



FOR NEW DELIVERY SERVICE PARTNERS

PEAK SURVIVAL KIT

The operating basics that protect performance, people and profit during your first Peak season.

THE SEVEN BASICS

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| 01 Overtime below 5% | 05 Ten-minute stand-up meetings |
| 02 Fleet discipline | 06 Safety as the universal language |
| 03 Always hiring | 07 Wednesday scorecard management |
| 04 Training beyond the basics | |

Peak exposes every weak routine.

Daily discipline keeps small misses from becoming expensive habits.

READ PAGES 2-5 ONCE. PRINT PAGE 6 EACH WEEK.

BUILT BY OPERATORS. POWERED BY COMMUNITY.

CRN operating recommendations - not Amazon policy. Follow current Amazon requirements, contracts and applicable law.

Control labor and fleet every day

Peak makes small labor and fleet gaps more expensive.

1 Overtime

CRN OPERATING TARGET: KEEP OVERTIME BELOW 5%

<5%

OVERTIME TARGET

- Compare each driver's actual hours with the planned 10-hour block every day.
- Know who completes every package inside the work block, who does not, and why.
- Separate route difficulty and training gaps from pace, attendance or behavior issues.
- Coach outliers the same day. Small exceptions become expensive habits during Peak.

DAILY QUESTION

Which driver, route or scheduling decision created overtime yesterday - and what will change today?

2 Fleet Management

KNOW AND ENFORCE YOUR RENTAL DAMAGE OBLIGATIONS

- Require and verify the current Amazon vehicle inspection process before every route, every day.
- Inspect and document any damage variance the same day. Follow your lease or rental terms and do not let yesterday's damage become today's mystery.
- Coach the Delivery Associate (DA) immediately and reinforce the expectation with the full team when appropriate.
- Use real-time Netradyne insights to support DAs, spot trends and coach risky behavior early.

THE STANDARD

Daily inspection plus same-day follow-up builds ownership before rental damage becomes a recurring cost.

Peak staffing starts before you need it

Turnover will happen. A prepared DSP keeps recruiting, develops trainers and protects the culture.

3 Hiring

ALWAYS BE HIRING

A supportive culture can reduce turnover. It will not eliminate it.

- Schedule protected time every week to review applications and conduct interviews.
- Keep the candidate pipeline moving even when the current roster looks healthy.
- Track where applicants stall: application, interview, onboarding or training.
- Treat every strong hire as future Peak capacity, not extra headcount.

CULTURE TEST

Would your drivers recommend this workplace to a family member?

4 Training

AMAZON TRAINING BUILDS THE FOUNDATION

Peak will test pace, judgment and consistency under pressure.

- Amazon's three-day academy covers delivery fundamentals, vehicle inspections and safety. Continue coaching for your routes, expectations and recurring gaps.
- Identify your strongest DAs early and teach them how to coach, not just perform.
- Incentivize proven DAs to help train new drivers and reinforce the same standard.
- Use ride-alongs, route reviews and same-day feedback before poor habits become normal.

PRO TIP

Your fastest driver is not automatically your best trainer. Choose DAs who can explain the standard, stay patient and coach consistently.

Culture and safety are built in person

A ten-minute conversation before loadout can shape the entire day.

5 Stand-Up Meetings

CRN DAILY PRACTICE: TEN MINUTES

10
MINUTES

1 PERFORMANCE

Share yesterday's result and today's focus.

2 RECOGNITION

Call out a DA who modeled the standard.

3 SAFETY

Reinforce one behavior tied to current risk.

4 TEAM GOAL

Connect small incentives to team performance.

KEEP IT REAL

Use snacks or small incentives your team actually wants, tied to a clear team result.

6 Safety

MAKE SAFETY THE UNIVERSAL LANGUAGE

- Role model the behavior. Your team notices what leaders tolerate and what they practice.
- Recognize and reward safe decisions, not only speed or volume.
- Coach unsafe behavior quickly, clearly and consistently.
- Weather will change. Allow DAs to slow down, move safely and drive to conditions.

If safety is truly number one, your decisions must prove it.

Turn the scorecard into daily behavior

Fantastic Plus is earned by measuring the details and acting on the behaviors behind them.

7 Scorecard Management

CRN WEEKLY PRACTICE: PROTECT WEDNESDAY EVENING

1

REVIEW

Study the details, not only the overall tier.

2

DIAGNOSE

Identify the metric and behavior creating the gap.

3

TRANSLATE

Define exactly what the team must do differently.

4

SHARE

Set one or two clear focuses for the next seven days.

If you measure a metric and connect it to a behavior, you can move it.

Your Peak Operating Rhythm

EVERY DAY

- Hold the ten-minute stand-up.
- Review planned versus actual hours.
- Confirm route and package completion.
- Verify the current vehicle inspection process.
- Monitor Netradyne safety events.
- Coach outliers and recognize wins the same day.

EVERY WEEK

- Protect time for applications and interviews.
- Review training gaps and identify trainer DAs.
- Complete the Wednesday scorecard review.
- Choose the behaviors that will move the weakest metrics.
- Share the focus and recognize improvement.

PEAK LEADERSHIP STANDARD

Your team's standard becomes what you inspect, coach and recognize every day.

Run Peak one week at a time

Print one each week. Assign the owner, check the work and act on misses the same day.

WEEK OF _____

SITE _____

OPS LEAD _____

OVERTIME TARGET _____

Daily Non-Negotiables

CHECK THE BOX ONLY AFTER THE WORK IS VERIFIED

DAILY CONTROL	MON	TUE	WED	THU	FRI	SAT	SUN
Ten-minute stand-up completed	☐	☐	☐	☐	☐	☐	☐
Planned vs. actual hours reviewed	☐	☐	☐	☐	☐	☐	☐
Vehicle inspections confirmed	☐	☐	☐	☐	☐	☐	☐
Netradyne safety events reviewed	☐	☐	☐	☐	☐	☐	☐
Outliers coached and wins recognized	☐	☐	☐	☐	☐	☐	☐

Weekly Checkpoints

☐ Recruiting block completed
 ☐ Trainer and training gaps reviewed

☐ Wednesday scorecard reviewed
 ☐ Recognition or team incentive delivered

ONE GAP. ONE OWNER. ONE ACTION.

BIGGEST GAP _____

ACTION THIS WEEK _____

OWNER _____ DUE DATE _____