

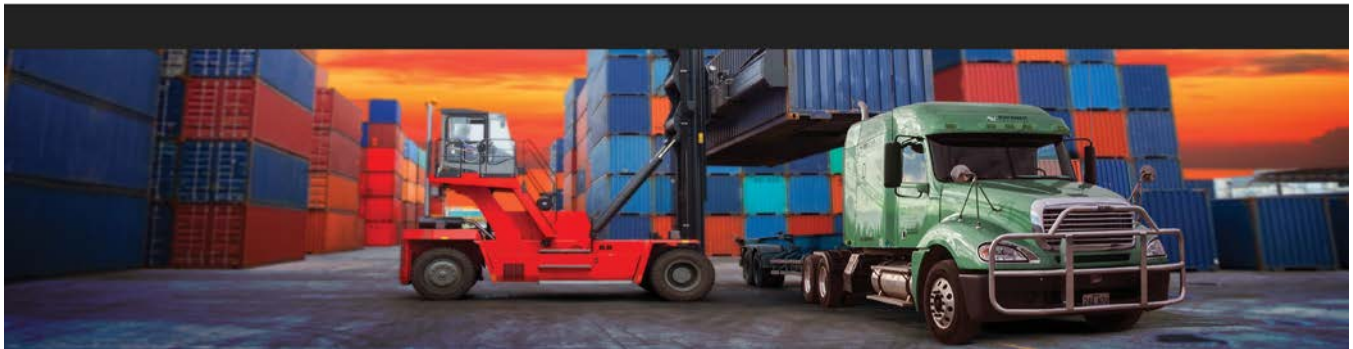
Logistics Driver Handbook



BUCHHEIT

LOGISTICS

MILES BEYOND EXPECTATIONS



Welcome to Buchheit!

You may hear these words often on your first day of employment at Buchheit. They stem from the enthusiasm and friendliness that mark Buchheit team members. It is a sincere wish on their part that you feel welcome and glad you decided to join our team.

You have been selected for employment with Buchheit after careful screening and consideration. This means your supervisor considers you a very important and valuable asset to our company! We are very proud of the team members employed here. They are a reflection of the policies set forth by our company.

This handbook is for you! It is designed to help you get acquainted with Buchheit and to communicate to you, the essential information you will need during your employment/contract here with us. As you read your handbook, remember the rules and policies set are for your benefit, as well as the company's. Adherence to these rules and policies will help assure you of continued employment/contract and the company, of continued growth.

We hope you will find your job enjoyable as well as challenging, educational and rewarding. We also hope that you will be a member of the Buchheit team for many years to come! Buchheit team members working together make the difference.

Again, Welcome to Buchheit, we're glad you decided to join us!

Your Company

Buchheit is growing daily. We currently have locations in Missouri, Illinois and Pennsylvania. Such growth can provide you with unlimited job opportunities.

Retail Division

In our retail divisions, we sell merchandise such as lumber, building materials, hardware, electrical, plumbing, farm, automotive, power equipment, lawn & garden, pet, horse supplies, vet supplies, sporting goods, clothing, house wares and toys. Customers enjoy shopping with us because of our friendly, knowledgeable staff, and our unique shopping atmosphere. Buchheit retail divisions are as follows (store number):

Sparta, IL (6)	Opened in Spring '88
Perryville, MO (7)	Opened in Spring '99
Herculaneum, MO (8)	Opened in Fall '92
Jacksonville, IL (9)	Opened in Spring '94
Jackson, MO (10)	Opened in Spring 2000
Greenville, IL (11)	
Centralia, IL (12)	
House Springs, MO (14)	

Distribution Center (DC)

In our Distribution Center, we bring merchandise into a large warehouse and divide it for the retail locations. Our trucking division then delivers the merchandise to the ordering store.

Distribution Center, Biehle, MO (4)

Established in winter 1992

Agricultural Division

Referred to as the feed mill, Agri started out as a grind and mix operation selling swine, dairy, beef and poultry feeds. Agri is now established as a regional feed manufacturer selling swine, dairy, beef, poultry, ostrich, sheep, goat and pet feeds. We are one of the area's largest fescue (grass seed) processors. Agri also has a retail location that sells the items listed above along with vet and farm supplies.

Agri, Biehle, MO (2)

Founded in 1936

Carriage House

Makes custom kitchen cabinets for our retail stores.

Buchheit Metals

Makes and delivers pre-fab custom metal buildings.

Logistics/Trucking Division

Buchheit Truck Service started with Rudy Buchheit hauling to St Louis and returning to Biehle with merchandise for the retail store. Now our business has expanded to travel all across the United States (primarily in the Midwest) and in Canada with a fleet of 100 plus. We haul raw materials and finished goods. Trucking has its own maintenance shop and office located in Scott City, MO.

Logistics, Scott City, MO

Founded in 1934

Corporate Offices

Our corporate Buying, Accounting, and System Operations are headquartered in offices located in Biehle, MO.

CEO (Chief Executive Officer) Advisory Committee

The CEO Advisory Committee is organized to provide a voice for all team members. There is a representative from each location that fosters communications between team members and the CEO of the company. This committee has an impact on policies, benefits and the direction of the company. The representatives are responsible for working and communicating with the team members from their location and to monitor feedback on council-initiated policies. See your CEO representative for more information.

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Introduction

This handbook is designed to acquaint you with Buchheit and provide you with information about working conditions, team member benefits, and some of the policies that affect you.

You should read, understand, and comply with all provisions of the Handbook. The Handbook describes many of your responsibilities as a team member and outlines the programs we have developed to benefit our team members. One of our objectives at Buchheit is to provide a work environment that is conducive to both personal and professional growth.

No team member handbook can anticipate every circumstance or question about every one of our policies. Further, there may be situations where the need arises for us to revise, add, or cancel policies. Therefore, Buchheit reserves the right to add new policies, and to change or cancel existing policies at any time. The only exception is that our employment-at-will policy will not be changed or cancelled. The employment-at-will policy permits you or Buchheit to end the employment relationship at any time for any reason. We will notify you of any changes to the Handbook as they occur.

Purpose of Handbook

The contents of this handbook are not intended to create a contract between Buchheit and any or all of its team members. Rather, this handbook is provided only for the purpose of providing general information about the company and its policies.

Buchheit reserves the right to modify, revoke, suspend, terminate or change any or all such plans, policies or procedures, in whole or in part, anytime with or without notice. Nothing herein is intended to create any type of contract or guarantee of continued employment. Your employment with Buchheit is at will and may be discontinued with or without reason, with or without advance notice.

The Buchheit Story

In 1934, in the midst of the Great Depression, Rudy Buchheit started hauling livestock to market for local farmers. No superhighways, no GPS units – just Rudy, his truck, and his determination to feed his family.

To make the most of each trip, Rudy began hauling goods back on his return trip. Turned out folks back home had a hard time laying hands on such merchandise. So, Rudy's efforts were an immediate hit, and Buchheit Trucking was born.

Several million miles later, Buchheit has become the #1 independent logistics corporation in the region with a network connecting continents around the globe.

The Buchheit name is also known as a trustworthy source for agricultural supplies. Buchheit retail stores offer a wide variety of home and farm products across the Midwest.

Yet in spite of our success, we've never forgotten the simple principles that drove Rudy back in 1934: get it there on time, get it there in good condition, and get it there for a fair price. We call it "**Rudy's way**." And no matter how much farther down the road we go, we'll never lose sight of it.

Customer Relations

Customers are Buchheit's most valuable assets. Each team member represents Buchheit to our Customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge us by how they are treated each time they have contact with us. Therefore, one of our top business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers. This applies to internal, as well as external, customers.

Buchheit will provide customer relations and services training to all team members who have extensive customer contact. If a customer wishes to make a specific comment or complaint, you should direct that person to the Manager on Duty for appropriate action. Remember that your contacts with the public in person, over the telephone, and through all your communications reflect, not only on you, but on Buchheit as a whole. Positive customer relations will not only enhance the public's image of Buchheit, but also pay off in greater customer loyalty and increased sales and profit.

Buchheit Logistics, Our Promise

At Buchheit, we understand our customers have a choice when it comes to a logistics partner. And we understand just how much they have riding on their decision. That's why we make this promise to our customers: Each and every day we commit to their success. From the first mile to the last, we will stand with them to ensure that their products are cared for and delivered to their intended destination on time, as promised. And, if for any reason they are ever dissatisfied, we will spare no effort to make it right.

Thanks for allowing us to serve our customers.

Sincerely,
The Buchheit Logistics Team

A Letter from Rudy

I am pleased that you have decided to join us here at Buchheit! A lot of hard work and long hours have been put into our business to make it what it is today. I hope that you take the kind of pride in your job at Buchheit as my family, fellow team members, and myself have taken through the years. We have worked together as a close team for many years, and that has made us what we are today.

I would like to tell you a little about what it was like when I started Buchheit and how it evolved into what it is today. In 1934, the depression years, I was driving a truck, hauling livestock, gravel, hay, lumber, and whatever type of loads I could get. This meant loading and unloading the truck by myself and scooping gravel from the creek beds. I felt fortunate to have an eighth-grade education during these times. After two years of hauling, the building in which the original store stood was for sale. I did not have the money to buy it, and it belonged to an estate, so the people who owned it financed the building for me. They trusted that I would pay for it, so I did not have to make a down payment. My monthly payments were \$25.

My father-in-law furnished \$200 for the first merchandise that I bought. I paid him back by hauling cattle to market. Some of my first inventory included 50-gallon barrels of salted herring, 25-lb. and 50-lb. bags of flour, 100-lb. bags of sugar, and 280-lb. barrels of salt, and 100-lb. bags of beans. We had coffee that we weighed and ground by hand. There was also rice and prunes sold in bulk. Later, I sold feed in floral print bags. Ladies would come in on Sundays after church and pick out their favorite print, which they would use to sew clothes for themselves and their children. I can recall several people walking as far as five miles to trade with me. They would carry baskets full of eggs that I would buy. In return, they would fill their baskets with goods they bought from me.

Back then, personalized service meant a lot to my customers, as it still does today. Since there was no advertising, the quality of service was the best way to keep my customers loyal. By word of mouth, people began to learn of my business here.

In the beginning, I lived in the top of the store. In winter, it would get so cold, the soda bottles would freeze. In the summer, we would open the doors to the stores for a breeze. However, outside was a dirt road, and the dust was so bad, it was almost better to leave the doors shut.

I didn't have many employees - one or two. Many days, I would run the cash register, load customers in the yard, and talk to salespeople. Things would get kind of hectic. During the evenings, I would still haul livestock to St. Louis, rent a bed in a rooming house to sleep for a few hours, and come back home. I worked many 24-hour days.

A salesperson would call me every two weeks. I would order my supplies and would have to pay cash for what I needed right then. When people would ask for an item, I would try to get it in stock. By filling my customers' needs, I built my inventory up to a business with a reputation that, "we have everything you need."

If you have noticed, our emblem is a wagon wheel. This represents how teamwork is necessary for progress. The hub, or the center of the wheel, can be viewed as team members pulling together to get things done, just as the hub holds the spokes together so the wheel can be put into motion. If one spoke is missing, the wheel cannot work. The same is true for our business. If someone does not contribute as a team member, our business cannot work. With teamwork, it is difficult to run a business today; however, without teamwork, it is IMPOSSIBLE and will surely fail. The 11 spokes in this wheel represent each of my children.

Until the early 1960s, I never took a salary: all the profits went back into the business. I have 11 children. Putting food on the table often meant using the outdated groceries from the store. When I think back, it seemed to be pretty hard work at times, and you didn't have much time for yourself. But, I would not have done it if I didn't enjoy it.

When my children were big enough to start helping out, they were a big help! With their new ideas, things just seemed to keep growing. We began to buy a little grain and things in other areas. Our trucking operation expanded to meet our needs, and today, we are still servicing our customers with a fleet. The feed division has come a long way from the floral print bags. We now manufacture Premium Brand feeds for the surrounding communities and other custom feeds for a distribution network.

In running this business, I have learned many things. One is that mistakes will be made. I feel that it is important to correct these mistakes as they arise and to take care of our customers.

Our family has worked by this motto, which has turned into our business motto:

Rule #1: The customer is always right.

Rule #2: When in doubt, refer to rule #1.

No matter what your job is here at Buchheit, it is very important that you are honest, have a positive attitude, respect the company, and respect the inventory, equipment, and the company's customers. These are the main contributions that make your paycheck possible.

I am proud of the history of our company and of the hard work and dedication put forth by the entire Buchheit team. I want you to take pride in your job and enjoy being part of this team.

Rudy Buchheit

Mission, Vision, Values

MISSION:

Our Mission is to attract and retain customers by providing best-in-class, full-service logistics solutions by becoming an integral part of their strategy by driving out cost and adding value. We believe in fostering a profitable, disciplined culture of safety, service and trust. As a responsible member of the community, we strive to be the employer of choice.

VISION:

Buchheit is the best in class transportation and logistics solutions provider. Buchheit finds innovative logistics solutions for our customers' unique material handling needs from raw materials to finished product, recycling and everything in between.

VALUES:

- Respect – Life is short. Be humble & take care of each other.
- Hardworking and Helpful – Be passionate, determined and ambitious.
- Take Pride – Pursue growth & learning. Be fully engaged.
- Team Work – Less me, more we!
- Integrity – We do the right thing.
- Reliability – Clean and well-maintained equipment.
- Safety – Practice & encourage safe behavior.
- Continuous Improvement – Embrace & drive change.
- Open Communication – Leads to honest relationships.
- Trust – Honesty builds trust.
- Customers – Delivering “WOW” service.
- Giving Back – We gladly give back.

More information about us: <http://www.buchheitlogistics.com/>

Corporate Policies

The ultimate goal of Buchheit is the profitable sale of merchandise and services to our customers. Not all of you will be engaged in the sale of merchandise, but the following guidelines should be recognized as the responsibilities of each team member in doing your part to maintain this goal.

1. Do everything possible to make working with Buchheit Logistics easy for our customer.
2. Recognize the need for a good attendance. You have a job to do and are needed to work your designated schedule. Your work is important for you and to Buchheit. When you miss your schedule, the customer misses a load, truck maintenance falls behind, customer paperwork suffers, depending on your department. A heavier burden is placed on others who work with you.
3. Whatever your assigned tasks, do them well and contribute to the overall teamwork of your fellow team members. The cooperation of each team member in his or her working relation with other team members is a vital contribution to the success of the company.
4. Our image is both friendly and courteous. Generate this atmosphere through your contacts with both team members and customers on a day-to-day basis, while on and off duty.
5. Approach your responsibilities enthusiastically. Your enthusiasm will be a quality to which others around you will react. This will create a happier atmosphere for our customers, fellow team members, and ultimately for you.
6. Keep your work area clean. This includes your tractor interior, your shop work area, and your desk area. Do not walk by a piece of trash or a fallen item. Please stop and pick it up. Help your working team members and our customer. With this attitude, you will clearly indicate to those around you that you take pride in your job, your company and yourself.
7. Be aware of potential safety hazards. Drive defensively, follow local motor vehicle laws, wear seatbelts. Make your area a safer place to work. Help prevent accidents.
8. Report all accidents to management. Remember, state law requires that you report injuries within 24 hours. Do not leave work without reporting your injury to your supervisor, or to another manager, if needed.
9. Do your best! Each job plays an important role in the overall operation of Buchheit.

Nature of Employment

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Employment with Buchheit is voluntarily entered into, and you are free to resign at will at any time, with or without cause. Similarly, Buchheit may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

The policies in this Handbook are not intended to create a contract. The policies should not be construed to constitute contractual obligations of any kind or a contract of employment between Buchheit and any team member. The provisions of the Handbook have been developed at the discretion of management and, except for policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of Buchheit.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of Buchheit.

Employment Categories

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Understanding the definitions of the employment classifications at Buchheit is important because your classification is one of the factors that determines your employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Since employment with Buchheit is based on mutual consent, either you or Buchheit have the right to terminate the employment relationship at will at any time, with or without cause or advance notice. All team members are in an introductory period during their first 90 days of employment with us.

Depending on your position, you are designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT team members are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT team members are excluded from specific provisions of federal and state wage and hour laws. Your EXEMPT and NONEXEMPT classification may be changed only with written notification by Buchheit management. In addition to the Exempt and Nonexempt categories, you also belong to one of the following employment categories:

FULL-TIME team members are team members who are not in a temporary status AND who are regularly scheduled to work the full-time schedule at Buchheit. Generally, regular full-time team members are eligible for all Buchheit benefit programs, subject to the terms, conditions, and limitations of each benefit program. Full-time team members need to work 1,560 hours in a calendar year to maintain their full-time status and retain their benefits.

REGULAR PART-TIME team members are team members who are not in a temporary status AND who are regularly scheduled to work less than the full-time work schedule, but at least 1,040 hours in a year. Regular part-time team members are eligible for some Buchheit benefit programs, subject to the terms, conditions, and limitations of each benefit program. Part-time team members who work more than 1,560 hours in a calendar year will be considered full-time and will be eligible for full-time benefits.

PART-TIME team members are team members who are regularly scheduled to work less than 20 hours per week. These team members may be employed in a temporary status. While part-time team members receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for the other Buchheit benefit programs.

TEMPORARY team members are team members who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond the initially stated period does not in any way imply a change in employment status. Temporary team members retain that status unless, and until, they are notified of a change. While temporary team members receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all other Buchheit benefit programs.

INDEPENDENT CONTRACTOR team members under contract or lease agreement with the company and are not actual employees of the company. Independent contractors are ineligible for all Buchheit benefit programs.

Employment Applications

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The Buchheit companies rely on the accuracy of the information provided on the employment application, as well as the accuracy of other data presented during the hiring process and employment. If there are any misrepresentations, falsifications, or material omissions in any of this information, we may exclude that applicant from further consideration. If the person was already hired, it could result in termination of employment.

Employment Reference Checks

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To help select the best person for the job, Buchheit checks the employment references of job candidates.

The Payroll Department will respond in writing when we receive a written request for a reference check. We will confirm only employment dates and the positions held, in addition to any information required by law. Buchheit will not release any employment data without a team member or former team member's written authorization and signed release.

Equal Employment Opportunity

Effective Date: 03/23/2009

Revision Date: 09/01/2016

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Buchheit will be based on merit, qualifications, and abilities. Buchheit does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

We will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy covers all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question or concern about any type of discrimination in the workplace, you are encouraged to bring the issue to the attention of your supervisor or the Loss Prevention Manager. At Buchheit, be assured that you can raise concerns and make reports without fear of reprisal. Further, anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including, termination of employment.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. Its overall purpose is to make American Society more accessible to people with disabilities. In 2008, the ADA Amendments Act (ADAAA) was passed, broadening the definition of disability. The ADA's protection applies primarily, but not exclusively, to individuals who meet the ADA's definition of disability.

1. He or she has a physical or mental impairment that substantially limits one or more of his/her major life activities;
2. He or she has a record of such an impairment; or
3. He or she is regarded as having such an impairment.

The company shall make reasonable accommodations for an employee with a disability which affects the performance of job functions. The company will follow any state or local law that provides greater protection than the ADA.

For more information, <https://www.ada.gov/> .

Disability Accommodation

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities.

All employment practices and activities are conducted on a non-discriminatory basis. Our hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

We require post-offer medical examinations for positions that have bona fide job-related physical requirements. An examination will be given to any person who enters the position but only after being given a conditional job offer. Medical records are kept separate and confidential.

Reasonable accommodation is available to a team member with a disability if the disability affects the performance of job functions. We make all employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make leaves of all types available to all team members on an equal basis.

Buchheit is also committed to not discriminating against any qualified team member or applicant because the person is related to or associated with a person with a disability. Buchheit will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. Buchheit is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Essential Job Functions: The Human Resources Department must identify the essential functions of the position and prepare a job description that lists these essential functions. The Human Resource Department is responsible for keeping these job descriptions up-to-date and accessible.

Safety Issues: All employees must comply with safety rules at all times. The company makes every effort to place applicants and employees in positions for which they are qualified. However, employees and job applicants are not placed in positions where, with or without a reasonable accommodation, they would create a direct threat to the safety or health of themselves or others.

The determination that an individual poses a direct safety or health threat must be confirmed by an opinion in writing from a physician or other appropriate professional.

Drug and Alcohol Use

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit wants to provide a drug-free, healthful, and safe workplace. To meet this goal, we expect you to report to work in a mental and physical condition that enables you to perform your job in a satisfactory manner.

While on Buchheit premises or while conducting business-related activities off Buchheit premises, you may not use, possess, distribute, sell, or be under the influence of illegal drugs. We permit the legal use of prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering others. You must report to your location manager if you have been prescribed a prescription drug that may impair your ability to perform the essential functions of your job, and you will not be allowed to operate a forklift, company vehicle, or any motorized equipment.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment. Buchheit has a zero-tolerance policy for any positive drug or alcohol screen results while conducting business on Buchheit property. If you violate this policy, your employment will be terminated. If you violate this policy, there could also be legal consequences. Additionally, if you inform your location manager of an issue with drugs or alcohol before a screening is requested, we may require you to participate in a substance abuse rehabilitation or treatment program.

If you have questions about substance dependency or abuse, we strongly encourage you to use the resources of the Employee Assistance Program. You may also wish to discuss these matters with your supervisor or the Loss Prevention Manager to receive assistance or referrals to appropriate community resources.

A team member with a drug or alcohol problem may request approval to take unpaid time off to participate in a rehabilitation or treatment program through our health insurance benefit coverage, if the team member's substance abuse problem has not already resulted in disciplinary action and the team member is not currently subject to immediate disciplinary action. The time off may be granted if the team member agrees to abstain from using the problem substance; abides by all Buchheit policies, rules, and prohibitions relating to conduct in the workplace; and if granting the time off will not cause Buchheit any undue hardship.

A team member must notify Buchheit of a criminal conviction for drug-related activity. The report must be made within five days of the conviction.

If you have questions about this policy or issues related to drug or alcohol use at work, you can raise your concerns with your supervisor or the Loss Prevention Manager without fear of reprisal.

Drug Testing

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to providing a safe, efficient, and productive work environment for all team members. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and team members may be asked to provide body substance samples (such as urine, breath, and/or blood) to check for the illicit or illegal use of drugs and alcohol.

Drug testing is required as part of the post-offer, pre-employment process. Drug and alcohol testing is required for *safety-sensitive* positions under DOT/FMCSA regulations, and for all team members upon reasonable suspicion. A pending positive test result will result in a suspension until final results are received. Test results for alcohol or drugs that are positive, or have been tampered with, will result in immediate termination of employment. Refusal to submit to drug testing will also result in termination of employment. The cost of any positive drug or alcohol screen will be the responsibility of the team member and will be deducted from the team member's paycheck.

Our Employee Assistance Program (EAP) can provide confidential counseling and referral services to team members who request assistance with such problems as drug and/or alcohol abuse or addiction. We consider it the team member's personal responsibility to seek assistance from the EAP before a disciplinary action is necessitated by problems with the team member's judgment, performance, or behavior. While we support team members, using the EAP to get assistance, that may not prevent Buchheit from taking disciplinary action, up to and including termination of employment.

Copies of the drug testing policy will be provided to all team members. Also, team members will be asked to sign an acknowledgment form indicating that they have received a copy of the drug testing policy.

Team Member Medical Examinations

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To help us make sure that you are able to perform your duties, Buchheit may require medical examinations or WorkSTEPS testing of all team members. After we extend an offer to an applicant entering a designated job, a medical examination or WorkSTEPS test will be performed at our expense by a health professional of our choice; the offer of employment and assignment to duties is contingent upon satisfactory completion

Current team members may be required to take medical examinations or WorkSTEPS tests to determine their fitness for work. If an exam or test is needed, it will be scheduled at a reasonable time and interval and at our expense. Such testing may be required before a change in work position or upon returning to work after illness or injury. Refer to Section 6 for further information regarding our return to work policy.

We consider information about medical conditions or history to be highly confidential and keep it separate from other personnel information. Access to this information is limited only to persons who have a legitimate need to know.

As a condition of employment, applicants (and current team members) agree to submit to alcohol and controlled substance testing upon the request of employer with the following conditions to apply:

1. All DOT alcohol and controlled substance tests will be completed at a Buchheit Logistics approved collection site.
2. When the physician and/or Medical Review Officer (MRO) receives the results of the alcohol/controlled substance test, the results will be forwarded to Buchheit Logistics, who may review the results with any persons directly involved with the hiring process, officers of the corporation and the corporate attorney.
3. Applicants testing positive for controlled substance, narcotics and/or alcohol that are not prescribed by a physician will not be considered further for employment or will be dismissed immediately from employment. If applicable, the cost of the alcohol/controlled substance test will be deducted from any monies that may be owed to the individual.
4. Team members testing positive for any controlled substance, narcotics and/or alcohol will be immediately removed from safety-sensitive activities and disciplined up to and including termination of employment.

In addition, all persons applying for employment with Buchheit Logistics will be required to successfully complete a functional employment test (WorkSTEPS). The cost of this procedure will be paid by Buchheit Logistics. Below is the process that will be followed:

1. Applicants should report to the Recruiting Department to complete the necessary application forms.
2. Authorized team member will interview applicants.
3. Authorized team member will offer employment to those candidates deemed to be the most qualified and suitable for the positions sought. The offers of employment will be contingent upon the successful completion of a post offer drug/alcohol screen, functional employment test, and DOT mandated background checks.
4. Upon receiving conditional offers of employment, applicants will be given written job descriptions and additional written information regarding the post-offer/pre-placement test. After carefully reviewing this information and/or consulting with their personal physicians, applicants must complete a release authorizing Buchheit and WorkSTEPS to conduct the post-offer functional employment tests. Requests for accommodations should be noted on the release. Depending on the nature of the accommodation sought, further discussions and/or medical documentation may be needed to identify an appropriate accommodation. Testing will be delayed until the interactive process aimed at identifying appropriate and necessary reasonable accommodations is completed.
5. Once the company receives a fully completed release and any requests for reasonable accommodations are resolved, the WorkSTEPS post-offer/pre-placement test will be scheduled.
6. Upon reporting to the licensed WorkSTEPS testing facility, applicants will be examined by a licensed occupational or physical therapist and their staff.
7. Applicants who successfully complete the post-offer/pre-placement test will be informed of start date and time to report for new hire orientation in Scott City, MO.
8. Applicants who fail to successfully complete the post-offer/pre-placement test will be notified. Because Buchheit Logistics seeks to make employment decisions based on the best available objective medical evidence, applicants who fail tests should provide any additional information they believe Buchheit Logistics should consider before withdrawing its conditional offer of employment.

Additional Points: The cost of the post-offer WorkSTEPS test is paid by Buchheit Logistics.



Medical information collected in connection with such tests will be maintained in confidential files in accordance with requirements of the *Americans with Disabilities Act (ADA)* and the information collected will not be used for any purpose inconsistent with the *ADA*.

Buchheit Logistics is an equal opportunity employer and does not discriminate against individuals on the basis of race, color, religion, gender, national origin, disability or any other basis protected by federal, state or local law.

Nothing in this policy is intended to be, and should not be construed as, a contract for any particular term or condition of employment. Unless otherwise set forth in a written agreement signed by the applicant/employee and Buchheit Trucking Service, individuals are employed “at will”. This means that Buchheit Logistics and the applicant/employee could terminate the employment relationship at any time, with or without notice. If you believe you are employed on something other than an “at will” basis, you should advise Buchheit Logistics in writing. Failure to do so will be deemed by Buchheit Logistics as a further indication that you and Buchheit Logistics agree that the employment relationship is “at will”.

Immigration Law Compliance

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to employing only United States citizens and aliens who are legally authorized to work in the United States. We also do not unlawfully discriminate on the basis of citizenship or national origin.

In order for us to comply with the Immigration Reform and Control Act of 1986, all new team members, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and provide documentation that establishes their identity and eligibility for employment.

If you have questions or want more information on immigration law issues, you are encouraged to contact the corporate Human Resources Department. At Buchheit, you can raise questions or complaints about immigration law compliance without fear of reprisal.

Introductory Period

Effective Date: 03/23/2009

Revision Date: 09/01/2016

At Buchheit we want you to be successful at your job. We have found that having an introductory period can be very helpful to new team members. The introductory period provides you with the opportunity to demonstrate that you can perform your job at a satisfactory level of performance and to determine if the new job meets your expectations. We use this period to evaluate your capabilities, work habits, and overall performance.

Since employment at Buchheit is based on mutual consent, either you or Buchheit may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

The introductory period for all new and rehired team members is the first 90 calendar days after the date of hire. If there is a significant period of absence during the introductory period, the period will automatically be extended by the length of the absence. Either during the introductory period, or at the end of the period, we may extend the introductory period if we determine there was not adequate time to evaluate performance.

When the introductory period is satisfactorily completed, team members enter the "regular" employment classification.

During the introduction period, new team members are eligible for legally required benefits, such as workers' compensation insurance and Social Security.

After becoming regular team members, they may also be eligible for other Buchheit benefit programs, subject to the terms and conditions of each benefits program. Be sure to review the information for each benefits program for the exact eligibility requirements.

Business Ethics and Conduct

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The successful business operation and reputation of Buchheit is built upon the principles of fair dealing and ethical conduct of our team members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

Our continued success is dependent upon our customers' trust, and we are dedicated to preserving that trust. Team members owe a duty to Buchheit and our customers to act in ways that will merit the continued trust and confidence of the public.

As an organization, Buchheit will comply with all applicable laws and regulations, and we expect our directors, officers, and team members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, you should find that using good judgment, based on high ethical principles, will guide you to act appropriately. If you are unsure about the proper course of action, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resources Department for advice and consultation.

It is the responsibility of every Buchheit team member to comply with our policy of business ethics and conduct.

Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Team Member Relations

Effective Date: 03/23/2009

Revision Date: 04/05/2013

We believe that the work conditions, wages, and benefits we offer to Buchheit team members are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensations, you are strongly encouraged to voice these concerns openly and directly to your supervisor.

Our experience has shown that when team members deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Buchheit amply demonstrates its commitment to team members by responding effectively to team member concerns. Because we want to maintain direct employer/team member communications, we do not believe our team members need an outside party to speak for them and will continue to protect your right to speak for yourself.

Personal Relationships in the Workplace

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The employment of relatives of individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and team member morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships. This policy applies to all team members regardless of their gender or sexual orientation.

For purposes of this policy, a relative is defined as any person who is related to you by blood or marriage, or whose relationship with you is similar to that of a relative. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship.

You may not be involved in a dating relationship with a team member who either works directly for you or supervises you. Buchheit reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that might affect the review of employment decisions.

If two people who are in a reporting situation described above subsequently develop a dating relationship, the person in the relationship who is the supervisor is responsible and obligated to disclose the existence of the relationship to management. We will decide which one of them is to be transferred to another available location. If the team member is not willing to be transferred to another location, they may be terminated.

If there is a situation where a conflict, or the potential for conflict, arises because of the relationship between team members, even if there is no line of authority or reporting involved, the team members may be separated by reassignment or termination of employment. If in a close personal relationship with another team member, we ask that you refrain from displays of affection or excessive personal conversation at work.

Conflicts of Interest

Effective Date: 03/23/2009

Revision Date: 09/01/2016

As a team member of Buchheit, you have the obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. In this policy, Buchheit is establishing the framework within which we operate. These guidelines are intended to provide a general direction so that you can get further clarification on areas that affect you. For more information or questions on conflict of interest, contact the Company President or the Chief Executive Officer.

An actual or potential conflict of interest occurs when a team member is in a position to influence a decision that may result in a personal gain for that team member or for a relative as a result of business dealings with Buchheit. For the purposes of this policy, we define a relative as any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

There is no "presumption of guilt" created by the mere existence of a relationship with outside firms. However, if you have any influence on transactions involving purchases, contracts, or leases, it is imperative that you disclose this fact to an officer of Buchheit as soon as possible. By alerting us to the existence of any actual or even a potential conflict of interest, we can establish safeguards to protect all parties.

The potential for personal gain is not limited to situations where a team member or relative has a significant ownership in a firm with which Buchheit does business. Personal gains can also result from situations where a team member or relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealings involving Buchheit.

Company drivers are not allowed to have direct ownership in over-the-road equipment and are not allowed to invest in a company which operates in motor carrier transportation, where the employee has any direct or indirect involvement in the operations of such company.

Outside Employment

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit team members may hold outside jobs as long as they can satisfactorily perform their Buchheit job and there is no interference with our scheduling demands.

All team members will be held to the same standards of performance and scheduling expectations, regardless of any outside job. If we determine that outside work is impacting your performance or the ability to meet our requirements, which may change over time, you will be asked to terminate the outside job in order to stay employed at Buchheit.

We prohibit outside employment that constitutes a conflict of interest. Further, you may not receive any income or material gain from individuals outside Buchheit for materials produced or services rendered while performing your job.

Non-Disclosure

Effective Date: 03/23/2009

Revision Date: 09/01/2016

It is vital to the interest and success of Buchheit that we protect our confidential business information and trade secrets. Confidential information includes, but is not limited to, the following examples:

- Company correspondence
- Company emails
- Vendor information
- Customer information
- Compensation data
- Computer processes
- Computer programs and codes
- Financial information
- Marketing strategies
- Pending projects and proposals

If you are exposed to confidential information, we may request that you sign a non-disclosure agreement as a condition of your employment.

Because we consider security breaches to be very serious; if you improperly use or disclose trade secrets, confidential business information, or customer information, you will be subject to disciplinary action, up to and including termination of employment and legal action, even if you do not actually benefit from the disclosed information.

Access to Personnel Files

Effective Date: 03/23/2009

Revision Date: 01/01/2010

We maintain a personnel file on each team member that includes the job application and related hiring documents, training records, performance documentation, salary history, and other employment records.

Personnel files are the property of Buchheit. Because this information is highly confidential, and we respect your privacy, only persons with a legitimate business reason will be allowed access to personnel files.

Current Buchheit team members may make a written request for a copy of any item in their personnel file. If you wish to see your personnel file, contact the Payroll Department. With reasonable advance notice and a written request, you may review your own personnel file in our offices and in the presence of a person authorized by Buchheit.

Team members no longer with the company can request a copy of any item in their personnel file by submitting a written request along with a \$40.00 processing and shipping fee. Items from your personnel file will be shipped within 30 days of the request postmark.

If you disagree with any information in your file, you may submit a written statement to explain.

Personnel Data Changes

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To help us keep records and benefit program information accurate, we need mailing address, telephone numbers, your marital status, changes to your dependents' information, who to contact in case of an emergency, educational accomplishments, and other possibly relevant information.

The employee or independent contractor is responsible for updating their personal information via the current HR/Payroll system online (currently www.workforcenow.adp.com) for any change in status, such as name, address, phone number, marital status, etc. Contact the Payroll or Human Resources Department with any questions.

Performance Evaluations

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The best communications about job performance happen on an informal, day-to-day basis. You and your supervisor are strongly encouraged to talk about performance regularly.

Formal written performance evaluations will be conducted at the end of the initial period of hire, known as the introductory period. In addition, Buchheit wants to ensure that you and your supervisor have scheduled, formal performance evaluations. These discussions give you both the opportunity to discuss job responsibilities and goals, encourage and recognize strengths, identify and correct any weaknesses, develop plans for dealing with any obstacles, and plan for the future.

Personal Appearance

Effective Date: 03/23/2009

Revision Date: 09/01/2016

We want Buchheit team members to reflect an appropriate business image to customers and visitors. How you dress, your grooming, and personal cleanliness standards all contribute to that image and also to the morale of your co-workers.

During business hours or whenever representing Buchheit, you are expected to present a clean, neat, and tasteful appearance. You should always dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing in person with customers or visitors.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave work until you can return properly dressed or groomed.

If this happens, you will not be paid for the time away from work. Be sure to consult your supervisor if you have questions as to what constitutes appropriate appearance. Because personal style can be important to people, we do not want to restrict individual tastes unnecessarily.

However, to give additional guidance, we expect Buchheit team members to follow the personal appearance guidelines:

- Office team members must wear appropriate office attire or a Buchheit uniform shirt, tucked in, and slacks or jeans. Skirts must be knee length or longer.
- Retail team members must wear a red Buchheit uniform shirt at all times.
 - The shirt sleeves or neckline cannot be altered or cut in any way, such as cutting off sleeves or collar. Shirts must be tucked in.
- Jeans or slacks may be worn; no warm-up pants or sweat pants.
 - Shorts are acceptable in warm weather, providing that the inseam is at least eight inches.
 - No excessive holes or tears (i.e. fashion holes, worn holes, etc...) in pants or shorts
- All team members working or visiting the offices and retail stores must wear a Buchheit issued name tag.
 - Those team members working in the Yard, Driver, Fabrication Shop, Distribution Center and Agri Division are not required to wear nametags unless they are entering the Corporate office or Retail Locations.
- Tank tops, tube or halter tops, or sleeveless tops may not be worn under any circumstances.
- Shoes must provide safe, secure footing, offer protection against hazards, and must cover the entire foot and heel.
 - Those working in the following areas are required to wear boots or shoes with steel toes: Receiving, Yard, Driver, Fabrication Shop, Distribution Center, and Agri Division.
- If a team member chooses to wear a hat, it must be a Buchheit hat. Hats are to be worn the conventional way, with the bill to the front.
- **Males** – Hairstyles must be acceptable within the business community and appropriate working environment. Hair shall be clean, neat, and well-groomed at all times. Beards and mustaches are acceptable if neatly trimmed and closely cropped.
- **Females** – Hairstyles must be acceptable in the business community and appropriate for the working environment. Hair shall be clean, neat, and well-groomed at all times.
- All drivers are required to practice good personal hygiene and cleanliness habits at all times. All reasonable efforts will be made to shower as often as possible. Appropriate plans should be made to accommodate good personal hygiene habits.
 - Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry can be worn as long as good judgment is used in relation to size, number, and style.
 - Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
 - Facial jewelry, such as eyebrow rings or studs, nose rings or studs, lip rings or studs, and tongue studs, is not professionally appropriate and must not be worn during business hours.
 - Torso body piercings with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Visible excessive tattoos and similar body art that could be viewed as offensive must be covered during business hours.

We may, when necessary, make reasonable accommodation in the personal appearance policy for a person with a disability.

Wage Administration

Effective Date: 03/23/2009

Revision Date: 04/05/2013

The wage administration program at Buchheit was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive wages within our labor market. Because we believe that recruiting and retaining talented team members is critical to our success, we are committed to paying our team members equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated team members at the same performance level in other organizations in the area.

Compensation for every position is determined by several factors including the essential duties and responsibilities of the job, the team member's performance, and wage survey data on pay practices of other employers. We periodically review our wage administration program and restructure it as necessary.

Timekeeping

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Nonexempt team members are responsible for accurately recording the hours they work. This information also helps Buchheit comply with the laws that require us to keep accurate records of "time worked" in order to correctly calculate team members pay and benefits.

"Time worked" is defined as all the time nonexempt staff spend performing assigned duties.

If you are a nonexempt team member, you must accurately record the time you begin and end your work, as well as the beginning and ending time of any meal periods, split shifts, or if you leave the workplace for personal reasons. Also, you always need to receive advance approval before working any overtime hours.

Team members are required to clock-in/out on-site via Paycom. Only team members with special circumstance are authorized by management to clock-in/out remotely via mobile device.

We consider attempts to falsify timekeeping records a very serious matter. Therefore, any of the following actions may result in disciplinary action, up to and including termination: altering, falsifying, tampering with time records, or recording another team member's time record.

If you are a nonexempt team member, you should not start working more than five minutes before your scheduled starting time. You should also not continue working more than five minutes after your scheduled ending time.

The only time you can start earlier or work later than your scheduled hours is with prior authorization from your supervisor.

If corrections or revisions are made to the time record, both the team member and supervisor must approve the changes on the time record as being accurate.

Paydays

Effective Date: 03/23/2009

Revision Date: 09/01/2016

All team members are paid biweekly. Each paycheck includes earnings for all work performed through the end of the previous payroll period.

If you are going to be on vacation on a payday, your paycheck will be available upon your return.

We also offer the option of having your pay directly deposited into your bank account once you provide the required information (account number and bank's routing number) to your ADP profile at www.workforcenow.adp.com.

When you select direct deposit, you receive an itemized electronic statement of wages on paydays instead of a paycheck. Direct deposit is required, unless exempt by law under your state of residence. Buchheit will not be responsible for any delays in delivery of paychecks to locations.

Administrative Pay Corrections

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit takes all reasonable steps to ensure that you receive the correct amount of pay in each paycheck and that you are paid on the scheduled payday.

In the unlikely event that there is an error in the amount of pay you receive, you should promptly advise the Payroll Department so that the discrepancy can be corrected as quickly as possible.

Pay Deductions and Setoffs

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is legally required to make certain deductions from every team member's compensation. Among these deductions are federal, state, and local taxes as appropriate. We are also legally required to deduct Social Security taxes on your earnings up to a maximum amount, which is called the Social Security "wage base". Buchheit contributes to your Social Security by matching the amount of Social Security taxes deducted from your compensation.

Buchheit offers programs and benefits to eligible team members beyond those required by law. You may voluntarily authorize deductions from your paycheck to cover your portion of the cost of these programs.

We may be legally required to take "pay setoffs" from your paycheck. Pay setoffs are pay deductions taken by Buchheit, usually to help pay off a debt or obligation to us or to others.

If you have questions concerning why a deduction was made from your paycheck or how your paycheck is calculated, consult with your supervisor.

Work Schedules

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Work schedules for team members vary throughout Buchheit. Your supervisor will advise you of your specific work schedule. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Break and Meal Periods

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Break periods will be allowed according to the schedule below. To the extent possible, break periods will be in the middle of work periods. Meal periods are required according to the schedule below.

Supervisors will schedule meal periods to accommodate operating requirements. During meal periods, you will be relieved of all work responsibilities and restrictions and will not be compensated for that time.

- Team members scheduled 5 hours or less - One 15-minute break
- Team members scheduled between 5 1/2 and 6 1/2 hours - One 30-minute lunch
- Team members scheduled between 7 and 8 1/2 hours - One 15-minute break and one 30-minute lunch
- Team members scheduled 9 hours or more - One 15-minute break and one 60-minute lunch

Retail delivery drivers are required to take a 30-minute lunch each day, and OTR drivers are required a minimum of a 30-minute rest/break period per DOT regulations which should serve as lunch.

There may be exceptions to the above lunch schedule during certain situations such as store inventories, special promotions or special business needs, according to manager's discretion.

Overtime

Effective Date: 03/23/2009

Revision Date: 09/01/2016

There may be times when Buchheit cannot meet its operating requirements or other needs during regular working hours. If this happens, we may give team members the opportunity to volunteer for overtime work assignments. Overtime is considered over 40-hours in the work week, however; drivers who transport "interstate" freight may be excepted from overtime requirements.

It is our policy that no overtime can be worked without the approval and authorization of the supervisor. We try to distribute overtime among all team members who are qualified to perform the required work.

All nonexempt team members will be paid overtime compensation in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. For this reason, time off for sick leave, vacation, and other paid or unpaid leaves of absence is not considered hours worked for the purpose of calculating overtime pay.

If you work overtime without receiving your supervisor's prior authorization, you may be subject to disciplinary action, up to and including possible termination of employment.

Attendance and Punctuality

Effective Date: 03/23/2009

Revision Date: 11/01/2012

As a team member of Buchheit, we expect you to be reliable and punctual by reporting for work on time and as scheduled. When you are absent or late, it places a burden on other team members and can impact productivity and service.

In the rare instances when you cannot avoid being late or are unable to work as scheduled, be sure to notify the location manager on duty, verbally, as soon as possible so that appropriate arrangements can be made. You as a team member of Buchheit are responsible to make the notification. Buchheit will in turn have the team members' schedules posted in the team member break room for the current week and the upcoming week.

Because unplanned absences can be disruptive to work, a poor attendance record or excessive lateness may lead to disciplinary action, up to and including termination of employment. As stated in the Attendance Point system below, you as a team member, may have the following points deducted from your yearly (based on a calendar year) total of 8-points for absences that are unapproved.

The Attendance Point system is effective for all scheduled hourly team members in all retail store locations and the Corporate Offices.

Attendance Point System Chart:

- Each Absence = **1** point (Absence is defined as arriving to work two hours past your scheduled shift or your entire shift without a doctor's note.)
- Each late in (tardy) or early out = $\frac{1}{2}$ point (Late in is defined as 10 minutes past scheduled shift and early out is defined as leaving before the entire shift is completed and is unapproved by management.)
- Each Weekend Day Absence = **2**-points per day (Each weekend day (Saturday or Sunday) absences is defined by missing your entire shift without a doctor's note. And any absence of three scheduled days or more without a doctor's note.)
- Each Holiday Absence = **2**-points per day. Holidays are defined in policy *Holidays*, and also include business holidays such as Black Friday (day after Thanksgiving).
- Each no call/no show for work = **4**-points (No call/no show is defined as a team member not calling or showing up for a scheduled shift.)

If a team member reaches accumulated point according to the Disciplinary Action chart below, defined action will take place. All accumulated points will be reviewed on a weekly basis. Disciplinary Action:

- 3 points = verbal counseling w/Personal Assistance Service Information (PAS)
- 4 points = written counseling
- 6 points = written counseling
- 7 points = written counseling including final notice
- 8 points = termination of employment

If excessive absenteeism (e.g. call-ins, late-ins, leaving early, etc....) does occur and three or more days are missed within a calendar year time period your available vacation time will be used for your missed time in addition to your point system. A doctor's excuse will be required for absences on weekends, holidays, business holidays or any absence of three days or more to avoid receiving any points.

Breakroom

A breakroom is available for your use in the main building. A microwave oven, refrigerator, utensils and condiments are available for you there. We ask that team members who use the breakroom clean up after themselves so that it is kept clean for all to enjoy.

Parking

Buchheit provides our team members with assigned parking areas. Your supervisor will inform you of which area would be most convenient for you and we ask that you park properly in these areas. Please lock all valuables in your vehicle. Buchheit will not be responsible for any missing items from your automobile, personal property (coat, purse, etc.) or any damage to your vehicle while on our parking lot.

Smoking

Effective Date: 03/23/2009

Revision Date: 09/01/2016

In keeping with Buchheit's intent to provide a safe and healthful work environment, smoking or the use of smokeless tobacco in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers conflict, the preferences of the nonsmokers will prevail. This policy applies equally to all team members as well as to our customers and visitors.

Use of Equipment and Vehicles

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Any team member operating a company vehicle (car, truck, forklift, etc.) will be held responsible for the cleanliness inside the vehicle. Should you receive a vehicle that is not within the required conditions; report it immediately. All vehicles used are to be parked on company property at the end of every working day with the exception of the over the road vehicles.

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using Buchheit property, you are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Company vehicles cannot be used for personal business. All receipts for gas, maintenance, etc. should also be turned into your immediate supervisor.

You should notify your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to team members or other people.

When operating a company vehicle, you are representing the Buchheit Company, therefore you should operate them in a respectful and safe manner. Risky driving and excessive speeds should be avoided at all times. The operator will pay any fines and/or speeding tickets in full. You must have a valid and appropriate driver license to operate a company vehicle. Your supervisor can answer any questions about your responsibility for maintenance and care of equipment or vehicles you use on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

If you use your personal vehicle, or a rental vehicle, for business purposes, you are required to have at least the state required liability insurance coverage. You may be required to submit proof of insurance to your location manager. If you do not have insurance, you may not use your vehicle for business purposes. Please notify your site manager if you do not have insurance.

Business Travel Expenses

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit will reimburse team members for reasonable business travel expenses when the travel has been approved in advance by the Location Manager. Once your travel plans are approved, you are responsible for making your own travel arrangements. When approved, we will reimburse the costs of travel, meals, lodging, and other expenses directly related to accomplishing the objective of your trip. Naturally, we expect you will keep expenses within reasonable limits.

In the event that you are involved in an accident while traveling on business, immediately report the incident to your supervisor. And, if you use a vehicle owned, leased or rented by Buchheit, it may not be used for personal reasons unless you have prior approval. When a business trip is over, submit your completed travel expense report within five days accompanied by receipts for all individual expenses. Your supervisor can give you guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

The following list is a guideline for expense reimbursements:

- If using a personal vehicle, Buchheit will reimburse you for mileage for business-related travel. If using a company vehicle, Buchheit will reimburse gas expense only (receipts required).
 - Buchheit will reimburse the following expenses related to transportation: parking expense, toll bridge expense, taxi service, airline tickets, and car rental.
 - The team member is required to cover any additional damage waiver on car rental.
- Buchheit reimburses hotel/motel expenses related to overnight stays on company business. Exceptions are excessive personal long-distance calls, movies charged to the room, and any personal items purchased.
- On overnight trips only, Buchheit will reimburse three meals per day, with the exception of breakfast on the day leaving and dinner on the day returning home.
- Business lunches must be work-related; the purpose and attendee's names must be written on the receipt.
- Buchheit will reimburse any business-related phone calls from your personal number. A copy of the phone bill must be submitted.

- Any personal long-distance calls made from work must be made on your calling card or made collect.
- Buchheit will reimburse for any supplies purchased on behalf of the company. The reason for the purchase must be on the reimbursement form, as well as manager's approval.

We consider abuse of this policy to be a very serious matter. This includes falsifying expense reports to reflect costs that were not incurred by you or were not business-related. Therefore, failure to follow this business travel expense policy may be grounds for disciplinary action, up to and including termination of employment. Expense reimbursement may be withheld if proof of automobile insurance has not been submitted to the Loss Prevention Department.

Visitors in The Workplace

Effective Date: 03/23/2009

Revision Date: 09/09/2010

To better protect the safety and security of team members, as well as Buchheit property and facilities, only authorized visitors are allowed in the corporate offices, distribution center, and office areas of our retail locations. Restricting unauthorized visitors helps to maintain safety standards, safeguard team member and customer welfare, protect equipment and confidential information against theft, and reduce potential distractions and disturbances.

All visitors/vendors should enter Buchheit Corporate Office at the main entrance and should sign the visitor/vendor sign in log and receive a name tag. Vendors entering Buchheit Retail locations must be escorted back to receiving to sign in visitor/vendor sign in log and receive name tag. Once authorized, visitors will receive directions or be escorted to their destination. When leaving the Buchheit location return name tag and sign out in visitor/vendor log. When you have outside visitors, you are responsible for their conduct and taking steps to ensure their safety.

If you see an unauthorized person on our premises, please notify your supervisor immediately or direct the individual to the main entrance.

Security Inspections

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to maintaining a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. We prohibit the possession, transfer, sale, or use of such materials on our premises. To ensure this policy is successful, we need every team member's cooperation.

We may provide you with desks, lockers, and other storage devices for your convenience, but these are always the sole property of Buchheit. Because they are our property, we may inspect them along with any items that are inside them. Agents or persons we authorize, either with or without prior notice to you, may make an inspection at any time. We also want to discourage theft and the unauthorized possession of property that belongs to our team members, Buchheit visitors, and customers. To help enforce this policy, we may require inspection of team members and other persons who enter or exit our premises as well as any packages or other belongings they carry with them.

Solicitation/Bulletin Boards

Effective Date: 03/23/2009

Revision Date: 09/01/2016

In an effort to minimize disruptions and maintain a harmonious environment, we prohibit people who are not Buchheit team members from either soliciting or distributing literature in the workplace at any time for any purpose.

We recognize that our team members are often active and have interest in events and organizations outside work. However, it is also our policy that team members may not solicit for or distribute literature about these activities during working time. (Working time excludes lunch periods, work breaks, or any other time when a team member is not "on duty" or scheduled to be working.)

Posting notices and solicitations on our bulletin boards is also limited to only certain types of information. Buchheit uses these bulletin boards to display information we think is important to team members. We suggest that you check them frequently to see important information.

If you have a message of interest to the workplace that you want to post, you may submit it to the location manager for approval. Approved messages will be posted by the location manager.

Collections of Money

The company does not allow an employee to initiate collections of money on company property for non-business purposes.

Recycling

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit supports environmental awareness by encouraging recycling and waste management in our business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize negative impacts on the earth's environment.

