



1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish a controlled, compliant, and auditable process for the training, qualification, and ongoing competency of personnel performing GDP-impacting activities within SIR LANCELLOT LOGISTICS. This SOP ensures that all applicable staff are adequately trained prior to performing unsupervised duties, that training effectiveness is verified, and that training records are maintained in accordance with Good Distribution Practice (GDP) and Good Documentation Practice (GDocP) requirements.

2. Scope

2.1 Staff

This SOP applies to all staff members performing dispatcher functions or other GDP-impacting operational roles. Any employee transitioning between business units, departments, or roles shall undergo a training gap assessment and complete all required training applicable to the new role prior to performing unsupervised activities.

2.2 Contractors

Training requirements for independent contractors are governed by the Contractor Management SOP. Where contractors interface with dispatcher-controlled processes applicable to customers or regulatory training requirements shall be verified prior to assignment.

3. Policy

3.1 Responsibilities

- **Quality Manager**
 - Oversees the training program to ensure compliance with GDP and GDocP requirements
 - Approves training curricula, assessments, and training records
 - Reviews training effectiveness and trends
- **Director of Operations / Operations Manager**
 - Ensures personnel are trained and qualified prior to assignment
 - Assigns role-appropriate training curricula



Dispatcher Training SOP

- Ensure retraining occurs when required
- **Supervisors / Designated Trainers**
 - Conduct training and On-the-Job Training (OJT)
 - Document training contemporaneously and accurately
 - Assess trainee competency against defined criteria
- **Employees / Trainees**
 - Complete all required training and assessments
 - Adherent to SOPs and training requirements
 - Notify management of any training gaps

3.2 New Employee Training

For all newly hired dispatch staff:

- Issue the approved dispatcher job description outlining roles and responsibilities
- Assign required training curricula in accordance with the Training Matrix
- Ensure the employee and line manager sign and date the job description
- Approval of the job description shall occur within two (2) weeks of employment and prior to the employee performing any unsupervised tasks

Initial training shall be scheduled and completed within two (2) weeks of hire and may include, but is not limited to:

- GDP Training (customer-specific where applicable)
- GDocP Training
- TSA Security Threat Assessment (STA), where applicable
- HazMat Training, where applicable
- Xcelerator System Training
- Samsara / Thermo King Monitoring System Training



3.3 On-the-Job Training (OJT)

Where training requires task observation and practical demonstration:

- A Record of Training form shall be issued prior to OJT commencement
- Trainers must be qualified and authorized for the task being taught
- Each activity shall be assessed and documented at the time it is performed
- OJT completion requires documented demonstration of competency prior to independent task execution

3.4 Recurrent and Refresher Training

- All applicable personnel shall complete recurrent training annually within the same calendar month as their initial qualification
- Retraining is required when any of the following occur:
 - SOP or process revisions
 - Regulatory or customer requirement changes
 - Deviations, incidents, or audit findings
 - Role changes or business unit transfers
 - Extended absence exceeding 90 days

3.5 Training Assessment and Effectiveness

- All training assessments require a minimum passing score of 80%
- A second assessment attempt is permitted following retraining
- Failure of retraining shall be escalated to Quality and Operations Management
- Training effectiveness shall be monitored through performance reviews, deviation trends, and audit outcomes



3.6 Deviations and Non-Compliance

- Failure to complete required training or demonstrate competency shall be treated as a quality deviation
- Employees shall not perform unsupervised GDP-impacting tasks until training deficiencies are resolved
- Deviations shall be documented, investigated, and closed in accordance with the applicable Quality SOP

3.7 Training Records and Documentation

- All training records shall be maintained in the SIR LANCELLOT LOGISTICS Portal
- Training records shall be attributable, legible, contemporaneous, original, and accurate (ALCOA+)
- Records shall include, at minimum: employee name, role, training title, SOP or system version, trainer, assessment results, and completion date
- Training records shall be retained for the duration of employment plus a minimum of three (3) years
- Access to training records shall be controlled to preserve data integrity



REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation	8 JAN 2024		
1.1	Company Name and Logo Updated	19 JUN 2024		
1.2	Updated record of training v1.0	08 SEP 2025		
2.0	Complete revision of SOP. Updated structure, clarified responsibilities, aligned documentation control practices with GDocP and ALCOA+ principles. Supersedes all previous versions.	04 MAR 2026	DocuSigned by: <i>Bill Maloney</i> C34D253392F940F... 3/4/2026	Signed by: <i>Vince Lambert</i> 213BC8E41A9D48A... 3/4/2026

Certificate Of Completion

Envelope Id: 67CBA891-434E-4571-AD64-1F3B7E399D0B
 Subject: Complete with Docusign: SLL Dispatcher Training SOP 2.0.pdf
 Source Envelope:
 Document Pages: 5
 Certificate Pages: 5
 AutoNav: Enabled
 Envelopeld Stamping: Enabled
 Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Status: Completed
 Envelope Originator:
 Bill Maloney
 bmaloney@myrushdelivery.net
 IP Address: 152.193.129.100

Record Tracking

Status: Original
 3/4/2026 8:08:35 AM


Holder: Bill Maloney
 bmaloney@myrushdelivery.net

Location: DocuSign

Signer Events

Bill Maloney
 bmaloney@myrushdelivery.net
 Quality Manager
 Sir Lancelot Courier & Delivery Service
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

 C34D253392F940F...
 Signature Adoption: Pre-selected Style
 Using IP Address: 152.193.129.100


Timestamp

Sent: 3/4/2026 8:10:37 AM
 Viewed: 3/4/2026 8:18:31 AM
 Signed: 3/4/2026 8:18:37 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Vince Lambert
 vlambert@myrushdelivery.net
 Vice President
 Security Level: Email, Account Authentication (None)

Signed by:

 213BC8E41A9D48A...
 Signature Adoption: Pre-selected Style
 Using IP Address: 152.193.129.100

Sent: 3/4/2026 8:10:37 AM
 Viewed: 3/4/2026 1:22:50 PM
 Signed: 3/4/2026 1:33:09 PM

Electronic Record and Signature Disclosure:

Accepted: 3/4/2026 1:22:49 PM
 ID: 4f2d4f14-2fca-40ae-902f-bd225ac82738

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/4/2026 8:10:37 AM
Certified Delivered	Security Checked	3/4/2026 1:22:50 PM
Signing Complete	Security Checked	3/4/2026 1:33:09 PM
Completed	Security Checked	3/4/2026 1:33:09 PM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Amanda Demski (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Amanda Demski:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: ademski@pdxdelivers.com

To advise Amanda Demski of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at ademski@pdxdelivers.com and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from Amanda Demski

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to ademski@pdxdelivers.com and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Amanda Demski

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to ademski@pdxdelivers.com and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify Amanda Demski as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Amanda Demski during the course of your relationship with Amanda Demski.