

# DSP Delivery Excellence Performance

GSHP at HDY1  
Week 45  
2022

## Week 45 Performance

| Overall Standing                               | Key Focus Areas   | Top Drivers   |
|--|---|---|
| <b>Fair</b><br><i>See details on next page</i> | <ol style="list-style-type: none"><li>1. Delivered and Received</li><li>2. Speeding Event Rate</li><li>3. High Performers Share</li></ol> | <ol style="list-style-type: none"><li>1. Cora Steele <b>Fantastic</b></li><li>2. Anthony Bryant <b>Fantastic</b></li><li>3. Shayne Buttery <b>Fantastic</b></li><li>4. Jade Pruitt <b>Fantastic</b></li><li>5. Jeris Hoskins <b>Fantastic</b></li></ol> |

## Announcements

### UX Enhancements

We have updated the format of the weekly scorecard to allow DSPs better visibility to the data presented in the Delivery Excellence Scorecard. You may notice changes to the overall format and color coding. There are no changes to the overall calculation or scoring of the scorecard.

### Scorecard Adjustments and Incentive Pay

Due to a file upload issue in WK42, select DSPs may be awaiting receipt of payment from approved data disputes prior to WK42. All outstanding payments have been uploaded and processed and are scheduled to be received by the end of November. If you believe you are impacted by this delay, please contact your Business Coach for follow-up and provide a link to the approved dispute pending payment.

### Working Hours Compliance and Overtime

On 11 Nov, a Peak 2022 Incentive Update was announced, offering additional incentive pay for DSPs with DAs working overtime. This incentive does not negate the need for DSPs to adhere to working hours compliance. Working Hours Exception is defined as any of the following:

- Daily Limit Exceed: DA Worked above Max Hours per Day (12hrs including breaks)
- Weekly Limit Exceed: DA Worked above Max Hours per Week (60hrs including breaks)
- Under Off-work Limit: DA Rested under Min Hours between shifts (10hrs)
- Workday Limit Exceed: DA Worked above Max Days per Week (6 days)

Any exception, as defined above, will continue to impact Team metrics on the DSP Scorecard.

For WHC metric calculations, please review the [WHC Metric Guide](#)

### Other Resources

- [Delivery Excellence Performance Program Guide](#)

- [Scorecard SOP](#)

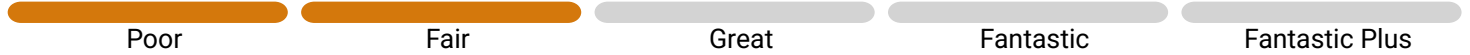
### Questions?

- Discuss with your On-Road Area Manager.
- Leverage the resources in the links above.
- [Access DSP Support Hub](#)

# DSP Scorecard

GSHP at HDY1  
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Overall Standing: **Fair**



Note: In order to earn a 'Fantastic' or 'Fantastic Plus' Overall Standing, you must achieve 'Fantastic' in Safety and Compliance. You can only achieve an Overall Standing less than or equal to your Safety and Compliance score.

Safety and Compliance: **Fair**



*i* On-Road Safety Score\*

- i* Seatbelt-Off Rate 20 events per 100 trips | Fair
- i* Speeding Event Rate 33 events per 100 trips | Fair
- i* Sign/Signal Violations Rate Coming Soon
- i* Distractions Rate Coming Soon
- i* Following Distance Rate Coming Soon

**Fair**

Compliance

(These metrics do not currently reflect all areas of DSP Compliance)

- i* Breach of Contract Compliant
- i* Comprehensive Audit (CAS) Compliant
- i* Working Hour Compliance 100.0% | Fantastic

Quality: **Great**



Customer Delivery Experience

- i* Customer Escalation Defect DPMO 231 | Poor
- i* Customer Star Rating 5.00 | Fantastic
- i* Delivery Slot Performance 99.36% | Great

**Great**

*i* Delivery Completion Rate

99.13% | Fantastic

*i* Delivered and Received Standard Work Compliance

0 | Poor

**Great**

- i* Photo-On-Delivery 92.30% | Fair
- i* Contact Compliance 99.45% | Great

Team: **Great**



*i* High Performers Share

51.61% | Fair

*i* Tenured Workforce

82.75% | Great

*i* Low Performers Share

0.00% | Fantastic

## Recommended Focus Areas

- Delivered and Received
- Speeding Event Rate
- High Performers Share

Improving Delivered and Received, Speeding Event Rate, and High Performers Share scores would improve your Overall Standing.