We have special recycling receptacles set up at Buchheit to promote the separation and collection of the following recyclable materials:

- Computer paper
- Corrugated cardboard
- Aluminum
- Plastics
- Printer cartridges

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us.

We encourage you to make a commitment to recycle and be a part of this solution.

Buchheit encourages reducing and eliminating the use of disposable products whenever possible.

The following are some ways that you can help to decrease the consumption of valuable resources:

- Communication through computer networks with email
- Posting memos for all team members
- Two-sided photocopying
- Computerized business forms
- Minimum packaging
- Eliminating fax cover sheets
- Reusing paper clips, folders, and binders
- Reusing packaging material
- Reusing wooden pallets
- Turning off lights when not in use

When we recycle, we are helping to solve the trash disposal and control problems facing all of us. If you have any questions or new ideas and suggestions for the recycling program, contact the Corporate Training Director.

Continuous Improvement Program

Effective Date: 03/23/2009

Revision Date: 09/01/2016

As a team member at Buchheit, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas. All team members are eligible to participate in the program.

A suggestion is an idea that will benefit Buchheit by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making Buchheit a better or safer place to work.

Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All ideas must be submitted on a Continuous Improvement Program (CIP) form and should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented.

If you have questions or need advice about your idea, contact your supervisor for help.

Submit your suggestions or ideas to the Location Manager and, after review, they will be implemented or rejected, and you will be notified of the result.

All implemented suggestions must be signed by the Location Manager and then forwarded to the Corporate Training Director to be eligible for the quarterly drawing.

Workplace Etiquette

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit strives to maintain a positive work environment where team members treat each other with respect and courtesy. Sometimes, issues can arise when team members may be unaware that their behavior at work may be disruptive or annoying to others.

Very often you can address these day-to-day issues by politely talking with your co-worker to bring the perceived problem to his or her attention.

In most cases, common sense will dictate an appropriate resolution. Buchheit encourages all team members to keep an open mind and graciously accept constructive feedback or another team member's request for you to change your behavior because it may be affecting that person's ability to concentrate and be productive.

The following are some workplace etiquette guidelines and suggestions to help you be more conscientious and considerate of your co-workers and the work environment. These are not necessarily intended to be hard and fast work rules with disciplinary consequences.

- Avoid public accusations or criticisms of other team members.
- Address issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other team members while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste of discarded papers.
- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Keep the area around the copy machine and printers' orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.

If you have comments, concerns, or suggestions about workplace etiquette, contact a local Manager.

Social Media Etiquette

Effective Date: 09/01/2010

Revision Date: 09/01/2016

Buchheit recognizes the importance the internet and social networking sites such as Facebook, Twitter, MySpace, YouTube, LinkedIn, blogging sites or any other social networking sites which play a role in today's business environment. The views presented on these sites whether be personal social networking pages or Buchheit company sites help in shaping the public thinking about Buchheit, current and potential products, team members, and customers. Buchheit is committed to supporting our team member's right to interact in social networking sites. Therefore, Buchheit has set forth this policy to help support and guide our team members in making appropriate decision about work related comments, posts, pictures, videos, memes, blogs, etc. These guidelines help to protect the privacy, confidentiality, and interests of Buchheit, current and potential products, team members, and customers.

When participating in social networking sites and mentioning Buchheit or any product, team members, or customers, be sure to identify that you are an employee of the company and that the views expressed are those of yours alone and do not represent the views of Buchheit. Remember, unless given permission by a VP of Marketing, you are not authorized to speak on behalf of the company, nor represent that you do so.

While online you may not share information that is confidential and or proprietary about Buchheit. This includes information about trademarks, upcoming product releases, promotions, sales, finances, number of products sold, company strategy, and any other information that has not been publicly released by Buchheit. Keep in mind these are examples only and do not cover the range of proprietary and confidential information. If you have questions about whether information has been released publicly or doubts of any kind, speak with a Buchheit manager before releasing any information that could be potentially harmful to Buchheit, our products, team members, and customers.

Honor the privacy rights of Buchheit team members by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality.

Additionally, it is always important to speak respectfully about Buchheit and our team members, customers, and partners. Obscenities, slurs or personal attacks that can damage the company, its reputation, customers, or team members are not acceptable. Team members must recognize that they represent Buchheit to those with whom they come in contact on or off duty. Buchheit company logos may not be used without explicit permission in writing from the company. Information on personal/private sites or social networking pages can become public or brought to the attention of Buchheit, if so Buchheit may investigate. Buchheit also may actively review social networking sites.

Note that any unfounded, derogatory, threatening statements, misrepresentation, or posting information, pictures or video that implies illegal or unsafe conduct is not viewed favorably by Buchheit, whether found on personal or public social networking pages, and can result in disciplinary action up to and including termination of employment, contract or lease agreement.

Buchheit encourages you to write knowledgeably, accurately and use appropriate professionalism. Despite disclaimers, your social media interaction can result in members of the public forming opinions about Buchheit, current products, team members, or customers.

Computer and Email Usage

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit may give team members access to computers, computer files, the email system, and software to use in doing their work. Team members should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that team members comply with this policy, computer and email usage may be monitored.

We strive to maintain a workplace that is free of harassment and sensitive to the diversity of our team members. Therefore, we prohibit the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

We prohibit displaying, downloading, or emailing sexually explicit images, messages, and cartoons. Other examples of unacceptable computer usage include (but are not limited to) ethnic slurs, racial comments, off-color jokes, or anything that may be seen by another person as harassment or disrespectful.

You may not use email to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Buchheit purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless the software developer authorizes us, we do not have the right to reproduce the software for use on more than one computer. You may only use software on local area networks or on multiple machines according to the software license agreement. Buchheit prohibits the illegal duplication of software and its related documentation.

You should notify your supervisor, the Loss Prevention Manager, or any member of management if you learn about a violation of this policy. Team members who violate this policy are subject to disciplinary action, up to and including termination of employment.

Internet Usage

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit may provide team members with Internet access to help them do their jobs. This policy explains our guidelines for using the Internet responsibly and productively. While Internet usage is intended for job-related activities, we permit personal use as long as you receive prior approval.

All Internet data that is composed, transmitted, or received via our computer system is considered to be part of our official records. This means that it is subject to disclosure to law enforcement or other third parties. Therefore, you should always make sure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology that you use to access the Internet are always the property of Buchheit. Therefore, Buchheit reserves the right to monitor Internet traffic.

We reserve the right to retrieve and read any data that is composed, sent, or received through our online connections or is stored in our computer systems.

We do not allow data that is composed, transmitted, accessed, or received via the Internet to contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any team member or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Buchheit does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or if you have not received authorization for its use, you may not put the material on the Internet. You are also responsible for ensuring that a person sending material over the Internet has the appropriate distribution rights. To protect against computer viruses, you may not download any file from the Internet without prior authorization.

Team members whose Internet usage violates laws or Buchheit policies are subject to disciplinary actions, up to and including termination of employment. Team members may also be held personally liable for any violations of this policy.

The following are examples of some actions and activities that are prohibited, and which could result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending/posting confidential material, trade secrets, or proprietary information outside of the organization
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending/posting chain letters, solicitations, or advertisements not related to business purposes/activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Violating copyright law or engaging in any other illegal activities

Workplace Monitoring

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit may conduct workplace monitoring to help ensure quality control, team member safety, security, and customer satisfaction.

Team members who regularly communicate with customers may have their telephone conversations monitored or recorded. We use telephone monitoring to identify and correct performance problems with targeted training. We are always striving for improved performance to enhance our customers' image of Buchheit as well as customer service satisfaction.

The computer equipment and systems and Internet access that team members may use are always the property of Buchheit. Therefore, we reserve the right to monitor computer activities. We also reserve the right to retrieve and read any computer files or data that are composed, sent, or received through Internet connections or stored in our computer systems.

We may conduct video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent acts of harassment and workplace violence.

You may request access to information gathered through workplace monitoring that may impact employment decisions. We will grant access unless there is an ongoing investigation or a legitimate business reason to protect confidentiality.

Because we are sensitive to the legitimate privacy rights of our team members, we will make every effort to guarantee that workplace monitoring is always done in an ethical and respectful manner.

Use of Phone and Mail Systems

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit telephones are intended for business use, and team members are not permitted to make personal long-distance or toll calls from our phones. We request that you keep any personal local calls to a minimum and may require you to reimburse Buchheit for charges resulting from personal calls.

It is not acceptable to use Buchheit postage or metering for your personal mail. The postage is intended only for official business-related mail.

Because our telephone communications are an important reflection of our image to customers and the community, every team member should use proper telephone etiquette.

Some examples of good telephone etiquette are: always using the approved greeting, speaking courteously and professionally, confirming the information you have received from the caller, and only hanging up once the caller has done so.

Cell Phone Usage

Effective Date: 03/23/2009

Revision Date: 1/05/2011

Buchheit provides cellular telephones to some team members as business tools. The phones are provided to assist team members in communicating with management and other team members, clients, and other business-related contacts. Cell phones are primarily intended for business-related calls. However, occasional, brief personal use is permitted within reasonable limits. Buchheit will review cell phone invoices. Buchheit issued cell phones may include GPS tracking functionality.

Company provided cell phones will include a wall charger, all other accessories are the responsibility of the team member. Further, each phone is issued for a life of two years. Team members are responsible for replacement of a phone or accessories should they break and are out of the warranty period prior to being eligible for an upgrade. If a team member prefers to upgrade his/her phone outside of the upgrade eligibility window, the charges incurred will be the responsibility of the team member. Team members are also responsible for any charges that are incurred through personal application downloads or paid services.

Buchheit IT will only support approved devices. These devices can be found in the approved hardware list accessible through an IT help desk request. Also, Buchheit IT will not support unauthorized downloaded applications to company provided cell phones.

While driving, your primary responsibility is driving safely and obeying the rules of the road. For that reason, we prohibit team members from using cell phones to conduct business while they are driving. You should utilize a hands-free device, or safely pull off the road and come to a complete stop before you dial or talk on the phone.

If you use a cell phone for business, always remember to apply normal business etiquette by keeping your conversations private and non-disruptive to others.

The use of personal cell phones without a valid business purpose during working hours is prohibited.

Personal Identifiable Information Policy (PII)

It is company policy to protect personally identifiable information (PII) of employees and contractors. The electronic restrictions and safeguards outlined in this policy provide guidance for employees, and contractors that have access to PII to ensure compliance with state and federal regulations.

Personal Identifiable Information (PII) is defined as: Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means. Further, PII is defined as information: (i) that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or (ii) by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a combination of gender, race, birth date, geographic indicator, and other descriptors). Additionally, information permitting the physical or online contacting of a specific individual is the same as personally identifiable information. This information can be maintained in either paper, electronic or other media.

Some information that is considered PII is available in public sources such as telephone books, public websites, university listings, etc. This type of information is considered to be **Public PII** and includes:

1. First and Last name
2. Address
3. Work telephone number
4. Work e-mail address
5. Home telephone number
6. General educational credentials
7. Photos and video

In contrast, **Protected PII** is defined as any one or more of types of information including, but not limited to:

1. Social security number
2. Username and password
3. Passport number
4. Credit card number
5. Clearances
6. Banking information
7. Biometrics
8. Data and place of birth
9. Mother's maiden name
10. Criminal, medical and financial records
11. Educational transcripts
12. Photos and video including any of the above

Employees are reminded that safeguarding sensitive information is a critical responsibility that must be taken seriously at all times. Company policy specifies the following security policies for the protection of PII and other sensitive data:

- It is the responsibility of the individual user to protect data to which they have access.
- Employees having access to personal information shall respect the confidentiality of such information, and refrain from any conduct that would indicate a careless or negligent attitude toward such information. Employees also shall avoid office gossip and should not permit any unauthorized viewing of records. Only individuals who have a "need to know" in their official capacity shall have access to such records.

The loss of PII can result in substantial harm to individuals, including identity theft or other fraudulent use of the information. Because employees may have access to personal identifiable information concerning individuals and other sensitive data, we have a special responsibility to protect that information from loss and misuse. With these responsibilities employees should:

- Safeguard information to which the employee has access at all times.
- Obtain management's **written** approval prior to taking any sensitive information away from the office. The manager's approval must identify the business necessity for removing such information from the facility.
- When approval is granted to take sensitive information away from the office, the employee must adhere to the security policies described above.

Information System – a collection of computing resources that are accessible through privileged access such as a login or key. Usually a software package designed to store employee data.

Secure Deletion – Secure deletion of an electronic file is accomplished by overwriting the full file contents with random data multiple times.

All electronic files that contain Protected PII shall reside within a protected Information System. All physical files that contain Protected PII will reside within a locked file cabinet or room when not being actively viewed or modified. Protected PII is not to be downloaded to personal or employee workstations or mobile devices (such as laptops, personal digital assistants, mobile phones, tablets or removable media) or to systems outside the protection of the company. PII will also not be sent through any form of insecure electronic communication such as E-mail or instant messaging systems.

Significant security risks emerge when PII is transferred from a secure location to a less secure location or is disposed of improperly. When disposing of PII the physical or electronic file should be shredded or securely deleted.

Employees should ensure they are aware of their responsibilities regarding the protection of PII. In addition to the forgoing, if employees become aware of a theft or loss of PII, they are required to **immediately** inform management.

Any employee found to be in violation of this policy may be subject to disciplinary action as deemed appropriate based on the facts and circumstances giving rise to the violation.

Team Member Conduct and Work Rules

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To ensure orderly operations and provide the best possible work environment, we expect you to follow rules of conduct that will protect the interests and safety of all team members and Buchheit.

Although it is not possible to list all the forms of behavior that are considered unacceptable at work, the following are some examples of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting, threatening violence, or bullying in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas

- Sexual or other unlawful of unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work area during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Since employment with Buchheit is based on mutual consent, either you or Buchheit have the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

Problem Solving Process

We encourage team members to work out any problems they have with their peers and their immediate supervisors on a one-to-one basis. If you believe your problem is not adequately addressed, you may take the problem to any supervisor/manager in your line of authority.

If you are unable to work out problems informally, you may briefly describe the problem in writing and submit it to the corporate loss prevention department. Appropriate personnel will be assigned to look into the problem and attempt to resolve it completely. Management will respond to the problem by the team member's next workday (Mon.-Fri.). If you are not satisfied with the resolution, you may discuss the problem with senior corporate management.

You must call the attention of management to the problem within 30 calendar days of its occurrence. If you believe you are experiencing sexual harassment, you may raise this problem in the same manner as for any other problem, except that you have 180 calendar days.

When attempting to resolve a problem in person, two company representatives or members of management must be present.

Open Door Policy

Any applicant or employee who believes that there has been a violation of company policy or any applicable law relating to accommodating a person with a disability should immediately contact the Human Resource Department. All complaints are promptly investigated. All individuals are expected to cooperate with an investigation. The information in the course of an investigation is held in confidence and is only disclosed to individuals who have a need to know.

Progressive Discipline

Effective Date: 03/23/2009

Revision Date: 09/01/2016

This policy describes the policy for administering equitable and consistent discipline for unsatisfactory conduct at Buchheit. We believe that the best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

We also believe that it is in the best interests of Buchheit to ensure fair treatment of all team members and make certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the team member for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and Buchheit have the right to terminate employment at will, with or without cause or advance notice, Buchheit may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Buchheit recognizes that there are certain types of team member problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be considered a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most team member problems can be corrected at any early stage, benefiting both team members and Buchheit.

Problem Resolution

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to providing the best possible working conditions for our team members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Buchheit supervisors and management.

Buchheit strives to ensure fair and honest treatment of all team members. We expect supervisors, managers, and team members to treat each other with mutual respect. We encourage team members to offer positive and constructive criticism to each other.

If you disagree with the established rules of conduct, policies, or practices, you can express your concern through the problem resolution procedure. You will not be penalized, formally or informally, for voicing a complaint with Buchheit in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust or inequitable, you are encouraged to make use of the following steps. You may discontinue the procedure at any step.

1. You present the problem to your supervisor within 30 calendar days after the incident occurs. If your supervisor is unavailable or you believe it would be inappropriate to contact that person, you may present the problem to the Loss Prevention Manager or any other member of management.
2. The supervisor responds to the problem during discussion or within 30 calendar days after consulting with appropriate management, when necessary. The supervisor documents the discussion.
3. You present the problem to the Loss Prevention Manager within 30 calendar days if the problem is unresolved.
4. The Loss Prevention Manager counsels and advises you, assists you in putting the problem in writing, visits with your supervisor/managers, if necessary, and directs you to the Director of Stores for a review of the problem.
5. You present the problem to the Director of Stores in writing.
6. The Director of Stores reviews and considers the problem. The Director of Stores informs you of the decision within 30 calendar days and forwards a copy of the written response to the Loss Prevention Manager for your file. The Director of Stores has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can team members and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

Safety

Effective Date: 03/23/2009

Revision Date: 09/01/2016

This program is a top priority at Buchheit. To assist in providing a safe and healthful work environment for team members, customers, and visitors, Buchheit has established a workplace safety program. The Loss Prevention Department is responsible for implementing, administering, monitoring, and evaluating the safety program. The success of the program depends on the alertness and personal commitment of everyone.

We provide information to team members about workplace safety and health issues through regular internal communication channels. These may include supervisor-team member meetings, bulletin board postings, memos, or other written communications.

Team members and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards, as well as safe work practices and procedures to eliminate or minimize hazards. We also have a safety advisory group that assists in these activities and helps facilitate effective communication between team members and management about workplace safety and health issues.

If you have an idea, concern, or suggestion for how to improve safety in the workplace, we encourage you to tell your supervisor, location manager, Safety Manager, or the Loss Prevention Manager. We want you to be assured that you can report any concerns about workplace safety anonymously if you wish, and you can make a report without fear of reprisal.

You are expected to obey all safety rules and use caution in your work activities. You must immediately report any unsafe condition to the appropriate supervisor. If you violate Buchheit safety standards, cause a hazardous or dangerous situation, or fail to report or, where appropriate, remedy such situations, you may be subject to disciplinary action, up to and including termination of employment.

In the case of an accident that results in an injury, regardless of how insignificant the injury may appear, you should immediately notify the Loss Prevention Department or the appropriate supervisor. Prompt reporting can ensure legal compliance and quick initiation of insurance and worker's compensation benefits procedures. A post-accident drug and alcohol screen will be required.

Workplace Violence Prevention

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to preventing workplace violence and to maintaining a safe work environment. We have adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that might occur during business hours or on our premises.

All team members, including supervisors and temporary team members, should be treated with courtesy and respect at all times. Team members are expected to refrain from fighting, "horseplay", or other conduct that may be dangerous to others. We prohibit firearms, weapons, and other dangerous or hazardous devices and substances from the premises of Buchheit without proper authorization.

Buchheit will not tolerate conduct that threatens, intimidates, or coerces another team member, a customer, or a member of the public at any time, including off-duty periods. This includes all acts of harassment, including harassment that is based on an individual's sex, race, age, national origin, disability, religion, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, either direct or indirect, should be reported as soon as possible to your supervisor or any other member of management. This includes threats by team members as well as threats by customers, vendors, solicitors, or anyone else. When reporting a threat of violence, you should be as specific and detailed as possible.

Be sure to report any suspicious person or activities as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work area, do not try to intercede or see what is happening.

We will promptly and thoroughly investigate all reports of threats (or actual), bullying or violence and of suspicious individuals or activities. The identity of the person who made the report will be protected to the extent practical. To maintain workplace safety and the integrity of its investigation, Buchheit may suspend a team member, either with or without pay, pending investigation.

Any person who violates these guidelines will be subject to disciplinary action, up to and including termination of employment. Violations include making a threat of violence or actually committing a violent act.

If you are having a dispute or differences with another team member, we encourage you to discuss it with your supervisor or the Loss Prevention Manager before the situation escalates into potential violence. Buchheit is eager to assist in the resolution of team member disputes, and we will not discipline a team member for raising these types of concerns.

Unlawful Harassment and Discrimination

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to providing a work environment that is free from all forms of harassment and discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. This policy applies to all employees of the company, including supervisors and non-supervisory employees, and independent contractors.

In keeping with this commitment, the company maintains a strict policy prohibiting harassment or discrimination based on race, color, creed, religion, sex, sexual orientation, age, mental and/or physical disability, national origin, or any other characteristic protected by law. This includes any form of verbal, non-verbal, physical, and visual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. We provide ongoing sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.

Moreover, it is the policy of the company to prevent and prohibit misconduct on the job, including sexual harassment or any other type of harassment or discrimination by co-workers, other employees, including supervisors, and persons doing business with or for the company.

Unwelcome sexual advances, requests for sexual favors or other offensive conduct of a sexual nature do not belong in the workplace. In addition, a hostile or offensive work environment caused by remarks or actions based on race, color, religion, national origin, citizenship, gender, age, marital status, veteran status, sexual orientation, any physical or mental disability or any other classification that is protected under applicable law, will not be condoned or permitted. Such conduct could constitute harassment, which is not only a violation of Company policy, but also violate the law.

It is important to remember that actions or comments you may consider to be innocent or harmless may be considered offensive physical or verbal harassment by another employee, driver, or contractor. In addition, under some circumstances, a violation of the Company's E-Mail, Internet, and Mobilecomm Policy may also constitute harassment.

If an employee or independent contractor believes he or she is being subjected to verbal or physical harassment, or there are other interpersonal issues which compromise the working environment, or which create discord or distractions that interfere with your safety and productivity, the driver should immediately notify his or her supervisor, or contact the Human Resources Department, so that the company may investigate the situation. If an employee or independent contractor believes he or she is being subjected to verbal or physical harassment during training, the employee should immediately contact his or her supervisor to inform them of the situation.

All complaints will be treated as confidentially as possible and will be investigated by the Company. No associate will suffer retaliation or intimidation as a result of the good faith, honest use of this internal complaint procedure.

When a violation of this policy is determined to have occurred, appropriate disciplinary action, up to and including termination of employment/contract, will be taken. This policy is not intended to create any type of contract between the company and any associate, and this policy is subject to review and/or modification by the company at any time.

Harassment and/or discrimination may take many forms including but not limited to:

- A) Any discriminatory or harassing action based on one's protected characteristic (race, citizenship, color, religion, sex, sexual orientation, age, and/or disability) that has the purpose or effect of unreasonably interfering with an individual's work performance or adversely affecting an individual's employment opportunities.
- B) Such verbal, non-verbal, discriminatory, or harassing actions that create a hostile work environment. These may include but are not limited to:
 - o Verbal conduct such as epithets, derogatory comments, slurs, or unwanted sexual advances, invitations, or comments.
 - o Visual conduct such as derogatory posters, cartoons, drawings, or gestures.
 - o Physical conduct such as assault, blocking normal movement, or interference with work, when directed at an individual.
- D) Sexual harassment includes, but is not limited to, threats or demands to submit to sexual requests in order to keep a job or avoid some other loss and offers of job benefits in return for sexual favors ("Quid Pro Quo").
- E) Retaliation for having reported harassment or discrimination.

Sexual harassment may include:

- A) Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature as a condition of an employees' employment; or
- B) Making submissions to/or rejection of such conduct the basis for employment decisions affecting the employee; or
- C) Threatening, directly or indirectly, to retaliate against an employee, if the employee refuses to comply with a sexually oriented request; or
- D) Engaging in sexually suggestive physical contact or touching another employee in a way that is unwelcome; or
- E) Displaying, storing, discussing, or transmitting pornographic or sexually oriented materials using the company or personal equipment or facilities while driving for the company.
- F) Engaging in indecent exposure; or
- G) Creating an intimidating, hostile, or offensive working environment.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Employees and independent contractors are prohibited from harassing other employees or independent contractors whether or not the incidents of harassment occur on any company premises or company owned/leased equipment, or customer facilities and whether or not the incidents occur during working hours. Sexual harassment can involve males/females being harassed by members of either sex.

Although sexual harassment typically involves co-workers, it can also include third parties, such as customers or suppliers. It is imperative that you immediately report any behavior, which you deem to be sexually harassing so the company can take immediate action and investigate the complaint.

Team Member Responsibilities:

If employee or independent contractor believes that they have been subject to sexual harassment or any unwanted sexual attention, they should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident (s) and the names of any witness; and
- Report the incident to their supervisor or directly to the Human Resources Department.

The company encourages drivers to communicate effectively with each other and resolve issues that arise on the truck by themselves. However, all incidents of sexual harassment or inappropriate sexual conduct must be reported, regardless of their seriousness. Publicizing information about alleged harassment without following the reporting procedures or filing a formal complaint might be considered evidence of an ill intent on the part of the accuser. Complaints may be written or oral. It is important that details be documented and reported.

Manager and Supervisor Responsibilities:

Supervisors must deal expeditiously and fairly with allegations of sexual harassment within their departments whether or not there has been a written or formal complaint. Supervisors must:

- act promptly to ensure the safety of an individual who has reported sexual harassment or inappropriate sexually oriented conduct
- promptly notify the Human Resources Department of the alleged harassment or inappropriate sexually oriented conduct so that prompt investigation and any appropriate discipline can occur
- Supervisors who knowingly allow or tolerate sexual harassment are in violation of this policy and subject to discipline.

Any employee or independent contractor found to have acted in violation of the foregoing policies will be subject to appropriate disciplinary action, up to and including termination of employment or contract/lease.

Responsibilities for Reporting Harassment or Discrimination:

Employees or independent contractors who are subjected to/or witness harassment or discrimination should immediately report such conduct to any one of the following members of management:

- **Supervisor**
- **Human Resources Department**

The company will take the following steps in addressing complaints of harassment or discrimination in a confidential manner:

- Fully inform the employee or independent contractor of his/her avenues to report and address the harassment pursuant to the company's internal complaint procedure. Advise the employee or independent contractor that s/he will not be disciplined or otherwise retaliated against as a result of making a complaint.

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- Immediately conduct a thorough, objective, and complete investigation of the alleged harassment in an attempt to make a determination about whether the alleged harassment has occurred.
 - Take prompt and effective remedial action commensurate with the severity of the offense of harassment that occurred.
 - Advise the employee or independent contractor of actions taken to address the complaint.

It is the responsibility of all employees and contractors to comply with this policy and to report all known violations of this policy to the appropriate supervisor, or Human Resource representative so that corrective action may be taken. You are required to sign a Disclosure and Acknowledgement of Policy on Harassment in the Workplace form and submit it to the Human Resources Department.

You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Loss Prevention Manager or any member of management, so it can be investigated in a timely and confidential manner. Any team member engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment or contract/lease.

Return of Company Property

Effective Date: 03/23/2009

Revision Date: 09/01/2016

As part of your job, you may be given temporary possession of Buchheit property such as the following:

- Safety knife
- Cell phones or pagers
- Name badge/time card
- Radios
- Client lists
- Equipment
- Keys
- Protective equipment
- Tools
- Vehicles
- Credit Card
- Fuel Card(s)
- Telematics Device(s)
- Any other company-supplied property

You are responsible for the control of Buchheit property in your possession and expected to return it promptly when requested or if your employment ends. In situations where you do not return Buchheit property, we may take steps to recover the item or its cost by withholding from your regular or final paycheck when allowed by law, or by taking legal action.

Resignation

Effective Date: 03/23/2009

Revision Date: 03/18/2011

Resignation is defined as a voluntary act initiated by a team member to terminate employment with Buchheit. Although there is no requirement that you give advance notice, doing so can reduce the impact on your co-workers and productivity. We request a resigning team member submit a written notice of resignation at least two weeks in advance. Vacation pay may be withheld without two-weeks' notice, subject to state law. Vacation time may not be included as part of the two-week notice.

Before a team member leaves, we will schedule an off-site exit interview to better understand the reasons for resignation and to go over any resulting benefit changes.

Employment Termination

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. These are some of the most common circumstances for employment terminations:

- FMLA leave expires - failure to perform active work for more than twelve weeks.
- Resignation - voluntary employment termination initiated by a team member.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the team member meeting age, length of service, and any other criteria for retirement from the organization.

We will generally schedule an exit interview at the time of employment termination. The exit interview is an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of any outstanding debt to Buchheit, or return of Buchheit-owned property. It is also a time for you to voice any suggestions, complaints, and questions you may have. Since employment with Buchheit is based on mutual consent, either you or Buchheit have the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

Your benefits are affected by termination in several ways. All accrued, vested benefits that are due and payable at termination will be paid out. Some benefits may be continued at your expense if you choose. You will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations for continuing them.

Termination Date

If an employee or independent contractor fails to report to work at the normally scheduled time, or a driver abandons a truck, their termination date is the last day they worked. If an employee is on Worker's Compensation, short-term disability, military leave or Family Medical Leave Act (FMLA) and is released to return to work and fails to report, their termination date is the date they were released to return to work.

Re-Hire Policy

Effective Date: 03/23/2009

Revision Date: 09/01/2016

If you should terminate employment with us and then be re-hired, our policy requires that certain steps may have to be taken before re-employment:

- Re-hires must be approved by management.
- An updated application may be required, and an updated background check may be requested.
- Pre-employment drug screen if more than 30-days have lapsed since last day worked.
- WorkSteps testing if more than 30-days have lapsed since last day worked.
- Benefits may be reinstated if termination date was less than six weeks prior to your re-employment date.
- New Hire Orientation class *may* be required.

Employee Benefits

Buchheit provides a wide range of benefit programs to eligible team members. Certain legally required programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner required by the laws. While some of the benefit programs we offer may require you to contribute to the cost, many programs are partially or fully paid by Buchheit.

Your eligibility for each benefit program depends on a variety of factors, including your team member classification. To better understand exactly which benefit programs, you are eligible for, talk to your supervisor. You can find details about many of these programs through this handbook or your ADP profile at www.workforcenow.adp.com. In some cases, a policy may also refer you to other sources, such as the Summary Plan Document for that benefit. The following benefit programs are available to eligible employees, subject to terms and conditions of each:

- Vacation Benefits
- Holidays
- Direct Deposit
- Team Member Discount
- Scholarship Program
- 401(k) Savings Plan
- Profit Sharing (Discretionary Contribution to 401k)
- Auto Mileage
- Bereavement Leave
- Employee Assistance Program
- Family Leave
- Medical Leave
- Military Leave
- Jury Duty Leave
- Voting Time Off
- Annual Christmas Gift
- Health Insurance
- Prescription Drug Coverage
- Flex (Medical Spending) Account
- Accident Insurance
- Cancer Insurance
- Dental Insurance
- Cafeteria (Pre-tax option for some benefits)
- Benefit Conversion at Termination
- Life Insurance (Basic and Voluntary)
- Long-Term Disability
- Short-Term Disability
- Vision Care Insurance

Vacation Benefits

Effective Date: 03/23/2009

Revision Date: 03/18/2011

Buchheit offers vacation time off with pay to eligible team members for rest, relaxation, and personal pursuits. Team members in the following employment classifications are eligible to earn and use vacation:

- Full-time team members
- Regular part-time team members

Full-time team members paid vacation time increases each year, with the length of employment as shown in the following schedule:

- After 1 year, the team member is entitled to 5 vacation days (40-hours) each year.
- After 2 years of eligible service, the team member is entitled to 10 vacation days (80-hours) each year.
- After 10 years of eligible service, the team member is entitled to 15 vacation days (120-hours) each year.

Regular part-time team members will receive 20 hours of vacation per year after 2 years of service. To be eligible for vacation as a part-time team member, you must work a minimum of 1,000 hours during the preceding two calendar years.

The length of eligible service is calculated on the basis of a "calendar year". A "calendar year" is defined as the 12-month period that begins when you start earning vacation time. Your benefit year may be extended for any significant leave of absence except military leave of absence. (Military leave has no effect on the benefit calculation.) See the leave of absences policies in this Handbook for more information.

Once you enter an eligible employment classification, you begin to earn paid vacation time according to the schedule in this policy. You can use earned vacation time in the year after it is accrued.

You may use vacation time in minimum increments of one day. To schedule vacation time, you should request the time off through your Paycom profile to obtain approval from your supervisor. Each request will be reviewed based on a number of factors, including our business needs and staffing requirements.

Different departments and jobs within the company require different responsibilities. Therefore, vacations are granted on an individual basis depending, in part, on the needs of the business. Other conditions may apply as stated in 6.01 Leaves of Absence.

Vacation time off is paid at your base pay rate at the time of the vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Drivers vacation time is paid based on the average rate of pay for the prior years' earnings.

We encourage you to use your available paid vacation time for rest, relaxation, and personal pursuits. In the event that you do not use your available vacation by the end of the benefit year, you will forfeit the unused time.

If your employment terminates, you will be paid for any unused vacation time that has been earned through your last day of work, if a two-week notice is given and/or according to state requirements.

Holidays

Effective Date: 03/23/2009

Revision Date: 03/18/2011

We provide holiday time off with pay to eligible team members who have completed 180 calendar days of service as a full-time team member. If you are eligible for paid holidays, your holiday pay will be calculated on your straight-time pay rate as of that holiday multiplied by the number of hours you would normally have worked on that day.

Also, to be paid for a holiday, a full-time team member must work both the last scheduled work day immediately preceding the holiday and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible team member's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible non-exempt team members work on a recognized holiday, the team members will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

A holiday falling on a Saturday or Sunday can either be observed on Friday or Monday for office team members. Check with your supervisor/manager to schedule your holiday.

Paid time off holidays will not be counted as hours worked for the purposes of determining overtime. Payment for these holidays will be observed on the date of the recognized holiday.

Recognized holidays are:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Workers' Compensation Insurance

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Workers' Compensation provides payment for medical expenses, wage loss, and disability to an employee in the event of an injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. The injury must occur in the course and scope of employment. Subject to the applicable legal requirements, this program provides benefits after a short waiting period or, in the event of hospitalization.

The company is concerned about its employees. The Company and the Safety Department will work with all employees injured on the job. Our priorities are to see that you receive proper medical attention and return to work as soon as possible.

It is critical that you inform your supervisor immediately about any work-related injury or illness, regardless of how minor it might appear at the time. Immediate reporting ensures that, if eligible, you will qualify for workers' compensation benefits as quickly as possible and also lets us investigate the matter promptly. Failure to report an injury will result in disciplinary action up to, and including, termination.

You must report any injury to the Workers' Compensation Department within 8 hours.

No action will be taken to initiate a claim on the employees' behalf until the Safety Department has been notified.

Drivers are assumed to be 'on the job' when they are physically in the truck and/or performing duties required of them as a driver, including but not limited to, making check calls, loading/unloading, and performing pre-trip inspections. Drivers are not 'on the job' when they are commuting in a personal vehicle to and from work.

Workers' compensation is intended to cover only work-related injuries and illnesses. Because of this, neither Buchheit nor our insurance carrier will be liable for the payment of workers' compensation benefits for injuries that might occur during team members' voluntary participation in off-duty recreational, social, or athletic activities that we may sponsor.

The Safety Department **must** be notified before authorization for medical treatment will be given. The Company will designate medical providers for treatment for any work-related injury (except for emergency situations). If you decide to go to a doctor other than the one we suggest, you risk paying the medical costs yourself. The Safety Department has access to obtaining qualified doctors anywhere in the United States.

Each Workers' Compensation claim will be investigated thoroughly. In the event a claim is deemed compensatory, you will be paid by the company based on the laws of the state in which you were hired. Your weekly benefits will be a percentage of your gross average weekly wage. This means the weekly benefits may be significantly less than your net pay. You should also note there is a minimum waiting period of 3 days (depending on the state Workers' Compensation laws) before the weekly benefits goes into effect. This translates into a week or two without income. The calculation of your weekly benefit and the waiting period is not a policy set by the company but rather by state laws.

Your claim may be administered, and benefits paid to you by a third-party administrator.

The Company will offer modified duty work to drivers who sustain work injuries if the treating physician feels the driver is capable of modified duty work. Injured drivers will be offered modified duty work that will meet their physical capabilities. Modified duty work is intended as rehabilitation and should be temporary only.

If your claim is investigated and found to be fraudulent, benefits will be denied, and internal disciplinary actions will be taken. If deemed appropriate, legal action may also be taken. A preventable on the job injury may disqualify a driver from the Safety Award program.

In the event an injury results in time away from work, drivers will be responsible for making regular contact regarding their status with their supervisor and the Safety Department. It is very critical to the handling of a claim that the driver keeps the Safety Department informed of his/her medical status.

It is the employee's responsibility to pay for their portion of the insurance premiums while on Worker's Compensation that would normally be handled through payroll deduction. Payments are due on or before the first day of the coverage month. Payments should be made to the company and sent to the attention of the Corporate Payroll Department. Failure to do so may result in the loss of coverage.

While the company cannot guarantee it will hold open an employee's regular job during an extended period of leave, or while an employee is performing modified duty work, the Company will consider the physicians estimated length of absence from the employee's regular job in determining whether the employee will be permitted to return to work.

In accordance with the provisions of Federal Family and Medical Leave Act (FMLA), Workers' Compensation time off is applied toward FMLA leave allowance, if eligible for FMLA. If not eligible for FMLA, then a request for a Leave of Absence may be considered.

Time Off to Vote

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit encourages you to fulfill your civic responsibilities by voting in elections. We expect that you will be able to vote either before or after work hours. However, if you cannot vote during your nonworking hours, we will grant up to three hours of unpaid time off to vote.

Illinois team members will receive two hours of paid time off to vote *if* their scheduled work day starts less than two hours after voting time begins *and* ends less than two hours before voting time ends. The team member will be required to submit a voter's receipt.

In order to accommodate your absence, you should request the time off from your supervisor at least two working days prior to an election day.

Bereavement Leave

Effective Date: 03/23/2009

Revision Date: 05/28/2019

In the event that you need to take time off in the event of the death of a family member, Buchheit provides bereavement leave. To request bereavement leave, see your supervisor for the proper form. Documentation is required to be submitted with the form. We grant up to three days of paid bereavement leave to all team members.

During paid bereavement leave, your pay will be calculated based on your pay rate at the time of absence, excluding any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. Bereavement leave will only be paid for those days that you are scheduled to work.

We will normally grant bereavement leave unless there are unusual business needs or staffing requirements that prevent accommodating the request. You may also, with supervisory approval, use any available paid leave benefits, such as vacation, for additional time off as necessary.

We grant up to three days of paid leave for the death of an immediate family member. The bereavement leave policy defines "immediate family" as your spouse, parent, step-parent, child, step-child, brother, sister, step-brother, step-sister, spouse's parent or spouse's step-parent.

We grant up to one day of paid leave for the death of an extended family member. The bereavement leave policy defines "extended family" as your son-in-law, daughter-in-law, grandchild, grandparent, your spouse's sibling, spouse's grandparent, step-grandparent, your spouse's step-brother, spouse's step-sister, spouse's step-grandparent, and step-grandchild.

Jury Duty

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit encourages you to fulfill your civic responsibility by serving jury duty when required. Team members who have completed a minimum of 180 calendar days of service in an eligible classification may request up to 3 days of paid jury duty leave over any 1-year period.

If you are eligible for paid jury duty leave, you will be compensated at your base rate of pay for the number of hours you would normally have worked that day. Salaried team members are eligible for paid jury duty leave. If you remain on jury duty beyond the period of paid jury duty leave, you may use any available paid time off, such as vacation time, or request an unpaid jury duty leave of absence.

If you receive a jury duty summons, show it to your supervisor as soon as possible so that arrangements can be made to accommodate your possible absence from work. You are expected to report for work whenever the court schedule permits.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during unpaid jury duty leave and will resume when you return to active employment.

Witness Duty

Effective Date: 03/23/2009

Revision Date: 09/01/2016

We provide witness duty time off to team members who receive a subpoena to testify in court. If you are summoned or otherwise requested to testify as a witness by Buchheit, you will receive paid time off for the entire period of witness duty.

You will be granted unpaid time off if you are requested to appear in court as a witness by a party other than Buchheit. However, you may use any available paid leave benefits, such as vacation, to be compensated for that absence. In order to make arrangements for the time off, you must show the subpoena to your supervisor as soon as you receive it. You are expected to report to work whenever you are not needed in court.

Military Reserve Leave

An employee who remains in the active military reserve will be allowed time off work for the required reserve training. This time will be without company compensation but will not be in place of earned vacation. Consequently, it will not result in loss of vacation time or vacation compensation.

The employee may use vacation time for military duty. The Company will pay the normal company group insurance contributions during the leave of absence for military reserve training.

Sickness

An employee who misses work due to illness may be required to provide a doctor's note. After an employee has been unable to work 3 consecutive days because of a non-job-related illness or injury, the employee may be required to present a doctor's release and/or a return to work physical to return to duty.

Life-Threatening Illnesses in The Workplace

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Team members with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. Buchheit supports these endeavors as long as team members are able to meet acceptable performance standards. As in the case of other disabilities, we will make reasonable accommodations in accordance with all legal requirements, to allow qualified team members with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual team members is treated confidentially. Buchheit will take reasonable precautions to protect such information from inappropriate disclosure.

Supervisor/managers and other team members have a responsibility to respect and maintain the confidentiality of team member medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

If you have a question or concern about life-threatening illnesses, we encourage you to contact the Payroll Department or our Employee Assistance Program for information and referral to services and resources.

Leaves of Absence

Effective Date: 03/23/2009

Revision Date: 03/18/2011

There may be times when you need to be away from work for urgent personal reasons. At these times, you may be granted unpaid (nonexempt) or paid (exempt) leave depending upon your circumstances. However, leaves of absence will not be granted for convenience or personal benefit. These examples include starting an outside business, building a home, harvesting crops, extending vacation, etc. After three days, consecutive or non-consecutive requested unpaid days, in a calendar year, the team member is required to use remaining vacation time.

Unpaid days can be defined as asking for additional unpaid time off, scheduled days that are not worked, etc.

Exceptions to this policy will be handled on a case-by-case basis after discussion with the Chief Financial Officer, Loss Prevention Manager, and Location Management.

The following are some situations where you might request a leave of absence. Your supervisor must approve the request.

- **Death of a Family Member.** – See Bereavement Policy
- **Family Illness.** If a member of your immediate family is ill and being absent from work to attend matters related to the illness is necessary for you, you may be granted a leave of absence. If circumstances warrant it, you may take a leave of up to three days. For serious health conditions of a child or a spouse, you may request a longer leave of absence under the FMLA.
- **Jury/Civic Duties.** We encourage team members to fulfill their civic duties when asked to do so if there are not urgent business reasons that would interfere.
- **Medical.** You may be granted a leave of absence for illness or non-elective surgery. You must use vacation days for elective surgery. You may apply for additional unpaid leave under the FMLA for non-elective reasons. Maternity is treated like any other medical non-elective medical matter.
- **Military Service.** You may take an unpaid leave of absence to fulfill military obligations. You will need to provide a copy of orders and release orders to the Payroll Department.
- **Maternity Leave.** Currently, maternity leave is an unpaid leave of absence for all team members, unless you are eligible and have enrolled in the disability program. However, you may take twelve weeks leave under FMLA.

If you do not return to work after your leave ends, your employment will be terminated on the last day of your leave of absence.

If you take leave that is not medical and is not covered by FMLA, you may be required to pay your health insurance premium (100%) yourself.

Remember that you must have a letter making this request (which your supervisor/manager has approved with their signature) on file in the Corporate Payroll Department prior to the pay period before the absence is taken.

If you have not given the Corporate Payroll Department this information, the Corporate Payroll Department will cancel your insurance. Payments will be due by each Friday of your pay cycle.

Family and Medical Leave of Absence (FMLA)

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The Family and Medical Leave Act of 1993 grants qualified employees an unpaid leave of absence for up to 12 weeks in a 12-month period at the time of the birth/adoption of a child, or in the case of a serious health condition affecting the employee or the employee's spouse, child or parent.

The company recognizes that a leave of absence from active employment may be necessary for family or medical reason. This leave of absence policy complies with the provisions of the Family and Medical Act of 1993 (FMLA).

Family and Medical Leave Policy

- I. **Purpose:** To outline the conditions under which an employee may request time off without pay for a limited period with job protection and no loss of accumulated service if the employee returns to work.
- II. **Definition:** A family or medical leave of absence is defined as an approved absence available to eligible employees for up to 12 weeks of unpaid leave a year under particular circumstances that are critical to the life of a family.

Leave may be taken:

- on the birth of an employee's child;
- on the placement of a child for adoption or foster care with an employee;
- when an employee is needed to care for a child, spouse, or parent who has a serious health condition;
or
- when an employee is unable to perform at least one of the essential functions of his or her position because of the employee's own serious health condition.

A "serious health condition" is one that requires inpatient or residential care or continuing treatment by a health care provider. "Continuing treatment" includes two or more treatments by a health care provider followed by a regimen of continuing treatment under the supervision of a health care provider. It also includes treatment of pregnancy or prenatal care, treatment of a chronic health condition of a serious nature, treatment of a long-term or permanent health condition for which the family member must be under continuing supervision of a health care provider, or any period of absence to receive multiple treatments by a health care provider either for restorative surgery or a condition, which if untreated, would result in an incapacity of more than three days.

For the purpose of this policy, a "serious health condition" is defined as an illness, injury, impairment, or physical or mental condition that involves:

- Any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility; or
- A period of incapacity requiring absence of more than three calendar days from work, school, or any other regular daily activities that also involves continuing treatment by (or under the supervision of) a health care provider; or
- Any period of incapacity due to pregnancy or prenatal care; or
- A period of incapacity (or treatment therefore) due to a chronic serious health condition (e.g., asthma, diabetes, epilepsy, etc.); or
- Any absences to receive multiple treatments (including any period of recovery there from) by, or on referral by, a health care provider for a condition that likely would result in incapacity of more than three consecutive days if left untreated (e.g., chemotherapy, physical therapy, dialysis, etc.).

For the purpose of this policy, health care providers who may provide certification of a serious health condition include:

- Doctor of Medicine or osteopathy authorized to practice medicine or surgery (as appropriate) by the State in which the doctor practices
- Podiatrists, dentists, clinical psychologists, optometrists and chiropractors (limited to treatment consisting

of manual manipulation of the spine to correct a subluxation as demonstrated by x-ray to exist) authorized to practice in the State and performing within the scope of their practice under State law

- Nurse practitioners, nurse-midwives and clinical social workers authorized to practice under State law and performing within the scope of the practice as defined under State law
- Christian Science practitioners listed with the First Church of Christ, Scientist in Boston, Massachusetts
- Any health care provider recognized by the team member or the team member's group health plan's benefits manager
- A health care provider listed above who practices in a country other than the United States and who is authorized to practice under the laws of that country

A team member's spouse, children (son or daughter), and parents are immediate family member for purposes of FMLA. The term "parent" does not include a parent "in-law". The terms son or daughter do not include individuals age 18 or over unless they are "incapable of self-care" because of a mental or physical disability that limits one or more of the "major life activities" as those terms are defined in regulations issued by the Equal Employment Opportunity Commission (EEOC) under the Americans with Disabilities Act (ADA).

III. Scope: This policy applies to all family and medical leaves of absence except leaves covered under paid employment benefit plans or policies for any part of the 12 weeks' leave to which the employees may be entitled under this policy. In other words, if an employee is entitled to both FMLA (Family and Medical Leave Act) and paid leave under another benefit plan or policy, the employee must take the paid leave first.

IV. Eligibility: To be eligible for leave under this policy, an employee must have been employed here for at least 12 months and must have worked at least 1250 hours during the 12-month period preceding the beginning of the leave. While on leave your time vested is protected, and you will not lose any benefits accrued prior to the date the leave began (except any accrued paid leave that you are required to exhaust).

Exception: If an employee on leave is salaried and among the highest paid 10% of Company employees within 75 surface miles and keeping the job open for the employee would result in substantial and serious economic injury to the Company, the employee can be denied job restoration after leave. In this situation, however, the employee will be given an opportunity to return to work during leave.

V. Basic Regulations and Conditions of Leave: Medical certification. The Company will require medical certification to support a claim for leave for an employee's own serious health condition or to care for a seriously ill child, spouse, or parent. For the employee's own medical leave, the certification must include a statement that the employee is unable to perform at least one of the functions of his or her position. For leave to care for a seriously ill child, spouse, or parent, the certification must include an estimate of the amount of time that the employee is needed to provide one.

Covered employers must take the following steps to provide information to team members about FMLA:

- Post a notice approved by the Secretary of Labor explaining rights and responsibilities under FMLA
- Include information about team member rights and obligations under FMLA in team member handbooks or other written material, including Collective Bargaining Agreements (CBAs)
- If handbooks or other written materials do not exist, provide general written guidance about team member rights and obligation under FMLA whenever a team member requests leave

- Provide a written notice designating the leave as FMLA leave and detailing specific expectations and obligations of a team member who is exercising his/her FMLA entitlements. The team member may use the "Employer Response to Employee Request for Family or Medical Leave" to meet this requirement. This employer notice should be provided to the team member within one or two business days after receiving the team members notice of need for leave and include the following:
 - That the leave will be counted against the team member's annual FMLA leave entitlement
 - Any requirements for the team member to furnish medical certification and the consequences of failing to do so
 - The team member's right to elect to use accrued paid leave for unpaid FMLA leave and whether the employer will require the use of paid leave, and the conditions related to using paid leave
 - Any requirement of the team member to make co-premium payments for maintaining group insurance and the arrangements for making such payments
 - Any requirements to present fitness-for-duty certification before being restored to his/her job
 - Rights to job restoration upon return from leave
 - Team member's potential liability for reimbursement of health insurance premiums paid by the employer during the leave if the team member fails to return to work after taking FMLA leave
 - Whether the team member qualifies as a "key" team member and the circumstances under which the team member may not be restored to his or her job following leave

Eligible team members seeking to use FMLA leave may be required to provide:

- 30-day advance notice of the need to take FMLA leave when the need is foreseeable
- notice "as soon as practical" when the need to take FMLA is not foreseeable (at least verbal notice to the employer within 1-2 business days of learning of the need to take FMLA leave)
- sufficient information for the employer to understand that the team member needs leave for FMLA-qualifying reasons (the team member need not mention FMLA when requesting leave to meet this requirement, but may only explain why the leave is needed)
- where the employer was not made aware that a team member was absent for FMLA reasons and the team member wants the leave counted as FMLA leave, timely notice (generally within two business days of returning to work) that leave was taking for FMLA-qualifying reason

In addition to the information required by the FLSA, a covered employer's records must show the following:

- dates FMLA leave is taken, or hours of leave taken if FMLA leave is in increments of less than a day
- copies of FMLA notices given to and by team members
- documents describing team member benefits and leave policies
- premium payments of team member benefits, and record of any dispute over FMLA leave

The records must comply with confidentiality requirements of the Americans with Disabilities Act. The company may require a second medical opinion and periodic re-certification at its own expense. If the first and second opinions differ, the company may require the binding opinion of a third health care provider, approved jointly by the company and the employee and paid for by the company.

Intermittent or reduced leave. Leave may be taken on an intermittent or reduced-leave schedule if it is medically necessary for a serious health condition of the employee or his or her spouse, child, or parent. If leave is requested on this basis, however, the company may require the employee to transfer temporarily to a part-time schedule or an alternative position will have equivalent pay and benefits.

Spouses combined leave. Spouses who are both employed by the company are entitled to a total of 12 weeks' leave (rather than 12 weeks each) for the birth or placement in adoption or foster care of a child for the care of a sick parent.

Restoration to employment rights. After a leave, an employee will be restored to the position he or she held when the leave began, or to an equivalent position. However, if upon the expiration of the leave the employee is unable to perform the essential function of his or her former position because of a physical or medical condition, the employee has no right to restoration to another position. Except as to employees who are taking an intermittent leave, as a condition of being restored to their former position, the company may require the employee to receive certification from the employee's health care provider that the employee be able to resume work.

VI. Notification and Reporting Requirements: When the need for leave is foreseeable, such as the birth of a child, the placement in adoption or foster care of a child, or planned medical treatment, the employee must provide reasonable prior notice (thirty days) and make an effort to schedule leave so that it does not unduly disrupt Company operations. Employees who are ill will be required to report periodically on their status and their intention to return to work.

VII. Status of Employee Benefits During Leave of Absence: Health insurance. Group health care coverage will continue for employees on leave as if they were still working.

It is the employee's responsibility to pay for their portion of the insurance premiums while on leave that would normally be handled through payroll deduction. Payments are due on or before the first day of the coverage month. Payments should be made to the company and sent to the Corporate Payroll Department. Failure to do so may result in the loss of coverage. If the leave is paid, premiums will continue to be paid through payroll deductions.

