# Winnipeg Free Press

# 1355 Mountain Avenue

# **CARRIER HANDBOOK**





http://www.winnipegfreepress.com/handbook/

**Revised April 2021** 

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# **CONTACT INFORMATION**

# Free Press Depot 1355 Mountain Avenue

#### **Hours**

Monday to Saturday 12:30 a.m. to 2:00 p.m.

#### 204-697-7155

(After hours, leave a voice message)

Email: freepress.depot@freepress.mb.ca

#### **Contact the Free Press Depot for:**

- ✓ Route information
- ✓ Route lists
- ✓ Shortage of newspapers
- ✓ Damaged newspapers
- ✓ Supplies such as plastic sleeves, elastic bands etc.

When calling, please state: YOUR NAME,

ROUTE NUMBER, & REASON FOR CALL

# **IMPORTANT SAFETY SUGGESTIONS**

#### Visual check

Before leaving your vehicle for a delivery, check to see if anyone is approaching you or loitering around the address. If you feel uncomfortable with their presence, please proceed to your next stop and either circle back later or call the Free Press and report a missed delivery.

#### Turn vehicle off - lock doors

Turn your vehicle off and lock the doors when you leave your vehicle to deliver a newspaper.

# **PERSONAL REQUIREMENTS**

# **Vehicle**

Carriers must provide a reliable vehicle and all other tools and equipment to complete their duties



165 cm



You must possess appropriate licensing and insurance under the motor vehicle laws, and keep current during the term of your contract.

# **Practice Your Route**

Prior to starting your first day, you should do a daytime practice run through your route area to familiarize yourself with the streets and home addresses. BE PATIENT... the first few days will take you a little longer than usual.



# **Reflective Safety Vests**

It is highly recommended that carriers wear a reflective safety vest while delivering newspapers.

**Flashlight** 

It is also recommended that you have a flashlight with you when doing deliveries. This will make it easier to find home addresses and could prevent tripping when walking up to doors in the dark.

### **UPON ARRIVAL AT DEPOT**

When you are scheduled for pick-up will depend on where you are delivering too, so know your FSA (first three characters of the postal code). Carriers must arrive at the Depot between 1:00 a.m. and 3:30 a.m.

Upon arrival you must report to the district manager in the Free Press depot car (near the depot office at front of building). The blue card with your route number in red is required so Free Press staff can quickly identify you by your route number. Show your card when checking in. Just hold the card up to your window. This will speed up the check-in process.

12035

#### **ONROUTES:**

- Correct letter package
- Bundles and odds

#### **OTHER PAPERS**

- La Liberte
- Jewish PostThe Carillon
- Headingly Headliner R3R (Marked with large X)

Count all products before leaving depot

You will be instructed to proceed to the line up towards loading area at the back of building, or be directed to come into the depot office for further instructions. When you enter the first point of pickup up for either newspapers or on-route, once again show your card so staff can get your DAR and give you your newspapers or on-route.

If you require supplies such as plastic bags, you can pick them up at the shipping area.

Give your "Daily Activity Report" (DAR) to the shipper to get your newspapers and onroute package(s).

Before leaving, it is your responsibility to count your newspapers and on-route package(s) to ensure you have the correct amount. If you are short, immediately report to district manager to get the missed newspapers or on-route package(s).



### **SERVICE**

# **Deliver On Time**

Subscribers are guaranteed to have their newspapers delivered by:



6:00 a.m. Monday - Friday



7:00 a.m. Saturday

**Do Not Litter:** Return paperwork with confidential customer information to the depot for shredding. Plastic strapping and other garbage should be placed your own garbage bin or a garbage bin at the Free Press.

#### **Responsibility For Your Actions**

Please be respectful of other people's personal property while delivering. As an independent newspaper carrier, you are responsible for all damages caused by either yourself or from your vehicle.

### **Stop Newspapers That Pile Up!**



While making deliveries, if you notice the <u>previous three days'</u> <u>newspapers</u> have not been picked up, **DO NOT** deliver another newspaper and pick up the previous editions. Call the depot number and have the newspaper stopped. It is likely the customer forgot to call in a vacation stop.