## Current Week Tips

- To increase DA affinity, stick to auto-assign recommendations.
- Remind drivers there is no acceptable reason to speed/violate posted speed limits. Anticipate and adjust in advance of speed reduction areas (work zones, on/off ramps, school zones, etc.).
- Look for strong performers to get more involved in process improvement and share learnings with others.

\*The On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services.

# GSHP at HDY1 - Week 45

## DA Current Week Performance

| Abbreviations Key                 |                               |                              |
|-----------------------------------|-------------------------------|------------------------------|
| SSVR: Sign/Signal Violations Rate | SOR: Seatbelt Off Rate        | DR: Distractions Rate        |
| DAR: Delivered and Received       | DCR: Delivery Completion Rate | FDR: Following Distance Rate |
| CC: Contact Compliance            | SER: Speeding Event Rate      | POD: Photo-On-Delivery       |
| DSLPL: Delivery Slot Performance  |                               |                              |

| Color Key |
|-----------|
| Fantastic |
| Great     |
| Fair      |
| Poor      |

| Drivers ranked by overall score, descending. |                   |                |              |           |                | Safety - metrics are measured as events per trip at DA level |                   |                   |                         |                             |             |             |     |        |     |         |             |      |           |          |
|--|-------------------|----------------|--------------|-----------|----------------|--|-------------------|-------------------|-------------------------|-----------------------------|-------------|-------------|-----|--------|-----|---------|-------------|------|-----------|----------|
| #  | Name              | Transporter ID | Overall Tier | Delivered | Key Focus Area | Speeding Event Rate  | Seatbelt Off Rate | Distractions Rate | Following Distance Rate | Sign/Signal Violations Rate | Star Rating | DSLPL       | CED | DCR    | DAR | SWC-POD | SWC-CC      | DNRs | POD Opps. | CC Opps. |
| 1  | Cora Steele       | A19EIE1ZPM31L  | Fantastic    | 126       | POD            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 100.0% | 100 | 98.8%   | 100.0%      | 0    | 82        | 1        |
| 2  | Anthony Bryant    | A3EF892WSS4P1V | Fantastic    | 53        | POD            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 96.7%   | 100.0%      | 0    | 30        | 2        |
| 3  | Shayne Buttery    | AYJLWGNDA09P   | Fantastic    | 101       | POD            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 100.0% | 100 | 96.0%   | 100.0%      | 0    | 75        | 1        |
| 4  | Jade Pruitt       | A2TP0HIRYKTKCR | Fantastic    | 57        | POD            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 0   | 100.0% | 100 | 94.7%   | 100.0%      | 0    | 38        | 5        |
| 5  | Jeris Hoskins     | A1AWFUEI97LZ2D | Fantastic    | 75        | POD            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 94.3%   | 100.0%      | 0    | 53        | 5        |
| 6  | Wendell Rutledge  | A1KR6E5PTN3D7O | Fantastic    | 124       | POD            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 0   | 100.0% | 100 | 91.8%   | 100.0%      | 0    | 73        | 10       |
| 7  | Allen Vaughn      | A2RQ5B0T12YG8Q | Fantastic    | 65        | POD            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 86.3%   | 100.0%      | 0    | 51        | 5        |
| 8  | Lewis DeMoss      | A20BKVR5AL7EA0 | Fantastic    | 98        | DCR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 99.0%  | 100 | 94.3%   | 100.0%      | 0    | 70        | 4        |
| 9  | Khari Gaskins     | A10V6WZ4KLQDOC | Fantastic    | 100       | DCR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 99.0%  | 100 | 94.5%   | 100.0%      | 0    | 73        | 2        |
| 10   | Kaylin Hines      | A11OYVVRT62BOT | Fantastic    | 96        | SER            | 0.3  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 97.4%   | 100.0%      | 0    | 78        | 1        |
| 11   | Jason Winner      | A1JB78W8S6MNZU | Fantastic    | 151       | POD            | 0.3  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 93.8%   | 100.0%      | 0    | 112       | 9        |
| 12   | Jeremy Schroeder  | AQ0CJ17DNTWG   | Fantastic    | 159       | POD            | 0.3  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 0   | 100.0% | 100 | 89.5%   | 100.0%      | 0    | 105       | 5        |
