

INTERFAST / PUROLATOR DRIVER GUIDE

Version 2.0 - October 2025 | English demo translation

Message from the Interfast LMSP Director

This guide is mandatory for everyone working under the Interfast / Purolator banner. It clearly defines your responsibilities, expected conduct, and the procedures you must follow every day.

Following this guide protects your job, your team, and Interfast's reputation. Every breach is taken seriously: discipline, consistency, and safety are our absolute priorities.

Thank you to everyone who works seriously and takes pride in the job. Anyone who does not follow the rules has no place here.

Mission & Responsibilities

- You represent Interfast and Purolator at every delivery.
- Your conduct directly affects the company's reputation.
- Following this guide helps protect your employment and ensures proper payment.
- If you are unsure, ask the supervisor. Never make up your own procedure.

IMPORTANT: Failure to follow the Interfast protocol is a serious violation and may result in suspension or immediate termination.

Depot Safety (Mandatory)

Required conduct

- Wear a high-visibility vest from the moment you enter.
- Maximum speed in the yard: **15 km/h**.
- Do not use a phone while driving in the yard.
- Follow traffic zones and all supervisor instructions.
- Respect pedestrian zones at all times.

Additional Interfast rules

- Come to a complete stop at every STOP sign.
- Enter and exit only through the designated official doors.
- Never exit through the entrance.
- Do not wander through the depot or enter restricted areas.

IMPORTANT: The depot is a safety zone. Any violation triggers an immediate report and disciplinary action.

Access & Loading - Official Steps

1. Park in the external waiting area.
2. Complete the register: first name, last name, licence plate, and vehicle model.
3. Wait for the supervisor to assign your loading door.
4. Scan every parcel barcode in Delivery Pro.
5. Optimize your route in the app.
6. With the supervisor, identify and remove every out-of-zone parcel.

Access & Loading - Continued

7. Number the parcels in the delivery order provided by Delivery Pro.
8. Load the vehicle neatly. Heavy boxes must stay on the floor so they do not crush other parcels.
9. Collect delivery notices and blue return stickers.
10. Clear your loading door in less than one hour.

IMPORTANT: There are no exceptions. Exceeding the one-hour limit results in an immediate warning.

Mandatory Equipment

- Interfast high-visibility vest.
- Interfast cap.
- Black marker.
- Android 10+ or iOS 15+ smartphone with charger.
- Up-to-date Delivery Pro application.

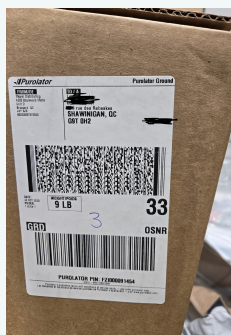
IMPORTANT: Arriving with all required equipment demonstrates professionalism and prevents delays.



Delivery Standards & Proof (OSNR and Signature)

A) Residential OSNR - No signature required

Two proof photos are mandatory:



1. Parcel label in focus



Purolator PIN must be readable



2. Parcel placed safely; door and civic number visible

- Never photograph a person's face.
- If a photo is blurry, dark, or poorly framed, take it again.
- Permitted: directly in front of an apartment door inside the building.

X Prohibited: common hallways, lobbies, public spaces, businesses, and building entrances.

Signatures, Commercial Stops & Safe Placement

B) Signature required

- Take a clear photo of the parcel label / PIN.
- The signer must live at the delivery address.
- Enter the signer's first and last name.

IMPORTANT: Signing for the customer is fraud and identity misuse. It results in immediate termination.

C) Commercial recipient

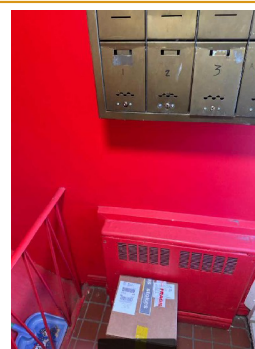
- Use the same process as a signature-required delivery.
- X Never leave a delivery notice at a business.
- X Attempts outside the business's opening hours are not paid.

Where you may - and may never - leave a parcel

- Permitted: directly in front of a residential or apartment door for OSNR.
 - Permitted: a dry, secure location.
- X Prohibited: apartment common areas, commercial lobbies, building entrances, parking lots, lawns, and hallways.

IMPORTANT: If there is no secure access, use the authorized code, complete the blue sticker, and return the parcel to the depot.

Preuve de livraison ^



Codes for Non-Deliverable Parcels

Use only the authorized codes below. If you are unsure, call the supervisor **before** entering a code.

Code 01 - Business closed

- Place a blue return sticker on the parcel.
- Do not leave a delivery notice.
- Enter code 01 in the app.

Code 02 - Incorrect address

- Enter code 02 in the app.
- Check 02 on the blue sticker and add a short explanation, such as not found or missing street number.

Code 04 - Parcel refused

- Write **Refused** on the blue return sticker.

Code 06 - Delivery notice left (residential)

- House: leave the notice and apply a blue return sticker.
- Apartment: do not leave a notice when you cannot access the apartment door.
- Enter code 06.

Code 19 - Mis-sort

X Never use this code.

Code 21 - No attempt

- Allowed only at certain depots. Confirm with the supervisor before entering it.

IMPORTANT: Never record a fake attempt, invent a code, alter a photo, or create a fictitious scan.

Completing the Delivery Notice

1. Write the customer's first and last name.
2. Write the day and time of the attempt.
3. Always check **Delivery**.
4. Always write **tomorrow 10 AM**.
5. Write the Purolator PIN.
6. Always write route code **QPY**.

