**General Expectations for Drivers**

* Drivers will wear clean, Ruby’s issued shirts, hats and coats and follow the dress policy and look professional.
* Pre/post trip inspections must be performed prior to and after each trucker/trailer usage. Drivers should make sure that their truck has an Accident Kit envelope, Fleet Toolkit, Cab Card, Insurance Card, roll of shrink wrap, and paper towels. During the winter months, drivers should make sure that trucks have a scraper and extra warm clothing.
* Drivers will learn and understand the ELD program and process.
* Drivers will inform the Warehouse Manager and/or Shop of any and all issues found on the truck ASAP.
* Drivers will represent the organization professionally with a positive demeanor and smile; most times you are the only employee from our organization that the volunteers, sites or food donors will see in many months.
* Refrain from discussing information about the organization and gossiping about management, coworkers, and volunteers….maintain confidentiality.
* Drivers should download Team Up on their phones. It is the Driver’s responsibility to review and confirm Team Up for any times and changes. There are also screens at each location to view Team Up schedules.
* Check mailbox daily before and after runs. It is important that Drivers have their assignment sheets and review other key information in their mailbox.
* Drivers should monitor severe weather and be aware of changing conditions.
* Drivers are responsible for making sure their truck is loaded properly when leaving the warehouse including proper paperwork, assignment sheets, BOL’s, load bars, pallet jackets, ladders, and the correct load. Inform warehouse staff of any loading issues as soon as possible.
* Set reefer trailer temps before leaving warehouse; refrigerated items set to 36o to 38 o and -0 o for frozen. If ice cream is on the truck, set to -10 o.
* When making a food pick-up and are able, notify the warehouse of the amount of skids you are bringing back so they can prepare room for them (freezer space, etc.)
* When picking up products from donors, use dock time to clean out the interior of the truck.
* Help out the next driver! Unload your truck, stage trucks and trailers, clean tractors/trailers.
* Understand Accident Kit forms in the truck. Read materials and follow process if you are in an accident.
* Drivers should ensure pallets and bread trays are brought back to vendors when time/schedule allows.
* Once back at the warehouse, unload truck, sweep trailer and park truck. (Warehouse staff is not responsible to clean out your trailers.)
* If there are concerns or problems at a pick-up, notify your Warehouse Manager ASAP.

**General Expectations for Drivers**

**For Pop-Up Pantry Locations**

* All prior General Driver Expectations apply for Pop-Up Pantry locations.
* Drivers will wear clean, Ruby’s issued shirts, hats and coats and follow the dress policy and look professional.
* Drivers will represent the organization professionally with a positive demeanor and smile; most times you are the only employee from our organization that the volunteers, sites or food donors will see in many months.
* Make sure ladder and pallet jack are loaded onto the truck.
* Driver will pick up site assignment sheet prior to departure from warehouse.
* Arrive on time to the Pop-Up Pantry site location. **If there is a delay of any kind, contact the Transportation Specialist (Jay Strasser) or the Program Coordinator (Tracy Bauer) if Jay is unavailable so the sites can be informed quickly. The sooner we know of the delay, we can reach the site and send a communication to guests of the change.**
	+ **Jay Strasser**
	+ **Tracy Bauer**
* Drivers will keep frozen products on trailer as long as possible when unloading.
* Use thermometer to take temperature reading of all frozen meat items (pizza, chicken, hamburger, turkey, etc.) and record temperature on driver assignment sheet.
* Ruby’s freezer blankets will be sent and used at sites for the first 3 distributions (new site). The sites have been advised to order freezer blankets prior to their 4th distribution.
* No food should be returned from Pop-Up Pantry sites without authorization. The Site Leader or Food Coordinator should contact Tracy Bauer or RoxAnn Sahr to receive authorization. See Food Return Policy for additional information.
* Drivers should have a signed copy of the food list with Site Leader or Food Coordinator signature. Driver should sign final food list sheet.
* Drivers should stack pallets when loading trucks following a distribution in the truck:
	+ Bread racks MUST be stacked correctly; black bread trays with black bread trays, red bread trays together. Use alternate stacking so you can fit more on a rack.
	+ Milk crates should be stacked nicely on the pallet and then shrink wrapped on the pallet.
	+ Pallets should be stacked and returned to the warehouse by kind and color.
	+ Bernicks (Pepsi) and Coke pallets/crates should be stacked according to donor.
	+ In Waupaca, stack bread trays single with singles and double with doubles.

**Drop & Go Distribution Sites**

* Driver will stage product at the end of the trailer for the site to unload.
* Driver will wait 1 hour so the site can check in product, return pallets and bread trays to the truck.
* Return all signed and required paperwork back to the warehouse.

**Not a Drop & Go Distribution Site**

* Driver will stage product at the end of the trailer for the site to unload.
* Ask Site Leader what they need/want from you during the distribution.
* Confirm where the site wants you to be parked (each site is different).
* In hot/cold weather, you can idle your truck. If weather permits, shut it off.

**If the Pop-Up Pantry Site does not need your help during the distribution:**

* + Drivers should use this time to clean out the cab of the semi-tractor.
	+ Clean (and polish) the outside of the tractor and trailer (when weather permits).
	+ Sweep out the trailer. Driver is responsible for truck and trailer cleanliness. This is not the warehouse staff’s job.