| 13   | Michael Traylor   | A2K5MYCQ8ZCSZX | Fantastic    | 112       | DCR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 0   | 98.2%  | 100 | 90.8%   | 100.0%      | 0    | 65        | 22       |
| 14   | George Miller     | ADIGF1E81L9C3  | Fantastic    | 138       | DCR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 92.6%  | 100 | 95.2%   | 100.0%      | 0    | 84        | 6        |
| 15   | Ricardo Lewis     | A3KEI9TKFQAAAU | Fantastic    | 127       | DCR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 92.7%  | 100 | 94.8%   | 100.0%      | 0    | 77        | 5        |
| 16   | Elizabeth Focht   | AML9Y9DVT8098  | Fantastic    | 129       | DCR            | 0.3  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 99.2%  | 100 | 97.6%   | 100.0%      | 0    | 85        | 4        |
| 17   | Daniel Reeder     | A39VGA9VCPZAL7 | Fantastic    | 48        | DCR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 98.0%  | 100 | 100.0%  | 100.0%      | 0    | 27        | 12       |
| 18   | Ozro Studebaker   | A2M1UVS0BG2MQL | Fantastic    | 166       | DAR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 0   | 92.4%   | 100.0%      | 1    | 105       | 8        |
| 19   | David Popoola     | AM9IOMS5LRV1   | Fantastic    | 129       | DCR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 97.0%  | 100 | 80.0%   | 100.0%      | 0    | 80        | 9        |
| 20   | Bryant Hoskins    | AJZCF70HINLK6  | Fantastic    | 142       | POD            | 0.0  | 0.5               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 93.8%   | 100.0%      | 0    | 96        | 3        |
| 21   | Jason Dearth      | AHYJFZXN1V02H  | Fantastic    | 161       | DAR            | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 99.4%  | 0   | 86.3%   | 100.0%      | 2    | 95        | 13       |
| 22   | Michael Colston   | AKA142FWSELAM  | Fantastic    | 161       | DAR            | 0.2  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 0   | 87.2%   | 100.0%      | 3    | 94        | 6        |
| 23   | Randy Hoover      | A2U8N3NDZQ26U9 | Fantastic    | 174       | DCR            | 0.2  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 97.2%  | 100 | 87.7%   | 90.0%       | 0    | 114       | 10       |
| 24   | Dadrian Davis     | A3MEWVGR9IVG2C | Fantastic    | 84        | POD            | 0.0  | 0.3               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 97.7%  | 100 | 90.5%   | Coming Soon | 0    | 63        | 0        |
| 25   | Bobbie Smith Jr   | A25DUB5JSREKRT | Great        | 132       | SER            | 1.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 93.8%   | 100.0%      | 0    | 65        | 6        |
| 26   | Bradley Reaber    | A3RNH6Z6QN0U49 | Great        | 122       | SER            | 0.5  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 92.2%   | 100.0%      | 0    | 90        | 8        |
| 27   | Elizabeth Shively | A39VUZTCAYOND2 | Great        | 108       | POD            | 0.5  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 100.0% | 100 | 95.0%   | Coming Soon | 0    | 80        | 0        |
| 28   | Zachary Pence     | A1OT3QWWBL2254 | Great        | 89        | SER            | 0.5  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 95.6%   | 100.0%      | 0    | 68        | 5        |
| 29   | Tierra Thomas     | A2C20Y8BBTQ8N9 | Great        | 127       | SER            | 1.3  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 87.8%   | 100.0%      | 0    | 82        | 5        |
| 30   | Michael Mitchell  | A10GD2XREMMXEF | Great        | 47        | POD            | 0.5  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 100.0% | 100 | 86.5%   | Coming Soon | 0    | 37        | 0        |
| 31   | Timothy Campbell  | A4K04NALYG22   | Great        | 71        | DSLPL          | 0.5  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 87.50%      | 0   | 100.0% | 100 | 82.4%   | 100.0%      | 0    | 34        | 4        |
| 32   | Robert Swafford   | A3RMDPCE6S0SJ5 | Great        | 188       | SER            | 0.6  | 0.6               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 100.0% | 100 | 96.0%   | 100.0%      | 0    | 125       | 1        |
| 33   | Demarco Williams  | A1XY9Q80U035VH | Great        | 51        | POD            | 1.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 90.0%   | Coming Soon | 0    | 20        | 0        |
| 34   | Shannelle Esprit  | A1WU4KOC05LHMA | Great        | 41        | POD            | 1.5  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 100 | 89.3%   | Coming Soon | 0    | 28        | 0        |

