



## Priority Dispatch, Inc. Business Summary

### General information and contacts.



#### Corporate Office:

Priority Dispatch, Inc.  
4665 Malsbary Road  
Cincinnati, OH 45242  
513-791-3900  
800-817-4844

Primary Point of Contact: Bryan Leathley, Sales Executive  
Email: [bryan.leathley@prioritydispatch.com](mailto:bryan.leathley@prioritydispatch.com)  
Website: [www.prioritydispatch.com](http://www.prioritydispatch.com)

#### Cincinnati Delivery Center:

Priority Dispatch, Inc.  
4665 Malsbary Road  
Cincinnati, OH 45242

Primary Point of Contact: Scott Schmidt, General Manager  
Email: [scott.schmidt@prioritydispatch.com](mailto:scott.schmidt@prioritydispatch.com)

#### Columbus Delivery Center:

1161 Rarig Avenue  
Columbus, OH 43219

Primary Point of Contact: Dawn Jones, General Manager  
Email: [dawn.jones@prioritydispatch.com](mailto:dawn.jones@prioritydispatch.com)  
Bryan Leathley, Sales Executive  
Email: [bryan.leathley@prioritydispatch.com](mailto:bryan.leathley@prioritydispatch.com)

#### Cleveland Delivery Center:

14548 Neo Parkway  
Cleveland, OH 44128

Primary Point of Contact: Randy Cargill, General Manager  
Email: [randy.cargill@prioritydispatch.com](mailto:randy.cargill@prioritydispatch.com)

- Company history/ownership:**

Jeff Thomas is the second-generation owner of Priority Dispatch. Throughout Jeff's tenure as President, the company's growth has included additional delivery centers and an updated business model.

	<p>For over 40 years, Priority, founded in 1973, has been recognized throughout the Mid-West as a leader in delivery and logistics services. Year after year, Priority has provided affordable, reliable solutions for businesses that require deliveries on time, every time. Currently, Priority is comprised of over 90 Associates and 850 Independent Contractors. Today, delivery centers are located in: Cincinnati, Dayton, Columbus, Cleveland, and Toledo, OH; Lexington KY; two areas in Michigan, which include Livonia and Grand Rapids; Chicago, Illinois.</p> <p>Priority’s goal is to earn our customers confidence, trust and loyalty. Our <u><a href="#">Priority360 Delivery Event Management System™</a></u> aims to satisfy our customers’ most critical delivery needs. We are willing to provide personalized services through our highly valued, differentiated “customer experience” that includes increase security, state-of-the-art technology, and real-time results.</p> <p>By remaining committed to improving procedures, standardizing processes, and creating a quality Strategic Initiative, Jeff has attained a successful second-generation transition. PDI remains competitive by focusing on quality and price differentials. Its business model has expanded from a regional presence to national by leveraging capacity and its existing customer base. Please view Priority’s website for more information about <b>our company:</b> <a href="http://www.prioritydispatch.com">www.prioritydispatch.com</a></p>
<ul style="list-style-type: none"> <li>• <b>Federal Tax ID Number:</b></li> </ul>	31-0829596
<ul style="list-style-type: none"> <li>• <b>Year Incorporated:</b></li> </ul>	1973; State of Ohio
<ul style="list-style-type: none"> <li>• <b>Hours of Operation:</b></li> </ul>	<ul style="list-style-type: none"> <li>• Corporate and Delivery Center offices are staffed Mon - Fri, 7:00 a.m. - 5:00 p.m. Both Corporate and Delivery Center locations are staffed with third shift warehouse supervisors five nights a week. <ul style="list-style-type: none"> <li>○ Delivery Center General Managers and Schedule Supervisors are on-site at each Delivery Center and are available during regular business operating hours.</li> </ul> </li> <li>• After Hours: Priority maintains a 24/7 Customer Support Department. Customers may reach our Dispatchers by calling 800-817-4844 anytime, day or night, each day of the year. <ul style="list-style-type: none"> <li>○ 24/7 Customer Support will provide all specified order entry services along with facilitating on-demand requests.</li> <li>○ On-line order entry is also available 24/7/365 at <a href="http://www.prioritydispatch.com">www.prioritydispatch.com</a></li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>Operating Authorities:</b></li> </ul>	<ul style="list-style-type: none"> <li>• US DOT 286467</li> <li>• MC MC142135</li> <li>• PUCO 011017-P</li> </ul>
<b>Driver Training</b>	All Independent Contractor/Drivers (IC’s) are: <ol style="list-style-type: none"> <li>1. Uniformed</li> <li>2. Drug Screened</li> <li>3. Criminal Background Checked</li> </ol>