The Corporate Payroll Department will provide a schedule of payment amounts and due dates at the beginning of any unpaid leave of absence. (After 12 weeks of leave the team member is then responsible for 100% of the premium.)

Recovery of premiums. If an employee chooses to return to work (meaning: stay for 30 calendar days) after an approved unpaid leave of absence, the Company may recover from the employee the cost of any payments made to maintain the employee's health insurance, unless the failure to return is because of a serious health condition or reasons beyond the employee's control.

Benefit entitlement based on length of service will be calculated as of the last paid workday before the start of the unpaid absence.

If the employee fails to return to work at the conclusion of the leave, the Company may require the employee to reimburse the full cost of the health care coverage during any period of unpaid leave.

VIII. Procedures: Employees must contact Corporate Payroll to have FMLA paperwork sent to them. Employees must complete the employee portion of the paperwork including signature and date, and have their physician complete the Physician portion of the paperwork including signature and date.

Request form. The employee must fill out a “Request for Family and Medical Leave of Absence” Form in duplicate. This form must be completed in detail, signed by the employee, submitted to the immediate supervisor for proper approvals, and forwarded to the Human Resources Department (see attached copy of ‘Request for Family and Medical Leave of Absence’ form). If possible, the form should be submitted 30 days before the effective date of the leave.

All requests for family and medical leaves of absence due to illness must include sufficient medical certification stating:

- (1) the date on which the serious health condition began;
- (2) the probable duration of the condition; and
- (3) the appropriate medical facts that the health care provider knows about the condition.

In addition, for leave to care for a child, spouse, or parent, the certificate must include an estimate of the amount of time that the employee is needed to provide such care.

For leave for an employee illness, the certificate must state that the employee is unable to perform at least one of the functions of his or her position. For certification for intermittent leave or leave on a reduced-leave schedule for planned medical treatment, the certificate must state the dates on which such treatment is expected to be given and the duration of the treatment.

A team member who expects or anticipates taking a family or medical leave is required to notify the Corporate Payroll Department of the date of commencement and the expected duration of the leave at least 30 days in advance of the leave, or, if the need for the leave is not foreseeable, as soon as practicable. In cases where the need for leave is foreseeable, a team member's failure to provide 30 days' notice prior to taking leave may result in denial or delay of leave. A team member requesting leave under this policy should submit a complete application for leave form to the Corporate Payroll Department.

Certain "key employees" may not be eligible to be restored to the same or an equivalent position at the conclusion of their leave. Buchheit will notify such team members of their "key employee" status and the conditions under which job restoration may be denied, if applicable. "Key employee", as defined by law, is typically a management position.

An eligible team member may be entitled to up to 12 weeks of unpaid leave within a 12-month period without loss of seniority or benefits. The amount of leave available to a team member at any given time will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the requested leave. A team member who fails to return to work immediately following expiration of the authorized leave period will be considered to have voluntarily resigned. All leave taken under this policy and leave for any other reason which would qualify under FMLA (e.g. worker's compensation leave) will be counted against the team members leave entitlement under FMLA.

During a family or medical leave provided under this policy, team members shall first exhaust all unused vacation before continuing such leave on an unpaid basis. During a leave related to the team member's serious health condition, the team member should also exhaust any available vacation or short-term disability before continuing such leave on an unpaid basis. Team members will not receive vacation pay in addition to compensation from disability or worker's compensation insurance.

If a team member takes a leave of absence because of the serious health condition of the team member or the team member's family member, the team member must submit to the Corporate Payroll Department written medical certification from a health care provider of the serious health condition. Failure to provide such certification upon request may result in a denial or delay of leave. Buchheit reserves the right to require that the team member receive a second (and possibly a third) opinion from another health care provider (at Buchheit's expense) certifying the serious health condition of the team member or the team member's family member. Buchheit reserves the right to require that a team member provide the company with a recertification of the medical condition for which leave is taken.

Before being able to return to work, a team member who is on leave of absence as a result of his or her own serious health condition must submit a health care provider's written certification that the team member is able to return to work. Failure to provide such certification may result in the delay or denial of job restoration. During the team member's leave, Buchheit may also periodically inquire as to the team member's intent to return to work.

Leave taken because of the team member's or family member's serious health condition may be taken on an intermittent or reduced schedule basis when medically necessary. If a team member seeks leave on an intermittent or reduced schedule basis, the team member must submit medical certification, as discussed above, and additional certification from the health care provider that the intermittent or reduced schedule leave is medically necessary.

Buchheit may require a team member taking intermittent or reduced schedule leave to transfer temporarily to an alternative available position for which the team member is qualified or may modify the team member's current position to better accommodate the team member's recurring periods of leave.

During the team member's family or medical leave of absence, team members have the option to stop coverage or stop premium payments during the FMLA leave. If the team member elects to continue coverage, Buchheit will continue to provide health insurance coverage; however, the team member will remain personally responsible for paying the team member's portion of the insurance premium. Such payments may be paid prior to the leave or paid during the leave. Payments must be submitted directly to the Corporate Payroll Department. The team member must make similar payments for all other benefits in full during the period leave. A team member who does not return may be required to repay any insurance premiums paid by Buchheit during the leave. Team members will be eligible for COBRA benefits at the end of their 12-week FMLA leave of absence or the last day payment was received.

Upon return from family or medical leave in accordance with this policy, the team member will be returned to the same or equivalent position with no loss in benefits, which accrued prior to the leave of absence. A team member who does not return to work at the end of an authorized leave will be considered to have voluntarily resigned.

If you anticipate the possibility of taking family or medical leave, or if you have any questions about the application of this policy to your particular situation, contact the Payroll Office or Chief Financial Officer.

Additional details on The Family and Medical Leave Act of 1993 may be obtained by contacting the Corporate Payroll Department.

Return to Work Post-Employment Testing

Effective Date: 03/23/2009

Revision Date: 01/01/2010

Post-employment examinations are successful tools utilized to create a more safe and secure working environment for team members. With the advent of sports technology applied to the industrial worker, comprehensive stress tests monitor heart and musculoskeletal function to detect disease processes, wear and tear syndromes, and many other problems that lead to injuries and disability.

Computerized testing and stress evaluations by licensed professionals in a medical setting typically cost over \$1,000, but Buchheit is willing to pay for such services to help their team members remain safe in the workplace and to reduce costs associated with injuries. Training provided during the examination increases body awareness during work activities to prevent cumulative trauma and to successfully reduce injuries. Furthermore, team member turnover and operating expenses are reduced by maintaining properly qualified personnel in each position.

Post-employment tests may be conducted:

- as part of team member's participation in a voluntary wellness program
- to determine a team member's fitness for duty
- in response to a team member's request for reasonable accommodation

Effective June 1st, 2004, all team members employed by Buchheit will be eligible to participate in voluntary testing once every 12 months if the team member feels that he/she is physically unable to perform their essential job functions. Team members are not required to participate in voluntary testing and team members who elect not to participate will not be penalized for failing to participate.

Fit-for-duty testing may be required on an as-needed basis should a team member demonstrate difficulty performing any essential function of their position, or if there is some other reasonable basis, for belief that an individual's ability to perform essential job functions is limited or impaired by a medical condition.

Fit-for-duty testing will be required:

- any time a team member is transferred, either permanently or temporarily, to a position which has a physical demand level which is higher than the position that they are currently working
- any time a team member is absent from work for 3 or more days due to illness, medical procedure, or injury. Exclusion from fit-for-duty testing if the team member misses more than 3 scheduled days due to cold or flu symptoms provided you have a doctor's note.
- any time a team member has been put on restricted or limited duty due to illness, medical procedure, or injury, no matter how many days the team member was absent.
- any time a team member has been to the emergency room due to illness or injury, no matter how many days the team member was absent

Team members must notify their location manager if they have been put on restrictive duty by their physician. Team members who are put on restricted or limited duty due to a personal illness or injury (not worker's compensation) may not be allowed to return to work until they have been released to full duty and have passed the required fit-for-duty testing. Exceptions to this policy are handled on a case-by-case basis after discussion with the Chief Financial Officer, Loss Prevention Manager, and Location Management.

Post-employment testing may be required when a team member requests a reasonable accommodation for a medical condition that is not known or obvious. The cost of all post-employment testing is paid by Buchheit.

Medical information collected in connection with such tests will be maintained in confidential files in accordance with the requirements of the Americans with Disabilities Act (ADA) and the information collected will not be used for any purpose inconsistent with the ADA.

When necessary to enable an otherwise qualified applicant with a "disability" to participate in testing, Buchheit will provide reasonable accommodations provided such accommodations do not cause an undue hardship. Applicants who believe they need an accommodation to participate in the testing program must request such accommodations. To minimize or avoid delays, Buchheit asks applicants to advise of the need for any accommodation as soon as possible after receiving a conditional offer of employment.

Health Insurance

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The health insurance plan at Buchheit offers team members and their dependents access to medical care insurance benefits. Full-time team members are eligible to participate in the health insurance plan. If the team member's spouse is offered health insurance through his/her employer, he/she is not eligible for health insurance through Buchheit. Eligible team members may participate in the health insurance plan subject to the terms and conditions of the agreement between Buchheit and the insurance carrier.

If you change to an employment classification that would cause you to lose your health insurance plan eligibility, you may qualify to continue your health care benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy in this Handbook for more information.

You will find details of the health insurance plan in the Summary Plan Description (SPD). When you become eligible, you will receive an SPD and rate information prior to the enrollment date. For questions about health insurance, contact the Human Resources Department for additional information.

Regular part-time team members are eligible to participate in the health insurance plan but will be required to pay the current COBRA rate instead of the full-time team member rate.

Benefits Continuation (COBRA)

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives team members and their qualified beneficiaries the opportunity to continue health insurance coverage under our health plan when a "qualifying event" occurs that would normally result in the loss of eligibility. "Qualifying events" include resignation, termination of employment, or death of a team member; a reduction in a team member's hours; team member's leave of absence; team member's divorce or legal separation; and when a dependent child no longer meets the eligibility requirements as a dependent.

Under COBRA, the team member or beneficiary pays the full cost of coverage at Buchheit's group rates plus an administration fee. When you become eligible for Buchheit health insurance, we will also give you a written notice describing the rights granted under COBRA. Because the COBRA notice contains important information about your rights and your obligations, please read it carefully.

Dental Insurance – the insurance plan at Buchheit offers team members and their dependents access to dental care insurance benefits.

Vision Insurance – the insurance plan at Buchheit offers team members and their dependents access to vision care insurance benefits.

Life Insurance

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Life insurance offers you and your family important financial protection. Buchheit provides a basic life insurance plan for eligible team members. You may also purchase supplemental and/or dependent life insurance. The basic life insurance plan includes Accidental Death and Dismemberment (AD&D) insurance, which provides benefits if a serious injury or death results from an accident.

Regular full-time team members are eligible to participate in the life insurance plan. Eligible team members may participate in the life insurance plan subject to the terms and conditions of the agreement between Buchheit and its insurance carrier. You will find details about the basic life insurance plan, including benefit amounts, in the Summary Plan Description. If you have any questions, contact the Payroll Department for more information.

Short-Term Disability

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit provides short-term disability (STD) benefits to eligible team members who are unable to work because of a qualifying disability resulting from an injury or illness.

Regular full-time team members are eligible to participate in the STD plan. There is a one-time offer of this benefit. There is no open enrollment if you should decline coverage. Eligible team members may participate in the STD plan subject to the terms and conditions of the agreement between Buchheit and its insurance carrier.

If the disability condition arises from pregnancy or pregnancy-related illness, it will be treated the same as any other illness that prevents a team member from working. If the disability is covered by workers' compensation, it is excluded from STD coverage. The STD benefits will be offset by any amounts you receive under Social Security or workers' compensation for the same time period. You will find details about the STD benefits plan, including benefit amounts, and schedule, limitations, restrictions, and exclusions in the Summary Plan Description. If you have questions about STD benefits, contact the Payroll Department for more information.

Long-Term Disability

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit provides long-term disability (LTD) benefits to eligible team members who have an illness or injury that results in a long-term absence. Our LTD plan is designed to ensure a continuing income in the event an eligible team member becomes disabled and unable to work.

Regular full-time team members are eligible to participate in the LTD plan. There is a one-time offer of this benefit, and there is no open enrollment should you decline coverage.

Eligible team members may participate in the LTD plan subject to the terms and conditions of the agreement between Buchheit and its insurance carrier. Once you become eligible, you may begin LTD coverage after you have completed 90 calendar days of service. The LTD benefits will be offset by any amounts you receive under Social Security or workers' compensation for the same time period. You will find details about the LTD benefits plan, including benefit amounts, limitations, and restrictions in the Summary Plan Description. If you have questions, the Payroll Department can provide more information.

Critical Illness Insurance

The insurance plan at Buchheit offers team members and their dependents access to critical illness care insurance benefits.

Cancer Insurance

The insurance plan at Buchheit offers team members and their dependents access to cancer insurance benefits.

401(k) Savings Plan

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit has established a 401(k) savings plan to provide team members with the potential for future financial security for their retirement. To be eligible to join our 401(k) savings plan, you must be an active Buchheit team member. You may join the plan at any time. Eligible team members may participate in the 401(k)-plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs. Buchheit also contributes an additional matching amount to each team member's 401(k) contribution, equal to one half of the contribution up to 2% of your gross wages, after the 1st year.

Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions. Complete details are described in the Summary Plan Description or contact Payroll for more information.

Go to <http://www.valic.com> and click on the link "Enroll in your retirement plan".

Employee Assistance Program

Effective Date: 03/23/2009

Revision Date: 03/18/2011

We care about team members' health and well-being and recognize that personal problems can sometimes disrupt personal and work lives. While many problems can be solved on your own or with the help of family and friends, there may be times when you need professional assistance and advice.

Through the Employee Assistance Program (EAP), Buchheit provides you and your immediate family members with confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital or family difficulties, financial or legal troubles, and emotional distress.

The EAP offers problem assessment, short-term counseling, and referrals to appropriate community and private services.

The EAP is strictly confidential and designed to safeguard the participant's privacy and rights. The information you give an EAP counselor can be released only with your written consent, and EAP counselors are guided by a Professional Code of Ethics.

Personal information about EAP participation is maintained in a confidential manner. No information about your participation in the program is made known to Buchheit. EAP counselors are required by law to notify the company if the team member, co-workers, or customers are at risk.

We offer EAP as a benefit to our team members, and there is no cost to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline available community and private services, and the cost of these services will be the responsibility of the team member.

If you have concerns that are negatively affecting your life, we strongly encourage you to use the Employee Assistance Program.

You can reach a confidential EAP counselor by dialing 1-800-356-0845 or www.paseap.com.

Flexible Spending Account (FSA)

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit offers a Flexible Spending Account (FSA) program that allows team members to have pre-tax dollars deducted from their salaries to pay for eligible out-of-pocket expenses. The pre-tax contributions made to the FSA can be used to pay for predictable non-reimbursed health care expenses during the plan year.

Through the FSA program, you can reduce your taxable income without reducing your real income, so that you can keep more of the money you earn.

Full-time team members who have completed 90 days of employment by July 1st are eligible to participate in the Flexible Spending Account program.

Participation in the Health Care FSA is optional and determined on an annual basis for the plan year. You must enroll for each plan year, which begins on July 1st and ends on June 30th. You determine how much to contribute to the account, up to a specified maximum, based on anticipated expenses during the plan year. Contributions are directed to the FSA through salary reduction on a pre-tax basis. This tax-free money is then available to you for reimbursement of out-of-pocket expenses. Since the amounts that remain in the account at the end of the plan year are forfeited, you should take care not to over-fund your account.

Details of the Flexible Spending Account program are described in the Summary Plan Description (SPD). Contact the Payroll Department for more information on the FSA program and to obtain enrollment and reimbursement forms and worksheets with examples of reimbursable and non-reimbursable expenses.

Team Member Discounts

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The ***Buchheit Team Member Discount Program*** was developed as a way to say, "Thank You" and show our appreciation to our Team Members for their hard work and dedication.

The Buchheit team member discount program has been designed to benefit you for all of your hard work and dedication as a vital part of the Buchheit team. We want your business and personal buying to stay here at Buchheit. This benefit is just another way of making it more convenient for you. If you buy merchandise elsewhere that we do not handle or can order, let a Store Manager or Buyer know. This will enable us to recognize your needs and to better accommodate them.

We want your business and personal buying to stay here at Buchheit and this benefit is just another way of making it more convenient for you. If you buy merchandise elsewhere that we do not handle or can order, let a Manager/Buyer know. This will enable us to recognize and better accommodate your needs.

The Buchheit Team Member Discount Program includes discounts for yourself, your spouse, all children under 18 years of age living in the same household or the parents supporting a dependent Team Member living in the same household. Those not included in the discount program are: friends and family members living outside the household and friends of the Team Member living in the same household. This program is for personal family consumption, not for commercial, contracting or resale use.

We feel this is an excellent benefit offered to all Team Members, and we ask that you abide by the guidelines. If it should be determined that you are abusing the privilege of the Buchheit Team Member discount card, such as conducting personal "shopping" for unqualified parties with the intent of receiving your discount, you will lose the benefit and may be subject to corrective action from the company.

Purchases must be made during off-duty hours. The merchandise must be removed from the store at the time of the purchase. Team Members must sign an invoice for these purchases. Purchases of sodas or snacks to be consumed while on lunch/break are to be made during the break periods, the receipt should remain with the item.

To qualify for the everyday Buchheit Team Member Discount you must be currently employed by or have retired status from Buchheit Inc. or any one of its affiliates, including but not limited to Buchheit Retail Stores, Buchheit Agricultural, Buchheit Logistics, Central States Wholesale Distribution, Carriage House Cabinets or Central States Repair.

Retired Status is defined as Team members who retire after the age of 62 and have completed 10 (ten) years of service. These individuals will receive a Good Will Ambassador Discount Card, which will enable them to continue to receive the Team Member Discount.

A Team Member Discount Card with the cash sales account number will be issued to you to be used when making a cash purchase. Cards will be issued and become effective after a Team Member has completed all pre-employment requirements and has submitted all employment information to the Payroll Office.

The discount amount will be 10%, with the exception of farm chemicals, some power equipment, and sale and/or clearance items, which are already discounted. Discounts do not apply to in-house accounts. Buchheit has the right to change the discount amount and departments without notice.

Team members who retire after the age of 62 and have completed ten years of service will receive a Good Will Ambassador Discount Card, which will enable them to receive the same discount as above.

Team member purchases of soda/snacks to be consumed while on lunch or break are to be made at the Customer Service Desk. All other purchases must be made during off-duty hours. The merchandise must be removed from the store at the time of the purchase. Team members must sign an invoice for these purchases.

Special Order items are those that are not normally stocked and have not been assigned a Buchheit SKU number. Items that have a total delivered cost of \$100 or more will receive an additional 15% mark-up on the cost. Those that have a cost under \$100 will receive a 25% mark-up.

Retail Store Discount Program

The Buchheit Retail Store Team Member Discount Program is available to all Team Members of Buchheit, Inc., on purchases at all Buchheit Retail Store Locations & Central States Repair Shop. This discount structure is not available at the Buchheit Agri-Center which has a separate Team Member Discount Program. See below for details of the Buchheit Agri-Center Team Member Discount Program.

The Buchheit Retail Store Team Member Discount program is available on all in store purchases of stocked merchandise. Over 53,000 items will receive the maximum discount of 10% off the regular price.

The remaining items will receive a 5% discount off the regular price.

Competitive Price Match

We work hard to make sure our everyday prices are competitive in the market but if by chance after applying the Team Member Discount a Team Member is able to buy an item cheaper at another retailer we will match the net price from the other retailer. We want your business to stay here at Buchheit!

Special Orders

Special Order items are those items that have not been assigned a Buchheit SKU number. When a Team Member purchases a Special-Order item the Team Member Retail on that item will be calculated as a 15% margin percentage over Delivered Landed Cost (Delivered Landed Cost is defined as the cost of the item + Freight + Adders + any additional cost associated with the order) to the store. To calculate the Team Member Special Order retail, take the total delivered landed cost divided by .85. (Delivered Landed Cost / .85 = Team Member Retail). Everyday stocked items cannot be treated as special-order items.

Items transferred from Buchheit Agri-Center to the stores under a SKU number will be discounted at the normal Retail Store Team Member Discount Schedule. Items that are transferred from the Buchheit Agri-Center that do not have a SKU number will be priced as a special order.

Non-Stocked SKUs

Items that are assigned a SKU number but not stocked in the store will be discounted the same as a stocked item.

Team Member Project Bid Pricing

We want to bid your building projects such as deck projects, kitchen cabinet projects, pole building projects, house projects, fencing projects, etc. To qualify for Team Member Project Bid Pricing, the total value of the material list must equal or exceed \$1000 (before tax) at the normal Team Member Price Discount. Projects must be submitted to the corporate estimator to be priced.

Our corporate estimator will review the materials list and, in some cases, will discount items beyond the normal Team Member Discount program. Because the items involved in these projects are subject to price fluctuation each project will be treated on a case by case basis. ([How to: Team Member Project Bid Pricing](#)).

Buchheit's Online Store <https://live.buchheits.com/>

Team Member Shop Days

Throughout the year there will be designated dates for Team Members to shop at the retail stores and receive additional discounts. Team Member 10% Days and Team Member Gift Card Days.

Team Member 10% Days - On the following 3 holidays, Team Members will receive 10% off **ALL** the regular priced items purchased (The listing of 5% items will be discounted at 10% off the regular price). The Team Member 10% Days program is available only at the Buchheit Retail Store Locations.

- Memorial Day
- July 4th - Since we are closed on July 4th the event will be on the first Saturday in July. When July 4th falls on a Saturday we will have the event on the Friday Prior.
- Veterans Day

Team Member Gift Card Days - On the first 2 consecutive Saturdays in October or November (dates to be determined) Team Members will receive an additional 10% Gift Card back on their entire purchase in addition to the everyday Team Member Discount program. This gift card back is available only at the Buchheit Retail Store Locations. ***Project Bid Pricing is excluded from this promotion.***

How do you receive the Buchheit Team Member Discount Program? When you were hired, a cash account was setup under your name to receive the Team Member Discount. With this account, you can shop the entire store and receive your Team Member discount. The discount will automatically be taken off the **regular price** at the checkout register when you use your account.

Items on sale or discounted from the regular price are excluded from the program. The Team Member discount cannot be combined with any other discount, rebate or other promotional offer.

Team Member Discounts cannot be combined with any other discounts or offers including Buchheit E-bate. If you choose to take advantage of the e-bate offer, then you must process the e-bate item on a separate cash transaction to receive the rebate number on your receipt. Do not use your Team Member account if you want to take advantage of a Buchheit E-bate offer.

Program exclusions include but are not limited to the following: Sale priced or already discounted items, Rebate Offers, Hunting Permits, Battery Cores, Rental Fees, Labor Fees, Delivery Fees, Gift Cards, Donation Cards, Chain Sharpening, Pallet Charges. The Team Member discount is available for personal use only and cannot be used for business purposes.

We reserve the right to limit quantities. The team member discount is available on in store purchases only and not available online. The Buchheit Retail Store Team Member Discount Program and the Buchheit Agri Discount Program is subject to change without notice.

Misuse or abuse of this privilege shall result in the discount program enrollment being cancelled and may result in termination of employment, contract/lease. Management reserves the right to amend or rescind this benefit at any time.

Boot Benefit Program

All Buchheit Logistics drivers, warehouse employees, shop employees, and other employees designated are required at some time during your work day to wear safety shoes/boots. This makes you eligible to participate in any of the options below to get safety toed shoes/boots. If you have any further questions, please contact the Safety Department.

1. Go to a Buchheit Store and pick out a steel toed boot from the manufacturer designated by the store for the discount. Ask the store manager on duty which shoes are part of the program. Those shoes can be purchased at the store for 5% over Buchheit cost. You will need your Buchheit Store discount card to be eligible. If you are new, then you will need a business card from someone in management with your name on the back and the trucking managers signature to present to the store at the time of purchase.
2. Go to www.expertvoice.com and complete the process required by the website. There are many different manufacturers and products to choose from. Follow the on-site prompts. Find the Buchheit Store near you or find Buchheit Trucking and create an account for yourself. Find the manufacturer and product you are interested in and complete their required training to receive the price discount on the item.
3. Wear n Share program: There are large discounts on this program, but you have to order through the buyers at Biehle. Go to a Buchheit Store and find the safety shoe or boot you are interested in. Contact the corporate buying office (573-547-1010) and tell them the shoe and brand name you want. When you call give them your Buchheit Discount Card number. If you are new have them contact the Safety Department to verify. The boot is sent to Buchheit Logistics. You are charged for shipping and you do have to pay for the boot up front. This is good for one set of boots per year.

Operations Department Policies, Procedures, & Discipline

“WOW” Customer Relations:

- Rule #1 - The customer is always right!
- Rule #2 - When in doubt, refer to Rule #1!

Customers are the most important people at Buchheit! Treat our customers as you would like to be treated if you were shopping with us. Word of mouth advertising about our service and courtesy to our customers is the best form of advertisement! Taking care of our customers will in turn create more repeat business which only means more growth and profits for our company, which benefits every team member!

Practice the habit of greeting each customer in a friendly manner, with a smile! When you have finished serving them, thank them for using Buchheit Logistics.

Remember - Customer relations are most important! Be courteous and helpful to every customer at all times. You are in effect a good-will ambassador for our company. A customer who has been given special attention by you becomes a regular customer and an invaluable source of public relations. Our customers will appreciate your pleasant attitude and our ultimate sales record will reflect their appreciation. Courtesy is our greatest sales-producing asset.

“WOW” Customer Satisfaction - This is not just a slogan, it is our Buchheit guarantee!!! All customer suggestions for improvements in service or inquiries for additional services should be immediately passed on to your dispatcher or Fleet Manager.

To the customer, you are the company! Although this sounds simple, it is very important to remember. The customer pays your wages. A satisfied customer will call the company again if we provide them with good service. Drivers may forget that without the customer there are no loads to haul and no miles to run. Over the years, we have had some customers who stayed with the company because our drivers provided premier customer service. Unfortunately, some customers have been disappointed by the poor performance or unsatisfactory behavior on the part of a driver. It is not easy to be courteous when someone else is rude to you, but in any service-related business, it is an absolute necessity!

Good customer service is job security. Every time you leave a shipper or consignee, that customer will form an opinion about the company you driver for. If it is a good opinion, you have done your job well. If it is a bad opinion, you have done a poor job at customer relations and, depending on the circumstances, may have lost that customer for the company.

Drivers who give bad customer service cannot and will not be tolerated. A driver can make things easier for all drivers by being polite, courteous and by obeying the rules at the customer's facility, or on the dock. The next time you load or unload, ask the customer how our drivers are doing. You can bet they will have an answer; and we hope it is a good one.

Customer Complaints

Customer complaints must be handled in such a manner as to satisfy our customers. Unfortunately, we will have customer complaints, but we just compound the problem when we do not follow up and satisfy the complaint. Most customers will understand that an occasional mistake will happen, but what they will not understand is slow or no reaction on our part to make it right. The key to customer satisfaction is to treat them right in the first place and when we do not meet their level of expectations, take corrective measures at all levels until we do.

Complaints should be handled by our office staff. This can be accomplished two ways:

- Refer the customer to our Dispatch.
- Inform Dispatch of the problem yourself.

* Remember - Our goal is “WOW” customer satisfaction.

Many times, we have visitors in our office facilities. The way they are greeted and the manner in which you conduct yourself reflects on the company. Practice the habit of greeting people including other team members in a friendly manner and with a smile. Always use the telephone and intercom in a very cordial and professional manner.

Why is On-Time Delivery Important?

Customers pay the company to pick-up and deliver their freight *safely* and *on time*.

- What if a carrier cannot deliver a customer’s freight on time?
- What if a carrier exceeds its customer’s expectations by being on time for pick-up and delivery?

Which company would you rather work for?

The first thing a customer expects from our company is that we arrive on time. When your fleet manager gives you an appointment time, keep it! If you are late, you run the risk of shutting down a production line or upsetting the customer’s schedule. Being on time is your #1 responsibility after being safe. Many people depend on drivers. The company relies on drivers to fulfill delivery promises. The Shipping or Receiving Department relies on drivers to keep them on schedule. Everyone at the company relies on drivers to keep our customers happy. The professional driver takes pride in an on-time performance record.

Communication is the key! You must immediately notify Operations at the first indication that a late delivery may occur. Be prepared to provide reasons for being late. It is important to let the customer know that we are running behind before we miss the appointment time. It may save you having to wait. More than once a driver who did not communicate a late load to Dispatch ended up sitting more than a day or two while we worked to get the load rescheduled. Failure to communicate a late load to Dispatch may result in disciplinary action. Repeat late deliveries will be reported as a service failure regardless of notification. The company’s service target is 95%.

We need your help to service the customer! Can we count on you?

How Does On-Time Delivery Affect You? Let us do some simple math:

- On-time delivery = happy customers
 - Happy customers = more freight
 - More freight = more miles
 - More miles = more money for you
 - More money = Happier driver
 - So ... On-time delivery = Happy drivers

First Impressions:

People usually decide whether they like you within ten seconds after they meet you. These ten seconds can make the difference between getting loaded/unloaded right away or after a couple of hours. When you climb down from the tractor, you are in a position to help yourself or hurt yourself. Even if you have been driving all night to get a load to its destination on time, take a second to look in the mirror. Run a comb through your hair and look as nice as you can. If at all possible, put on a clean shirt, and trousers. If you greet the people with a smile, chances are they will treat you better. Even if the person you talk to do not seem to be in a good mood, you need to be the one who is pleasant and polite.

Follow the Customer's Instructions:

Every customer may have slightly different rules. Find out and follow the customer rules. Park your truck and trailer as instructed. You will not make a good impression and you will not get your job done sooner by not following their instructions.

Customer Rules:

Most shippers and consignees have rules at their facilities. Take the time to find out what they are and follow them. More and more companies are insisting on safety, just as we do. Safety is a habit that does not mean just highway safety. If a sign says, "No Smoking", do not smoke. If a customer has a rule about drivers waiting in a specific place, follow it. If you do not know, ask.

The Golden Rule:

Do not ever get into an argument or a hassle with someone at a customer's facility. If there is a problem, call your Fleet Manager.

Load Acceptance:

Failure by any company driver to accept a legal dispatch may result in disciplinary action. The driver(s) will be placed at the bottom of the list of available trucks, and the refusal documented in the driver's file.

Trip Planning:

Why is Trip Planning important?

- It is the difference between just average income and superlative income.
- On-time delivery benefits you (the driver) and the company and our customers.
- Implementing a good trip plan helps deal with the unexpected (weather, traffic, breakdowns).
- Always utilize a Motor Carriers' Road Atlas!
- Plan arrival time, delivery time, and scheduled stops; fueling, breaks, showers, etc...
- Calculate the time left on the trip.
- Understand the importance of banking hours.

Our best and most successful drivers are good at communicating.

- They notify problems and potential problems early.
- They let their FM or dispatch know if early delivery can be accomplished.
 - In order to accomplish early delivery, only plan for necessary stops.

When do you plan a trip?

- When you receive a Mobilecomm message from dispatch with your next load assignment, you need to begin planning your trip.
- You will need to know how many hours you have available to make sure you can pick up and deliver the load on time.
- Your Trip Plan should be complete before you leave the shipper.
- When you commit to the load, you are expected to have completed the initial planning so you know you can get the load there on time.
- For Load Commitment Calculations use Paid Miles plus 5%. (This gives you error room)

Key Elements of a Trip Plan: Areas of Concern

- Hours of Service.
- Driving schedule(s).
- Total miles for the trip. Distance from current location (shipper) to final destination (consignee).
- Your Route. (Restricted routes, low clearance locations, or Hazardous Materials detouring)
- IFTA, permits for states you will be operating in, and Insurance.
- Weights and Bridge Laws. (CAT Scale or public certified scale).
- Expenses required for the trip. (Tolls, lumper, etc.)
- Planned stops. (Fuel, driver swaps, meals, showers, breaks, etc.)
- Total time of the trip (be sure to account for time zones).

Allow for the *unexpected*: Weather, Traffic, Construction, and Breakdowns.

The company's total transit time standard is 50 mph! From Pickup to Delivery, you must average 50 mph, including DOT required Rest Breaks, fuel stops, meals, breaks, showers, weigh stations, traffic, etc. ...

- Find out what your total miles are for the trip.
 - Determine what major cities are along the way.
 - Use the mileage chart in the back of your Motor Carrier Road Atlas to figure the miles between major cities, this will help determine the mileage for the trip.
- Determine time needed for scheduled stops.
 - Calculate Pre/Post Trip Inspections.
 - Calculate driver breaks.
 - Plan 1 break every 5 hours, each a minimum of 30 minutes.
 - Remember the DOT required ***Rest Break Rule***.
 - Fuel stops: The total miles divided by 900 will give the number of fuel stops in a trip.
 - Minimum time per stop equals a minimum of 30 minutes.
- Next, figure your total transit time.
 - Once you have the mileage, divide it by 50 mph, and add in the time for planned stops. This will give your transit time (Be sure to adjust for time zones).

Load Commitments:

Y = responsibility is on the driver to deliver *on time!*

N = responsibility is on the Fleet Manager to find a different solution.

Keys to successful pick-up and On-Time Delivery:

- Trip Plan, Trip Plan, Trip Plan!
- Always review your available hours in your logbook, and total transit time, compared with the time given from pickup to delivery, to determine if the load is legal and that you can get it there *safely* and *on time*.
- Review routing.
 - Always follow suggested routing if possible.
 - Review your route for restrictions, low clearance locations, or Hazmat detouring.
 - Do you have all the appropriate permits?
 - Are you routed on tolls? Do you need toll money before picking up the load?
- Can you maintain required transit, even those that are 50+ MPH?
- Make sure to get time stamp on bills before leaving shipper if the customer requires it.
- Do a *proper* Pre-Trip Inspection of all equipment before and after pick-up.
- Scale load only if over 27,500 pounds.
- Top off fuel tanks before arriving at shipper unless directed otherwise.
 - Communicate every time you stop, fuel, rest, traffic, repairs, weather.
- Communication, communication, communication!
 - Address maintenance issues early enough so as not to effect on-time pick-up/delivery.
 - Keep dispatch informed of any problems: Weather, traffic, breakdowns, etc....
- Try to pick up and deliver early!

The company is a T.E.A.M.! On-time service is a team effort!

Remember you are the face of the company to our customers.

Dispatch

Call-ins are the key to our dispatch planning, and your continued loading.....reduces layovers!

If there should be a malfunction in the phone system and you cannot get in contact with the office, use the following alternate numbers:

- | | |
|------------------------|--------------|
| ▪ Van Dispatch Cell | 573-837-6828 |
| ▪ Hopper Dispatch Cell | 573-768-1025 |
| ▪ Dump Dispatch Cell | 618-697-8521 |
| ▪ Shop After-hours | 573-768-6404 |

Or if necessary on weekends, the Dispatcher's home phone number - see last page of handbook for phonelist.

Call-ins are not required on weekends; however, anything that could cause you to miss or be late on Monday should be reported Sunday afternoon. Monday dispatch should be obtained on your Friday afternoon call-in.

When given a load, make sure that your load number corresponds with the number on the paperwork the shipper gives to you. Get trip numbers from your dispatcher.

Each full-time driver will receive an assigned tractor with a set of keys, and a fuel card for the vehicle, which they will drive until a change is made.

Drivers are expected to keep themselves, and their tractors, clean and neat at all times. This includes dust on the dash and trash on the floor. Tractors will be checked for cleanliness when they are brought to the lot. Fifty dollars may be charged back to the driver, if the shop personnel have to clean the inside of the tractor.

It is imperative that you maintain good relations with our customers; notify dispatch if you have any problems. Leave early to allow for unexpected highway delays.

Team Member Relations

Treat your fellow team members with consideration and respect at all times. Always try to see things from the other person's point of view. When asking for assistance from another team member, ask rather than command. Respect another team member's right to work in peace and not be constantly disturbing them by wanting to visit or ask small favors.

Always be polite to your fellow team members. Invariably, these courtesies will be shown to you in return and can be easily detected by our customers making a more pleasant atmosphere.

Fork Lift Use (Powered Industrial Trucks): The company and OSHA Regulations prohibit the operation of a powered industrial truck by a non-certified company employee. A powered industrial truck is defined as a mobile, power-driven vehicle used to carry, push, lift, stack, or tier material.

A certified operator must carry a certification card documenting the training received. Company drivers are not certified. Drivers are not to operate powered lift trucks in any loading or unloading situation. If instructed by a customer to operate a forklift, contact the Operations Department, or the Safety Department for proper direction.

Trailers

It is a driver's responsibility to do a pre-trip and post trip inspections on each trailer they pick up and drop. This includes making sure the trailer is clean and ready to load. Check for damages and things that may cause a load contamination or damage claim. A claim will tie you up and slow you down.

Van trailers must be swept out, free of trash, paper, wood, etc. Trailer doors should fit tightly and close snugly. The roof should be in good shape and not leaky.

Drivers are to clean out their trailers at company/customer approved locations i.e.: the pit. Drivers are not to dump debris/material on the side of the road/highway or in parking lot. It is against our company policy, our customer's policies, DOT rules, and in violation of littering laws to drop product or debris anywhere other than a legal approved dumping area. If you have material or product that does not come out of your trailer right away, you should clean out at dumping location.

Dumps and Hoppers: At the very minimum, all loads require a clean sweep to avoid contamination. However, some loads will require a wash, you will be notified at the time of dispatch. If you have any doubt, it does not hurt to ask. We have accounts set up for Ozora Truck Wash and Gateway Truck Wash (see below for info). You can get a PO# for these locations from Operations.

The company also maintains a national account with Blue Beacon Truck Wash. Any other wash facility will require an EFS Check, which we can provide. If you prefer to wash it yourself there is a pressure washer available at the terminal – see the shop foreman.

Be sure to inspect the entire trailer: rails, under the tarp, around/under the grain gate and liner, etc. We are paying wash personnel a lot of money to do a job and we must make sure they are doing it correctly.

- Ozora Truck Wash, 17040 New Breman Road, Sainte Genevieve, MO 573-543-5401
- Gateway Truck Wash, 699 IL-203, East St. Louis, IL (Exit 4 on 155) 618-274-5900

If you see anything that may cause a problem down the road, call and let the Maintenance Department know. If you do not, you may find yourself tied up with a claim. Protect yourself from damage claims by making sure the trailer is ready to go!

Trailer Unloading Procedures

End-dumps

- No one is to walk or work under stationary front truck hoist when the truck bed is in a raised position without appropriate safety stands.
- At no time is anyone to work on the hoist of a raised, loaded truck or trailer.
- When unloading products that “hang-up”, the trailer bed should be raised no more than 5 feet at one time (the back end-gate should be secured with a log chain or another safety-locking device).

Hopper-bottoms

- When tightening, roll over tarps with ratchets. All that is needed is a slight tension or twist on the strap. Make sure that the straps are not over tightened, which would cause damage to the tarps and will prevent the tarps from vibrating against the trailer.
- Trailers must be cleaned out when unloading. NO beating against the trailers. A rubber mallet may be used to beat on the rail of the hopper. Any load rejected due to your trailer not being properly cleaned from the previous load due to driver negligence will be driver’s responsibility.
- When switching trailers, make sure to dolly down the trailer high enough for the next driver.
- Please read your bills. Differences in weight (over 200 pounds short in delivery) must be called into the office before leaving the consignee. We do not want to pay for any shortages in weight.
- Leave the tarp on at all times when the trailer is moving. When unloading, make sure the tarp is open to let the trailer breathe. This prevents damage to the sides of the trailers and tarp bows.

Dry-vans and Flatbeds

All operators are responsible for cleaning and sweeping their trailers when empty and inspecting them for damages before and after loading and before and after unloading. Forklift damage, if any, must be identified and reported before pulling away from shippers and consignees.

Pre- and post-trip inspections are critical. Do them regularly! Any damages noted should promptly be reported in writing to the Maintenance Director, so they can be repaired.

Dropped Trailer Authorization

It is a violation of company policy to leave company owned or leased equipment unattached without receiving prior approval from the Operations Department. Violation of this policy is subject to disciplinary action up to and including termination of employment, lease, or contract.

Securing Your Unit and Cargo

Always make sure your unit is safe when you leave it unattended for any reason for any period of time. Selecting the proper location to park your unit may prevent theft of the unit and/or its cargo. Leaving the tractor and/or trailer unprotected (or unattended without authorization) will result in being discharged.

Cargo Claims result in over \$200 million in lost revenue each year.

There are 3 basic types of claims:

- Overages – more freight shipped than requested or manifested.
- Shortages – less freight shipped than requested or manifested.
- Damages – damaged freight (cartons, cases, pallets, etc.)

FMCSR § 392 & § 393 set forth guidelines and regulations for cargo securement.

- These regulations, in conjunction with proper professional driver procedures and safety practices, have a direct impact on limiting carrier risk with regard to cargo claims.
- Our risk management efforts must begin and end with the professional driver.

Transportation Loss Prevention

As an integral part of the overall success of Buchheit, it is important that all Transportation Division new hires be made aware of the major causes preventing Buchheit from operating at a profit. The three major items that contribute to not operating at a profit are:

1. Theft
2. Paperwork Errors
3. Damage

Theft

Theft accounts for up to 50% of losses sustained by a company. Although you do not have to worry about shoplifting, you do have to worry about internal theft. Internal theft is theft caused by one of our team members. Just as on the retail side, this is or could be a big problem.

If you know that theft is taking place, it is your responsibility to report it.

Theft is not just merchandise; it could be time as well. The thing to remember here is that theft hurts you as well as the company. You can report internal theft a number of ways. You can talk directly to your supervisor, or if you wish to remain anonymous, you can send an unsigned note/letter to the Corporate Loss Prevention Manager.

Damage or Paperwork Errors

These two categories account for the other 50% of the company's loss. If you damage something in the course of performing your duties, do not just throw it away. Let your supervisor know what you damaged so it can be documented. In this instance, we have two types of losses, known and unknown. If we know what the problem is, and it is documented, we can correct it. If we do not know what the problem is, it is a flat loss or shrink. Paperwork problems are a major contributing factor to the company's loss. We must ensure all of our paperwork is accurate, that we do not duplicate purchase orders, paying them more than once. We must ensure what we receive is what we actually have.

Deliveries must be accurate and well documented. Another paperwork problem is items needed to do your job. If you need something for your job and you need to get that item from the company, you must ensure it is documented that this item is needed for your job and that a supervisor knows about it.

This information is provided to you so that you may familiarize yourself with some of the ways the Transportation Division can contribute to the overall success of Buchheit. It is not all inclusive of the many things that can affect profit and loss. If you have any questions, please contact your supervisor or the Corporate Loss Prevention Manager. The one thing to remember is total team effort from all divisions of our company is needed to operate at a profit.

High Value Load Security Procedures

When you are assigned to a high value load, you are required to follow the mandatory steps.

- Do not discuss your load with anyone.
- You must have enough hours, fuel, etc. to drive 200 miles from the shipper before stopping.
- The truck and trailer must remain hooked at all times.
- Unhooking from a High Value / Risk load will result in immediate termination.
- Seal must remain intact and the trailer pad locked at all times on Van loads.
- A pre-trip inspection must be done at every stop to make sure the load is secure.
- You are not authorized to take load through the house unless approved by dispatch.
- If you are going to shut down for more than 2 hours, you must notify dispatch of your location & reason for shutting down.

These measures are very strict for your benefit and the company's. Theft of freight is extremely high in the trucking industry. We must work together to eliminate theft of our freight.

Securing High Value Loads

Securing a load is a very important duty of the driver while the load is in transit. Every stop must be looked at as a threat that the load may be stolen. Loads have been stolen from Truck Stops, Terminals, and Rest Areas at any time, day, or night. Holidays and long weekends are a prime time for a load to be stolen.

The driver is the key in securing the load.

- Never drop the load unless you have the load signed for by the consignee.
- Never leave the door to the tractor unlocked.
- Never leave the keys in the ignition even if the doors are locked.
- Never leave the unit running while the unit is left unattended.

-
- Park the unit in a well-lighted area, with the trailer so that vandals cannot get to the doors.
 - Do not talk to others about the type of cargo you are hauling. This includes other drivers, fuel attendants, as well as security personnel where the unit will be parked.

Tractor/Trailer Take Home Policy

Company owned equipment must have Operations approval before being taken to a driver's home.

Security of Equipment while on Home Time

It is the responsibility of the driver, to mutually agree with his Fleet Manager, where the unit will be parked while on home time or vacation.

Scaling Loads

Drivers are responsible for weighing each load that falls into the guidelines listed below. Notify Dispatch if you encounter any problem with a load. Drivers must scale loads even if the plan is to immediately relay the load. If you relay the load, keep a copy of the weight ticket with the trailer.

Scale All Loads as Soon as You Can After Loading

The Master BOL from the shipper determines the weight. The gross weight of everything that is placed on the trailer must be used (Product + Pallets + anything added). Remember, multi pick-up loads would need to be added together.

It is the drivers' responsibility to make sure the load is loaded properly, distributed appropriately throughout the trailer, and secured well. If the shipper has improperly loaded the trailer and it is over weight on an axel of any load under 27,500 pounds, the company will assume the financial responsibility for this action and pay the fine.

Any load that has a gross weight of 27,500 or less does not need to be scaled. Any load over 27,501 pounds must be scaled and the company will reimburse the cost of the scale ticket.

Overweight Fines

Should a driver receive an overweight violation, the driver should contact the Operations Department immediately. The Operations Department will assist in making the load legal and advise the driver of the Company's decision as to the outcome of the fine.

Licensing

The driver is responsible for verifying that the tractor and trailer permits are current. If the tractor or trailer the driver is using has an expired permit, contact the Licensing Department immediately.

Fines incurred for expired or missing permits will be the responsibility of the driver. Be sure to check that all permits are current with every trip plan.

Notification of Suspension

FMCSR Part 392.42 requires a driver to notify the company before the end of the business day following the day a driver receives any notice that a license, permit or privilege to operate a motor vehicle has been revoked, suspended, or withdrawn by any federal, state, or local agency.

Unauthorized Passenger(s)

It is a violation of company policy to transport any passenger(s) except those authorized by the company. Violation of this policy may be grounds for immediate termination of employment/contract.

Pet Policy

No pets will be allowed on company owned equipment without an approved Pet Policy authorization.

Truck Cleanliness

Drivers are expected to keep the interior of the truck neat, clean, and free of debris and trash. Eliminating bodily waste/fluids in the truck, or storing waste materials in the truck, is prohibited.

Demurrage Policy – Company Employee

This Demurrage Policy is intended to provide our team member drivers with the assurance that we value their time away from home. Our policy is based on current FMCSA Hours of Service regulations.

All forms of demurrage pay will be based on the premise of 11 hours of driving time in a 24-hour period. Should changes to the HOS regulations occur, this policy will be revised accordingly.

To benefit from this policy, you must submit a correctly filled-out Demurrage Ticket for each instance.

Management reserves the right to change or amend this policy at any time for reasons they deem necessary.

Detention.

- Paid per hour of detention time with a maximum of current rate x10 hours per 24-hour period.
- Will be based on 11 hours driving time availability.
- OTR drivers - 2 hours before time starts loading or unloading.
- Local drivers - 1 hour before time starts loading or unloading.
- This policy is intended to reimburse for extended time incurred while loading/unloading.
- Payable only for hour's driver has available to drive based on driver's RODS.
- This policy does not reimburse for time in "Off Duty" or "On-Duty, Not Driving" status.

**Reimbursements will not be made while driver is at home during inclement weather or awaiting dispatch. Nor will reimbursement be made for missing a loading/unloading appointment.

Layover.

- Paid per hour of layover time with a maximum of current rate x10 hours per 24-hour period.
- Will be based on 11 hours driving time availability.
- OTR drivers - 2 hours before time starts loading or unloading.
- Local drivers - 1 hour before time starts loading or unloading.
- Payable only for hour's driver has available to drive based on driver's RODS.
- This policy does not reimburse for time in "Off Duty" or "On-Duty, Not Driving" status.

**Reimbursements will not be made while driver is at home during inclement weather or awaiting dispatch. Nor will reimbursement be made for missing a loading/unloading appointment.

Canceled Loads.

- Paid per hour with a maximum of current rate x10 hours per 24-hour period.
- Should a customer cancel a load after the Team Member has been dispatched and is en-route to the shipper, Team Member will be reimbursed for the total driving time along with any additional waiting time for another dispatch.

Mechanical Breakdowns

- Paid per hour with a maximum of current rate x10 hours per 24-hour period.
- Less than 24 Hours will be pro-rated based on 11 hours driving time.
- This policy is intended to cover mechanical break downs that occur when the driver is away from the terminal. Scheduled Maintenance (service work) is not covered under this policy.

Hotel Reimbursement

- If equipment is in the shop and/or unavailable for Team Member to sleep in, Buchheit Logistics will provide reimbursement for a pre-approved hotel stay. If not pre-approved by management, management reserves the right to deny reimbursement.
- If Team Member is in a “Day Cab” and is dispatched overnight, a pre-approved hotel stay will be reimbursed.

Demurrage Policy – Independent Contractor

Buchheit Logistics, Inc. Demurrage Policy is intended to provide our Independent Contractors with 100% reimbursement in situations where the shipper or consignee agrees to reimburse Buchheit Logistics. Management reserves the right to change or amend this policy at any time for reasons they deem necessary.

Detention Time – 100% of negotiated rate from customer will be paid to the Independent Contractor upon receipt of payment from customer.

Layover Pay – 100% of negotiated rate from customer will be paid to the Independent Contractor upon receipt of payment from customer.

Monetary Disputes

Monetary disputes, unless otherwise prohibited, will follow the first four steps outlined under *Disciplinary Disputes*. However, the decision of management is final.

In monetary disputes, there is no fifth step (Appeals Committee). Monetary disputes will not be considered or adjusted and will be void unless the driver has followed these procedures.

Consideration of monetary disputes under this procedure will be made if consideration is requested within 10 days after reasonable knowledge of the occurrence of the dispute, but in no event more than 90 days after the reason for the dispute has occurred.

Each decision will be based on individual circumstances and are not necessarily precedent setting.

Driver Policies & Vehicle Use Agreement

Agreement between Buchheit Logistics, Inc, (BL) and the Employee (team member of Logistics, Ag, or Retail) or Independent Contractor (I/C), for the assignment of a company owned vehicle or running under Lease Agreement with Buchheit Trucking Service, Inc. Authority for business use.

- All employees and Independent Contractors (I/C) shall abide by *all* FMCSA regulations, federal, state, and local laws as well as the applicable company policies
- Any driver of a Buchheit owned/leased vehicle shall, at all times, follow safe driving practices, including but not limited to safe following distances and obeying *all* posted speed limits.
- Buchheit owned/leased vehicles shall be operated/maintained according to company standards at a minimum.
- Any driver of a Buchheit owned/leased vehicle shall, at all times be properly licensed to drive and carry the appropriate endorsements for the vehicle being operated, and the driver shall have passed the Orientation Road Test and be qualified as a Buchheit driver/operator.
- All persons who drive or ride in any Buchheit owned/leased vehicles shall use a seat belt at all times when the vehicle is in motion (*this includes bunk restraints while riding in the sleeper-berth*).
- When any Buchheit owned/leased vehicle is in motion all exterior lights shall be on.
- Cell Phones may only be used if they are hands free.
- Texting and driving while operating a Buchheit owned/leased vehicle is strictly prohibited unless it can be done as hands free. All drivers that fall under DOT regulations must sign and agree to follow the FMCSA guidelines by signing the *Cell Phone Policy*.
- Radar Detectors are illegal in a CMV and are not permitted in any owned/leased equipment.
- Employees and I/Cs must log a proper pre-trip and post-trip inspection each workday/shift as “On-duty, not Driving time”, and submit an eDVIR as required by FMCSA regulation.
- Drivers are not permitted, without consequence, to violate FMCSA Hours of Service regulations as prescribed in Section 395. This includes the 30-minute Rest-break, 11-hour, 14-hour, and 70-hour in 8-days rules, as well as the use of the short-haul exception and personal conveyance.
- Buchheit does *not* allow drivers to falsify their Record of Duty Status (RODS) either on paper logs or on any electronic logging device (ELD).
- Driver RODS *must* be completed accurately and fully and be turned in weekly.
- All work activity shall be logged as “On-duty, not Driving”.
- All supporting documents (i.e.; Bill of Ladings, fuel receipts, scale or washout tickets, etc.) must be submitted weekly. Drivers should write their name and truck # on each document/receipt submitted.
- The driver assumes full responsibility for any overweight fines, traffic citations, or parking violations arising out of the use of any Buchheit owned/leased vehicle.
- Citations/Warnings or violations may cause the driver to have their driving privileges or lease suspended. For company employees, if their job is a driver and they lose their driving privilege, then they may be transferred to another non-driving position if available. If none are available, then termination of employment or lease/contract may ensue.
- A Supervisor and the Logistics Safety Department shall be notified immediately of any and all accidents/incidents in which the driver is involved. Drivers are expected to follow established reporting procedures every time there is an incident/accident.
- Pictures *must* be taken at the scene of any accident/incident, anytime there is damage to any property, and a Buchheit employee or I/C was involved.