# GSHP at HDY1 - Week 45

## DA Current Week Performance

| Abbreviations Key                 |                               |                              |
|-----------------------------------|-------------------------------|------------------------------|
| SSVR: Sign/Signal Violations Rate | SOR: Seatbelt Off Rate        | DR: Distractions Rate        |
| DAR: Delivered and Received       | DCR: Delivery Completion Rate | FDR: Following Distance Rate |
| CC: Contact Compliance            | SER: Speeding Event Rate      | POD: Photo-On-Delivery       |
| DSLPL: Delivery Slot Performance  |                               |                              |

| Color Key |
|-----------|
| Fantastic |
| Great     |
| Fair      |
| Poor      |

Drivers ranked by overall score, descending.

Safety - metrics are measured as events per trip at DA level

| #  | Name              | Transporter ID | Overall Tier | Delivered | Key Focus Area | Speeding Event Rate | Seatbelt Off Rate | Distractions Rate | Following Distance Rate | Sign/Signal Violations Rate | Star Rating | DSLPL       | CED | DCR    | DAR | SWC-POD | SWC-CC      | DNRs | POD Opps. | CC Opps. |
|----|-------------------|----------------|--------------|-----------|----------------|---------------------|-------------------|-------------------|-------------------------|-----------------------------|-------------|-------------|-----|--------|-----|---------|-------------|------|-----------|----------|
| 35 | Jerod Swift       | ALHDK0S1012QZ  | Great        | 158       | DAR            | 1.0                 | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 0   | 100.0% | 0   | 95.2%   | 100.0%      | 1    | 105       | 2        |
| 36 | Michael McLemore  | A3HYGOK37CKLOY | Great        | 136       | DAR            | 0.5                 | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 100.0% | 0   | 92.5%   | Coming Soon | 1    | 106       | 0        |
| 37 | Johnathyn Goodall | A2NDWNPU8THJ5B | Poor         | 103       | POD            | 3.0                 | 6.7               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 0   | 100.0% | 100 | 88.5%   | Coming Soon | 0    | 61        | 0        |
| 38 | Dorian West       | A3HON9SNVN3RT6 | Poor         | 73        | DAR            | 0.0                 | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 1   | 100.0% | 0   | 95.2%   | 100.0%      | 1    | 42        | 3        |

