

RML

RICH MANAGEMENT LOGISTICS EMPLOYEE HANDBOOK

California Operations

Effective Date: August 18, 2026

Version 1.0

Palmdale, California

Safety • Reliability • Accountability • Development • Excellence

This handbook is an internal Rich Management Logistics policy document. It does not create a contract of employment and does not alter California at-will employment. RML may revise policies as business, client, or legal requirements change. Employees will be notified of material changes as appropriate.

Welcome to Rich Management Logistics

Welcome to Rich Management Logistics ("RML" or the "Company"). Our goal is to build a professional last-mile delivery organization where safety, reliability, accountability, employee development, and high-quality service reinforce one another every day.

RML is your employer. The customer for whom RML performs delivery services is referred to throughout this handbook as the "Client." RML employees are not employees of the Client and may not represent themselves as speaking for or on behalf of the Client.

This handbook applies to RML employees working in California unless a policy states otherwise. Certain policies apply specifically to Delivery Associates, drivers, dispatchers, employees who enter Client facilities, or employees who operate commercial or regulated vehicles.

Questions, complaints, requests for accommodation, leave questions, and HR disputes should be directed to:

Donald Fields - Human Resources / Executive Management
df@richrnb.com

RML will administer this handbook consistently with applicable federal, California, and local law. If a policy conflicts with controlling law, the law will govern and the policy will be administered or revised accordingly.

Contents

- 1. Handbook Purpose and Employment Relationship
- 2. Equal Employment Opportunity, Respectful Workplace, and Anti-Harassment
- 3. Hiring, Onboarding, Eligibility, and Employee Records
- 4. Employment Classifications, Workweek, and Alternative Workweek
- 5. Timekeeping, Payroll, Overtime, and Wage Practices
- 6. Meal Periods, Rest Periods, and Lactation Accommodation
- 7. Attendance and Reliability Point System
- 8. Scheduling, Call-Outs, Backup Assignments, and Voluntary Time Off
- 9. Compensation, Incentives, and Business Expenses
- 10. PTO / Vacation Policy
- 11. California Paid Sick Leave
- 12. Health, Retirement, and Other Benefits
- 13. Leaves of Absence and Reasonable Accommodation
- 14. Standards of Conduct, Ethics, Confidentiality, and Social Media
- 15. Uniforms, Company Property, Devices, and Data Security
- 16. Safety, IIPP, Workplace Violence Prevention, and Heat Illness Prevention
- 17. Driving Standards, Vehicle Safety, DVIC, and Telematics
- 18. Delivery Operations, Customer Service, and Route Support
- 19. Accidents, Incidents, Injuries, and Drug / Alcohol Testing
- 20. Performance Management, Coaching, Client Eligibility, and Corrective Action
- 21. Complaint Reporting, Non-Retaliation, and Employee Rights
- 22. Separation of Employment and Final Pay
- 23. Handbook Administration
- Appendix A - Attendance Point Table
- Appendix B - Leave and Benefit Quick Reference
- Appendix C - Safety and Driver Quick Reference
- Appendix D - Compliance Source Map

- Employee Acknowledgment

1. Handbook Purpose and Employment Relationship

1.1 Purpose

The handbook establishes RML standards for employee conduct, attendance, compensation practices, paid leave, safety, delivery operations, Client-facing requirements, and California workplace compliance. Employees are expected to read the handbook, ask questions when anything is unclear, and follow all policies that apply to their positions.

The Client operations guidance recommends that delivery-service employers maintain a handbook containing, at minimum, policies required by program requirements and applicable federal, state, and local law. RML has incorporated employee-relevant operational and compliance requirements into this handbook.

1.2 At-Will Employment

Employment with RML is at will. This means either the employee or RML may end the employment relationship at any time, with or without advance notice and with or without cause, subject to applicable law. Nothing in this handbook, an oral statement, a performance review, an introductory period, or a work schedule creates a promise of employment for a specific duration.

Only a written agreement signed by the Chief Executive Officer that expressly changes the at-will relationship may modify this policy.

1.3 60-Day Introductory Period

The first 60 calendar days of employment are an introductory period used to evaluate attendance, safety, reliability, training progress, performance, conduct, and overall fit. Successful completion does not guarantee continued employment and does not change at-will status.

1.4 Client Relationship

- RML is the employee's sole employer for payroll, supervision, discipline, scheduling, benefits, leave administration, and employment decisions.
- Employees may interact with Client personnel, facilities, systems, policies, and technology while performing RML work.
- Employees must not state or imply that they are Client employees, spokespersons, or authorized representatives.
- Client eligibility standards may determine whether an employee may perform Client delivery services. RML retains responsibility for employment decisions and will administer them consistent with applicable law.

2. Equal Employment Opportunity, Respectful Workplace, and Anti-Harassment

2.1 Equal Employment Opportunity

RML is an Equal Opportunity Employer. Employment decisions are made without unlawful discrimination based on race, color, religion, religious creed, national origin, ancestry, citizenship, sex, pregnancy, childbirth or related medical conditions, gender, gender identity, gender expression, sexual orientation, age, physical or mental disability, medical condition, genetic information, marital status,

military or veteran status, reproductive health decisionmaking, lawful off-duty conduct where protected, or any other status protected by applicable law.

RML provides equal opportunity in recruitment, hiring, assignment, training, compensation, promotion, benefits, discipline, and separation.

2.2 Anti-Harassment and Anti-Abuse

RML prohibits unlawful harassment, sexual harassment, bullying that violates law or Company policy, violence, abuse, threats, coercion, intimidation, and retaliation. The prohibition applies to conduct by employees, supervisors, managers, customers, vendors, contractors, Client personnel, and other third parties encountered through work.

Prohibited harassment can be verbal, visual, physical, sexual, electronic, or based on a protected characteristic. Employees should report concerns promptly even if the conduct is not directed at them.