4. MVR Verified
5. Trained according to customer specifications
6. Professional
7. Experienced
8. Groomed To Meet Customer Expectations

It is well-known that Priority IC's are held to the highest standards in the courier industry. Independent Contractors who contract with Priority participate in orientation programs and are expected to provide pick-up and delivery service of time-sensitive documents, small parcels, and shipments, while adhering to company policies and procedures.

#### Principal Duties and Responsibilities:

1. Provide pick-up and delivery service of time-sensitive documents and shipments for Priority's customers, as directed by the Dispatcher.
2. Provide pick-up and delivery service to meet or exceed customer delivery requirements considering traffic regulations and driving conditions.
3. Ensure that all shipments are delivered safely and to the correct customer.
4. Report all customer complaints, dissatisfaction or unusual happenings, and breach of security to immediate supervisor.
5. Report to the Dispatcher when unable to meet the customer's delivery requirements as defined by the Dispatcher.
6. Manifest and maintain adequate delivery records for pick-ups and deliveries.
7. Represent Priority Dispatch and customers in a professional manner and project positive company image at all times.
8. Attendance of monthly contractor meetings as scheduled by Schedule Supervisor and Account Management Team.

#### Standards of Performance:

1. All deliveries are completed within committed delivery times as directed by the Dispatcher.
2. Adherence to policies and procedures as outlined in the Independent Contractor Operating Procedures Manual.

#### Relationships:

Independent Contractors/Drivers sign a contractual agreement which defines expected best practices as well as a code of conduct. All Drivers are requested to look and act professionally at all times while on duty. Drivers are to follow all policies and procedures that may be expected by the customer, such as:

1. Drivers are to be in full uniform. Uniform should be in good condition and clean. The uniform should match other drivers' uniforms, and be an approved Priority Dispatch uniform.
2. Courier Photo ID Name Badge should be worn at all times.
3. Drivers should have good hygiene standards. Strong odors from cigarette, cigar smoke or cologne are not acceptable.
4. Hats should only be Priority approved hats that match the uniform.
5. Drugs or alcohol are absolutely forbidden.
6. Never argue with the customer. If an issue occurs that needs immediate attention the driver should contact a supervisor.
7. Inappropriate language is unacceptable.
8. Never touch a customer unless it is in the appropriate business gestures such as a hand-shake.
9. Never leave Items being delivered or returned unattended at any time.
10. Be helpful to the customers. Take the extra step to make the customer happy.
11. Speak clearly and make eye contact when talking to the staff at any location.
12. Do not complain. This could be grounds for removal from the route or termination.
13. Do not share information about facilities with other facilities. This is a HIPAA violation and can be punishable by fines and or imprisonment.
14. Don't park in restricted areas such as Handicap, resident, ambulance, doctors, employee of the months, etc. parking spots, or fire lanes.
15. Drive slowly in the facility parking lots.
16. No loud music is to be played while on the customers' premises.
17. Keep equipment, supplies in good condition.

**Criminal Background Check** – Independent Contractors are responsible for providing their criminal background check originated in the county in which they reside. If they are unable to comply, then Priority Dispatch requires them to sign a Background Release Form.

**BWC** – Priority requests that Independent Contractors file an application for Workers' Compensation Coverage.

**Insurance** – Priority Dispatch, Inc. maintains the highest levels of insurance compliance. We will be happy to provide you with the necessary insurance documentation should you require it.

**Contractor Orientation** – IC's servicing medical/specialty customers will receive educational information specific to their routes and requirements of the customer.

