**Cheers Liquor Mart – Delivery Driver Policy**

# Purpose

This policy sets clear rules for part-time delivery drivers at Cheers Liquor Mart. It covers scheduling, service area, vehicle use, payments, weather rules, ID checks, incident reporting, dress code, phone use, and discipline. Following these rules ensures safety, legal compliance, and good service.

**Driver Contact List (Order of Escalation)**

**If an issue arises, contact the following individuals in this order:**

* **Kyle Thruston (Operations Manager):** (XXX) XXX-XXXX
* **Rob McNeely (General Manager & Owner):** (XXX) XXX-XXXX
* **Les Gutches (COO/CFO & Owner):** (XXX) XXX-XXXX
* **Brent Baldwin (Chief of Retail Operations & PR, Owner)** (XXX) XXX-XXXX

# 1. Scheduling

* **Weekly Shifts:** The schedule for the upcoming Monday–Sunday is posted on the previous Friday.
* **Punctuality:** Show up on time. If you can’t make a shift, notify the OM at least 24 hours in advance.
* **Shift Changes:** Swaps require manager approval. Do not assume a trade is final until confirmed.
* **Clocking In/Out:** Accurately track hours. No unauthorized overtime.

# 2. Vehicle Use

* **Company Vehicles Only:** No personal vehicles for deliveries (per Colorado law).
* **Work Use Only:** No personal errands or side trips.
* **Direct Routes:** Use the dispatcher-assigned route. If adjustments are needed due to traffic or safety, notify the dispatcher or OM as soon as possible so delivery times can be adjusted.
* **License & Safety:** Keep a valid Colorado driver’s license. Report any suspension immediately.

# 3. Payment Handling & Tipping

* **Cashless Sales:** Customers prepay. Do not handle cash for sales.
* **Tips Allowed:** Customers may tip in cash or through the app. Never solicit tips.

# 4. Inclement Weather

* **Closures:** If Colorado Springs School District 11 closes for snow, deliveries are suspended.
* **Other District Closures:** If a delivery destination’s school district closes, deliveries to that area are paused.
* **Weekend/Holiday Decisions:** Management monitors National Weather Service warnings and local road conditions. If a Winter Storm Warning or Severe Weather Warning is issued, management will decide whether to suspend deliveries. Drivers may also make a safety call if conditions deteriorate.
* **Driver Safety:** If conditions feel unsafe, contact management before driving or making a decision to abort. If you cannot reach anyone in the Driver Contact List, you are authorized to make the decision.

# 5. ID Verification

* **Check ID Every Time:** Deliver alcohol only to 21+ customers with valid ID.
* **No ID = No Delivery:** Return the order to the store.
* **Record Keeping:** Log the ID type and number at delivery.
* **Refuse If Suspicious:** Do not deliver if an ID seems fake or altered.
* **No Delivery to Intoxicated Persons:** If the customer appears drunk, refuse the sale and inform the OM.

# 6. Incident Reporting

* **Report All Accidents/Issues:** Notify management immediately if involved in an accident, ticketed, or in a customer conflict.
* **Compliance with Authorities:** Follow police or government requests but do not offer information unless asked. Contact someone in the phone tree as soon as practical.
* **Dashcam Footage:** Do not provide footage to authorities directly. Management and legal counsel will review and provide it if required.
* **No Admission of Fault:** Only answer direct questions. Do not speculate or offer opinions.
* **Emergencies:** Call 911 first if needed, then inform the OM. If unavailable, contact others in the phone tree.
* **Incident Reports:** File a written report within 24 hours for minor incidents. If an accident, injury, or traffic violation occurs, return to Cheers immediately unless instructed otherwise.
* **Escalation Chain:** If the OM is unavailable, contact the GM, then senior management if needed.

# 7. Dress Code

* **Company Shirt Required:** Provided shirts must be worn as the top layer unless severe weather requires an outer layer.
* **Long Pants & Closed-Toe Shoes:** No shorts, sandals, or flip-flops.
* **Neat Appearance:** Maintain hygiene and wear work-appropriate attire.

# 8. Phone Use

* **Hands-Free Only:** No texting or holding phones while driving (per Colorado law).
* **No Personal Calls** While Driving: Let calls go to voicemail.
* **Navigation & Customer Calls:** Set up GPS before driving. If calling a customer, use hands-free or stop first.
* **Company Contact:** Respond to store/manager messages promptly when not driving.

# 9. Pre-Employment & Continuing Screening

* **Pre-Employment Screening:** All new drivers must pass a background check and motor vehicle record (MVR) review. Applicants will be disqualified for any history of DUIs, reckless driving, hit-and-run incidents, vehicular assault, or multiple traffic violations. Additionally, any felony or misdemeanor related to theft, fraud, drug offenses, violent crimes, crimes against children, or sexual assault may disqualify an applicant.
* **Drug & Alcohol Testing:** Drivers are subject to pre-employment drug screening. Any positive test results will result in disqualification.
* **Ongoing MVR & Background Checks:** The company will periodically review drivers' motor vehicle records and conduct background checks. Excessive violations, a suspended license, or newly discovered disqualifying offenses may lead to termination.
* **Random Drug Testing:** Cheers Liquor Mart reserves the right to conduct random drug and alcohol tests. A positive test result will result in immediate termination.

# 10. Disciplinary Actions

* **Minor Violations:** Verbal or written warnings for small infractions (e.g., late arrivals, uniform issues).
* **Serious Violations =** Immediate Termination:
  + **DUI/DWAI or Drug Use** (on or off duty)
  + **License Suspension**
  + **At-Fault Accidents with Major Damage**
  + **Reckless Driving or Excessive Speeding**
  + **Theft, Dishonesty, or Policy Violations**

# Acknowledgment

By signing, you confirm you have read, understand, and agree to follow this policy.

**Printed Name:**

**Employee Signature:**

**Date:**