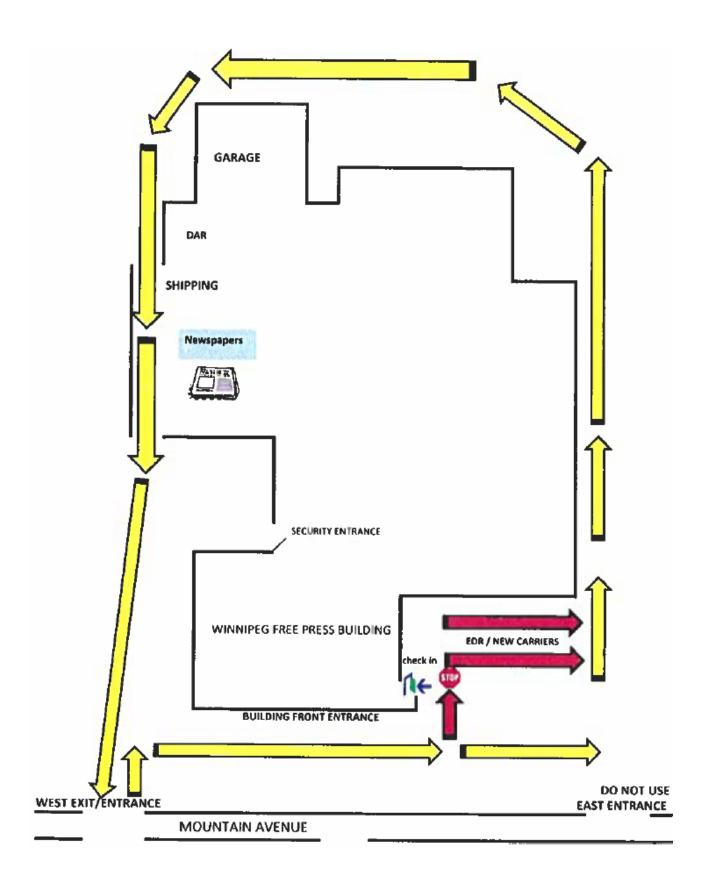
I guess the Smiths are on vacation...