2.3 Reporting Harassment, Discrimination, or Retaliation

Employees may report concerns directly to Donald Fields at df@richrnb.com. Employees are not required to report a concern to a supervisor who is involved in the conduct. Supervisors who receive or observe a potential complaint must immediately escalate it to HR/Executive Management.

RML will review complaints promptly and as impartially and confidentially as reasonably possible. Employees are expected to cooperate in investigations. Retaliation against anyone who makes a good-faith complaint, participates in an investigation, requests an accommodation, uses protected leave, or exercises a workplace right is prohibited.

2.4 Harassment Prevention Training

RML will provide harassment-prevention training as required by California law and Client/site requirements. Employees and supervisors must complete assigned training within required timeframes and cooperate with retraining when directed.

3. Hiring, Onboarding, Eligibility, and Employee Records

3.1 Conditional Offers and Pre-Employment Requirements

Positions involving delivery services are generally offered conditionally. Before an employee may perform Client delivery work, RML may require completion of applicable criminal background screening, motor vehicle record review, driver's license verification, drug screening, Client onboarding, training, and other lawful eligibility requirements.

RML follows California Fair Chance requirements when considering criminal history. Where applicable, criminal-history information is considered only after a conditional offer and through the legally required individualized process.

3.2 Driver Eligibility

- Delivery drivers must meet the minimum age and license requirements applicable to the service type and vehicle they operate.
- Drivers must maintain a valid driver's license and immediately report suspension, restriction, expiration, or other loss of driving privilege.
- Motor vehicle record checks may be required initially and on an ongoing basis as permitted by law.
- DOT-regulated drivers must maintain all required medical, qualification, inspection, hours-of-service, and other regulatory documentation.

3.3 Onboarding Email and Account Security

Employees who require Client delivery-system access must use a unique work email account that is not already associated with a personal Client customer account or another delivery-service employer account when the onboarding system requires it. Employees must monitor the account because onboarding, background-screening, training, and eligibility communications may be sent there.

3.4 Required New-Hire Documents

Employees must timely complete all legally and operationally required documents, including Form I-9, tax forms, payroll enrollment, privacy notices, Company policies, and any standalone confidentiality, consent, or dispute-resolution agreements required for the position. Separate agreements are not incorporated into this handbook and control according to their own terms.

3.5 Employee Privacy Notice

RML provides employees a separate privacy notice describing personal information collected, purposes of use, disclosures, security, retention, and applicable California privacy rights. Employees must keep their contact, emergency, tax, direct-deposit, license, and other employment information current.

4. Employment Classifications, Workweek, and Alternative Workweek

4.1 Employment Classifications

- **Full-Time:** regularly scheduled at a level designated by RML as full time. For health-plan eligibility, plan documents and applicable Client program standards govern; delivery employees averaging 30 or more hours per week may be benefit-eligible as described later in this handbook.
- **Part-Time:** regularly scheduled below RML's full-time standard. Part-time employees receive legally required benefits and any additional benefits expressly provided by plan documents.
- **Nonexempt:** entitled to overtime and meal/rest protections under applicable law. Delivery Associates, drivers, helpers, and similar delivery personnel are treated as hourly nonexempt employees.
- **Exempt:** only positions that satisfy applicable exemption requirements will be treated as exempt.

4.2 Workweek and Workday

RML's payroll workweek begins Monday at 12:00 a.m. and ends Sunday at 11:59 p.m. Unless RML designates otherwise in writing for a lawful reason, the workday is 12:00 a.m. through 11:59 p.m.

4.3 California Alternative Workweek Schedule

RML has adopted a California Alternative Workweek Schedule (AWS) for affected work units through the legally required process. Employees assigned to a valid AWS may be scheduled for up to 10 hours in a workday within a 40-hour workweek without daily overtime for the regularly scheduled AWS hours.

Overtime remains payable when required by the applicable Wage Order and law, including work beyond the adopted schedule, work beyond 40 hours in the workweek, work beyond applicable daily thresholds, or work on additional days where overtime rules apply. Employees not assigned to a valid AWS remain subject to ordinary California daily and weekly overtime rules.

Employees may not voluntarily work outside their schedule, start early, stay late, or perform off-the-clock work without authorization. RML will pay all hours actually worked, whether authorized or not, and may address unauthorized work through coaching or discipline.

5. Timekeeping, Payroll, Overtime, and Wage Practices

5.1 Accurate Timekeeping

RML's payroll/timekeeping system is the official record of hours worked. Employees must personally and accurately record all work time. The Client Delivery Application is not a substitute for RML payroll records.

Compensable work includes, as applicable, startup meetings, required training, vehicle inspections, loading, delivery work, dispatch duties, required travel between Company/Client work locations, return-to-station activities, equipment return, required paperwork, and other Company-directed work.

- Clock in before performing any work-related task.
- Clock out only after all work is complete.
- Record meal periods accurately and do not perform work while clocked out.
- Immediately report missed punches or errors. Never falsify, alter, or ask another person to alter time records improperly.
- Managers may not direct employees to work off the clock.

5.2 Weekly Pay

RML pays employees weekly on the Company's designated payday. Wage statements will identify hours, rates, deductions, and other information required by law. Employees should promptly report payroll discrepancies to df@richrnb.com.

5.3 Overtime

Nonexempt employees receive overtime according to California and federal law and any valid AWS that applies to their work unit. RML calculates overtime using the employee's regular rate of pay, including nondiscretionary compensation that must legally be included in that rate.

5.4 Maximum Working-Hour Safety Standards

Except where a lawful emergency or other permitted exception applies, RML schedules employees to comply with Client program and safety standards that generally limit work to no more than 60 hours in a rolling seven-day period, no more than 12 working hours in a day, at least one day off in each rolling seven-day period, and at least 10 hours of rest between shifts. More protective legal requirements will control.