# GSHP at HDY1 - Week 45

## DA Trailing 6-Week Performance

| Drivers ranked by overall score, descending. |                   |                |              | Safety - metrics are measured as events per trip at DA level |                   |                   |                         |                             |             |             |        |     |         |             | Weeks                     |       |       |      |      |
|--|-------------------|----------------|--------------|--|-------------------|-------------------|-------------------------|-----------------------------|-------------|-------------|--------|-----|---------|-------------|---------------------------|-------|-------|------|------|
| #  | Name              | Transporter ID | Average Tier | Speeding Event Rate  | Seatbelt Off Rate | Distractions Rate | Following Distance Rate | Sign/Signal Violations Rate | Star Rating | DSLPP       | DCR    | DAR | SWC-POD | SWC-CC      | High/Low Performer Status | Fant. | Great | Fair | Poor |
| 1  | Bryant Hoskins    | AJZCF70HINLK6  | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 100.0% | 100 | 95.9%   | 100.0%      | High Performer            | 4     | 0     | 0    | 0    |
| 2  | Jason Winner      | A1JB78W8S6MNZU | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 100.0% | 100 | 94.7%   | 100.0%      | No Status (<4 wks)        | 1     | 2     | 0    | 0    |
| 3  | Lewis DeMoss      | A20BKVR5AL7EA0 | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 100.0% | 100 | 93.8%   | 100.0%      | No Status (<4 wks)        | 2     | 0     | 0    | 0    |
| 4  | Anthony Bryant    | A3EF892WSS4P1V | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 99.8%  | 100 | 93.2%   | 100.0%      | High Performer            | 5     | 1     | 0    | 0    |
| 5  | Jeremy Schroeder  | AQ0CJ17DNTWG   | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 100.0% | 100 | 90.4%   | 100.0%      | No Status (<4 wks)        | 2     | 0     | 0    | 0    |
| 6  | Bobbie Smith Jr   | A25DUB5JSREKRT | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 98.21%      | 99.9%  | 100 | 89.6%   | 100.0%      | Normal Performer          | 2     | 4     | 0    | 0    |
| 7  | Khari Gaskins     | A10V6WZ4KLQD0C | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 99.0%  | 100 | 94.5%   | 100.0%      | No Status (<4 wks)        | 1     | 0     | 0    | 0    |
| 8  | Elizabeth Focht   | AMLY9DVVT8098  | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 99.5%  | 100 | 95.2%   | 95.7%       | High Performer            | 4     | 2     | 0    | 0    |
| 9  | Wendell Rutledge  | A1KR6E5PTN3D70 | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 98.33%      | 99.7%  | 44  | 91.8%   | 100.0%      | High Performer            | 5     | 1     | 0    | 0    |
| 10   | Shayne Buttery    | AYJLWGNDA09P   | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 99.5%  | 100 | 94.4%   | 50.0%       | Normal Performer          | 2     | 2     | 2    | 2    |
| 11   | George Miller     | ADIGF1E81L9C3  | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 94.1%  | 100 | 96.4%   | 100.0%      | No Status (<4 wks)        | 2     | 0     | 0    | 0    |
| 12   | Ozro Studebaker   | A2M1UVSOBG2MQL | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 100.0% | 0   | 92.1%   | 100.0%      | High Performer            | 6     | 0     | 0    | 0    |
| 13   | Jeris Hoskins     | A1AWFUEI97LZ2D | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 99.8%  | 0   | 93.3%   | 100.0%      | High Performer            | 5     | 1     | 0    | 0    |
| 14   | Michael Colston   | AKA142FWSELAM  | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 97.22%      | 100.0% | 0   | 89.1%   | 100.0%      | High Performer            | 4     | 2     | 0    | 0    |
| 15   | Demarco Williams  | A1XY9Q80U035VH | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 97.96%      | 99.7%  | 0   | 86.7%   | 100.0%      | Normal Performer          | 3     | 3     | 0    | 0    |
| 16   | Kaylin Hines      | A11OYVVRT62BOT | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 98.8%  | 100 | 92.6%   | 84.2%       | High Performer            | 6     | 0     | 0    | 0    |
| 17   | David Popoola     | AM9I0MS5LRV1   | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 99.5%  | 0   | 85.1%   | 100.0%      | Normal Performer          | 3     | 3     | 0    | 0    |
