

Wolfe

EASLEY

Transportation

DRIVER POLICIES AND PROCEDURES

Revised March 2014

OUR COMMITMENT TO SAFETY

Easley Transportation is committed to providing excellent service to our customers that will keep them coming back. Timely performance of pickups and deliveries are the key to accomplishing this goal.

That being said, we will NEVER compromise the safety of ourselves or others in the pursuit of this goal. Every Easley driver is expected to hold "Safety First" as the overriding theme and mantra in the performance of his/her professional duties. In every situation, safety is to be the thing that is first and foremost on a driver's mind.

Because of this commitment to safety, here are a few basic rules that drivers are expected to follow:

1. Always drive defensively
2. Never use your cell phone while driving
3. Know what is near your vehicle before you begin moving
4. Never leave a running vehicle unattended
5. Always conduct pre-trip and post-trip inspections

Being intentional about taking proper safety precautions while on the job can save your life and the lives of those around you.

SAFETY FIRST!

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DRIVER JOB DESCRIPTION

- All drivers are required to have a valid Class A Commercial Driver's License
- All drivers are required to drive company vehicles safely and professionally while maintaining an impeccable driving record
- Drivers are required to load and unload the freight in their company vehicle
- Drivers must maintain a reliable record of the amount of freight they pick up and deliver
- Keeping accurate piece counts is the most fundamental step in being successful at moving shipments
- Drivers must ensure proper completion of paperwork. Any exceptions and signatures must be on the shipper copy along with date, time and piece count
- Pre-trip and post-trip equipment inspections are a requirement for all drivers
- Reliability and promptness are a requirement for all drivers
- Drivers may be assigned other duties including but not limited to: cleaning, dock work, forklift operation, etc.
- Must be willing and available to work various shifts as needed
- Must NOT use a cell phone while operating any company vehicle

DRIVER PHYSICAL REQUIREMENTS

- Operate commercial vehicle both locally and within a 250 mile radius of Memphis proper
- Possible overnight out of town stay on occasion
- Able to safely climb in and out of the cab of a truck
- Able to safely climb in and out of the cargo storage area of a truck from the ground level
- Able to lift 50 lbs. over head
- Able to lift 80 lbs. to shoulder height
- Able to walk up/down stairs carrying 50 lbs.
- Able to safely maneuver a hand truck up/down stairs carrying 80 lbs.
- Able to write legibly and read well enough to comprehend all required paperwork
- Able to safely operate a forklift and load/unload freight without incurring any damage
- Must wear a seatbelt at all times while vehicle is in motion

WORK RELATED INJURY

- Any work related injury, regardless of how minor, must be reported immediately to the supervisor
- Supervisor will provide a "First Report of Injury" form to be completed as soon as possible after the occurrence of the injury
- An approved list of doctors will be provided for the injured personnel to visit
- The injured personnel must receive an authorization form from the supervisor BEFORE seeking medical attention for work related injury
- The burden of responsibility lies with the employee in keeping the supervisor informed of any and all diagnosis regarding the work related injury
- A drug screen will be required within 24 hours of the incident resulting in injury

EQUIPMENT FAILURE

- Remove broken down equipment from harm's way (never leave equipment unattended while running)
- Call dispatch and report the nature of the problem
- Provide unit number and exact location
- Advise of load status: loaded vs. empty
- In the event of a tire issue, provide size and location of tire on the vehicle – e.g. left rear inside tire, front driver side, etc

MOTOR VEHICLE ACCIDENT PROTOCOL

- Stop the vehicle and take necessary precautions to ensure that no further accidents will occur. Do not move your vehicle until police arrive and instruct you to do so (unless it must be moved to protect from causing another accident)
- Engage four-way flashers and set up warning devices. Shut off vehicle engine and refrain from smoking in the immediate area to prevent fire
- Call your supervisor and police. Provide the location and nature of the accident
- Check for fuel or cargo leakage and advise emergency responders and dispatch of your findings
- In case of injury, call 911. Do not attempt to move the injured party
- Be kind and respectful to everyone at the scene. Do not make any accident related statements to anyone except police. Do not admit fault to anyone (including police)
- Gather all information needed to complete "Drivers Report of Accident" form. (Supervisor can provide this form)
- Report any damage, no matter how minor, to your supervisor as soon as it is spotted
- NEVER leave the scene of an accident!

PREVENTABLE COMPANY VEHICLE ACCIDENT POLICY

Drivers will be held accountable for a two-year period in all company vehicle accident.

- Any accident that occurs within the first 90 days of employment may be grounds for termination
- In the unlikely event of an accident, the driver will be charged the amount of the repairs not to exceed \$1000.00
- Any accident will have an effect on the driver's annual review
- Think safe. Act safe. Be safe.

