. This includes Company vehicles phones, pagers and keys (except your office key).

Vehicles

Do not store personal belongings in Dash vehicles outside your normal shift. If you bring in CDs to listen to then you must remove them at the end of your shift. If you eat in the vehicle you must remove any trash and clean up any spills. Be mindful of the stereo volume. Will it drown out Sirens or car horns? Can you hear the phone if it rings or the engine if it has trouble?

Be on the look out for any maintenance needs the car may have such as oil change, new windshield wipers, a chipped windshield, or low tire pressure. If you find anything that needs attention report it to dispatch as soon as possible.

Phones

Personal telephone calls are not to be made using Company phones or on Company time, unless authorized by your supervisor. Any authorized personal calls should be kept to a

minimum and made at a time that does not interfere with your or your co-workers' job performance.

Office Supplies & other

Use of Company's stationery, office supplies, or postage for personal use is strictly prohibited.

Company premises, telephones, and email are not to be used for employees or others to engage in the practice of soliciting collections or donations; selling raffles, goods, or services; operating betting pools; or solicitations of any kind.

Use of radios, audio headsets, and televisions, Company-owned or otherwise, is at the discretion of Company supervisors only, and – if allowed – must be used in a manner that does not interfere with the safety of the work place or with the ability of others to perform their work.

4.12) Use of Company Computers, E-mail, and Internet

Employee use of company computers, printers, peripherals, and electronic equipment is for job-related or approved activities only. Inappropriate use of company computers, which may be defined from time to time at the discretion of Company, may subject you to discipline, up to and including termination.

Inappropriate use includes, but is not limited, to the following:

- A) Use of Company computers to send or receive messages, pictures, or computer files which are illegal, pornographic, sexist, racist, harassing, or discriminatory. If you receive such material, you should notify your supervisor immediately.
- B) Loading software that is not approved in advance by management.
- C) Making illegal copies of licensed software.
- D) Using software that would provide unauthorized access to Company's computers or would disrupt our equipment in any way.
- E) Using Company computers, printers, or email for personal and/or non-Company related use, unless authorized by your immediate supervisor.
- F) Deletion of files or internet browsing history without permission.

Any message or file created, or emailed using any Company computer is the property of Company. You should have no expectation of privacy or confidentiality in any message or file that is created, stored, or sent using the computers or other communication equipment belonging to Company, and Company reserves the unilateral right to review, monitor, access, audit, intercept, copy, print, read, disclose, modify, retrieve, and delete any work you do on a Company computer, including email.

If provided, your Company email account is strictly for business communication only and is not for personal use. Except as authorized by your supervisor in the course of your work duties, you are not authorized to access the computer(s), email account(s), or files of any other Company employee.

If provided, Internet access is likewise strictly for business purposes only and is not for personal use. Company reserves the unilateral right to review, monitor, access, audit, intercept, and disclose an employee's use of the Internet at any time, with or without notice, and with or without an employee's permission. You should have no expectation of privacy or confidentiality with respect to any use of the Internet at work.

4.13) Substance Abuse Policy

Company takes seriously the problem of drug and alcohol abuse and is committed to providing a work-place free of such substances. This policy applies to all employees of Company.

No employee is allowed to consume, possess, sell, or purchase any alcoholic beverage on any property owned by Company, or in any vehicle owned or leased by Company. No employee may use, possess, sell, transfer, or purchase any drug or other controlled substance that may alter an individual's mental or physical capacity while working for Company. The exceptions are over-the-counter pain relievers and the like, used as intended and directed, and any other drugs that have been prescribed to you, and which are being used as prescribed by your doctor. If you are taking any medication that may affect your ability to drive safely you must report it immediately.

Company will not tolerate employees that are impaired by or under the influence of alcohol or drugs while working.

In cases where the use of alcohol or drugs poses a threat to the safety of other people or property, you must report the violation. Employees who violate our Substance Abuse Policy will be subject to disciplinary action, up to and including termination.