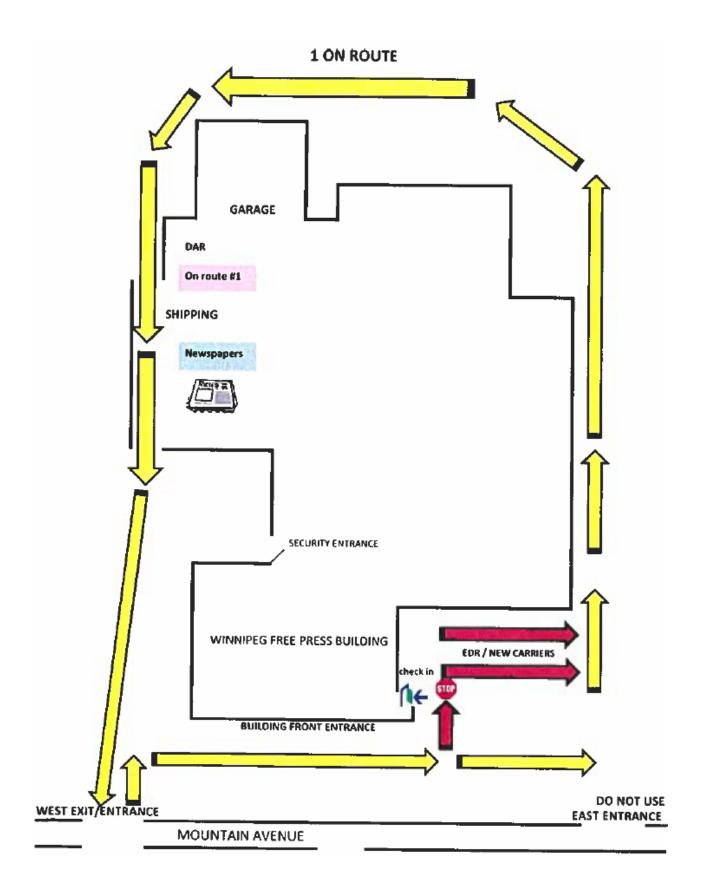


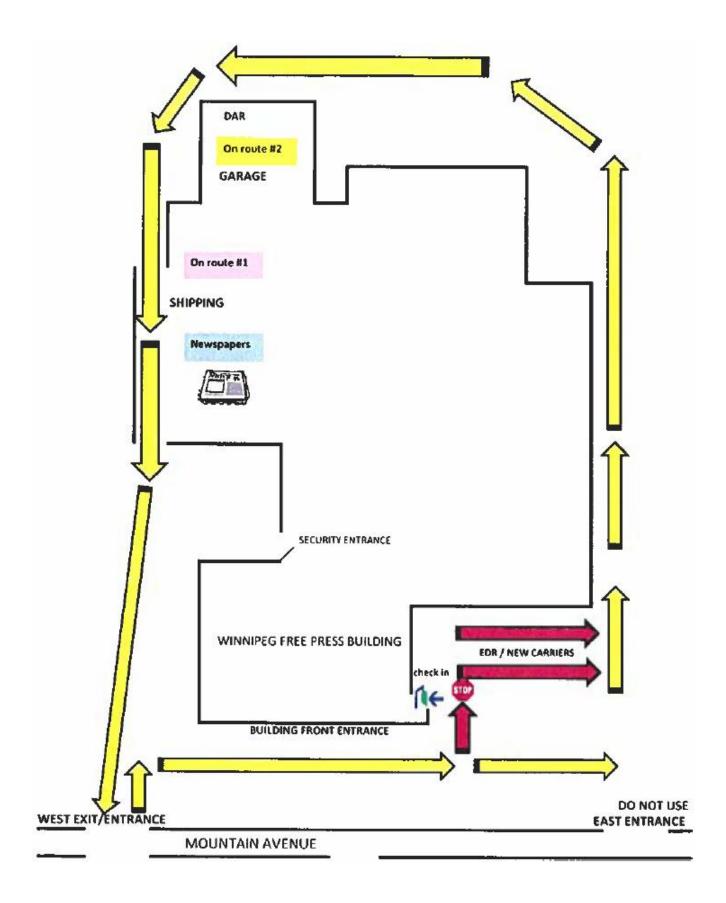
# **DIRECTIONAL MAPS**

The following 3 pages show the directions to drive around the building to pick up your products (map with no on route, map with one on route, map for two on routes). You may have the following to pick up:

- DAR
- Delivery List (Monday and Saturday)
- On Routes You may not have any on routes, or you could have 1 or 2
- Third party newspapers La Liberte, Jewish Post, The Carillon
- Winnipeg Free Press newspapers







# YOUR DELIVERY LIST

Carriers receive a new Delivery List every Monday and Saturday. Carriers are responsible to make manual changes to their Monday list if they receive any starts, stops or restarts between Tuesday and Friday each week.

The Delivery List is fed through our GPS program (Route Smart) and provides carriers with all the active subscriber street addresses and specific delivery instructions, as shown in the example that follows on the next 2 pages. Please be sure to adhere to any special delivery requests, noted by some individual subscribers.

- 1. Delivery day
- 2. Route number
- 3. Solution Date: Time and date route list was processed
- 4. Address Not Routed: Addresses listed here will not appear in body of route list.
- 5. Turn by Turn direction from depot to first delivery
  - L = Turn left
  - R = Turn Right
  - X = Cross Street
  - XR = Cross street on right only
  - XL = Cross street on left only
  - VR = Veer Right
  - VL = Veer Left
  - KR = Keep Right
  - KL = Keep Left
  - SR = Stay Right
  - SL = Stay Left
- 6. First street to be delivered
- 7. Street address number to be delivered; 7 A unit/apartment numbers
- 8. Publication
- 9. If more than one newspaper goes to an address, it is indicated on the right of the publication name
- 10. Delivery Instructions
- 11. Last delivery address
- 12. Draw
- 13. Draw with papers only
- 14. Kilometers from depot through route to last subscriber address