- Any employee or I/C that receives a roadside inspection, citation or warning while operating a BL owned/leased vehicle shall inform the Safety Department of the violation and submit the original inspection report and/or a copy of the citation/warning to the Safety Department within 24-hours of receiving the violation.
- The employee or I/C will be subject to periodic vehicle inspections and understands that if the equipment fails to pass BL/DOT standards then the equipment may be put Out-of-Service until the equipment meets minimum standards.
- The employee or I/C shall notify BL immediately of any suspension or revocation of their driver's license and any and *all* moving violations (to include warnings not ticketed).
- The employee or I/C shall keep accurate records and reports as may be required by BL covering mileage, expense, accidents, maintenance, etc.
- BL will reimburse all expenses of company drivers such as fuel, oil, greasing, repairs, parking, toll charges, etc. that are incurred while driving on business for the company.
 - BL will reimburse all expenses of I/C such as are described in the lease agreement.
- Company employees or I/C, only as authorized, are allowed to operate or ride in BL owned/leased vehicles, except as otherwise approved by BL Management after a "rider slip" is prepared and approved for non-employees.
- Hitchhikers are NOT permitted to ride in any BL owned/leased equipment, at any time, and the carrying of passengers for consideration is not allowed.
- Unless otherwise approved by management, pets are not allowed in any BL owned vehicle. The BL Pet Policy must be approved/agreed upon prior to a pet being allowed in BL owned vehicle.
- The employee shall not deviate from a dispatched route or take the vehicle to their residence unless they obtain expressed consent to do so from BL Management.
- The employee or I/C is responsible for safe, overnight parking of the vehicle in a home garage, private driveway, or other safe and legal areas off public roads/highways. The employee or I/C shall abide by any local ordinances and residential truck zones requirements.

The company reserves the right to revoke driving privileges at any time for any reason.

Changes to this policy may be made at any time by Buchheit Logistics Management.

Equipment Abandonment

Failure to return company owned equipment to the terminal is defined as abandonment of equipment. Trucks left at drop yards or trucks stops will be considered abandoned.

Unless otherwise prohibited by law, the penalty for abandonment is all fees incurred in recovery of the equipment being charged to the driver's escrow account. The driver will also be charged with abandonment of equipment, and a "not eligible for rehire" noted on his/her DAC report.

A driver who voluntarily quits while away from the home terminal (domicile point) must contact the Fleet Manager and follow the directions given for returning the equipment.

If the driver fails to do so, the driver shall be liable for any and all costs and expenses incurred by the company to have the equipment returned to the nearest company facility.

The following violations are subject to disciplinary action up to and including termination of employment or contract/lease. Discipline is not limited to the following violations. The company may deviate from this list and standard procedures based upon situational facts and circumstances.

- Violation of company policy and/or Department of Transportation regulations, including, but not limited to, transporting unauthorized animals, passengers, alcoholic beverages, firearms or drugs.
- Having a positive result on a drug test or being found under the influence of intoxicants or narcotics, or having it in possession.
- Drinking alcoholic beverages within (12) hours prior to reporting for duty.
- Theft or dishonesty, including, but not limited to, embezzlement, stealing from customers, or falsifying reports.
- Unprovoked assaults on, or threats to, a person at any time.
- Engaging in physical violence while on a customer's facility, company property or while on duty.
- Possession of weapons such as firearms or knives with blades 3" or more.
- Willful abuse or damage of public or company property.
- Sexual Harassment/Harassment and or Discrimination.
- Preventable accidents or incidents.
- Violation of Hours of Service regulations including misuse of Personal Conveyance.
- Moving Violations in any vehicle; personal or company. Serious moving violations as defined by the Federal Motor Carrier Safety Regulations may lead to immediate termination.
- Out-of-Service violations of any vehicle, driver, or Hazardous Materials violations.
- Leaving tractor and/or trailer with unreported damage or dropping a trailer with DOT Out-of-Service defects will result in a fine in the amount of the cost incurred by the company.
- Abuse of equipment requiring a service call including but not limited to; running out of fuel, leaving trailer brakes on, dropping a drive shaft, etc. may result in a fine up to the cost incurred.
- Unauthorized use of company owned equipment.
- Unauthorized use of "red tagged", DOT Out-of-Service equipment.
- Tampering with the Mobile-comm system, company installed safety devices, dash-cam, wiring, and/or governors, or installing an unapproved inverter.
- Leaving equipment unattended without authorization.
- Failure to conduct a proper pre-trip inspection that results in a federal or state DOT fine.
- Repeat customer service failures, unnecessary delaying of load or equipment, or failure to notify Operations of a late delivery.
- Blatant disregard involving product contamination of a load which results in a cargo claim.
- Failure to be alert and watchful while loading or unloading where spillage occurs.
- Overweight violations whether they result in a fine or not.
- Cargo Damage that results from a driver failure to clean or secure the load that results in product contamination or product damage. (Management Discretion; possible immediate termination)
- For company owned equipment operated by company employee(s):
 - Refusal to accept instructions given by a proper supervisor or company official, and/or perform work assignments unless it affects the driver's health or safety, or violates the law.
 - Failure to follow required routing or fuel solutions when designated, including unauthorized deadheading, bobtailing, and/or off route mileage.
 - Failure by any company driver to accept a legal dispatch shall result in a final warning letter stating refusal of another load shall result in the driver(s) immediate termination.
 - Failure to maintain a clean truck according to Asset Protection Policy – Buchheit Standards.

Safety Department Policies

It is the intent of Buchheit Logistics, Inc. to operate in full compliance with all federal, state and local laws and regulations. It is our plan to enforce all DOT/FMCSA regulations, and continue to stay in the forefront of transportation safety and compliance.

Buchheit safety program has been developed to identify, evaluate and prevent or control any job hazards which may arise. The goal of our safety program is to provide a safe working environment for our customers and for all team members.

It is the policy of Buchheit that accident prevention is considered of prime importance in all phases of operations and administration. It is the desire and intent of this company to provide a safe and healthful place to work and to establish and insist upon safe practices at all times.

We pledge that the policy of Buchheit is and shall be:

1. Safety of team members and the public shall take precedence over all shortcuts.
2. We shall comply all federal and state laws and regulations.
3. We intend to fully comply with all safety rules and regulations.
4. We shall make all attempts possible to reduce the possibility of accidents.

Buchheit enforces a very rigid safety program. We believe that a safer working environment makes for a more pleasant place to work for all team members. The prevention of accidents is an objective of all members of this company. It is the right and duty of all team members to identify accident producing conditions and see that they are corrected.

All team members working for Buchheit will be required to follow all safety regulations of their and other departments.

Respect company property! Under no condition will the company tolerate the abuse of company equipment or the operation of any equipment in a dangerous, or careless manner. We cannot have team members or customers injured because of carelessness.

An accident is defined for this purpose as any injury sustained by the team member while performing duties on the clock as a Buchheit team member. An injury is defined by OSHA standards as anything that requires documentation on the OSHA form 300 or requires attention other than first aid.

General Safety

Buchheit Logistics, Inc. is committed to a safe and legal fleet. Due to this commitment, we have created policies to help ensure compliance with the DOT/FMCSA rules and regulations and the safety of our drivers and our equipment.

We are committed to maintaining our CSA B.A.S.I.C. scores well below the threshold set by the Federal Motor Carrier Safety Administration.

All drivers are expected to comply with federal, state, and local laws/regulations, as well as company policy.

Drivers involved in any of the violations listed below are subject to the company's *Progressive Discipline Policy* and are documented in TruckMate (TMW), which is part of the driver's electronic file and driver scorecard, or may result in termination of employment, contract/lease at the discretion of management.

- All driving must comply with Federal, State, and Local regulations/laws.
- Any operation of a CMV, which results in a citation, warning, or Compliance, Safety, and Accountability (CSA) BASIC category violation.
- Any operation of a CMV in a dangerous or careless manner which results in a CSA Unsafe Driving Violation, including speeding in excess of 14 mph, speeding in a construction zone, reckless driving, texting or illegal cell phone use (See Texting and Cell Phone Policy).
- Possession of alcohol or illegal drugs, or impaired due to alcohol, illegal drugs, or misuse of prescription or over-the-counter medication while on duty or operating or having access to a CMV.
- Operating a CMV while ill or fatigued or driving after being declared Out-of-Service under the Hours of Service regulations.
- Operating a CMV declared and marked "Out-of-Service Vehicle" without all completed repairs required by the "Out of Service Notice".
- Violating DOT Hazardous Materials Smoking rules with a placarded load.
- Any accident due to driver negligence or deemed to have been preventable, including loss of control, rear-end, lane change, intersection, or run-under.
- Any roadside inspection with violations based on the severity and time weight of an individual's Driver Safety Measurement System (DSMS) total.
- Failure to report arrests, tickets, roadside inspections, or other law violations.
- Failure to turn in RODS and "supporting documents" weekly with trip envelope.
- Failure to report mechanical defects on equipment, failure to conduct Pre-Trip/Post Trip Inspections or to submit a DVIR as required by FMCSA regulation.
- Failure to complete assigned quarterly or corrective training by the course expiration date.
- Drivers are required to use Personal Protective Equipment (*PPE*) as required by shippers and consignees, as well as any time working in any environment that may represent a safety hazard.
- *No one may text or use* the Mobile-comm system while driving.
- Safety belts shall be worn when seated in the driver or passenger seat and bunk restraints applied for anyone in the sleeper berth while the vehicle is in motion.
- U-turns on a public roadway are an unsafe act and a violation of company policy.
- Parking on the shoulder of a public road is an unsafe act and a violation of company policy.
- Drivers should access exit ramps at speeds of 10 or more mph below the posted ramp speed.
- Drivers should not exceed 5 mph in any parking lot, truck stop, terminal, yard, shipper/consignee etc.
- Right Turn on Red Light in a CMV is illegal in most cities and towns and is discouraged.

*Speeding is determined by report of moving violations (citation or warning), the Mobilecomm Unit or similarly installed equipment/software, the driver's Record of Duty Status, and/or from the Engine Control Module (ECM) reports. The ECM is accessed during maintenance services, and shows high speed, high RPM, time and date.

Progressive Discipline Policy

This policy is intended to keep employees/independent contractors' safe, protect the company and its assets, and abide by regulations/laws established by the various government agencies that regulate our industry.

Progressive Discipline simply means a graduated process involving different levels and severity of consequences based on the severity and circumstances of the violation/infraction.

- 1st Offense Verbal warning documented in TMW.
- 2nd Offense 1st Written warning and coaching/training, documented in TMW.
- 3rd Offense 2nd Written warning, counseling, and 1-day no dispatch, documented in TMW.
- 4th Offense Safety Review, Final warning/Probation, and 3-days no dispatch, documented in TMW.
- 5th Offense Termination or cancellation of contract/lease (Management discretion).

Important note: A violation/infraction in one area may or may not affect the discipline process overall. Example: If a driver has a warning for Unsafe Driving and then *obtains* violations for Fatigued Driving (HOS) the process may be accelerated. *Violations are tracked over a 24-month time frame.

Buchheit Logistics, Inc. and Buchheit, Inc. Management reserves the right to accelerate (skip over steps) enforcement of this policy regarding extenuating circumstances at their discretion.

For independent contractors: If truck owner is different from driver then truck lease may be retained, however; the driver must be replaced (management discretion).

Safety Reviews

All driving for the company must comply with Federal, State, and Local regulations and laws. All drivers are expected to drive safely, maintain their Record of Duty Status, and *thoroughly* inspect the equipment they operate.

The purpose of a Safety Review is to provide training and counseling for a driver who has been found to be out of compliance with these standards and provide a chance to correct the deficiencies.

Drivers who fail to benefit from a Safety Review may be subject to additional disciplinary action, up to, and including termination of employment, contract/lease.

Road Testing

No road test should ever be conducted until the circumstances for the road test are determined by the Safety Department. The road test must be documented on the road test evaluation form and scanned into the Safety Department's electronic filing system as part of the Driver's Qualification File.

A Road Test is designed to be an assessment of a driver's level of training and document the driver's skills so that a casual observer can view the types of problem areas the driver had at a glance. Endangerment of equipment, someone's life, or being involved in a preventable accident is always an immediate failure on any road test. In short, a road test is designed to point out problem areas, or deficiencies in a driver's skills.

The evaluator/observer is not there to coach the driver performing the road test beyond simply helping to put the driver at ease. The driver performing the road test is expected to be able to perform the road test/driving evaluation with minimal instruction or help. If the Evaluator conducting the road test feels that the driver has not measured up, or is lacking in skill or ability, then he/she shall make the appropriate recommendations, based on those observations.

Federal Motor Carrier Regulations Book

It is a Federal requirement to have the Federal Motor Safety Regulations Pocketbook detailing federal safety regulations as prescribed by the U.S. Department of Transportation in Title 49 of the U.S. Code, Chapter 3, Subchapter B, Part 383, 387, 390-399. This manual will be on each tractor in the fleet.

Replacement copies are available at any terminal.

Hazardous Material Compliance Book

It is a Federal requirement to have the Hazardous Materials Compliance Pocketbook (120-ORS) which details driver responsibilities and duties in the transportation of hazardous materials, as prescribed by the U.S. Department of Transportation in Title 49 CFR 107, 171-180 and 390-397. This manual will be on each tractor in the Fleet. Replacement copies are available at any terminal.

Requirement for the Emergency Response Guidebook

It is a Federal requirement to have in the tractor a copy of the Emergency Response Guidebook (14-ORS-14) detailing emergency response procedures prepared by the staff of Transport Canada, the U.S. Department of Transportation and the Secretariat of Communication and Transport of Mexico. This manual will be on each tractor in the Fleet. Replacement copies are available at any terminal.

Safety Issues

All employees must comply with safety rules at all times. The company makes every effort to place applicants and employees in positions for which they are qualified. However, employees and job applicants are not placed in positions where, with or without a reasonable accommodation, they would create a direct threat to the safety or health of themselves or others. The determination that an individual poses a direct safety or health threat should be confirmed in writing from a physician or other appropriate professional.

Whistleblower Protection Act

Employees have the right to question the safety practices of an employer without the risk of losing a job or being subject to reprisals and OSHA (Occupational Safety & Health Administration) is authorized to investigate employee complaints of employer discrimination against employees involved in safety and health activities. Examples of discrimination are as follows:

- Firing, Demotion or Transfer
- Layoff
- Lost opportunity
- Denial of benefits
- Damaging credit
- Reducing pay or hours

Your right to refuse to do a job is protected if all of the following conditions are met:

1. You asked your employer to eliminate the danger and he did not.
2. You refused to work in “Good Faith”.
3. A reasonable person would agree that there is a danger.
4. There is not enough time to fix the problem through normal channels.

When all these conditions are met, you may take the following steps:

- Ask your employer to correct the problem and pursue the issue through the Chain of Command.

Proof of Citizenship & Right to Work

All applicants applying for any position involving the handling, storing, preparing for transport, and/or transport of hazardous materials for the company shall be required to provide either proof of U.S. citizenship or proof of their legal right to work in the United States.

Certification for Other Compensated Work

When employed by a motor carrier, a driver must report to the carrier all on-duty time working for other employers. The definition of on-duty time found in FMCSR § 395.2 paragraphs (8) and (9) includes time performing any other work in the capacity of or in the employment or service of, a common, contract or private motor carrier also performing any compensated work for any non-motor carrier entity.

Alcohol, Drugs and Intoxicating Substances

No driver shall possess, use or be under the influence of any intoxicating beverage or substance while on-duty. Drivers are not allowed to consume any intoxicants unless they are on home time or vacation. Drivers must not consume intoxicants for **12 hours prior** to coming on duty. All drivers will be tested for drugs/alcohol in accordance with the Department of Transportation Regulations.

All employees and contractors are expected to comply at all times with the company's policy regarding the use of drugs and alcohol and cooperate with any drug testing requirements or request made in accordance with that policy. See *Policy Concerning the Misuse of Alcohol and Use of Controlled Substances*.

Open Door Policy: Any applicant or employee who believes that there has been a violation of the company's policy or any applicable law relating to accommodating a person with a disability should immediately contact the Human Resource Department.

All complaints are promptly investigated. All individuals are expected to cooperate with an investigation. The information in the course of an investigation is held in confidence and is only disclosed to individuals who have a need for the information.

Accidents

Call the Safety Department any time there is an accident/incident, no matter how minor it may appear to be. An accident is defined as any accident/incident where:

- There is property damage (no matter how small it seems) to company owned or leased equipment and/or property, or anyone else's equipment and/or property.
- If there is bodily injury or anyone claiming bodily injury.
- The vehicle is towed for any reason, e.g., stuck in the mud, accident, etc.
- The driver is accused of, or is alleged, that he/she has been involved in any of the above.

Accidents are divided into two categories, **Major** and **Minor** and are either Preventable, or Non-Preventable. A Preventable accident is determined by the driver being responsible for the accident or the driver did not do all he/she could have to prevent the accident.

A **Major** Preventable accident is defined as:

- DOT Recordable (vehicle has to be towed, there is a fatality, or someone was injured and must receive immediate medical treatment away from the scene.

- A claim resulting from an accident/incident costing or requiring a reserve of \$2500 or more.

A **Minor** Preventable accident is defined as:

- A claim resulting from an accident/incident costing or requiring a reserve less than \$2500.

As with any accident the action taken in regard to the driver shall depend on the accident investigation and the driver's overall safety and performance history. Drivers involved in a Preventable Accident/Incident shall be required to complete a Safety Review. Any Preventable accident may, at Management Discretion, result in immediate termination or cancellation of contract/lease.

Loss or Damage

Except in cases where clear proof of negligence, willful misconduct, or intentional disregard of the company's interest is shown, a driver will not be charged for personal injury, loss, or damage of property, including equipment, resulting from the driver's acts/omissions while employed by the company.

Company employees that are found negligent or responsible for an accident/incident are not eligible for any bonus monies and may forfeit the amount of their last raise for 6 months. If the driver has not had a raise to date, the driver may not be given one on their scheduled date for the 1st raise, however; will be eligible for that raise after 6 additional months have elapsed.

Company employees that do not have a *Hazardous Materials endorsement* and are not eligible for bonuses may be held financially liable for any cost associated with a preventable accident.

For independent contractors, all cost associated with a preventable accident shall be in concurrence with the *current* lease agreement.

Moving Violations, Citations, Warnings and Roadside Inspection Violations

Per the Federal Motor Carrier Safety Regulations, drivers have 30 days from the date of conviction to report any moving violations to the Safety Department and your licensing state.

- All drivers are expected to comply with federal, state, and local laws, as well as company policy.
- Any fines, penalties, assessments, fees or costs levied against the individual driver and the company, as a result of the driver's failure to comply with any federal, state, or local laws and regulations, shall be charged back to the driver.
- *All moving violations, warning tickets and inspections, per company policy, must be reported to Safety within 24-hours.*

Motorist Complaints

It is understood that not all complaints received are legitimate and that not always is the CMV driver "at-fault", however; in the interest of public safety, all Motorist Complaints are documented as received and followed up on with a phone call to the driver of the CMV to verify the validity of the complaint and provide the CMV driver an opportunity to refute the complaint.

Motorist Complaints are monitored for trends and frequency and may warrant additional disciplinary action when supported by an accident or a citation/warning having been issued to the CMV driver.

On-board Event Recording (OER)

OER is a PeopleNet feature that provides second-by-second recorded data. PeopleNet retains all OER data for 6-months, as specified by the company. Types of triggers that can cause an event to be recorded are:

- **Sudden Start** – Vehicle accelerates faster than set MPH/second threshold. Setting is 9.0 mph/sec.
- **Sudden Stop** – Vehicle decelerates faster than set MPH/second threshold. Setting is 10.0 mph/sec.
- **Manual** – The driver manually triggers an OER event by pushing a button on the in-cab display.
- **Stability Control & Collision Avoidance** – Vehicle activates stability control or collision avoidance.
 - This feature is not enabled for company owned vehicles that do not have the equipment installed.
- **Panic Alarm** - The panic alarm is activated. Select Deferred or Urgent to enable recordings.

Note: In the event of a severe accident where the on-board computer is too damaged to communicate wirelessly, the recorded event data can be retrieved by PeopleNet.

VER Policy (*summary*)

In the interest of improving the safety of our team members as well as the motoring public, and further reducing accident frequency and severity, Buchheit Trucking Service, Inc. DOT #71052 recognizes the need to utilize a video event recording (Dash Cam) system in its safety program. Dash Cam video is intended to assist in recognizing those team members who operate safely and abide by applicable laws and regulations in addition to identifying unsafe driving behavior for coaching opportunities and assisting in the investigation of incidents involving property damage and/or bodily injury as well as defending team members in the event a claim/lawsuit is asserted following such incident.

This policy is intended to enhance the company's already well-defined safety program, serve as a guide for determining evidence of risky driving behavior that should be discussed with a driver, provide clearly defined coaching expectations to ensure that coaches use the same criteria identified as relevant by management and identify disciplinary actions that could result due to unsafe driving habits. Infractions are based on driving behaviors that indicate a violation of company policies/procedures and/or local, state and/or federal law(s). Infractions are categorized as a coach-able event. After the event is viewed and the team member is coached, the company's *Progressive Discipline Policy* shall apply. At-fault collisions or egregious violations are considered Chargeable Infractions and are immediately subject to disciplinary action under the company's *Progressive Discipline Policy*.

Footwear and Personal Protective Equipment Policy

This policy requires adequate footwear for employees and/or other personnel performing tasks where there is a reasonable potential for foot injury or other personal injury from slip, trip and fall incidents. This includes, but is not limited to, exposure to falling/rolling objects, working in close proximity to wheel and track vehicles, performing any type of maintenance activities and operating material handling equipment.

Adequate footwear is defined as footwear that provides protection from hazards in the foot protection area. Adequate footwear includes shoes or boots with slip resistant soles. Leather sole cowboy boots, open toed shoes, sandals, or shoes of similar construction and material must not be worn when working, as they do not provide adequate protection.

In addition, any and all Personal Protective Equipment (PPE) (i.e. hard hat, safety goggles, reflective vest, dusk mask, ear plugs, etc.) as required by OSHA/MSHA regulations, customer facilities, or as dictated by the working environment, must be worn to protect from hazards in the working environment.

License and CDL Policy

All CMV drivers are required to have the appropriate license and endorsements for the equipment being operated. The license or CDL must be from the state in which the driver resides. For example, drivers operating combination equipment with a GVWR in excess of 26,000 lbs, a Class “A” Commercial Driver’s License (CDL) is required.; however, drivers operating equipment with a GVWR less than 26,000 lbs. but more than 10,000 lbs. may only be required a MO Class E or IL operator's license.

If a driver moves from one state to another, a new license or CDL must be obtained per Federal Motor Carrier Regulations within 30 days.

Single Driver’s License Statement

Notice to Drivers: The Commercial Motor Vehicle Safety Act of 1986 requires the following:

- No driver may possess, and no motor carrier may use a driver having more than one license.
- A driver convicted of a traffic violation (other than parking) must notify the Motor Carrier and the state which issued the license to that driver of such conviction within 30 days.
- Any person applying for a job as a commercial vehicle driver must inform the prospective employer of all previous employment as the driver of a commercial vehicle for the past 10 years in addition to any other employment in that time frame.
- Any violation is punishable by a fine not to exceed \$2500. In addition, the FMCSA now requires that a driver who loses any privileges to operate a commercial vehicle or who is disqualified from operating a commercial vehicle must advise the motor carrier the next business day after receiving notification of such action.

Notification of Suspension

FMCSR § 392.42 requires that a driver notify the company before the end of the business day following the day of receipt of any notice of license, permit or privilege to operate a motor vehicle has been revoked, suspended, or withdrawn by any federal, state, or local agency.

Notification of License Revocation (Disqualification of Drivers, FMCSR § 391.15)

Employees notified of license revocation by any government agency must notify Safety immediately. You cannot operate company equipment when your license has been suspended.

Annual Review Form

After each 12-months of employment, drivers are required to complete an Annual Review Form on which all moving violation convictions for the previous 12-months must be documented, and is completed via Driver Pulse by Tenstreet application using the *Driver Certification of Violations* form.

Requirements for DOT Physicals

All drivers who operate a CMV in excess of 10,000 lbs., must comply with FMCSA regulations and are required to obtain and maintain a valid Medical Examiner’s Certificate at the driver’s expense.

CMV drivers who operate vehicles requiring a CDL must declare to their State Driver Licensing Agency (SDLA) that they only operate or expect to operate commercially in 1 of 4 possible categories with their CDL. This process is called self-certification.

CDL holders must provide their SDLA with a copy of their ME Certificate. This information is only being added to the State driving records of CDL holders. Non-CDL holders are not required to self-certify or submit a copy of their ME Certificate to their SDLA. CDL holders, who are found driving in a category other than one to which they self-certified, are subject to suspension or revocation of their commercial driving privileges.

CDL drivers, who do not update the expiration date of their ME Certificate with their State, will have their commercial driving privileges downgraded, and will not be eligible to drive a commercial motor vehicle that requires a CDL.

Drivers must list all illness, injuries, medications, and medical conditions in the last five years on their physical. If it is found that, a driver did not disclose all medical information the driver may be terminated for falsification of their physical.

The Federal Motor Carrier Safety Administration (FMCSA) regulation requires each state to ensure every driver they issue a CDL is physically qualified with a current DOT physical.

- CDL must be issued by the driver's state of residence.
 - CDL must match the state of residence within 30 days of driver moving to a new state.
- Each DOT physical renewal: regardless of the time period the physical is valid - driver must to provide a copy of the physical (either the medical certificate, DOT physical long form, or both according to state requirements) to the state that issued the license to keep the CDL valid.
- Driver must self-certify with the state that issued the CDL. This is completed each time a driver renews their DOT physical or is issued a new CDL.
- All drivers should self-certify that he/she operates in *non-excepted/non-exempt interstate commerce*.

DOT Physicals and Post Illness

Any driver who has received physical or mental injury or disease which has impaired his/her ability to perform normal duties must have a physical examination and obtain a new medical examiner's certificate/DOT Medical Card. When a driver returns from a medical leave, a new physical may be required by the company from a medical examiner who is familiar with the DOT regulations if the company questions the driver's abilities to perform his/her job duties.

Online Safety Training Policy

Buchheit Logistics, Inc. believes the safety of its employees and Independent Contractors is the single most important part of our business. Without a safe operation, our business would not be successful for a myriad of reasons. We want our employees and our independent partners to work hard and provide for their families while being healthy enough to enjoy life to the fullest.

For these and other reasons we provide the opportunity for quality safety training to achieve that end (a safe working environment). We put our time and resources into this effort because we believe in it, and in the safety of our team members.

Buchheit Logistics driver training is conducted on the Driver Pulse by Tenstreet app or can be accessed via the following website:

<https://www.pulse.tenstreet.com>

All drivers are assigned online training, on a monthly basis. Once the driver has been assigned the training then he/she will be given an expiration date. The date is normally 30 days from the date of assignment. The driver is required to complete the training within the time allotted. If the driver does not complete the course within the time allotted, then the driver will not be dispatched until the training is completed. This applies to all drivers, independent contractors or company drivers. If a driver's training expires prior to the training being completed, then the driver may not be dispatched until the training is complete.

Company drivers that do not complete the training may also lose their performance bonus until the training is complete.

Policy Regarding Texting and Use of Hand Held Mobile Telephones

The use of cell phones while operating a CMV, without hands-free devices, is prohibited (including text messages). The following are the regulations for use in roadside enforcement.

Federal cell phone regulation: Effective January 3, 2012, the Federal Motor Carrier Safety Regulations prohibit the use of all hand-held mobile telephones by drivers operating commercial vehicles (CMV's). The rule specifically prohibits the following actions while driving a CMV:

- Using at least one hand to hold a mobile telephone to conduct a voice communication;
- Dialing or answering a hand held mobile telephone by pressing more than a single button; or
- Reaching for a mobile telephone in a manner that requires a driver to maneuver so that he or she is no longer in a seated driving position, restrained by a seat belt that is installed in accordance with federal regulations that has been adjusted in accordance with the manufacturer's instructions.

*Note: This rule is in addition to the existing federal ban on texting while driving a CMV §392.8.

(a) **Prohibition.** No driver shall engage in texting while driving.

(b) **Motor carriers.** No motor carrier shall allow or require its drivers to engage in texting while driving.

For purposes of the rule, "driving" means operating a CMV on a public road, including while temporarily stopped in traffic because of a traffic control device or other momentary delays. "Driving" does not include operating a commercial motor vehicle when the driver has moved the vehicle to the side of, or off, a roadway and has halted in a location where the vehicle can safely remain stationary (note, that pulling to the side of a highway may not, in some interstates, be allowed under applicable law).

The rule is in addition to the existing federal ban on texting while driving a CMV.

Violations can result in a civil penalty against the driver of up to \$2750, and against the carrier of up to \$11,000. In addition, drivers convicted of violating this rule twice in a three-year period are subject to disqualification by state or federal authorities from driving a CMV for 60 days.

Three violations of this rule in any three-year period result in a disqualification for 120 days. Violations of state or local rules restricting or prohibiting the use of handheld mobile telephones while driving may also result in disqualification. The company expects that all drivers/contractors operate safely, attentively, and be compliant with the requirements of the rule and the ban on texting while driving.

Policy Concerning the Misuse of Alcohol and Use of Controlled Substances

The company's goal is to provide a safe and drug-free environment in which to work. In some areas, company policy prohibits conduct which is allowed under DOT regulations, company policy shall take precedent in these circumstances. A positive result on an alcohol or controlled substance test shall be grounds for immediate termination of employment or contract/lease agreement. Anyone operating company owned or leased commercial motor vehicle equipment on public roadways must comply with the safety regulations found in the Department of Transportation's rule, 49 CFR, Part 40, and the Federal Motor Carrier Safety Administration's rule, 49 CFR 382. Federal regulations require that all drivers immediately submit to alcohol and controlled substance testing administered in accordance with this part. Failure to comply with federal regulations relative to alcohol and controlled substance testing shall result in termination of employment or contract/lease agreement.

- Alcohol is "any beverage, mixture, or preparation, including medication, containing alcohol".
- Controlled Substances are any illegal substance, synthetic substance or prescription medication which could affect the ability to safely operate a CMV.
- DOT controlled substance tests require laboratory testing for the following five classes of drugs:
 - Marijuana
 - Cocaine
 - Opioids
 - Amphetamines and methamphetamines
 - Phencyclidine – PCP

All employees and independent contractors in a Safety-sensitive function shall be subject to random alcohol and controlled substance testing. *Safety-sensitive function* refers to performing work or in readiness to perform work in connection with responsibilities as a CDL driver. This includes all time under or waiting for dispatch, inspecting equipment, activities in or around the truck, at the shipper or consignee, doing paperwork, or loading/unloading trailers, or attending a disabled vehicle.

- *No employee and independent contractor may operate any company owned or leased CMV until negative results have been received for any Pre-employment or Post-accident, alcohol or controlled substance testing as required under FMCSA regulation.*
- No driver shall use alcohol within eight (8) hours of an accident, or until he/she undergoes a post-accident alcohol test, whichever occurs first.

All *safety-sensitive* positions are required to disclose, pre-duty, any legal prescription medications that may affect their ability to safely operate a CMV, and to disclose by next business day any arrests or convictions for off-duty DUIs, in addition to the terms of any "diversion" program as a result of driving while impaired by alcohol or drugs.

No driver shall report for duty or remain on duty:

- With an alcohol concentration of 0.04 or greater, after having used or consumed alcohol in any form within the last four hours prior to coming on duty to perform a safety-sensitive function, or in possession of alcohol (unless manifested and transported as part of a shipment).
- Under the influence of any controlled substance or medication that may affect the driver's ability to safely operate a CMV, or after refusing to submit or having tested positive on an alcohol or controlled substance test.

The Company has a zero tolerance for alcohol and controlled substance use. What this means is:

- No alcohol transported on the truck (empty containers included).
- No alcohol may be consumed while on duty or having access to the truck (available or under dispatch).
- No driver shall at **any** time use any controlled substance while performing a safety sensitive duty.
- No driver may report for, or remain on duty, after testing positive for alcohol or controlled substance.

To summarize – the **only** time an employee or independent contractor is allowed to purchase, possess, or consume alcoholic beverages (including empty containers) is while on home time or vacation. The company's policy is to discharge any driver engaging in *any* of the above-prohibited conduct.

Alcohol and Controlled Substance Testing Policy

For purposes of assuring compliance with the Federal Motor Carrier Safety Regulations and this policy, all safety sensitive functions as defined under FMCSA §382.107 shall be subject to Alcohol and Controlled Substance Testing pursuant to FMCSA regulation §382.601. This policy is applicable to all team members who are required to have a commercial driver's license (CDL) and meet the requirements of a safety sensitive function or fall under other federal guidelines requiring this policy to be applicable.

- **§382.301 Pre-employment testing:** Prior to the first time a driver performs safety-sensitive functions for an employer, the driver shall undergo testing for controlled substances as a condition prior to being used. No employer shall allow a driver, who the employer intends to hire or use, to perform safety-sensitive functions unless the employer has received a controlled substances test result from the MRO indicating a verified negative test result for that driver that meets the requirements within the previous 30 days. An employer may, but is not required to, conduct pre-employment alcohol testing pursuant to regulation §382.301 (d).
- **§382.305 Random Testing:** Team members affected by this policy shall be subject to random testing for alcohol and controlled substance testing. As required by federal regulation, the company shall test all safety sensitive function positions within the same random selection pool, based on the minimum current FMCSA random selection rates for both alcohol and controlled substance compliance, plus 5%. Random tests conducted are unannounced and will be spread equally throughout the year on either a monthly or quarterly basis. Individuals randomly selected for testing must proceed to an approved collection site immediately upon being notified by the company of selection (See Alcohol and Controlled Substance Testing Procedures).
- **§382.303 Post-Accident Testing:** Team members affected by this policy shall be subject to the post-accident drug and alcohol testing requirements specified by FMCSA regulation § 382.303.
- **§382.307 Reasonable Suspicion Testing:** Team members affected by this policy shall be subject to reasonable suspicion alcohol and/or controlled substance testing when the trained supervisors have documented and observed employees in ways that could be construed as substance abuse. The Federal regulation § 382.307 shall be the guideline followed when enforcing this policy. All employees and independent contractors falling under DOT guidelines shall receive specific Alcohol and Controlled Substance training within the first 30 days of employment informing them of their rights and responsibilities. Additionally, all supervisors of drivers shall be trained in recognizing the signs and symptoms of alcohol and controlled substance abuse.
- **Refusal to Submit to Testing:** Team members affected by this policy who refuse to submit to a post-accident, random, or reasonable suspicion alcohol or controlled substance test required by this policy are not eligible to perform or continue to perform safety-sensitive functions and shall be terminated as a Buchheit employee or independent contractor.
- **Zero Tolerance Policy:** All employees or independent contractors that test positive for controlled substances or violate alcohol use rules and regulations shall be terminated immediately, then provided with the name and number of a SAP and counseled to seek assistance with any substance abuse issues they may have. All employees and independent contractors falling under federal guidelines shall be instructed in accordance with current FMCSA regulations regarding driving status.

The Buchheit Logistics, Inc. Director of Safety and Human Resources is designated as the company's DER and can assist team members with questions regarding regulations or policy. These procedures are intended to ensure 100% compliance with all applicable Department of Transportation (DOT) 49 CFR Part-40, Federal Motor Carrier Safety Administration (FMCSA) §382, Drug and Alcohol rules and regulations.

Random Alcohol and Controlled Substance Testing Procedures

The Safety Department/Designated Employer Representative (DER) shall provide a list of Employees and Independent Contractors to be tested each calendar month or quarterly as applicable by current company standards.

It is the responsibility of the Supervisor to ensure that drivers selected are tested within the calendar month/quarter of the selection. Supervisors are not permitted to “carry over” drivers or independent contractors to the following month/quarter.

Upon receipt of the “driver” selection list, the Supervisor should review and determine the status of each of their selected drivers/contractors. It is critical that only those drivers or independent contractors that are subject to safety sensitive functions be tested.

The definition of safety-sensitive functions from the FMCSA regulations (§382.107) is: *“all time from the time a driver begins to work, or is required to be in readiness to work, until the time he/she is relieved from work, and all responsibility for performing work.”*

Any Employee/Independent Contractor that is not subject to safety sensitive functions should be identified. Employees/Independent Contractors that do not meet the requirements for being in a safety sensitive function shall not be tested.

Examples of Employees/Independent contractors that are not subject to safety sensitive functions include anyone that is no longer employed, or the contract/lease has been terminated, on long-term or short-term disability, Family Medical Leave Act, or that are off on full workers-comp leave or working at second jobs (which includes service in the National Guard or Reserve).

A driver that is on full work comp *cannot* be tested. Drivers should be tested once they return from worker’s comp, as long as they return prior to the end of the month/quarter in which they were selected. If a driver is on light duty, the driver may be tested.

No Employee or Independent Contractor shall be tested while he/she is on home-time, or vacation. Employees and Independent Contractors are required to be tested once they return from home-time, or vacation, as long as they return prior to the end of the month/quarter in which they were selected.

If during the month/quarter, the status of any selected Employee or Independent Contractor changes and is not able to complete the testing, the Safety Department/DER shall be notified.

Some Employees/Independent Contractors are required to only submit a to a random drug test, while others are required to submit both a random drug and alcohol test. Controlled Substance (drug) testing is always completed via urinalysis, and alcohol testing is always performed via breath analysis or saliva swab testing. Employees/Independent Contractors are not selected for random alcohol testing only.

The Safety Department is required to maintain the “*Employer*” copies of the Custody and Control Form (CCF) for all DOT regulated Controlled Substance and Alcohol tests. Controlled Substance CCFs are mailed directly to Safety, however; Alcohol CCFs may need to be forwarded to the Safety Department.

Alcohol and Controlled Substance Testing Notification Procedures

Do not notify the Employee/Independent Contractor of the required test(s) until a collection facility is set up to complete the required testing. Per FMCSR §40.191 a driver may be deemed a **“Refusal to Test”** if he/she fails to appear within a “reasonable time”.

The Supervisor shall ensure the Employee/Independent Contractor has the necessary time to take the test(s), then notify via phone (or in person if reasonable to do so), of the testing requirement, being specific as to the type of test(s) required.

In the event of *Post-Accident Testing*, a representative of the Safety or Human Resources Department shall notify of the requirement(s) for testing. Due to the nature of the accident, the employee or independent contractor *may* require assistance with travel to/from the testing site.

Testing notification shall *never* be accomplished via any form of electronic or mobile messaging.

1. **Notify the Donor of the test to be performed.** (*Drug, Alcohol, or both*).
2. Provide the name, address, and phone number of the clinic.
3. The Donor *must* bring Photo Identification with him/her.
4. ***Per FMCSR § 395.2, the driver must be On-Duty, Not Driving – Line 4 on their RODS during the time spent providing a breath/saliva sample and/or urine specimen for drug and alcohol testing, include travel time to and from the collection site.***

The following text should be read to the Employee/Independent Contractor:

“You have been selected for random drug (and/or) alcohol testing. Drug testing requires a urine specimen. Alcohol testing (if required) requires a breath or saliva sample.

Please proceed immediately to the testing facility, and keep the company informed of any delay. Failure to comply with any aspect of the testing or submit to testing is considered the same as testing positive and shall, as required by Federal law, be reported to the FMCSA’s Drug and Alcohol database, resulting in immediate termination.

Contact me from the collection site, once the testing has been completed. You are expected to ensure that I receive the Custody and Control Form (CCF) for the alcohol test results if an alcohol test was administered. Do you understand these instructions?”

If required an alcohol test, there is a required 15-minute wait time upon arrival to the testing site, before performing the alcohol test. Only after completion of the alcohol test, can the collection process for the drug test begin. Per FMCSR § 40.193 the donor must provide the urine specimen within an allotted 3-hour period or could constitute a refusal to test (determined by the MRO).

In the event an Employee/Independent Contractor is unable to complete a test, for any reason, the Supervisor and the Safety Department/DER should be notified. The situation will then be reviewed, and a determination made as to the status of the testing event.

Referral, Evaluation, and Treatment

Each driver who has engaged in conduct prohibited by Subpart B of Part 382 shall be advised by the company of the resources available to the employee/independent contractor in evaluating and resolving problems associated with the misuse of alcohol and the use of controlled substances, including the names, addresses, and telephone numbers of substance abuse professionals and counseling and treatment programs. The company has no obligation to provide this service to applicants for driving positions that either refuse to submit to pre-employment alcohol or controlled substance tests or who test positive for controlled substances or have an alcohol concentration of 0.02 or greater on their pre-employment tests. The company will not pay for any part of any counseling or treatment program nor will it re-hire former employees who have completed such programs.

Employee Assistance Program (EAP)

If you or a family member are experiencing distressing personal or work-related problems (accident traumas, relationship, marital, alcohol/drugs, financial, child-care assistance, etc.) an Employee Assistance Program counselor can help. The confidential evaluation and counseling services are available to you and your family at no initial cost. 1-800-356-0845 or www.paseap.com.

The Effects of Alcohol & Drugs

The intent of this section is to inform you that the effects that alcohol and controlled substances can have a severe negative affect on your health, work, and personal life. If requested, the company shall provide information on the signs and symptoms of alcohol and/or controlled substance problems. This may help to recognize problems with, not only co-workers and friends, but also in examining your own behaviors.

Contact the Safety Department or Director of Safety and Human Resources/DER for questions, comments, or concerns regarding FMCSA Regulation or procedures. To find a Substance Abuse Professional (SAP) in your state: www.eap-sap.com.

Lights

Clearance lamps and headlights must be on at all times when the vehicle is operated on a public road.

Proper Backing Procedure and the Use of Ground Guides Policy

Backing a truck can be a difficult task. One must be consciously aware of every fixed object, truck/vehicle and person behind and to the sides of the unit while backing up. Backing accidents and incidents are one of the most common among drivers, most of which could have been avoided if a ground guide was in place. Always use “G.O.A.L.”: Get Ot And Look!

Leaving a Dock after live load/unload

To prevent injury to personnel or damage to property or equipment, before leaving a dock or loading/unloading area after a live load/unload, drivers shall:

- Check with loading/unloading personnel and make sure loading or unloading is complete *before* moving the trailer from the loading/unloading area, and ensure chocks are removed from trailer tires.

Dropped Trailer Authorization

It is a violation of company policy to leave company owned or leased equipment unattached in an unsecure location, without receiving prior approval from the Operations Department.

Drop and Hook Customers

Some customers maintain trailer pools of empty company trailers. If the representatives of a customer tell our drivers they want them to drop their current trailer and pick up an empty trailer, our drivers are to comply with their directions. When customer representatives do this and sign for the bills of lading, they are accepting delivery and responsibility for the trailer and its cargo, even in the case of high value loads.

Cargo Overages, Shortages and Damages (OS&D)

All cargo overages, shortages, and damages must be reported immediately. Failure to report may result in disciplinary action based on the company's *Progressive Discipline Policy*.

Unauthorized Passenger(s)

No driver may transport any passenger(s) except those authorized by the company. Failure to obtain management approval on a Rider Policy form, prior to allowing someone to ride in a Buchheit owned or leased vehicle may be grounds for immediate termination of employment, contract/lease.

Passengers

Unless prior written authorization has been given from the Safety Department, **no driver** shall transport any person in company owned or leased equipment, except persons employed by or leased to the company. Refer to the FMCSR and the *Passenger Authorization Policy*.

Passenger Program

The Passenger Program is a voluntary program offered to employees and independent contractors for the benefit of the driver, spouse, and family. The driver must have no preventable accidents or no more than one incident for the previous 6 months preceding the date the driver wishes to take a passenger. Passenger must be at least 12 years of age.

The application must be completed, and the driver must have received written authorization from the company prior to the date the driver wishes to take a passenger. The driver and authorized passenger must have authorization papers easily accessible in the vehicle. Contact the company at least 2 weeks before the desired passenger boarding date to obtain authorization. All passengers are subject to approval by Operations and the Safety Department. Noncompliance and/or disregard may cause the driver to be subject to established disciplinary action up to and including, termination of employment, contract or lease.

Scanning and Trip Envelopes

All trip/load related documents are required to be submitted via fax, email, scan, or mailed in a Trip Envelope and received by noon Tuesday for the previous week. All paperwork must be complete and legible, and on-time in order to be paid on the next pay-period.

Maintenance Reports for Independent Contractors

Independent Contractors are required to submit Maintenance Reports to the Maintenance Manager monthly. *Reports are due for each vehicle (tractor/trailer) under lease agreement, on the 1st of each month for the previous month's maintenance.*

Any leased vehicles/trailer that does not have maintenance reports turned in by the 15th of the month following their due date may not be dispatched. Therefore, an independent contractor has a 14-day grace period from the end of the month the report is due in to submit.

Maintenance of Company Equipment

All company employees must bring company owned equipment (tractor/trailer) in for maintenance in a timely manner. If a vehicle is due for service, the driver is required to park the vehicle on the yard over the weekend or make arrangements with the shop to complete the preventative/corrective maintenance.

Personal Property

The company is not responsible for any driver's personal property. This includes the personal belongings that may be in a tractor or personal vehicles when parked at a terminal or elsewhere. Drivers may want to remove personal belongings from the truck when on home time or when gone for an extended period of time. Drivers may consider obtaining insurance for their personal belongings.

Personal vehicles not moved within 30 days, in poor mechanical condition (broken window, flat tire, doors open, used for storage), or are not displaying a current license plate may be reported as abandoned and removed from the property. Vehicles larger than a full-size car or pickup are not allowed to park on company property for any period of time over 24 hours without management approval.

External Premises Security Inspections

At facilities where perimeter fencing is in place, designated personnel shall conduct regular inspections.

Exterior Inspection Procedures

Every vehicle shall be accounted for. Any vehicle discovered during an exterior inspection that cannot be identified shall be physically checked, investigated, and identified. Any unauthorized persons discovered during the course of any exterior security inspection shall be investigated, reported to the local police and appropriate company official, and/or escorted off the premises.

Loaded trailers containing hazardous materials cargo shall be sealed with a barrier-type seal, heavy-duty lock, and fitted with a king pin lock at all times while staged at any company facility.

Rehire Policy

Former drivers over 30 days away, with satisfactory safety, work records, OS&D, and personnel records may be rehired by the company. Drivers must complete and submit a new driver application form to the Recruiting Department for consideration. Rehired drivers shall be reemployed as a new driver.

Driver Wellness, FMCSR § 391.41: Physical Qualifications for Drivers

- (a)(1)(i) A person subject to this part must not operate a commercial motor vehicle unless he or she is medically certified as physically qualified to do so, and, except as provided in paragraph (a)(2) of this section, when on-duty has on his or her person the original, or a copy, of a current medical examiner's certificate that he or she is physically qualified to drive a commercial motor vehicle.
- (a)(1)(ii) A person who qualifies for the medical examiner's certificate by virtue of having obtained a medical variance from FMCSA, in the form of an exemption letter or a skill performance evaluation certificate must have on his or her person a copy of the variance documentation when on-duty.
- (a)(2) CDL exception. (i) Beginning January 30, 2014, a driver required to have a commercial driver's license under part 383 of this chapter, and who submitted a current medical examiner's certificate to the State in accordance with § 383.71(h) of this chapter documenting that he or she meets the physical qualification requirements of this part, no longer needs to carry on his or her person the medical examiner's certificate specified at §391.43(h), or a copy for more than 15 days after the date it was issued as valid proof of medical certification.
- (a)(2)(ii) A CDL holder required by § 383.71(h) to obtain a medical examiner's certificate, who obtained such by virtue of having obtained a medical variance from FMCSA, must continue to have in possession the original or copy of that medical variance documentation at all times when on-duty.

You are qualified to drive a Commercial Motor Vehicle if:

- No medical history/clinical diagnosis of diabetes requiring insulin for control.
- No clinical diagnosis of cardiovascular disease known to be accompanied by collapsed or cardiac failure.
- No respiratory dysfunction likely to interfere with the ability to safely operate a CMV.
- No clinical diagnosis of high blood pressure likely to interfere with ability to safely operate a CMV.
- No condition, such as epilepsy, likely to cause loss of consciousness.
- No mental, nervous, organic, or psychiatric disorder likely to interfere with the ability to safely operate a CMV.
- Are able to meet a minimum vision and hearing standard.
- Do not use a controlled substance or habit-forming drug
 - (Unless prescribed and it does not affect driver's ability to safely operate a CMV).
- No current clinical diagnosis of alcoholism.
- At least 21 years old for Interstate and 18 years old for Intrastate.
- Have a valid CDL issued by one state only.
- Have provided a list of any violations.
- You are not disqualified from driving.
- Can read and speak English sufficiently to converse with the general public, understand signs and signals, to respond to official inquiries and to make entries on reports / records.
- Can, by reason of experience, or training, or both, safely operate a CMV.
- Have successfully completed a road test.
- No loss of foot, leg, hand, or arm; or has a Skill Performance Evaluation Certificate (DOT Waiver)
- Have no impairment of an arm, foot or leg which interferes with the ability to perform normal tasks associated with operating a CMV or has been granted a Skill Performance Evaluation.
- Drivers must pass an Agility test. Safety Trainer will demonstrate the proper technique.
- All drivers must wear proper work footwear, which must have a slip resistant sole and provide protection from hazards in the foot protection area.

Drivers face serious health threats such as heart disease and diabetes. How do we maintain compliance with DOT Requirements?

- Through general health and wellness. Daily physical activities, eating right, and getting the proper rest can improve your health.
- You can achieve this over the road with:
 1. General Exercise (Exercise regularly, take a brisk walk or run).
 2. Eat right!
 - Be sure to get your Fruit and vegetables (5 servings daily).
 - Watch your fat, salt, and sugar intake.
 3. Get the proper rest.
 4. Limit your alcohol use.

Compliance, Safety, Accountability for CMV Drivers (CSA)

CSA improves the efficiency and effectiveness of FMCSA's enforcement and compliance program to achieve the agency's mission to reduce Commercial Motor Vehicle (CMV) crashes, fatalities, and injuries. CSA improves large truck safety, ultimately reduce crashes that involve a CMV, and save lives. The program allows the FMCSA to contact a larger number of carriers earlier in order to address safety problems before a crash occurs.

The SMS (Safety Measurement System) is used to assess high-risk motor carriers that require an intervention. SMS evaluates all safety based roadside inspections, not just Out of Service violations. SMS assesses each carrier's safety performance in each of the seven Behavior Analysis and Safety Improvement Categories (BASIC's). The SMS calculates a measure for each BASIC by combining the time and severity weighted violations/crashes. Violations that are more recent are weighted more heavily and the scores updated monthly.

The way FMCSA assesses carrier safety.

- Identifies unsafe carrier **and driver** behaviors that lead to crashes.
- Uses **all** safety-based roadside inspection violations.
- Evaluates/tracks driver performance individually.

How FMCSA addresses carrier safety issues?