As a part of Company's policy to ensure a drug and alcohol free workplace, within the limits of applicable federal and state laws, Company reserves the right, in its sole discretion, to test for drugs and alcohol. Some such situations may include, but not be limited, to the following:

- A) In conjunction with an offer of employment with Company;
- B) Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;
- C) As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
- D) On a random basis, where allowed by statute;
- E) As a follow-up to a rehabilitation program, where allowed by statute;
- F) As necessary for the safety of employees, customers, or the general public where allowed by statute.

All tested employees will be able to receive a copy of the laboratory results that certify the results or the testing done. It is a condition of your employment and continued employment with Company that you comply with the Substance Abuse Policy.

4.14) Harassment and Discrimination Policy

Company is proud of its work environment in which all employees are treated with respect and dignity. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination or harassment, including racial and sexual harassment. Any employee found to have engaged in any form or discrimination or harassment, whether verbal, physical, or arising out of the work environment, and whether in the work place, at work assignments off-site, at Company-sponsored social functions, or elsewhere, is unacceptable and will not be tolerated.

Company's general harassment policy is designed to ensure that all individuals can work in an environment that promotes equal opportunities and prohibits discrimination and harassment on the basis of race, religion, color, sex, age, national origin, mental or physical disability, veteran or family status, or any other status or condition protected by applicable federal, state, or local laws.

Remember that a number of ethnicities and religious backgrounds may be represented as Dash or it's clients at any time, we must all be sensitive to and tolerant of the background of others. When in doubt, don't say it or do it.

For purposes of this policy, sexual harassment is defined as follows:

Unwelcome or unwanted sexual advances, requests for sexual favors, and other verbal, non-verbal, or physical conduct of a sexual nature when (1) submission to or rejection of this conduct by an individual is used explicitly or implicitly as a factor in decisions affecting hiring, evaluation, promotion, or other aspects of employment; or (2) this conduct substantially interferes with an individual's employment or creates an intimidating, hostile, or offensive work environment.

Examples of sexual harassment include, but are not limited to, unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued employment; repeated sexual jokes, flirtations, advances, or propositions; verbal abuse of a sexual nature; graphic commentary about an individual's body, sexual prowess, or sexual deficiencies; leering; whistling; touching; pinching; assault; coerced sexual acts; suggestive insulting; obscene comments, gesture, and emails; and display in the work place of sexually suggestive objects or pictures.

For purposes of this policy, racial harassment is defined as all inappropriate conduct and activity taken against an individual because of his or her race and/or national origin.

Examples of racial harassment include, but are not limited to, racial comments, racial jokes or emails, treatment of an individual differently because of his or her race, and all other activities defined by Title VII of the U.S. Civil Rights Acts of 1964.

If you believe that you have been the victim of sexual or other harassment or discrimination in the work place, you should take the following steps:

- 1) Report and discuss the matter with your supervisor.

2) If you believe your supervisor or manager to be the source or a participant in the harassment, report this to another supervisor or member of management.

Company will investigate and attempt to resolve your complaint, as well as take any warranted disciplinary action, as soon as possible. If for any reason you believe this has not occurred within a reasonable period of time, refer this problem to any other supervisor in the company, or to the Company President.

Retaliation against any individual who makes a good faith complaint, or who cooperates in the investigation of any complaint, is strictly prohibited and should be reported immediately.

4.15) Performance & Salary Reviews; Provisional Period

Employee reviews are based on job description and work performance. Wage increases will be based upon reviewing these results as well as the following: Dependability, cooperation, attitude, and any disciplinary actions that have been taken. Dash will periodically issue reviews of your performance. Pay increases will be unscheduled and take into account the amount of time with the company as well as the profit for the particular division or city your duties fall with in.

During the ninety (90) day provisional period upon first being hired by Company, you understand that you will not be considered a regular employee until you have satisfactorily completed this required provisional period of employment, as determined by Company management. The purpose of the provisional period of employment is to determine your job satisfaction and to allow Company to evaluate your job performance. In the event that your job performance is evaluated as being unsatisfactory, the provisional employee may be terminated without prejudice at any time for any reason during the provisional period.

During said provisional period, you may or may not be eligible for some of the benefits offered by Company to regular employees.