Part of the initial Orientation process for all Independent Contractors includes Security/Safety. The Safety Education program consists of the items listed below (a complete manual is available upon request). Our Independent Contractor Coordinators review this program with all Independent Contractors on an ongoing basis. Each IC is required to sign off on the program prior to driving for Priority Dispatch.

1. Safety Objectives
2. Basic Features of the Program
3. Safety Director
4. Insurance Review Board
5. Supervisors
6. Sales and Office Personnel
7. Independent Contractor Vehicles
8. Driver Qualifications
9. Driver Processing
10. Driver Training
11. Commercial Driver's License
12. Existing Drivers
13. Safe Driving Incentive Program
14. Drug and Alcohol Policy
15. Vehicle Inspection
16. Vehicle Maintenance

**Uniform:** PDI has in place a uniform policy for its drivers that make them easily identifiable for our customers. All drivers are issued a red Priority logo uniform shirt; shirts must be worn with black pants and black or brown footwear.

- Uniforms should be clean and pressed at all times with no rips, tears, or patches.
- Footwear should be free of mud, dirt, and/or snow prior to entering any delivery location.
- Long hair is permitted, but must be tied back or otherwise pulled back from the face.
- Each IC shall be clean and well-groomed.
- Each IC shall at all times possess and use competent English verbal and written communication skills.
- Baseball caps with the Priority logo only may be worn.
- No IC shall wear sunglasses inside delivery locations.

**ID Badges:** Drivers are required to wear ID badges, making them easily recognizable. ID badges are standardized, and they clearly identify the driver with a photo ID, their name and Driver Number. IC's must have identification with them at all times.



**Priority**

INDEPENDENT  
CONTRACTOR  
John L. Smith

#12345



Uniform and ID Badges are discussed with potential Contractors at several different points in the contracting process.

- Phone Interview – start-up fees/ancillary costs are explained
- Independent Contractor Agreement – signed by Contractor each year includes Uniform/Badge requirements based on the customer specifications
- A separate form is presented with details about Uniforms – must be signed by Contractor showing that he/she understands
- Uniforms and ID Badges – both are integral elements of the Field Audit
- Uniform Shirts – must be purchased prior to scheduled route assignment(s)

#### **Independent Contractor Field Audit:**

The purpose here is to systematically audit Independent Contractors to ensure that they meet and/or exceed the professionalism, security, and quality standards prescribed by Priority and our customers.

- All IC's will participate in the Independent Contractor Field Audit (ICFA) process.
- An ICFA will be completed for each IC on a semiannual basis.
- The ICFA is to be conducted on a random basis and the IC is not to receive any notice prior to his/her audit.
- The IC Contracting Coordinator will be responsible for managing the ICFA process at the delivery center level. The Corporate Compliance Auditor will be responsible for verifying compliance by delivery center personnel.
- The IC Contracting Coordinator will schedule and/or coordinate the completion of the ICFA with the appropriate personnel to ensure completion.
- A copy of each completed ICFA will be forwarded to the Corporate Compliance Manager, Operations Manager, and IC.
- If the Corporate Compliance Manager determines that a delivery center is not complying with the ICFA process, he/she will forward a written complaint, detailing the areas of non-compliance, to the IC Contracting Coordinator, the Director of Key Accounts, the Schedule Supervisor, and the Operations Manager of the affected city.
- Any IC not meeting the security requirements of the ICFA must be immediately removed from his/her route. The individual conducting the audit must be prepared to continue the route so that we limit the impact to our customer.
- Each Delivery Center is required to complete a minimum number of audits per week.

- Priority has instituted an orderly examination of the above requirements to determine if an IC has met all criteria.

Below is an Agenda that is followed to certify Independent Contractors on the transportation of biological and biohazard materials. (Full educational documents and Power Point OSHA presentations, can be provided upon request.)

