



Outbound Operations – Overview

A few facts about Driscoll Foods and how our operation is unique:

- Our warehouse holds over 15,000 different items – all of different shapes, sizes, weights and packaging
- We deviate from standard industry practices by splitting more items than our competitors, that is why we sell so many 'pieces.' Not all items are splittable but we try to be as flexible as possible to meet our customer's needs. Pieces should be packed in piece boxes and separated by stop #. We are working on developing our training program for selectors in each temp zone as pieces are handled differently in each zone (cooler, freezer, dry).

Although our operation is unique, there are several ways we operate similarly to our competitors:

- **Batch picking:** this is a common industry method of picking to aid in efficiency/productivity. A 'batch' is an order of work. Depending on the size of the orders, there can be multiple stops/orders/customers on one pallet. Our system is designed to lead selectors through a pick path where heaviest items are the first slots they are sent to and the lightest items should be the last slots they are sent to. Pallets should be stacked in stop order, HOWEVER, heaviest items must go on the bottom, lighter items on the top regardless of stop number.
- **Voice selection:** all selectors are on a voice selection program called Lucas. The voice commands come from "Jennifer." We use this system to confirm items have been picked, view batches, track selector performance and more.
 - o If you have a short, please report it – we will look into whether or not it was voiced in and advise accordingly.
- **PIR** – product in rotation – these are the yellow labels you have probably seen before. Since we need our first and second levels for high volume items these are placed at 'pick levels.' PIR items are lower volume and therefore are slotted higher up. Additionally, items that are prone to theft regardless of volume will be slotted above pick level (eg. Monster, red bulls, baby formula) these slots also have hidden cameras to prevent theft. PIR is picked completely separately from the rest of the order from a veteran specialist who operates the cherry picker to reach the highest levels in the warehouse. He brings it to the door where the corresponding route is being loaded. Example: rt 99 is being loaded at door 33, the PIR picker will be sent there to drop the product. The loader is supposed to match the PIR items to the corresponding stop pallets. Errors that occur with PIR are due to timing (route is loaded and moved out of door before PIR arrives), loader is rushed and puts all PIR at tail of truck, or a loader might get confused as routes are being loaded side by side and it is put on the wrong truck.

Loading:

- Every morning, you are given a map to your truck. Most often, this is decorating the parking lot or chucked in the bin. You are doing yourself a disservice if you throw this away! this packet is a map to your load. It shows where each pallet is located and which stops are on which pallet. This prevents shorts found later, shorts, and a lot of frustration. Save this packet.



- Our loaders are going through a lot of retraining. We are hiring dedicated loaders and moving current loaders (who are top selectors) back to picking.
- If you have loading issues, you must report it first thing in your morning. When you put your equipment in the back of your truck, check your labels – confirm your route # is correct, your load is secure, and your first stop is visible. If it is not, go to dispatch. Do not leave the yard without doing this. we will work to permanently address any loading errors on your route, but we must resolve before you leave.
- Drivers are provided supplies and are expected to utilize them to re work the load as stops are delivered and pallets are broken down. Set yourself up for success by bringing shrink wrap and tape with you daily. If you would like any additional tools, request at dispatch.
- A perfect truck consists of 4 freezer pallets, 4 cooler pallets and 4 dry pallets. however, our batches & pallets all depend on what the customers on that route have ordered. In the event a truck has more cooler and dry pallets, a dry pallet may be placed in the freezer. This is not a mistake. The dry items are the only type of product that can be in the freezer without degrading the quality. For example: route 99 has 3 freezer pallets, 6 cooler pallets and 3 dry pallets – 1 of the dry pallets (should be later stops) will be placed in the freezer to even out the load and fit all pallets on the truck.
- All blankets, bulkheads and loading straps must be returned to the warehouse
- Short running: when a slot is empty, but we have additional product in reserve, a selector will move on and complete the batch as to not delay the completion of the route but the voice selection system notifies the replenishment specialist that the slot is empty. When the selector's batch is complete, he turns in his 'short labels' at the window to the office clerks. A short runner will go through and pick all missing cases to add to the truck. this is why sometimes you will find product at the end of your truck to avoid shorting the customer.