



DRIVERS HANDBOOK

January 2012

CONTENTS

WELCOME

DRIVER APPLICATION & QUALIFICATION

ORIENTATION AND SAFETY TRAINING

COMPANY PHILOSOPHY

PAYROLL

BILLING & DRIVER ENVELOPES

FUEL, PARKING & PERMITS

DRIVER LOGS

DISPATCH

VEHICLE MAINTENANCE

DRUGS & ALCOHOL

ACCIDENTS

CARGO CLAIMS

ANNUAL REVIEWS

DISQUALIFICATION

SAFETY AWARD PROGRAM

DRIVER ACKNOWLEDGMENT & RECEIPT

APPENDIX CSA TOOL KIT

WELCOME TO PICCOLO, INC.

PICCOLO, INC. IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE AGAINST RACE, RELIGION, SEX, NATIONAL ORIGIN OR ANY OTHER BASIS. THE COMPANY COMPLIES WITH THE AMERICAN DISABILITIES ACT AND DOES NOT DISCRIMINATE AGAINST ANY APPLICANT WHO HAS A PHYSICAL DISABILITY AS LONG AS SUCH CONDITION WOULD NOT PROHIBIT THE APPLICANT FROM PERFORMING THE JOB IN A SAFE AND SATISFACTORY MANNER.

IF ANY PART OF THIS HANDBOOK IS NOT CLEARLY UNDERSTOOD, FEEL FREE TO ASK FOR CLARIFICATION FROM SAFETY PERSONNEL. BY SIGNING YOUR ACCEPTANCE OF THIS MANUAL. WHICH INCLUDES A REQUIREMENT THAT WEEKLY PAYROLL LETTERS ARE READ, WE ASSUME THAT YOU HAVE RECEIVED AND UNDERSTAND THE COMPANY REQUIREMENTS UNLESS YOU COME FORWARD FOR CLARIFICATION.

DRIVER APPLICATION & QUALIFICATION

TO BECOME A TRUCK DRIVER AT **PICCOLO INC.**, EACH PERSON WILL PROCEED THROUGH A SERIES OF STAGES AS FOLLOWS:

A. PRE-QUALIFICATION STAGE

AN APPLICANT MUST MEET THE FOLLOWING TO APPLY FOR A POSITION AS DRIVER:

1. 3 YEARS OVER-THE-ROAD **VERIFIABLE** EXPERIENCE
2. 25 YEARS OR OLDER (DUE TO INSURANCE REQUIREMENTS)
3. CDL WITH ENDORSEMENTS
4. CLEAN MVR WITH NO DWI/DUI AND NO MORE THAN THREE (3) MOVING VIOLATIONS IN LAST SEVEN (7) YEARS AND NO MORE THAN ONE (1) IN LAST TWELVE (12) MONTH PERIOD
5. NO MORE THAN ONE (1) ACCIDENT IN LAST THREE (3) YEARS
6. NO CONVICTION OF ANY FELONY OR ANY CRIME ASSOCIATED WITH THEFT
7. MUST HAVE GOOD CHARACTER, CLEAN APPEARANCE, AND GOOD ATTITUDE

B. APPLICATION STAGE

ONCE ALL CRITERIA OF THE PRE-QUALIFICATION STAGE ARE MET, AN APPLICANT WILL COMPLETE AN APPLICATION PACKET AS FOLLOWS:

1. COMPLETE EMPLOYMENT APPLICATION ACCURATELY INCLUDING SIGNATURE
2. SIGN THREE (3) PREVIOUS EMPLOYMENT INFORMATION RELEASES
3. PROVIDE CURRENT SEVEN (7) YEAR MVR REFLECTING ENDORSEMENTS
4. PROVIDE COPY OF CDL WITH PROPER ENDORSEMENTS
5. PROVIDE COPY OF SOCIAL SECURITY CARD
6. COMPLETE CERTIFICATION OF VIOLATIONS FORM
7. DRIVER'S DATA SHEET
8. COMPLETE RELEASE FORM AUTHORIZING **PICCOLO INC.** TO INVESTIGATE THE BACKGROUND OF THE APPLICANT THROUGH ANY SOURCE AVAILABLE.

ANY FALSE OR OMITTED INFORMATION WILL RESULT IN IMMEDIATE DISMISSAL AND WILL BE GROUNDS FOR DENIAL OF CLAIMS ARISING FROM THE FALSIFICATION OR OMISSION.

C. VERIFICATION STAGE

ONCE THE APPLICATION PACKAGE IS FULLY COMPLETED AND DELIVERED TO **PICCOLO INC.**, THE SAFETY DIRECTOR WILL COMPLETE THE FOLLOWING:

1. THOROUGHLY INVESTIGATE PREVIOUS EMPLOYERS WITH MINIMUM OF 3 PLACES AND/OR 10 YEARS.
2. THOROUGHLY EXAMINE CURRENT 7 YEAR MVR
3. PERSONALLY INTERVIEW APPLICANT
4. THOROUGHLY EXAMINE CRIMINAL HISTORY AND OTHER BACKGROUND DATA

D. TESTING STAGE

AFTER VERIFYING AND ANALYZING HISTORY, SAFETY DIRECTOR WILL OVERSEE THE ADMINISTRATION OF VARIOUS TESTS AS FOLLOWS:

1. DRUG TESTING WILL BE ORDERED FOR ALL APPLICANTS. ANY POSITIVE RESULT WILL IMMEDIATELY DISQUALIFY AN APPLICANT. DRIVER CANNOT BE DISPATCHED UNTIL NEGATIVE RESULTS HAVE BEEN CONFIRMED BY THE SAFETY DEPARTMENT.
2. PHYSICAL ORDERED AND REVIEWED (NOTE: ALL DRIVERS REQUIRED TO OBTAIN ANNUAL PHYSICAL.)
3. ROAD DRIVING TEST TO BE GIVEN ONLY BY QUALIFIED DRIVER DESIGNATED BY THE SAFETY DIRECTOR.

E. QUALIFICATION FILE COMPLETION

AT THIS POINT, WE WELCOME THE DRIVER AS A NEW MEMBER OF THE **PICCOLO INC.** FAMILY AND REQUEST THE FOLLOWING INFORMATION TO COMPLETE THE FILE AS REQUIRED BY THE DEPARTMENT OF TRANSPORTATION'S RULES AND REGULATIONS AND COMPANY POLICY:

1. COMPLETE DRIVER DATA SHEET SHOWING TIME LOGGED FOR LAST 7 DAYS
2. SIGN RECEIPT OF SAFETY REGULATIONS BOOK
4. SIGN RECEIPT OF EMPLOYEE HANDBOOK & TRAILER PROCEDURES
6. SIGN QUALIFICATION, ROAD TEST, PHYSICAL & WRITTEN TEST CARDS
7. SIGN NOTICE THAT ADVISES "ALL NEWLY HIRED EMPLOYEES WILL BE PLACED ON A 90 DAY PROBATIONARY PERIOD".
8. SIGN RELEASE FORM TO ORDER FUTURE MVR'S
9. SIGN CERTIFICATION THAT DRIVER HAS ONLY ONE DRIVER'S LICENSE
10. SIGN DRUG AND ALCOHOL INFORMATION RELEASE
11. COMPLETE I-9 AND OTHER PAYROLL/BENEFIT FORMS

SAFETY POLICY:

**YOUR SAFETY AND THE SAFETY OF OTHERS COMES FIRST !!!
ALL ELSE WILL FOLLOW!!!!!!**

ORIENTATION AND SAFETY TRAINING

A. ORIENTATION

ALL DRIVERS WILL ATTEND AN ORIENTATION AND SAFETY TRAINING SESSION AND WILL SIGN A CERTIFICATION REFLECTING SUCH TRAINING. THE GOAL OF SAID SESSION IS TO FAMILIARIZE EACH DRIVER WITH THE STRUCTURE, PHILOSOPHY, AND POLICIES OF **PICCOLO, INC.** WE WILL REVIEW ALL OPERATIONS OF THE COMPANY AND CLEARLY DEFINE THE EXPECTATIONS OF THE EMPLOYEE. IN ADDITION, WE WILL COMPLY WITH THE DEPARTMENT OF TRANSPORTATION'S RULES AND REGULATIONS REGARDING REQUIRED TRAINING.

B. PERIODIC TRAINING

PERIODIC TRAINING SESSIONS WILL BE CONDUCTED ON VARIOUS TOPICS THROUGHOUT THE YEAR. ATTENDANCE IS MANDATORY.

C. REMEDIAL TRAINING

ONE-ON-ONE OR GROUP TRAINING ON SPECIFIC TOPICS INCLUDING SAFETY, COMPANY POLICIES, HEALTH ISSUES, ETC., MAY BE SCHEDULED BY SAFETY OR OTHER DEPARTMENTS.

D. WEEKLY PAYCHECK INFORMATION

WEEKLY NEWSLETTER AND VARIOUS SAFETY INFORMATION WILL BE INCLUDED IN PAYCHECKS. READING, AND SIGNING IF INDICATED, IS MANDATORY.

COMPANY PHILOSOPHY

THE COMPANY PHILOSOPHY OF PICCOLO INC. IS AS FOLLOWS:

A. CUSTOMERS

WHO ARE OUR CUSTOMERS AND WHERE ARE THEY?

- (1) FULL, SEALED TRAILER LOADS OF GENERAL COMMODITIES & AUTOMOTIVE PARTS.
PLEASE REMEMBER THAT OUR BUSINESS IS TO SERVE OUR CUSTOMERS AND WE EXPECT ALL OF OUR DRIVERS TO BEHAVE COURTESLY AND PROFESSIONAL WHEN ARRIVING AT SHIPPER OR RECEIVER. YOU ARE THE FACE OF OUR COMPANY AND WE EXPECT NOTHING, BUT PROFESSIONAL BEHAVIOR FROM YOU.

