Biocair Driver Standard Operating Procedure

Instructions for collections, deliveries and shipment handling

Objective	Complete every Biocair job safely, on time, and with full shipment traceability.
Applies to	All drivers assigned to Biocair collections, recoveries, deliveries, and airport tenders.
Main rule	Follow the job request and Biocair work instructions exactly. Ask before acting if anything is unclear.

Critical attention points

- On-time pickup and delivery are an extreme priority. Plan extra time and report any risk of delay immediately.
- Use only a trained, authorized driver and an approved cargo vehicle.
- Handle one shipment at a time. Keep the shipment secure, upright when marked, and within the required temperature conditions.
- Record information when the work happens. Entries must be clear, accurate, complete, and traceable.
- Communicate every milestone. When in doubt, contact Dispatch or the Biocair Job Owner before proceeding.

Professional and security standards

- Wear clean company attire and closed-toe shoes. Maintain a neat, professional appearance.
- Do not post routes, customer names, cargo details, shipment photos, delays, or vehicle information on social media.
- Remove vehicle keys during loading and unloading. Lock the cab and load compartment whenever you exit.
- Do not carry unauthorized passengers. Park in a secure, visible area, preferably under camera coverage.
- Report suspicious activity, security concerns, loss, damage, or possible tampering immediately.

DRIVER PROCEDURE

Before leaving for the pickup

1. Review the job

Read the full job request, attachments, special work instructions, addresses, contacts, collection window, delivery deadline, temperature range, packaging, vehicle, and return requirements.

2. Confirm you are qualified

Confirm your training is current. Air cargo work requires current TSA training and valid STA or approved equivalent documentation. Cell and gene therapy work requires current CGT certification.

3. Inspect the vehicle

Use the approved vehicle listed for the job. The cargo area must be clean, dry, secure, and free from anything that could damage or contaminate the shipment.

4. Check supplies

Confirm that all required packaging, coolant, temperature monitors, labels, paperwork, security seals, and personal protective equipment are ready. Use only the packaging listed in the job instructions.

5. Confirm timing

Plan to arrive within the confirmed collection window. Contact the collection and delivery sites ahead of arrival and provide an accurate estimated arrival time.

STOP AND CALL: If you cannot meet the time, vehicle, training, packaging, or temperature requirements, do not start the job until Dispatch or Biocair provides instructions.

At the collection site

6. Match the shipment

Confirm the sample or product description, collection location, delivery address, piece count, and paperwork. Collect only the items listed in the instructions. Never accept an add-on without Biocair approval.

7. Inspect before packing

Check every container and package for damage, leakage, missing labels, or tampering. Process shipments one at a time to prevent mix-ups or cross-labeling.

8. Pack exactly as instructed

Complete packing promptly at the customer site and, when possible, in a temperature-controlled area. Do not improvise a packaging method. Follow the approved packaging guide for the specific shipper.

9. Start and verify the monitor

Start the temperature monitor at the required time and confirm its correct start symbol or indicator. Record the monitor details and any startup delay. Replace a faulty monitor before departure.

10. Complete the paperwork

Complete the Biocair waybill and all required forms in real time. Confirm signatures, dates, times, counts, seal numbers, and special forms are complete and readable. **RECORD: waybill, forms, package condition, labels, and monitor status when required**

STOP AND CALL: Report any mismatch, damage, temperature concern, missing document, faulty monitor, or unapproved additional item. Wait for Biocair instructions before packing or leaving.

DRIVER PROCEDURE

Security seals and transport

- For truck jobs, confirm an approved seal is available. Apply the seal after the trailer doors close and record the number on the Vehicle Seal Form.
- Keep the load compartment locked during transit and stops. Keep keys with you and secure.
- Drive directly according to the approved plan. Do not make unauthorized stops or route changes.
- Protect the required temperature range. Complete every scheduled dry ice top-up or other maintenance action and record it on a separate Temperature Maintenance Form for each controlled box.
- Send milestone updates to BTX Dispatch or through the approved Biocair app. Report delays and changes as soon as they become known.

At delivery

11. Confirm the exact destination

Deliver only to the named location, department, group, or contact in the instructions. Verify the recipient before releasing the shipment.

12. Verify the seal

Keep the seal intact until the consignee verifies its number and condition. Break it only after verification or witness the consignee breaking it. Complete the consignee section of the Vehicle Seal Form.

13. Match the shipment and paperwork

Confirm pieces and identifiers against the delivery paperwork. Maintain chain of identity and chain of custody throughout the handoff.

14. Obtain proof of delivery

Capture the recipient's full signature, printed name, delivery date, and exact time. Use the Biocair Courier App when assigned and complete every prompted step. **RECORD: proof of delivery and final package condition when required**

15. Report completion

Send delivery confirmation immediately. Record any packaging, equipment, or temperature monitor that must be recovered or returned.

Biocair Courier App - Courier WebApp

- Open the app, enter the supplier PIN, choose Collection or Delivery, scan the package barcode, and verify the correct job appears. Contact BTX dispatch for the PIN if needed.
- Complete every prompt, upload required information, capture the client's digital signature, and wait for the confirmation screen. If the app fails, contact BTX Dispatch and follow the backup documentation process.

Special situations

China shipments

- The commodity description must match exactly what the customer gives you.
- Have the customer initial each commodity line on both waybills, mark the packer box as required, and complete and sign the China checklist.
- Before closing the shipper, confirm the temperature monitor is running. Upload the waybill and checklist, then place the required copies inside the shipper.
- Tender only to the instructed BTX or Biocair hub. Do not export directly to China unless written instructions specifically authorize it.

Cell and gene therapy shipments

- Only a driver with current CGT training may handle the shipment.
- Follow the client work instructions exactly. They take priority over general training and SOP instructions.
- Verify packaging, temperature, labels, monitors, paperwork, identity, and custody before each handoff.
- Provide real-time confirmation at each required stage. Report every deviation immediately.

Final driver checklist

Done	Required check
☐	Assignment, timing, route, special instructions, and contacts reviewed
☐	Training status, approved vehicle, equipment, packaging, coolant, monitor, and seal confirmed
☐	Collection and delivery sites received an estimated arrival time
☐	Shipment identity, count, condition, temperature, paperwork, and labels verified
☐	Required photos, forms, app entries, signatures, dates, and times completed
☐	Dispatch or Biocair received all required milestone and completion updates
☐	Reusable packaging, equipment, and temperature monitor return requirements recorded

STOP AND CALL: Never guess, substitute, re-pack, accept extra material, or continue after a deviation without approval.