#### **SAMPLE DELIVERY LIST**

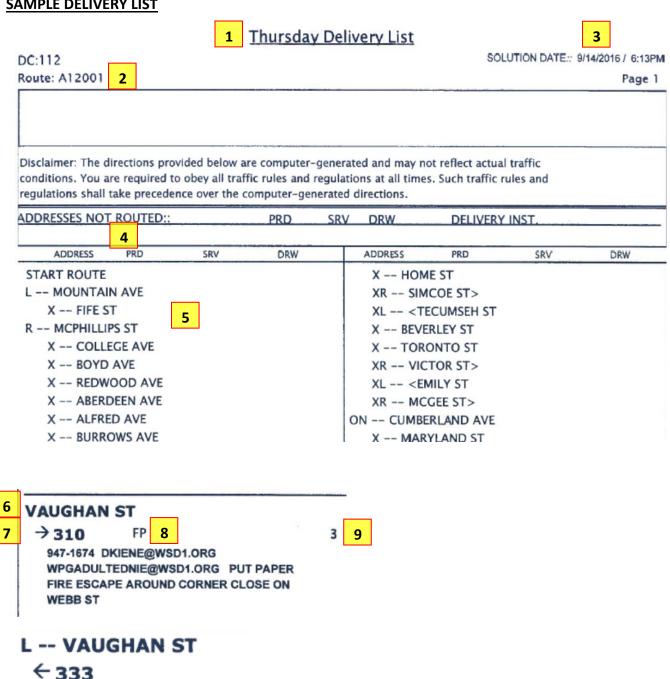
#101

#107

**7A** 

FP

FP



#508 SECURITY BAG	FP 10	#1805 FP SLIDE UNDER DOOR 10
#607 #608 #704 #802 #804 #805 #904 #905 #907 #1001 #1002 #1005 #1006 #1007 #1101	FP F	<ul> <li>→ 410         #430</li></ul>

DC:112

Route: A12001

SOLUTION DATE:: 9/14/2016 / 6:13PM

Page 4

#### **ROUTE TOTALS**

#### **TOTALS BY SERVICE:**

FP: 118 12

DRAW: 118 13
SEQUENCED: 118
UNSEQUENCED: 0

KILOMETERS: 6.85 14

SVC TIME: 1:56 SEQUENCED: 1:56 UNSEQUENCED: 0:00 DRV TIME: 0:11

**TOTAL TIME: 2:07** 

# YOUR DAILY ACTIVITY REPORT (DAR)

This is your daily manifest that provides important information about that day's bundle counts, products, changes to your route, and delivery frequencies. A new DAR will be in your mailbox every day.

In particular, the "Daily Activity Report" (DAR) provides the carrier with the following information:

- 1. Date
- 2. Carrier Identification Number
- 3. Third Party paper listed here if applicable
- 4. 2<sup>nd</sup> insert package (on-route)
- 5. 1st insert package (on-route)
- 6. Regular newspaper
- 7. Total papers to be delivered and total number of inserts
- 8. Amount of papers in a bundle
- 9. Number of bundles
- 10. Any papers that are over those contained in bundles.
- 11. Package letter for second on route
- 12. Package letter for first on route
- 13. Newspaper package letter. At times there will be different package letters, for example when an advertising Post-It-Note is attached to front page for certain routes only.
- 14. Notice for any open routes
- 15. Start:
  - o New subscriber's name and address starting that day
  - New subscriber's delivery schedule 6-day, 3-day or 1-day
  - List of products they will be receiving FP (Free Press), Yourtube (Saturday TV book)

#### 16. Stop:

- Subscriber's name and address that is stopping
- o Subscriber's delivery schedule
- List of products that this stopped subscriber was receiving
- 17. Payment: Informs carrier when one of their customers renew their subscription
- 18. A reminder of who your 3-day subscribers are every Thursday

# **Every day**, carefully review your Daily Activity Report (DAR).

# **SAMPLE DAR**

# **DAILY ACTIVITY - FREE PRESS**

	Carrier: <b>R</b> . <b>T</b> Phone: (431) 9  Truck: <b>D3024</b>			05/27/21	<b>033</b> Roi 0330		
		7	8	9	10		
		Draw	Size	Bundles	Odds		
3	LL	29	-	-	29	-	
4	ONROUTE2	86	25	3	11	D	11
5	ONROUTE	86	25	3	11	U	12
6	Daily	86	40	2	6	Α	13
	OPEN ROUTE 02	5010	R3J MAY 28	OFFICE FOR -			
15	START  MARTHA 204 HILL St APT 1 1615771			6DAY Office Pay		Free Press	
16	STOP PAUL H 333 VAUGHAN ST APT 504 1283430			6DAY Office Pay	FP Yo	our Tube	•
17	PAYMENT  JEN 43 WEBB PL 11208			6DAY Office Pay			
18	3 Day						
	BRENDA M	33	VAUGHAN ST AP	T 11			
	GLEN K	33	VAUGHAN ST AP	T 3			

# PAPER DROP OFF LOCATIONS

Newspapers must always be left in a safe, dry location - inside mailbox unless the subscriber requests delivery to a specific location such as between doors or inside a plastic sleeve at door. Special locations will be on your route list.