B. COMMUNICATION IS KEY!

ALWAYS PHONE THE CUSTOMER OR DISPATCH IF YOU ARE GOING TO BE LATE FOR ANY, ANY, ANY REASON. PLEASE HAVE YOUR ACTUAL PICK UP AND DELIVERY TIMES READY TO TELL DISPATCH! ALWAYS ASK A DISPATCHER FOR PICK UP AND DELIVERY SCHEDULES AND TIMES. PLEASE ALWAYS CONFIRM DIRECTIONS PRIOR TO LEAVING WITH THE LOAD BY CHECKING IN THE ROUTE BOOK. IF THE DIRECTIONS ARE NOT IN THE ROUTE BOOK, THEN YOU MAY ASK DISPATCH. ALSO, BEFORE YOU LEAVE, ASK THE DISPATCHER IF THE CUSTOMER HAS
SERVICE IS ALL WE CAN SELL AND YOU ARE OUR SALES PEOPLE
LET'S TAKE PRIDE IN OUR JOB TO DELIVER THIS SERVICE AS SAFELY AS POSSIBLE

C. LATE DELIVERIES

INEXCUSABLE AND/OR REPETITIVE LATE DELIVERIES ARE UNACCEPTABLE AND WILL RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION. *ALWAYS CALL DISPATCH AND THE CUSTOMER IF YOU WILL BE LATE FOR ANY REASON AND EXACTLY WHEN THEY CAN EXPECT YOU.*

D. "THEY MAY NOT ALWAYS BE RIGHT, BUT THEY'RE THE CUSTOMER"

PLEASE TREAT THE CUSTOMER AS YOU WOULD LIKE TO BE TREATED SHOWING COURTESY AND PROFESSIONALISM AT ALL TIMES. REMEMBER, IT IS BEST TO ACT UNDER THE MOTTO THAT, "THE CUSTOMER IS ALWAYS RIGHT". IF YOU HAVE A PROBLEM AT A CUSTOMER SITE, DO NOT ARGUE WITH THE CUSTOMER - PLEASE LET DISPATCH OR SAFETY KNOW AND THEY WILL HANDLE IT WITH THE APPROPRIATE PEOPLE.

E. SAFETY AT ALL COSTS!!

WE CARE ABOUT YOU AS A MEMBER OF THE **PICCOLO, INC.** FAMILY AND WE CARE ABOUT THE PUBLIC'S SAFETY AS WELL, SO PLEASE:

- TAKE RESPONSIBILITY IN BEING RESTED BEFORE TRIP
- TAKE RESPONSIBILITY TO CHECK EQUIPMENT, HAZ/MAT PLACARDS, SEALS, ETC.
- DRIVE WITH THE SAFETY OF YOURSELF AND OTHERS IN MIND..."THE LIFE YOU SAVE MAY BE YOUR OWN"
- IF YOU GET TOO SLEEPY TO DRIVE: STOP!!!
- DRIVE WITHIN THE SPEED LIMIT AND ADJUST YOUR SPEED DOWN FOR WEATHER OR ROAD CONDITIONS SUCH AS RAIN, ICE, SNOW, FOG, OR CONSTRUCTION.

- ALWAYS CHECK AROUND YOUR EQUIPMENT COMPLETELY AND/OR SEEK ASSISTANCE PRIOR TO BACKING.
- NEVER FOLLOW TOO CLOSELY AND REMEMBER, THE TRUCK, TRAILER AND LOAD WILL TAKE AN EXTRA DISTANCE TO STOP!

IN SUMMARY, PICCOLO, INC. PLACES SAFETY ABOVE ALL! No LOAD IS WORTH YOUR PLACING YOURSELF OR ANYONE ELSE AT RISK SO PLEASE, PLEASE, ALWAYS DRIVE DEFENSIVELY, WISELY, AND SAFELY.

F. YOUR INPUT IS VALUED

PLEASE FEEL FREE TO MAKE SUGGESTIONS, OBSERVATIONS, COMMENTS, COMPLIMENTS, ETC. TO MANAGEMENT. WE VALUE YOUR OPINION AND TRY TO REFLECT AN OPEN-DOOR ATMOSPHERE. PLEASE DROP ANY COMMENTS/SUGGESTIONS IN THE SUGGESTION BOX IN DISPATCH.

G. WE MUST OPERATE EFFICIENTLY

COST SAVINGS ARE DIRECTLY REFLECTED IN YOUR DRIVING BONUSES, AND OVERALL VIABILITY OF YOUR COMPANY. PLEASE TRY TO DO ALL YOU CAN IN THIS REGARD. EXAMPLES INCLUDE:

RAISING FUEL EFFICIENCY:

- * LOWERING SPEED OF TRACTOR * USING CRUISE CONTROL
- * MINIMIZING IDLE TIME * PROGRESSIVE SHIFTING
- * UTILIZING BUNK ROOMS * USING HIGH GEAR EARLIER

PURCHASES:

- * PUMP FUEL AT A PICCOLO INC TERMINAL, BUT IF NOT POSSIBLE, BUY FUEL AT PILOT AND FLYING J AND/OR GET JUST ENOUGH TO OUR TERMINAL
- * NEGOTIATE TIRE AND REPAIR PURCHASES TO AVOID OVERCHARGING
- * GET YOUR TRACTOR WASHED AT DESIGNATED PLACES
- * AVOID TOLL ROADS – ONLY APPROVED TOLLS WILL BE REIMBURSED!
- * CHECK FOR NEEDED REPAIRS **BEFORE LEAVING** DURING YOUR PRE-TRIP AS ROAD REPAIRS ARE MUCH MORE EXPENSIVE THAN AT A PICCOLO INC YARD.
- DROP COST SAVING SUGGESTIONS INTO THE SUGGESTION BOX
- DROP COMMENTS, EITHER WITH OR WITHOUT YOUR NAME, ON ABUSES THAT YOU SEE OR KNOW. THIS IS YOUR COMPANY TOO AND THESE ABUSES DIRECTLY AFFECT OUR PROFITABILITY.

H. RESPECTING FELLOW EMPLOYEES:

ALL EMPLOYEES SHOULD DISPLAY RESPECT FOR OTHER EMPLOYEES INCLUDING DISPATCHERS, MECHANICS, SAFETY, OFFICE STAFF, AND DRIVERS AT ALL TIMES. ANY DRIVER WHO INTENTIONALLY TAKES A LOAD ASSIGNED TO ANOTHER DRIVER, WHO TAKES AN EMPTY TRAILER ON WHICH ANOTHER DRIVER IS WAITING, OR WHO IS NOT COOPERATIVE WITH THE DISPATCHERS WILL NOT BE TOLERATED. "TREAT OTHERS AS YOU WOULD HAVE THEM TREAT YOU".

IF YOU HAVE A PROBLEM WITH ANOTHER EMPLOYEE OR ANYONE AT A CUSTOMER'S SITE, REPORT IT TO DISPATCH OR SAFETY AT **PICCOLO, INC.** AND WE WILL HANDLE IT APPROPRIATELY. **NEVER, NEVER ARGUE OR FIGHT AT A CUSTOMER'S SITE.**

I. UNIFORM/APPEARANCE CODE

EACH DRIVER WILL BE ISSUED **PICCOLO, INC.** SHIRTS, WHICH WILL NOT BE CHARGED UNLESS THE DRIVER LEAVES WITHIN ONE YEAR OF EMPLOYMENT. SHOULD THE DRIVER LEAVE; THE COST OF THE ISSUED ITEMS WILL BE DEDUCTED FROM THE LAST PAYCHECK (SHIRTS \$17). THESE ARTICLES OF CLOTHING ARE RECOMMENDED TO BE WORN WHILE DRIVING OR AT A CUSTOMER SITE. IF A DRIVER ELECTS NOT TO WEAR THIS CLOTHING, OTHER **NEAT AND CLEAN CLOTHING MUST BE WORN**. NO OFFENSIVE LANGUAGE OR PICTURES SHOULD BE WORN WHILE ON DUTY. ADDITIONAL SHIRT WILL BE ISSUED ANNUALLY.

EMPLOYEES ARE TO BE NEAT, CLEAN, SANITARY AND FREE FROM ODOR AT ALL TIMES. HAIR IS TO BE NEAT AND CLEAN AT ALL TIMES, WITH LONG HAIR IN A PONYTAIL OR BRAID WHILE ON DUTY. VIOLATIONS OF DRESS/APPEARANCE CODE MAY RESULT IN IMMEDIATE TERMINATION.

J. ALL NEW EMPLOYEES WILL BE PLACED ON A 90 DAY PROBATIONARY PERIOD DURING WHICH EMPLOYMENT MAY BE TERMINATED FOR VIOLATION OF ANY POLICY OR AS OTHERWISE DETERMINED THAT THE RELATIONSHIP IS NOT A MATCH FOR BOTH COMPANY AND EMPLOYEE.

K. WELCOME ABOARD!!

WE ARE PLEASED TO HAVE YOU AS A NEW MEMBER OF THE **PICCOLO, INC.** FAMILY AND LOOK FORWARD TO A LONG-TERM RELATIONSHIP. WE PROMISE TO MAKE EVERY EFFORT TO MAKE YOUR COMPANY A PLEASANT, FAIR AND CARING PLACE SO THAT YOU WILL FEEL WELCOME AND HAPPY. IF YOU EVER FEEL THESE PROMISES ARE NOT BEING MET, PLEASE GIVE US THE OPPORTUNITY TO DISCUSS THE SITUATION WITH YOU. THANKS FOR CHOOSING **PICCOLO INC.**

PLEASE DRIVE WITH YOUR SAFETY AND OTHERS' IN MIND, AS SAFETY IS THE MOST IMPORTANT THING WE CAN ACHIEVE!

DRIVE SAFELY ... ENJOY YOUR JOB ... WE CARE ABOUT YOU!!
WE LOVE OUR DRIVERS!!!