- Reaches more carriers earlier and more frequently.
- Improves efficiency of investigations.
 - Focuses on specific unsafe behaviors.
 - Identifies root causes.
 - Defines and requires corrective actions.

CSA's three components to FMCSA's enforcement and compliance model:

- The Safety Measurement System (SMS) replaces SafeStat.
 - DSMS: Driver Safety Measurement System.
 - CSMS: Carrier Safety Measurement System.
- The intervention process augments CRs (Compliance Review).
 - Allows for a "Focused" review in one category alone, saving both time and money.
- Safety Fitness Determination (SFD).
 - Is tied to safety performance and not limited to acute or critical violations discovered in a review.

How does the Safety Measurement System work?

Evaluates safety of carriers and CMV drivers based on unsafe behaviors that lead to crashes.

- Safety performance based on (7) Behavior Analysis and Safety Improvement Categories (BASICS).
- Weights time and severity of violations based on relation to crash risk.
- Uses crash records and all safety-based violations found at roadside inspections.

Measures carrier safety performance.

- Includes a tool for use by Safety Investigators to assess driver safety performance.
- Measurement results support future Safety Fitness Determinations.

A Relevant Inspection is any Driver Inspection (Level I, II, III, or VI), including those that do **not** result in a violation, or any other inspection resulting in an applicable BASIC violation.

Applicable Violation is as any violation recorded in any level roadside inspection that matches the FMCSR and HMR cites listed for Vehicle Maintenance, Cargo-Load Securement Related, or Hazardous Materials BASIC during the past 36 months, and for any violations, which the CMV driver can be held responsible. In cases of multiple counts of the same violation, the DSMS only uses each violation cite once per inspection.

A Severity Weight is assigned to each applicable violation, with a value dependent on two parts: (i) the level of crash risk relative to the other violation cites used in the BASIC measurement, and (ii) whether or not the violation resulted in an OOS condition. The level of crash risk is assigned to each applicable violation ranging from 1 (less severe) to 10 (most severe); for the corresponding severity weights of each violation. An OOS weight of 2 is then added to the severity weight of OOS violations.

In cases of multiple counts of the same violation, if any of the counts of the violation are OOS the OOS weight of 2 applies. The sum of all severity weights yielded by any one inspection for violations in any one BASIC is capped at a maximum of 30 points.

A **time weight** of 1, 2 or 3 is assigned to each applicable violation based on how long ago it was recorded. Violations recorded in the last 6 months (12 months for the driver); receive a time weight of 3. Violations recorded between 6 and 12 months ago (older than 12 months, but within 24 for the driver); receive a time weight of 2.

All violations recorded earlier than 12 months, but within 24 months (older than 24 months, but within 36 months for the driver); receive a time weight of 1. Using the exact same time weight scheme, time weights are assigned to each relevant inspection, regardless of whether or not an inspection yielded an applicable violation. This time weighting places more emphasis on results of recent inspections relative to older inspections. Time and Severity Weighted Violation is the violation's severity weight multiplied by its time weight.

- **Violations for carriers are time weighted for 24 months.**
 - 0 – 6 months = Severity X 3
 - 6 – 12 months = Severity X 2
 - 12 – 24 months = Severity X 1

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- **Violations for drivers are time weighted for 36 months.**
 - 0 - 12 months = Severity X 3
 - 12 – 24 months = Severity X 2
 - 24 – 36 Months = Severity X 1

Driver Safety Measurement System

The Driver Safety Measurement System (DSMS) is used to calculate the driver measures and percentiles for each BASIC and the Crash Indicator for individual CMV drivers.

BASICs that are evaluated similarly are described together. The violations in the DSMS category are available to Safety Investigators, Officers, and Carriers to view driver safety patterns and point violations.

The DSMS driver categories are as follows:

Unsafe Driving BASIC and Controlled Substances/Alcohol BASIC

Fatigued Driving (HOS) BASIC and Driver Fitness BASIC

Vehicle Maintenance, Cargo-Related BASIC and Hazardous Materials BASIC

Crash Indicators

The 7 Driver Basics

Unsafe Driving (CFR parts 392 and 397):

Violations within this category relate to the driver and operation of the CMV, such as following too close and failure to obey a traffic device (FTO) - 5 points, failure to wear seatbelt – 7 points, and violating an out of service order, or reckless driving – 10 points.

Fatigued Driving (Hours of Service) (CFR parts 392 and 395):

Fatigued Driving (HOS) BASIC—Operation of a CMV by drivers who are ill, fatigued, or in non-compliance with the Hours-Of-Service (HOS) regulations. This BASIC includes violations of regulations surrounding the complete and accurate recording of RODS as they relate to HOS requirements and the management of CMV driver fatigue.

Instances related to the HOS BASIC are distinguished from incidents where unconsciousness or an inability to react is brought about by the use of alcohol, drugs, or other controlled substances.

Violations within this category relate to the Hours of Service and the driver's RODS such as failure to include driver signature on log – 2 points, failure to maintain 7 days' previous logs and failure to keep change of duty status current – 5 points, 11/14/70 hour driving violation – 7 points, operating a commercial motor vehicle while ill or fatigued – 10 points.

Driver Fitness (CFR parts 383 and 391):

Operation of a CMV by drivers who are unfit to operate a CMV due to lack of training, experience, or medical qualifications. Example violations: failing to have a valid and appropriate commercial driver's license and being medically unqualified to operate a CMV.

Controlled Substance/Alcohol (CFR parts 382 and 392):

Operation of a CMV by drivers cited in roadside inspections for impairment due to alcohol, illegal drugs, or misuse of prescription / over-the-counter medications.

Vehicle Maintenance, Cargo/Load Securement (CFR parts 392, 393, 396 and 397):

Violations within this category relate to the driver conducting a thorough, proper, Pre-Trip Inspection, or failure to properly maintain a CMV, bridge laws, weight restrictions, permits, cargo and load securement. Example violations: brakes, lights, and other mechanical defects, and failure to make required repairs, failure to properly prevent shifting loads, and spilled or dropped cargo.

Hazardous Materials (Hazardous Materials):

Violations within this category relate to, and the Hazardous Materials Compliance regulations. Examples include unsafe handling of hazardous materials on a CMV.

Crash Indicator (Reportable Crashes):

A list of all DOT recordable accidents, injuries, and fatalities. Histories or patterns of high crash involvement, including frequency and severity, based on information from state-reported crash reports. Applicable Crash is based on crash reports provided by the states for each crash that meets the reportable crash standard during the past 36 months.

A reportable crash is one that results in at least one fatality; one injury where the person injured is taken to a medical facility for immediate medical attention; or one vehicle being towed from the scene (i.e. tow-away) as a result of disabling damage due to the crash.

All violations count toward a carrier's score, if received while driving for *that* carrier.

Speeding is categorized into sections as follows.

- Speeding 6-10MPH >limit; Severity weight 4 points
- Speeding 11-14 MPH >limit; Severity weight 7 points
- Speeding 15+MPH/Construction or Workzone; Severity weight 10 points

Developing a poor driving record while employed by a carrier can result in termination. Carriers are to use an intervention process designed to prevent events from reoccurring. The new intervention process provides an array of tools that can be used depending on the specific safety problems of the carrier/driver. This includes an "early warning" in the form of a warning letter. Carriers must have a follow up plan for all interventions.

A carrier and its drivers must continually focus on a reduction in all BASIC categories. Drivers can accrue points for both the carrier and their self. An inspection with "no violations found" or "clean inspection" count as positive points for both the carrier and driver.

Clean driving inspections, no accidents, no moving violations/warning are the best way both you and the company can prosper under the CSA program. A \$ bonus will be paid for a clean inspection that is turned in to Safety within 24 hours and show On-Duty time with a flag on your RODS. *** **All inspections, tickets, or warnings must be sent to Safety within 24 hours.** ***

Pre-Employment Screening Program

The PSP was mandated by congress and is not a part of CSA. This program releases “driver profiles” from the Federal Motor Carrier Safety Administrations (FMCSA) Driver Information Resource (DIR) program. PSP is designed to assist the motor carrier industry in assessing individual operators’ crash and serious safety violation history as a pre-employment condition.

The drivers profile will only be released with driver authorization. Driver Information Resource records purchased through PSP contain the most recent 5 years of crash data and 3 years of roadside inspection data from the FMCSA MCMIS system. Drivers are able to get a copy of their inspection and crash data in MCMIS through PSP for the prescribed fee.

The company uses the PSP as a pre-determination of risk based on driver habit, before hiring a driver. “Driver Profiles” from FMCSA’s Driver Information Resource (DIR) are available to carriers through PSP. Access and additional information can be found at: www.psp.fmcsa.dot.gov

Violations within the control of the driver (as deemed by the agency) count toward a driver’s safety profile. Carriers cannot see the historic driver safety profile.

- Carriers only see the violations received while the driver was employed by the driver’s current company.

Individual driver safety profiles are used by investigators during carrier investigations only.

- To identify drivers with safety problems
- To prioritize driver sample during carrier investigation
- To issue Notice of Violations (NOV’s)/Notice of Claims (NOC’s) to individual drivers based on this driver investigation as appropriate

The SMS BASICs data is sent to roadside inspectors.

- To assist in determining the level of the roadside inspection.
- North American Standard (NAS) Inspection procedures are not changed.

Know and follow safety rules and regulations.

- Check out web-based commercial motor vehicle (CMV) safe driving tips at <http://www.fmcsa.dot.gov/about/outreach/education/driverTips/index.htm>

Become knowledgeable about the Behavior Analysis and Safety Improvement Categories (BASICs) and how FMCSA assesses safety under CSA. Review the Safety Measurement System (SMS) methodology document at:

<http://csa.fmcsa.dot.gov/Documents/SMSMethodology.pdf>

- Using the SMS and a copy of the driver’s PSP will enable the ability to determine a driver’s CSA, which is otherwise not available to the carrier or the driver.

Learn about employers’ safety records.

- Check carrier safety records online at <http://ai.fmcsa.dot.gov/default.aspx>
- Visit the CSA Website: <http://csa.fmcsa.dot.gov> and subscribe to the RSS feed or email list to stay up-to-date on CSA news and information.

What is the detailed process for drivers to contest information contained in FMCSA records?

- Drivers should use FMCSA’s DataQs system to make a request for Data Review (RDR) in FMCSA databases.
 - To do this, drivers can go to the DataQs registration page at <https://dataqs.fmcsa.dot.gov/login.asp> select “Register Online” as a general public user and create a DataQs account profile. Once registered, drivers can request a review of their data by following the instructions in the help menu.

All violations found during roadside inspections count toward carrier and driver safety measurement according to vehicle or driver violation type. BASIC information/scores are sent to roadside inspectors as a tool in the decision of whether to inspect and what level to inspect a specific CMV.

- Roadside inspectors see carrier information/scores.
- Roadside inspectors do not see driver measurement information.

Safety Investigators can see the safety performance history of drivers when they are conducting a carrier investigation.

- Safety profile includes the entire history of the driver and is not available to carriers.
- Safety profile is a tool for investigators to use in sampling and to issue NOC’s/NOV’s to drivers based on performance. Drivers are not rated (i.e. unfit) under CSA

Frequently Asked Questions:

Does CSA give FMCSA the authority or processes to rate drivers and revoke CDLs?

- No. Driver safety profiles are available to investigators, but these *are not* used to rate drivers and/or revoke CDLs; State licensing agencies perform that function.
 - Carriers review driver profiles and make employment decisions based upon their findings.

Do tickets or warnings that drivers receive while operating their personal vehicles impact the Safety Measurement System?

- No.

Does the SMS hold carriers responsible for drivers’ errors, such as speeding?

- Yes. Carriers are held accountable for drivers’ errors because they are responsible for the job performance of those who work for them.

Is it considered an inspection every time I talk to an inspector at a weigh station?

- Not necessarily. Law enforcement performs two types of actions at the roadside: a screening and an inspection. A screening evaluates a CMV to determine if that driver and/or vehicle warrants an inspection. Screening methods may vary by jurisdiction.

Keep copies of all Inspection Reports. Advocate for safety among all professional drivers.

For more information, visit: www.csa.fmcsa.dot.gov

Proper Pre-Trip Inspections

Pre-trip inspection requirements are probably the most violated mandatory safety rule by the trucking industry. If you ask an experienced truck-accident lawyer, it is almost never done, and when it is, it is usually wrong. If you see a 15-minute inspection on a driver's RODS, you *know* that driver is cutting corners. Many truck-accident lawyers have found that truckers typically either spend much less time than is actually needed to perform a proper inspection or falsify the inspection time on their RODS. This situation sets up a fantastic opportunity to impeach the credibility of the driver. During a deposition, a truck-accident lawyer will likely ask:

- Was a pre-trip inspection completed, and how long did it take?
- What did you inspect, and in what manner did you inspect the various parts and accessories?
- Was this inspection recorded on FMCSA compliant paperwork?
- How often do you perform this inspection?
- When was the last time you reported a vehicle as out-of-service and brought it in for repairs?
- How do you record this downtime on your RODS?
- Do you believe 15 minutes is sufficient enough to thoroughly inspect these parts and accessories?
- Who within the organization trained you on proper pre-trip inspection procedures?

By asking these questions, a truck accident lawyer will either expose the driver with a) submitting a false RODS for only reporting 15 minutes on the inspection or, b) conducting an improper pre-trip inspection for not thoroughly inspecting the list of parts and accessories under 49 CFR §396.11.

Drivers that never check their truck find themselves shut down due to simple things like tires, lights, air leaks, and bad brakes. These mistakes hinder the ability to make money and triple the cost of repairs.

Drivers must perform a Pre-Trip Inspection for every tractor or trailer operated during their shift. Any findings must be annotated on the inspection report.

All you have to do is get out and inspect your tractor and trailer for items in need of repair; advise maintenance, and your dispatcher what needs to be done and get it fixed. It is that easy and you will probably not be one of the trucks behind the weigh station waiting on roadside service for repairs.

You and the company can be issued a fine for not having your equipment in working condition.

- Use §392.7 of the FMCSR as a guideline
- Use the "North American Standard Inspection Procedures" to insure you are checking the same items the DOT will look at during a Level I or Level II Inspection.
- Fix the things you can, note the things you cannot, and **never** operate an illegal or unsafe vehicle!

One thing to remember; if you did your job correctly, by properly inspecting your truck and pass a DOT Inspection, you will receive a bonus on your next paycheck (make sure to log your roadside inspection at the proper time on your Record of Duty Status, as the times *must* match).

A passing inspection is one that is marked "No Violations Noted" or blank under the "Violation" section.

If you do not pass and/or are placed Out-of-Service, be prepared to visit the Safety Department for additional training.

§396.7 — Unsafe Operations Forbidden

General: A motor vehicle shall not be operated in such a condition as to likely cause an accident or a breakdown of the vehicle.

Exemption: Any motor vehicle discovered to be in an unsafe condition while being operated on the highway may be continued in operation only to the nearest place where repairs can safely be effected. Such operation shall be conducted only if it is less hazardous to the public than to permit the vehicle to remain on the highway.

What Is a Roadside Inspection?

The roadside inspection is designed to be an on the spot safety check of commercial drivers, and vehicles. These inspections are regulated under the provisions of the Federal Motor Carrier Safety Regulations §395.13, and §396.9. The inspections are conducted to ensure that the safety and operational regulations are followed.

Drivers must understand the inspection criteria, and prepare to successfully meet the requirements, and pass these inspections.

CVSA-Commercial Vehicle Safety Alliance

The **CVSA** is an association of state, local, provincial, and federal officials responsible for the development, administration, and enforcement of motor carrier safety laws and regulations in the United States, Canada, and Mexico.

The inspections are conducted by federal, state, and local Motor Carrier Safety Assistance Program inspectors who have met federal training requirements and are certified for meeting the performance standards.

There are six different levels of roadside inspections:

- **Level I** - **Comprehensive Inspection (Truck/Trailer, Cargo, Paperwork, Driver, and Driver's Documents).**
- Level II - Walk around (Vehicle Only)
- Level III - Driver Only (Documents relating to driver only)
- Level IV - Special Inspections (one-time inspection of selected enforcement items)
- Level V - Special study (vehicle)
- Level VI - NAS (radioactive shipments only)

The typical Level I Inspection will take between 30 and 60 minutes to complete. The inspector will review the drivers' documents, physical condition, and the vehicle operating and safety components.

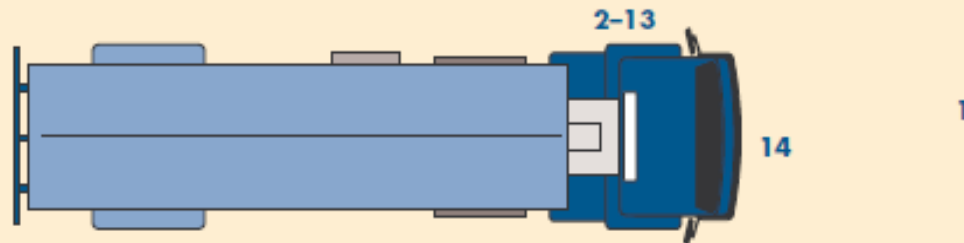
All DOT Level I and Level II Inspections are based on the North American Standard Inspection Procedures (see NAS Inspection Procedures).

Think SAFETY, for you, and others on the road. Remember, the Pre-Trip Inspection is necessary before you begin your work shift and a DVIR is required, *if there are noted defects that day*, at the end of your shift. Proper inspections help prevent a future problem that could cause a breakdown or an accident.

North American Standard Level I Inspection Procedure



For Levels II, III, IV, and V, omit steps that do not apply.
For more detailed information, see the written procedures contained in the CVSA Operations Manual.



- STEP 1 Choose the Inspection Site**
 - Select a safe location, paved, level, away from traffic, visible to traffic, and able to support the weight of the vehicle.
 - Avoid hills, curves, soft shoulders and construction sites.
 - You must be visible to oncoming traffic.
- STEP 2 Approach the Vehicle**
 - Observe the driver.
 - Adhere to officer/inspector safety policies.
 - Be alert for leaks, unsecured cargo.
- STEP 3 Greet and Prepare Driver**
 - Identify yourself.
 - Ensure that the driver is capable of communicating sufficiently to understand and respond to official inquiries and directions.
 - Place chock blocks on the driver's side.
 - Explain this inspection procedure.
 - Ensure engine is off.
 - Check seat belt usage and condition.
 - Observe the driver's overall condition for illness, fatigue or other signs of impairment.
 - Check for illegal presence of alcohol, drugs, weapons or other contraband.
- STEP 4 Interview Driver**
 - Ask for the following from the driver: starting location, final destination, load description, time traveled, most recent stop, fueling location(s).
 - Talk to the driver about the trip.
- STEP 5 Collect the Driver's Documents**
 - Medical Examiner's Certificate (if applicable).
 - Skill Performance Evaluation (SPE) Certificate (if applicable).
 - Driver's license, CDL, record of duty status.
 - Shipping papers.
 - Periodic inspection certificates, CVIP.
 - Supporting documents: bills of lading, receipts, other documents used to verify record of duty status.
- STEP 6 Check for the Presence of Hazardous Materials/Transportation of Dangerous Goods**
 - Check shipping papers, placards, any leaks or spills, unsecured cargo, markings and labels.
- STEP 7 Identify the Carrier**
 - Identify carrier using the following: vehicle identification, vehicle registration, insurance, operating authority, driver interview.
- STEP 8 Examine Driver's License**
 - Expiration date
 - Endorsements
 - Status
 - Class
 - Restrictions
- STEP 9 Check Medical Examiner's Certificate and Skill Performance Evaluation (SPE) Certificate (If Applicable)**
 - Check certificate date (valid for 24 months).
 - Check corrective lens requirement.
 - Check hearing aid requirement.
 - Check physical limitations.
- STEP 10 Check Record of Duty Status**
 - Hours of Service verification.
 - If driver claims to be exempt, check that driver meets all criteria for said exemption(s).
 - Check accuracy of record.
- STEP 11 Review Driver's Daily Vehicle Inspection Report (If Applicable)**
 - Review the required vehicle inspection report to verify that listed safety defects have been certified as corrected.
 - Check for driver signature on previous inspection reports.
- STEP 12 Review Periodic Inspection Report(s)**
 - Ensure vehicle has passed the required inspection and has the required documents and decals.
- STEP 13 Prepare Driver for Vehicle Inspection**
 - Explain the vehicle inspection procedure.
 - Advise the driver in the use of hand signals.
 - Check chock blocks.
 - Prepare the vehicle, vehicle transmission in neutral. Engine off, key must be in the "on" position, and release all brakes.
 - Instruct driver to remain at the controls.
- STEP 14 Inspect Front of Tractor**
 - Check headlamps, turn signals (do not use four way flashers to check turn signals) and all other required lamps for improper color, operation, mounting, and visibility.
 - Check windshield wipers for improper operation (two wipers are required unless one can clean the driver's field of vision).

Note: In Canada and Mexico proper class indicates adequate medical.



Commercial Vehicle Safety Alliance

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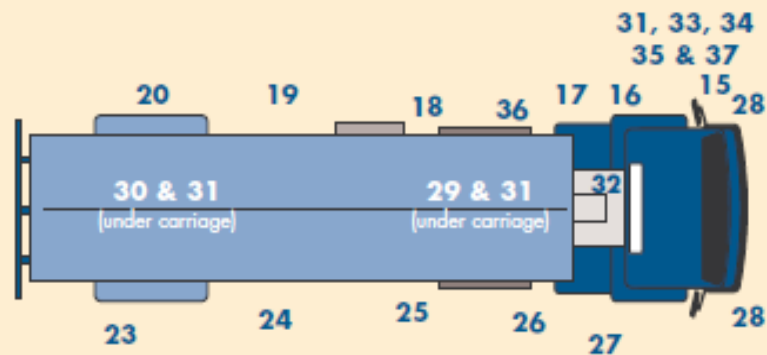
www.cvsa.org

Promoting Commercial Motor Vehicle Safety and Security

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22
(if applicable)

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- STEP 15** Inspect Left Front Side of Tractor
 - Check front wheel, rim, hub, and tire.
- STEP 16** Inspect Left Saddle Tank Area
 - Check fuel tank area.
 - Check exhaust system.
- STEP 17** Inspect Trailer Front
 - Check air and electrical lines.
- STEP 18** Check Left Rear Tractor Area
 - Check wheels, rims, hubs, and tires.
 - Check lower fifth wheel.
 - Check upper fifth wheel.
 - Check sliding fifth wheel.
 - Check all required lamps.

Caution: Never place yourself in between tires of tandem axles.

- STEP 19** Inspect Left Side of Trailer
 - Check frame and body.
 - Check condition of hoses.
 - Check van and open-top trailer bodies.
 - Check cargo securement.
- STEP 20** Inspect Left Rear Trailer Wheels
 - Check wheels, rims, hubs, and tires.
 - Check sliding tandem.
- STEP 21** Inspect Rear of Trailer
 - Check tail, stop, turn signals, all other required lights and lamps/flags on projecting loads.
 - Check external ABS malfunction lamp.
 - Check cargo securement.
- STEP 22** Inspect Double, Triple and Full Trailers
 - Check safety devices on full trailers/convertor dollies.
 - Check the safety devices (chains/wire rope) for sufficient number, missing components, improper repairs, and devices that are incapable of secure attachments. Inspect pintle hook, eye and drawbar for cracks, excessive movement, and improper repairs.

- STEP 23** Inspect Right Rear Trailer Wheels
 - Check as in step 20.
- STEP 24** Inspect Right Side of Trailer
 - Check as in step 19.
- STEP 25** Inspect Right Rear Tractor Area
 - Check as in step 18.
- STEP 26** Inspect Right Saddle Tank Area
 - Check as in step 16.
- STEP 27** Inspect Right Front Side of Tractor
 - Check as in step 15.
- STEP 28** Inspect Steering Axle(s)
 - Check steering system (both sides).
 - Check front suspension (both sides).
 - Check front axle.
 - Check frame and frame assembly.
 - Check front brake components (both sides).
 - Mark push rods (both sides).

Note: Inform the driver that you are going under the vehicle. Enter the under carriage in view of the driver. (At front of power unit, rear of power unit, and in front of trailer axle(s).

- STEP 29** Inspect Axles 2 and/or 3
 - Check suspension (both sides).
 - Check frame and frame assembly.
 - Check brake components (both sides).
 - Mark push rods (both sides).
 - Exit under carriage in view of driver.
- STEP 30** Inspect Axles 4 and/or 5
 - Same as step 29.
- STEP 31** Check Brake Adjustment
 - Ensure air pressure is 90–100 psi.
 - Have driver fully apply brakes and hold.
 - Measure and record all push rod travel.
 - Identify size and type of brake chambers.
 - Ensure brake lining to drum contact.
 - Listen for air leaks.

- STEP 32** Inspect Tractor Protection System (This procedure tests both the tractor protection system and the emergency brakes.)
 - Have driver release brakes and disconnect both brake lines.
 - Full brake application.
 - Listen for air leaks.
- STEP 33** Inspect Required Brake System Warning Devices
 - Observe the dash panel area when the key is turned "on" for the function test of the ABS malfunction lamp(s) (if applicable).
 - Observe dash gauges while ignition is "on" and the driver is pumping the foot valve to approximately 55 psi for the function test of a low air pressure warning device.
- STEP 34** Test Air Loss Rate
 - Apply brakes while the engine is idling, the governor has cut in, and pressure is 80–90 psi.
- STEP 35** Check Steering Wheel Lash
 - Measure steering wheel lash while wheels are straight and the engine is running.
- STEP 36** Check Fifth Wheel Movement
 - Prepare the driver and vehicle.
 - Check for excessive movement.

Caution: If conducted improperly, this method of checking for fifth-wheel movement can result in serious damage to the vehicle. Use caution and instruct the driver carefully.

- STEP 37** Complete the Inspection
 - Complete documentation.
 - Conclude with driver.
 - Follow correct and current OOS procedures (if applicable).
 - Issue CVSA decal(s) (if applicable).

Driver Vehicle Inspections and Reporting (DVIR) Process

Drivers have a responsibility to monitor and report on the condition of every commercial motor vehicle (CMV) and associated equipment they operate each day – this includes both tractors and trailers. This reporting is an indication that the vehicle condition is unsatisfactory, and a need to arrange for repairs is necessary to ensure the continued safe operation of the CMV.

The Federal Motor Carrier Safety Administration (FMCSA) enforces compliance with Federal Motor Carrier Safety Regulation §396.11 Driver Vehicle Inspection Reports (DVIR).

The good news is that drivers are not required to complete and send in a Driver Vehicle Inspection Report if there are no defects noted on the vehicle. Drivers are only required to complete and send in a DVIR when they detect anything wrong with their tractor or any trailers they hauled that particular shift or work day.

- Note: this does not mean drivers/contractors are not required to inspect vehicles pre-operation and post-operation. It just means that if no defects are found a DVIR does not need to be prepared.

The bad news is that the FMCSA checks DVIRs by examining roadside inspection report records and asks for DVIRs for the days our vehicles were inspected and found to have defects. While lightening the paperwork load on drivers, the change has made the job more difficult.

Policy Update for All Drivers and Independent Contractors:

1. All drivers shall conduct a proper vehicle inspection at the beginning of shift as required by Federal Motor Carrier Safety Regulation FMCSR § 392.7 and § 396.13.
2. All vehicle inspections shall be recorded on the driver's Record of Duty status as "On-duty, not driving" time, and accurately reflect the amount of time spent performing the action per FMCSR § 395.2.
3. Drivers must report all roadside inspections, *on the day they occur*, to the Safety Department.
4. Drivers must report any vehicle maintenance violations to the Maintenance Department, and if placed Out-of-Service should immediately notify the Operations Department/Dispatcher.
5. Drivers must prepare a DVIR noting *all* defects listed on the roadside inspection form on the day of the roadside inspection.
 - a. **This applies to out-of-service and non-out-of-service violations noted.**
 - b. Drivers/contractors using PeopleNet: must submit e-DVIR the day of the roadside inspection in order to have a DVIR with the correct date on it. Sending a DVIR three to four days after the fact does the company no good.
 - c. If the company misses getting a DVIR completed the day of the roadside inspection, drivers/contractors shall prepare a paper DVIR and date it the day of the roadside inspection.
6. **No Driver shall move any vehicle with Out-of-Service defects until all defects are repaired.**
7. Non-out-of-service defects must be repaired at the next available stop with repair capability.
8. All DVIRs, the certification of repairs, and the certification of the driver's review shall be retained by the Maintenance Department for 3-months from the date the report was prepared as required by FMCSR § 396.11 (a) (4).
9. DVIRs may be submitted via:

<u>PeopleNet</u>	<u>Fax #</u>	<u>Email</u>
e-DVIR	573-264-2968	maintenance@buchheits.com

DVIR Process

1. For vehicles with defective equipment, identified by the driver during a visual inspection, or by the DOT during a roadside inspection, the driver is required to report the defect on a DVIR.
2. Drivers identifying equipment *safety defects* must report this to directly to the Maintenance Department on or before the completion of that day's trip.
3. Defects are identified either by:
 - a. Driver's experience while operating the CMV.
 - b. Defects reported during a roadside inspection.
4. Communication with Maintenance shall occur via phone or PeopleNet message:
 - a. Maintenance shall open a Road-Call report that will be retained electronically for a minimum of 90 days in our maintenance database system.
 - b. Each Road-Call report shall contain the following information:
 - the unit number(s) of the equipment being reported.
 - the driver reporting the equipment problem.
 - a description of the equipment deficiencies affecting safe operation.
 - a continuing record of all updating communications to the initial report.
 - the date and description of the inspection and/or repairs completed.
 - c. Determine with the driver's input as necessary the level and immediacy of response relative to the problems being reported
 - A vehicle subject to an official Out-of-Service order, or presenting a defect constituting an imminent hazard, shall be repaired before the vehicle is allowed to return to service.
 - All other equipment safety defects shall be repaired either at the company terminal or an approved repair facility before that unit is again authorized for dispatch.
 - d. Advise the driver to complete the DVIR to reflect the vehicle's condition at the time of reporting.
 - e. Road-Call reports noting safety defects shall be reviewed by the Maintenance Director for verification of planned or completed repairs same day by 5 p.m.
 - f. Open reports from the previous day shall be reviewed by 8 a.m.
 - g. Open reports from previous day not planned for repairs by 5 p.m. review must be referred to Safety to determine whether to place vehicle OOS.
 - h. Weekend Road-Call reports not closed within 24 hours requires notice and direction from Maintenance or Safety Director.
5. For any dispute between a driver and the Maintenance Department regarding either the nature of the defect reported or the proposed maintenance response, the following steps shall be taken:
 - a. Maintenance shall immediately refer the driver to the Maintenance Director.
 - b. If unable to address the driver's concerns about their equipment, then immediately conference Safety into the call.
 - c. Safety in consult with the driver may determine the maintenance response.
6. Drivers must be advised that it is their prerogative to contact the Safety Department directly to discuss their concerns or questions regarding the operating condition of their equipment.
7. **Under no circumstance shall a driver be pressured to operate a vehicle they believe is not safe to drive.**

Hours of Service Compliance Policy

A driver's Hours of Service are regulated by Federal, State, and Local agencies and are part of the Federal Motor Carrier Safety Administration (FMCSA) regulations, specifically contained in 49 CFR Part 395.1 thru 395.38. All company personnel, company-employed drivers, independent contractors and their employees, fleet owners and their employees, or any individuals, operating commercial motor vehicles under the authority of the company are subject to this HOS Compliance Policy.

It is the responsibility of all employees, supervisors, and managers to ensure that all CMV drivers and are operating in compliance with the Hours of Service regulations, including but not limited to:

- The driving time limits in FMCSR § 395.3.
- The requirements of being logged into and utilizing an ELD found in FMCSR § 395.8 (a)(1)(i).
- The submission requirement for RODS found in FMCSR § 395.8 (a)(2).
- The general form and manner requirements in FMCSR § 395.8 (c), (d), (f) and § 395.24 (c).
- The prohibition on false entries found in FMCSR § 395.8 (e)(1).
- The requirements against tampering with an ELD found in FMCSR § 395.8 (e)(2) and (3).
- The requirement for RODS to be current to the last change of duty status per FMCSR § 395.8 (f).
- The 13-day submission requirement for "Supporting Documents" found in FMCSR § 395.11 (b).
- The Motor Carrier responsibilities found in FMCSR § 395.22.
- The limitations for utilization of "Special Driving" categories found in FMCSR § 395.28.
- The certification, edit, submission and retention requirements found in FMCSR § 395.30.
- The requirements for Non-authenticated RODSs and Unassigned Miles per FMCSR § 395.32.
- The requirements for repair of a malfunctioning ELD within 8 days, found in FMCSR § 395.34.

If any exceptions listed in FMCSR § 395.1 are used, the driver and supervisor are responsible for verifying the driver is qualified to use the exception and that it is used appropriately. It is the driver's responsibility to note the reason for use of the exemption on their RODS and approve the status.

All drivers Operating a Mobilecomm equipped CMV, shall not operate the CMV without being logged in with their assigned driver login, and are required to utilize the ELD Hours of Service system (*upon utilization of ELDs companywide*). If the ELD is inoperable, drivers are required to use only the forms provided by the company to maintain their RODS and must submit the RODS to Safety within 13 days.

Tampering with any Mobilecomm Unit or ELD shall not be tolerated. Per FMCSR § 395. 15 (e): *no motor carrier, driver or another person shall disable, deactivate, disengage, jam, or otherwise block or degrade a signal transmission or reception, or reengineer, reprogram, or otherwise tamper with an ELD so that the device does not accurately record and retain required data.* Any employee or contractor caught tampering with an ELD shall be subject to disciplinary action up to and including termination of employment, contract/lease.

All "unassigned driving time" generated by movement of a Mobilecomm equipped CMV without an "active driver", shall be reconciled and assigned to the driver who operated the CMV. "Unassigned Miles," are generally caused by drivers forgetting to log into the Mobilecomm Unit, however; it can also be a way for drivers to falsify RODS and drive extra hours. Any employee, or independent contractor caught falsifying RODS, by operating the CMV while not logged into the ELD shall be subject to disciplinary action up to and including termination of employment, contract/lease.

Hours-Of-Service Procedures

The Company's Hours-of-Service Policy requires that all employees (drivers, operations and safety personnel) and independent contractors be trained in the hours-of-service regulations as part of the company's new hire/driver orientation program. All training shall be documented in the employee's or independent contractor's file. Refresher training is required when regulations are changed/updated.

The Safety Department, with the support of the Operations Department, is responsible for monitoring and enforcing HOS compliance. The following is a guideline:

- a. A driver is required a 30-minute "Rest Break" after 8-hours from coming on-duty and any trip over 11 hours of driving or 14 hours of on-duty time requires a 10-hour break, which must be planned for during the dispatch process. Supervisors and managers shall take into consideration a driver's available hours when assigning movements, and should utilize a "planning speed" of 50 mph.
- b. All driver's Record of Duty Status or Timecards shall be electronically submitted daily by approving the ELD duty status changes for that 24-hour period; or submitted weekly when the Mobilecomm Unit is inoperative, and a driver is required to utilize a paper RODS for the period reflected on the trip envelope. A partial week of RODS/Timecards and not turning in RODS/Timecards is considered out of compliance.
- c. Driver RODS (electronic or paper) and Timecards shall be audited (see *RODS Audit Process*) for HOS violations and/or *egregious violations (exceeding the driving-time limits by more than 3 hours)*. Violations include but are not limited to: the 11-hour driving rule, 14-hour on-duty rule, 30-minute rest break requirement, 70-hour in 8-day limit, general form and manner, and accuracy of duty status changes based on "Supporting Documents" as defined by FMCSR § 395.11.
- d. Falsified RODS, altered receipts, or otherwise attempting to disguise HOS violations shall result in disciplinary action, up to and including termination of employment, contract/lease.
- e. "Unassigned Driving Time" shall be reconciled weekly and be assigned to the respective driver or personnel who operated the CMV or be annotated with the reason for the unassigned movement.
- f. Drivers who have been counseled and continue to receive violations, either during roadside inspections or due to internal auditing, shall be given a formal warning. Further violations shall lead to additional disciplinary action, up to and including termination of employment, contract/lease.

The regulations allow limited edits of an ELD record. Drivers may edit, enter missing information, and annotate the ELD records but the original record shall be retained. A motor carrier may request edits to a driver's RODS to ensure accuracy, however; for the carrier-proposed changes, the driver must confirm, certify and submit the updated RODS. FMCSR § 395.30(c)(2) *requires* all edits, whether made by a driver or the motor carrier, be annotated to document the reason for the change.

The regulation requires that anyone operating an ELD equipped CMV or making edits to an ELD record have a unique login ID. Drivers and individuals utilizing an ELD must have access to their own ELD records, to be able to review the ELD record and determine if unauthorized edits/annotations have been entered. Therefore, all company-employed drivers, independent contractors, and Maintenance and Safety Department personnel shall have unique login IDs and be responsible for their duty status approvals.

Compliance with this policy is required under all circumstances. This policy has no exceptions. Violation of this policy shall result in disciplinary action in accordance with the company's current Progressive Disciplinary policy, up to and including termination of employment or contract/lease.

Personnel Group

Responsibilities

Upper management

- Developing, implementing, and updating policies
- Assuring that policies are being followed and enforced

Person(s) responsible: _____

Safety personnel

- Enforcing Hours of Service policies
- Training drivers and driver supervisors on your Hours of Service policy and the Hours of Service regulations
- Auditing logs
- Counseling and correcting drivers when violations are discovered during auditing or roadside inspections
- Using internal auditing and roadside inspection violations to determine the level of compliance
- Providing direct driver support when questions arise

Person(s) responsible: _____

Personnel Group

Responsibilities

Driver supervisor(s)

- Considering Hours of Service limits when doing driver assignments
- Adjusting assignments as necessary to ensure that all drivers comply with the Hours of Service limits
- Making sure assigned drivers are complying with your Hours of Service policy and the Hours of Service regulations

Person(s) responsible: _____

Drivers

- Keeping log current to last duty change at all times
- Completing form and manner log entries at the appropriate time
- Complying with the Hours of Service limits
- Communicating situations where a work assignment has made compliance with the Hours of Service limits difficult, if not impossible
- Submitting accurate logs
- Submitting logs within company-determined limits
- Correcting any behaviors that a driver has been counseled on

Person(s) responsible: _____



When it comes to Hours of Service compliance responsibilities, you can't manage what you don't measure.

Hours of Service, RODS Training, FMCSR § 395

HOS training is required by the FMCSA and is important in reducing CSA B.A.S.I.C. Scores, decreasing Out-Of-Service rates, and improving roadside performance. Every time the company gets placed Out-Of-Service or written up for Hours of Service violations it costs you, the driver, and us, the carrier.

Every carrier is rated under CSA (www.csa.fmcsa.dot.gov), on driver roadside performance, and that information is public. The public, and all customers have access to this DOT owned and operated website. The website reflects our Safety history and has a direct impact on retaining current customers and receiving new business. Shippers make decisions on which carrier to give freight to, based on CSA scores. *These scores also determine whether the company will be audited by the DOT or stopped at the weigh station.*

- It costs you miles and money when you are written up or placed Out-of-Service. You may, or may not, be fined by the officer as well. It also costs the driver time that he/she is required to come into the terminal for a Safety Review and a RODS Audit. If you have RODS violations and Out-Of-Service issues, it can also affect a driver's employment status, contract or lease.

How can you stay legal and lower these scores?

- Keep your Record of Duty Status (electronic or paper log), current to the *last change of duty status!*
- Have today's log plus the previous 7 days in your possession. FMCSR § 395.8 (k) (2).
- Do not violate the 11-hour, Driving; 14-hour, On-Duty; or 70 hours in 8 days' rules.
- Prevent false RODSs by: *"logging it as you do it"*.
- Always be neat and legible: Use a logbook ruler when required to maintain paper RODSs.
- Flag all changes of duty status with both City and State, and a description if applicable.
- Record all activities, accurate for the amount of time spent performing the action.
 - *Short periods of time (less than 15 minutes) may be identified by drawing a line from the appropriate on-duty (not driving) or driving line to the remarks section and entering the amount of time, such as "6 minutes," and the geographic location of the duty status change.*
- Report violations tickets/warnings and license suspensions to Safety Department within 24-hours.

Hours of Service Basics:

There are four (4) duty statuses defined in FMCSR § 395.8: Off-Duty (Line 1), Sleeper Berth (Line 2), Driving (Line 3), and On-Duty, Not Driving (Line 4).

1. Off-Duty (Line 1): *Off-Duty time is time when relieved of all duties and responsibilities, by the motor carrier. Per FMCSR § 395, a driver may record these breaks Off-Duty since driver is relieved of all duty and responsibility for the care and custody of the vehicle by the motor carrier, its accessories, and any cargo it may be carrying. During such time the driver is at liberty to pursue activities of his/her own choosing. The company does relieve a driver from duty for meals and breaks, provided the driver is not required to remain "In-Attendance" of a Hazardous Materials or High Value load. Examples: Lunch, shower, or watching a movie.*
2. Sleeper Berth (Line 2): *Per FMCSR § 395.2, only time spent in a sleeper berth of a CMV may be recorded as Sleeper Berth time on a driver's record of duty status and can be no other location. Sleeper Berth time may not be recorded as Off-Duty time.*
3. Driving (Line 3): *Per FMCSR § 395.2, all time spent at the controls of a CMV in operation is considered to be driving time. Therefore, waiting in traffic or stopped due to an accident, or weather delays, such as having to slow down for conditions, is driving time.*

-
4. On Duty (Line 4): Per FMCSR § 395.2, all time from the time a driver begins to work or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work, that is not actually driving, is On-Duty time.

Specifics include:

- All time at plant, terminal, facility, or other property of a motor carrier or shipper, or on any public property, waiting to be dispatched, *unless* the driver has been relieved from duty.
- All time inspecting (Pre-Trip/Post-Trip Inspections), servicing (fueling), or conditioning a commercial motor vehicle.
- All time repairing, obtaining assistance, or remaining in attendance of a disabled CMV.
- Repairing, obtaining assistance, or remaining in attendance of a disabled CMV.
- *All safety events require a driver to be on duty during the event.*
- All time spent providing a breath sample or urine specimen, including travel time to and from the collection site, in order to comply with DOT requirements.
- All time in a Commercial Motor Vehicle is considered On-Duty time, except: time spent resting in a parked CMV, time spent resting in a sleeper berth, or up to two (2) hours riding in the passenger seat of a moving property-carrying CMV, immediately before or after a period of at least eight (8) consecutive hours in the sleeper berth.
- All time loading or unloading as commercial motor vehicle, supervising, or assisting in the loading or unloading, attending a commercial motor vehicle being loaded or unloaded, remaining in readiness to operate a commercial motor vehicle, or in giving or receiving receipts for shipments loaded or unloaded. Performing any work for motor carrier, or any compensated worked for a non-motor carrier.
- Weigh in Motion Stations and Tolls: You should be at a minimum flagged. (You can stay on Line 3, if you do not have to stop. However, your location must match the receipt.)

Personal Conveyance

- Authorized personal use of a CMV. Must be logged as Off Duty time. (See Personal Conveyance Policy)

Yard Move

- Movement of a CMV not on a public road within a yard or facility. Must be logged as On Duty, Not Driving, time.

'Personal Conveyance' Defined

The following is the interpretation Question 26 for FMCSR § 395.8:” Under what circumstances may a driver operate a commercial motor vehicle (CMV) as a personal conveyance?”

Guidance: A driver may record time operating a CMV for personal conveyance (i.e., for personal use or reasons) as off-duty only when the driver is relieved from work and all responsibility for performing work by the motor carrier. The CMV may be used for personal conveyance even if it is laden, since the load is not being transported for the commercial benefit of the carrier at that time. Personal conveyance does not reduce a driver's or motor carrier's responsibility to operate a CMV safely.

Motor carriers can establish personal conveyance limitations either within the scope of, or more restrictive than this guidance, such as banning use of a CMV for personal conveyance purposes, imposing a distance limitation on personal conveyance, or prohibiting personal conveyance while the CMV is laden.

(a) Examples of appropriate uses of a CMV while off-duty for personal conveyance include, but are not limited to:

- 1. Time spent traveling from a driver's en route lodging (such as a motel or truck stop) to restaurants and entertainment facilities.*
- 2. Commuting between the driver's terminal and his or her residence, between trailer drop-lots and the driver's residence, and between work sites and his or her residence. In these scenarios, the commuting distance combined with the release from work and start to work times must allow the driver enough time to obtain the required restorative rest as to ensure the driver is not fatigued.*
- 3. Time spent traveling to a nearby, reasonable, safe location to obtain required rest after loading or unloading. The time driving under personal conveyance must allow the driver adequate time to obtain the required rest in accordance with minimum off-duty periods under 49 CFR 395.3(a)(1) (property-carrying vehicles) or 395.5(a) (passenger-carrying vehicles) before returning to on-duty driving, and the resting location must be the first such location reasonably available.*
- 4. Moving a CMV at the request of a safety official during the driver's off-duty time.*
- 5. Time spent transporting personal property while off-duty.*
- 6. Authorized use of a CMV to travel home after working at an offsite location.*

(b) Examples of uses of a CMV that would not qualify as personal conveyance include, but are not limited to, the following:

- 1. The movement of a CMV in order to enhance the operational readiness of a motor carrier. For example, bypassing available resting locations in order to get closer to the next loading or unloading point or other scheduled motor carrier destination.*
- 2. After delivering a towed unit, and the towing unit no longer meets the definition of a CMV, the driver returns to the point of origin under the direction of the motor carrier to pick up another towed unit.*
- 3. Continuation of a CMV trip in interstate commerce in order to fulfill a business purpose, including bobtailing or operating with an empty trailer in order to retrieve another load or repositioning a CMV (tractor or trailer) at the direction of the motor carrier.*
- 4. Time spent transporting a CMV to or from a facility to have vehicle maintenance performed.*
- 5. After being placed out of service for exceeding the maximum periods permitted under part 395, time spent driving to a location to obtain required rest, unless so directed by an enforcement officer at the scene.*
- 6. Time spent traveling to a motor carrier's terminal after loading or unloading from a shipper or a receiver.*

Drivers may operate the CMV, while off-duty, bobtail or with a trailer, without regard to whether it is loaded or not. Personal conveyance may be used by drivers who run out of legal driving hours while delayed at a shipper or receiver, so they can get to the nearest reasonable safe place to park, however; *the CMV must be moved no farther than the nearest reasonable and safe area.*

The movement from a shipper or receiver to the nearest safe resting area may be identified as personal conveyance, regardless of whether the driver exhausted his or her HOS, as long as the CMV is being moved solely to enable the driver to obtain the required rest at a safe location. The Agency recognizes that the driver may not be aware of the direction of the next dispatch and that in some instances the nearest safe resting location may be in the direction of that dispatch. If the driver proceeds to the nearest reasonable and safe location and takes the required rest, this would qualify as personal conveyance. ***FMCSA recommends that the driver annotate on the log if he/she cannot park at the nearest location and must proceed to another location.***

If a Federal, State or local law enforcement official requires a driver to relocate the CMV during the 10-hour break period for truck drivers, personal conveyance may be used to document the movement. Again, as this is off-duty time, this does not require a restart of the rest period.

Personal Conveyance Policy

The company allows drivers to use their CMV as a means of “personal conveyance” while complying with FMCSA regulations regarding Hours of Service. To avoid abuse of this privilege, drivers are advised to coordinate the use of their CMV for “personal conveyance” in advance and reminded that they must be off duty during use of their CMV for “personal conveyance”.

Misuse of personal conveyance shall result in loss of the privilege, and PC being disabled on the mobilecomm device/ELD.

Drivers who wish to utilize company owned or leased equipment for “personal conveyance” shall:

- The driver must obtain management approval in advance.
- The driver has been relieved from work and is traveling, to or from home or the terminal, or traveling to lodging, eating facilities or other personal destinations, or moving from a shipper or receiver to the nearest safe resting area, while relieved from duty.
- Drivers must submit a Mobilecomm Message indicating “*off duty and unavailable for dispatch*”.
- Drivers must record the personal conveyance time on “Line 1, Off-Duty” of their RODS.
- Personal Conveyance is limited to a 30-mile radius of the off-duty location. Exceptions to the 30-mile distance limitation are subject to management approval.
- When a driver is ready to return to work they must submit a Mobilecomm Message indicating “*available for dispatch*”.

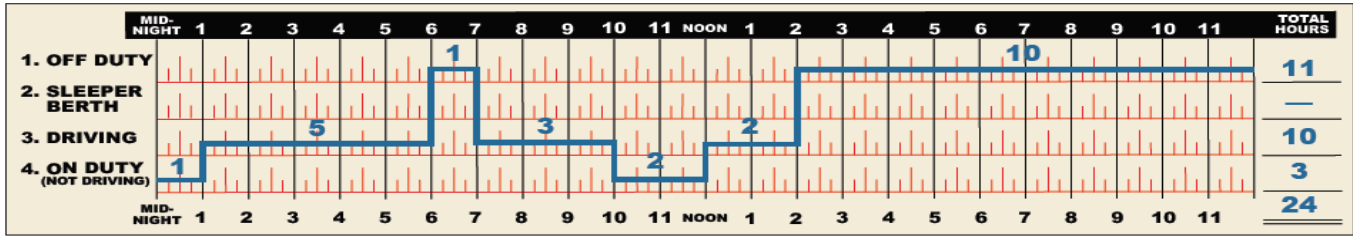
11-Hour and 14-Hour Rules: FMCSR § 395.3 (a) (1) and (2)

A driver cannot drive after being on duty for a total of 14 hours (no more than 11 of which can be driving) until he/she has ten consecutive hours of rest.

- 11-hour rule: you may not drive more than 11 hours without a full 10-hour break.
- 14-hour rule: you may not drive after being on-duty for 14 hours without a 10-hour break, *however; per § 395.1, a driver may continue to perform non-driving activities and not be in violation.*
 - The 14 hours is consecutive and includes *all* “Off-duty” (Lines 1 & 2), and “On-duty” (Lines 3 & 4), time accrued after initially coming on duty.

EXAMPLE 1: 14-Hour Driving Window

Day 1

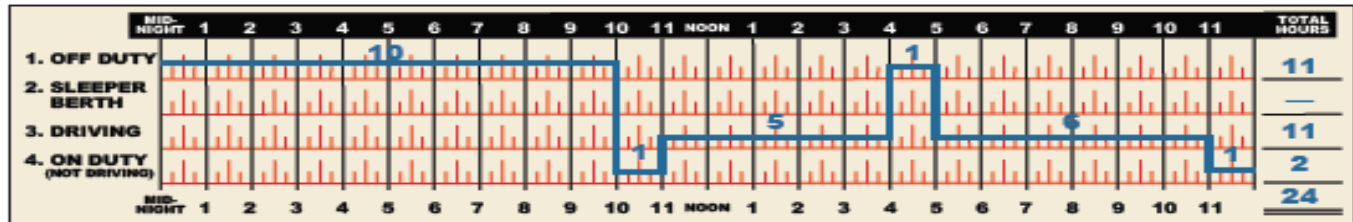


Violations: There are no violations in this example.

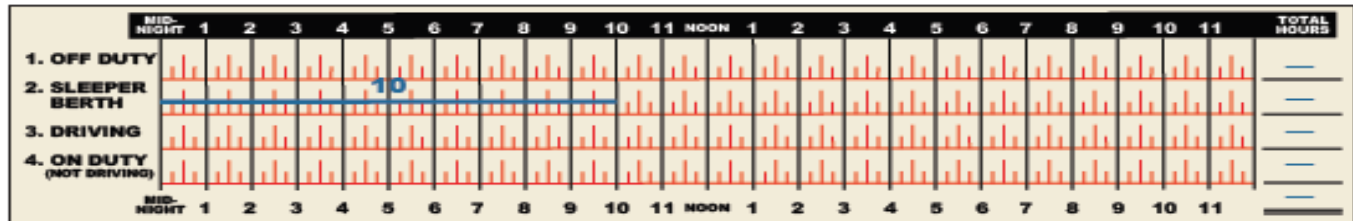
Explanation: This is an example of the 14 consecutive-hour “driving window.” After 10 consecutive hours off duty, the driver had 14 hours available and started his/her driving window at Midnight on Day 1. At 2:00 p.m., the driver had reached the end of the 14-hour window (10 hours driving; 3 hours on duty; 1 hour off duty). The driver may not drive a CMV once he or she has reached the end of the 14 consecutive-hour period (unless a 16-hour day is available [Section 395.1(o)]), and in this example the driver goes off duty for the required 10 consecutive hours starting at 2:00 p.m. on Day 1.