4.16) Payroll & Advances

You will be paid for your work on the regularly-scheduled payday. The pay period will end on the last Friday of each month. Paychecks will be distributed at the conclusion of business on Tuesday of the following week. Pay checks may be mailed or picked up from the Company during normal business hours. If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation, or will be mailed to the home address on file with Company. Direct deposit of pay checks may also be available; if you are interested please inquire.

If there is an error in your pay check, notify administration immediately. Every effort will be made to remedy the discrepancy as quickly as possible. If your pay check is lost or stolen, notify administration immediately. A new pay check will be issued after payment has been stopped on the original check. Company will not be obligated to

indemnify an employee for any monetary loss suffered as a result of a lost pay check if we are unable to stop payment on the original check. Any stop payment fee will be deducted from the replacement check.

Company will deduct Federal Social Security and Income Tax and all other legally required deductions from your payroll check each pay period. Group Insurance premiums (if applicable) will also be deducted from your payroll check each pay period.

Advances

Because Dash only pays once per month we offer advances upon request approximately halfway through the month. In order to request an advance fill out the advance form available in the office and turn it in to the book keepers office in Medical Management on the Monday preceding the 15th of the month. You will then have your check on Wednesday of that week by the conclusion of business. Advance requests must be made on or before the Monday preceding the 15th. This is the only time advances will be processed.

4.17) Reporting Absences

In all instances specified in Sections 5.1 through 5.10, as described below, all leave requests and approvals should be made in writing whenever possible.

After five (5) days of unauthorized absence, and if it receives no acceptable explanation, the Company may assume that you have resigned.

5) Benefits and Services

Except where required by applicable state or federal law, the benefits provided to employees by Company are subject to change at any time. Please communicate with your supervisor or human resources representative if you have any questions concerning the benefits available to you as an employee of Company.

5.1) Holidays

Company observes –the following holidays:

- A) New Year's Day (January 1)
- B) Memorial Day (Last Monday in May)
- C) Independence Day (July 4)
- D) Labor Day (First Monday in September)
- E) Thanksgiving (Fourth Thursday in November)
- F) Christmas (December 25)

When a holiday falls on a weekend, Company will designate the Friday preceding or the Monday following as the observed holiday at the discretion the company. Any staff member that works on an observed holiday will be paid at time and a half. Any on call work will be paid at the agreed minimum number of hours or the actual hours worked, whichever is greater and be paid at the holiday rate. Minimum number of hours for on call work will be agreed on a case by case basis.

5.2) Vacation

Company full-time regular employees are entitled to 1 hour paid vacation each full week worked. Your requested vacation time must be submitted at least two (2) weeks prior to the anticipated vacation date. Every effort will be made by Company to accommodate vacation requests; however, business circumstances may not permit all requests to be honored. Any time off requests will be added to the calendar by dispatch – not by drivers. Time off is only approved after Administration has initialed the request on the calendar. If other drivers need to fill in the request for their extra work may be put on the calendar. Check the calendar often to see if any such requests for your assistance are in place. If you see that another staff member is being asked to fill in for your assignment you may draw the request to their attention but may not coerce them in any way.

Employees may, at their option, carry over no more than eighty (80) hours of vacation leave from one calendar year to the next. Any unused vacation time not carried over at the end of the calendar year may be paid to the employee in straight time earnings. You as the employee are responsible for requesting payment for unused vacation time.

5.3) Sick Leave

Due to workers compensation paid time off classification issues Company does not provide paid compensation for time away from work due to illness. Unless approved by Company, you will be limited to four (4) sick days per year. Sick days may be used for your own illness or to care for a sick child. If you are unable to work due to illness, you must call our main office line by the time you were to report to work. Please call as early in advance as possible and only through the main company phone line so that the message can reach administration as soon as possible.

Industrial accidents and illness are covered by Worker's Compensation Insurance pursuant to the requirements of the laws in the state(s) in which Company operates. The sick leave policy outlined above does not apply to those illnesses or injuries that are covered by a worker's compensation policy.