PAYROLL AND BENEFITS

EMPLOYEES ARE TO ACCURATELY COMPLETE W-4 (FEDERAL TAX WITHHOLDING ELECTION), KY WITHHOLDING FORM, AND I-9 (PROOF OF CITIZENSHIP) AT TIME OF HIRE. DRIVERS WILL BE ASSIGNED A NUMBER BY THE SAFETY DEPARTMENT AT TIME OF HIRE, WHICH WILL BE USED TO ACCESS ANY INFORMATION REGARDING PAYROLL AND SHOULD BE RECORDED ON ALL PAPERWORK TURNED IN.

A. PAYROLL

1. DRIVING PAY

LOADS DELIVERED FRIDAY MORNING THROUGH SATURDAY NIGHT WILL BE PAID ON THE FOLLOWING FRIDAY, IF BILLS ARE TURNED IN AFTER EACH TRIP

PAY PER MILE \$.35 ON ALL MILES

TEAM DRIVERS WILL BE PAID \$.40 PER MILE AND \$.07 PER DIEM PER MILE UNTIL. (TEAM DRIVERS WILL SPLIT THE MILES).

PLEASE CONSULT YOUR ACCOUNTANT OR TAX ADVISOR TO DISCUSS YOUR SPECIFIC SITUATION AS YOUR DEDUCTIONS FOR BUSINESS EXPENSES INCURRED MAY BE LIMITED. AS WE ARE NOT TAX EXPERTS, THIS IS NOT INTENDED TO BE TAKEN AS TAX ADVICE, ONLY AS GUIDANCE AND ENCOURAGEMENT TO SEEK PROFESSIONAL ADVICE. IRS REGULATIONS CHANGE OFTEN AND EACH INDIVIDUAL CASE SHOULD BE ANALYZED. PLEASE CONSULT YOUR TAX ADVISOR.

2. WEEKLY SETTLEMENT. A WEEKLY SETTLEMENT SHEET WILL REFLECT ALL LOADS PAID FOR THE WEEK, ADVANCES DEDUCTED, CASH TICKET REIMBURSEMENTS, AND OTHER MISCELLANEOUS ADDITIONS AND SUBTRACTIONS. PAYCHECK STUBS WILL REFLECT INSURANCE DEDUCTIONS, TAX DEDUCTIONS, BANKRUPTCIES, GARNISHMENTS, AND OTHER MISCELLANEOUS ITEMS.

4. DISCREPANCIES. IF YOU HAVE A PROBLEM WITH YOU PAY, YOUR HEALTH INSURANCE, OR ANY OTHER ISSUE, PLEASE DO NOT CALL UNTIL YOU HAVE COMPLETED A "QUESTION/PROBLEM" FORM AND TURN IN WITH YOUR NEXT ENVELOPE. YOU WILL RECEIVE AN ANSWER TO YOUR QUESTION IN YOUR NEXT PAY ENVELOPE. **DRIVERS ARE RESPONSIBLE FOR TRACKING THEIR PRO NUMBERS (TRIP NUMBERS) AND MUST REFER TO THIS NUMBER IF DISCREPANCIES ARE THOUGHT TO HAVE OCCURRED IN A PAYCHECK.**

5. PAYROLL PICKUP/DELIVERY. DRIVERS WILL BE ASKED TO INDICATE WHERE HE/SHE WOULD LIKE THE WEEKLY PAYCHECK SENT SUCH AS MAILED TO THE HOME, HELD IN OFFICE OR ACH TRANSFER.

ONCE A METHOD OR DESTINATION IS CHOSEN, THIS CAN ONLY BE CHANGED WITH A TWO-WEEK WRITTEN NOTIFICATION. WEEKLY CHANGES CAUSE TOO MANY ERRORS AND THUS, **CANNOT** BE ALLOWED.

WE WILL MAKE EVERY EFFORT TO HAVE PAYCHECKS READY AT NOON ON FRIDAY, HOWEVER PAYDAY IS ACTUALLY FRIDAY. UNDER NO CIRCUMSTANCES WILL CHECKS BE READY PRIOR TO NOON ON FRIDAY, SO PLEASE DO NOT ASK.

IN ORDER TO PROTECT EVERYONE'S PRIVACY; WE CANNOT GIVE OUT ANY INFORMATION OVER THE PHONE ABOUT PAYROLL, PAYCHECKS, OR ANY OTHER INFORMATION. PLEASE ASK SPOUSES, FRIENDS, OR FAMILY MEMBERS NOT TO CALL REQUESTING SUCH.

E. ABSENTEEISM

1. PLEASE INFORM DISPATCH AS FAR IN ADVANCE AS POSSIBLE WHEN TIME OFF IS REQUESTED. SHOULD AN UNEXPECTED SITUATION ARISE, PLEASE NOTIFY DISPATCH IMMEDIATELY TO ARRANGE FOR HANDLING OF YOUR LOAD OR OTHER DUTIES. IF YOU PLAN TO BE GONE FOR MORE THAN ONE WEEK, PLEASE NOTIFY SAFETY AND PAYROLL.
2. CHRONIC ABSENTEEISM WILL NOT BE TOLERATED AND MAY RESULT IN DISMISSAL. THE COMPANY OPERATES 24 HOURS A DAY, 7 DAYS A WEEK. WEEKENDS ARE NOT GUARANTEED TO BE OFF, BUT ALL ATTEMPTS WILL BE MADE TO ACCOMMODATE SPECIFIC REQUESTED TIME OFF.
3. IF YOU ARE SUBJECT TO BANKRUPTCY OR CHILD SUPPORT DEDUCTIONS FROM YOUR WEEKLY PAYCHECK, PLEASE REMEMBER THAT YOU ARE RESPONSIBLE FOR THESE PAYMENTS. AS SUCH, IF YOU ARE OUT ON VACATION OR HAVE NO CHECK ANY WEEK, THE PAYMENT MUST STILL BE MADE. YOU MAY EITHER MAKE THAT WEEK'S PAYMENT YOURSELF OR THE PAYROLL COMPUTER WILL DOUBLE THE AMOUNT OF YOUR DEDUCTION THE FOLLOWING WEEK.
4. **LOANS:** NO COMPANY LOANS ARE ALLOWED. PLEASE DO NOT REQUEST AN EXCEPTION. WE CANNOT ALLOW ONE PERSON TO RECEIVE A LOAN, AS IT WOULD BE UNFAIR TO OTHERS. ALSO, NO ADVANCES WILL BE GIVEN OTHER THAN THE APPROVED \$100 PER WEEK FROM YOUR FUEL CARD.

NOTE: THIS HANDBOOK IS NOT INTENDED TO, AND INDEED DOES NOT, BESTOW ANY ADDITIONAL RIGHTS TO EMPLOYMENT OR EMPLOYMENT BENEFITS.

BILLING & DRIVER ENVELOPES

A. COMPLETION OF ENVELOPES

PLEASE MAKE SURE ALL THE ITEMS ARE COMPLETED ACCURATELY:

1. PRO # -- A MUST -- AND ALSO CONTROL # WHEN REQUIRED
2. TRACTOR # -- A MUST
3. NAME
4. DATE
5. TRAILER #(S)
6. ORIGIN/DESTINATION/STOP-OFFS
7. PICK UP AND DELIVERY TIMES FOR THE "LOAD INFORMATION" MUST BE AVAILABLE TO GIVE TO DISPATCH WHEN YOU CALL IN.

B. INSIDE ENVELOPES

PLEASE MAKE SURE THE FOLLOWING ARE INCLUDED INSIDE EACH ENVELOPE:

1. BILL (S) OF LADING
2. ALL RECEIPTS FOR ROAD FUEL PURCHASED
3. LOGS FOR THAT TRIP
4. COVER SHEET FORM WITH ALL CASH TICKETS ATTACHED FOR TOLLS, EQUIPMENT REPAIRS (NAME, DRIVER# AND TRUCK#)
5. OVERWEIGHT CITATIONS, DOT INSPECTIONS ETC. (THESE MUST STAY IN THE ENVELOPE FOR THAT LOAD!)
6. ANY OTHER INFORMATION FOR THE COMPANY SUCH AS FORMS REQUESTED TO BE COMPLETED FOR THE SAFETY OR PAYROLL DEPARTMENT. IF YOU WANT TO INFORM THE OFFICE OF ANY INFORMATION, PROBLEMS, OR QUESTIONS, PLEASE WRITE ON THE SEPARATE "QUESTIONS/PROBLEMS" FORM AND PUT IN ANY ENVELOPE.

YOUR NAME AND DRIVER NUMBER SHOULD BE ON ALL PAPERS TURNED IN!!!!!!

YOU WILL BE ASSIGNED A TRIP NUMBER FOR EVERY LOAD YOU PULL. **SOME CUSTOMERS** REQUIRE THEIR OWN NUMBER BE RECORDED ON THE PAPERWORK AS WELL. IF THE CUSTOMER DOES REQUIRE A CONTROL NUMBER, RELEASE NUMBER, PICKUP NUMBER, ETC., THIS NUMBER MUST BE WRITTEN ON EACH BILL FOR THAT LOAD AS WELL AS ON OUR TRIP ENVELOPE, ALONG WITH THE PICCOLO, INC. TRIP NUMBER. **PLEASE WRITE THESE NUMBERS ON THE BILLS.)**

C. TURNING IN ENVELOPES

BILLS MUST BE TURNED IN AFTER EACH LOAD BECAUSE THEY ARE RATED AND ENTERED DAILY.

NO FAXED BILLS WILL BE ACCEPTED!

D. LOADS WITH NO PAPER-WORK

ALL LOADS SHOULD HAVE SIGNED COPIES OF PAPERWORK. IF YOU CANNOT FIND THE PAPERWORK, ALWAYS PUT ALL INFORMATION (TRIP #, DATE, TRACTOR, TRAILER, ORIGIN, DESTINATION, CUSTOMER MANIFEST # AND CUSTOMER NAME) ON A SEPARATE SHEET AND PUT IN YOUR ENVELOPE AND INFORM BILLING. ALWAYS KINDLY ASK THE CUSTOMER FOR THE PAPERWORK SHOULD IT NOT BE PROVIDED.