Always respect subscriber's property – use sidewalks and do not cut across lawns.



1<sup>ST</sup> OPTION Inside Mailbox



<u>2<sup>ND</sup>OPTION</u> Between Doors

3<sup>rd</sup> OPTION



Inside mailbox, but newspaper is exposed, in rainy weather wrap in plastic

# **LAST OPTION**

ONLY when no mailbox or inside door access - Inside plastic bag directly in front of the main door.



# **ADDITIONAL DELIVERY PRODUCTS**

In addition to the daily newspapers, carriers are responsible to distribute additional products to specific addresses on various days of the week. As a carrier, you are paid for each of these deliveries.

Some of the ongoing additional products you may have include:

✓ On-route Flyer packages to all subscribers on Thursday

✓ La Liberte Wednesdays to select addresses

✓ **Jewish Post** Every 2<sup>nd</sup> Wednesday to select addresses

✓ The Carillon Fridays to select addresses
 ✓ Yourtube (TV book) Saturdays to select subscribers
 ✓ Subscriber Invoices Every day Monday through Friday



#### Periodically, you may receive:

✓ Door Hangers Must be hung on the door handle!
 ✓ Outserts Advertising product delivered outside the regular paper

✓ Sample newspapers

**Post It Notes** Affixed to front page of newspaper

✓ Catalogues



This illustration shows you how doorhangers (outsert) must be delivered. They must be put on door knobs of ALL homes or apartments you deliver to. They are NOT to be put inside or outside the newspapers.

At times you will be required to deliver a subscriber's invoice. Put it directly into the mailbox.



### **Third Party Newspapers**



**La Liberte**Delivered Every Wednesday



Jewish Post
Delivered Every Second Wednesday



The Carillon
Delivered Every Friday

- 1. If you have to deliver one of these papers it will be listed under "ADDITIONAL PRODUCT(S)" on the Daily Activity Report (DAR) sample below.
- 2. YOU MUST DELIVER TO ALL ADDRESSES ON THE DAR. This may include Winnipeg Free Press subscribers not scheduled to receive a Winnipeg Free Press on that particular day, or to addresses that are not Winnipeg Free Press subscribers.
- 3. You are fully paid for these deliveries (including inserts).
- 4. We expect the same service level with these papers as you are entrusted with the Winnipeg Free Press.
- 5. Sometimes due to stat holidays the delivery may be pushed back one day (i.e. Thursday instead of Wednesday).

# ADDITIONAL PRODUCT(S)

Laliberte 757 FURBY ST APT 204

Laliberte 272 LAURA ST

Laliberte 213 NOTRE DAME AVE RM 231
Jewish Post 213 NOTRE DAME AVE RM 1008



#### **On-Routes**

On-routes are separate packages of advertising flyers. They are delivered on Thursday.

A **SINGLE ON-ROUTE** means there is only one flyer package to be inserted into the newspaper. A **DOUBLE ON-ROUTE** means there are two separate flyer packages to be inserted into the newspaper.

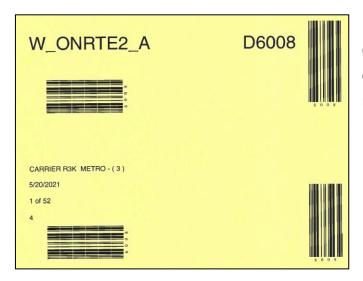
Not all routes get the same on-route package. The package letter specific to your route will be indicated on the DAR. Make sure the letter on the top of the bundle wrapper matches your DAR. Shippers can make mistakes so please verify before you leave.

Both your newspapers and on-route package(s) are to be counted prior to leaving the Free Press Depot. However, if you find you are short while delivering the papers, call the Free Press Depot and report the address that you missed.

IMPORTANT: DO NOT call in a shortage at the end of your route. Double check your newspapers when you have 20 subscribers left to deliver too. In the event you are short for multiple addresses, a driver will be dispatched to deliver the shorted newspapers directly to you for delivery.



On-route #1 barcode (pink) on top of flyer bundles – used for single on-routes, or for first of two bundles for double on-routes.



