

DRIVER DETAILS & REPORTING

Role title:	Independent Contractor Driver	Department:	Operations
Reports to:	Hub Manager	Location:	TDT Hub

PURPOSE OF THE POSITION

To stay true to the company's VISION statement: "To be the indispensable, personalised, leading last-mile courier service for delivering a diverse range of products from B (business) to C (customer) – **ON TIME, EVERY TIME!**" This will only be achieved by ensuring every driver executes deliveries, exchanges and the collection of returns to the customer in accordance with prescribed business SOP's. Understanding the below key responsibilities & duties will assist a driver to perform to the service levels required.

IC KEY RESPONSIBILITIES

Action	Location	Specific activities
Personal appearance/ hygiene & vehicles	At hub	<ul style="list-style-type: none"> • Ensure you are in full uniform at all times when on shift executing deliveries • Be mindful of your personal hygiene • All delivery vehicles to be clean & presentable daily • All delivery vehicles to be able to securely lock at all times, ie. bike boxes • all food hot bags to be clean and safe for the transportation of food
Licensing & driving behaviour	On the road	<ul style="list-style-type: none"> • Valid driver's license available at all times • All vehicles to be registered at all times • All vehicles to have a valid license disc at all times • Be mindful of the rules of the roads and ensure you follow them at all times • Be considerate to other road users • All vehicles to be insured when executing work on behalf of the Takealot.com Delivery Team
Clients to be serviced	N/A	<ul style="list-style-type: none"> • Takealot.com • Superbalist • FNB • Mr D Food • Other: as required, new clients may be added to the portfolio which will need to be serviced equally when needed
Deliveries, exchanges & returns	At hub	<ul style="list-style-type: none"> • Scan: every parcel/package must be scanned with TDT Driver App accepting responsibility & ownership of the delivery • Identify type of delivery: Standard, Priority, COD, return, exchange

IC KEY RESPONSIBILITIES		
Action	Location	Specific activities
		<ul style="list-style-type: none"> • Understand the delivery instruction: promise delivery time, delivery address, single/multi-piece parcel, customer name • Pay attention to special instructions: take note of additional delivery instructions, customer requests, documentation to be collected/verified • Route planning: know where to go by checking area maps, plan route according to delivery time slots • Check you have the following before departure: fully charged handheld device with sufficient airtime (all parcels booked out on your name scanned with TDT Driver App), car charger/fully charged powerbank, float with sufficient change, pen, calling cards • Ensure you have an extra copy of the delivery instruction for returns to attach to the parcel/package collected
Deliveries, exchanges & returns	At destination arrival	<ul style="list-style-type: none"> • Pair up & scan: ensure the correct parcel/package is paired up with the corresponding delivery instruction by scanning with handheld device • Double check what documentation has to be collected/verified • Remember your pen • Ensure you have your calling card(s) should the customer be unavailable. Should customer be unavailable, ensure you do the following: contact branch, wait at address for 15 min, leave calling card, make a note on the PaLM manifest or create duplicate calling card & attach to the parcel • Ensure your vehicle is locked at all times when leaving your vehicle
Deliveries, exchanges & returns	At customer	<ul style="list-style-type: none"> • Interaction: smile & introduce yourself by name, remember to say please & thank you, politely state who you are looking for when attempting delivery • Only deliver to the address & customer/recipient stated on the delivery instruction. Verify I.D if instructed. If a 3rd party is accepting receipt of parcel (i.e. domestic, security, family, work colleague, etc.), ensure you list the 3rd party's affiliation to the customer on the delivery instruction POD/PaLM. • Collect any/ALL documents specified in the Driver App (keep documents safe & secure until handed over to hub) • Ensure customer completes POD in FULL: name (affiliation if 3rd party), date, time, signature • Ensure you contact hub manager immediately if any issue is encountered

IC KEY RESPONSIBILITIES		
Action	Location	Specific activities
		<ul style="list-style-type: none"> Wish customer a fond farewell: “thank you, have a pleasant day further” attach a copy of the returns delivery instruction to the parcel/package collected NOTE: Drivers must not pursue or contact customers directly after deliveries are completed.
Failed deliveries, exchanges & returns	At hub	<ul style="list-style-type: none"> Immediately handover undelivered parcels/packages to the manager upon returning to hub, explaining the reason why these parcels/packages were not delivered successfully
Accidents & incidents	N/A	<ul style="list-style-type: none"> ALL accidents or incidents must be immediately reported to your hub manager In the event of an accident, statements and case numbers must be obtained and presented/reported directly to your hub manager IC Drivers are to remain professional at all times
Other	N/A	<ul style="list-style-type: none"> Your franchisee/hub manager may request you to conduct additional duties from time to time that are not listed above Keep your driver area/room clean at all times

SKILLS & EXPECTATIONS

- Good command of the English language, able to communicate clearly with colleagues & customers
- Professional & courteous behaviour towards customers & colleagues
- Must be able to work in high pressured environments, willing to work when the business requires
- Takes pride in personal appearance & hygiene
- Good understanding of basic customer service principles
- Must be able to perform as an individual, as well as excel as part of a team
- Conduct yourself in a professional manner at all times to ensure you do not bring the brands name into disrepute
- IC Driver Partners are required to conduct themselves in a professional manner at all times to ensure they do not bring the brands name into disrepute. The following reports form grounds for an **immediate suspension pending an investigation**, and if found guilty, a **Driver Partners Independent Contractors Agreement terminated**:
 - **direct contact** (any form of communication) with a customer post a delivery being completed;
 - **disrespectful** towards a customer, restaurant staff and the general public at any stage during a delivery;
 - **assault** (verbally and/physically) on to a customer, restaurant staff and the general public;
 - **sexual harassment** on a customer, restaurant staff and the general public;
 - under the **influence of drugs or alcohol** whilst on duty or in uniform

SIGNATURE

I _____, hereby acknowledge that I fully understand and accept the terms and conditions of my role within the business, as set out above. I further agree that management may, from time to time, require me to perform duties outside of the above outlined responsibilities and hereby undertake and agree to perform any work, in reasonable relation to my general duties, which may be assigned to me.

IC Driver signature: _____

date: DD | MM | YYYY