5.4) Family Medical Leave

Due to Dash Delivery Inc having less than 50 employees we are not subject to the Family Medical Leave Act of 1993. However if you would like information about this act it is available.

Company locations with less than fifty (50) employees within a seventy-five mile radius are not covered under this leave policy or the FMLA. Forms for leave requests are available from your company representative.

5.5) Maternity Leave

Company employees who work a minimum of twenty (20) hours per week and have been employed by Company continuously for twelve (12) months are allowed up to six (6) weeks of unpaid leave after they have given birth to or in conjunction with the adoption of a child. Additional time may be allowed under unusual circumstances and with the permission of your supervisor.

5.6) Funeral Leave

Company allows three (3) days off each year without pay for a death in your immediate family. Immediate family is defined as parents, spouse, children, brothers, sisters, mother-in-law, father-in-law, grandparents, and grandchildren. For unusual circumstances you may request up to two (2) additional days; however, these additional days must be approved by your supervisor in advance.

Funeral leave for the death of anyone other than an immediate family member will require prior approval from your immediate supervisor. Funeral leave for such a death is limited to two (2) days per year.

5.7) Jury Duty

Company will provide unpaid time off work for any employee who has been assigned jury duty. You may choose to use vacation time if you wish to be paid for your time away from work while performing jury duty and you have accrued vacation time to use. You will retain any other benefits you had prior to this time, if any. Please provide your immediate supervisor with a copy of the jury summons as soon as possible after you receive it.

5.8) Time Off For School Conferences

Unpaid time off, up to a maximum of sixteen hours (16) hours each year is available to all employees for attending school conferences and activities, and preschool activities which cannot be scheduled during non-working hours. When leave cannot be scheduled during non-working hours and the need for the leave is foreseeable, you must provide reasonable prior notice of the leave and make a reasonable effort to schedule the leave so as not to disrupt unduly Company's operations.

5.9) Personal Time Off – Brief Periods

There may be an occasion when you need a short period of unpaid time (less than two hours) during your regular work schedule to attend to personal matters, such as closing on a home loan, obtaining transportation after an auto accident, coping with a family emergency, etc. The decision to grant any personal time off is at the discretion of Company management and must be requested prior to taking the time off.

5.10) Worker's Compensation

Company is committed to meeting its obligations under applicable workers' compensation acts which provide medical, rehabilitation, and wage-replacement benefits to individuals who sustain work-related injuries or illnesses while working. All work-related accidents, injuries, and illnesses must be reported immediately. The failure to promptly report an accident, injury, or illness may result in the loss of coverage under workers' compensation insurance.

If you are injured on the job even if it is minor call the office and provide details. An injury form will be provided for you to fill out and turn in to put on file. If you choose to see a doctor regarding your injury simply let them know that it is work related. You will need to know who our current Workers Compensation Insurance provider is in order for the doctor to file for payment.

6) Separation from Employment

6.1) Layoff And Recall

There may be occasions when it becomes necessary for management to reduce staff at Company, due to certain business conditions or for other reasons. On such occasions, Company will make decisions on the basis of our business needs related to employee job functions and their performance. Administration will speak to you personally about your employment status as needed.

6.2) Resignation - Termination of Employment by the Employee

You, as an at will employee not subject to an employment contract, may choose to end your employment with Company at any time, with or without good cause.

You are requested to submit a notice of resignation in writing to your supervisor two (2) weeks prior to the date you intend your resignation to take effect, to assist Company in planning for your departure.

6.3) Dismissal - Termination of Employment by the Employer

As an at will employee not subject to an employment contract, Company is entitled to terminate your employment at any time and for any reason or for no reason at all, regardless of your work performance or compliance with the rules set forth this Manual.