| 18   | Bradley Reaber    | A3RNH6Z6QNOU49 | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 99.5%  | 42  | 93.5%   | 95.3%       | High Performer            | 5     | 1     | 0    | 0    |
| 19   | Jade Pruitt       | A2TPOHIRYKCKR  | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 98.7%  | 0   | 92.4%   | 100.0%      | High Performer            | 5     | 1     | 0    | 0    |
| 20   | Allen Vaughn      | A2RQ5B0T12YG8Q | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 98.2%  | 100 | 87.8%   | 95.5%       | High Performer            | 6     | 0     | 0    | 0    |
| 21   | Ricardo Lewis     | A3KEI9TKFQAAAU | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 94.12%      | 98.3%  | 30  | 88.2%   | 100.0%      | High Performer            | 4     | 1     | 1    | 1    |
| 22   | Michael Traylor   | A2K5MYCQ8ZCSZX | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 4.7         | 100.00%     | 98.5%  | 0   | 94.8%   | 100.0%      | High Performer            | 6     | 0     | 0    | 0    |
| 23   | Timothy Campbell  | A4K04NALYG22   | Fantastic    | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 97.06%      | 99.9%  | 0   | 88.2%   | 97.1%       | Normal Performer          | 1     | 4     | 0    | 1    |
| 24   | Jason Dearth      | AHYJFZXN1VO2H  | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 99.0%  | 0   | 92.6%   | 97.8%       | High Performer            | 6     | 0     | 0    | 0    |
| 25   | Zachary Pence     | A1OT3QWWBL2254 | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 98.4%  | 44  | 91.8%   | 97.1%       | Normal Performer          | 2     | 4     | 0    | 0    |
| 26   | Daniel Reeder     | A39VGA9VCPZAL7 | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 97.8%  | 10  | 95.2%   | 100.0%      | High Performer            | 5     | 1     | 0    | 0    |
| 27   | Elizabeth Shively | A39VUZTCAYOND2 | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 99.6%  | 0   | 94.8%   | 92.3%       | High Performer            | 5     | 1     | 0    | 0    |
| 28   | Robert Swafford   | A3RMDPCE6S0SJ5 | Great        | 0.0  | 4.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 99.8%  | 46  | 96.3%   | 100.0%      | Normal Performer          | 2     | 1     | 3    | 3    |
| 29   | Cora Steele       | A19EIE1ZPM31L  | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 98.7%  | 23  | 96.2%   | 72.7%       | Normal Performer          | 3     | 2     | 1    | 1    |
| 30   | Jerod Swift       | ALHDKOS1012QZ  | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 2.3         | 97.53%      | 99.3%  | 0   | 91.6%   | 91.7%       | Normal Performer          | 1     | 5     | 0    | 0    |
| 31   | Dorian West       | A3HON9SNVN3RT6 | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 98.5%  | 0   | 93.6%   | 94.6%       | Normal Performer          | 3     | 2     | 0    | 1    |
| 32   | Randy Hoover      | A2U8N3NDZQ26U9 | Great        | 0.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 100.00%     | 98.8%  | 0   | 90.1%   | 87.9%       | Normal Performer          | 3     | 2     | 1    | 1    |
| 33   | Michael Mitchell  | A10GD2XREMMXEF | Great        | 1.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | 5.0         | 100.00%     | 98.3%  | 100 | 92.4%   | 96.3%       | Normal Performer          | 2     | 4     | 0    | 0    |
| 34   | Dadrian Davis     | A3MEWVGR9IVG2C | Great        | 0.0  | 2.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 97.9%  | 100 | 92.5%   | 0.0%        | No Status (<4 wks)        | 1     | 2     | 0    | 0    |
| 35   | Michael McLemore  | A3HYGOK37CKL0Y | Great        | 2.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 99.1%  | 0   | 91.6%   | 100.0%      | Normal Performer          | 1     | 3     | 0    | 2    |
| 36   | Tierra Thomas     | A2C20Y8BBTQ8N9 | Great        | 1.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 97.73%      | 99.6%  | 0   | 88.2%   | 98.4%       | Normal Performer          | 1     | 4     | 1    | 1    |
| 37   | Shannelle Esprit  | A1WU4KOC05LHMA | Fair         | 1.0  | 0.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | 80.00%      | 99.5%  | 0   | 90.8%   | 87.5%       | Normal Performer          | 0     | 6     | 0    | 0    |
| 38   | Johnathyn Goodall | A2NDWNP8THJ5B  | Fair         | 2.0  | 4.0               | Coming Soon       | Coming Soon             | Coming Soon                 | Coming Soon | Coming Soon | 95.8%  | 100 | 92.0%   | Coming Soon | No Status (<4 wks)        | 0     | 1     | 1    | 2    |