On-route #2 barcode (yellow) on top of flyer bundles for a double on-route.



Newspaper barcode (white) on top of newspaper bundles.

# **SUBSTITUTE PROCEDURE**

# <u>CARRIERS ARE RESPONSIBLE TO FIND THEIR OWN SUBSTITUTES</u> WHEN PLANNING TO BE AWAY FROM THEIR ROUTE.

If you do not have a substitute, **you may lose your route** and the person the Free Press finds may be the new permanent carrier.

Carriers must complete and submit a Substitute Request form prior to being off.

In the event you do not have a substitute, carriers can post a Substitute Request Form on the Depot bulletin board. You may then review the substitute applicants and select your substitute.

Carriers are responsible to ensure their substitutes are trained and meet all subscriber requirements on designated route, and abide by all Winnipeg Free Press policies and procedures. You are still responsible for your substitute's performance.

A District Manager will initial Substitute Request form to acknowledge receipt.



# Train your substitute well . . . They represent you!

Substitute Requ	est	
Carrier		Date Posted
Route Number(s)		Draw
Streets:		
Deliver From:	To:	Returning

# **CARRIER PROFIT STRUCTURE**

Carriers will receive a direct deposit to their bank account every two weeks. Direct deposits will be transferred to your bank account on a Friday. In the event of a holiday on a Friday, the deposit will be done on Thursday.

✓	Daily (Mon through Sat) newspaper delivery allowance	\$0.2029
$\checkmark$	Saturday only Newspaper Delivery allowance	\$0.3088
$\checkmark$	Yourtube	\$0.0550
$\checkmark$	On-route jacket with flyers (Wednesday & Thurs.)	\$0.0550
$\checkmark$	Inserts	\$0.0050
$\checkmark$	Magazines / Catalogues	\$0.0450
$\checkmark$	Promotional Material (outserts, door hangers, etc.)	\$0.0500
$\checkmark$	Sample newspaper delivery allowance (Mon – Sat)	\$0.2329
$\checkmark$	Bonus Day delivery allowance	\$0.2029
$\checkmark$	Paid in office payment pickup	\$1.5000
$\checkmark$	Subscriber Renewal notice envelopes	\$0.1000

#### Kilometer Allowance

Carriers will be compensated for using their own vehicle for deliveries. The calculation for the kilometer allowance starts at the Free Press depot, to the first subscriber address and through the entire route, ending at the final subscriber's address. This is determined by Route Smart.

### **Complaint Charge**

Carriers will be charged when a subscriber informs us that they did not receive their newspaper.

# **ROUTE POSTING**

When a newspaper route becomes available, a District Manager will post the route on Depot bulletin board for three days and on the DAR. Carriers interested in applying for the route will need to submit their name to a District Manager.

In the event that multiple carriers apply for the route, the route would be awarded to the carrier with the most seniority in compliance with the carrier collective agreement.

The following information will be provided on the route posting:

WINNIPEG	FREE PRESS - ROUTE POSTING
Route Number:	
Draw:	Daily Saturday
Kilometre allowance	e: Ask District Manager for details
Streets/Area:	
Start Date:	
Posted Date:	
Removed On:	
Posted By:	
Other Notes:	

- ✓ Route Number
- ✓ Draw Number of newspapers to deliver
- ✓ Streets / Area of route
- ✓ Start date
- ✓ Posting date of route
- ✓ Projected route profits
- √ Kilometers
- ✓ Route Smart route list

# **SERVICE REWARDS / DRAWS**

There are many benefits to being a Free Press carrier.

# **Service Rewards**

From time to time, carriers who provide excellent delivery service are rewarded with complimentary tickets to sporting events, entertainment venues and more.





### **Draws**

Carriers are automatically entered into giveaway prize draws throughout year for maintaining good service.



# **PRIVACY POLICY**

The following is the Winnipeg Free Press privacy policy as presented to our customers. As a carrier, you must abide by our privacy policy. Some tips follow on the next page.

FPLP recognizes the importance of protecting the privacy of personally identifiable information collected about our customers. This includes subscribers to and users of our services, purchasers of our products, advertisers (including those who advertise in classified ads), contest entrants, and visitors to our website. We adhere to fair information practices and limit the collection, use, and disclosure of personal information which is provided to us, to only that information which is necessary for our business purposes, and to provide services to you.