Automatic Dismissal

The commission of any offense considered serious enough by Company's management, without limitation to those outlined below, will, except in extraordinary circumstances in the sole discretion of Company management, be followed by the immediate dismissal of that employee:

- * Making false statements or omitting pertinent facts on an employment application or in an employment interview;
- * Threatening, assaulting, fighting with, or harassing another employee or anyone else encountered during the course of business;
- * Stealing or deliberately damaging the company's or other employees' property;
- * Possessing a weapon at work;
- * Reporting to work under the influence of alcohol, narcotics, or other drugs, unless the drug was prescribed for the employee by a physician;
- * Falsifying or destroying company documents or computer files;
- * Conviction of a felony offense and/or imprisonment;
- * Taking unauthorized leave or failing to show up at work for more than three (3) consecutive days without notifying a supervisor; and
- * In the case of commercial drivers: Transporting unauthorized passengers in company vehicles

6.4) Exit Interview

Upon termination of employment, voluntary (by the employee) or involuntary (by the employer), with or without cause in both cases, a representative of Company may choose to have an exit interview with the departing employee.

During such interview, if any, you will be informed whether you are entitled to certain post-termination benefits such as nonvested retirement benefits and credits that may be due, full or pro-rated vacation pay, and other post-employment related matters.

Any employee who terminates his or her employment, or is terminated by Company shall return all files of any kind, keys, tools, and any other materials whatsoever that are the property of Company.

Unless otherwise prohibited by applicable state or federal law, final settlement of your pay will not be made until all property owned by Company is returned in satisfactory condition. The cost of replacing any items not returned will be deducted from your final paycheck, or, if this is not possible, due to legal restrictions or otherwise, legal action may be taken to recover any property or monies due Company.

7) Communication Policy

Any questions with respect to any of the provisions of this Employee Manual should be addressed to administration.

You are entitled to express your point of view on work-related matters in a constructive manner, as well as to make any productive suggestions in any of the communication avenues available within Company.

8) Arbitration; Choice of Law

Any controversy or claim arising out of or relating to the employment relationship created between the employer (Company) and employee (you), including all topics covered in this Employee Manual, and the interpretation of this Manual, or any alleged breach of it, shall be settled by arbitration in accordance with the Arbitration Rules of the American Arbitration Association, with such arbitration to take place in the County of Jackson, State of Oregon with an agreed upon arbitrator. If the parties cannot agree on an arbitrator, a court of competent jurisdiction shall appoint an arbitrator at the request of either Party. Although the parties shall initially bear the cost of arbitration equally, the prevailing party, if any as determined by the arbitrator at the request of the parties which is hereby deemed made, shall be entitled to reimbursement for its share of costs and reasonable attorneys' fees, as well as interest at the statutory rate. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The determination of the arbitrator in such proceeding shall be final, binding, and non-appealable.

This Manual shall be interpreted, construed, and enforced in all respects in accordance with the laws of the State of Oregon.

9) Addendums & Memos

Dash Delivery will add policies and procedures as they become necessary. Company memos that discuss new procedures should be considered as an immediate addition to the company policy and handbook regardless of whether or not a new addition to the handbook is released.

If you leave your handbook on file at the office you can easily add new memos to it after they have been read.

9.1) Security

Vehicles

The vehicle must also be locked at all times when you are not within sight of it or within a building. Our Cargo insurance policy only covers items in the event that the vehicle is broken into. If we leave it unlocked we are not covered.

The vehicle must also be locked because of confidentiality and transportation security administration (TSA) security laws. Some of these laws may hold the company and/or individual personally responsible for negligence and may include fines and or jail time so you must keep security as a high priority.

Passengers other than Dash staff are not permitted to ride along except on “dedicated drive” deliveries. If you wish to bring a passenger on such a delivery then you must ask permission each time. The visitor must sign the confidentiality, liability and security documents on hand at the office. The visitor may never be left alone in the presence of any item that will be tendered to a commercial aircraft.

Office

The office and warehouse must always be secured when a staff member is not present. If you are leaving the office make sure that it is locked unless there is another staff member who will be leaving after you. If this is the case verbally confirm with them that they will be locking up.

If a visitor is on the property and will be inside the building they must sign a visitor log and be escorted at all times. The Dash office is a secure location according to the TSA and as such may not have unescorted visitors present at any time.