# Appendix A: Metric Definitions and Weightings

Metric

Weighting (this week's Scorecard)

## Overall Standing

100%

### Safety and Compliance

The Safety and Compliance category score is a weighted average of your Safety Score and Compliance Score. If your Safety score is marked as "Coming Soon" then your Safety and Compliance category score will remain "Coming Soon". Note: If you don't yet have an On-Road Safety score, we will re-distribute the Safety weightage (35%) of your overall standing over all other Scorecard metrics in proportion to their individual weights.

- i On-Road Safety Score:** Weighted average of Safe Driving, Seatbelt Off Rate, Speeding Event Rate, Distractions Rate, Following Distance Rate, and Sign/Signal Violations Rate. On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services. **35.0%**
- i Speeding Event Rate:** It is critical that your Delivery Associates (DAs) travel within posted speed limits for their safety and the safety of the communities they serve. The Speeding Event Rate metric is the average number of speeding instances incurred by a DA per route. A speeding instance is speeding 10 Miles per Hour (MPH) or more for roughly one city block. Any instance of speeding is unacceptable and we've designed this metric to enable you to focus on coaching DAs with the riskiest speeding behaviors.
- i Seatbelt Off Rate:** The average number of times per route your drivers did not wear their seatbelt. It is calculated as the total number 'seatbelt off instances' your drivers incurred for the week, divided by the total number of routes your drivers completed. A 'seatbelt off instance' is any time the vehicle accelerated faster than 6mph and the driver's seatbelt was not buckled. This metric is currently only available for Amazon-branded vehicles which have fully functional hardware for measuring seatbelt clicks, and does not factor in non-Amazon-branded vehicles or vehicles without supported hardware. Note that because of this, the "Trips" count shown in the eDriving portal may not match the number of trips we used to calculate score, since we factor out vans without seatbelt sensors. The Scorecard is your source of truth for your Seatbelt-Off Rate. For the safety of your drivers, Amazon has zero-tolerance for your drivers not wearing their seatbelt. Amazon has no tolerance for seatbelt misuse or tampering and will be adding additional signals in the future to account for improper seatbelt usage.
- i Sign/Signal Violations Rate:** It is critical that your Delivery Associates (DAs) follow traffic regulations for their safety and the safety of the communities they serve. The Sign/Signal Violations Rate measures how well your DAs adhere to posted road signs and traffic signals. We're currently including stop sign violations, which is any time a DA drives past/through a stop sign without coming to a full stop, illegal U-turns, which measure any time a DA makes a U-turn when a "No U-Turn sign" is present, and stop light violations, which is triggered any time a DA drives through an intersection while the light is red. In the measurement of this metric, a stop light violation will count 10 times to every one stop sign violation or illegal u-turn, since stop light violations can be particularly dangerous. In the new metric, your DSP weekly score is the sum of all stop sign violation events, illegal U-turns, and stop light violation events (which again, are weighted at 10 times stop sign violations) divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret.
- i Distractions Rate:** It is critical that your Delivery Associates (DAs) are not distracted while driving for their safety and the safety of the communities they serve. The Distractions Rate metric measures your team's performance on distracted driving. Netradyne captures 3 types of distraction based on video evidence, including when a DA is looking down, looking at their phone, or talking on their phone while driving. Each time a DA is driving while distracted, Netradyne will register one event. Your DSP weekly score is the sum of all distraction events divided by the total number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret.
- i Following Distance Rate:** It is critical that your Delivery Associates (DAs) leave enough following distance between their vehicle and the vehicle in front of them for their safety and the safety of the communities they serve. The Following Distance Rate measures how DSPs are performing in terms of leaving enough following distance from the vehicle in front. Netradyne will create a Following Distance event if a DA has 0.6 seconds or less following distance from the vehicle in front. Each time a DA doesn't leave enough following distance, Netradyne registers 1 event, and the DSP weekly score is the sum of all following distance events divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. For example, if a DSP incurred 10 Following Distance Events during 200 trips in a week, then the Following Distance Rate is 5 events per 100 trips (10 events per 200 trips is the same as 5 events per 100 trips).

### Compliance

- i Breach of Contract:** Breach of Contract indicates whether your organization has been issued a Breach of Contract (BOC) Notice due to a breach of the DSP Program Agreement or Program Policies. Receiving a BOC Notice automatically makes your Compliance score and Overall Standing "Poor" while the notice is in effect. If you have a BOC Notice, or are unable to locate your BOC, please email [amzcompliance@amazon.com](mailto:amzcompliance@amazon.com).
- i Comprehensive Audit:** The Comprehensive Audit is a measurement of DSP/Driver Eligibility, DSP Operations, Safety, Wages & Benefits, DSP Management, and Working Hours (all controls measuring compliance to DSP Program Agreements and Policies). The results of the Comprehensive Audit provide a baseline for a DSP's state of compliance. Compliance is critical to your safety and success and achieving our compliance standards is required. 'In Compliance' is earned by achieving a 90 or higher on your latest Compliance Audit and not having an outstanding breach of contract. You are required to earn an 'In Compliance' on your Comprehensive Audit to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.
- i Working Hours Compliance (WHC):** Metric based on continuous monitoring of a DSP's compliance with working hour requirements established by Amazon Supply Chain Standards, AMZL business policy, and prevailing law. This includes compliance with: Daily and weekly working hour thresholds; Maximum permissible consecutive workdays; and Minimum required rest between shifts. DSPs that achieve a Fantastic WHC score typically achieve 100% compliance for Working Hours for the week. **5.0%**

### Quality

- i Delivery Completion Rate (DCR):** The share of packages dispatched to the DA which are delivered to the customer (and not returned to the station). Thresholds are set at the station level. DSPs and DAs who earn Fantastic for DCR typically achieve a DCR of greater than 99.0%, although the threshold varies by +/- 0.5% due to differences in historical delivery difficulty levels. **10.0%**
- i Delivered and Received (DAR):** A measure of the Delivered-Not-Received rate adjusted for the crime index of the specific delivery areas for the week. The metric is scaled from a score of 0 (worst) to 100 (best). DSPs and DAs who earn Fantastic for DAR typically achieve a DAR of 70 or higher. **10.0%**
- Standard Work Compliance (SWC):** The average of POD Compliance Score, Contact Compliance Score, and Attended Delivery Accuracy Score. **10.0%**

See below.