5.5 Wage Deductions

RML will make only lawful deductions. Wage deductions will not be used as discipline. Employees will not be charged through payroll for ordinary non-mandatory operating items such as Company uniforms, Company-required phones, fuel, or similar operating costs where such deductions are prohibited by Client standards or law.

6. Meal Periods, Rest Periods, and Lactation Accommodation

6.1 Meal Periods

Nonexempt employees working more than five hours in a workday must receive a duty-free 30-minute meal period no later than the end of the fifth hour of work, unless a lawful waiver applies. Employees working more than 10 hours in a workday must receive a second duty-free 30-minute meal period no later than the end of the tenth hour, subject to lawful waiver rules.

Employees must be relieved of all duty during an unpaid meal period. RML does not require employees to remain on duty, monitor a device, answer dispatch messages, drive, load, deliver, or perform other work while clocked out for a meal period.

6.2 Rest Periods

RML authorizes and permits paid rest periods consistent with California law. At minimum, eligible nonexempt employees receive a net 10-minute paid rest period for each four-hour work period or major fraction thereof. RML's typical delivery route planning provides two 15-minute paid rest breaks during a standard 10-hour paid service day, which is more generous than the minimum 10-minute rest-period length.

Employees should take rest periods near the middle of each work period when practical and may not be required or pressured to skip them. Employees must promptly report any missed, interrupted, or discouraged meal or rest period.

6.3 Lactation Accommodation

RML provides reasonable break time and access to a compliant private location, other than a bathroom, that is close to the work area, shielded from view, and free from intrusion for employees who need to express breast milk. Employees should contact HR to arrange an appropriate location and schedule.

7. Attendance and Reliability Point System

7.1 Attendance Standard

Reliable attendance is an essential function of most RML positions because routes, vehicles, staffing, and Client commitments are scheduled in advance. Employees are expected to report on time, in required attire, with required credentials, and ready to work.

7.2 Call-Out Procedure

For foreseeable non-emergency absences or lateness, employees must notify RML as early as possible and ordinarily no later than two hours before the scheduled start time. For sudden illness, emergency, protected leave, or other unforeseeable circumstances, notice must be provided as soon as practical. Employees must use the Company-designated call-out method and communicate directly with a supervisor/dispatcher unless circumstances make that impossible.

7.3 Point System

Attendance points are used only for unprotected, unapproved attendance events. RML will review protected sick leave, disability/pregnancy accommodation, workers' compensation, legally protected leaves, jury/witness obligations, military leave, qualifying victim leave, and other protected absences before assessing points.

Event	Points	Standard
Tardy 6-30 minutes	0.5	Unprotected lateness after a 5-minute grace period.
Tardy more than 30 minutes or unauthorized early departure more than 30 minutes	1.0	Unless protected or approved.

Event	Points	Standard
Unscheduled full/partial-day absence with proper notice	1.0	Only if absence is not protected and no approved leave/PTO applies.
Failure to follow call-out procedure / notice after shift start	2.0	Subject to emergency and protected-leave exceptions.
No-call/no-show for a scheduled shift	3.0	No meaningful notice during the shift and no protected reason established.

7.4 Corrective-Action Thresholds

Rolling 180-Day Points	Typical Action
0-2.5	Coaching / attendance counseling as appropriate.
3.0	Documented attendance coaching.
4.0	Written warning.
5.0	Final written warning.
6.0 or more	Separation review; termination is not automatic and HR will review circumstances.

Points generally expire 180 days after the event. During the 60-day introductory period, three or more unprotected attendance points may trigger an earlier employment review. Nothing in this point system changes at-will employment or prevents RML from imposing different discipline for serious misconduct.

Two consecutive no-call/no-show shifts may be treated as potential job abandonment after RML makes reasonable efforts to determine whether a protected reason, emergency, or other circumstance applies.

7.5 No Points for Protected Sick Leave

RML will not assess attendance points, deny advancement, reduce hours as punishment, or otherwise retaliate against an employee for lawful use of accrued California paid sick leave or another protected leave.

8. Scheduling, Call-Outs, Backup Assignments, and Voluntary Time Off

8.1 Scheduling

Delivery operations may run seven days per week. Workdays, route assignments, start times, dispatch times, delivery areas, and end times may change based on volume, Client needs, traffic, weather, staffing, safety, and other operational conditions. No employee is guaranteed a particular route, delivery area, vehicle, schedule, or route completion time unless required by law or a written accommodation.

8.2 Backup / On-Call Assignments

RML may designate backup employees to protect against call-outs or unexpected volume. If RML requires an employee to report to a work location, all compensable waiting or work time must be recorded and paid, and RML will comply with applicable California reporting-time rules.

8.3 Voluntary Time Off (VTO)

When staffing exceeds operational need, RML may offer voluntary unpaid time off. VTO is voluntary unless a lawful schedule reduction is separately communicated. Employees should not clock out until released by management.

8.4 Shift Changes

Shift swaps, schedule changes, and additional work must be approved and documented. Employees may not work another employee's shift or transfer responsibilities without approval, because rostering, Client eligibility, driving-hour limits, overtime, and vehicle assignments may be affected.

9. Compensation, Incentives, and Business Expenses

9.1 Hourly Compensation

Nonexempt employees are paid hourly for all hours worked. Individual wage rates are established in offer letters, wage notices, promotion notices, or other written compensation records and may vary by role, experience, location, or lawful business factors.

9.2 Monthly Bonus and Annual Profit Share

RML may offer monthly performance bonuses and annual profit-sharing opportunities. These programs are discretionary unless a separate written plan states otherwise. Eligibility, metrics, amounts, timing, and continued availability are governed by the applicable plan document and may be changed or discontinued prospectively, subject to applicable law. Nothing in this handbook guarantees a bonus or profit-share payment.

9.3 Expense Reimbursement

RML reimburses necessary business expenses as required by California law and Company policy. Employees must follow expense-approval and documentation procedures. Company-provided delivery devices, vehicles, fuel programs, and equipment should be used when provided.

