

MID-SERV SOLUTIONS LLC Safe Driving Guidelines

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Purpose

MID-SERV Solutions LLC has established these guidelines to promote the safety and well-being of delivery professionals and customers using the MID-SERV Solutions LLC platform.

Careless driving and/or reckless behavior may result in costly damage to vehicles and cargo. Even more critically, accidents may result in serious injury and or death to delivery professionals, customers and others. It is important that all MID-SERV Solutions LLC delivery professionals utilize the following safety procedures when using MID-SERV Solutions LLC.

Safety Expectations

We expect that all delivery professionals using the MID-SERV Solutions LLC app will be safe and courteous when behind the wheel of a motor vehicle. It is the driver's responsibility to operate their vehicle in a safe and responsible manner. Delivery professionals are required to employ defensive driving techniques and follow all applicable local and federal motor vehicle regulations.

This includes, but is not limited to:

- Maintaining a speed consistent with the traffic, but never higher than the posted speed limit
- Reducing operating speed when necessitated by adverse conditions, such as weather, highway conditions, or traffic density
- Always using turn signals prior to turning, changing lanes, or merging into traffic
- Being aware of pedestrians and bicyclists and yielding the roadway to them
- Yielding the right of way to other motorists when required by traffic signals or signs, or for safety's sake
- Using caution at intersections, looking both ways for traffic after the light turnings green, and never speeding through a caution light
- Leaving a generous distance between your vehicle and the motorist in front of you on the roadway
- When stopped at a light, stop sign, or in traffic, leaving enough distance so that the rear tires are clearly visible

- Checking for hazards behind your vehicle before backing up and never backing around a corner or into an area with no visibility
- Removing distractions that may divert your attention from the road and staying fully focused on the task of operating your vehicle
- Avoiding the assumption other delivery professionals will be considerate or follow safety guidelines and always being prepared to react in the event of another driver failing to yield, running a light, or otherwise driving aggressively or dangerously

Driving Record

All delivery professionals using the MID-SERV Solutions LLC platform must maintain an excellent driving record, which is verified by MID-SERV Solutions LLC through driving history and background screening checks.

- Must have an in-state driver's license for your state of residence.
 - Active duty military are exempt from the in-state license requirement but will be asked to provide proof of service
- No driving-related convictions for hit-and-run, speeding 100+ mph, reckless driving, street racing, or speed contest
- No DUI, felony or other drug-related driving violations in the last 7 years
- No major vehicle violation in the past 5 years
- No violations in the past 3 years for driving on a suspended, revoked, or invalid license or insurance
- No more than 2 moving violations in the past 3 years
- No more than 2 accidents in the past 3 years
- No more than 1 moving violation and 1 accident in the past 3 years
- No more than 3 minor violations in the past 3 years including accidents, traffic light violations, speeding, or moving violations
- No infractions or violations if ages 18 to 21 years of age. Must have at least 2 years of clean and unrestricted driving experience

Distracted Driving

Distracted driving is not permitted while using the MID-SERV Solutions LLC platform. All delivery professionals must utilize a hands-free device or Bluetooth technology when using a mobile phone while driving or pull off the road to a safe area if they do not have a hands-free device or Bluetooth technology. Delivery professionals are not permitted to use headphones while driving.

Delivery professionals are not to be accompanied by any other persons, other than platform employees or other active MID-SERV Solutions LLC delivery professionals while operating the vehicle. Delivery professionals should never allow customers to ride in their vehicles.

Driver Impairments

Delivery professionals must not drive when under the influence of any drug, alcohol, or controlled substance that could impair your driving ability. Delivery professionals should not attempt to drive when their ability to do so has been impaired by illness, fatigue, injury, or other physical, mental, or medical conditions.

Severe Weather Conditions

No delivery deadline is worth risking the safety of delivery professionals using the MID-SERV Solutions LLC platform. Do not proceed with scheduled projects when extreme weather conditions make it unsafe to do so.

Severe weather can create a risky situation that increases the likelihood of an accident or damage to a customer's cargo. In these situations, delivery professionals are advised to immediately contact MID-SERV Solutions LLC's customer service team so that we may assist you in canceling the project or rescheduling for a safer time.

Transporting Goods

Delivery professionals should never load their vehicles beyond the manufacturer's recommended payload. Do not load cargo in such a way that obscures the driver's field of vision through the front windshield or side windows to the left and right of the vehicle's operator seat.

Delivery professionals are responsible for ensuring all cargo should be securely tied down or placed in a manner to not get destroyed during transport. Cargo that has not been properly secured may be damaged by moving inside a covered vehicle or falling off a pickup truck. This may cause damage, injury, or death if the cargo strikes another vehicle or pedestrian. In addition, the fallen cargo becomes dangerous debris in the roadway, increasing the likelihood of accident and injury for other motorists.

Unsecured cargo may also cause unsafe driving conditions, even if it does not become detached from the vehicle. Cargo that is not secured may shift while the vehicle is in motion, causing changes to the vehicle weight distribution. An unbalanced vehicle is more difficult to drive and, in extreme cases of unbalanced weight distribution, has a higher likelihood of tipping.

Vehicle Maintenance

All vehicles must be previously inspected and approved by MID-SERV Solutions LLC. All vehicles must have a valid registration and valid insurance on file with MID-SERV

Solutions LLC. Delivery professionals are only permitted to use approved vehicles when conducting projects through the MID-SERV Solutions LLC platform.

Delivery professionals are required to maintain their vehicles in a safe condition, so they do not pose a hazard to the public. Vehicles must be able to pass a standard 21-point safety inspections at all times.

Accident Procedures

In the event of a vehicle accident, all attempts should be made to limit further damage or injuries. This includes calling for medical aid (if necessary) and reporting the accident to the proper local authorities and to MID-SERV Solutions LLC.

Even when damage is limited, vehicle accidents can create highly charged and stressful situations. Despite this, delivery professionals should remain calm and professional. It is never appropriate to engage in arguments or use aggressive language or violence directed at others when present at the scene of the accident.

Once the safety and well-being of all involved have been secured, report the accident to MID-SERV Solutions LLC. Accident reports to MID-SERV Solutions LLC must be made using this link <https://www.mid-serv.com/contact-us> If the accident was caused by a failure to abide by local traffic regulations, including excessive speed, it may result in removal from the MID-SERV Solutions LLC platform. Failure to report an accident or traffic incident may also result in removal from the MID-SERV Solutions LLC platform.