E. CONSEQUENCES OF NOT TURNING IN BILLS ON TIME

WE CANNOT BILL A CUSTOMER WITHOUT PAPERWORK AND YOUR PAY FOR A LOAD IS CALCULATED AT THE TIME IT IS BILLED. AS SUCH, IF PAPERWORK IS NOT TURNED IN, IT WILL NOT BE ON THE PAYROLL THAT WEEK. PLEASE TAKE RESPONSIBILITY FOR YOUR PAPERWORK BEING TURNED IN DAILY. SHOULD IT NOT BE TURNED IN DAILY, THE CONSEQUENCES WILL RANGE FROM NOT BEING PAID TO DISMISSAL.

FUEL, PARKING & PERMITS

FUEL SHOULD ALWAYS BE PUMPED FROM **PICCOLO, INC.** YARDS WHENEVER POSSIBLE. ROAD FUEL PURCHASES WILL BE ANALYZED TO DETERMINE IF IT WAS PURCHASED FOR AN APPROPRIATE REASON. IF NOT, YOU MAY BE CHARGED BACK FOR THE DIFFERENCE.

A. YARD FUEL

1. PUMP AT **PICCOLO, INC.** YARD WHEN POSSIBLE BECAUSE THE COST IS AS MUCH AS 20% BELOW THE ROAD FUEL PRICE.

B. ROAD FUEL

TRY TO AVOID PURCHASING FUEL ON THE ROAD. IF YOU MUST, PLEASE PURCHASE JUST ENOUGH TO GET YOU BACK TO ONE OF OUR PUMPS.

1. T-CHEK CARD:

- WILL BE ISSUED BY SAFETY DEPARTMENT AT TIME OF EMPLOYMENT.
- CARD SHOULD BE USED:

⇒ TO PURCHASE FUEL ON THE ROAD WHEN NOT ABLE TO GET TO A **PICCOLO INC.** YARD FOR FUEL.

⇒ TO GET CASH ADVANCES FOR ACTUAL EXPENSES INCURRED ON THE ROAD SUCH AS TOLLS, TIRES, ETC (MAX \$100.00 PER WEEK)

⇒ TO ACTIVATE PUMP AT ALL TRUCKS' AUTOMATED FUEL PUMPS

⇒ IF TEAMING, ALWAYS USE THE LEAD DRIVER'S CARD

- MAKE SURE YOU GIVE CLERK THE NUMBER OF THE TRACTOR YOU ARE FILLING WITH FUEL
- MAKE SURE YOU SIGN RECEIPT AND PUT IT IN YOUR ENVELOPE FOR THAT TRIP

2. WHERE TO AND WHERE NOT TO BUY AND WHY

DO BUY: ✓ FLYING J & PILOT

✓ CHEAPEST STATION IF ABOVE NOT AVAILABLE.

DO NOT BUY: ✗ IN THE STATE OF FLORIDA

✗ OVER-PRICED STATIONS.

✗ IF YOU CAN MAKE IT TO A **PICCOLO, INC.** YARD.

WHY: FUEL IS ONE OF OUR LARGEST EXPENSES...WHICH AFFECTS YOUR BONUS DIRECTLY.

LET'S ALL WORK TOGETHER TO OBTAIN THE MOST ECONOMICAL PRICE. ABUSE OF THIS CAN RESULT IN THE EXCESSIVE COST BEING DEDUCTED FROM DRIVER PAY. THIS SAVINGS = PROFIT SHARING!

FUEL PURCHASED ON THE ROAD IS APPROXIMATELY \$.20 PER GALLON HIGHER THAN IF WE PUMP FROM OUR OWN PUMPS.

C. ADVANCES/CASH TICKETS

1. HOW TO GET AN ADVANCE/WHO TO CALL:

- A \$100.00 CASH ADVANCE FOR BUSINESS EXPENSES WILL BE AUTHORIZED ON YOUR T-CHEK CARD AUTOMATICALLY ON SUNDAY OF EACH WEEK. IF YOU DRAW THE ADVANCE, IT WILL BE DEDUCTED ON THAT WEEK'S CHECK ALONG WITH THE FEE. IF YOU DO NOT DRAW IT, IT WILL NOT BE DEDUCTED, BUT WILL EXPIRE AUTOMATICALLY.
- IF YOU ARE OUT FOR AN EXTENDED PERIOD DUE TO ILLNESS OR PERSONAL PROBLEMS, YOU ARE NOT TO GET YOUR WEEKLY ADVANCE! THIS MONEY IS FOR WEEKLY EXPENSES ON THE ROAD, AND YOUR CARD WILL BE PUT ON HOLD.
- IF YOU HAVE A MECHANICAL BREAKDOWN YOU MUST CALL THE SHOP AT 270-781-6021 FOR AUTHORIZATION TO GET THE UNIT FIXED. IF WE DO NOT HAVE AN ACCOUNT WITH THE VENDOR, THE MECHANIC ON CALL WILL GIVE A "DRAFT/CHECK" TO PAY FOR THE REPAIR. ALL MECHANICAL REPAIRS MUST BE AUTHORIZED BY THE SHOP IN ADVANCE.

2. HOW TO TURN IN CASH TICKETS

- a) PLEASE COMPLETE A 'CASH TICKETS' COVER SHEET AND ATTACH ALL CASH TICKETS FOR REIMBURSEMENT AND EXTRA PAY TICKETS PREAPPROVED BY DISPATCH. PLACE THE SHEET AND TICKETS IN ANY ENVELOPE WITH YOUR **NAME, DRIVER NUMBER AND TRACTOR NUMBER** ON EACH TICKET AND/OR DRIVER REIMBURSEMENT FORM.
- b) IF THE TICKET IS FOR A REPAIR, BE SURE TO INCLUDE THE:
 - ☒ NUMBER OF THE TRUCK OR TRAILER REPAIRED
 - ☒ THE MILEAGE OF THE TRACTOR AT TIME OF REPAIR
 - ☒ THE TIRE LOCATION AND SIZE OR FULL DESCRIPTION OF REPAIRS PERFORMED
 - ☒ THE VENDORS NAME, ADDRESS AND PHONE NUMBER
- c) OVERWEIGHT FINES: We **MUST** WEIGH ALL LOADS IF THE CUSTOMER HAS A SCALE. IF YOU DO GET AN OVERWEIGHT FINE, WRITE THE PRO NUMBER YOU ARE ON AT THE TIME IN THE RIGHT-HAND CORNER AND **TURN IN WITH THAT TRIP ENVELOPE**.
- d) TOLLS – Piccolo, INC. RARELY REIMBURSES FOR TOLLS, AND ONLY THOSE PRE-APPROVED, PREFERRED ROUTES SHOULD BE RUN WHEN AT ALL POSSIBLE TO AVOID COSTLY TOLLS. PLEASE REFER TO THE DIRECTIONS BOOK OR CONTACT DISPATCH WHEN NOT IN THE BOOK.
- e) TRUCK WASHES - YOU ARE ALLOWED TO CHARGE A TRACTOR WASH NO MORE THAN EVERY 3 WEEKS.

D. PARKING

1. TRACTORS:

- ☒ SHOULD BE PARKED IN DESIGNATED AREAS ON THE YARDS WHEN NOT UNDER DISPATCH.
- ☒ SHOULD BE PARKED IN SAFE, VISIBLE AREAS WHEN STOPPING FOR ANY REASON WHEN UNDER DISPATCH.
- ☒ SHOULD ALWAYS BE LOCKED AT ALL TIMES.
- ☒ SHOULD NOT BE "BOB-TAILED" FOR PERSONAL USE. THIS IS AN INSURANCE REQUIREMENT.
- ☒ SHOULD NOT BE PARKED IN FRONT OF THE REPAIR SHOP DOORS EVEN IF THEY ARE SCHEDULED FOR WORK THE NEXT MORNING.

2. TRAILERS:

- ☒ SHOULD BE PARKED IN DESIGNATED AREAS ON THE YARDS OR IN ASSIGNED POOLS AT CUSTOMER SITES WHEN NOT UNDER DISPATCH. ALWAYS ASK CUSTOMERS WHERE THEY WOULD LIKE YOUR TRAILER DROPPED OR TO WHICH DOOR THEY WANT IT BACKED.
- ☒ SHOULD NOT BE LEFT ATTACHED TO A TRACTOR ON THE YARD, EVEN IF YOU ARE GOING OUT WITHIN A FEW HOURS. THIS BLOCKS OTHER TRAILERS AND CONGESTS THE YARD. ALSO, DO NOT DROP TRAILERS IN MIDDLE OF THE YARD.
- ☒ A LOADED TRAILER SHOULD NEVER BE DROPPED OR PARKED OUT OF SIGHT.

YOU ARE RESPONSIBLE FOR THE TRAILER AND LOAD AT ALL TIMES UNTIL DELIVERED OR UNTIL YOU TURN IT OVER TO ANOTHER QUALIFIED PERSON. SAFETY HAS ARRANGED SPECIFIC SITES TO DROP LOADED TRAILERS WHILE ENROUTE TO YOUR FINAL DESTINATION WHEN NEEDED. YOU MAY ONLY TAKE ONP (OLD NEWSPAPER) HOME – NO OTHER FREIGHT!

- ☒ TRAILERS SHOULD ALWAYS BE PARKED IN LEGAL, SAFE PLACES (FOR EXAMPLE, ALWAYS PARK AT LEAST 20 FEET FROM THE ROAD, OFF THE RIGHTOF-WAY, EXCEPT IN EXTREME EMERGENCIES.) - REFLECTIVE TRIANGLES SHOULD BE USED WHEN PARKED IN AREAS WHICH COULD PROVE DANGEROUS.
- ☒ NEVER PARK TRAILERS WHERE VISION WILL BE BLOCKED FROM TRAFFIC

3. PERSONAL AUTO

- ☒ PERSONAL AUTOS SHOULD ONLY BE PARKED IN DESIGNATED AREAS ON YARDS. **PICCOLO, INC. CANNOT** BE RESPONSIBLE FOR DAMAGE WHEN PARKED IN UNAUTHORIZED AREAS OR ANY ACCIDENT BETWEEN PERSONAL VEHICLES, OR THEFT FROM OR OF VEHICLES. PLEASE, NO CARS ON THE SHOP YARD.