9.4 Tips

Any tips legally belonging to employees will be distributed to employees and will not be used to offset base wages.

10. PTO / Vacation Policy

10.1 Eligibility

RML provides a PTO/Vacation bank to all Delivery Associates, drivers, helpers, employees primarily engaged in delivery work, and all other full-time RML employees. Part-time non-delivery employees receive PTO only if provided by a written benefit plan or required by law.

10.2 Accrual

PTO/Vacation accrues beginning on the first day of employment at a rate of 0.04 hours for each hour worked, including regular and overtime hours. Accrued PTO becomes available for use after completion

of the employee's first payroll cycle. For employees whose pay classification does not track hourly work in the same manner, RML will administer an equivalent accrual through payroll consistent with applicable law and plan rules.

10.3 Accrual Cap and Carryover

PTO/Vacation carries over from year to year. The accrual cap is 120 hours. When an employee reaches 120 accrued hours, additional accrual pauses until the balance falls below the cap. There is no use-it-or-lose-it forfeiture of earned California vacation/PTO.

10.4 Requesting PTO

Foreseeable PTO should ordinarily be requested at least 14 calendar days in advance. Approval depends on staffing, previously approved requests, peak volume, safety, Client commitments, and business needs. Employees should not make nonrefundable travel commitments before PTO is approved. RML will consider emergency and unusual circumstances individually.

Absent an approved exception, requests for more than five consecutive scheduled workdays may require executive approval. RML will not apply advance-notice rules in a way that interferes with legally protected leave or California paid sick leave.

10.5 PTO at Separation

Earned and unused PTO/Vacation is paid out at separation at the employee's applicable final rate as required by California law. PTO/Vacation cannot be forfeited because employment ends.

11. California Paid Sick Leave

11.1 Accrual and Eligibility to Use

California Paid Sick Leave is maintained as a separate bank from RML PTO/Vacation. Eligible employees accrue paid sick leave from the first day of employment at a rate of one hour for every 30 hours worked. RML allows employees to begin using accrued paid sick leave after 60 calendar days of employment, which is earlier than the 90-day use date permitted under California law.

11.2 Annual Use Amount

During each employee anniversary year, RML permits use of at least 40 hours or five regular workdays of accrued paid sick leave, whichever is greater. For example, an employee whose regular workday is 10 hours may use at least 50 hours in the year if accrued.

11.3 Accrual Cap and Carryover

Accrued sick leave carries over from year to year. The accrual cap is 80 hours or 10 regular workdays, whichever is greater. For an employee whose regular workday is 10 hours, the cap will therefore be at least 100 hours. Accrual pauses at the applicable cap and resumes when the balance falls below it.

11.4 Permitted Uses

Accrued sick leave may be used for purposes protected by California law, including diagnosis, care, treatment, or preventive care for the employee or a covered family member/designated person; certain jury, subpoena, court, or crime-related proceedings; and qualifying purposes related to acts of violence, including safety planning and obtaining services where protected by law. RML will administer any expanded statutory use that becomes applicable during the handbook period.

11.5 Notice and Documentation

If the need is foreseeable, employees should provide reasonable advance notice. If unforeseeable, notice should be given as soon as practical. RML generally will not require a medical note as a condition of using ordinary accrued statutory paid sick leave unless documentation is permitted and appropriate under applicable law for a particular leave or circumstance.

The minimum sick-leave increment is one hour. Employees are not required to find a replacement worker as a condition of using protected sick leave.

11.6 No Payout / Rehire

Unused California statutory paid sick leave is not paid out at separation unless required by an applicable plan or law. If an employee is rehired within 12 months, previously accrued unused statutory sick leave will be reinstated to the extent required by law.

12. Health, Retirement, and Other Benefits

12.1 Medical, Dental, and Vision

RML offers eligible full-time employees medical, dental, and vision benefits in accordance with governing plan documents. Delivery employees averaging at least 30 hours of service per week will be offered qualifying health coverage within the timeframe required by the Client program and applicable law. RML's intent is to complete benefits eligibility and open-enrollment activity within the first 30 days of employment, with coverage effective according to the plan documents, generally on the first day of the month following eligibility.

Plan documents, insurer rules, eligibility definitions, employee contributions, and enrollment materials control if they differ from this summary. Employees who decline coverage may be required to complete an affirmative waiver.

12.2 401(k) Retirement Plan

Eligible employees may participate in RML's 401(k) retirement plan after 90 days of employment, subject to the governing plan document and administrative rules. This handbook does not promise or guarantee an employer matching contribution. Employer contributions, if any, are governed solely by the plan and may change in accordance with the plan and law.

12.3 No Paid Holiday Policy

RML does not provide paid holidays as a separate benefit. A Client facility closure or a federal/state holiday does not create holiday pay. Employees may request available PTO/Vacation for a scheduled day off, subject to normal approval procedures. Employees who work on a holiday are paid according to ordinary wage and overtime rules unless a separate written Company policy provides otherwise.

12.4 Workers' Compensation

RML maintains workers' compensation coverage as required by California law. Employees must report work-related injuries or illnesses immediately. Workers' compensation information and required notices will be posted or provided as required.

13. Leaves of Absence and Reasonable Accommodation

13.1 General Leave Administration

RML provides legally required leaves and accommodations. Eligibility, duration, certification, benefit continuation, reinstatement, and pay status depend on the specific law and circumstances. Employees should contact df@richrnb.com as soon as they know leave or accommodation may be needed.

13.2 California Family Rights Act (CFRA)

Where applicable, eligible employees may receive up to 12 workweeks of job-protected CFRA leave for qualifying reasons, including the employee's own serious health condition, care of a covered family member with a serious health condition, new-child bonding, and qualifying military exigency. RML will determine eligibility under current California law, including service and hours requirements.