EXAMPLE 2: Driving Limit*

Day 1



Day 2



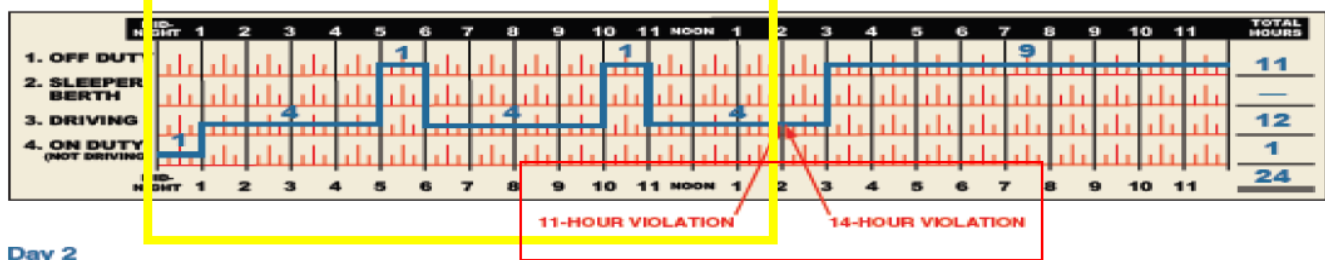
Violations: There are no violations in this example.

Explanation: This is an example of the maximum of 11 hours of driving within the “driving window.” After 10 consecutive hours off duty, the driver had 14 hours available (and 11 hours driving) starting at 10:00 a.m. on Day 1. The driver was on duty for 1 hour, drove for 5 hours, went off duty for 1 hour, drove for another 6 hours between 5:00 p.m. and 11:00 p.m., and was on duty for 1 hour. In this example, the driver drove the maximum 11-hour limit within the 14-hour “driving window” and is therefore in compliance with the rule. Starting at Midnight on Day 2, the driver may not drive a CMV until he/she goes off duty for a minimum of 10 consecutive hours, which is indicated on the log (10 sleeper-berth (S/B) hours). In addition, the 1 hour (1/2 hour minimum) off duty break between 4:00 p.m. and 5:00 p.m. on Day 1 was necessary as the driver may drive only if 8 hours or less have passed since the end of the driver’s last off duty period of at least 30 minutes.

*The compliance date for the 30-minute break provision is July 1, 2013.

EXAMPLE 3: Driving Limit

Day 1



Day 2



Violations: There is a violation of the 11 and 14-hour rules at 2:00 p.m. on Day 1.

Explanation: This is an example of the maximum of 11 hours of driving within the "driving window." After 10 consecutive hours off duty prior to the start of Day 1, the driver had 14 hours available (and 11 hours driving) starting at Midnight on Day 1. The driver was on duty for 1 hour, drove for 4 hours, went off duty for 1 hour, drove for another 4 hours, went off duty for 1 hour, and drove for another 4 hours between 11:00 a.m. and 3:00 p.m. In this example between 2:00 p.m. and 3:00 p.m. on Day 1, the driver drove for 1 hour over the maximum 11 hour limit, and also drove for 1 hour over the legal 14-hour "driving window" limit and is therefore in violation of these two rules. At 2:00 p.m. on Day 1, the driver must stop driving. He/she could remain on duty (not driving), and must go off duty for a minimum of 10 consecutive hours before driving again. In this example, the driver started this off-duty period at 3:00 p.m. and is therefore in violation.

16-hour Exemption: FMCSR § 395.1

- (o) Property-carrying driver. A property-carrying driver is exempt from the requirements of FMCSR § 395.3(a)(2) (The 14-hour On-duty Rule) if:
 - (1) The driver has returned to the driver's normal work reporting location and the carrier released the driver from duty at that location for the previous five duty tours the driver has worked;
 - (2) The driver has returned to the normal work reporting location and the carrier releases the driver from duty within 16 hours after coming on duty following 10 consecutive hours off duty; and
 - (3) The driver has not taken this exemption within the previous 6 consecutive days, except when the driver has begun a new 7- or 8-consecutive day period with the beginning of any off-duty period of 34 or more consecutive hours as allowed by FMCSR § 395.3(c).

10-Hour Rest Period: FMCSR § 395.1

10 or more consecutive hours of Off-Duty time will restart the 11 and 14-hour clocks.

- A break must be 10 hours in length and consist of Off Duty, (Line 1), Sleeper Berth (Line 2), or any combination of both Lines 1&2. The Sleeper Berth can be used in satisfying the 10-consecutive hour's Off-Duty requirement by combining Sleeper Berth time with any *legitimate* Off-Duty time, however; the periods must be consecutive and not broken with any On-Duty or Driving activities. You cannot have any Driving, or On-Duty time.

“Rest Break” Rule: FMCSR § 395.3 (a) (3) (ii)

Rule: A driver may not drive after 8 consecutive hours of driving without a minimum of a 30-minute break, from driving, then may complete the 11-hour shift providing he/she does not exceed the 14-hour limit.

- If more than 8 consecutive hours of driving time have passed since the last period of at least half an hour off of the driving line, a driver must take a break of at least 30 minutes before driving again.

70-Hour Rule: FMCSR § 395.3 (b) (2).

A driver cannot drive after having been on-duty for 70 hours in 8 consecutive days, however; may perform *non*-driving activities after reaching the limit and not be in violation.

- A driver *may not drive* after exceeding 70 hours on duty, Lines 3 & 4 combined, in 8 days. The 70-hours is the total of Driving and On-Duty time for the last 7 days and the current day.

Short-haul exemption:

- (1) A driver is exempt from the requirements of FMCSR § 395.8 and § 395.11 if:
 - (i) The driver operates within a 150 air-mile radius of the normal work reporting location;
 - (ii) The driver returns to the work reporting location and is released from work within 14 consecutive hours;
 - (iii)(A) A property-carrying commercial motor vehicle driver has at least 10 consecutive hours off duty separating each 14-hours on duty;
 - (iv)(A) A property-carrying commercial motor vehicle driver does not exceed the maximum driving time specified in FMCSR § 395.3(a)(3) following 10 consecutive hours off duty;
 - (v) The motor carrier that employs the driver maintains and retains for a period of 6 months accurate and true time records showing:
 - (A) The time the driver reports for duty each day;
 - (B) The total number of hours the driver is on duty each day;
 - (C) The time the driver is released from duty each day; and
 - (D) The total time for the preceding 7 days in accordance with FMCSR § 395.8(j)(2) for drivers used for the first time or intermittently.

**Note: Drivers eligible for this exemption must utilize the ELD as their time-card.*

Drivers using this exception must keep time records on a *Driver’s Exemption Log* showing the time the driver reports for duty each day, the total number of hours on duty each day, and the time the driver is released from duty.

150 air miles is equivalent to 172.6 statute miles. Drivers who use this exception are ineligible to use the sleeper-berth provisions of FMCSR § 395.1(g), or the 16-hour short-haul exception.

34-Hour Restart: FMCSR § 395.3.

Taking 34 or more *non-stop* hours of rest will restart the 11-hour Driving, 14-hour On-Duty, and 70-hour in 8-day workweek clocks back to zero.

- A 34 Hour Restart is never mandatory, however; it is one of the options available to a driver.
A 34-hour restart is an optional rule you can use to take your 11-hour, 14-hour, and 70-hour clocks back to zero. If you are either Off-Duty (Line 1) or in the Sleeper Berth (Line 2) for 34 or more consecutive hours, without any Driving, or On-Duty, Not Driving time, you may reset your hours. The other option is your Daily Recap.
 - Please remember; it is not reasonable that you would be in the Sleeper Berth for 34 or more consecutive hours, and any law enforcement officer that looks at your RODS may have an issue with that.
- *Suspended Rule effective 1 July 2013: Restart must include two consecutive periods between 0100 a.m. – 0500 a.m., home terminal time, and can be used only once every 168 hours (7 days).*

Multiple “Off-Duty” Day RODS: FMCSR § 395.8 (f) (10)

All multiple Off-Duty day RODSs are required to be on Line 1 – Off-Duty and have no change of duty status. Multiple Off-Duty day RODSs must be for the same month and year. If the days carry over into the next month, you must use a separate RODS for each month.

- If a driver is laid over for multiple days, and the driver is not completely out of the truck on Line 1, Off-Duty for each 24-hour period, then the days must be recorded separately, and not be on a multiple Off-Duty Day RODS. The driver must note each change of duty status, however; if no Driving, or On-Duty time is recorded, the driver may still be eligible for a 34-hour restart.

Location of Change of Duty Status: FMCSR § 395.8 (c)

- *Location entries, per FMCSR §395.15 (d) (1), on an ELD or paper RODS require at a minimum, the City and State, along with a description of what you are doing if you are on Line 4 to be legal.*

“Passenger Seat” Rule: FMCSR § 395.2

Team drivers may log up to 2 hours in the passenger seat before or after a consecutive 8-hour period in the Sleeper Berth, as Line 1, Off-Duty, in a moving CMV. The rule also allows drivers resting in a parked CMV to count that time as Off-Duty. Effective 27 Feb 2012

Driver Vehicle Inspections:

Drivers have a responsibility to monitor and report on the condition of every commercial motor vehicle (CMV) they operate each day – this includes both tractors and trailers.

This reporting will range from an indication that the vehicle condition is satisfactory, to a need for repairs necessary to ensure the continued safe operation of the CMV.

- Complete a proper Pre-Trip Inspection at the beginning of each shift, “On-Duty, Not Driving”, Line 4, and be accurate to the amount of time spent performing the action.
- You must complete a proper Post-Trip Inspection at the conclusion of your shift or workday.

During the Post-Trip Inspection is when the Driver's Daily Vehicle Inspection Report (DVIR) is completed, provided the driver has identified a defect, or the DOT has identified a defect and noted it on an inspection report. This is required to be as On-Duty, Not Driving.

DOT Inspections:

- All DOT Inspections must be submitted to Safety within 24 hours. The inspection must be logged on Line 4, On-Duty (FMCSR § 395.2), with a flag for the entire time.
- All citations must be flagged and logged on Line 4 and turned in within 24 hours.
- There is a \$bonus\$ to the driver for passing any Level I, II, III DOT Inspection. The Inspection Report can have no violations listed or say, "No Violation".
- If you are written up for a DOT Maintenance violation (Not just OOS), you must notify the Maintenance Department at the time of the violation and complete a DVIR at the end of shift or workday. Be sure to scan the paperwork into Safety with 24-hours.
- Report all violations and tickets to the Safety Department as soon as they happen. Copies must be turned in within 24 hours.

Electronic Logging Devices (ELD):

- *To log onto your truck*, and begin using the ELD system:
 - Name: Driver ID (UPPERCASE) Password: Driver ID (lowercase)

Active vs. Inactive Driver:

The ELD assumes the "Active Driver" to be "working" unless otherwise noted by the driver. When the driver first logs into the ELD, they are placed on Line 4, On-Duty, Not Driving. When the truck starts rolling, the "Active Driver" is assigned the drive time and moved to Line 3 automatically and will place the driver on Line 4 (On-Duty), when the truck is stopped.

- If the driver should be Off-Duty, or in the Sleeper Berth, the driver must correct the status.
- If multiple drivers assigned to a truck, the driver on-duty needs to be the "Active Driver".

ELD Corrections and Approval:

- You must approve your RODSs daily. Approving your ELD is similar to signing a paper log and should be completed at least once per day. Be sure to review each duty status prior to approval, as once approved, the driver can no longer edit the record of duty status.
- The driver is authorized to edit the Record of Duty Status for Lines 1, 2, and 4, however; per FMCSR § 395.26 the ELD automatically records truck movement on Line 3, since allowing the driver to make these corrections would enable the driver to manipulate their RODS.
- Remember the ELD system warns you before you become in violation of your 8, 11, 14, or 70-hour rules. Do Not violate any Hours of Service Regulations.
- Per FMCSR § 395.24 (c), the load information on your ELD relates to General Form and Manner and the information must be entered correctly or noted as no information available with all zeros.
- Remember per FMCSR § 395.34, the driver is required to have *the DOT Quick Reference card* for your ELD, and *a minimum of 8 blank paper log pages*, on the truck in the event your ELD stops working and you are required to utilize a paper log. The driver must reconstruct the record of duty status for *the current day and the previous seven days*, less any days for which the driver has records in their possession.

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- FMCSR § 395.8 (e)(2) and (3). Do not tamper with the ELD, as it may result in equipment failure, missing RODS, and may result in termination of employment or contract/lease!
 - *Be sure to log off the Mobilecomm Unit when getting off a truck permanently, not returning to that equipment.* Failure to do so may generate log discrepancies and false RODSs.

General Form and Manner: FMCSR § 395.8 (c), (d), (f) and § 395.24 (c).

- Blue/Black ink only on paper log. No white out, void the RODS if needed, and go to next graph.
- Stay inside the blocks. Make RODSs neat and legible, and always use a ruler to draw lines.
- Flags should be from the time-line at the bottom of the grid and not cross through the blank space between the grid and the time-line.
- *Remember: never average your miles!* A RODS that is showing above the posted speed limit is a false RODS. Remember you can be cited for speeding based on your RODS.
- *You must put your total miles driven each day on your per FMCSR § 395.8 (f) (4).* Miles should come from odometer readings when you start and stop driving for the day. Do not to include miles traveled after midnight, as those miles are on the next day's RODS.
- *Tractor/Trailer number, Bill of Lading number, and Shipper/Commodity information must be identified and correct.*
- *Hours to the right of the graph must be accurate and match the graph.* Use .25, .50, .75 time increments on the total-hours' blocks, not $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$.
- *All blocks must contain information that is identified and correct.* If nothing goes in the blocks, write N/A. On ELDs use all zeros (000000).

Important Tips on Logging:

- Per FMCSR § 395.8 (e)(1), do not falsify your RODS, ever. False RODS shall lead to disciplinary action, up to and including termination of employment or contract/lease.
- Get familiar with FMCSR § 395, follow the Hours of Service Regulations, log it how you do it, as you do it, and where you do it; and you will never have a problem.
- Missing paper RODS can mean that there is information filled out wrong; i.e. wrong ID # or Date. Make sure your RODS is neat, legible, and that you are using a ruler on paper RODS.
- *You must have in your possession the last 7 days of RODSs and the current day's RODS at all times to be legal to drive per FMCSR § 395.8 (k)(2).*
- Drivers are required to turn in RODSs which are true and accurate within 13 days of completion of that day's RODS per FMCSR § 395.8 (i). Sent automatically upon "approval" of your E-Log when on an ELD, or if you are on paper RODSs, you are required to turn in the original copy of your RODS with your trip sheet and Bill of Lading.
- *Sign your paper RODSs, or approve your ELD, at the end of the workday, every day.*
- All documents are considered a supporting document. Anything with a date, time, and location on it must match your RODS.
- All RODS are completed in Central Time.
- *All City Work needs to be logged; unless the 100-air mile radius exemption applies to you.* As an Over-the-Road driver, the 100-mile radius rule, FMCSR §395.1 (e) (1), does not apply.

Record Keeping:

- Drivers must submit, and Carriers must only accept RODS, which are true and accurate. Falsified RODS result in stiff fines for both the carrier and the driver.
- Per FMCSR § 395.8 (a), an OTR driver is either on Line 1, 2, 3, or 4; 365 days a year. While employed as a driver you must submit a record of your duty status (or time-card) for each 24-hour period, and supporting documents, to the company within 13 days of completion of that day's RODS. *This includes all Off-Duty, home-time, or vacation, and all On-Duty time.*

Do Not violate any Hours of Service Regulations.

Egregious violations of driving-time limits established in 49 CFR part 395: 27 Feb 2012

- A driver who exceeds and a motor carrier that requires or permits a driver to exceed, by more than 3 hours, the driving-time limit shall be deemed to have committed an egregious driving-time violation and are subject to the maximum penalties permitted by law.

§392.3—Ill or fatigued operator:

“No driver shall operate a motor vehicle, and a commercial motor carrier shall not require or permit a driver to operate a commercial motor vehicle, *while the driver’s ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness, or any other cause, as to make it unsafe for him/her to begin or continue to operate the vehicle*”.

To access at your electronic logs online:

<https://https://compliance.fleethealth.io/eFleetSuite/Login.aspx?>



Organization ID:

4458

User ID:

Password:

Remember Sign In Information

Sign In

For assistance on compliance with DOT regulations, please call the Safety Department.

Hazardous Materials

According to the U. S. Department of Transportation (DOT), a hazardous material is "A substance or material, including a hazardous substance, which has been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce, and which has been so designated". In layman's terms, this means any material that, because of its chemical properties, may cause injury, loss of life, damage to property or the environment if involved in an accident during transportation. A minor transportation accident can quickly escalate into a major catastrophe when hazardous materials are involved.

There are currently two sets of regulations covering the shipping of hazardous materials. *International Maritime Dangerous Goods Code regulations:*

- pertains to international shipments,
- enforced by the "competent authorities" of the countries who have adopted these regulations.

Code of Federal Regulations (CFR-49)

- regulations are governed by the DOT,
- pertain mainly to domestic shipments,
- reference international regulations when shipping by ocean and/or air,
- enforced by the Federal Aviation Administration, United States Coast Guard, Federal Highway Administration, and Federal Railroad Administration.

The two sets of regulations are very similar in documentation, labeling, marking, and placarding requirements. However, some differences do exist. Whenever these regulations conflict, the more stringent of the two must be adhered to.

Who is responsible for complying with the Hazardous Material Regulations?

The shipper or their agent is responsible for having their Hazardous Material cargo in compliance with all the regulations at the time the cargo is offered for transportation (at the time of pick up from the shipper's facilities, or at the time of delivery to the carrier's terminal). The carrier's (highway, ocean, rail, air) responsibility is to determine that the shipper has, in fact, complied to the regulations before the carrier transports the cargo. A signed "shipper's certification" statement is required.

Federal law dictates that each company whose drivers haul Hazardous Materials must be trained and certified by that company in the rules and regulations concerning the transportation of Hazardous Materials. ***The regulation requires recertification every 3 years.*** Recertification can be completed by online training or by attending formal classroom instruction to refresh your knowledge of the regulations and requirements for transporting Hazardous Materials shipments, and is followed by a test, which must be completed and submitted to the Safety or Training Department before being certified to haul Hazardous Materials shipments for the company.

- The rules regarding Hazardous Materials are found in both the ***Hazardous Materials Compliance Book*** as well as in the ***Federal Motor Carriers Safety Regulations*** pocketbook. The penalties for violating a requirement can range up to \$175,000 for ***each*** violation.
- The ***Federal Motor Carriers Safety Regulations*** pocketbook, the ***Hazardous Materials Compliance Book***, and the ***Emergency Response Guide*** are required to be on the truck at all times.

Hazard Classes: Based on Class/Division number

Class 1 - Explosives

- Division 1.1 Explosives with a mass explosion hazard
- Division 1.2 Explosives with a projection hazard
- Division 1.3 Explosives with predominantly a fire hazard
- Division 1.4 Explosives with no significant blast hazard
- Division 1.5 Very insensitive explosives with a mass explosion hazard
- Division 1.6 Extremely insensitive articles

Class 2 – Gases

- Division 2.1 Flammable gases
- Division 2.2 Poison gases
- Division 2.3 Toxic gases

Class 3 – Flammable Liquids (and Combustible Liquids U.S.)

Class 4 – Flammable Solids; Spontaneously Combustible Materials; and Dangerous when Wet Materials / Water- Reactive Substances

- Division 4.1 Flammable solids
- Division 4.2 Spontaneously combustible materials
- Division 4.3 Water-reactive substances/ Dangerous when wet materials

Class 5 - Oxidizing Substances and Organic Peroxides

- Division 5.1 Oxidizing substances
- Division 5.2 Organic peroxides

Class 6 - Toxic Substances and Infectious Substances

- Division 6.1 Toxic substances
- Division 6.2 Infectious substances

Class 7 - Radioactive Materials

Class 8 - Corrosive Substances

Class 9 - Miscellaneous Hazardous Materials / Products, Substances or Organisms

Nine Classes of Hazardous Materials

Class 1: Explosives
Divisions: 1.1, 1.2, 1.3, 1.4, 1.5, 1.6



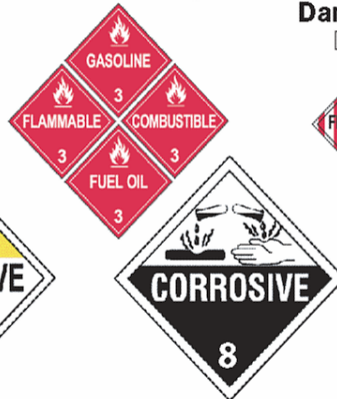
Class 6: Poison (Toxic) and Poison Inhalation Hazard

Class 2: Gases
Divisions: 2.1, 2.2, 2.3



Class 7: Radioactive

Class 3: Flammable Liquid and Combustible Liquid



Class 8: Corrosive

Class 4: Flammable Solid, Spontaneously Combustible, and Dangerous When Wet
Divisions 4.1, 4.2, 4.3



Class 9: Miscellaneous

Class 5: Oxidizer and Organic Peroxide
Divisions 5.1, 5.2



Dangerous




Revised 06/05






ORM-D: Other Regulated Material from Class 1 through 9 that is eligible for, packaged, and offered for shipment as a Consumer Commodity suitable for retail consumption.
 §173.144 Other Regulated Material (ORM)—Definitions.

Until December 31, 2020 and for the purposes of this subchapter, “ORM-D material” means a material such as a Consumer commodity, Cartridges, small arms, Cartridges, power devices (used to project fastening devices), Cartridges for tools, blank, and Cases, cartridge, empty with primer, which, although otherwise subject to the regulations of this subchapter, presents a limited hazard during transportation due to its form, quantity and packaging. The article or substance must be a material for which exceptions are provided in Column (8A) of the §172.101 Hazardous Materials Table.
 [78 FR 65480, Oct. 31, 2013]

DOT Hazardous Materials Placard Tables: DOT Hazardous Materials Placard Tables from *49 CFR Section 172.504*. Except as otherwise provided in this subchapter, each bulk packaging, freight container, unit load device, transport vehicle or rail car containing any quantity of a [hazardous material must be placarded on each side and each end](#) with the type of placards specified in Tables 1 and 2 of this section and in accordance with other placarding requirements of this subpart, including the specifications for the placards named in the tables and described in detail in § 172.519 through § 172.560.

49 CFR Section 172.504 Table 1

Category of material (Hazard class or division number and additional description, as appropriate)	Placard name	Placard design section reference (§)
1.1	 EXPLOSIVES 1.1	172.522
1.2	 EXPLOSIVES 1.2	172.522
1.3	 EXPLOSIVES 1.3	172.522






2.3	 <u>TOXIC GAS</u>	172.540
4.3	 <u>DANGEROUS WHEN WET</u>	172.548
5.2 (Organic peroxide, Type B, Liquid or solid, temperature controlled)	 <u>ORGANIC PEROXIDE</u>	172.552
6.1 (material poisonous by inhalation (see § 171.8 of this subchapter))	 <u>POISON INHALATION HAZARD</u>	172.555
7 (Radioactive Yellow III label only)	 <u>RADIOACTIVE (1)</u>	172.556

⁽¹⁾ RADIOACTIVE placard also required for exclusive use shipments of low specific activity material and surface contaminated objects transported in accordance with § 173.427(b)(4) and (5) or (c) of this subchapter.

49 CFR Section 172.504 Table 2

Category of material (Hazard class or division number and description, as appropriate)	Placard name	Placard design section reference (§)
1.4	 EXPLOSIVES 1.4	172.523
1.5	 EXPLOSIVES 1.5	172.524
1.6	 EXPLOSIVES 1.6	172.525
2.1	 FLAMMABLE GAS	172.532
2.2	 NON-FLAMMABLE GAS	172.528

3	 <p><u>FLAMMABLE</u></p>	172.542
Combustible Liquid	 <p><u>COMBUSTIBLE</u></p>	172.544
4.1	 <p><u>FLAMMABLE SOLID</u></p>	172.546
4.2	 <p><u>SPONTANEOUSLY COMBUSTIBLE</u></p>	172.547
5.1	 <p><u>OXIDIZER</u></p>	172.550

5.2 (Other than organic peroxide, Type B, liquid or solid, temperature controlled)	 <p><u>ORGANIC PEROXIDE</u></p>	172.552
6.1 (other than material poisonous by inhalation)	 <p><u>POISON</u></p>	172.554
6.2		
8	 <p><u>CORROSIVE</u></p>	172.558
9	 <p><u>Class 9 (see 172.504(f)(9))+</u></p>	172.560
ORM-D		

The company does not haul any “Table 1” products, or any products that are “Placard any Quantity”. We will not accept the following Classes:

- Class 1.1, 1.2, 1.3, 1.5 (we will accept 1.4 and 1.6 in Less Than Truckload quantities)
- Class 2.3 Toxic Gases (unless approved by management)
- Class 4.3 Water Reactive Substances (unless approved by management)
- Class 5.2 Organic Peroxides (Temperature controlled)
- Class 6.1 Toxics by Inhalation (unless approved by management)
- Class 6.2 Infectious Substances
- Class 7 Radioactive Materials (unless approved by management)

Hazardous Materials Table - 172.101

- The Hazardous Materials Table (HMT) is found in 49 CFR, Part 172.101.
- The Table lists alphabetically, by proper shipping name, those materials that the Secretary of Transportation has determined to be hazardous.
- This module assumes that the manufacturer or shipper has already classified the hazardous material.

§ 172.101 HAZARDOUS MATERIALS TABLE

Sym- bols	Hazardous materials descrip- tions and proper shipping names	Hazard class or Di- vision	Identifica- tion Num- bers	PG	Label Codes	Special provisions	Packaging (§173.***)			Quantity limitations		Vessel stow- age	
							Excep- tions	Non- bulk	Bulk	Passenger aircraft/ral	Cargo air- craft only	Loca- tion	Other
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8A)	(8B)	(8C)	(9A)	(9B)	(10A)	(10B)
	Acetanilene, see p- Nitrosodimethylaniline.												
D	Accumulators, electric, see Bat- teries, wet etc. Accumulators, pressurized, pneumatic or hydraulic (containing non-flammable gas).	2.2	NA1956		2.2		306	306	None	No limit	No limit	A	
	Acetal	3	UN1088	II	3	T7	150	202	242	5 L	60 L	E	
	Acetaldehyde	3	UN1089	I	3	A3, B16, T20, T26, T29	None	201	243	Forbidden	30 L	E	

Refer to the table in reviewing shipping papers and related hazard communication information.

Packing Groups:

Packing groups indicate degree of hazard risk.

- A) PG I = Great danger
- B) PG II = Medium danger
- C) PG III = Minor danger

The Laws:

The *shipper* is responsible for classifying, packaging, marking, labeling, and preparing the materials for shipment. The shipper is also responsible for preparing the proper paperwork for the carrier (driver) to haul the Hazardous Material.

Every shipment must have a **Shippers Certification** statement signed by the shipper stating they have fulfilled all of the requirements for the transportation of the hazardous materials.

- The two most important aspects involving the transportation of hazardous materials for a driver:
 - insuring the shipping papers are correct,
 - insuring the placards supplied by the shipper are correct and properly placed on the vehicle.
- The *carrier (driver)* is responsible for ensuring the load is properly labeled, marked, not leaking, broken or otherwise improperly blocked and braced during loading process.

The person offering the Hazardous Material for transportation (usually the shipper) must provide a shipping paper to the carrier. This document must contain the following information (taken from the CFR-49 and IMDG Code):

- UN Number
- Proper Shipping Name (If the proper shipping name ends with an "NOS", a technical or chemical name is also required in parenthesis after the "NOS").
- Hazard Class and, when assigned, the division of the goods.
- Packaging Group (Does not apply for class 1 or 2).
- If the hazard is a marine pollutant, then "Marine Pollutant" must be in the description.
- If the Hazardous Material is flammable liquid, the flash point is required as part of the description. The flash point must be noted in Celsius (centigrade).
- Subsidiary Risk(s), if applicable. (Gases which have subsidiary risk should be further amplified by writing out the Hazard Class instead of using Class #, i.e., Flammable.)
- If the Hazardous Material is a Class 2.3 or 6.1, the words "Poison Inhalation Hazard" and its zone classification is required.
- If a material is considered to be a Reportable Quantity (RQ) Hazardous Material, a Limited Quantity (Ltd. Qty.), or a residue-last contained material for containers which have been emptied of their contents but have not been cleaned or purged of their hazard(s), the proper shipping name should be preceded by the appropriate prefix of RQ, Ltd. Qty.; or Residue Last Contained.
- For a class 4.1 or class 5.2, the controlled emergency temperature, if applicable.
- 24-Hour Emergency Response Telephone Number for each hazardous commodity must be listed.
- EMS number (Emergency Procedures) and MFAG number (Medical First Aid Guide) for each hazardous commodity must be listed.
- Number/Type/Gross Weight (or Volume) of each Hazardous Material must be listed.
- **Shippers Certification:** "This is to certify that the above-named materials are properly classified, described, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation".
 - Must include: "Signature on behalf of Shipper"
- Note: Empty tanks/cylinders that last contained a Hazardous Material must still be classified as a Hazardous Material because of the residue. The description would begin with "Residue, Last Contained", followed by the proper shipping name.
- Container packing certificate or vehicle packing declaration (not required for tanks).

Packaging Requirements:

- Each Hazardous Material must be packaged as required by the regulations.
- Each package must be labeled with a Hazard Class Label and Subsidiary Risk Label, if applicable.
- Each package must be marked with the Proper Shipping Name and the UN Number.
Note: There may be exceptions to the packaging/labeling/marketing/placarding requirements when certain classes of Hazardous Materials are shipped in limited quantities. This exception is dependent on the Hazard Class, packaging group, physical state of the substance, and maximum quantity allowed for each inner package. Hazardous Materials shipped in this manner must be described as "Limited Quantities" by the shipper.

Loading the Container/Vehicle:

Shippers and carriers are responsible for compatibility. The requirement for shippers to comply with compatibility considerations is contained in 49 CFR 173.22. In order to determine compatibility for shipments by highway, shippers and carriers should refer to 49 CFR 177.848 - Segregation of hazardous materials. This section applies to packages that require labeling, multi-compartmented cargo tanks and portable tanks loaded in transport vehicles or freight containers.

In order to determine compatibility a driver is required to be familiar with two tables which are:

- Segregation Table for Hazardous Materials is used for all materials. However, this table is only used for Class 1 materials when comparing Class 1 with other classes/divisions of hazardous materials.
- Compatibility Table for Class 1 (Explosive) Materials is used for determining compatibility for one Class 1 material and another Class 1 material.

When using the aforementioned tables be sure to read the entire section, 178.848, and be aware that there are special instructions and exceptions listed. In addition to this section, shippers and carriers should check sections 177.834 – 177.854 for any additional handling requirements.

- Certain classes of Hazardous Materials cannot be loaded into/onto a container or flat rack due to incompatibility. The Hazardous Materials Compatibility Chart specifies which classes of materials can or cannot be loaded within the same container or onto the same flat rack.
- Shipments of Hazardous Materials must be blocked and braced to prevent shifting.
- Foodstuffs must not be packed with Hazardous Material that are labeled toxic, poisons, corrosives or with cargo having a strong odor/smell.
- If Hazardous Material and general cargo are packed together, the Hazardous Material must be stowed near the doors to facilitate inspection.
- Placards must be affixed to all containers loaded with Hazardous Materials. The placards must reflect the class(es) of Hazardous Material. Four (4) placards must be affixed for each primary and subsidiary class of hazmat loaded (one placard for each side of the container).
- Note: Placarding exception exists for limited quantity shipments and for shipments where individual packages require no labels.

Shipper Load & Count:

If the driver is allowed on the dock, the driver shall inspect all containers to see that they are not leaking or damaged, check labels on the boxes or drums to see they correspond with the shipping papers and see that the load is properly blocked and braced. DOT is strict on load securement and does not want to see any movement when they inspect a Hazardous Materials load.

If the load is a set out (pre-loaded), ensure that the shipping papers and placards are correct. The driver must inspect the labeling, markings, and bracing of the load. If the trailer is sealed with a company seal, break the seal and inspect the load. If it is sealed with the shipper's seal, check with the shipper before breaking the seal to inspect the load. If the shipper refuses to allow you to break the seal, note on the Bill of Lading that the shipper has certified proper loading, count, and securement (SLCS), and get the shipper to endorse the statement. The driver shall verify the load's shipping papers, seal numbers, and trailer number. Under no circumstances shall a driver be allowed or permitted to break a seal on a pre-loaded trailer or a trailer moving under a shipper's load and count provision. Do not accept any leaking/damaged containers.

These guidelines apply to outbound loads as well as loads being picked up and returned to a terminal or spotting/staging area. In the event of a live load, drivers are expected to supervise the entire loading process. Drivers are responsible to make sure no unauthorized or unscheduled cargo is loaded on any trailer. When all loading activity has been completed, drivers are responsible for making sure the cargo is secure and to check the bill of lading or the delivery manifest to ensure cargo count is accurate. Once drivers are satisfied that the cargo matches the shipping papers, they shall:

- Close the trailer doors and witness the shipper sealing of the trailer.
- Record the seal number(s) on the shipping papers.
- Have the shipping papers signed by the responsible shipping personnel before leaving.
- Contact their supervisor/dispatch to verify all load-related information and that the loading process is complete.

If a discrepancy is found between the cargo and Bill of Lading or shipping manifest, drivers shall contact their supervisor immediately for instructions. In the event the shipper fails to supply a seal, drivers are required to use a company-issued seal. Drivers are required to use their padlocks to provide additional cargo security for all loads containing hazardous materials. However, if using a padlock would cause any damage to the trailer door seal, attempts to use the padlock should not be made. Before leaving any shipper, drivers shall make a thorough visual observation of their immediate surroundings and report any unusual or suspicious activity to their supervisor immediately.

Shipping Papers:

When picking up a load it is the driver’s responsibility to ensure that the papers have been properly prepared. The Shipping Papers (Bills of Lading) must match the markings on the packages, the labels on the packages, and the placards supplied by the Shipper.

To determine if a Hazardous Material is being shipped, there are three ways shippers may indicate this on the shipping papers. The Hazardous Materials will be listed 1st on the Bill of Lading before the Non-Hazardous Materials, there will be an “X” or “RQ” in the HM column, or the Hazardous Materials will be highlighted in a contrasting color.

Per § 172.202 the information on the bills must be in this order to be legal:

Identification Number (UN, ID, or NA), **Proper Shipping Name** (spelled correctly), **Hazard Class/Division**, and the **Packing Group** (always a **I, II** or **III**).

For example:

No.	Description of Articles	Weight
10 drums	UN 2056, Tetrahydrofuran, 3, PG II	3400

- The Bill of Lading must have the unit of measure listed, and the quantity must be listed.
- An emergency response number must be present of the Shipping Papers.
- The shipper’s certification must appear on the Bill of Lading and be signed by a representative of the shipper.

The carrier (driver) is responsible for ensuring the shipping papers are in order, in your possession and immediately available in case of emergency. When at the *driving controls*, the shipping papers must be visible to anyone entering or exiting the vehicle **and** must be within the drivers reach while restrained by the seat belt that is adjusted properly and has been properly installed.

- While in transit, the Bill of Lading must be in the driver's door pouch, if the driver leaves the tractor, the Bill of Lading must be on the driver's seat in plain view.
- Dropped trailers should have a copy of the Bill of Lading in the registration box on the front of the trailer, or left with the guard, if the facility has 24-hour security.

The single-most important thing you can do to protect yourself and the company from legal entanglements, fines, and citations is to always check the bills before leaving the shipper.

Per DOT Regulation:

It is the driver's right to refuse any load that is not prepared, labeled, or packaged properly. This includes the shipping papers. If the product is misspelled or the materials are in the wrong order, do not accept the shipment until this is corrected. If you have, any questions call the company Safety Department. If you have questions after hours, call dispatch.

Emergency Response Guide:

Emergency response information specific to the hazardous materials being transported must be presented on the shipping paper or in a separate document in conjunction with the shipping paper such as the Emergency Response Guide (ERG). The following information is required, as a minimum, by Part 172, Subpart G:

- description of the hazardous material;
- immediate hazards to health;
- risks of fire or explosion;
- immediate precautions to take in the event of an accident or incident;
- immediate methods for handling small or large fires;
- initial methods for handling spills or leaks in the absence of fire; and
- preliminary first aid measures.

Every truck must have a recent copy of the Emergency Response Guide Book.

- The carrier (driver) should have a copy of the *Emergency Response Guide* available at all times. It is used for determining the emergency course of action and first aid treatment pertaining to the specific type of Hazardous Materials being transported. The Emergency Response information should be treated exactly as the shipping paperwork and be immediately available in the event of an emergency, incident, or accident.

Placarding:

Placards are used to identify the hazard class of the material being transported and are provided to the driver by the shipper. The carrier (driver) is responsible for ensuring that the proper placards are in place during the transit of the shipment.

Placards are provided by the shipper and must be placed on all four sides of the unit, at least 3 inches from any other marking and must be completely removed when the Hazardous Material has been unloaded.

Placards are used to identify the hazard class of the material being transported. Placards should be checked regularly during transit to ensure they have not torn or been damaged.

There are two general categories of Hazardous Materials; Table I and Table II.

- The type of placard needed is determined by the type of material being shipped as well as the amount (weight) of that material. Normally, any Hazardous Material item weighing *over* 1000 pounds requires a placard. There are generally two categories of Hazardous Material: Table I and Table II. *Any* amount of Table I material must be placarded.
- *Any* amount of Table I substance (even 1 lb.) must be placarded. This is considered ‘suspicious’ material by the company and you must contact your Fleet Manager immediately if any shipper places a Table I substance on board. Usually, the company only hauls items (Table II) that require placards if more than 1000 lbs., but there are occasional exceptions to this rule. Table II materials are the kind that the company commonly hauls.

Although the shipper is responsible for providing the placards, the driver should ensure that the proper placard has been provided. This is done by comparing the material being transported in the Hazardous Materials Compliance Pocketbook. The Hazardous Materials Table lists every item hauled and the placard needed to haul it. Example: *3400 LBS, UN2056, Tetrahydrofuran, 3, PGII*. One would look in the Hazardous Materials table and find that product listed, spelled identically to the product listed and you will see that the correct placard for that product (Tetrahydrofuran) would be Flammable.

Any Hazardous Material weighing more than 1001 lbs. *must* be placarded.

- A good rule of thumb for hauling Hazardous Material is if you have less than 1000 pounds, you do **not** need placards. If you have 1001 pounds or more of a specific material, you **do** need placards.

If *multiple* products are being shipped and none requires a placard, but the combined weight is over 1001 pounds, then you may placard the shipment with a **Dangerous** placard.

- If only one item, which weighs more than 1000 pounds but is less than 2205, that item requires its own placard and a Dangerous placard cannot be used.

There are specific rules regarding the Dangerous provision.

1. If there are *2 or more* categories of Table II Hazardous Materials and the total weight is more than 1001 pounds, those items need a Dangerous placard.
2. When carrying *2 or more* categories and any of them is 2205lbs or more that item needs its own placard. For example: 800 lbs. of Flammable + 2400 lbs. of Corrosive need a Corrosive placard as well as a Dangerous placard.
3. If there are *2 or more* categories and each item weighs more than 2205 pounds each, then each item requires its own placard. The Dangerous placard cannot be used and is not an option. For example: 22000 lbs. of UN1179, Ethyl Borate, 3, PGII and 6400 LBS of UN3066, Paint, 8, PGII would need a Flammable placard and a Corrosive placard.

When there is one item, loaded at one facility and weighing over 8820 pounds, the shipment is considered to be a Bulk Shipment. The placard provided would have the 4-digit UN or NA number on it that identifies the product being transported. A common example of this would be a Gasoline Tanker or portable tank where the markings must also include the identification number and the proper shipping name. Many products fall into this category.

Quick Reference Guide: Steps for *proper* Placarding:

1. Identify the Hazardous Material(s) using the BOL (listed first, highlighted, and/or x by the name) and then find the weight of each Hazardous Material.
2. Apply the weight rules to the listed Hazardous Material. (1001 rule, 2205 rule, 8820 rule, and the Dangerous Placarding rule).
3. Look the qualifying amounts of Hazardous Material up in the Hazardous Materials pocket book, Hazardous Materials table (by proper shipping name).
4. Look in Placard Advisory of the Hazardous Materials table and identify the placard needed for that material.
5. Ensure you have the proper placards from the shipper and place them on all 4 sides of the trailer. Placards **must** identify the Hazardous Materials you are hauling, and be:
 - Horizontal, Square on Point, and reading from left to right.
 - Must all be the same size.
 - Must identify multiple hazards with multiple placards.
 - Visible with an unobstructed view of the placards when on the trailer.
 - Pre-printed, not hand written.
6. Do not pull away from the dock until Proper Placards are in place. Have extra placards for the trip in case you lose or damage one. Check the placards while along the route: during tire checks, all stops, and before you are about to undergo a mandatory stop in route, such as a Port of Entry, or DOT weigh station.

Equipment, Tire and Freight Checks FMCSR § 397.17 – Tires

Federal laws require the driver to inspect the tires of the unit transporting Hazardous Materials. These tire checks must be flagged on the driver's RODS and the location noted. The law states that tire checks must be done:

- When first picking up the load, and every time the vehicle stops.

Driving of Commercial Motor Vehicles FMCSR § 392.10 — Railroad Grade Crossings;

Stopping Required. Drivers transporting Hazardous Materials are required to stop at all rail road crossings within 15 to 50 feet of the nearest rail except when:

- the crossing is clearly marked exempt,
- the crossing is marked by an arterial traffic signal that is green,
- if an emergency official controls the crossing,
- or if switching tracks within a business district.

Transportation of Hazardous Materials FMCSR § 397.15 — Fueling

During the fueling of the vehicle, the driver must be in physical control of the fueling process. Its engine must not be operating; and a person must be in control of the fueling process at the point where the fuel tank is filled. In other words, the driver must have his hands on the fueling nozzle. You cannot do a walk around vehicle inspection during the fueling process.

Transportation of Hazardous Materials FMCSR § 397.13 — Smoking

Smoking is prohibited when placards are required for *Flammables, Oxidizers, and Explosives*.

- Remember that smoking with 25 feet of **any** Hazardous Materials load containing one of these types of materials is prohibited.

Transportation of Hazardous Materials FMCSR § 397.11 — Fires

A motor vehicle containing Hazardous Materials must not be operated near an open fire unless its driver has first taken precautions to ascertain that the vehicle can safely pass the fire without stopping.

- A CMV containing Hazardous Materials must not be parked within 300 feet of an open flame.

In Attendance: FMCSR § 397.5 (d) (1)

The driver must be in attendance of the vehicle at all times when transporting Hazardous Materials. Never leave a hazardous materials laden vehicle unattended. Attendance is defined as:

- On the vehicle awake, (not in the Sleeper Berth),
- Or, within 100 feet with an unobstructed view at all times.

Hazardous Materials Security Awareness and Plan

All company employees and independent contractors are expected to be familiar with the company's Hazardous Materials Security Plan. The driver is expected to follow these directives and, under no circumstances, deviate from them.

Plan Statement and Objective:

The events of 9/11 make it clear that all Americans have a responsibility to be diligent in protecting our homeland from attack. There are 800,000 Hazardous Materials loads moved daily in the United States, 95% that are moved by truck. The driver's responsibility is to protect hazardous cargo from theft, sabotage, and hijacking at all times.

Suspicious Activity and Suspicious Activity Reporting Procedures:

Employees and contractors are expected to use common sense and good judgment when assessing the threat potential of any suspicious activity. Employees will be expected to report observed suspicious activity to their immediate supervisor, manager, or local law enforcement and/or fire department.

Employee/Management Security Information Sharing:

Managers and supervisors are responsible for communicating all relevant security-related information to employees in a timely manner and on a need-to-know basis.

Hazardous Materials Enroute Standard Security Operating Procedures:

Drivers shall prepare and execute a trip plan for all hazardous materials movements, to include:

- Routing schedules that avoid highly populated areas, bridges, and tunnels when possible.
- Fueling and break locations (including approximate dates and times for same).
- Dates and times of daily/routine check calls.
- Estimated times of arrival to stop offs and final destination.

For all hazardous materials movements, drivers shall minimize stops en route. Proper execution of thorough trip plans will reduce the need for unnecessary or unplanned stops. In the event a load containing hazardous materials needs to be staged at a company terminal/facility while en route, it shall be stored in a secured (fenced in) location with limited and controlled access. When deemed necessary, the company will either consider the use of a team driver operation or a security guard or escort service.

En Route Driver Security Guidelines & Procedures

- Dispatch/Operations shall make every effort, to arrange hazardous materials delivery schedules that minimize in-transit down time. In most cases, this means that dispatch will schedule loads for delivery as early as possible based on drivers' available hours and the consignee's receiving hours.
- While in transit, drivers are prohibited from discussing information related to their load, route, or delivery schedule with any person(s) other than authorized company officials. Drivers failing to abide by this policy are subject to disciplinary action up to and including termination of employment.
- Drivers are expected to take all reasonable and responsible precautions to prevent damage to company vehicles and theft of hazardous material(s) cargo while in transit.
- For personal protection and safety, and the security of the cargo, drivers are expected to park in safe, well-lit, designated truck parking locations only (e.g., reputable truck stops or high-traffic, major rest areas). When possible, trailers loaded with hazardous materials should be parked against a wall, fence, or other stationary/fixed object to enhance cargo security. In all cases, drivers are required to inspect their vehicle and trailer for evidence of tampering after each stop.
- Drivers shall lock their vehicles and have all windows closed at all times while in transit.
- When possible, dispatch shall contact receivers for arranging secure overnight or after-hours parking for drivers who can safely and legally arrive at the destination ahead of schedule.
- Drivers are prohibited from taking their equipment (loaded or empty) to or through home, or parking in any unsecured area. Drivers failing to abide by this policy are subject to disciplinary action up to and including termination of employment.
- Drivers are expected to maintain regular communications with THE COMPANY while in transit. Drivers failing to check in when required shall be assumed by the company to be suspicious and highly irregular. Immediate action shall be taken in such situations.

Enroute Parking and Driving Considerations: § 397.7 – Parking

- Hauling Hazardous Materials requires special considerations when parking. The DOT regulation says you may not park within 5 feet of the traveled portion of a roadway, and be at least 300 feet from bridges, tunnels, dwellings, or places where people work, congregate, or assemble. When at a truck stop, or terminal facility, you must park in the designated Hazardous Materials parking area.
- When hauling Hazardous Materials, the driver is responsible for ensuring the route is legal for the material being transported. You cannot drive through restricted tunnels or on restricted highways. Loads should be routed around cities. Restricted routes are listed in the front of the Road Atlas and should be consulted to ensure your route is legal. Most cities have a Hazardous Materials route; allow enough time in the trip plan to adjust for detouring.
- When dropping a trailer, the Shipping Papers must be put in the trailer's registration box.

Hijacking and Cargo Theft:

In the event of an attempted vehicle hijacking or cargo theft situation while the vehicle is in motion, the company has adopted a **No Stop** policy. Guidelines state that in any hijack situation, drivers should use their good judgment (whether to stop or keep moving) based on the degree to which they feel their personal safety is at risk.

Drivers are prohibited from picking up and transporting any unauthorized person. Drivers who fall victim to vehicle hijackers or cargo thieves must notify local police as soon as possible. Once the proper authorities have been notified, drivers are required to contact an appropriate company official and follow all subsequent instructions.

Drivers who believe a vehicle hijacking is, or may be, in progress, are instructed to keep the vehicle moving as safely and responsibly as possible until the attempt has ceased, and/or the authorities have been notified.

Stop Off/Destination Driver Security Procedures:

Upon arrival at the destination or stop off, drivers shall check in with the responsible receiving person(s) to notify them of arrival and receive unloading instructions. Drivers shall follow receiver's unloading instructions and obey all customer plant safety and security rules and procedures. Once permission to unload has been given, the driver shall proceed to the unloading location (assigned receiving dock door) and secure the vehicle. No company vehicle shall be left unattended until the driver is satisfied that the vehicle is secure.

The driver, along with a responsible receiving employee, shall verify delivery, inspect the trailer seal(s), match the seal number(s) with those on the shipping papers, break the seal(s), open and secure the trailer doors, and inspect the cargo. Once both the driver and receiver are satisfied, the driver shall back the trailer and secure the vehicle.

Drivers shall supervise the unloading process. In the event of cargo damage, overage, shortage, or any other discrepancy, drivers shall contact their supervisor immediately, for instructions; and to report the cargo claim incident. After the unloading process has been completed, the driver shall get the appropriate paperwork signed by the responsible receiving employee and contact dispatch for the next assignment or instructions.

A special note about California:

Failure to comply with either of these conditions will result in being placed Out-of-Service by the California Highway Patrol. In addition, when there is a change of duty status that results in the vehicle being left unattended or not within the vision of the driver, the driver must inspect the trailer lock each time and note the inspection on the RODS.

- California law requires any hazardous materials load to have a padlock on the trailer doors if the load requires to be placarded. The Driver must use a padlock in conjunction with trailer door seals for every assigned load involving hazardous materials during periods of heightened alert.
- You must also have a functional two-way communication device (e.g., Mobilecomm, cell phone, or CB radio).
 - These rules apply only when the vehicle is within the state of California.

Information Security:

All information (electronic and hard copy) relating to the storage and/or transporting of hazardous material shall be restricted to employees on a need-to-know basis. Hazardous Materials related paperwork and other documentation should be maintained and retained in a secure area with limited and controlled access.

Hazardous Materials Spills:

The driver's responsibility in case of a spill is to:

- remain with the vehicle,
- keep unauthorized persons away,
- notify local authorities,
- and to prevent the spill from spreading.

Common sense is needed to determine the severity of a spill. A simple bucket of paint turned over in the trailer does not warrant calling a response team. If possible, quickly and safely stop the leak without endangering yourself or others. In case of a Hazardous Materials spill or leak, the driver should immediately call the Safety Department at 1-753-264-1700.

Conclusion:

The purpose of this guide is to prepare you to take the Hazardous Materials, Company Certification Test. There is an abundance of material in this handbook as well as the Hazardous Materials Compliance Pocketbook. Study them and refer to them daily.

You must also have the **Emergency Response Guidebook** in the truck. Read it to determine what actions are to be taken in case you are involved in a spill or collision. Never leave the dock without reading the shipping document. Always know your load before you roll.

Hazardous Materials Personnel Screening (application verified):

All applicants applying for any position involving access to, handling, storing, preparing for transport, and/or transport of hazardous materials shall submit an accurate, complete, signed, and dated application for employment. All previous employer information on the application must be verified as true and accurate.

Under Want or Warrant

A driver will be disqualified from holding a **hazardous materials endorsement** on a CDL if he or she is wanted or under indictment in any civilian or military jurisdiction for a felony listed under Part A or Part B until the want or warrant is released.

Permissible Immigration Status to Hold Hazardous Materials Endorsement:

A citizen of the U.S. who has not renounced his/her U.S. citizenship.

- A lawful permanent resident of the U.S. as defined in section 101(a) (20) of the Immigration and Nationality Act ([8 U.S.C. 1101](#)).
- A lawful non-immigrant in possession of valid, unrestricted employment authorization.
- A refugee admitted under section [8 U.S.C. 1157](#), or in asylum status under section [8 U.S.C. 1158](#), and in possession of valid, unrestricted employment authorization.