- a. OSHA Requirements – Bloodborne Pathogens
  - a. How to identify Bloodborne Pathogens
  - b. Understanding how diseases are transmitted
  - c. How to protect yourself
  - d. How to respond appropriately
  - e. Understanding your rights to medical evaluations
- b. DOT Requirements
  - a. Guidelines for the Safe Transport of Infectious Substances
- c. HIPAA
  - a. Definitions
  - b. Independent and Sub-Contractor Violation Levels with Disciplinary Action
- d. Safety Awareness
- e. Packaging
- f. Freight Security
- g. Emergency Response
- h. Exposure Control Plan

Currently, Priority provides in-house course-work for DOT, Hazardous Material & Infectious Substance Control Handling; OSHA, Blood Borne Pathogens, Workplace Violence, Emergency Communication, HIPAA as well as other required governmental education via our Compliance Manager and local Safety Champions. In addition, this same team provides customer specific presentations to cater to customer requirements. We have designed the presentations, determined the best methods of educating, and created proficiencies that are subject to the customer's input and approval.

Presentations are provided by a live presenter and/or a self-serve feature. We utilize PowerPoint and Video presentations, handouts, plus testing of reviewed material. **All testing and acknowledgement of materials by the Independent Contractor is filed according to Contractor name and date of compliance fulfillment for both governmental and customer-specific education requirements.**

Added detail of subject matter, includes:

- Uniform Requirements, per customer request
- Delivery & handling of pumps & coolers: both transporting & returning
- Delivery vehicle requirements: security, climate control
- Delivery driver expectations: professionalism, driver protocol





	<ul style="list-style-type: none"> <li>• Delivery routine route procedures: customer expectations; facility check-in; tote/package drop off &amp; returns</li> <li>• Delivery STAT expectations (if this a requirement, training is customer specific): verification of training; verification of forms/data collections (customer specific) STAT log; notification of estimated time of arrival, which includes signature verification upon delivery (if required); Infection control; hand hygiene, IV pumps, Contagious disease, universal precautions, HEP B exposure</li> <li>• Reporting (reporting requirements are customer specific): handling, responsibility &amp; maintenance of any electronic reporting device, if required; and, if utilized controlled &amp; non-controlled handling of totes (procedures) &amp; grouping (procedures)</li> </ul> <p><b>Compliance orientation requirements:</b></p> <p><i>As mentioned above, Priority maintains strict compliance guidelines. Prior to contracting with an independent driver, Motor Vehicle Records and a valid Driver's License are verified in order for them to become an approved vendor. During the orientation process, safety, vehicle and parcel security are reviewed. (At a minimum of twice a year, Field Audits are performed verifying vehicle security, professionalism and business practices.</i></p> <ul style="list-style-type: none"> <li>➤ Internal processes for HAZMAT approval/certification are in place in each of our Delivery Centers</li> <li>➤ Each Delivery Center has on staff an OSHA Champion who is certified to train on HAZMAT and all other OSHA guidelines.</li> <li>➤ Each driver will be certified in their understanding and execution of Delivery processes and customer procedures and policies prior to being assigned a route.</li> </ul> <p>Field audits are performed three times in the first 10 weeks and twice a year there after to ensure drivers are in compliance with both the customer and Priority's Policy and Procedures.</p>
<p><b>Driver Communication</b></p>	<p>Communication in the field among local operations, 24/7 customer support and independent contractors can occur in three primary ways:</p> <ul style="list-style-type: none"> <li>• <i>2-way direct-connect Nextel radios</i> – All independent contractors are provided Nextel radios and this is the most widely used method of communication.</li> <li>• <i>Telephone</i> – Most Independent contractors carry personal cell phones. All telephone numbers are listed in the operations database and can be easily referenced.</li> <li>• <i>Email/Text Message</i> – More often independent contractors utilize some sort of smart-phone as their personal cell phone. Important information can easily be sent via email or text message.</li> </ul>



## Contingency

**Contingency Process:** Priority's Independent Contractor (IC) Drivers are held to the highest standards in the courier industry. All IC's participate in Orientation programs which address problems that may be encountered in the field.