Gate

The gate must be locked whenever a staff member of either Dash or another company at 1208 Beall lane is not present on the grounds. Between the hours of 6 p.m. and 7 a.m. Mon – Friday and all day Saturday and Sunday the gate should be locked any time you leave even if you see another vehicle in the lot. The only exception is if you specifically talk to the individual that owns the other vehicle and confirm that they are aware that they will be responsible for locking the gate and take down their name. Write their name and the classification “grounds” on the visitor log with the date and time.

9.2) Emergency Situations

Mechanical Failure

If you are stranded in anyway contact our office immediately. While you wait for another driver to aid you call any client whose delivery may be delayed.

Locked out or flat tire

If you get a flat go to the trunk and pull up the panel for the spare. If it's not a serious flat then it can usually be fixed with the can of spray sealer on top of the spare. Go to Lithia Toyota across from the mall on McAndrews to get the tire fixed. If you are locked out, contact the nearest available driver by calling their phone. Or you can call the office and tell them that you are locked out, and where you are. Another driver will rescue you.

Car Accident - call me immediately

If you are at fault, do not discuss fault or what you did or did not see. Simply exchange information and let the insurance companies work it out. If you are not at fault look for witnesses, use the camera on the cell phone to document the accident, where the vehicles were at time of impact and the damage to the other vehicle.

Make sure everyone involved is uninjured. Call our office and let them know the situation. Take down all the information you can. Our insurance card is in the glove compartment at all times. I'll arrive as soon as I can. If possible avoid talking about being on the job at the time. Some people are more inclined to sue a company.

If the accident is severe enough to ensure that the car won't be leaving in the usual manner take an inventory of all items that were on board, and whether or not they were damaged. This is of course secondary to caring for your own health.

Medical Situations

Each Employee of Dash Delivery is strongly encouraged to keep a Durable Power of Attorney form in the office in the control notebook or on their person at all times. You should also keep a copy of your I.C.E. (in case of emergency) form on your clipboard.

10) Training

10.1) HIPAA Policy

New regulations to protect patient healthcare information have just gone into effect. These are known as HIPAA. This is a very serious law involving fines starting at \$10,000 and 1 year in prison. Our primary concern is with our contact with protected health information (PHI) when delivering X-rays.

We may also have incidental contact with PHI while in secure areas of the hospitals. You may see the name of someone you know on a film, or hear that they have an appointment. This kind of information is extremely sensitive. You may not use your knowledge of a patient outside of your duties for Dash Delivery even if you have a close relationship with the patient.

This includes but is not exclusive to the knowledge of a close friend being admitted to the hospital. Unless they specifically tell you to let others know their circumstances then you are not to disclose the information, even within our own company. We are pursuing further confirmation as to whether or not it is appropriate to approach someone you know when you encounter them in a medical facility. Unless they speak to you first exercise extreme caution and use discernment.

If you come in contact with patient reports during a delivery you may need to access the patient name and destination office. This is the limit of your access; you may not read the report. You may be asked by an office to determine the type of films being delivered; this is acceptable as it is necessary in the performance of our duties.

While transporting films make sure that the patient names are obscured from view by anyone outside the car. If method of organization requires special equipment to make this possible or you have an idea on how this can be more easily accomplished please let me know.

When logging films by patient name be aware of who should have access to our logs. A complete copy of logs may not be left with or viewed by anyone outside of Dash Delivery. When delivering films to a front desk we may no longer announce to the receptionist the patient name, they may look at the log sheet to determine the patient whose information they are receiving. They may view the log sheet for this purpose as their exposure will be brief and the data will largely be incomprehensible to the recipient.

10.2) TSA (Transportation Security Administration)

Sensitive Security Information Sensitive Security Information Warning: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 & 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 & 1520, except with the written permission of the administrator of the Transportation Security Administration or the secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 & 1520.

General Information

Dash Delivery Inc operates as an agent for many IACs (Indirect Air Carriers) this means that we tender cargo to be flown on passenger airlines. This is a very serious

responsibility. All staff members must go through a background test and annual training to obtain a STA (Security Threat Analysis). Once this check has been done a letter from the TSA will be sent to your home containing your approval number. That number should be kept private and secure at all times. You will not need to know or use the number on the job as Dash will keep appropriate records of your STA. Some of you may be selected to go through Security Identification Display Area (SIDA) authorization which is more extensive and supersedes the STA requirement.