E. PERMITS

THE SAFETY DEPARTMENT WILL WORK TO MAKE SURE ALL TRUCKS HAVE APPROPRIATE PERMITS NECESSARY TO MATCH THE STATES IN WHICH YOU ARE REGISTERED AS SHOWN ON YOUR CAB CARD (IRP CARD). HOWEVER, PLEASE TAKE THE RESPONSIBILITY TO VERIFY YOU HAVE ALL VALID PERMITS/STAMPS NEEDED FOR THE TRIP, AND NOTIFY DISPATCH IF YOUR TRUCK IS NOT PERMITTED FOR THE RUN. CALL THE SAFETY DEPARTMENT IF YOU ARE MISSING ANY OF THE FOLLOWING PERMITS:

1. IRP CAB CARD
2. IFTA CAB SLIP
3. ICC PERMIT
4. CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY
5. INSURANCE CARD
6. ANNUAL INSPECTION

EXAMPLES OF THESE ARE DISPLAYED ON THE WALL ABOVE THE ENVELOPE DROP SLOT IN THE JACKSON DRIVER'S LOUNGE. PLEASE DOUBLE CHECK THE EXPIRATION DATES ON EACH!

F. RIDERS

DUE TO INSURANCE REQUIREMENTS, ONLY THOSE QUALIFIED AND AUTHORIZED IN WRITING BY **PICCOLO INC.** WILL BE ALLOWED TO RIDE OR ENTER ANY TRACTOR. NO ANIMALS ARE ALLOWED IN TRUCK OR TRAILER. VIOLATION WILL RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.

DRIVER LOGS

A. HOW TO COMPLETE

1. ALL DRIVERS ARE REQUIRED TO LEGALLY COMPLETE THE DAILY LOG IN ACCORDANCE WITH THE APPROPRIATE REGULATIONS GIVEN IN THE FEDERAL MOTOR CARRIER SAFETY REGULATIONS. IF YOU ARE PART OF A TEAM OR SLIPSEAT OPERATION, THE LOGS MUST REFLECT CONSISTENT, ACCURATE ENTRIES...NO EXCEPTIONS!!!
2. TRAINING: ALL NEW DRIVERS **MUST** ATTEND LOG TRAINING AND READ THE FMCSA HOS GUIDELINES AT THE TIME OF EMPLOYMENT AND ALL EXISTING EMPLOYEES MUST ATTEND TRAINING AS SCHEDULED. A SIGNED ACKNOWLEDGMENT FORM OF SUCH TRAINING FORM IS TO BE IN EACH DRIVER'S FILE.
3. PLEASE MAKE SURE YOUR LOGS ARE NEAT AND LEGIBLE.
4. PLEASE LOG ALL OVERWEIGHT CITATIONS, ROAD FUEL PURCHASES, SPEEDING CITATIONS, ACCIDENTS, DOT INSPECTIONS OR ANY OTHER INSPECTION OR CITATION BY ANY AGENCY OR COURTESY CHECK.
5. PLEASE REFLECT YOUR PRE-TRIP INSPECTIONS ON YOUR LOGS EACH TIME YOU CHANGE EQUIPMENT. LOG YOUR IN-ROUTE AND POST-TRIP INSPECTIONS IF THEY EXCEED 15 MINUTES, OR FLAG THEM IF UNDER 15 MINUTES.

B. WHEN AND WHERE TO TURN IN LOGS

1. **LOGS ARE TO BE TURNED IN DAILY IN YOUR TRIP ENVELOPE** — AFTER EVERY TRIP OR EVERY OTHER TRIP!!!

2. A DRIVER WHOSE LOGS ARE MORE THAN 1 WEEK BEHIND WILL BE PLACED ON NON-DRIVING STATUS UNTIL ALL LOGS ARE BROUGHT CURRENT.

C. CONSEQUENCES OF REPETITIVE LOG VIOLATIONS

A LOG VIOLATION LETTER WILL BE SENT MONTHLY LISTING INCIDENTS THAT VIOLATE THE FMCSA CHRONIC LOG VIOLATIONS CANNOT BE TOLERATED.

1. UPON RECEIPT OF EACH SUCH LETTER, THE DRIVER WILL SIGN AND RETURN THE LETTER TO THE LOG DEPARTMENT.
2. UPON RECEIPT OF THREE VIOLATION LETTERS, THE DRIVER MUST PERSONALLY APPEAR BEFORE THE SAFETY DIRECTOR TO DISCUSS THE MATTER.
3. UPON RECEIPT OF FIVE VIOLATION LETTERS, THE DRIVER WILL BE PLACED ON SIX MONTH PROBATION AND MUST ATTEND THE LOG TRAINING AND VIEW THE LOG VIDEO AGAIN. DRIVER WILL SIGN A PROBATION LETTER THAT WILL BE PLACED IN THE DRIVER FILE.
4. UPON RECEIPT OF A SEVENTH VIOLATION LETTER THE DRIVER WILL BE PLACED ON A WEEK SUSPENSION WITHOUT PAY. UPON RETURNING TO WORK, THE DRIVER WILL BE PLACED ON SIX MONTH'S PROBATION.
5. UPON RECEIPT OF AN EIGHTH VIOLATION LETTER DURING THE PROBATION PERIOD, THE DRIVER WILL BE TERMINATED.

DISPATCH

A .WHO DO YOU CALL AND WHEN?

1. PLEASE CALL EVERY TIME YOU CHANGE LOADS, OR BY 10:00AM FOR A CHECK CALL. WHEN YOU MAKE YOUR FIRST CALL OF THE DAY, PLEASE HAVE YOUR AVAILABLE HOURS READY AS WELL AS YOUR LOADED AND EMPTY TRAILER NUMBERS.

WHEN YOU GET YOUR DISPATCH, PLEASE CONFIRM THE DELIVERY TIME SO YOU WILL KNOW WHEN THE CUSTOMER EXPECTS YOU.

3. ALWAYS STATE YOUR NAME AND TRUCK NUMBER WHEN YOU CALL IN AND WHOEVER ANSWERS THE PHONE WILL HELP YOU. IF YOU ARE PREPLANNED, THEY CAN GIVE YOU THAT INFORMATION AND REDUCE YOUR TIME ON THE PHONE. BASED ON THE TYPE OF LOADS YOU CARRY OR AREAS YOU TRAVEL, THIS WILL DETERMINE WHICH DISPATCHER YOU WILL TALK TO, THE TIMES YOU SHOULD CALL, ETC. REMEMBER, THE BEST ATTITUDE TO TAKE IS ONE THAT YOU WILL DO WHAT IS NEEDED TO GET THE JOB DONE: SERVICING THE CUSTOMER'S NEEDS.

4. DISPATCH WILL TRY TO ACCOMMODATE ANY SPECIAL DESIRES YOU HAVE WHEN POSSIBLE. HOWEVER, SHOULD ONLY CERTAIN DESTINATIONS BE AVAILABLE THE DISPATCHER HAS THE AUTHORITY TO ASSIGN LOADS TO DRIVERS IN THE MANNER THAT RESULTS IN THE BEST FIT OF TRACTOR AND FREIGHT AT THAT TIME. REPETITIVE REFUSAL OF LOADS BASED ON "PERSONAL PREFERENCE" MAY RESULT IN DISCIPLINARY ACTION OR POSSIBLE TERMINATION. IF YOU ARE EVER TOO TIRED TO RUN FOR ANY REASON, TELL THE DISPATCHER...BUT, *PLEASE TAKE RESPONSIBILITY TO BE RESTED BEFORE THE TRIP.*

5. WHEN YOU CALL IN, PLEASE STATE YOUR NAME AND TRACTOR #. THE NEXT THING THEY NEED, IS YOUR HOURS OF SERVICE. PLEASE HAVE YOUR (1) CURRENT AVAILABLE HOURS UNDER THE 11 HOUR RULE AND YOUR (2) 70 HOURS AVAILABLE AS OF MIDNIGHT LAST NIGHT, READY FOR THE DISPATCHER WHEN YOU FIRST CALL IN EACH DAY. THEY WILL THEN NEED YOUR ACCURATE TRAILER NUMBERS, ARRIVAL TIMES AND DEPARTURE TIMES TO UPDATE THEIR COMPUTER RECORDS. YOU CAN GIVE YOUR HOURS, TIMES AND TRAILER NUMBERS TO ANY OF THE "HELPERS" WHO ANSWER THE PHONE, THEN IF NEEDED, THEY WILL TRANSFER YOU TO THE APPROPRIATE DISPATCHER.

6. DISPATCH HOURS ARE MONDAY TO FRIDAY 7AM – 5PM AND SATURDAY 9:00 TO 12:00 NOON. PLEASE CALL DURING THESE HOURS. FOR EMERGENCIES ON THE WEEKEND AFTER HOURS CALL OUR CELL NUMBERS

7. IF YOU EXPERIENCE DETENTION TIME AT A CUSTOMER LOCATION, PLEASE GET WITH DISPATCH. DEPENDING ON THE CONTRACT THAT WE HAVE WITH THAT PARTICULAR CUSTOMER, THERE MAY BE SPECIAL REQUIREMENTS THAT MUST BE MET IN ORDER TO CHARGE FOR THE DETENTION TIME.

VEHICLE MAINTENANCE

A. GENERAL GUIDELINES

1. **PICCOLO INC.** HAS REPAIR SHOP BOWLING GREEN, KY.

.ALL TRACTOR & TRAILER WORK IS TO BE DONE AT OUR SHOP.

PREVENTATIVE MAINTENANCE (PM'S) AND ANY NON-EMERGENCY REPAIRS ON TRACTORS MUST BE SCHEDULED EVERY FIRST WEEK OF THE MONTH OR EVERY 10,000 MILES WHICHEVER COMES FIRST

2. PLEASE: WRITE-UP ANY PROBLEMS WITH EQUIPMENT TO BE FIXED ON THE VEHICLE CONDITION REPORTS (VCR) AND GIVE TO THE SHOP FOREMAN IMMEDIATELY. ALSO, ADVISE DISPATCH SO THEY KNOW WHAT IS HAPPENING WITH THE LOAD.