13.3 Federal FMLA

If RML and the employee meet federal Family and Medical Leave Act coverage and eligibility requirements, eligible employees may receive FMLA leave. When permitted, CFRA and FMLA may run concurrently; pregnancy disability and bonding rules can differ under California law.

13.4 Pregnancy Disability Leave and Pregnancy Accommodation

Employees disabled by pregnancy, childbirth, or a related medical condition may be eligible for Pregnancy Disability Leave and reasonable accommodation under California law. RML will engage in the interactive process and provide transfer, modified duties, leave, or other reasonable accommodation when required.

13.5 Bereavement and Reproductive Loss Leave

RML provides bereavement leave and reproductive-loss leave to eligible employees when required by California law. Employees should contact HR for eligibility, timing, documentation, and available paid-leave coordination.

13.6 Jury Duty, Witness, Crime-Victim, and Qualifying Violence Leave

RML provides protected time off for jury service, qualifying subpoenas/court appearances, and protected victim/qualifying-act-of-violence purposes as required by law. Employees may use available paid leave when permitted. Retaliation for taking protected leave is prohibited.

13.7 Military, Voting, School, Organ/Bone Marrow, and Other Statutory Leaves

RML provides military leave, voting leave, school-related leave, organ/bone-marrow donor leave, civil-air-patrol leave, and other leaves when applicable. Because employee-count and eligibility thresholds differ by law, HR will determine the applicable entitlement based on current requirements.

13.8 Disability, Religious, Pregnancy, and Other Accommodations

RML provides reasonable accommodations for qualified disabilities, sincerely held religious beliefs/practices, pregnancy-related needs, lactation, and other protected circumstances unless doing so would impose an undue hardship or create a legally recognized safety limitation.

Employees should request accommodation through df@richrnb.com. RML will engage in a timely interactive process. If an accommodation requires changes to Client resources, systems, policies, technology, or work areas, RML will coordinate with the Client through the designated accommodation process. Employees should not bypass RML and seek operational accommodation directly from Client station personnel unless instructed by RML.

14. Standards of Conduct, Ethics, Confidentiality, and Social Media

14.1 Professional Conduct

Employees must act safely, lawfully, respectfully, honestly, and professionally. Conduct that may result in discipline includes dishonesty, theft, package mishandling, falsification of records, insubordination, unsafe driving, harassment, retaliation, violence, unauthorized possession of weapons, deliberate damage, unauthorized use of property, time theft, or serious violation of Company or Client standards.

14.2 Customer and Client Confidentiality

Employees may receive customer names, addresses, access information, order information, photographs, delivery notes, contact information, or other personal data solely to perform delivery services. This information may not be copied, retained, posted, searched, discussed, photographed, or used for any personal purpose.

Client systems, policies, tools, pilot programs, operating data, technology, credentials, contact lists, and nonpublic processes are confidential. Employees may share such information internally only on a legitimate need-to-know basis and may not disclose it to family, friends, media, competitors, social media followers, or other unauthorized persons.

14.3 Social Media and Media Contacts

Employees may not post customer information, confidential delivery information, internal screenshots, access codes, passwords, package information, or nonpublic Client operations information. Employees must not answer media or public questions on behalf of the Client. Nothing in this policy prohibits legally protected discussion of wages, hours, working conditions, concerted activity, or other rights protected by law.

14.4 No Retaliation / Protected Concerted Activity

RML respects employees' lawful rights to discuss wages, hours, and working conditions, to raise workplace concerns, and to engage in protected concerted activity. Policies on confidentiality, civility, social media, and communications will not be interpreted to prohibit legally protected activity.

15. Uniforms, Company Property, Devices, and Data Security

15.1 Uniform and Appearance

Employees performing delivery work must wear the Client-approved uniform or other RML-approved professional attire required for their service type. Required high-visibility garments, identification badges, closed-toe/closed-heel footwear, and other safety apparel must be worn as directed. Employees who arrive without required uniform/safety equipment may be removed from delivery duty until compliant.

15.2 Company Property

Vehicles, keys, fuel cards, phones, chargers, delivery devices, uniforms, flashlights, safety equipment, access badges, and other Company/Client property must be protected and returned when required. Employees must immediately report lost, stolen, damaged, or malfunctioning property.

15.3 Delivery Devices

Employees must use Company-provided or Company-authorized delivery devices when required. Devices are business tools and may contain confidential information. Employees may not disable security controls, install unauthorized software, share credentials, or use another employee's account.

15.4 Monitoring and Telematics

Company and Client vehicles, applications, networks, devices, and worksites may use GPS, telematics, vehicle cameras, route data, device logs, access logs, and other monitoring technologies for safety, security, quality, compliance, and operational purposes. A separate employee privacy notice provides additional information about data practices and rights.

16. Safety, IIPP, Workplace Violence Prevention, and Heat Illness Prevention

16.1 Safety Is a Condition of Employment

Safety takes priority over speed, productivity, and package completion. Employees must stop work and notify management when they reasonably believe a vehicle, work area, delivery location, weather condition, or task presents an unsafe condition that cannot be safely controlled.

16.2 Injury and Illness Prevention Program (IIPP)

RML maintains a written Injury and Illness Prevention Program and related safety procedures. Employees must participate in required training, inspections, hazard reporting, incident investigation, and corrective-action activities. The IIPP is a separate safety program and may contain additional requirements beyond this handbook.

16.3 Workplace Violence Prevention Plan (WVPP)

RML maintains a written Workplace Violence Prevention Plan as required by California law. Employees must promptly report threats, stalking, assault, aggressive behavior, weapons, or other workplace-violence concerns. Reports may be made without fear of retaliation. Employees must complete required WVPP training and cooperate with emergency procedures and incident reviews.