Security Program

Requirements of this program are Sensitive Security Information (SSI) that is controlled under 49 CFR parts 15 & 1520. Disclosure of and access to SSI shall be restricted to persons with a “need to know” and request for such information shall be referred to the administrator.

Any fraudulent or intentionally false statement or certification made under this program may be subject to civil and criminal penalties under 49 CFR parts 1540 & 1548 and 18 USC 1001.

Any employee/authorized representative having unescorted access to air cargo in order to transport cargo in the following manner is required to undergo a Security Threat Assessment:

1. Ground transported from any Dash Delivery office where air cargo is stored, sorted, held, or screened to another IAC, full aircraft operator, full foreign air carrier, all-cargo aircraft operator, or all-cargo air carrier.
2. Accepted from a shipper and ground transported to a full aircraft operator or full foreign air carrier.
3. Accepted from a shipper and ground transported to any Dash Delivery facility where air cargo is stored, sorted, held or screened if the agent’s employee/IAC has access to information indicating that the cargo is intended for transport on a passenger aircraft.

A Security Threat Assessment (STA) is required for each individual that has unescorted access to Dash Delivery cargo. An STA is also required for any individual who is responsible for any of the following:

- Locking sealing or monitoring IAC shipments
- Engaged in dispatching vehicles transporting IAC cargo to cargo or passenger on-airport facilities
- Transporting IAC shipments via ground to cargo or passenger on-airport facilities
- Monitoring IAC cargo and facilities or entities

The STA application must be completed in full.

Shipment Specific Information

- All shipments must be transported in locked or monitored vehicles at all times.
- Upon acceptance, but prior to tendering cargo for transportation by air, you must visually inspect all cargo for signs of tampering, exposed wires, leaks, content inconsistencies, other suspicious conditions that may render the cargo unsafe to transport, or any unauthorized person and any explosive, incendiary or other destructive substance or item. Any cargo that appears to have been tampered with, has exposed wires, shows evidence of leakage, has content inconsistencies, other

suspicious conditions or any unauthorized person and any explosive, incendiary, other destructive substance or items must **not** be tendered. Cargo must be inspected on an individual basis (example: per box, carton and package). It is not required to break down cargo received shrink-wrapped to a skid or pallet or banded to a skid or pallet or in a ULD unless the following signs are present on the exterior:

1. Fresh scratch marks (example: on screws and plastic housings)
2. Inordinate weight or balance
3. Unusual smells
4. An odd piece that doesn't match the rest of the cargo tendered by the shipper.
5. Size, weight or shape of a cargo item not consistent with the items described on the air waybill.

Please contact Dash dispatch immediately upon noticing any suspicious cargo as outlined above. Maintain positive control of the suspicious cargo and await instructions. Dispatch will contact the appropriate authorities.

- Tendering Cargo – Each IAC must provide documentation forms for the current year. Each time you tender air cargo the appropriate form (IAC certificate) must be given to the airline with the package.
- On occasion, Dash Delivery may advise that you will be picking up a shipment from a third party designated by a Known Shipper. At the time of acceptance, the employee/authorized representative must request a valid form of ID from the shipper. An expired ID is not valid for the purpose of this check. A photo ID issued by a government authority is accepted provided the driver verifies that the ID is a true representation of the individual. If a photo ID is not available, two (2) other forms of ID, at least one of which must be issued by a government authority, are required. An **ID verification form** must be completed by the employee/ authorized representative. Each question or request for information on the form must be addressed or acknowledged and **no spaces remain blank**. The term “none” or “N/A” (that is: not applicable) must be used to indicate omitted information.
- It is required that the ID verification form be kept on file at the Dash office and available for TSA inspection for a minimum of 30 calendar days from the date the cargo was tendered.

10.3) OSHA / Specimen handling

The rest of this handbook contains information for safely transporting specimens via OSHA and DOT guidelines. Each year you will be re-trained and tested to make sure you are always up to date on your knowledge of these safety and specimen integrity procedures.