3. ANY PROBLEMS WITH PICCOLO, INC. EQUIPMENT WHILE ON THE ROAD SHOULD BE REPORTED BY PHONE TO THE SHOP PERSONNEL AT 270-781-6021.

UNDER NO CONDITIONS SHOULD AN UNSAFE VEHICLE BE DRIVEN FOR ANY REASON

-- TRACTOR OR TRAILER --

4. PLEASE COMPLY WITH ALL REQUESTS FROM THE SHOPS OR DISPATCH WHEN REQUESTING EQUIPMENT IN FOR REGULARLY SCHEDULED PREVENTATIVE MAINTENANCE WORK. TRACTORS ARE TO BE SERVICED EVERY 10,000 MILES AND WE ALLOW YOU A WINDOW FROM TO 2000 MILES OVER. PLEASE DOUBLE CHECK YOUR TRACTOR ANNUAL INSPECTION (F INSPECTION) DATE AS WELL, AND NOTIFY THE SHOP AS ONE OF YOUR REGULARLY SCHEDULED SERVICES. ALSO, ALIGNMENTS (C INSPECTION) ARE DONE EVERY 80,000 MILES

AND MUST BE SCHEDULED AS WELL. ANY TRACTOR OVER DUE FOR PM'S WILL NOT BE DISPATCHED. TRUCKS 2000 MILES OVERDUE ON PM WILL RESULT IN DISCIPLINARY ACTION. ALSO, ANY TRAILER PULLED WITH AN EXPIRED INSPECTION WILL RESULT IN DISCIPLINARY ACTION AND POSSIBLE TERMINATION. THE TRAILER INSPECTION STICKER IS LOCATED AT THE FRONT CORNER BY THE AIR LINE CONNECTIONS.

5. YOU KNOW YOUR EQUIPMENT WELL ... SO PLEASE SHARE YOUR KNOWLEDGE WITH THE SHOP.

6. CONSEQUENCES OF IMPROPER USE OF EQUIPMENT:

ANY SPEED ABOVE 70 MPH WILL BE REPORTED BY THE MAINTENANCE DEPARTMENT AND WILL RESULT IN DISCIPLINARY ACTION.

⇒ ATTEMPTS TO TAMPER WITH EQUIPMENT SETUP (FOR EXAMPLE - SPEED, RPM'S, ETC.) WILL RESULT IN DISCIPLINARY ACTION, RANGING FROM SUSPENSION WITHOUT PAY TO IMMEDIATE TERMINATION.

7. PLEASE ALWAYS TURN YOUR TRACTORS OFF WHEN YOU ARE NOT IN THEM. THIS REDUCED IDLING, USING TOP GEAR AS MUCH AS POSSIBLE, USING CRUISE CONTROL, AND STAYING WITHIN THE "GREEN" RPM RANGE DURING SHIFTING, WILL ALL RESULT IN YOUR HAVING BETTER FUEL MILEAGE!!

B. VEHICLE INSPECTIONS

THE PRE-TRIP AND POST-TRIP INSPECTIONS ARE MOST IMPORTANT AND CAN MEAN THE DIFFERENCE BETWEEN ARRIVING ALIVE OR NOT!! DISCIPLINARY ACTION FROM SUSPENSION WITHOUT PAY TO TERMINATION WILL BE TAKEN AGAINST ANYONE WHO: (1) DROPS DAMAGED EQUIPMENT AND DOES NOT REPORT IT OR (2) DOES NOT PERFORM PRE-TRIP OR POST-TRIP INSPECTIONS.

***** WE CAN NOT STRESS THE IMPORTANCE OF THIS ENOUGH *****

1. PRE-TRIP INSPECTION.

THE INITIAL PRE-TRIP INSPECTION SHOULD BE REFLECTED ON YOUR LOGS FOR A MINIMUM OF 15 MINUTES AND SHOULD INCLUDE:

- a) CHECK AND FILL OIL AND COOLANT LEVELS.
- b) START ENGINE AND CHECK ALL INSTRUMENTS.
- c) VISUALLY CHECK ALL ITEMS LISTED ON VEHICLE CONDITION REPORT:
- d) CHECK HOOK-UP OF TRACTOR AND TRAILER - VISUALLY
- e) CHECK MIRROR AND SEAT ADJUSTMENT
- f) CHECK ALL INSTRUMENT LIGHTS AND DETROIT ENGINE CODES
- g) CHECK TO ENSURE YOU HAVE ALL SPARES/SPECIAL EQUIPMENT NEEDED. (TO BE ASSIGNED BY SHOP SUPERVISOR)(SRS AND TRS SENSORS)
- h) CHECK THAT ANNUAL AND/OR PERIODIC INSPECTION STICKER IS NOT PAST DUE

2. POST TRIP INSPECTIONS

SHOULD INCLUDE:

- a) **ALL** PRE-TRIP ITEMS.
- b) CHECK "SERVICE DUE" DATE ON WINDOW STICKER.
- c) CHECK BELTS.
- d) CHECK ENGINE CODES BEFORE SHUT DOWN.
- e) CHECK FOR DAMAGE TO THE TRAILER THAT MAY HAVE BEEN DONE WHILE LOADING, AFTER LOAD IS UNLOADED.
- f) COMPLETE VEHICLE CONDITION REPORT AND DELIVER TO SHOP SUPERVISOR OR IF SHOP IS CLOSED PLACE IN WHITE FUEL SHEET BOX IF REPAIRS ARE NEEDED.

- ☒ Steering ☒ stop, turn, & head lights
- ☒ brakes ☒ safety equipment
- ☒ tires ☒ low air warning buzzer
- ☒ wheels & lugs ☒ fifth wheel
- ☒ mirrors ☒ air pressure
- ☒ horn ☒ hoses & connections
- ☒ wipers ☒ all other lights

COMPLETE DRIVER'S VEHICLE INSPECTION ON REVERSE SIDE OF LOG FORM FOR YOUR DAILY TRACTOR FULL INSPECTION. ALL REPAIRS WHICH AFFECT SAFE OPERATION OF VEHICLE MUST BE COMPLETED PRIOR TO DEPARTURE. BACK OF LOG MUST BE SIGNED TO REFLECT COMPLETION OF NEEDED REPAIRS.

IF ANY DAMAGE IS DONE TO A TRAILER BY YOU OR A CUSTOMER, COMPLETE AN INCIDENT FORM AND TURN IN YOUR NEXT ENVELOPE AND CALL THE SHOP IMMEDIATELY SO WE CAN BILL THE CUSTOMER BACK FOR THE DAMAGE.

PLEASE IMMEDIATELY REPORT ANY NEEDED EQUIPMENT REPAIRS, AS WELL AS PAST DUE INSPECTIONS, TO THE SHOP SUPERVISOR. FOR TRAILERS NOT ON THE YARD, PLEASE NOTIFY DISPATCH TO ARRANGE REPAIRS ON LOCATION OR TRANSFER TO THE YARD.

DRUGS AND ALCOHOL

A. DRUG FREE WORK PLACE

FOR THE SAFETY OF YOU AS A DRIVER, OTHERS AROUND YOU, THE CUSTOMER, THE EQUIPMENT, THE CARGO, AND THE COMPANY, SUBSTANCE ABUSE CANNOT AND WILL NOT BE TOLERATED IN ANY FORM. DRUGS OR ALCOHOL ARE NOT TO BE IN YOUR TRUCK OR ON THE PREMISES OF ANY **PICCOLO, INC.** TERMINAL OR ANY CUSTOMER SITE FOR ANY REASON AT ANYTIME. VIOLATION WILL BE IMMEDIATE TERMINATION. AS MEMBERS OF THE DRUG FREE WORKPLACE PROGRAM, WE REQUIRE THAT YOU BE COMPLETELY FREE OF ANY DRUG OR ALCOHOL PRIOR ENTERING YOUR TRACTOR, PRIOR TO COMING TO THE YARD OR ANY CUSTOMER SITE TO ACCEPT YOUR DISPATCH, AND PRIOR TO PERFORMING ANY FUNCTION FOR THE COMPANY.

B. TRAINING

ALL EMPLOYEES WILL BE REQUIRED TO VIEW VIDEOS WHICH ARE A MINIMUM OF 60 MINUTES EACH AND SUPERVISORS A MINIMUM OF 75 MINUTES EACH. THE TWO "SUBSTANCE ABUSE VIDEOS" ADDRESSING DOT PROHIBITED (1) DRUGS AND THEIR EFFECTS AND (2) ALCOHOL AND ITS EFFECTS WILL BE REVIEWED AND UNDERSTOOD BY EACH EMPLOYEE.

ADDITIONAL VERBAL AND WRITTEN TRAINING WILL BE ADMINISTERED IN ACCORDANCE WITH THE DEPARTMENT OF TRANSPORTATION'S (DOT) REGULATIONS. ANNUAL TESTING TO ENSURE EFFECTIVENESS OF TRAINING WILL BE COMPLETED AND AN ACKNOWLEDGMENT OF TRAINING WILL BE SIGNED AND PLACED IN EACH EMPLOYEE'S FILE.

ALL EMPLOYEES ARE REQUIRED TO REPORT ANY "REASONABLE CAUSE" OF SUSPICION OF SUBSTANCE ABUSE AS REQUIRED BY THE FMCSR TO THE SAFETY DIRECTOR.

C. TESTING PROCEDURES

IN ACCORDANCE WITH THE FMCSR AND THE DRUG FREE WORKPLACE PROGRAM, DRUG AND ALCOHOL TESTING IS BEING PERFORMED IN 6 CATEGORIES:

1. PRE-EMPLOYMENT (DRUG TEST ONLY)
2. RANDOM
3. POST ACCIDENT
4. REASONABLE CAUSE
5. BI-ANNUAL OR PERIODIC (WITH DOT PHYSICAL RENEWAL)
6. RETURN TO DUTY

D. QUESTIONS AND ANSWERS

1. WHO CAN BE TESTED?

THE DOT REQUIRES ANY EMPLOYEE WHO HAS DIRECT INFLUENCE OVER THE SAFE OPERATION OF THE COMPANY, PRIMARILY COMMERCIAL TRUCK DRIVERS TO BE IN THE TESTING POOL.