FPLP collects personal information when we provide our services and our products to our customers and to fulfill administrative functions associated with these services, for example to permit billing, delivery of our newspapers and for marketing and other customer relationship purposes. On occasion, we contract with others to provide these services to you and where we engage agents or contract with others to provide those services, we require those agents to demonstrate a similar commitment to maintaining your privacy.

We do not collect, use or disclose personal information about our customers without the consent of our customers, except where disclosure is permitted or required by law.

Whenever possible, FPLP will limit the use of information for the purpose for which it was collected and where we have identified a new use for that information, we will advise you and where reasonable and necessary secure your consent.

FPLP will retain personal information about customers for as long as is necessary for our business purposes and to comply with any applicable laws governing the retention of records.

When FPLP no longer requires the information for our business purposes or to meet those legal requirements, we will either destroy it or render it anonymous.

If you have questions about our privacy practices, please contact us at FPLP at 1355 Mountain Avenue, Winnipeg, Manitoba, R2X 3B6 or on our website at <a href="https://www.winnipegfreepress.com">www.winnipegfreepress.com</a>

<u>The Personal Information Protection and Electronic Documents Act</u> (PIPEDA) defines "personal information" as information about an identified individual that includes any factual or subjective information recorded or not, in any form. For example, the following would be considered personal information:

- i. Name, address, e-mail address, telephone number; Identification numbers, income which can be associated with a specific individual.
- ii. Credit records, or the existence of a dispute between a customer and FPLP are all considered personal information. The intention of a customer to acquire goods or services is personal information.

# **Privacy Tips for Carriers**

➤ Protect personal information against loss or theft — make sure documents containing the subscribers' information are kept in a locked location and not accessible to the general public.



- All route lists and other documents containing customer personal information need to be returned to the depot once they are no longer needed and placed in the shredding box.
- ➤ If information is stolen, lost or mistakenly disclosed, inform your supervisor of any breach immediately. Record the date of the incident, when it was discovered, the location, and the cause.
- ➤ If you have questions or concerns concerning privacy matters please first talk to your district manager.

# **OPTIONAL CARRIER INSURANCE**

Carriers may opt in to purchase accident and life insurance. The fee is \$18.95 per week plus 7% PST (\$40.56 deducted from your invoice bi-weekly).

For full details, ask your district manager to provide you with the insurance certificate. It will list everything that is covered.

If you decide to accept the insurance, you will need to complete the RWAM Enrolment form, as well as the Insurance Enrolment form.

If you do not want the insurance, you will need to fill in the Insurance Rejection Form.

INSURANCE I	ENROLLMENT CARD
Policyholder	
Name of Insured	Route
Address	
City/Province	Postal Code
SIN	
Beneficiary	Relationship
I hereby apply for Independent Contractor Accid premium to the independent contractor paper bi	dent Insurance and authorize the newspaper to add the ill.
Currently I have other insurance in force.	☐ Yes ☐ No
Signature of Insured	
	an if under 18 years)
Effective Date of Coverage	Cancellation Date of Coverage

Independent Contractor's Name		
independent contractor's realize		
		Route
(First Name)	(Last Name)	
Address		Phone
C' D		D . CD' .1
City/Province		Date of Birth
For above Independent Contractor, I do n sponsored by your newspaper.		
For above Independent Contractor, I do n	ot want to enroll in the Accide	nt Insurance Program
For above Independent Contractor, I do n sponsored by your newspaper.	ot want to enroll in the Accide	nt Insurance Program

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### Complete if insurance is not wanted

# **SUMMARY PAGE**

Here is a quick reference to important points outlined in your carrier Handbook.

✓ Delivery Deadlines6:00 a.m. Monday – Friday7:00 a.m. Saturday

- ✓ Count your newspapers & On-route packages prior to leaving the Free Press
- ✓ All newspapers must be delivered inside the mailbox, or between door or inside a plastic sleeve if subscriber requests that.
- ✓ Carriers must provide their own substitutes
- ✓ Quitting? A minimum of two weeks' notice is required ending on the final day of a two-week payment cycle.
- ✓ Do not throw any newspaper strapping or plastic into the newspaper recycling containers.
- √ Washroom facilities are only available after the Free Press Depot opens at approximately 1:00 a.m.
- ✓ In the event you are short newspapers, On-routes or other products, immediately call the Free Press Depot

204-697-7155

# **NOTES**

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