16.4 Station / Yard Safety

- Follow all posted traffic controls, pedestrian pathways, yard-marshall/traffic-controller instructions, and Client-site safety rules.
- Observe the site speed limit; delivery-station yard operations generally require speeds no greater than approximately 5 mph.
- Use hazard lights, windows-down procedures, seatbelts, and vehicle-movement signals when directed.
- Do not reverse in a Client yard unless permitted and directed under the applicable safety process.
- No illegal drugs, firearms, ammunition, explosives, threats, or violence in Company/Client workplaces or vehicles.
- Smoking/vaping is prohibited inside Client facilities, around customers where prohibited, and in vehicles carrying Client packages.

16.5 Heat Illness Prevention

Delivery work can involve substantial outdoor exposure. RML provides potable water, access to shade/cool-down areas, emergency procedures, acclimatization and training as required by Cal/OSHA.

Outdoor shade must be available as required by law, including when temperatures exceed 80°F, and employees are encouraged to take preventative cool-down rest when needed. No employee will be disciplined for requesting a legally protected cool-down period.

Employees must drink water regularly, use available shade, monitor themselves and coworkers for heat illness symptoms, and immediately report dizziness, confusion, fainting, nausea, unusual weakness, or other heat-related symptoms. Emergency symptoms require prompt medical response.

17. Driving Standards, Vehicle Safety, DVIC, and Telematics

17.1 Safe Driving

- Wear a seatbelt properly whenever the vehicle is moving.
- Obey posted speed limits, traffic signs, signals, parking rules, and lawful driving requirements.
- Come to a complete stop where required. Avoid illegal U-turns and unsafe maneuvers.
- Maintain safe following distance and defensive-driving practices.
- Do not use a handheld phone, text, manipulate a device, eat, or engage in other unsafe distractions while driving.
- Never drive while impaired, fatigued to an unsafe degree, unlicensed, or medically unqualified for the vehicle.

17.2 Driver Vehicle Inspection Checklist (DVIC)

Drivers must complete required pre-trip and post-trip vehicle inspections in the designated Client application or approved system. The inspection must be meaningful, accurate, and sufficient to identify safety defects. The Client guidance recommends allowing at least approximately 90 seconds for an adequate DVIC.

All defects must be reported honestly. Employees may not conceal defects, clear warnings without authorization, or operate a grounded/out-of-service vehicle. Safety-critical defects must be repaired before the vehicle returns to service.

17.3 Telematics and In-Vehicle Cameras

Vehicles may be equipped with Client-approved camera and telematics systems. Employees must not cover, unplug, block, damage, manipulate, or otherwise tamper with cameras or safety technology. Any accommodation involving camera operation must be processed through RML and the Client's designated accommodation process.

17.4 DOT-Regulated Vehicles

Employees operating DOT-regulated vehicles must comply with applicable medical-card, inspection, emergency-equipment, hours-of-service, ELD, roadside-inspection, drug/alcohol, and driver-qualification requirements. DOT drivers must carry required credentials and immediately report roadside inspections, citations, out-of-service orders, or compliance issues to RML.

18. Delivery Operations, Customer Service, and Route Support

18.1 Start of Day

Employees must arrive at the scheduled time, clock in before work, attend required startup meetings, complete vehicle inspections, receive route/equipment assignments, and follow load-out instructions. Employees should not log into the Client Delivery Application before route assignments are finalized if doing so may interfere with rostering.

18.2 Loading and Package Handling

Drivers are responsible for safe package loading unless otherwise directed. Loads should be organized to maintain package accessibility, label visibility, safe weight distribution, clear walkways/access points, and secure storage. Packages may not be placed in a way that blocks safe vehicle operation or creates unsecured hazards in the cab.

18.3 Customer Delivery Standards

Employees must read and follow lawful customer delivery instructions, protect customer property, deliver only to appropriate locations, and behave professionally. Packages may not be opened, intentionally damaged, abandoned, concealed, stolen, or falsely marked as delivered.

18.4 The 3 C's When Unable to Deliver

1. Call or text the customer when appropriate and safe.
2. Call Client-approved Driver Support through the Help function in the delivery application when package-delivery assistance is required.
3. Call RML Dispatch for operational support, routing issues, safety concerns, vehicle issues, or further direction.

18.5 Dispatch and Rescue Support

Dispatch may monitor route progress and direct rescues or package transfers. Employees must follow scanning and transfer procedures so package custody and itinerary data remain accurate. Only properly rostered/authorized RML employees may deliver packages. Unauthorized passengers are prohibited on route unless specifically authorized under an approved program or accommodation.

18.6 Return to Station

At the end of the route, employees must follow return-to-station instructions, return undelivered packages, return equipment, complete post-trip DVIC, record required mileage/data, refuel or charge the vehicle as directed, report route issues, and clock out only after all work is complete.

19. Accidents, Incidents, Injuries, and Drug / Alcohol Testing

19.1 Immediate Incident Response

1. Move to a safe location if possible and do not create additional danger.
2. Call 911 for emergencies requiring police, fire, or medical response.
3. Notify RML Dispatch/Management immediately and use the Client-approved emergency reporting channel when directed or required.
4. Protect the scene, cooperate with law enforcement, and gather information/photos only when safe and lawful.

19.2 Reporting Deadline

Accidents, injuries, property damage, vehicle damage requiring a tow, theft, robbery, assault, threats, harassment, dog bites, dangerous customer/public interactions, package theft, and other significant incidents must be reported to RML immediately. Client-sensitive significant incidents must be reported through the required Client process immediately and no later than 24 hours after occurrence.

19.3 Work Injuries

Employees must report any work-related injury or illness immediately, even if it initially appears minor. RML will provide workers' compensation information and required injury reporting. Employees must cooperate with medical restrictions, return-to-work procedures, and incident investigations.

19.4 Drug-Free and Alcohol-Free Work

Employees may not possess, use, sell, distribute, or be impaired by alcohol, illegal drugs, or unauthorized controlled substances while working, driving, on Company/Client property, or operating Company/Client vehicles. Lawful prescribed medication must not be used in a way that makes the employee unsafe to perform assigned duties; employees should confidentially contact HR if a medication creates a work restriction.