- i* **Photo-on-Delivery Compliance (SWC-POD):** The number of usable (i.e. presentable to the customer) POD (Photo-on-delivery) photos taken, divided by total POD opportunities. DSPs and DAs who earn Fantastic for POD Compliance typically achieve 98.0% or better. **2.5%**
- i* **Contact Compliance (SWC-CC):** Measurement of all calls and texts that were made by a DA through the Rabbit app in the numerator and take the total packages delivered with a call or text, as well as packages not delivered due to UTA, UTL or NSL as the total opportunities (denominator). DSPs and DAs who earn Fantastic for Contact Compliance typically achieve 99.5%. **7.5%**

**Customer Delivery Experience:** Weighted average of Customer Escalations DPMO, Customer Delivery Star Rating and Delivery Slot Performance (DSLSP). If your Star Ratings are less than 2 in a week or you don't yet have DSLP metric, we will calculate your Customer Delivery Experience score only based on Customer Escalations DPMO. **20.0%**

- i* **Customer Escalation Defect DPMO:** The frequency at which DAs incur customer escalations, on a per-million opportunities (DPMO) basis. Violations are triple-weighted, Multiple Defect Offboardings (MDOs) are double weighted, and Defects are single-weighted. Customer Escalation Defect DPMO is a 2-week delayed metric because we only hold your organization accountable for escalations that have not been overturned by appeals. DSPs who earn Fantastic for Customer Escalations Defect DPMO typically achieve a "0" DPMO for the week. **5.0%**
- i* **Customer Delivery Star Rating:** The Customer Delivery Star Rating metric is defined as average of last weeks' survey feedbacks. DSPs who earn 'Fantastic' achieve a rate of 4.75 star rating or more. **7.5%**
- i* **Delivery Slot Performance:** The Delivery Slot Performance metric is defined as the percentage of scheduled delivery shipments that were attempted or delivered within the customer promised delivery slot. DSPs who earn 'Fantastic' achieve a rate of 99.5% or more. **7.5%**

## Team

- i* **High Performers Share:** The number of DA's that achieved Great or Fantastic as an overall performance tier in 4 (or more) of the past 6 weeks, divided by the total number of DAs that have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for High Performers Share typically achieve 75% or better (i.e. 75% of DAs earned Fantastic or Great tiers in 4 or more of the past 6 weeks). **2.5%**
- i* **Low Performers Share:** The number of DA's that achieved Poor as an overall performance tier in 4 (or more) of the past 6 weeks divided by the total number of DAs which have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for Low Performers Share typically achieve 0.0% score for the metric. **2.5%**
- i* **Tenured Workforce:** The percent share of Delivery Associates (DAs) with an attempted delivery in the week who have a tenure of at least 30 completed workdays. Completed workdays are calculated as the cumulative count of distinct dates with an attempted delivery. Tenured Workforce rate of 90% or higher is rated 'Fantastic'. **5.0%**

## Learn More: Metric Weighting Methodology

Your Overall Standing is designed to reflect your holistic success as a Delivery Service Partner. It is a weighted average of your Safety & Compliance, Reliability, Team, and Quality scores (except when you don't have a Safety score). Each of these four category-level scores are in turn weighted averages of the metrics within them, e.g. your Team score is a weighted average of High Performers Share, Low Performers Share, & Tenured Workforce. If a metric has sub-metrics then it is an equally-weighted average of its sub-metrics (unless otherwise noted); e.g. Standard Work Compliance is a weighted average of POD, Contact Compliance, and AD Accuracy scores. All "Coming Soon" metrics are not considered in the roll-up, and in such cases metric weights are re-adjusted accordingly.

Two additional notes: 1) You can only achieve an Overall Standing less than or equal to your Safety and Compliance score. 2) Incurrence of a 30-Day Noncompliance Notice automatically makes your Overall Standing "Poor" while the notice is in effect.