Disqualifying Criminal Offenses for Hazardous Materials Endorsement

Interim Disqualifying Offenses: These crimes are only **disqualifying** if they are considered felonies in the appropriate jurisdiction, civilian or military. A driver will be disqualified from holding a **Hazardous Materials endorsement** if he or she was convicted* or found not guilty by reason of insanity within the last seven years or was released from prison within the last five years for any of the following crimes:

- Assault with intent to murder.
- Kidnapping or hostage taking.
- Rape or aggravated sexual abuse.
- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, delivery, import, export, or dealing in a firearm or other weapon.
- Extortion.
- Dishonesty, fraud, or misrepresentation, including identity fraud.
- Bribery.
- Smuggling.
- Immigration violations.
- Violations of [RICO](#) (Racketeer Influenced and Corrupt Organizations) Act or a comparable state law of an Interim Disqualifying crime.
- Robbery.
- Arson.
- Distributions of, possession with intent to distribute, or importation of a controlled substance (State laws vary on the quantity of marijuana required for the offense to be considered a felony. Typically, however, to be convicted of felony marijuana possession, a person must possess a quantity of marijuana greater than an amount considered for "personal use").
- Conspiracy or attempt to commit any of these crimes.

Permanently Disqualifying Criminal Offenses: A driver will be permanently disqualified from holding a **hazardous materials endorsement** on a CDL if he or she was ever convicted or found not guilty by reason of insanity of any of the following crimes:

- Espionage.
- Sedition.
- Treason.
- Any crime listed in [18 U.S.C. Chapter 113B](#) – Terrorism or a comparable state law.
- A crime involving a severe transportation security incident (i.e., security incident involving a significant loss of life, environmental damage, transportation system disruption, or economic disruption in a particular area).
- Improper transportation of a **hazardous material** under [49 U.S.C. 5124](#) or a comparable state law (minor infractions involving transportation of hazardous materials will not disqualify a driver. For instance, no driver will be disqualified for minor roadside infractions or placarding violations).
- Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or device.
- Murder as defined in [18 U.S.C. 1111](#)
- Conspiracy or attempt to commit any of these crimes.
- Violations of [RICO](#) (Racketeer Influence and Corrupt Organizations) Act or a comparable state law of one of these Permanently Disqualifying crimes.
 - Convicted means any plea of guilty or nolo contendere or any finding of guilt.

Hazmat Spill and Contingency Plan

- I. In the event of a spill drivers or employees will ensure the area is safe and secure utilizing triangles or cones. Drivers or employees shall call emergency personnel if necessary and remain with the vehicle to warn all non-emergency people in the area to stay clear of the spill.
- II. If emergency personnel are called the driver will ensure the emergency personnel are informed as to the situation and the type of hazardous material involved in the spill. To include: The *Shipping Name*, *Hazard Class*, and *Identification Number* of material carried.
- III. Drivers or employees will utilize spill control items in area to minimize leak, if safe to do so. All drivers/employees will follow spill control safety procedures.
 - a) If the spill is too large to contain to small area, then the driver shall immediately call the safety manager or operations manager for guidance.
- IV. Drivers or employees will call safety and/or operations management for guidance as soon as they are in a safe/secure place to do so (see *Phone List*).
- V. Safety/operations personnel will call the following to take over the spill control operations:
 - a. Verisk 3E, www.verisk3e.com at 800-451-8346 and provide account # 16875.
 - b. Premium Environmental, www.premiumenvironmentalservices.com at 866-74-SPILL.
 - c. If neither service provider can be reached the National Response Center will be called at 800-424-8802 for any major spills.
 - d. Ensure the spill control team will be informed as to the phone number for the Department of Public Safety (888-225-5322) and Chemtrec (1-800-262-8200).
 - e. Utilize all other emergency numbers on *Hazardous Materials Security Plan* to notify need to know emergency personnel and first responders.
 - f. Notify dispatcher/supervisor and the Safety Department of incident details.
- VI. Safety manager will monitor all spills with environmental control service. If spills are minor, then we will coordinate directly with agency or customer to get spill cleaned up.
- VII. Buchheit Logistics, Inc. employees will follow all safe practices when involved in hazardous materials spills, in accordance with training procedures.
- VIII. Emergency equipment: each tractor carrying hazardous material(s) will carry the following:
 - a) Boots and Gloves
 - b) Goggles
 - c) Push broom and Shovel
 - d) Emergency Response Guidebook
 - e) Emergency reflective triangles (3)
 - f) Ten-pound ABC fire extinguisher
- IX. Follow up procedures
 - A. Decontamination:
 1. Trucks/trailers that are exposed to a spill or leak will be decontaminated as required at the site if possible in order to prevent any further release of hazardous materials.
 2. Equipment – each item known to be contaminated will be cleaned as per state and federal regulations. The cleanup crew on the scene will ensure this takes place.
 3. Clothing that has been contaminated will be disposed of per state and federal regulations and the cleanup crew on the scene will ensure this takes place.
 - B. Notification: The on-scene crew will make all appropriate phone calls and notifications.

Hazardous Materials Training Program

1. General Hazardous Materials Training.
 - a. Includes a test that the driver must get a 100% on before we will allow the driver to haul hazardous materials (Hazmat) or hazardous waste (Hawaste).
 - b. Hazmat training during orientation includes specific training on Hazardous Materials Security Awareness, Company Safety and Security Plan, General Awareness, General Safety Training, and Function Specific Hazmat Training.
 - c. Drivers are issued the Hazardous Materials Compliance Pocketbook, and Emergency Response Guidebook.
2. All drivers are also required to complete Hazcom online training: Hazcom: What You Need to Know (Including Global Harmony System Provisions)
3. Ongoing hazmat/hazwaste training – updated every 3 years
4. Security awareness – DOT training module
5. In-depth security training – Buchheit Safety and Security Plan
6. Safety training – OSHA, EPA, and DOT related courses such as SDS training.
7. Fire safety training.
8. Hazmat General Awareness
9. Function specific training based on Buchheit hauls and information to assist in job awareness.
 - a. Shipping papers training to include hazwaste manifests paper.
 - b. Emergency procedures per company policy.
 - c. Placarding requirements.
 - d. Driver responsibilities regarding hazmat IAW with DOT regulations.
10. Buchheit Logistics driver training includes the following additional training:
 - a. Pre-trip safety inspection;
 - b. Use of vehicle controls and equipment, including operation of emergency equipment;
 - c. Operation of vehicle, including turning, backing, braking, parking, handling, and vehicle characteristics including those that affect vehicle stability, such as effects of braking and curves, effects of speed on vehicle control, dangers associated with maneuvering through curves, dangers associated with weather or road conditions that a driver may experience (e.g., blizzards, mountainous terrain, high winds), and high center of gravity;
 - d. Procedures for maneuvering tunnels, bridges, and railroad crossings;
 - e. Requirements pertaining to attendance of vehicles, parking, smoking, routing, and incident reporting
 - f. Loading and unloading of materials, including:
 - i. Compatibility and segregation of cargo in a mixed load;
 - ii. Package handling methods
 - iii. Load securement

Safety/Performance Bonus

Safety bonus for company *employees* may be forfeit if the following conditions are applicable:

- Preventable accidents/incidents or on the job injuries due to driver negligence/unsafe act.
- Moving violations or unsafe driving (Critical Event Recording via ECM or Mobilecomm device) that could result in a citation or warning, in either a personal vehicle or a CMV.
- Roadside inspection or Out of Service violations (vehicle or driver).
- *Hours of Service* violations based on Weekly Violations Summary reports.
- Cargo/product related incidents (OS&D) due to driver negligence or unsafe act.
- Failing to properly clean out assigned trailer or ensure the trailer is cleaned out by a 3rd party.
 - Includes dropped trailers in the yard or at customer facilities/locations.
- Not verifying BOL or weighing load which results in a violation or product short claim.

Driver of the Month Award Program

The purpose of the Safety Award Program is to reward long-term safe drivers and reduce CSA BASIC score trends, the cost and frequency of preventable collisions, and on the job injuries.

The program requirements and provisions to be eligible are as follows:

1. Must be a Buchheit Team Member for a minimum of 12 months. Rehires shall start over in the program from their new hire date.
2. Team Member must have Hazardous Materials endorsement and have received the Weekly Safety Bonus each week for the qualifying month (except Ag/Retail Team Members).
3. No preventable incidents, accidents or on the job injuries due to driver negligence or unsafe act in the previous 12 months.
4. No moving violations or unsafe driving (Critical Event Recording via ECM or Mobilecomm device) that could result in a citation or warning, in either a personal vehicle or a CMV, in the previous 12 months.
5. No Out of Service violations (vehicle or driver) in the previous 12 months.
6. No roadside inspection violations within the qualifying month.
7. No HOS violations within the qualifying month based on Weekly Violations Summary reports, or any egregious violations within the previous 12 months.
8. No cargo related incidents (OS&D) due to negligence/unsafe act within the qualifying month.
9. Attends required Quarterly Safety meetings and completes all assigned trainings on-time.
10. Fleet Manager recommendation based on on-time delivery/service failures and dependability. Team Member must work 75% of the base period to qualify.

Program Notes:

- Each fleet shall elect 1 driver of the month. No driver may be chosen as driver of the month from their respective fleet two consecutive months in a row. Fleets are as follows:
 - Hopper, End-dump, Dry Van/Flatbed, Ag/Retail
- The company will choose 1 Buchheit Logistics, Inc. Driver of the Month each month, from the fleet DOM winners, and submit each fleet's DOM to MoTA DOM competition.
- The Buchheit Logistics, Inc. Driver of the Year (DOY) shall be chosen from the 12 DOM winners using the above criteria and the Team Member's Driver Safety Measurement System (DSMS) total, or Pre-employment Screening Program (PSP), which includes all roadside inspection history for the previous 36 months and announced at the company Christmas Party each year.

Maintenance Department Policies and Information

It is the policy of Buchheit Logistics Inc. to conduct an effective maintenance program at all levels of operation.

Maximum use will be made of all manufacturers' warranty services.

Preventative maintenance services performed by drivers consist of:

- Pre-trip inspections
- Post-trip inspections
- Cleanliness of the unit both inside and out

Procedures:

- Drivers maintain clean units at all times.
- Drivers will perform a proper pre-trip inspection of the entire unit to insure it is operational and safe. Checks will be made prior to any departures.
- Drivers will perform post-trip inspections and complete the proper inspection form. The form can be found on the back of the logs.
- Check the oil in your truck daily while out on the road. Full oil jugs are kept in the truck for you to use. This is part of a proper pre-trip inspection.
- In winter months, the hopper door tracks tend to get moisture in them and freeze shut. If they are stiff to open at any time, call the home office for directions on thawing them. It is very important to follow their instructions so that the gearbox is not damaged.

Tires:

- The driver must check the tires at the beginning of each trip and each time the vehicle is parked. If any tire is found to be flat, leaking air, improperly inflated or overheated, the driver must notify Maintenance immediately. If the tire is overheating, it must be removed and not used until the cause of overheating is corrected.

When you have a blown recap, it is very important that you bring proof of the blown tire back with you. Without the piece of the tire tread we cannot get reimbursed for damages done to trailers or the adjustable portion of the tire tread from the tire company that is at fault.

Caution must be taken when loading and unloading conditions require you to drive on railroad tracks.

Equipment Maintenance

The company shop, and the Maintenance area are managed and staffed by company Employees.

The Maintenance Department is the control center for all breakdown and scheduling needs. It is the driver's source for all communications on any maintenance provided, and has this responsibility 24 hours a day, 365 days' year.

Procedure to Schedule Maintenance for Equipment

The driver must contact his or her Fleet Manager to schedule maintenance. The Fleet Manager will set up an appointment with the Maintenance Department. Normally all this is done using the Mobilecomm satellite unit.

We ask that this procedure be followed so that the driver, the Fleet Manager, and the Shop all are aware of what needs to be done. Failure to follow this procedure could cause the driver delays getting in the shop or late delivery time on the road.

Understanding our system will allow our drivers to get an edge on running and making money. If the driver keeps track of when the tractor will need preventive maintenance, then he or she can make arrangements for service. It is important to remember the mileage in the computer system will differ from actual mileage on your unit. The computer does not figure out of route miles or in town driving so it is important for the driver to know the actual mileage between services.

Our maintenance schedule is:	FLAG	CRITICAL
Tractors (All Company Tractors)	34,000 miles	6: ,000 miles
Trailers	6: ,000 miles	82,000 miles

Cleanliness

- Cleanliness inside the truck is the driver's responsibility.
- Truck washes are weekly in the yard on Fridays and approved once each month on the road.

Buchheit Maintenance Policy

The company strives to maintain the lowest possible CSA scores in all BASICS. The Vehicle Maintenance category sees a majority of the company's violations during roadside inspections and many of these within the Brakes, Lights and Tires categories; therefore, this policy applies to all equipment under the Buchheit Trucking Service DOT #.

1. All equipment is initially inspected to ensure it meets DOT standards prior to entering the fleet, and thereafter is subject to semi-annual DOT inspections.
 - a. All I/C trucks/trailers are scheduled to be reinspected to coincide with the driver's 30 and 90-day evaluations.
2. If a driver receives a roadside vehicle maintenance violation, the driver is expected to immediately notify dispatch and the shop. ***Repairs shall be made immediately or prior to the next dispatch.***
 - a. I/C drivers have a 10-day grace-period to verify with the shop (or shop designee) that the equipment with the violation has been corrected. At that time, a DOT inspection will be performed by the shop (or shop designee). If the I/C does not get the equipment in within the 10 days, no further dispatch will be given until repairs are verified as complete. The Maintenance Director will determine the method that the equipment owner uses to verify that the violation was properly repaired.
 - b. The I/C's equipment then enters a 30-day inspection rotation until the Maintenance Director determines that the typical 180-day rotation is sufficient.
3. If during any inspection, equipment does not pass DOT standards, then repairs must be made and verified (or re-inspected) prior to that equipment being dispatched.
4. Management reserves the right at any time to request to verify that a truck and/or trailer is at DOT standards.

IF YOU FEEL:	CHECK FOR:
The tractor pulling either left or right	An under inflated steer tire Front brake out of adjustment A broken spring
Brakes grabbing or pulling <i>(Do not attempt to adjust them yourself.)</i>	Grease on the lining of the brakes Brakes out of adjustment
Steering vibration while truck is moving	Irregular steer tire wear Bent rim Improperly mounted tire Loose lug nuts or broken studs
Sudden power loss	Fuel filter Engine warning light Clutch slipping
Brakes not holding <i>(Do not attempt to adjust them yourself.)</i>	Brakes are out of adjustment Grease on the linings of the brakes Low air pressure Water or ice on the linings of the brakes
IF YOU HEAR:	CHECK FOR:
Escaping air	Air leaks with the brake applied Flat tire Broken or leaky air lines and fittings Frozen brake valves
A repeating metallic click while the truck is moving	Loose wheel assembly on the axle Loose lug nuts on the tire rim An object in the tire itself
IF YOU SMELL:	CHECK FOR:
Diesel fuel	Leaky fuel lines
Burned rubber	Overheated brakes Electrical short circuiting
Burned oil	An overheated engine Oil leaking onto the engine
Exhaust fumes	Broken manifold Broken flex pipe on the exhaust system or bad pipe clamps at the ends of the flex pipe
WATCH FOR:	CHECK FOR:
Engine warning light <i>(amber color)</i> Engine stop light <i>(red color)</i>	Amber colored warning light should be checked out at a shop location at your first convenience. Call maintenance to schedule. Red engine stoplight indicated a serious problem. Pull off at the first safe area and contact the Maintenance department
Gauges: Charging system Oil pressure Water temperature	Dim lights look for loose connections Oil level, oil leaks around engine Coolant level, leaks, or broken belts

Breakdown Procedures

All equipment going into a shop needs authorization from our Maintenance Department. The driver must contact the shop whether the equipment is going into the terminal shop or an outside vendor. Drivers cannot authorize work on company equipment. There are two ways to contact maintenance:

1. Call the Maintenance Department
2. Mobilecomm satellite message

If the truck breaks down

- Secure the truck.
- Shut the truck down off the traveled portion of the road. Put out the reflective triangles within 10 minutes.
- Diagnose the problem. Refer to the equipment trouble shooting section for the symptoms of some common problems. Use of this guide may help the driver fix a problem. If not, using the guide will help to gather valuable information for the Maintenance Department.

Gather information for the Maintenance Department before you call or send a satellite message.

- The truck's exact location. This includes state, highway, mile marker, and name of the nearest town.
- Your tractor's number
- A brief description of the problem. If it is engine shutdown related, we will need to know the water temperature and oil pressure. Before contacting Maintenance, check the water level and oil level. The more information the driver provides the better the service we can provide.
- The apparent location of the problem. For example, if the problem is a tire problem, which tire is it? If the problem is an engine noise what area of the engine does the noise come from?
- Tire size. Please note the proper tire size on lease and owner operator equipment.
- Is there a shop available? If the driver is calling from a truck stop, find out if the truck stop shop can handle the problem before calling. Ask the shop how soon it can get you in and the approximate time needed to correct the problem.
- At what telephone number can you be reached?
- Use the telephone if possible, it works better for complicated problem solving. If no phone is available, use the mobilecomm "breakdown" message that will go directly to Maintenance and your Fleet Manager.

Please make certain to contact **your** Fleet Manager if you break down, especially if during the hours, he/she is not working. The Fleet Manager needs to know the status of you and your load.

Paying for Repairs

1. The preferred way is with a purchase order (PO) number. This number is given to the facility making the repairs by the Maintenance Department.
2. The second-best way is by a EFS check issued by the Maintenance Department. This check will transfer funds from the company to the repair shop. The money will not come out of the driver's account.
3. Do not pay cash out of your pocket. The company cannot reimburse you for cash expenses for tractor repairs.

Winter Operations

Drivers not only need to know what the current weather is, but also the weather they will be driving into. The weather may be great in Los Angeles; however, you may drive into a blizzard in Chicago. Use the following procedures for driving in cold weather.

Fuel Additives

The company may use fuel additives. These are to be purchased when directed by the Maintenance Department when the temperatures are at or below 20 degrees.

Winter Fronts

Winter-fronts are not to be used on any company tractors.

Engine Retarders

Engine retarders slow the tractor when the throttle is released. This is an advantage when the truck is going down a hill. All of the company's trucks are equipped with an engine retarder for increased braking ability.

Company trucks have a Jacobs's engine brake. The engine retarder has four basic parts: These include: (1) an "on-off" switch, (2) a position switch, (3) a clutch switch, and (4) a throttle switch. Clutch and throttle switches operate automatically to turn the retarder on and off. When the clutch pedal is pushed in the retarder is temporarily turned off. When you are pressing on the throttle pedal, the retarder will not activate. Please remember when you release the clutch or let off the throttle pedal the retarder will re-activate.

The driver controls the "on-off" switch and the position switch. The "on-off" switch turns the retarder on or off. The position switch sets the level of retarding power. Engine brakes have three positions. On the #1 position, the driver has the lowest amount of retarding power. If the driver needs more retarding power, he or she uses a higher number on the switch. Please turn the retarder "off" in the **lowest position**, in case you accidentally bump the "on" switch. Several points need to be understood to use the retarder correctly. They are:

1. Always start the engine with the retarder in the "off" position. Idle the engine for 3-5 minutes before turning on the retarder. Always turn off the retarder when the truck is off.
2. To activate the engine brake, the driver simply turns the on-off switch to the "on" position. Once activated the system is totally automatic.
3. Not using the retarder when it is not needed will increase the unit's fuel mileage. As the need for better braking increases, the driver can choose a higher numbered position on the position switch for more braking. Mountain driving **on dry pavement only** usually requires maximum retarding power.
4. Once turned on, all the driver needs to do is remove his or her foot from the throttle. The retarder will automatically engage to slow the truck.
5. One of the big advantages of the retarder is its ability to keep the truck under control on any downhill slope **as long as the pavement is dry**. It can save on the truck's air brakes, so they have full braking power when needed. The retarder is not a substitute for air brakes. Air brakes will be needed for complete stops, as a source of added braking power when going downhill, and in emergency situations.

6. A driver's first job is to determine a safe descent speed for the grade you are going down. Consider the weight of the vehicle and what gear would be needed to pull the grade you are descending. Use that gear to descend. Operate the retarder with the transmission in the lowest gear that will not cause engine speed to exceed the manufacturer's suggested maximum RPM (approximately 2000). The maximum effect of the retarder is attained at a higher RPM, so selecting a proper gear is important. If you feel you are applying too much pressure to the air brakes, you are going down the hill too fast. Slow down and shift to keep the truck under control. You must follow posted speed limits for severe grades. In abnormal weather conditions, drivers must remain below the posted speed limits for mountain grades.
7. **Caution:** The operation of any truck is unpredictable on slick roads. **Do not use the engine retarder on anything but dry pavement.** Always allow extra distance between your truck and other objects when using air brakes or your retarder.

It is important that you continually monitor the control of the truck at all times on slick roads.

An engine retarder can be a great safety feature; however, it cannot and should not be viewed as something to bail you out of an unsafe situation.

Fuel and Route Planning

Proper trip planning includes selecting the proper route to take, as well as choosing the most economical fuel stops along the way. Both the company and the driver are paid based on shortest miles. Those miles usually do not match the most practical route to take to deliver the load, so there are usually excess miles run for each load that neither the company nor the driver get paid for. Therefore, it makes sense to control and limit those extra miles as much as possible.

The company uses a product called Expert Fuel to help evaluate all options and provide a fuel purchase and route recommendation. Once a driver receives the dispatched load information over the Mobilecomm, Expert Fuel will then provide the driver with a message that shows the best route to take. Review this route prior to the start of the trip. If the route is unsafe or illegal, the fleet manager should be contacted. While drivers are expected to follow all acceptable routes, if the driver feels that another route should be taken, the driver must get approval from the fleet manager before taking any alternative routes.

Expert Fuel will also provide the driver with another message that shows where fuel should be purchased. Compliance is expected unless the fleet manager approves alternative locations.

Any Independent Contractors that receive this service from Expert Fuel are not required to comply with the recommendations.

Fuel Economy

Each driver travels nearly 100 thousand miles and purchase over 20 thousand gallons of diesel fuel each year. At today's fuel prices, it is easy to see how a little effort could potentially save a lot of money. Aside from fuel prices, fuel economy has a tremendous impact on the profitability and stability of a company.

There are countless factors that affect fuel economy. Many of these factors are controlled by the company and out of the control of a driver, including type of tractor, trailer, engine, tires, and maximum road speed. Some other factors cannot be controlled by the company at all. Weather is a good example of this. Summer driving can lead to 10% better fuel economy than winter driving because cold, dense air increases air resistance and drag. Cold-weather lubricants and fuel also can hurt fuel economy.

Drivers, however, can have a large impact on fuel economy in a number of different areas.

Tire pressure

Tire pressures should be monitored daily to maintain 100 psi. Even without a problem with the tire itself, its pressure can change daily. A 10-degree change in ambient temperature equates to a 1-psi loss in tire pressure. Fuel economy declines significantly when tires are under inflated.

Idling

All engine idling that is not needed for the comfort of drivers, for the function of the tractor, or for the integrity of the freight is considered unnecessary. All OTR company tractors are equipped with an Auxiliary Power Unit (APU) for this reason. The engine should remain off when idling is not needed.

Drivers can check their idle time using their Mobilecomm system. This information is usually reset on Friday evenings or Saturday mornings.

There are a few different types of Mobilecomm keyboards, which will affect the exact steps to checking idle time. However, the following general steps can be used:

- Scroll through the status or options on the Mobilecomm keyboard
- Choose the SensorTracs menu
- Scroll to Active Driver information
- Idle time will be the field marked Intertrip %

To allow for seasonal variations in need for idling for driver comfort, goals are set up for the percentage of time tractors should idle. A driver should check with a fleet manager if unsure of what the expectation is. The goal is set to allow for reasonable idling for driver comfort. It is the company's expectation that every team is able to meet or beat that goal.

The nature of over-the-road driving means tractor idling may be needed to run the A/C or heat to keep drivers comfortable while on the road. Engine idling may only be used when it is not possible for the interior to stay comfortable because outside temperatures have reached extremes.

Engine idling will also be needed for short periods of time to recharge batteries or keep diesel from gelling. If batteries are drained, it is acceptable to idle the engine to charge them. When outside temperature is below 20 degrees, one to two hours of idling twice a day will be necessary to shake the diesel tanks to keep it from bonding together and gelling.

In some rare cases, the company may haul freight such as paint, liquor or cosmetics that are susceptible to freezing at lower temperatures. When hauling this type of freight, drivers should inform dispatch that the freight needs freeze protection procedures.

Some tractors are equipped with an idle assist system that is designed to reduce unnecessary idle time. Drivers with this feature should become familiar with its use and function. These systems are meant to make it easier for drivers to reduce their idle time. Drivers should not attempt to interfere or override these systems without the approval of the fuel manager or maintenance. Drivers not following this rule are subject to disciplinary action, up to and including termination.

One such system on some of the Detroit engines is called Optimized Idle. A thermostat inside the bunk will allow drivers to set a temperature at which they are comfortable. The truck's computer will turn the engine on and off as necessary to heat or cool the cab to maintain that temperature. The engine may also turn on to keep the engine warm and to recharge the batteries. If the outside temperature allows the interior to be comfortable, the Optimized Idle system may be left off, but if A/C or heat is needed, set the climate control system on the dash to the appropriate setting and turn the system on.

Road speed

Tractors for company drivers are governed at a maximum tractor speed. That does not mean the driver needs to travel at that speed all the time. For safety purposes, drivers will need to drive below the governed speed quite frequently. Similarly, driving below the maximum speed will also help fuel economy. For every 1 MPH over 55, a truck loses nearly one-tenth of a mile per gallon in fuel economy. Therefore, a tractor that consistently runs 65 MPH instead of 55 MPH would sacrifice close 1 mile per gallon. A driver that has plenty of time to make delivery can back off 62 MPH and save fuel, maintain service, and become a safer driver.

RPMs and shifting

Every driver in the fleet can go from zero to 65 MPH in the fleet by shifting gears and accelerating, but not everyone does it the same way. How a driver shifts and what gear the driver is using is two of the most important things that can affect fuel economy. RPMs are so important that many engines have parameters that can be set to control and enhance how shifting is done.

As more RPMs are used, more fuel is being used. Therefore, drivers should use more of either than necessary. When accelerating, a driver should run the RPMs up only high enough so that when a gearshift occurs, the engine comes back into gear at the right RPM level, and the truck can keep picking up speed.

It used to be true that engines operated better at higher RPMs. On older engines, drivers had to run the RPMs up as high as possible in order to take advantage of the pulling power the truck needed. Engine technology has changed over the years and now most engines have higher pulling power in lower RPMs (in some engines, as low as 1,200 RPMs). If a driver is spending only 75% of the time in top gear, rather than 90%, the truck is losing 3-4% in fuel economy.

Learning how to use progressive shifting techniques is a good way for a driver to improve performance, safety, and fuel economy.

Drivers that have questions about progressive shifting techniques should contact the Maintenance Director.

Fuel Purchases

The company uses a Company issued fuel card for all fuel purchases. For company drivers, this card will only work at fuel stop locations that are approved by the company. For independent contractors, this card will work at any fuel stop location that accepts the card.

When used for fueling, the fuel card will only collect fueling information. Independent Contractors will be charged back for fuel at a later date.

In addition to diesel fuel, drivers can use their fuel card to purchase one gallon of oil in a calendar day. If additional oil is needed, the driver should contact maintenance. Cash advances, windshield-washing fluid, and other products are not allowed as part of the fuel transaction.

When purchasing fuel, the driver will need to enter the correct pin/unit number and odometer reading to complete the transaction. If there are problems with a fuel purchase, the driver should contact a fleet manager for assistance.

Fuel for Cold Weather

When diesel fuel gets too cold, it can turn from liquid into a somewhat solid state, which is called “waxing” or “gelling”. This usually starts with the fuel in the fuel line, especially in the fuel filters. With the fuel, unable to reach the engine, the truck stops running. Once fuel gels, the only option is to bring the truck into a shop to thaw everything out.

When a tractor is running, the circulation of the fuel and the vibration of the truck will normally prevent any fuel from gelling.

Truck stops in colder climates will typically provide a winter blend of fuel that includes additives designed to prevent gelling. While this may lower the temperature at which the fuel will gel, it is not a fail-safe plan.

If temperatures are below 20 degrees and the truck will be off for several days, contact maintenance to see if additional additives should be purchased. Do not add any additives without authorization from maintenance. If temperatures are extremely low, it may also be wise to run the truck an hour or two out of each day.

Scott City Terminal Scale Operating Instructions

Gross / Tare / Net Weighing:

- 1) Enter Customer Number
- 2) [Hit Enter on the keypad]
- 3) Enter Carrier ID Number (this is your 5-digit DOT #)
- 4) [Hit Enter on the keypad]
- 5) Enter Truck ID (your truck #)
- 6) [Hit Enter on the keypad]
- 7) Press the soft key arrow at the bottom of the screen below “Weigh/In”
- 8) Take printed in-bound weight
- 9) Unload your trailer (you will have 4 hours to complete the transaction)
- 10) Return to the Scale
- 11) Enter Truck ID (your truck #) – ticket will print with gross/tare/net
- 12) Take printed weigh ticket

Axle Weigh Option:

- 1) Enter Customer Number
- 2) [Hit Enter on the keypad]
- 3) Enter Carrier ID Number (this is your 5-digit DOT #)
- 4) [Hit Enter on the keypad]
- 5) Enter Truck ID (your truck #)
- 6) [Hit Enter on the keypad]
- 7) Press the soft key arrow at the bottom of the screen below “Menu”
- 8) Press the soft key arrow at the bottom of the screen below “Axle”
- 9) Pull Forward and stop when your first axle is off the scale and stop (light will turn red)
- 10) When light turns green, pull forward until the next axle is off the scale and stop (light will turn red)
- 11) After light returns green, back onto scale to get your printed ticket
- 12) Take printed axle weight
- 13) Press the soft key arrow at the bottom of the screen below “Finish”

Single Weigh Option:

- 1) Enter Customer Number
- 2) [Hit Enter on the keypad]
- 3) Enter Carrier ID Number (this is your 5-digit DOT #)
- 4) [Hit Enter on the keypad]
- 5) Enter Truck ID (your truck #)
- 6) [Hit Enter on the keypad]
- 7) Press the soft key arrow at the bottom of the screen below “Menu”
- 8) Press the soft key arrow at the bottom of the screen below “Print”
- 9) Take printed single weight
- 10) Press the soft key arrow at the bottom of the screen below “Finish”

When weighing a customer load, be sure to use the customer number provided in your dispatch information. If weighing with no customer number or obtaining an empty weight, use Buchheit Customer # 9999

Compendium of Idling Regulations

The information in this table is for reference purposes only and should not be relied upon for regulatory compliance. This information may contain errors and omissions and is subject to change. Actual state, county, or city codes should be referenced for specific requirements. Links to the various regulations can be found on the website edition of this compendium.

TruckingResearch.org

Updated: January 2019

State, County or City Idling Limit and Fines	Exemptions
Arizona, Maricopa County 5 minutes w/ fines of \$100 - \$300	<ul style="list-style-type: none"> - Traffic or adverse weather conditions - Emergency or law enforcement purposes - Power takeoff involving cargo or work function - Conform to manufacturer's specifications - Maintenance or diagnostics - Hours-of-Service compliance
California 5 minutes w/ fines of \$300 - \$10,000	<ul style="list-style-type: none"> - Traffic conditions/controls - Queuing beyond 100' of residential - Adverse weather conditions or mechanical difficulties - Vehicle inspections - Service or repair - Power takeoff involving cargo or work function - Prevent safety or health emergency - Emergency vehicles - Certified Clean Idle labels
Colorado, Aspen 5 minutes within any 60-minute period w/ fines up to \$1,000	<ul style="list-style-type: none"> - Safety reasons - To achieve an engine temperature of 120°F and an air pressure of 100 lbs/in²
Colorado, Denver 5 minutes in any 60-minute period w/ fines up to \$1,000 (No limit if <20°F for previous 24-hour period or less than 10°F)	<ul style="list-style-type: none"> - Emergency vehicles - Traffic conditions - Being serviced - Auxiliary equipment
Colorado, Vail 20 minutes w/ fines up to \$1,000 (No idling if left unattended when in Lionshead or commercial core except for refrigeration vehicles)	- None

State, County or City Idling Limit and Fines	Exemptions
Connecticut 3 minutes w/ fines up to \$5,000 (No limit if <20°F)	<ul style="list-style-type: none"> - Traffic conditions or mechanical difficulties - Ensure safety or health of driver/passengers - Auxiliary equipment - Conform to manufacturer's specifications - Maintenance - Queuing to access military installations
Delaware 3 minutes w/ fines of \$50-\$500 (15 min. if 32°F to -10°F; No limit if <-10°F)	<ul style="list-style-type: none"> - Traffic conditions or mechanical difficulties - Conform to manufacturer's specifications - Repair - Emergency vehicles - Using auxiliary equipment/power takeoff - Power during sleep or resting beyond 25 miles of truck stop with available electrified equipment - Vehicle safety inspections
District of Columbia 3 minutes w/ fines of \$500 minimum (5 min. if <32°F)	- Power takeoff
Georgia, Atlanta 15 minutes w/ fines of \$500 (25 min. if <32°F)	<ul style="list-style-type: none"> - To perform needed work - Traffic conditions - Natural gas or electric vehicles
Idaho, Ketchum 3 minutes in any 60-minute period w/ fines of \$25	<ul style="list-style-type: none"> - Traffic control/conditions - Vehicle inspections - Service or repair - To perform work functions - Prevent safety or health emergency - Recharge hybrid batteries - Operate equipment which runs intermittently - Emergency vehicles
Illinois: Cities: Aux Sable, Goose Lake, Oswego Counties: Cook, DuPage, Lake, Kane, McHenry, Will, Madison, St. Claire, Monroe 10 minutes within any 60-minute period w/ fines of \$90 - \$150 (30 min. if waiting to weigh, load or unload freight; No limit if <32°F or >80°F)	<ul style="list-style-type: none"> - Less than 8,000 lbs. GVWR - Traffic conditions/controls - Prevent a safety or health emergency - Emergency or law enforcement purposes - Service or repair - Government inspection - Power takeoffs involving cargo or work functions - Resting in a sleeper berth - Mechanical difficulties - Queuing - Idle reduction technologies

State, County or City Idling Limit and Fines	Exemptions
Illinois, Chicago 3 minutes in any 60-minute period w/ fines of \$250 (No limit if <32°F or >80°F)	- Emergency vehicles - Power auxiliary equipment - Service or repair or government inspection - Traffic conditions - Idle reduction technologies - Mechanical difficulties - Exhaust filter regeneration
Illinois, Evanston 5 minutes in any 60-minute period w/ fines of \$150	- Traffic control/conditions - Prevent safety or health emergency - Emergency vehicles - Mechanical difficulties - To perform work functions - Government inspections - Service or repair
Kansas, Johnson and Wyandotte Counties 5 minutes in any 60-minute period w/ fines up to \$10,000 (30 min. while waiting to load or unload)	- Traffic control / conditions - Safety or health reasons - State or federal inspections - Mechanical difficulties - Emergency vehicles - Heat or A/C sleeper berth during rest periods - Service or repair - To perform work functions - Auxiliary power units
Maine 5 minutes in any 60-minute period w/ fines of \$25 - \$500 (15 min. if 0° - 32°F; No limit if < 0°F)	- Traffic conditions - Prevent safety or health emergency - Emergency or law enforcement purposes - Maintenance or repair - State or federal inspections - Power work-related operations - Sleeper berth A/C or heat during rest or sleep periods - A/C or heat while waiting to load/unload - Mechanical difficulties if receipt of repair is submitted w/in 30 days
Maryland 5 minutes w/ fines up to \$500	- Traffic conditions or mechanical difficulties - Heating, cooling, or auxiliary equipment - Conform to manufacturer's specifications - Accomplish intended use
Massachusetts 5 minutes w/ fines of up to \$500	- Being serviced - Delivery for which power is needed & alternatives unavailable - Associate power needed with no alternatives

State, County or City Idling Limit and Fines	Exemptions
Michigan, Ann Arbor 5 consecutive minutes in any 60-minute period or when unoccupied w/ minimum fines of \$100 (No limit if <32°F or >85°F & no temperature-controlled area accessible)	- Traffic conditions/controls - Prevent safety or health emergency - Cab comfort while waiting for assistance - Emergency purposes - Power auxiliary work equipment - A/C or heat during rest or sleep periods beyond 25 miles of truck stop electrification/shore power - Maintenance, servicing, repairing, or diagnostic - Conform to manufacturers specifications
Michigan, Detroit 5 consecutive minutes in any 60-minute period w/ fines of warning to \$500	- Traffic conditions - Power auxiliary equipment - Emergency vehicles - Motionless for >2 hours & <25°F - State inspections - Hybrid vehicle recharging - Electric, hydrogen or natural gas powered vehicles
Minnesota, Minneapolis 5 minutes in any 60-minute period w/ fines up to \$700	- Traffic conditions/controls - To prevent a safety or health emergency - Emergency purposes - Maintenance or diagnostics - Vehicle inspection - Power auxiliary equipment - Occupied armored vehicles - A/C or heat during sleep or rest period or waiting to load/unload - Mechanical difficulties
Minnesota, Owatonna 15 minutes each 5 hours in residential areas w/ fines up to \$1,000	- None
Missouri, St. Louis 5 minutes in any 60-minute period w/ fines up to \$100 (10 min. if <32°F)	- Emergency vehicles - Power for auxiliary purposes - Traffic or adverse weather conditions - Repair or diagnostics - Engaged in the delivery of goods
Missouri, Clay, Franklin, Jackson, Jefferson, Platte, St. Charles, St. Louis Counties 5 minutes in any 60-minute period w/ fines TBD (30 min. when waiting to load/unload)	- Traffic conditions/controls - Prevent safety/health emergency - Emergency purposes - Maintenance/repair - State or federal inspections - Power work-related operations - During government-mandated rest periods - Mechanical difficulties - Auxiliary power units

State, County or City Idling Limit and Fines	Exemptions
Nevada 15 minutes w/ fines up to \$2,000	- Variance has been issued - Emergency vehicles - Repair or maintain other vehicles - Traffic congestion - Maintenance at repair facility - Emission contained & treated per commission - To perform specific task
New Hampshire 5 minutes w/ fines TBD (15 min. if 32° to -10°F; No limit if <-10°F)	- Traffic conditions - Emergency vehicles - Power takeoff or heat/cool passengers - Maintenance or diagnostics - Defrost windshield
New Jersey 3 minutes w/ fines of \$250 to \$1,000 (15 min. if stopped for 3 hrs. & <25°F)	- Traffic conditions - Mechanical operations - Waiting or being inspected - Performing emergency services - Being repaired or serviced - Auxiliary power unit, bunk heaters, etc. - Sleeper berth with 2007 or newer engine or diesel particulate filter
New York 5 minutes w/ fines of \$375 minimum (No limit if stopped for ≥2 hrs. & <25°F)	- Traffic conditions - Auxiliary power or maintenance - Emergency vehicles - Within mines or quarries - State Inspections - Recharging hybrid electric vehicles - Farm vehicles - Electric vehicles
New York: Cities of New York, Larchmont Village, Mamaroneck Village Counties of Rockland & Westchester 3 minutes w/ fines up to \$1,000 (1-minute if adjacent to a public school)	- Emergency vehicles - Operate loading, unloading, or processing device
Ohio, Cleveland & Maple Heights 5 minutes in any 60-minute period w/ fines of \$150 (10 min. at loading docks/areas or if <32°F or >85°F)	- Prevent safety or health emergency - Traffic conditions/controls - Emergency vehicles - Service or repair - Vehicle safety inspection - Power auxiliary equipment - Sleeping or resting in a sleeper berth - Mechanical difficulties - Idle reduction technologies

State, County or City Idling Limit and Fines	Exemptions
Ohio, South Euclid 0 minutes w/ fines of \$50 - \$150 (20 min./hr if loading/unloading; No limit if <32°F or >85°F)	(Same exemptions as Cleveland & Maple Heights, plus) - Queuing
Oregon 5 minutes in any 60-minute period w/ fines up to \$180 (30 minutes while waiting to or during load/unload)	- Idle reduction technology - Cargo temperature control - Traffic conditions/controls - Mechanical difficulties - Manufacturers specifications - Safety regulations - Emergency purposes - Maintenance/repairs - Exhaust filter regeneration - State or federal inspections - Power work-related functions - For A/C or heat during rest/sleep periods or loading/unloading if <50° F or >75°F
Pennsylvania 5 minutes in any 60-minute period w/ fines of \$150 - \$300 (15 min. if weighing, loading or unloading)	- Traffic conditions - Prevent safety or health emergencies - Comply with manufacturer's specifications - Emergency or law enforcement purposes - Maintenance or repair - Government or security inspections - Power work-related operations - Mechanical difficulties - Certified Clean Idle label
Pennsylvania, Philadelphia 2 minutes or 0 minutes for layovers w/ fines of \$300 (5 min. if <32°F; 20 min. if <20°F)	- None
Pennsylvania, Alleghany County 5 minutes w/ fines of a warning to \$500 (20 min. if <40°F or >75°F)	- Traffic conditions - Queuing - Cool down/warm up per manufacturer's recommendations - Sleeping/resting in truck - Safety inspections - Ensure safe operations - Emergency vehicles - Power accessory or service equipment - Repair or diagnostics

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State, County or City Idling Limit and Fines	Exemptions
Rhode Island 5 minutes in any 60-minute period w/ fines up to \$500 (15 min. if 0° - 32°F; No limit if <0°F)	<ul style="list-style-type: none"> - Traffic conditions - Ensure health or safety of driver/passengers - Power work-related operations - Service or repair - State or federal inspections - Emergency or law enforcement purposes - Auxiliary power unit/generator set
South Carolina 10 minutes in any 60-minute period w/ fines of \$75	<ul style="list-style-type: none"> - Traffic conditions - Prevent safety or health emergency - Emergency or law enforcement purposes - Service or repair - State or federal inspections - Power work-related operations - Sleeper berth a/c or heat during (a) rest or sleep periods; (b) <40° F or >80 °F; or (c) at rest areas, terminals, truck stops, or legal parking locations >500' from homes or schools - While waiting to load/unload
Texas: Cities of Arlington, Austin, Bastrop, Benbrook, Cedar Hill, Celina, Colleyville, Dallas, Duncanville, Elgin, Euless, Fort Worth, Georgetown, Granbury, Houston, Hurst, Hutto, Keene, Lake Worth, Lancaster, Little Elm, Lockhart, Luling, Mabank, McKinney, Mesquite, North Richland Hills, Pecan Hill, Richardson, Round Rock, Rowlett, San Antonio, San Marcos, University Park, Venus, Westlake Counties of Bastrop, Bexar, Caldwell, Collin, Dallas, Hays, Kaufman, Tarrant, Travis, Williamson 5 minutes w/ fines vary by jurisdiction	<ul style="list-style-type: none"> - 14,000 lbs GVW or less - Certified Clean Idle label - Traffic conditions - Emergency or law enforcement - To perform needed work - Maintenance or diagnostics - Defrost windshield - Owners of rented/leased vehicles - Hours-of-Service compliance beyond 2 miles of an available external heat or a/c connection
Utah, Park City, Sandy City <New>, Summit County 1 minute w/ 3 warnings and fines thereafter	<ul style="list-style-type: none"> - Traffic controls - Power auxiliary equipment including refrigeration units - Manufacturers' specifications - For health or safety reasons - Clear windshields - Maintenance, diagnostics or inspection - Emergency vehicles

State, County or City Idling Limit and Fines	Exemptions
Utah, Logan, Salt Lake City & Salt Lake County 2 minutes w/ 3 warnings and fines thereafter	(Varies by jurisdiction)
Vermont 5 minutes in any 60-minute period w/ fines of \$10 - \$100	<ul style="list-style-type: none"> - Public safety or emergency purposes - Traffic conditions or control - Health or safety of occupant - Operate safety equipment - Power work-related operations - Air-conditioning or heating a sleeper berth in model year 2017 or older vehicle - Maintenance or diagnostics - State or federal inspections - Idle reduction technologies
Vermont, Burlington 3 minutes w/ fines up to \$10,000	<ul style="list-style-type: none"> - Refrigeration units - Repairs - To perform work functions - Health or safety of driver or passengers
Virginia 10 minutes for diesel vehicles in commercial or residential urban areas w/ fines up to \$25,000	<ul style="list-style-type: none"> - Auxiliary power
West Virginia 15 minutes in any 60-minute period w/ fines of \$150 - \$300	<ul style="list-style-type: none"> - Traffic conditions/controls - Prevent safety or health emergency or in accordance w/ safety regulations - Emergency vehicles - Maintenance, service or repair - Federal or state inspections - Power auxiliary equipment - Security inspections - Mechanical difficulties - Sleeping or resting in a sleeper berth if <40° or >75° F & legally parked - Sampling, weighing, loading or unloading - Waiting for a police escort for a permitted load - Certified Clean Idle label - Powered by clean diesel or biodiesel fuels
Wisconsin, Madison <New> 5 consecutive minutes w/ fines of \$25 - \$200 (No limit if <20° F or >90° F)	<ul style="list-style-type: none"> - Prevent safety or health emergency - Testing, service, repair or diagnostic - Power auxiliary equipment including refrigeration units - Traffic conditions/controls

For more information about ATRI,
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Compensation, Wages and Expense Reimbursements

To receive your pay as quickly as possible trip paperwork should be turned in as soon as you deliver your load. Delivery of a load consists of the following:

- Delivery to the customer
- Delivery to a relay location such as a terminal or truck stop
- Delivery to a drop yard or similar facility

*Note that Delivery is not considered to be complete for pay purposes until the paperwork is completed in accordance with the “Trip Paperwork” section.

“Normal Work Duties”

“Normal duties of a driver include but are not limited to pre-trip and post-trip inspections, fueling, driving, travel and waiting time, attending safety and other meetings, submitting to drug, alcohol, and other forms of testing, completing paperwork, loading and unloading the freight.

Drivers are compensated on a percentage or mileage basis using a mileage guide (not actual or hub miles) for these normal duties and do not receive any additional amounts over the mileage pay for performance of these normal duties, unless otherwise specifically set forth in this Handbook.”

Compensation

Company employees will be asked to sign a wage rate sheet, which lists starting wage and longevity increases.

Independent contractors will sign a contract/lease agreement on their hire date. **Equipment owners** are responsible for paying their driver(s).

Pay Schedules for Company Employees

HOPPER-BOTTOM DIVISION		END-DUMP DIVISION		DRY-VAN DIVISION		LOCAL DRIVERS HOURLY PAY	
25%	Start	25%	Start	\$ 0.460	24-35 mo.	\$18.00	Start
25.5%	90 Day	25.5%	90 Day	\$ 0.465	36-47 mo.	\$18.25	90 Day
26%	6 Month	26%	6 Month	\$ 0.470	48-59 mo.	\$18.50	6 Month
26.5%	1st Year	26.5%	1st Year	\$ 0.475	60-71 mo.	\$19.00	1st Year
27%	2nd Year	27%	2nd Year	\$ 0.480	72-83 mo.	\$19.50	2nd Year
27.5%	3rd Year	27.5%	3rd Year	\$ 0.485	84-95 mo.	\$20.00	3rd Year
				\$ 0.490	96-107 mo.		
				\$ 0.495	108-119 mo.		
				\$ 0.500	120-132 mo.		

Note: there is a \$1.00 differential for night-shift on hourly driver pay.

Driver Guarantee Pay Program

Effective 5 May 2019 Buchheit Logistics will provide a Guaranteed Pay Program to its company drivers based on the criteria listed below.

The program will be based on GROSS pay not Net. Buchheit pays its drivers weekly.

In such instances where there is a pay shortage due to a timing issue, this program will not be applicable. For instance, a high mileage load that delivers on the following Monday, which is a different pay period.

Buchheit cannot apply the guaranteed minimum in instances where there is extreme weather or national emergency. Though the company would not expect a driver to operate in unsafe conditions, it also cannot guarantee a minimum in such extreme circumstances.

The Weekly pay amount is subject to change as deemed necessary by management.

Gross pay calculations will be calculated to include all the following:

- Hourly, Percentage, Mileage and Flat Rate Pay
- Detention Pay
- Lay-over/break down pay
- Any additional pay for deadhead
- Drop and hook pay
- Tarp Pay
- Vacation Pay
- Holiday pay (\$9.50 per hour 8 hours per day--\$76 per day)
- Bereavement Pay (\$9.50 per hour 8 hours per day--\$76 per day)

**Sign-On and Referral bonus as well as expense reimbursements will not be figured into gross pay.

OTR Drivers \$900 Weekly

Local Drivers \$800 Weekly

*Drivers "normal" duties will dictate OTR or Local rate.

To be eligible to receive the minimum guarantee:

- All paperwork received by 0800 Tuesday for the previous week via an "approved" electronic document scanning application.
- Driver will be available for dispatch a minimum of 5 days (full shifts) per week for each week of the pay period.
- Driver will not turn down any legally dispatched freight regardless of equipment type.
- No Late Deliveries.

Trip Paperwork

Your normal work duties as a driver is to complete **all** trip paperwork so that the company can properly pay you, properly bill the customer, and comply with applicable D.O.T. regulations.

Trip paperwork consists of:

- The original “supporting documents” as required by FMCSR § 395.11.
- A signed copy of the Bill of Lading if you drop the load at the consignee, **or** a copy of the bill of lading indicating where the load was dropped (relay point, terminal, etc.).
- Receipts for trip expenses (put driver name and truck number on all receipts).

Paperwork Processing

The trip is released for payment if the proper trip paperwork has been scanned. Pay for additional work performed outside of the normal duties or for extraordinary off-duty events, if Fleet Manager approved, is also released for payment.

A payroll statement can be retrieved from the company pay website. Any discrepancies on your payroll statement should be brought to the attention of your Fleet Manager.

Trip Envelope Instructions -

*****Use only when directed due to the Mobilecomm system being down.**

Please follow these instructions for completing your trip envelopes. It is **VERY** important for payroll and IFTA purposes that they are completed correctly and completely.

1. **PRINT** your full name and truck number.
2. Origin = The city and state name where you are starting the week.
3. Start = Beginning odometer reading for the week.
4. Finish = Ending odometer reading for the week.
5. Date: Enter the date on the first line. Record the date for each day.
6. Truck/Trailer: Record truck and trailer number each time there is a truck or trailer change.
7. Origin & Destination and State: Record load pick up point or wherever you start your week. Record the city, state and odometer reading at your pick-up location; write “load” to the right side. Record the odometer reading when you cross a state line. Record your fuel stops by indicating the city, state and odometer reading; write “fuel” to the left of the city. Record your load drop point city, state and odometer reading; write “unload:” to the right side.
8. Routes Traveled: Indicate the highway routes traveled.
9. Record your five-digit trip number in the last column on the right to the same line as your load drop information. Get this information from your dispatch.
10. On the envelope, record your fueling information, date, town and state, station, odometer reading, gallons purchased, and total cost. The misc. information section can be used for special payroll information, such as wait time, extra drops, pre-loading, etc. Record company expenses that need to be reimbursed to you.
11. Enclose all bills of lading, fuel receipts, logs, scale tickets, washout receipts, etc. and turn the envelope in to the office by Tuesday morning. If necessary, you should Fed-Ex your envelope to us so that it can be received in time to process for payroll.

Road Expenses

The team member will also be issued fuel cards to purchase diesel fuel for their truck only!

All expenses other than fuel must be approved by your supervisor/manager before the purchase, or your money will not be reimbursed. If it is after office hours call them at home, this includes but is not limited to: tire repair, oil, trailer wash, repairs, etc.

Any item or object obtained by a team member that is reimbursed by Buchheit Logistics remains the property of Buchheit Logistics.

Pay

Team members are paid on a two-week basis. As an added benefit Buchheit offers direct deposit for team member convenience. Team members may choose to take advantage of this time saving option at any time, simply by logging into their ADP profile at www.workforcenow.adp.com and entering their account number and bank routing number into the appropriate areas under the Direct Deposit information.

All hourly team members are responsible for clocking themselves in and out as close as possible to the appropriate scheduled times. Team members are expected to be prompt and “clocked in” ready to work at the time you are scheduled.

All OTR and Local Drivers are required to utilize an approved electronic document scanning app to submit trip paperwork by Tuesday 8:00 am.

Driver Access of Payroll Information

Drivers have several ways to access their payroll information.