19.5 Testing

Where permitted by California law and applicable Client requirements, delivery employees must complete required pre-service drug screening. The Client program identifies a standard four-panel onboarding screen for amphetamines, cocaine, opiates, and PCP.

Where permitted by law, RML may require post-accident and reasonable-suspicion drug/alcohol testing under applicable Client and Company rules. The Client program identifies qualifying post-accident testing as a five-panel drug test including THC plus alcohol testing, generally within two hours for specified serious accidents or when the Client requires testing. RML will administer testing in a manner consistent with current California law, including applicable protections relating to lawful off-duty cannabis use and prohibited reliance on nonpsychoactive cannabis metabolite results where those protections apply.

Refusal to complete a legally required Client eligibility test may make an employee ineligible to perform Client delivery services and may result in an employment review.

20. Performance Management, Coaching, Client Eligibility, and Corrective Action

20.1 Performance Expectations

RML evaluates employees on safety, attendance, reliability, customer service, quality, teamwork, route execution, vehicle care, policy compliance, and position-specific responsibilities. Client performance data may be used as one source of information for coaching and operational decisions.

20.2 Key Delivery Performance Areas

- Safety & Compliance: seatbelt use, speeding, sign/signal compliance, distraction, following distance, working safety technology, vehicle inspection, and policy compliance.
- Quality: delivery completion, customer delivery experience, delivery success behaviors, photo-on-delivery quality, and pickup execution where applicable.
- Team & Fleet: tenure/retention, vehicle rotation, vehicle condition, and fleet execution.

20.3 Client Driver Standards

The Client may issue coaching, defects, violations, or ineligibility decisions under its driver standards. Serious or repeated Client-standard violations can affect an employee's ability to perform Client delivery services. Where an appeal process is available, RML may submit relevant information within the Client's stated deadline. Client eligibility and RML employment are related but separate; RML will make employment decisions consistent with at-will status and applicable law.

20.4 Corrective Action

RML generally favors coaching and progressive corrective action when appropriate. Depending on circumstances, steps may include verbal/documented coaching, written warning, performance improvement plan, final warning, reassignment, suspension from certain duties, or separation. RML may skip steps for serious safety violations, dishonesty, theft, violence, harassment, retaliation, falsification, gross misconduct, or other serious concerns.

Corrective action will not include unlawful wage deductions. Nothing in progressive discipline changes at-will employment.

21. Complaint Reporting, Non-Retaliation, and Employee Rights

21.1 Open-Door / Grievance Process

Employees are encouraged to raise concerns about safety, pay, scheduling, harassment, discrimination, retaliation, working conditions, policy interpretation, leave, accommodations, Client interactions, or management conduct. RML's primary HR/grievance contact is Donald Fields at df@richrnb.com.

Employees may request confidentiality, and RML will limit disclosure to what is reasonably necessary to investigate and respond. Complete anonymity cannot always be guaranteed, but retaliation is prohibited.

21.2 Wage and Time Complaints

Employees should promptly report missed pay, inaccurate time records, missed meal/rest periods, unpaid work, unauthorized deductions, or other wage concerns. RML prohibits retaliation for raising wage-and-hour concerns in good faith.

21.3 Safety Complaints and Stop-Work Concerns

Employees may report unsafe conditions and may seek management assistance before proceeding with work they reasonably believe cannot be performed safely. Employees must not be retaliated against for good-faith safety reporting or for exercising legally protected safety rights.

21.4 Annual California Workplace Rights Notice

RML will provide employees the annual California Workplace Know Your Rights notice and other required postings/notices. Employees are encouraged to review these materials, which summarize wage, retaliation, workers' compensation, organizing, immigration-related, law-enforcement-interaction, and other workplace rights.

22. Separation of Employment and Final Pay

22.1 Resignation

Employees are encouraged to provide at least two weeks' written notice of resignation when practical. California final-pay timing depends on the amount of notice and other circumstances. RML will issue final wages according to applicable law.

22.2 Company-Initiated Separation

Because employment is at will, RML may end employment at any time subject to law. Final wages, including earned and unused PTO/Vacation, will be paid within the timeframe required by California law.

22.3 Return of Property

Separating employees must immediately return Company/Client property, including keys, devices, fuel cards, uniforms as required, badges, documents, equipment, and confidential information. RML will not make unlawful deductions from final wages for unreturned property.

22.4 Confidentiality After Employment

Obligations concerning customer data, confidential Client information, trade secrets, credentials, and Company confidential information continue after employment to the extent provided by law and any standalone confidentiality agreement.

23. Handbook Administration

23.1 Changes to the Handbook

RML may revise, suspend, interpret, or discontinue policies prospectively as permitted by law. Changes may be needed because of new laws, Client requirements, operational changes, insurance requirements, or business needs. Material changes will be communicated as appropriate.

23.2 Conflicts with Law or Benefit Plan Documents

If a handbook provision conflicts with applicable law, the law controls. If a summary of an insurance, health, retirement, or other benefit conflicts with the governing plan document, the plan document controls to the extent permitted by law.

23.3 Separate Policies and Plans

The following may exist as separate documents and are incorporated only to the extent expressly stated: Injury and Illness Prevention Program, Workplace Violence Prevention Plan, Heat Illness Prevention Plan, Employee Privacy Notice, drug/alcohol testing procedures, accommodation forms, Client eligibility agreements, arbitration agreement, confidentiality agreement, benefit plan documents, incentive plans, fleet procedures, and safety SOPs.

23.4 Questions

Questions about this handbook should be directed to df@richrnb.com. Employees are responsible for seeking clarification rather than guessing when a policy, safety requirement, or work instruction is unclear.

