



1. Purpose

The purpose of this SOP is to outline Sir Lancelot Logistics' process for qualifying, onboarding, and monitoring Independent Contractors (ICs) to ensure safe, reliable, and compliant services while maintaining proper independent contractor classification.

2. Scope

This SOP applies to all Independent Contractors who provide delivery and logistics services for Sir Lancelot Logistics. It outlines company requirements and expectations but does **not** direct or control how Independent Contractors perform their work.

3. Policy

3.1 Responsibilities

- **Operations Manager** – Reviews IC qualification packages, approves onboarding, and oversees compliance processes.
- **Quality Manager** – Reviews incidents, service concerns, complaints, and ensures best practices are being followed as it relates to service quality requirements.
- **Dispatch Team** – Communicates customer and service requirements, monitors delivery progress, and documents route- or job-related updates.
- **Independent Contractors** – Determine how to provide contracted services while meeting agreed upon service expectations in the Independent Contractor Agreement (ICA).

4. Contractor Qualification Requirements

Independent Contractors must meet the requirements outlined in Sections 4.1–4.5 before becoming eligible to enter into an Independent Contractor Agreement.

4.1 Documentation Requirements

- Valid driver's license
- Proof of insurance that meets contractual requirements
- Vehicle registration (if using their own vehicle)
- W-9 form
- Any certifications required by specific clients or routes



4.2 Background and Compliance Screening

Independent Contractors may undergo background, driving record, or credential checks that align with client or regulatory expectations. Results are reviewed only for suitability relevant to contracted services.

4.3 Vehicle & Equipment Requirements

Independent Contractors typically supply their own vehicle and equipment appropriate for the contracted work.

Sir Lancelot Logistics maintains a limited number of specialized company-owned vehicles and equipment (such as TCV units, pallet jacks, and load securement tools). Independent Contractors may request eligibility to use these assets under a **Vehicle Leasing Agreement**, which outlines terms of use, responsibilities, and cost obligations. An IC must review and sign the Vehicle Leasing Agreement before using any company-owned vehicle or equipment.

4.4 Driver Qualification Requirements for Use of Company-Owned Vehicles

Independent Contractors seeking eligibility to operate company-owned vehicles must:

- Maintain a clear Motor Vehicle Record (MVR)
- Hold a valid DOT medical card (or obtain one at their own expense)
- Complete any additional DOT-related testing required by regulatory or client expectations (costs may be the IC's responsibility)
- Complete a Driver/IC Road Evaluation and DVIR (Driver Vehicle Inspection Report) Training before operating a company vehicle

Once all requirements have been met, including MVR, DOT certification, and a signed Vehicle Leasing Agreement (when applicable) the IC may be added to the **Approved Driver/IC List**.

4.5 Agreement to Service Standards

Independent Contractors must review and agree to service and customer requirements, including:

- Pickup and delivery expectations
- Scanning and tracking requirements
- Handling and documentation procedures for sensitive or medical items



4.6 Clarification of Relationship

Sir Lancelot Logistics does **not** train, direct, or control how Independent Contractors perform their work. Any expectations communicated relate solely to contractual service outcomes required by customers or regulatory obligations. Sir Lancelot Logistics does **not** train, direct, or control how Independent Contractors perform their work. Any expectations communicated relate solely to contractual service outcomes required by customers or regulatory obligations.

5. Onboarding Process

1. Review and acceptance of IC qualification documents
2. Completion of Independent Contractor Agreement
3. Review of service expectations, not methods
4. Activation in dispatch system once compliant

6. Service Expectations

The following expectations apply to all Independent Contractors as part of the service requirements agreed upon in the ICA:

- Maintain agreed-upon pickup and delivery windows
- Scan items as required for tracking and chain-of-custody
- Maintain secure handling of all deliveries
- Notify Dispatch if unable to complete a contracted job
- Follow any safety, confidentiality, or regulatory requirements communicated by clients

These expectations define *service outputs*, not the method of work.

7. Incident, Complaint, or Service Concern Review

When a service concern is reported, Sir Lancelot Logistics reviews the issue in accordance with applicable quality processes:

- Confirm facts and documentation
- Identify any unmet service requirement
- Determine appropriate follow-up under the Independent Contractor Agreement



Follow-up steps may include:

- Reviewing service expectations and customer requirements for quality and compliance
- Cease offering work to or utilizing the service provider/IC
- Removal from eligibility for future contracted work

These actions relate only to contract compliance, not employment-related discipline.

8. Contract Status Changes

Sir Lancelot Logistics may discontinue contracting with an IC based on:

- Repeated service requirement failures
- Customer contract requirements
- Safety or regulatory concerns

The company does not terminate “employment,” but may discontinue contractual engagement as outlined in the ICA.

9. Records

All qualification, compliance, and service concern records are maintained in a secure, access-controlled system for audit and client accountability purposes.

10. Independent Contractor Classification Disclaimer

This SOP is designed to ensure compliance with service expectations and regulatory requirements while maintaining proper Independent Contractor status. Nothing in this SOP should be interpreted as:

- Directing *how* Independent Contractors perform their work
- Creating an employment, co-employment, or supervisory relationship
- Imposing employment-style disciplinary processes.

All requirements described herein relate solely to service standards and contractual expectations agreed upon by the Independent Contractor.



REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation	14 July 2023		
1.1	Company Name and Logo Updated	19 JUN 2024		
2.0	Comprehensive revision of SOP updating IC qualification criteria, compliance workflows, documentation standards, and company-owned vehicle eligibility requirements to align with current operational practices.	31 Mar 2026	DocuSigned by: <i>Bill Maloney</i> C34D253392F940F... 3/31/2026	Signed by: <i>Vince Lambert</i> 213BC8E41A9D48A... 4/7/2026

Certificate Of Completion

Envelope Id: A124C8A9-99E3-826C-82AE-7B427B818D1D	Status: Completed
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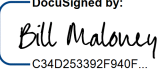
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In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
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