The following lists the Contingency Plans for potential failures; these are part of the contingencies documented in the Independent Contractor Orientation Handbook:

- If an Independent Contractor (IC) cannot make his/her commitment, they must contact the appropriate Dispatcher to cover the delivery run
- The Dispatcher then determines the appropriate substitute IC to cover the delivery;
- Priority has on staff relief ICs whose primary responsibility is to service any route in the event of emergency or unscheduled absences
- Our detailed route documentation and cross-training allow our ICs to service our customer's routes within the specified time restraints
- In the event of an issue occurring in the field, the first order of business for the IC is to contact 24/7 Dispatch

Priority's contingency processes in place are dedicated to alleviating service ramifications due to over-capacity, seasonal demands/vacations or customer variances. Independent contractors can be reached in a variety of ways including: telephone, text messaging, email, and Nextel radio. Because some of the operations occur during standard business hours, each delivery center will manage their market independently. During non-standard business hours, the 24/7 Customer Support departments will manage and administer any changes, delays and or problems which may arise "after hours." All managed occurrences during "normal" and "after hours", may include traffic, accidents, vehicle breakdown, and weather. Delivery Center management includes:

- Each Delivery Center is to maintain individual escalation procedures and driver back-up contingency plans which available to all personnel at all hours.
- Corporate HR and IC Contracting Coordinators maintain a weekly forecast which includes up-to-date reports on total driver count along with requests for new services (driver contracting).
- 24/7 Customer Support determines driver resource strength; an "availability checklist" is maintained to overcome driver shortages.
- Schedule Supervisors remain in the "driver contracting" and "driver availability" loop by communicating resource needs and current schedules of drivers who are on-call and available.

- For any immediate driver shortages, 24/7 departments call upon IC's who are not scheduled but willing to cover shifts/shortages by coming in early or staying late.
- All drivers maintain communication devices which allow for full "fleet" alerts. Direct-connect communication is maintained between 24/7 and available drivers.
- Route drivers may cover for STAT drivers on an emergency basis, and vice versa.
- Priority will provide the driver with "extra incentive" in order to accommodate seasonal or other unplanned surges. Detailed account specific historical transaction data is used to forecast demand.

**Replacement personnel:** Should the need arise; Priority Dispatch utilizes a network of Independent Contractors throughout the State of Ohio. These contractors are performing work for many customers in several capacities at different times each day. This means that Priority Dispatch can avail itself of a very flexible work force to assist standard scheduled route drivers when required (see Contingency Process). A complete independent Contractor database is maintained through an internal SharePoint portal.

**Communication:** It is Standard Operating Procedure for Priority Dispatch to maintain up-to-date communication concerning all deliveries and emergency situations. Should there be a situation where our technology systems go down and customers are affected, they are notified immediately of all emergency situations and late deliveries. After assessing situations that may involve any type of delay, PDI's built-in processes include:

- Notification to affected customer personnel, and any of its subsidiaries, of the delay.
- Provide an Estimated Time of Delivery (ETA), in the event the delivery cannot be performed immediately.
- 24/7 Dispatch (800-906-6761) will remain in contact with PDI Independent Contractor (IC) on duty.

Our goal is to consistently communicate and update our customers with the correct status of our delivery operations at all times.



**Delivery equipment & technology.**

Priority is known for its ongoing commitment to continuous improvement. Your priority becomes our priority the moment an order is placed with us. We keep you informed of the delivery process every step of the way with our industry-leading integrated services and solutions. Our proprietary courier software has given us a formula to serve you with highly secure and tightly controlled operational excellence. At Priority, excellence is never an accident; it is always the result of our high intention, determined effort and skilled execution.

- **Systems Set-Up:** We will create a seamless system, specific to your needs that enable an efficient approach to managing your account specifications.



- **Event Tracking Assistant (ETA™), Communication and Technology:** You will always know where your shipments are. Our network management solution offers state-of-the-art, real-time tracking, and documented information, accessible and retrievable by you 24/7/365.
- **Secure and Controlled:** Layers of security and business continuity practices ensure that parcels are accounted for in real time across the entire supply chain.
- **Full Technology Benefits:** We will give you the most current available shipment information and audit trails through one simple, yet secure website.
- We maintain a staff of **Microsoft Certified Professionals** in our IT Department, and we encourage their participation in continuous education initiatives in order to maintain their edge.
- We continuously look for ways to improve our internal **Share Point System**, our layers of security and our **business continuity** practices so that our company remains at the forefront of our industry.
- We partner with our customers to gather their requirements and to provide **custom technology solutions** that fulfill their needs while leveraging best practices.