IN ADDITION, THE SAFETY DIRECTOR IS AVAILABLE TO ANSWER QUESTIONS OR TO DIRECT YOU TO THE APPROPRIATE PERSON QUALIFIED TO ANSWER YOUR QUESTIONS.

ALL PROCEDURES OUTLINED BY THE DEPARTMENT OF TRANSPORTATION REGARDING TESTING WILL BE STRICTLY ADHERED "TO PROTECT THE EMPLOYEE'S PRIVACY, THE INTEGRITY OF THE TESTING PROCESS, TO SAFEGUARD THE VALIDITY OF THE TEST RESULTS AND TO SEE THAT THE RESULTS ARE ATTRIBUTED

TO THE CORRECT PERSON". ANYONE WHO WOULD LIKE TO TOUR THE TESTING FACILITY AND TO HAVE THE PROCEDURAL STEPS EXPLAINED AND DEMONSTRATED IN DETAIL BY THE DOCTOR AT ANY TIME IS ENCOURAGED TO DO SO TO DEVELOP A GOOD UNDERSTANDING OF THE PROCESS, TO DEVELOP A COMFORT LEVEL WITH THE PROCEDURES, AND TO QUESTION ANY PRIVACY, ACCURACY, VALIDITY, OR PROCEDURAL ISSUES.

2. WILL I BE CHARGED FOR THE TEST?

YOU WILL BE CHARGED FOR THE PRE-EMPLOYMENT PHYSICAL, WHICH INCLUDES A DRUG SCREEN. HOWEVER, IF YOU REMAIN AN EMPLOYEE FOR THREE (3) MONTHS, YOU WILL BE REIMBURSED FOR THE FEE. SHOULD YOU TERMINATE EMPLOYMENT FOR ANY REASON WITHIN THE FIRST THREE (3) MONTHS, YOU WILL FORFEIT THE COST OF THE TEST.

ALL OTHER POST-HIRE TESTS ARE NOT CHARGED TO THE EMPLOYEE – EXCEPT IN THE CASE OF A POSITIVE RESULT. IN THIS CASE, THE COST OF THE TEST WILL BE DEDUCTED FROM THE NEXT PAYCHECK.

3. ONCE NOTIFIED, HOW LONG DO I HAVE TO GET A TEST?

PRE-EMPLOYMENT TESTS WILL BE GIVEN AT THE SCHEDULED TIME OF THE PHYSICAL. SHOULD YOU BE RANDOMLY SELECTED BY THE MRO OR FOR REASONABLE CAUSE BY A SUPERVISORY PERSONNEL, YOU WILL HAVE 4 HOURS TO REPORT FOR THE DRUG TEST AND 1 HOUR TO REPORT FOR THE ALCOHOL TESTING FROM THE TIME REQUESTED TO OBTAIN THE TEST.

SHOULD YOU BE INVOLVED IN AN ACCIDENT THAT REQUIRES DRUG AND ALCOHOL TESTING, YOU SHOULD GET A TEST AS SOON AS POSSIBLE UP TO A MAXIMUM OF 32 HOURS FOR DRUGS AND 8 HOURS FOR ALCOHOL. CALL SAFETY ASAP AND WE WILL MAKE ARRANGEMENTS FOR A DRUG TESTING FACILITY NEAR THE SCENE OF THE ACCIDENT.

4. WHAT HAPPENS IF THE TEST IS POSITIVE?

THE MRO AND SAP WILL HANDLE ALL POSITIVE TEST RESULTS.

a) **DRUGS:** IF THE TEST IS REPORTED AS POSITIVE, A SECOND READING OF THE SAME URINE SAMPLE WILL BE PERFORMED TO ENSURE ACCURACY. SHOULD THE SECOND READING PROVE POSITIVE, THE EMPLOYEE WILL BE TERMINATED IMMEDIATELY.

b) **ALCOHOL:** IF THE INITIAL TEST SHOWS POSITIVE, YOU WILL BE RETESTED WITHIN 15 MINUTES. POSITIVE RESULTS ON ANY SECOND READING WILL RESULT IN TERMINATION.

ACCIDENTS

WHAT SHOULD I DO IN AN ACCIDENT?

1. TAKE NECESSARY ACTION TO PROTECT SCENE FROM GETTING WORSE REFLECTIVE TRIANGLE, FLAGGING TRAFFIC, ETC.
2. GET MEDICAL HELP IF NECESSARY AND/OR CONTACT PROPER AUTHORITIES SUCH AS POLICE, HIGHWAY PATROL, ETC. PLEASE DO NOT ATTEMPT TO MOVE ANY PERSON UNLESS NOT DOING SO MAY ENDANGER THEIR LIVES – SUCH AS FIRE, POSSIBLE EXPLOSION, ETC. VERBALLY COMFORT THE PERSON, OR COVER FOR WARMTH, UNTIL TRAINED MEDICAL PERSONNEL ARRIVE.
3. CALL DISPATCHER OR SAFETY. NOTIFY THEM IMMEDIATELY IF HAZARDOUS MATERIALS ARE INVOLVED AND FOLLOW EMERGENCY RESPONSE PROCEDURES AS OUTLINED IN TRAINING. FOLLOW INSTRUCTIONS FROM DISPATCH OR SAFETY!!!!
4. ASK WITNESSES TO FILL OUT CARD INCLUDED IN PACKAGE AND GET THEIR NAMES, ADDRESSES AND PHONE NUMBERS.
5. COLLECT AS MUCH INFORMATION AS POSSIBLE: TAG #'S, INVESTIGATING OFFICER'S NAME AND BADGE #, ETC.
6. STICK TO THE FACTS. DO NOT ADMIT FAULT.
7. DO NOT TRY TO SETTLE YOUR INVOLVEMENT BY PAYING THE OTHER PARTY.
8. IF INSTRUCTED BY DISPATCHER OR SAFETY, GET DRUG AND ALCOHOL TEST. REMEMBER – TICKET TOW OR INJURY REQUIRES A DRUG TEST THAT MUST BE DONE AS SOON AS POSSIBLE!
9. COMPLETE FIRST REPORT OF ACCIDENT FORM AND GIVE TO SAFETY.

NOT REPORTING AN ACCIDENT IS GROUNDS FOR DISMISSAL.

A. TRAINING

EACH DRIVER WILL BE REQUIRED TO ATTEND TRAINING AT LEAST ONCE EVERY YEAR FOLLOWED BY TESTING. AN ACKNOWLEDGMENT OF TRAINING IS TO BE PLACED IN EACH DRIVER'S FILE. TRAINING WILL COVER TWO AREAS BY VIEWING SELECTED VIDEOS, PERFORMING DELMAR SIMULATION AND VERBAL INSTRUCTION:

CARGO CLAIMS

TAKE PRECAUTIONS TO AVOID CLAIMS AND GATHER ALL INFORMATION TO VERIFY/UNDERSTAND FACTS OF CLAIM:

1. CHECK TRAILER PRIOR TO LOADING AND IMMEDIATELY AFTER UNLOADING. REPORT ANY DAMAGE TO DISPATCH AND/OR SHOP IMMEDIATELY AND COMPLETE YOUR VCR.
2. CHECK SEALS **BEFORE** DEPARTURE AND UPON ARRIVAL. REPORT ANY PROBLEMS TO THE SHIPPER AND CALL **SAFETY**.
3. SHOULD A CARGO PROBLEM OCCUR, WRITE DOWN NOTES ABOUT THE SITUATION AND NAMES OF PEOPLE WITH WHOM YOU DISCUSSED THE SITUATION. NOTE CONDITION OF TRAILER AND CARGO (HOLES? WET? CONTENTS? ESTIMATE % OF CARGO DAMAGED - NUMBER OF BOXES, ETC.) TAKE PICTURES OF THE DAMAGE WHENEVER POSSIBLE.
4. NEVER ADMIT GUILT NOR TRY TO SETTLE ON THE SPOT
5. CONTACT THE DISPATCHER OR **SAFETY** IMMEDIATELY
6. ALWAYS USE LOCKS WHEN THE CUSTOMER PROVIDES THEM
7. NEVER DROP A LOADED TRAILER (EXCPET **ONP**) ANYWHERE UNATTENDED WITH OR WITHOUT YOUR TRACTOR, UNLESS YOU ARE AT **PICCOLO, INC.** TERMINAL. LEAVING A LOADED TRAILER UNATTENDED FOR ANY REASON WILL RESULT IN DISCIPLINARY ACTION OR POSSIBLE TERMINTION.

ANNUAL REVIEW

DRIVERS WILL BE REQUIRED TO COMPLETE A CERTIFICATION OF VIOLATIONS FORM ANNUALLY. THIS FORM, COMBINED WITH AN MOTOR VEHICLES REPORT (**MVR**), WILL BE USED TO ASSESS THE DRIVER'S PAST DRIVING HABITS AND WILL BE TREATED AS AN INDICATION OF HIS OR HER ABILITY TO CONTINUE IN A SAFE AND CONSCIENTIOUS MANNER.

DISQUALIFICATION

ALL FMCSR REQUIREMENTS REGARDING DISQUALIFICATION WILL BE FOLLOWED. IN ADDITION, THOSE CONDITIONS LISTED IN THE "PRE-QUALIFICATION STAGE OF HIRING", OTHER ITEMS IN THIS MANUAL, AND GENERAL POSITIVE CHARACTER AND COMPANY PHILOSOPHY ITEMS INCLUDING BUT NOT LIMITED TO, THE FOLLOWING WILL BE CONSIDERED AS GROUNDS FOR DISQUALIFICATION. DURING THE INITIAL 90 DAY PROBATIONARY PERIOD, A PERSON CAN BE TERMINATED FOR ANY REASON.