CITATION / ACCIDENT REPORTING

- All citations, *regardless of whether it is a company or personal vehicle*, must be reported to your supervisor within 24 hours of the incident
- Any license suspension must be reported to your supervisor and you may not drive a company vehicle
- Failure to report any citation, suspension or accident is grounds for termination

DRIVERS AND CUSTOMER SERVICE

- Dealing with customers is a satisfying experience. However, there may be situations in which a driver is called upon to work with a customer who is upset or even hostile. Your action during such an event may determine the outcome of the situation. Often times, the driver's handling of a situation directly impacts whether or not Easley continues to receive future business from said customer.
- A customer's anger may be due to many factors, but seldom does it have to do with the driver or even Easley in particular. We must always remember that life is not always fair and people are not always pleasant. Sometimes we have to clean up someone else's mess in order to keep the customer happy and maintain their business.
- Companies that succeed in this industry provide excellent customer service at every level: Drivers, Dispatch and Management. Easley is well known for our service and dependability and we are atop the local cartage mountain in what we do. Your contribution to our reputation can help keep us there!
- We live and die by what the customer thinks about us. REMEMBER – They pay the bills!

DELIVERIES – PAPERWORK AND FREIGHT BILLS

Final completion of our service commitment is not finished until the delivery is made. There are four major components in making sure a delivery is **CoVeReD (C.V.R.D.)**:

1. **Consignee** – Make sure that you are delivering the freight to the address listed on the freight bill.
2. **Verification** – Make sure that the pieces being delivered match the piece count on the freight bill. Check the labels on the freight to ensure they match the freight bill.
3. **Receiver** – Person accepting the freight should sign their first and last name. If name is illegible, ask for their name and print it on the bill along with date and time of delivery.
4. **Driver** – Be sure to write your name as delivery driver on the freight bill along with all other information.

If the consignee makes any notation of exceptions, you must call your supervisor before leaving the location.

PICKUPS – PAPERWORK AND FREIGHT BILLS

When picking up freight from the shipper, there are several things to be mindful of.

1. Physically check to ensure that the number of pieces you are receiving matches the number of pieces on the freight bill. Never sign a freight bill until you have counted.
2. Make notations of any exceptions while you are still at the pickup location. Any missing, damaged or otherwise irregular freight should be noted on the freight bill.
3. Any freight discrepancies should be reported to your dispatcher. DO NOT sign for any damaged freight unless directed to do so by your dispatcher.

These rules must be followed in every way. Signing for damaged or missing freight is an expensive mistake. In some situations, the driver who signed will be responsible for paying for the freight.

REMEMBER – A one pound box can cost as much as a trailer load depending on the value.

SLTC

STC

Pcs. DATE

TIME IN / TIME OUT

CARGO SECURITY

Easley Transportation is governed by the Transportation Security Administration (TSA) which is under the Department of Homeland Security. Since 9/11, the Department of Homeland Security has put forth a set of regulations when handling air cargo. Easley Transportation MUST follow these regulations for our safety and the safety of America.

AIR CARGO SECURITY INCLUDES THE PROTECTION OF A SHIPMENT FROM THE TIME IT IS PICKED UP AT THE SHIPPER'S FACILITY UNTIL IT IS LOADED ONTO THE AIRPLANE. THIS MEANS THAT EVERYTHING THAT GOES ON GROUND OR INTO A DEPARTING FLIGHT, MUST BE CAREFULLY CHECKED TO ENSURE THAT IT DOES NOT CONTAIN ANYTHING THAT COULD BE A THREAT TO THE PASSENGERS, FLIGHT CREW OR THE AIRPLANE.

The TSA requires all airlines, air forwarders and/or pickup and delivery contractors serving as the agent for these organizations to:

- Know who the shipper is
- Know what is being shipped
- Ensure that no unauthorized person has access to a shipment from the time that it is picked up until it is loaded onto the airplane or dropped at the airline.

CARGO SUBJECT TO THIS PROGRAM SHALL BE TRANSPORTED IN LOCKED OR MONITORED VEHICLES. FROM THE TIME THE SHIPMENT IS ACCEPTED BY THE DRIVER UNTIL IT IS TENDERED TO THE AIRLINE, THE PICKUP AND DELIVERY DRIVER IS RESPONSIBLE FOR THE SECURITY OF THE MATERIAL BEING SHIPPED.

If any employee or agent encounters any unusual situation or if he/she is suspicious of a particular shipment, a supervisor must be notified immediately. NO EXCEPTIONS!

LOCKED VEHICLE AND CARGO POLICY

- No driver shall ever leave an Easley truck or trailer unlocked when it is loaded with customer freight.
- No driver shall leave his truck for any reason without turning off his unit, removing the keys and locking the cab and cargo doors.
- No driver shall ever leave freight on a truck or trailer overnight.

If a driver is found to be in violation of any of the above listed rules, he/she may face termination. The driver may also be held responsible for any claims that may be associated with stolen freight.