Purolator purolator.com
1 888 SHIP-123
(1 888 744-7123)

Nous vous avons manqué / Sorry, we missed you

1 **Nom du destinataire / Recipient's Name** _____

2 Nous étions là le _____ à _____ ☐ Matin/A.M.
3 We were here on _____ at _____ ☐ Après-midi ou soir/P.M.

3 ☐ Livraison Delivery ☐ Cueillette Pick-Up ☐ Boîte(s) Box(es) ☐ Enveloppe(s) Envelope(s)

4 **Votre ou vos colis seront prêts pour une cueillette :
Your package(s) will be ready for pick-up:**

Le / On _____ à / at _____ ☐ Matin/A.M.
☐ Après-midi ou soir/P.M.

Purolator Inc.
1885 Sidbec RUE S, Trois-Rivières QC, G8Z 4M6

Faites le suivi de votre envoi au : www.purolator.com
Confirmez les heures d'ouverture à :
www.purolator.com/fr/expedition/trouver-un-centre-dexpedition

5 **Numéro d'identification du colis / Package ID #** _____ 6 **Numéro de route / Route #** _____

Pour récupérer votre envoi / To pick-up your shipment:

1. Vous **DEVEZ** présenter une pièce d'identité avec photo valide émise par le gouvernement sur laquelle figure la même adresse que celle indiquée sur l'envoi (certaines restrictions s'appliquent). Consultez le site purolator.com/codeclient pour en savoir plus.
You **MUST** present valid government-issued **photo ID** with proof of address that matches the shipment (some restrictions apply). Visit Purolator.com/customerID for more information.

☐ **Preuve d'âge / Proof of age** (S'applique uniquement aux envois avec service Signature d'un adulte requis. / For Adult Signature Required packages only.)

2. Veuillez présenter cet avis lors de la récupération de votre envoi.
Present this notice at time of pick-up.

**Nous retiendrons votre ou vos colis pendant cinq (5) jours ouvrables.
We will hold your package(s) for five (5) business days.**

**Facilitez les livraisons à domicile.
Make home deliveries even more convenient.**
Demandez à ce que vos colis soient livrés à votre porte sans signature. Voir également au verso. Veuillez consulter le site Purolator.com/SNR pour obtenir plus d'information. Le destinataire pourrait devoir venir chercher personnellement son colis si celui-ci est de grande valeur, s'il est expédié par le gouvernement ou si l'expéditeur en fait la demande. Have your packages delivered to your doorstep anytime without a signature. Also see reverse. Please visit Purolator.com/SNR for more details. The addressee may be required to personally pick-up shipments that are high value, government-issued or when requested by the shipper.

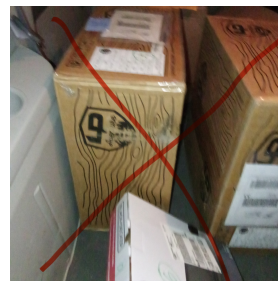
Completing the Blue Return Sticker

1. Date.
2. Our route code: **QPY**.
3. Attempt code.
4. Clear explanation.

Returns to the Depot - End of Day

1. Take a photo of the parcel with the PIN readable and send it through the internal WhatsApp channel.
2. Open the list in Delivery Pro using the red right-hand column.
3. Select **RETURN TO TERMINAL** and scan every parcel.
4. Complete the blue sticker at the time of the delivery attempt.
5. Place the parcels in the return cage.
6. Take a photo of the return cage.
7. Obtain the supervisor's signature.

IMPORTANT: The return cut-off varies by depot. A non-compliant return may result in a \$30 fine. Ask for the deadline; exceeding it without authorization triggers an incident.



Safety & Ergonomics

- Warm up for three minutes before handling parcels.
- Lift with a straight back and bent knees.
- Drink water every two hours.
- Take a short break every 90 minutes of driving.

IMPORTANT: Your body is your work tool. Take care of it.

Route & Compensation

- Office deliveries are paid before 5:00 p.m.
- Commercial deliveries must occur during opening hours.
- A return stop is paid only when the code and scan are correct.

Organization & Communication

- Call early if you may miss the cut-off. Do not wait until 5:00-6:00 p.m.
- If unsure, call before entering a code.
- Keep the route organized and parcels easy to find.

Discipline & Incidents

1. Warning and coaching.
2. Unpaid training day.
3. Contract termination, immediate for a serious violation.

IMPORTANT: Fraud - including a false signature, fictitious scan, or missing parcel - results in immediate termination and an official police report. Insufficient proof or a lost parcel may also result in a chargeback.

Quick Reminders - Memorize These

- High-visibility vest required to enter.
- 15 km/h maximum and complete stops.
- Scan -> Optimize -> Remove out-of-zone -> Number -> Load.
- OSNR proof: readable PIN plus parcel in place with door and civic number visible.
- Failed residential signature: code 06; leave a notice at a house.
- Business closed: code 01, no notice.
- Incorrect address: code 02, blue sticker, clear explanation.
- Returns: PIN photo -> Return to Terminal -> blue sticker -> cage -> photo -> supervisor signature.
- Return cut-off varies by depot.
- If unsure, call the supervisor.
- Never invent a code.

Conclusion

This guide is not optional. Every point comes from a real operational situation.

Your seriousness and respect for the rules are your strength.

At Interfast, discipline protects safety, reputation, and your employment.

TRAINING COMPLETE?

Continue to the English knowledge test in the onboarding page.