

Lead Driver's Responsibilities & Duties:

- 1. Lead Drivers should check their email each night to ensure they are aware of their ride alongs.**
 - a. Lead Drivers should contact their Ride Alongs to coordinate meeting locations (if necessary) and to introduce themselves to their Ride Alongs.
- 2. Lead Driver Ride Along Cancellation Procedure:**
 - a. If a Lead Driver needs to remove an order they have accepted, they first need to:
 - i. Identify if the order ID is capitalized
 1. If the order ID is capitalized, it has Ride Alongs attached to this delivery.
 - ii. Check their emails to see if a Ride Along has been set on this order.
 1. If no RA has been scheduled they can release back to other drivers.
 2. If RAs have been scheduled for this order they must notify dispatch via text message with the order number and a reason for the removal.
 - b. Secondly, if a Lead Driver must call off and cannot pick up another delivery with Ride Alongs, they must contact Driver Relations (833) - 781 - 7488 to inform of the call off.
 - i. If failed to properly report off of a Ride Along will count as a strike against the Lead Driver.
 - ii. Receiving 3 strikes in a month's time will result in the removal of the Lead Driver privilege.
 1. The severity of the strikes assigned is subjective to the Lead Driver Team.
 - c. Last, removing an order with Ride Alongs does not remove the duty of a Lead Driver.
 - i. The Ride Alongs will be placed on another order the Lead Driver has the same day (pending it works for the potential drivers).
 - ii. Another email to confirm the new ride along WILL NOT be sent out.
- 3. Instruct potential new drivers on Ride Alongs:**
 - a. Help Ride Alongs Complete deliveries in Vromo.
 - i. Ensure Ride Alongs attended ride along.
 - ii. Ensures Leads receive \$5.00 Ride Along Compensation
 - b. Properly Educating Ride Alongs
 - i. Following the Steps on the [Lead Driver Ride Along Form](#)
 - c. Fill out the [Lead Driver Ride Along Form](#) the same Day after Ride Along has shown up.
- 4. Distributing Equipment to new Drivers:**
 - a. Distributing Bags: Lead Drivers are responsible to distribute bags to drivers that have been added to the DT platform.
 1. If a Lead Driver currently has bags to distribute, the Lead Driver must attempt to provide bags to Ride Alongs.

- a. If a Lead distributes bags to new driver, Lead must provide the number of bags given in the [Lead Driver Ride Along Form](#).
 2. Once a month an Equipment Distribution Route will be created to properly supply Lead Drivers with Equipment.
 3. If a Lead Driver does not have bags to distribute, the Lead Driver should reach out to other leads in their territory to obtain bags.
 - a. If another Lead meets the new driver to provide bags, Lead Driver must complete the [Lead Driver Bag Distribution Form](#).
 - b. If no equipment is available to distribute, inform the potential new driver of the DeliveThat Shop [Shop | deliverthat](#)
 4. If no Lead Drivers have bags, a Lead should fill out the [Lead Driver Equipment Request Form](#).
 - b. Be aware of other means to obtain bags to inform Ride Alongs in the meantime.
 - i. Gordon Food Service
 - ii. [Amazon Bags](#)
 - iii. [Walmart](#)
 - iv. Restaurant Supply Stores, (i.e. [Webstraunt](#))
 - v. etc.
- 5. Educating new drivers on bag payment methods:**
- i. Payments for bags are deducted from 1st delivery if taken within a week from Ride Along.
 - ii. If 1st delivery is after a week, the bag cost is deducted from Ride Along's bank account.
- 6. Lead Status Calls:**
- a. All Lead Drivers are to attend **ONE** 15 minute conference call with the Lead Driver Team (Lead Driver Supervisor or Lead Driver Specialist) per month.
 - b. Calls are held once per month.
 - c. Lead Drivers schedule a call one week out of the month.
- 7. Behavioral/Attendance Issues:**
- a. Lead Drivers are expected to conduct themselves in a professional manner at the restaurant and the customer's location, on the phone and on any and all Slack channels.
 - b. Lead Drivers are expected to attend all deliveries they have accepted, even when a Ride Along has been assigned.
 - i. If a Lead Driver can no longer attend a delivery they have accepted, all Lead Drivers are to follow the Cancellation Policy outlined on the Driver Assistance Portal.
 - ii. In addition, if a Lead Driver needs to remove themselves from a Ride Along delivery, the Lead Driver should also report to the Driver Relations team or Lead Driver Supervisor (Britney Terrell). This allows Driver Relations to reach out to the Ride Along and make necessary changes.