Appendix A - Attendance Point Table

Attendance Event	Points	Protected-Leave Rule
Tardy 1-5 minutes	0	Grace period; repeated patterns may be coached.
Tardy 6-30 minutes	0.5	No point if legally protected/approved.
Tardy >30 minutes / unauthorized early departure >30 min	1	No point if legally protected/approved.
Unscheduled absence with timely notice	1	No point for protected sick leave or other protected/approved leave.
Late/no proper call-out procedure	2	Emergency/protected circumstances reviewed before points.
No-call/no-show	3	Protected circumstances reviewed before points.

Rolling period: 180 days. Typical thresholds: 3 documented coaching; 4 written warning; 5 final warning; 6 separation review. Serious misconduct may be addressed outside the attendance system. HR has authority to remove or correct points that were assessed in error or that involve legally protected time.

Appendix B - Leave and Benefit Quick Reference

Policy	RML Standard
PTO/Vacation accrual	0.04 hour per hour worked, including overtime, beginning Day 1.
PTO use	Available after first payroll cycle; advance approval for foreseeable vacation.
PTO cap	120 hours; accrual pauses at cap; unused earned balance paid at separation.
California Paid Sick Leave	1 hour per 30 hours worked beginning Day 1; use begins Day 60.
Sick leave annual use	At least 40 hours or 5 regular workdays, whichever is greater (e.g., 50 hours for a regular 10-hour workday).
Sick leave accrual cap	80 hours or 10 regular workdays, whichever is greater (e.g., 100 hours for a regular 10-hour workday).
Health benefits	Medical/dental/vision for eligible employees; eligibility/open enrollment targeted within first 30 days; plan documents control.

Policy	RML Standard
401(k)	Eligibility after 90 days, subject to plan; no matching contribution promised in this handbook.
Paid holidays	None as a separate paid-holiday benefit.
Monthly bonus / annual profit share	Discretionary and governed by separate written program terms.
Introductory period	60 days; at-will employment continues before, during, and after.

Appendix C - Safety and Driver Quick Reference

- Clock in before startup, inspection, loading, training, or any other work.
- Complete pre-trip and post-trip DVIC accurately; report every defect.
- Do not drive a grounded, unsafe, unlicensed, or out-of-service vehicle.
- Seatbelt on whenever the vehicle moves. Obey speed limits, signs, signals, and safe following distance.
- No handheld-phone use or unsafe distraction while driving.
- Use the 3 C's for delivery problems: customer, Client Driver Support, RML Dispatch.
- No unauthorized passengers; only authorized/rostered RML personnel may deliver packages.
- Protect customer data, access codes, package information, and Client confidential information.
- For incidents: get safe, call 911 if needed, notify RML immediately, and follow required Client reporting.
- Take all meal/rest/cool-down periods. Report any pressure to skip legally required breaks.
- Report hazards, threats, harassment, injuries, vehicle damage, and workplace violence concerns immediately.
- Never tamper with vehicle cameras, telematics, GPS, or safety systems.

Appendix D - Compliance Source Map

This handbook was developed from the employee-relevant portions of the 2026 Client Operations Manual and current California agency guidance available as of the effective date. The source map is for management/compliance review and does not replace the controlling law, Client Program Policies, or separate RML safety/benefit plans.

Handbook Topic	Primary Source Basis
Handbook requirement / employee policies	2026 Client Operations Manual §3.10 and onboarding policy sections.
Confidentiality / customer data / social media	Operations Manual §1.3.1; required standalone confidentiality and privacy documents.
Background, MVR, drug screening, onboarding	Operations Manual §§3.1-3.3 and Drug Testing sections.
Timekeeping / payroll / overtime	Operations Manual Payroll sections, §3.4, Scheduling Chapter; California DIR / IWC Wage Order 9.

Handbook Topic	Primary Source Basis
Working-hour limits	Operations Manual Supply Chain Standards: 60-hour rolling week, one day off, 12-hour daily limit, 10-hour rest.
PTO/Vacation	Operations Manual Step 20: Day-1 accrual at minimum 0.04/hour, first-payroll-cycle use, 120-hour minimum cap, payout; California DIR vacation rules.
Paid sick leave	California Labor Commissioner Paid Sick Leave FAQ, updated Dec. 31, 2025.
Meal/rest/lactation	California DIR meal-period, rest-period, and lactation guidance; Operations Manual standard service-block guidance.
EEO / harassment / accommodations	Operations Manual §5.3.1 and Supply Chain Standards; California Civil Rights Department guidance.
Safety / DVIC / cameras	Operations Manual §§5.2, 7.1-7.3, 8.3-8.4; Cal/OSHA IIPP/WVPP/heat rules.
Incident reporting / post-accident testing	Operations Manual §§7.2.5-7.2.7 and drug/alcohol policy sections.
Performance / driver standards	Operations Manual Chapter 10, including Safety & Compliance, Quality, Team & Fleet, and Driver Standards.
California annual rights notice	California Labor Commissioner - Workplace Know Your Rights Act notice requirements effective 2026.

Management review recommendation: Before first employee distribution and after material legal or Client-policy changes, RML should have California employment counsel or its approved labor/employment support provider review the handbook and all standalone policies.

Employee Handbook Acknowledgment

I acknowledge that I received the Rich Management Logistics Employee Handbook, Version 1.0, effective August 18, 2026. I understand that I am responsible for reading and following the policies that apply to my employment and for asking questions when I need clarification.

I understand that this handbook is not an employment contract and does not guarantee employment for any period. I understand that my employment with RML is at will, meaning that I or RML may terminate the employment relationship at any time, with or without cause or advance notice, subject to applicable law.

I understand that RML may revise policies prospectively and that applicable law, benefit plan documents, and separately signed agreements may control over a handbook summary where legally appropriate.

I understand that I may report HR questions, complaints, safety concerns, discrimination, harassment, retaliation, leave questions, accommodation requests, wage concerns, or other workplace issues to Donald Fields at df@richrnb.com without unlawful retaliation.

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Job Title: _____