1. ATTITUDE TO CUSTOMERS
2. FOLLOWING COMPANY POLICY
3. ATTITUDE TO FELLOW EMPLOYEES
4. PERSONAL HYGIENE
5. INTERNALIZATION OF COMPANY GOALS
6. LATE LOADS
7. TAMPERING WITH EQUIPMENT
8. FAILING DRUG/ALCOHOL TESTS
9. REPETITIVE LOG VIOLATIONS
10. UNSAFE ACTIVITIES

DRIVE SAFELY ... ENJOY YOUR JOB ... WE CARE ABOUT YOU!!
WE LOVE OUR DRIVERS!!!

SAFETY AWARD PROGRAM

A. MONTHLY & ANNUALLY

DRIVER OF THE MONTH

B. ANNUALLY: \$500.00 SAFETY BONUS

C. HOW MEASURED:

D. SAFETY MEETINGS

MANDATORY SAFETY MEETINGS WILL BE HELD.

THESE POLICIES ARE SUBJECT TO CHANGE. ANY CHANGES OR ADDITIONS WILL BE POSTED ON DRIVER'S BULLETIN BOARD, IN DISPATCH AND/OR SENT IN PAY ENVELOPES. *IT IS THE RESPONSIBILITY OF EACH EMPLOYEE TO READ THIS HANDBOOK IN ITS ENTIRETY, AS WELL AS ALL WEEKLY LETTERS AND HAND-OUTS INCLUDED WITH PAY CHECKS. IF ANY OF THIS HANDBOOK OR ANY FUTURE LETTER/HAND-OUT IS NOT CLEARLY UNDERSTOOD, PLEASE FEEL FREE TO ASK FOR CLARIFICATION FROM SAFETY PERSONNEL.*

LACK OF: COMBINED WITH ACCUMULATION OF:

1. CHARGEABLE ACCIDENTS 1. SAFETY PRAISE
2. TICKETS 2. CUSTOMER ACKNOWLEDGEMENT
3. MOVING VIOLATIONS 3. DISPATCH PRAISE
4. LOG VIOLATIONS 4. PAPERWORK COMPLETION
5. CUSTOMER COMPLAINTS
6. DISPATCHER COMPLAINTS

DRIVER ACKNOWLEDGMENT AND ACCEPTANCE

I ACKNOWLEDGE RECEIPT OF **PICCOLO, INC.** EMPLOYEE HANDBOOK. I UNDERSTAND THESE CONCEPTS AND THEIR IMPORTANCE AND AGREE TO THOROUGHLY READ THE CONTENTS, AND TO COMPLY WITH ALL GUIDELINES. I UNDERSTAND THESE POLICIES AND GUIDELINES MAY CHANGE FROM TIME TO TIME. I AGREE TO READ FUTURE UPDATES AS THEY COME AVAILABLE, EITHER ON THE DRIVERS' BULLETIN BOARD OR IN FUTURE LETTERS INCLUDED IN PAY ENVELOPES. I UNDERSTAND THAT I AM ENCOURAGED TO ASK QUESTIONS AT ANY TIME OF THE SAFETY PERSONNEL REGARDING ANY ITEM WITH WHICH I DO NOT HAVE A CLEAR UNDERSTANDING OR WITH WHICH I WILL NOT COMPLY.

IN CONSIDERATION OF EMPLOYMENT, I AGREE TO CONFORM TO THE RULES AND REGULATIONS OF **PICCOLO, INC.** AND UNDERSTAND THAT MY EMPLOYMENT AND COMPENSATION CAN BE TERMINATED, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME, AT THE OPTION OF **PICCOLO, INC.** OR MYSELF. I UNDERSTAND THAT NO OTHER EMPLOYEE HAS ANY AUTHORITY TO ENTER INTO ANY AGREEMENT FOR ANY SPECIFIED PERIOD OF TIME, OR MAKE ANY AGREEMENT CONTRARY TO THE FOREGOING ON MY BEHALF.

DRIVER'S SIGNATURE SAFETY

DEPARTMENT SIGNATURE

DATE

DATE

PLEASE SIGN AND RETURN TO THE SAFETY OFFICE
THANK YOU.

SAFETY POLICY:

YOUR SAFETY AND THE SAFETY OF OTHERS COMES FIRST !!!

ALL ELSE WILL FOLLOW!!!!!!

APPENDIX CSA

CSA RULES AND ENFORCEMENT MEMO

AS YOU ARE PROBABLY AWARE, CSA 2010 HAS COME INTO EFFECT AND WILL AFFECT YOU AS A DRIVER AND US AS A CARRIER. IF YOU PLAN ON CONTINUING YOUR CAREER AS A TRUCK DRIVER, WHETHER COMPANY DRIVER OR OWNER OPERATOR, GET TO KNOW CSA 2010, AND GET TO KNOW IT WELL. AS A DRIVER, YOU WILL NOW HAVE YOUR OWN SCORE, WHICH WILL EFFECT YOUR ABILITY TO WORK IN THIS INDUSTRY.

DOT INSPECTION WILL BECOME MUCH MORE IMPORTANT TO YOU. INSPECTION RESULTS, GOOD OR BAD, WILL BE PART OF YOUR RECORD. VIOLATIONS THAT ARE FOUND NOW COUNT AGAINST YOU, NOT JUST THE CARRIER. THIS IS GOING TO CHANGE THE ATTITUDE OF MANY DRIVERS REGARDING CHECKING OUT THEIR VEHICLES BEFORE DRIVING, OR ULTIMATELY THEY CAN FIND THEIR LICENSE SUSPENDED.

AS PART OF OUR CONTINUING EFFORT TO IMPROVE OUR AND YOUR SAFETY PROCEDURES, WE HAVE IN PARTNERSHIP WITH MANN SAFETY CONSULTANT SERVICES DEVELOPED A DISCIPLINARY PROCEDURES PROTOCOL.

FROM NOW ON, EVERY OOS (OUT OF SERVICE VIOLATION/LOG BOOK OR VEHICLE MAINTENANCE) WILL BE WRITTEN UP WITH THE FOLLOWING CONSEQUENCES.

1ST OFFENSE – WRITTEN WARNING

2ND OFFENSE – 1 WEEK SUSPENSION

3RD OFFENSE - FINAL WARNING

4TH OFFENSE – DISMISSAL/TERMINATION OF AGREEMENT

WE HOPE THAT YOU WILL UNDERSTAND THAT WE HAVE TO IMPLEMENT THESE PROCEDURES IN ORDER TO COMPLY WITH CSA 2010 REGULATIONS.

IF YOU WOULD LIKE TO LEARN MORE ABOUT THE CSA PROGRAM, WE WOULD ENCOURAGE YOU TO VISIT THE CSA WEBSITE AT [HTTP://CSA.FMCSA.DOT.GOV](http://CSA.FMCSA.DOT.GOV). THERE ARE VARIOUS SECTIONS IN THIS WEBSITE THAT ANSWER FREQUENTLY ASKED QUESTIONS, PROVIDE INFORMATIVE VIDEO LINKS AND INCLUDE OVERVIEW PAGES THAT ARE SETUP IN A QUICK-READ, “JUST THE FACTS” FORMAT.

1. CSA 2010 BASICS:

1. **Unsafe Driving** — Dangerous or careless operation of commercial motor vehicles (CMVs). Data includes driver traffic violations and convictions for speeding, reckless driving, improper lane change, inattention, and other unsafe driving behavior. (FMCSR Parts [392](#) and [397](#))
2. **Fatigued Driving** — Driving a CMV when fatigued. This is distinguished from incidents where unconsciousness or an inability to react is brought about by the use of alcohol, drugs, or other controlled substances. Data includes (1) hours-of-service violations discovered during an off-site investigation, on-site investigation, roadside inspection, or post-crash inspection, and (2) crash reports with driver fatigue as a contributing factor. (FMCSR Parts [392](#) and [395](#))
3. **Driver Fitness** — Operation of a CMV by drivers who are unfit to operate a CMV due to lack of training, experience, or medical qualification. Data includes (1) inspection violations for failure to have a valid and appropriate commercial driver's license or medical or training documentation, (2) crash reports citing a lack of experience or medical reason as a cause or contributory factor, and (3) violations from an off-site investigation or an on-site investigation for failure to maintain proper driver qualification files, or use of unqualified drivers. (FMCSR Parts [383](#) and [391](#))
4. **Controlled Substances and Alcohol** — Operation of a CMV while impaired due to alcohol, illegal drugs, and misuse of prescription medications or over-the-counter medications. Data includes (1) roadside violations involving controlled substances or alcohol, (2) crash reports citing driver impairment or intoxication as a cause, (3) positive drug or alcohol test results on drivers, and (4) lack of appropriate testing or other deficiencies in motor carrier controlled substances and alcohol testing programs. (FMCSR Part [392](#))
5. **Vehicle Maintenance** — CMV failure due to improper or inadequate maintenance. Data includes (1) roadside violations for brakes, lights, and other mechanical defects, (2) crash reports citing a mechanical failure as a contributing factor, and (3) violations from an off-site investigation or an on-site investigation associated with pre-trip inspections, maintenance records, and repair records. (FMCSR Parts [393](#) and [396](#))
6. **Improper Loading/Cargo Securement** — Shifting loads, spilled or dropped cargo, and unsafe handling of hazardous materials. Data includes (1) roadside inspection violations pertaining to load securement, cargo retention, and hazardous material handling, and (2) crash reports citing shifting loads, or spilled/dropped cargo as a cause or contributing factor. (FMCSR Parts [392](#), [393](#), [397](#) and HM Violations)
7. **Crash Indicator**— Histories or patterns of high crash involvement, including frequency and severity. Data includes law enforcement crash reports and crashes reported by the carrier and discovered during on-site investigations.

Recent roadside violations and violations that correlate most with crashes will be weighted more heavily than other violations. SMS will then rank carrier scores relative to their peers to determine which entities have specific safety problems.