1. Fleet Manager
2. Payroll Department
3. Payroll statements are posted on the internet the same day as it is paid.

The website is www.workforcenow.adp.com. Once a driver has accessed the website, they must enter their unique ID and password to view copies of your actual Payroll statements.

Clarification of Reimbursements

The company authorizes certain truck-related expenses. Independent Contractors and **Owner** Operators do not receive reimbursements unless authorized by their Fleet Manager.

City Work

The load being picked up or delivered must be less than 100 air-miles from the drop yard to qualify for city work. Loads over 100 air-miles, the driver will be paid percentage or mileage pay only.

Layover

The truck must be available from empty time to dispatched pickup time no less than 24 hours to qualify for layover pay. After the 1st 24 hours, layover pay is earned for every 24-hour period thereafter. No layover while under a load or while at home.

Breakdown/impassable highways

When a driver experiences a breakdown or impassable highway situation away from his/her domicile terminal or home, each driver may be paid breakdown pay. Time begins when the driver(s) notifies the company.

The Operations or Safety Department will determine unnecessary shut down, but generally, breakdown pay for impassable highways due to weather is approved only in the state closed by the Highway Patrol or when the company issues a mandatory shutdown. We encourage our drivers to shut down when roads become too severe for safe travel.

Lodging

If a driver is deprived of the use of the sleeper-berth, the company may reimburse the driver for motel expense. The expense must be pre-approved by a Fleet Manager before check in.

D.O.T. Roadside Inspection Bonus

Any driver that passes any D.O.T. Roadside Inspection will receive a \$bonus. A copy of the inspection report must be sent to the Safety Department within 24-hours to qualify for the bonus.

Shipper's Bill of Lading

The *signed* bill of lading from the consignee is proof of delivery for payment of freight charges. A bill of lading **must** be turned in for **each shipper** on every load delivered. The following is an itemized breakdown of what the driver must enter on each bill of lading:

- List the trip number for the load in the upper left-hand corner.
- List the trailer number used to deliver the load.
- Record the date, time of arrival at the shipper and the time of departure from the shipper, along with the driver's signature and ID #.
- List the seal number used (**all dry van loads** must be sealed).
- On multiple stop/pick up loads, record the reseal number after each stop/pickup.
- When you call in an overage, shortage or damage claim you will receive an OS&D number. Record that number on the bill of lading.
- When you deliver the load, make sure the consignee signs, dates and records the time of arrival at the consignee and the time of departure from the consignee on the bill of lading. If the consignee does not do this, it is your responsibility to provide that information on the bill of lading yourself.
- The Mobilecomm is your official time stamp. Remember to send the appropriate Macros for pick-ups and deliveries.
- The time of arrival and time of departure is very significant information that is needed in order for you to receive detention pay. Most companies require that the bill of lading have this information, or they will not pay the detention charge in question. This is our way of proving that the detention is accurate and indisputable. Having the consignees signature by these particular times, will make compensation for detention hard for them to deny and easier for us to collect.

Trip Scanning

Load Documentation

For *every trip or load*, there are very important documents which the company requires and needs for daily operation. Paperwork submitted by the driver(s) is electronically distributed, and indexed as certain documents, which automatically go to the correct department(s), and include:

- Accounting Department
 - All pages of the Bills of Lading (BOL)
 - Delivery receipts
 - Packing Lists and Pallet counts
 - Shipping Orders and Shipping Manifests
- IFTA and Fuel
 - Fuel Receipts
 - Trip sheets/envelopes
- Maintenance Department
 - I/C Monthly Maintenance Reports
 - Trailer Reports
 - Vehicle Inspections and Equipment Condition reports
- Operations Department
 - Customer Satisfaction surveys
 - Demurrage/Detention
 - Equipment Interchange receipts
 - Reimbursements/Receipts
 - Lumper receipts
 - Motel receipts
 - Scale receipts
 - Toll receipts
 - Truck Supplies
- Permits
 - Customs Control Papers
 - Gate Passes
 - State Permits / Liquor permits
 - U.S. Department of Agriculture Inspections
- Safety Department
 - Accident/Cargo Reports and Pictures
 - Citations, Warnings and D.O.T. Roadside Inspections
 - D.O.T. Physicals
 - Driver's CDL License
 - Driver's paper logs (if applicable)
 - Driver Evaluations
 - Driver Injury Reports
 - O. S. & D. Reports
 - Random Alcohol and/or Controlled Substance Tests

Every trip requires documents to be submitted by the driver. All documents should include the driver's name, driver ID, tractor and trailer number(s), Bills of Lading numbers, trip date, shipper's name and origin point (city and state), consignee's name and destination point (city and state) and a list of his/her expenses which they wished to be reimbursed for and as well as the Freight Bill number.

The Freight Bill number (FB) ensures the driver is paid correctly, and in a timely manner, for the wages and reimbursements for **each** trip.

Do Not Scan multiple trips in the same transmission. Multiple trips in one transmission will only cause the drivers a delay in being paid. Drivers are to send in one trip per transmission.

* Drivers' reimbursements are as follows (exceptions to this list should be pre-approved by Operations, Safety or senior management):

- Tolls
- Scales
- Special permits
- Cash fuel purchases
- Oil/fuel additives
- Truck supplies
- Misc. receipts, motel, cab fares, etc.

Remember all paperwork from the time the load is picked up to the time the trailer is empty is important and belongs to that load. The majority of our customers require us to send the copy of the Bill(s) of Lading showing the consignee's receiving signature with the freight bill (or for them to have access to that paperwork).

If you deliver the load, get their signature unless it is a drop and hook.

If the drivers elect to use a smart phone application, it becomes the drivers' responsibility to make sure all images are clear and legible. If the images are **not** clear or legible, the paperwork will not be processed for either payroll or billing.

Once you have scanned in your paperwork for the load, you need to have a filing system in your truck (an accordion file works very well). You should keep 2 months (60 days) worth of paperwork in your truck at all times and 6 months at home; you should not throw away the paperwork for any load that you have moved/delivered.

- Note: Be sure to scan all pages of each Bill of Lading (BOL). Insure that any delivery verification stamps on the back of any of your BOLs are included in the scan. If the Billing Department does not receive this important piece of information, it can prevent/delay payment for delivering the load.

Licensing, Insurance and Permits

Licensing of Equipment

The License Department automatically orders any permits needed in each state for all tractors and trailers. The Licensing Department coordinates the ordering and distribution of licenses and permits for tractors and trailers.

Interstate Commerce Commission (ICC) Certificate of Authority

This should be located in each tractor permit book.

- All tractors should have an IRP license plate located on the front of the tractor and a registration card in the permit book.
- All trailers should have either a license plate and registration (non-expiring). Trailer registrations are located in a box mounted on the front of the trailer.

Insurance Cards are required for all states. The card is located in the permit book. *Always check that your Insurance Card has not expired.*

Fuel and Mileage Tax Permits and Decals

All states have joined IFTA (International Fuel Tax Agreement) and require the IFTA registration and decal on each side of the tractor

Driver Responsibility for Permits

The tractor must have a permit book, Emergency Response Guide, Hazardous Materials Compliance pocket book, and Federal Motor Carrier Safety Regulations book. If any of these books are missing, please contact the License Department.

Each state has its own requirements for licenses and permits for tractors and trailers. These must be displayed properly on the equipment and not allowed to expire, and are required anytime you are in that state, even if you are just passing through.

All permit books should contain the current year's permit requirements. The requirements are generally for a one-year period.

On each pre-trip inspection, drivers are to check permits and licenses for the tractor and trailer for those states in which they will be traveling. If permits are missing or expired, the driver must call to obtain temporary permits.

IRP License Plate and Registration

The IRP (International Registration Plan) license plate and registration is required for both tractors and trailers. These are required in all 48 states. Tractor and trailer registrations expire December 31 of each year. Only new cab card registrations for tractors are issued each year.

Hazardous Materials and Liquor Permits

State issued Hazardous Materials and Liquor Permits expire at various times throughout the year.

Federal Hazardous Material Permit is required in all states for hazardous loads. *The permit is in force for a 3-year period.*

Drivers Entering Canada

Customs and immigration will require you to present an I.D. to prove your United States citizenship. The border officials are required to ask everyone for citizenship verification. When requested, you will need a valid U.S. Passport. Other forms of ID, e.g., voter's ID or military ID cards, do not prove citizenship. You must satisfy the border officer's request to prove United States citizenship in order to be allowed into the country.

If you have ever been convicted of a felony, driving while intoxicated, or certain types of misdemeanors, you will not be allowed to enter Canada. A "Minister's Permit" will be required for certain offenses committed outside of Canada that would be an offense under Canadian law before entry into the country will be allowed. Please contact your Fleet Manager to insure compliance before moving a load into Canada.

Log Book Regulation *fin*es can be stiff. Canada does not operate under the same regulations as the U.S. DOT. By following a few guidelines, you can avoid these fines.

- Sign daily log before you start driving (Fine: \$300).
- Have vehicle inspection complete before you start driving (Fine: \$300).
- Write tractor and trailer numbers and both plate numbers (Fine: \$300).
- Write beginning and ending hub for the day next to the total miles for the day (Fine: \$300).
- Make sure you have a valid vehicle inspection for both tractor and trailer (Fine: \$600).
- Possession of a radar detector in Canada is illegal (Fine: \$500).

Training Department: General Knowledge

Defensive Driving

Collisions are events that result from poor decisions. A preventable collision is one in which the driver failed to do everything reasonable to avoid the situation. The costs of a collision to the driver are often extremely high.

The company sets high standards in our hiring process to get the people with the best driving records. The people we hire must also understand what a poor driving record can do to a driving career. Driver mistakes are at the heart of most collisions. The risks of making mistakes:

1. **Time:** The time lost at the scene of a collision is always greater than taking the time to make the proper decision to prevent the collision in the first place.
2. **Money:** Time is money in the driver's pocket and at home. Tickets issued for fault in a collision are never cheap. Time set aside for court appearances cost money and loss of driving privileges deprives you of the ability to earn an income.
3. **Life:** When a bad decision is made, your life and the motoring public are at risk.
4. **Career Advancement:** Drivers often look forward to becoming trainers. Some drivers are selected to work as Safety Trainers, OTR Safety Trainers, or wish to transfer from one division to another. None of this is possible with a poor driving record.
5. **Personal Benefits:** The company Safety Awards are determined by a driver's involvement in incidents, equipment damage, and collisions.
6. **Loss of Employment:** Probably the hardest phone call to make is the call home to inform your family that you lost your job.
7. **Another Driving Job:** The CDL is a federal license with very strict stipulations. Motor carriers are obligated to register all preventable collisions with a background agent that is available to all commercial motor carriers. All carriers have hiring guidelines regarding collisions and your collision record is a matter of record for future employers to see.

Stopping Distance:

According to the Department of Transportation (DOT), it takes 300 feet to stop a truck at 55 mph under ideal conditions. Defensive driving guidelines suggest that for wet, snow covered, or icy roads, total stopping distance increases by 4 to 12 times what it is on dry roads. To determine following distance, you must know the length of your vehicle, your speed, and the current driving conditions. The formula for establishing proper following distance is as follows:

- Establish one second of following distance for every ten feet of your vehicle, plus one second for safety, under normal driving conditions. Add one second for every two hours behind the wheel (your reaction time degrades, as you get deeper into the shift).
- Measure the following distance by watching when the vehicle in front of you passes a sign or mile marker and count off the seconds until you reach the same sign or mile marker.

Defensive Driving

If you create and maintain a good space cushion around your vehicle and constantly make proper use of your seeing skills, you will always have time to react and adjust for any situation. Space cushion driving is the repetition of three basic actions: see, think, and do. The driver must see trouble, predict what action to take, and then perform that action at the correct time.

Philosophy:

The concept was to develop a system that drivers could use to avoid traffic problems and keep themselves and everyone else on the road around them safe.

The Commitment to Safety:

- Attitude is everything
- Always prepare for the worst
- Control a safety buffer around the truck.
- Always drive defensively
- Your safety and that of the driving public depends on your decisions.

Traffic Collision Triangle



Every Year, thousands of people die in pointless traffic incidents. Why? There are many answers to this question. The most important answer is that precautions were rarely taken to prevent these tragic events. True, some incidents are unavoidable. However, of the millions of collisions happening each year, only a small percentage is truly non-preventable. The right precautions do help to prevent collisions.

Common Causes of Collisions:

- Inattention: Many drivers do not pay enough attention to the serious business of driving through the ever-changing traffic world.
- Too Much or Too Little Attention: Some drivers concentrate too much attention for too long on one item, while missing others of equal or greater importance.
- Not Enough Time: Drivers often do not allow themselves adequate time to make decisions and act upon them. This problem is usually caused by not seeing enough, soon enough.
- Not Allowing for the Mistakes of Others: Drivers often failed to see or anticipate the mistakes of others in time to avoid conflict.
- Not Enough Training: Many drivers enter the traffic world after gaining only limited knowledge of local laws and the basics of vehicle handling.
- Failure to Adjust for To Conditions: Changing road and weather conditions require drivers to adapt their driving techniques. Certain conditions affect the handling characteristics of vehicles. Many do not adapt and are slow to recognize the importance.
- Attitude: A driver’s emotional state can adversely affect their actions behind the wheel. An educated driver does not allow emotions to take control of their vehicle.
- Driver Impairment: The influence of alcohol, drugs, fatigue and illness can lead to crashes.
- Vehicle Failure: a very small percentage of collisions, many of which can be avoided.

Our Goal is to help drivers avoid collisions that can be caused by these and many other factors.

5 Keys of Defensive Driving:

- Aim High in Steering
- Get the Big Picture
- Keep Your Eyes Moving
- Leave Yourself an Out
- Make Sure They See You

Aim High in Steering:

- Scan ahead as far as possible at least 15 seconds
- Identify potential hazards in advance
- Maintain space cushion
- Anticipate changing road conditions
- Prepare early for driving maneuvers such as Lane changes and Exit ramps

Set your sights high. Look far into your driving future. See and react to problems before they become unavoidable hazards.

Proper and Improper Seeing Habits:

The Development of proper seeing habits is critical in gathering all the information needed to make proper decisions. The most important of these proper seeing habits is one, which we call 15 seconds' eye lead-time. Eye lead-time is defined as the distance, measured in seconds, a driver's eyes see in front of the vehicle. In other words, you see ahead to where you will be in a given number of seconds.

The average driver looks only 3-6 seconds ahead of the vehicle. This is referred to as low aim steering. It denies the driver the time necessary to acquire information, make decisions, and act safely in response to hazards. As a truck driver, you sit high, but this does not automatically lead to aiming high with your eyes. High aim involves distance, not height.

Key 1 Techniques to obtaining 15 seconds of eye lead-time:

Set your sights high. Look ahead to where your vehicle will be at least 15 seconds into the future and start counting 1001, 1002, 1003 and continuing to count until you have reached that point, which should be at least 15 seconds. At a speed of 30 mph, you should have traveled a block and a half by the time you reached your eye lead-time of 15 seconds.

When possible, double your eye lead time to 30 seconds, looking three blocks ahead on surface streets, and a half mile ahead on highways. By doing so, you will be able to identify potential road hazards while there is still ample time to take evasive actions if necessary.

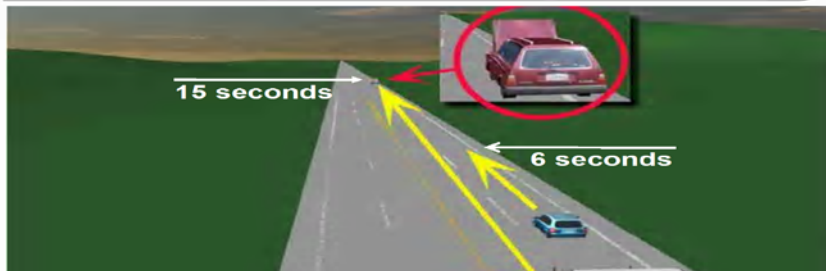
Planning Ahead:

Look think and plan ahead for low overhangs, low tree branches and bridges. Seeing them early gives you time to consider them as potential problems. Remember that the height of your trailer can vary according to loads and road conditions. Identify grades in advance, so you can prepare for them with the proper speed and gearing.

Stay alert to the status of distance lights. Place yourself to avoid unnecessary stops and starts. This saves fuel, brakes, tires, transmissions and often, time. In addition, the possibility of rear end collisions can be reduced when drivers are able to keep the vehicle moving.

High aim steering using a 15-second eye lead-time is a habit that is only formed with constant practice. These techniques allow you increased time to evaluate information and to make decisions. Driving becomes safer and more enjoyable while being more economical.

Key 1 Aim High In Steering[®]



- An animal's eyesight is suited to its survival needs
- Average drivers have 3 to 6 seconds of eye lead time
- Expand your eye lead to a minimum of 15 seconds

Get the Big Picture:

- Maintain 360-degree visibility around truck
- Mirror adjustment
- Protective driving techniques
- Observe sky to highway, ditch to ditch
- Anticipate hazards
- Know what is around you

To make the right decisions, your information must be complete. The information you need is not only 15 seconds ahead, but all around you. Use your eyes to establish a 360-degree circle of constant awareness. Adequate eye lead-time is only one of the seeing habits needed to acquire the vast amount of information that exists in the traffic scene. The big picture includes consistent visibility ahead, to the rear, and to the sides of the vehicle. Proper seeing habits include frequent use of the mirrors, allowing you to gather more information, leading to safer driving habits.

The Selection and Rejection Process: There are many objects in the big picture and it is important to think in terms of their true relevance to your driving safety. This requires a rapid selection and rejection process, sifting out the objects that are not potentially hazardous, leaving room to deal with those that are relevant.

Many stationary objects such as a tree or a billboard require no decisions from you and are not relevant. However, some non-moving objects such as traffic signs or parked cars near the roadway are very relevant. Relevant objects frequently include anything that moves on the sidewalk or the street. Vehicles, pedestrians and animals or the shadows they cast from locations that are hidden from your view could all become relevant to you.

Proper Following Distance:

A significant part of creating better visibility is that avoidance of vision barriers. Any other vehicle on the road can serve as a vision barrier. When it is necessary to drive behind another vehicle, the only way to keep it from obstructing your vision is to maintain the proper following distance. Following a large vehicle too closely guarantees the loss of adequate eye lead-time and reduces a vital part of the big picture. The closer you are behind a vehicle, the more you will find your eyes falling to the rear of that vehicle.

Calculating Proper Following Distance:

If you insist on removing vision barriers, you will automatically establish increased following distance. To determine how much space, you should maintain, use this formula; for speeds up to 40 mph, you should have one second for every ten feet of vehicle length. For speeds over 40 mph you should add one seconds. 8 seconds should be considered as absolute minimum following distance. For heavier loads, you should increase your following distance and in some adverse weather conditions you should double your following distance.

Proper Use of Mirrors:

Effective eye activity involves consistent use of the mirrors to maintain awareness of all activity around the vehicle. Smith System recommends awareness that at least one of the mirrors should be checked every 5 to 8 seconds. The decision as to which mirror may require the most attention throughout the drive is dependent upon lane choice, driving conditions, weather, and the load.

Key 2 Techniques for Getting the Big Picture:

Acquire full information on which to base decisions. Use your eyes to create a 360-degree circle of constant awareness. Check one or both of your mirrors every 5-8 seconds. Your choice of mirrors should be relevant to your traffic situation and your position in traffic. Eliminate vision barriers in front of your vehicle by maintaining your distance from them. Train yourself to see beyond them to minimize collision possibilities. Establish proper following distance a minimum of 8 seconds. Increase the distance when dictated by weather, heavy loads, or other conditions requiring increased visibility or greater stopping distance.

Key 2 Get The Big Picture.



- Look 15 seconds ahead
- Scan your mirrors every 5 to 8 seconds
- Achieve a circle of awareness

Key 2 Get The Big Picture.



- Relevant and non-relevant objects
- Position your vehicle so you can see
- Maintain the proper following distance at all times

Keep Eyes Moving:

- Mirror pattern
- Check often
- Check multiple time before making maneuvering
- Helps maintain alertness

Getting and keeping the big picture requires proper scanning techniques. Scanning requires constant eye movement. Eye movement activates your full visual potential and keeps you alert to the changing big picture.

Understanding Peripheral and Central Vision: Many drivers do not get the big picture because they do not use their full visual capabilities. Knowing how your eyes function can contribute to using them more effectively. We have two types of vision: Peripheral and Central. Peripheral vision detects undefined objects of interest while central vision investigates those objects with clarity. Most drivers when looking straight ahead, can detect objects about 90 degrees to each side for a total picture of about 180 degrees (peripheral vision). In this picture, only 3 degrees (Illustration) can be seen clearly by central vision. The remaining 177 degrees are not in focus.

Using Your Full Seeing Capabilities:

Because central vision affords only 3 degrees of clear vision, it is necessary to maintain constant eye movement in order to improve perception within the peripheral area.

In other words; **Keep Your Eyes Moving.** Frequent eye movement lets you take advantage of peripheral vision. Infrequent eye movement means that you are using only your central vision thus diminishing the effectiveness of your peripheral vision. The point is to not let your eyes pause on any object for more than 2 seconds. The value of Peripheral vision should not be underestimated. Peripheral vision is your early warning system, keeping you constantly up-to-date on rapidly changing conditions in your big picture. This early warning system is triggered by color, motion, and light. It will not be triggered if your eyes are in a fixed/blank stare.

Not Using Your Full Seeing Capabilities:

When in a fixed stare your eyes concentrate on one object. When in a blank stare, your eyes see things but the brain is not necessarily alert to the meaning of the visual input. Daydreaming is an excellent example of a blank stare. Fixed and blank stares can occur when you look at anything for more than 2 seconds or when you simply do not scan broadly enough. The danger of these stares is the loss of awareness that accompanies them.

A typical example is the driver who is first in line at an intersection, waiting for a red light to turn green. The driver's central vision is engaged as he concentrates on the light. The longer the driver stares at the light, the more the peripheral vision diminishes. When the light changes, if the driver simply looks ahead and accelerates forward without scanning left, right or to the rear, colliding with another vehicle in the intersection is possible.

Because of the loss of active peripheral vision, the driver is not alerted to objects moving in from the sides or rear.

Key 3 Techniques for Keeping the Big Picture:

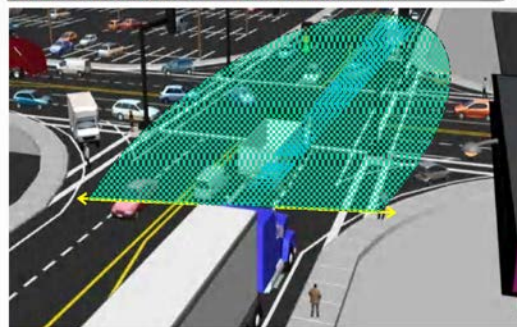
Keep Your Eyes Moving, every 2 seconds. Observe things in quick glances. This technique maximizes your central and peripheral vision. It keeps your early warning system continuously engaged and your mind alert. It assures your avoidance of a fixed or blank stare. Before entering an intersection, look left, right, and then left again. Look left twice because, normally, the first vehicle that could hit you would come from the left. Increased eye activity stimulates the brain. Do not yield to distractions inside the vehicle or your mind and avoid others who do.

Key 3 Keep Your Eyes Moving.



- Avoid blank and fixed stares
- Avoid focusing on an object for more than 2 seconds

Key 3 Keep Your Eyes Moving.



- Central vision is approximately 3° of clear visibility
- Peripheral vision is approximately 180° of visibility

Leave Yourself an Out:

- Always prepare for the worst
- Maintain speed for conditions
- Error on the side of caution
- Lesser of two evils

Your big picture includes people who may not be aware of your presence but should be. To get their attention, seek eye contact. There are various warning signals you can use.

The first three keys can keep you well aware of your driving environment. Awareness is of no value unless you have a way to escape from impending traffic hazards. That is why you must also put into practice “Key 4 Leave Yourself an Out”.

The Space Cushion: A Way Out of Trouble: Space Cushion driving is one of the most important concepts because of its enormous importance for collision prevention. It is a concept that requires constant planning and adjustment as you move through the changing traffic scene. Changes in traffic flow and traffic patterns can result in surprises that can be unpleasant, if not dangerous. Surprise can be minimized if you respond correctly to change. The correct response is usually possible if you maintain a space cushion around your vehicle. Key 4 increases your ability to deal with the unexpected and to prevent the ultimate surprise: a collision.

The safest position in traffic is with few or no objects around you. The objective of “Key 4” is to surround yourself with space. If you build a space cushion around your vehicle, you can protect yourself from conflicts. When your space cushion becomes smaller because someone has entered your space, learn to feel uncomfortable then adjust your speed or position to regain the lost space. Cushioning yourself and learning to feel uncomfortable when crowded are two important habits to develop.

“Key 4” Techniques for Preventing Collisions:

Build a space cushion all around your vehicle to the front, rear, and sides. Start by using the features of high aim steering. Look ahead to select a safe path through traffic and establish 15 seconds’ eye lead-time (Key1). Establish a proper following distance (Key2) to gain the front quarter of your space cushion. Open up the sides and rear of your cushion by adjusting your speed and choosing the lane when the fewest objects can invade your space.

Whether or not you keep a full cushion, remain aware of the space you have and do not have for maneuvering room. Stay up to date on the sides and rear by constantly checking your mirrors. Spoke vehicles before they slip into your blind areas. If conditions become too congested for you to keep a four-sided space cushion, try to keep at least the front and one side open until you can build the full cushion again.

If you must travel in the lane next to a congested curbside area, scan for signs of danger including drivers in vehicles, tires turned outward, brake lights and, of course pedestrian. Be ready for their sudden moves and keep “Out” to the side that will allow you room for evasive movements.

When stopped behind another vehicle, stay back about 20-25 feet. This affords several benefits; a cushion in front should you be hit from the rear, room to pull away without reversing should the vehicle ahead stall, or if the vehicle ahead of you rolls backward, you may avoid being hit in the front.

When stopped first in line at a crosswalk, stay back 15 feet. This will help you avoid being pushed in the crosswalk or intersection if you are rear-ended, and it affords you a buffer zone in the event of a wreck in the intersection.

Key 4 Leave Yourself An Out. 



- **Avoid traveling in traffic clusters**
- **Surround yourself with space**
- **Anticipate the actions of others**

Make Sure They See You:

- Use communication devices effectively
- Double check mirrors
- Decide to use caution always
- Eliminate in-vehicle distractions

Your big picture includes people who may not be aware of your presence but should be. To get their attention, seek eye contact. There are various warning signals you can use.

The goal of a Smith System driver is to alert others to their presence and intentions early enough to avoid conflict. Seek eye contact at the earliest moment. This means early enough to signal those around you with enough time to take evasive action if your warnings are not heeded.

Proper communication alerts others of your intentions. If done properly and in a timely fashion, you can increase your safety margin as well as the safety of those around you. Clear and timely communications is the responsibility of every driver but is an area of safe driving that is frequently overlooked.

What is Eye Contact? Eye contact is a major component of proper communication with others in the driving environment. Through eye contact, we assure ourselves that our intentions have been communicated. Frequently, that will bring the desired response from other drivers and pedestrians. However, eye contact does not guarantee safety. It indicates that people see you. It does not guarantee that they will do what you would like.

Key 5 Techniques for Seeking Eye Contact

- **Horn:** Use your horn. A light, friendly tap or two can usually bring eye contact.
 - There is no need for a long blast that might imply your disapproval or irritate others.
- **Headlights:** Use your headlights; the human eye is attracted to light.
- **Brake Lights:** Use your brake lights. Early braking alerts people behind you and gives them more time to respond.
- **Hand Signals:** Use hand signals. If you have time and if your window is open, hand signals can show your intentions especially to drivers behind you.

Be ready to alter your plans quickly. If your signals are not heeded, use your space cushion as your out. Remember the importance of timing. A timely, effective warning can usually be achieved if you form the right seeing and thinking habits.

Key 5 Make Sure They See You.



- **Seek eye contact**
- **Use your warning devices**
- **Proper timing is essential**

Defensive Driving for True Believers: Safety is about your decisions!

Licensed drivers kill & injure thousands. Can they drive? Yes, however, they cannot drive defensively! So, what is defensive driving?

- Driving to avoid causing accidents always!

Things happen to high mileage drivers, as well as new drivers. It is not your fault unless.... You have done something to cause the incident. Some questions to ask yourself while driving:

- Can they see you?
- What if brake lights start coming on?
- When will I find out?
- You can get away with this for a while?
- What happens when I step back?
- Are you a prisoner of the vehicle in front?

When does an accident occur?

- When 2 objects attempt to occupy the same space at the same time.

Driving to avoid causing accidents means we drive to avoid occupying the same space at the same time as somebody or something else.

- Belief in the space cushion principle: You can't hit what isn't there
- Building and maintaining space: We are not just talking about following distance, 360 degrees around the vehicle, we are talking about a bubble

The "One Second Rule": 1 second per 10 feet + 1 second for safety ($1 \times 7 = 7 + 1 = 8$ (normal conditions))

- Add another second after 3 or 4 hours!

What else can you do?

- Adjust speed to fool the pack: This will minimize lane changes, eliminate 'hard brake' events, and allow you to keep rebuilding your space cushion.
 - Reduce your speed 1-3 mph. During an 8-hour drive shift, an average of 40 vehicles will pull in front of you. If you lose 4-6 seconds per occurrence:
 - $6 \text{ sec} \times 40 \text{ occurrences} = 240 \text{ seconds}$ (four minutes!)

We said defensive driving is driving to avoid causing accidents, and that the 'space' principle greatly reduces the probability of causing an accident.

- We said the application of maximum 'seeing skills' allows you to produce a 360-degree moving picture around your vehicle; but wait! We forgot something very important! Where and when are doing all of these things? In the lane of least resistance! Always stay in the lane of least resistance, usually on a two-lane road, it is the right lane, on a three-lane road it is the center lane. The lane of least resistance is the lane that exposes the vehicle to the least amount of risk from other traffic. If you position yourself in the lane of least resistance, and:
 - Drive to build and maintain a space cushion around you, and
 - Apply maximum available seeing skills and tools, then
 - You will not be the cause of an accident!

The Lane Change:

- Sweep the lane. Whenever in doubt about the blind spot, sweep the lane with a marker or a broom.
 - A marker is a slower moving vehicle in the right lane. Delay the lane change until you pass the slower vehicle, then return to the right lane immediately.
 - A broom is a faster vehicle approaching from the rear in the right lane. Delay the lane change until this vehicle has passed on the right, sweeping the lane.
- Your decisions during a lane change could be the difference between having an accident and getting there safely. Think before, during and after you act!

Lane Change Steps:

- Signal Early (Key 5)
- Check Mirrors (Key 2)
- Bleed off speed (Key 4)
- Lean and Look (Key 5, Key 2)
- Check mirrors again
- Change lanes only when 100% sure of clearance (Key 1, Key 3)
 - Never accelerate into a lane change!

Turns:

What contributing factors are involved in the right turn accident?

- Narrow intersection.
- Traffic congestion.
- Pedestrian traffic.
- Obstructed view.
- Inattention/distraction.

Potential hazards of the right turn accident.

- Major property damage.
- Serious bodily injury.
- Almost always preventable.

Steps:

1. Step 1 - The set up or curb control.
 - a. Approach the intersection from the inside of the right turn lane, moving the tractor section toward the outside of the right turn lane as you enter the intersection with the right turn indicator applied. (Key 4 and Key 5)
2. Step 2 - The line up or lane control.
 - a. Alignment of our as we begin the turn is critical to our ability to remain in control and minimize accident risk.
 - b. Never cross the marker line that separates the turning lane from the outside lane or on-coming lane to improve your position (Key 2)
3. Step 3 - Follow up or collision control.
 - a. If it is necessary to use part of another lane to safely complete the turn, take this space from the left or on-coming lane of the street we will be entering.

-
- b. If the lane is already occupied with traffic stopped at the intersection, discontinue the turn at an appropriate point that would permit stopped traffic to proceed around the left of your tractor, clearing the lane
 4. Step 4 - Straighten up.
 - a. When it is safe to complete the turn, proceed to the far-right lane, observing that the trailer has cleared the curb.
 - b. The selection of the proper lane and vehicle alignment will permit the trailer wheels to track close to the curb line throughout the turn, eliminating any possibility for another vehicle to enter the “danger zone” between the curb and out trailer.

Conclusion: The defensive driving maneuver described is identified as a “button hook” turn because of the path the vehicle assumes as it completes the turn.

When you open sufficient space between the trailer and the curb for another vehicle to enter, you have created a “danger zone” and surrendered control of your vehicle. Never surrender control of your vehicle!

Backing:

Why Do Backing Collisions Happen?

Backing unnecessarily

Blind areas

Vehicle design

Infrequent practice

Limited mental preparation for backing

Inadequate information during backing



Key 1 Aim High In Steering.



- When possible avoid backing
- Think about your departure upon your arrival
- Select the safest parking location and backing path

Key 2 Get The Big Picture.



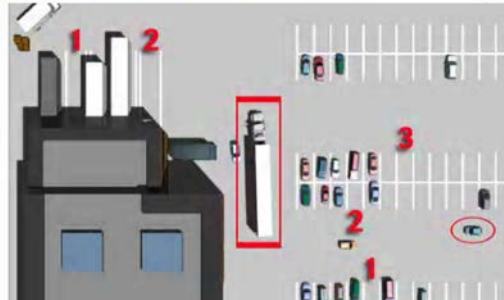
- Look for all hazards and consider backing upon arrival
- Use a guide when available
- When in doubt **Get Out And Look – G.O.A.L.**

Key 3 Keep Your Eyes Moving.



- Avoid staring at any one object; scan the entire area
- Don't forget the front and the sides
- Back slowly

Key 4 Leave Yourself An Out.



- Choose the site with the fewest hazards
- Cut no closer to other objects than necessary
- Back only as far as you must

Key 5 Make Sure They See You.



- Seek eye contact
- Use warning devices
- If you don't know, **DON'T GO!**

The Smith5KeysSM

When possible, avoid backing!
If you **must** back...

Key 1. Aim High In Steering.
Choose the safest location possible

Key 2. Get The Big Picture.
Search for all potential hazards

Key 3. Keep Your Eyes Moving.
Scan, don't fixate

Key 4. Leave Yourself An Out.
Surround yourself with space

Key 5. Make Sure They See You.
Use warning devices - Seek eye contact

The above areas are considerations that often lead to a backing incident!

Backing Procedures:

1. Get the big picture of the space you are going to back into!
2. While backing maintain your 360-degree visibility around vehicle if you lose a portion of that visibility due to blind spots stop the truck, "Get Out, and Look!"
3. Maintain mirror usage throughout the back, if a blind spot appears Get Out and Look!
4. Try to turn every back into a Straight-Line Back.
5. Make sure you use flashers and sound horn before you back!

Backing Tips

- Be sure the area around you and the area you are going to move into are clear (check for obstructions above, on the ground, both sides, and to the rear).
- Stop and exit the truck, if necessary, to reassess the situation.
- Always sound your horn in congested areas and use the emergency flashers.
- Use all mirrors to check for obstacles, the alignment of your unit and your progress.
- Never back unless you know what is behind you.
- Get out and check again if you are unsure of the clearance.
- Do not let the clutch slip or drag the brakes (backing should be in low range at an idle).
- Anticipate the path the trailer will follow into the backing space and steer the trailer onto that path.
- There is a delay from the time you turn the steering wheel until the trailer reacts and starts to move in the direction you want to go.
- The more severe the angle, the more room you will need to correct it.
- Backing will be impacted by weather, ground surfaces, weight, and position of the trailer tandems.

Turns and Lane Changes:

Drivers must signal all turns or lane changes at least 100 feet before and during the turn or lane change. Always remain alert for any vehicles that enter the driver's "blind spot" or "No Zone" areas.

Do not "back up" if other traffic hinders your completion of the turn.

Railroad Crossing/Non-Hazardous Loads:

Drivers must approach all railroad crossings at a speed in which the equipment can be safely stopped before crossing the railroad tracks. Improper scanning, shifting gears, and/or getting hung up on tracks can mean a loss of CDL privileges. Drivers will not shift gears while crossing the railroad tracks.

Emergency Stops:

Immediately activate the warning signal flashers every time the vehicle is stopped on the surface of a highway or on the shoulder of a road.

- **Two-Lane Roads** - Set out the reflective triangle warning devices within 10 minutes after the vehicle has stopped. One reflective warning device must be at the traffic side of the vehicle

and within 10 feet of the front or rear of the vehicle. A second reflective warning device will be placed 100 feet from the rear of the vehicle. The third reflective warning device will be placed 100 feet in front of the vehicle.

- **Interstate Highways Divided or One-Way Roads** - One reflector warning device will be placed within 10 feet of the rear of the vehicle. A second reflective warning device will be placed 100 feet from the rear of the vehicle. The third reflective warning device will be placed 200 feet from the rear of the vehicle.
- **Curves and Hills** - If a vehicle is stopped within 500 feet of a curve, at the top of a hill, or when the vehicle's visibility is hindered by another item the driver should place a reflective warning device between 100 feet to 500 feet of the rear of the vehicle to give other traffic ample warning.
- **Business or Residential Areas** - Reflective devices are required 2 hours before sunset until 2 hours after sunrise and any time of the day when there is not enough light to recognize persons and vehicles on the highway at a distance of 500 feet.

Ten Tips from Million Mile Drivers:

Many truckers are among the most skillful drivers on the road today. Some of them have earned awards for driving more than 1 million safe miles without a preventable collision.

Here are some of their ideas for driving safely:

1. Adjust the seat so you are 4 to 8 inches from the lower rim of the steering wheel but able to press the pedals firmly. Sit up straight.
2. Fasten and adjust your lap and shoulder belt. In addition to its safety factor, a snug belt will help keep you sitting erect, with less chance for back fatigue.
3. See that all mirrors are correctly set.
4. Use your eyes, keep them moving ahead, to the mirrors, to the sides and they will give you advance warning of distant situations that quickly can become immediate emergencies.
5. Always leave yourself an "out" for possible evasive action. Defensive drivers always play the "what if" game: "What if that car cuts in front of me, or runs the stop sign?"
6. Watch the car in front and the brake lights of the car ahead of it for extra time in stopping.
7. Learn to anticipate potential collisions. A professional driver "expects" a vehicle following a school bus to overtake it.
8. Never drive out of your "comfort zone". There is a time to drive and a time to park. Learn to recognize the signs.
9. At night, reduce to about 10 mph below your usual daytime speed. Do not overdrive your headlights.
10. Realize, as professional drivers do, that you have passed the peak of your efficiency after approximately five hours at the wheel. Take a break of at least 15 minutes after five hours at the wheel.

The Six Deadly Skids:

The front axle skid is most commonly caused by too much traction on the drive axles in a turn on slippery conditions. The drive wheels simply over power the traction that the front axle is creating. This, combined with momentum of the vehicle, can lead to disaster even on dry roads.

- This situation can happen when turning onto an on-ramp or off-ramp that has a cattle grate at the end, like those in Wyoming and other Western states.

Another cause of front axle skids occurs when coming onto a bridge or overpass when water, snow, or ice is present. These conditions and rough seams where the roadway meets the deck of a bridge or overpass combine to cause many front axle skids. Ice and frost accumulates on bridges and overpasses before it does on the roadway and will remain even after the roadway has dried. To avoid problems on bridges and overpasses always have your vehicle straight when you come onto the deck and keep it straight until you get back onto the roadway. This means you must avoid changing lanes on bridges and overpasses and be very careful not to make sudden or excessive steering corrections.

This is a habit that must be developed in the warm weather months so that it is done automatically when the roads are wet or slick. Recovering from a front axle skid is a matter of preparation. You should always have both hands on the steering wheel when preparing to cross a bridge or overpass, and you should always be thinking about ice. Keep any corrections slight and gradual. Remember the key to regaining a bond to the road is getting the wheels rolling again.

The drive axle skid results from a loss of traction at the drive wheels and is the cause of most jackknife situations. The driver, through improper use of the throttle or downshifting, often creates this loss of traction. Wind and the weight may be contributing factors, but throttle use and downshifting are the two most common causes of the drive axle skid.

Downshifting to slow a vehicle in adverse weather conditions applies excess power to the drive axle and will affect traction. Drivers come to rely on the shift lever as a magic stick. They think that it will get them out of a bad situation. Gear selection in adverse weather is critical. Use of the transmission as a braking device leads to disaster.

To recover from a drive axle skid, you must get the skidding wheels rolling again. **You must drive out of a drive axle skid.** Avoiding the drive axle skid also involves planning. You must be aware of the changing weather and road conditions at all times. Watch for ice accumulation on the vehicle's mirrors and edges of the windshield. Watch for the signs that indicate a change from wet pavement to icy pavement. For example, when the spray disappears from the vehicle in front of you or from the vehicles coming from the other direction, conditions have changed. If you watch for these signs, then you will know when wet pavement becomes icy pavement. Be prepared for slippery conditions on bridges and overpasses. Think about traction and be ready with both hands on the wheel.

Throttle use is the other factor that drivers have control over in avoiding drive axle skids. Throttle use can cause **the power skid**, which also involves the drive axle. When operating on roads covered with rain, snow, ice, sand, mud, or other debris, the throttle must be used to simply maintain momentum. Acceleration must be done with extreme caution, keeping traction in mind at all times.

When crossing bridges and overpasses do not cross them under power. Back off the throttle only enough so that you are just able to pull the trailer. Do not let completely off the throttle, because this is the first step in the braking process and may cause you to lose traction. Simply let off enough so that you are not accelerating or slowing down.

The trailer axle skid is probably the most spectacular skid to see, because it is amazing to see the back of the trailer catch up to and then pass the tractor. This is possible because a skidding wheel travels faster than a rolling wheel. A freewheeling axle will skid before an axle that is being driven. As the brakes are applied, momentum causes the load to shift forward and off the trailer axle. This reduction in weight can cause brake application to lock the trailer axle resulting in loss of traction and a skid. Another factor is the driver's instinct to press harder on the brake pedal if the brakes are not immediately effective. This can happen when brake pads are wet.

Avoiding a trailer skid by getting your eyes on the mirrors as soon as you get on the brakes is a very straightforward concept. Can you really feel a skid coming on? Feeling for a skid involves being rested and not being so fatigued that you are not aware of the things going on around you.

The spinout occurs when the driver applies too much power in a turn or tight maneuver. Sometimes, when traveling in snow and ice, the trailer can actually freeze to the fifth wheel. A trailer axle skid or a drive axle skid under these conditions can turn into a spinout because the entire vehicle will slide without bending at the fifth wheel.

Hydroplaning can occur whenever water is on the surface of the road at speeds as low as thirty-five miles per hour. There does not need to be a large storm pouring inches of water on the road for hydroplaning to occur. The problem with water is that you cannot compress it so it creates a barrier between the road and the tire. Water can support objects that are much larger than a tractor and trailer. If water can float a battleship, then it can get between your vehicle and the road. All the factors discussed earlier in this text apply to driving on water. Remember that water causes more skids than all the other causes combined. During the early stages of a rainfall, water mixes with oil, grease on the roadbed, and creates a potential sliding pond effect.

Mountain Driving:

Professional drivers never stop learning. In mountain driving, methods of descending change also. The old method was to descend the mountain using light steady pressure, but technology has changed so our methods must change.

The method to use with today's technology is called "**SNUB**" braking. What we need to do, when properly negotiating mountains, is to dissect the mountain into four zones.

1. The "**Preparation Zone**": In the "Preparation Zone", the driver is preparing for the descent of the "Controlled Speed Zone", by stopping at the brake check area and checking the brakes for proper adjustment. Remember, the Type 20 brake chambers (steer axle), have a 1 3/4" stroke, while the Type 30 brake chambers (drives & trailer) have a 2" stroke. If your brakes are out of adjustment, **do not** attempt to adjust the brakes yourself. Call the Maintenance Department as soon as possible to have them adjusted. If you do not carry a phone, check your brakes at a truck stop before you get to the mountains. That way you have immediate resources available to make a phone call or fix a problem. Professional drivers also take into consideration the weather conditions, grade, speed limit for trucks, and traffic.
2. The "**Controlled Speed Zone**": In this zone, the driver wants to use the "**SNUB**" braking method. This is not "fanning". The only time to "FAN" brakes is when checking the low air-warning device and tractor protection valve application. "**SNUB**" braking is a controlled method of braking while descending a mountain.

- When descending the mountain, allow your vehicle to obtain the posted speed limit for trucks. Make sure that you are in the gear that will not cause over revving or lugging at the posted speed limit (Of course you may go slower if so desired).
 - Once the speed limit has been achieved, apply the brake to bring the speed of the vehicle 5 mph below the speed limit in a 3 - 5 second interval.
 - Release the brake and allow the vehicle to obtain the speed limit again.
 - Apply the brake again to bring the speed of the vehicle 5 mph below the speed limit, in the 3 -5 second intervals. Do this all the way down the mountain.
 - *If you are going to use the "Engine Brake" also, do not forget to start off in the 2-cylinder setting first, then 4 cylinders, then 6 cylinders.*
3. The "**Speed Limit Zone**": This Zone speaks for itself. **Never** exceed the posted speed limit. Not only can you receive a citation, fines, or maybe even jail time, but you could also put someone's life in jeopardy. Be careful not to succumb to this temptation. Be the professional that you are.
 4. The "**Full Power Zone**": Here is where you can begin to accelerate again. As you begin the climb, apply the power, and prepare to start working. It is time to start down shifting! This Zone will take you back into the "Preparation Zone" where the whole process starts anew.

Why Be Safe?

There are many reasons you should work and drive safely. One reason is that working and driving safe is what we expect of you. However, the best reason is so you can enjoy your life when you leave work and retire.

Do your job safely and take care of yourself so you can enjoy your hobbies, traveling, recreation, or just spending time with your family when you leave work. Your family expects you to come home the same way you left.

Driver Injuries

Injuries from working around and with van trailers are similar to other types of trucking. The top 10 work activities or injury risk factors are:

- Injuries as a result of crashes (as a driver or when riding as a passenger).
- Falling getting into or out of a tractor or falls in parking lots or yards.
- Being struck by motor vehicles while walking through or working in a yard or lot.
- Falls while getting into or out of a trailer.
- Handling or rolling tarps.
- Opening trailer doors (strains or being hit by falling cargo).
- Raising or lowering landing gears.
- Sliding tandems.
- Falls while working on the deck board area.
- Releasing 5th wheels.

Following the concepts outlined in this study guide, the training materials reviewed in orientation, and other training you have received can help prevent injuries. Our drivers and contractors play a valuable role in getting the customer freight where it is going.

Your ability to work is much less when you are injured, and we want you to stay on the job working. The concepts outlined here can help get you home safely to your family.

How do injuries affect you and your future?

Taking care of yourself when you are younger helps ensure that you can enjoy life, as you get older. Many injuries are a result of abuse of the body over time. Take care of yourself by doing the job the right way.

- Your injuries can cause constant pain and discomfort
- You will have less pay when on worker's compensation
- You could have a possible career ending injury – What would you do if you could not work anymore?
- You might not be able to enjoy hobbies you currently enjoy
- Your family will be Impacted by your injury

Workers' Compensation

Workers' Compensation insurance coverage is mandated by law and is designed to provide wage replacement and medical bill payment for a worker who is injured while performing services growing out of and incidental to employment.

- All claims are subject to investigation
- Wage replacement rates are set by state mandates. Each state is different.

How does the cost of these claims affect the company and our employees and customers?

- Increased insurance costs
- Increased rates to our customers
- Increased cost of benefits (i.e., health insurance, etc.) to our employees

Why do we have Transitional Work?

- Transitional work is required for driver employees whose restrictions allow them to work in some capacity
- The longer someone is off work the harder it is to come back
- Being off work impacts how you feel about yourself and how others perceive you
- Your body tends to heal faster when you stay as active as possible with your injury and your physical limitations
- You will be expected to perform alternate duty tasks that meet your work restrictions if you are injured

Work Comp Fraud

Fraud happens when employees knowingly lie to collect benefits by:

- Claiming an injury was work-related when it wasn't,
- Exaggerating an injury
- Secretly continuing to work outside of the company while collecting benefits.

The company treats employees honestly and we expect honesty in return

What should you do if you know or suspect fraud?

- Report it to the Workers Compensation Case Manager or Human Resources Manager.

Dressing for Work

Our dress requirements are based on the type of work we do and expectations of our customers. You should have all of the required clothing and equipment when you start your day. Make sure you have all of the needed equipment, so you are able to load or unload at customer sites.

- Safety vest
- Hard hat
- Ear plugs
- Safety glasses
- Long sleeve shirt
- Gloves
- Long pants
- Long shirt
- Steel toed boots that come above the ankle

Heat Stress

Heat illness can be deadly. Every year, thousands of workers become sick from exposure to heat, and some even die. **These illnesses and deaths are preventable.** What is heat illness? The body normally cools itself by sweating. During hot weather, especially with high humidity, sweating is not enough. Body temperature can rise to dangerous levels if precautions are not taken. Heat illnesses range from heat rash and heat cramps to heat exhaustion and heat stroke. Heat stroke can result in death and requires immediate medical attention.

How You Can Protect Yourself and Others

- Know signs/symptoms of heat illnesses; monitor yourself; use a buddy system.
- Block out direct sun and other heat sources.
- Drink plenty of fluids. Drink often and **BEFORE** you are thirsty.
- Avoid beverages containing alcohol or caffeine.
- Be aware that poor physical condition, some health problems (such as high blood pressure or diabetes), pregnancy, colds and flu, and some medications can increase your personal risk. If you are under treatment, ask your healthcare provider.



Falls in the Yard and Truck Stops

Falls at customer sites are not frequent. Most can be avoided by watching where you are going and paying attention. Check the area as you pull in. Use additional fall protection when snow or ice is present. Conditions can change throughout the day. Stay aware of changes as you work. If you see holes or cracks be aware of where they are when you park and avoid walking through them. Fresh snow can hide a layer of ice. Place your feet squarely on the stairs and use handrails. Never run up, down, or jump from stairs. Use your flashlight when buildings do not have exterior lighting and it is dark.

Walking in Yards or Lots

Drivers have been struck by a variety of types of motor vehicles when working in or walking through a yard or lot. When walking through a yard, lot, or truck stop parking area you should:

- Watch where you are walking
- Avoid distractions like phones, texting, reading, and other things that divert your attention from what is going on around you and where you are placing your feet.
- Use a flashlight at night
- Walk where it is easier for drivers to see you
- Wear a reflective vest, jacket or other high visibility clothing
- Use slip resistant shoes, boots, or additional slip on fall protection to help keep from falling (some drivers have fallen and been run over).

Footwear Policy

This policy requires adequate footwear for employees and/or other personnel performing tasks where there is a reasonable potential for foot injury or other personal injury from slip, trip and fall incidents. This includes, but is not limited to, exposure to falling and or rolling objects, working in close proximity to wheel and track vehicles, performing any type of maintenance activities and operating material handling equipment.

Adequate footwear is defined as footwear that provides protection from hazards in the foot protection area. Adequate footwear includes shoes or boots with slip resistant soles. Leather sole cowboy boots, athletic shoes, tennis shoes, open toed shoes, sandals, or shoes of similar construction and material must not be worn when working, as they do not provide adequate protection.

Falls from Tractors

Falls from tractors occur most frequently when drivers do not face the equipment and do not keep three points of contact. Make sure you face the equipment and keep your hands and feet in the proper positions.

- Jumping from cabs can result in an impact force of up to 12 times body weight
- Results in serious skeletal muscle injuries and causes serious disability
- #1 cause of worker injuries in the Trucking Industry
- Frequent entry and exit from equipment makes falls likely

Always maintain use of the 3-point of contact system: Two Hands & One Foot, or Both Feet & One Hand; in constant contact with the tractor while entering and exiting.

- Always face the equipment
- Get a firm grip on the grab bars
- Place feet squarely on the step
- Never carry things when you climb
- Look down before you climb down
- Have footwear that is in good condition with laces tied

Climbing into and Out of Trailers

Trailer entry is similar to tractor entry and exit. You need to face the equipment and have 3 points of contact. Never jump out of a trailer.

- Keep 3 points of contact
- Keep your hands free for climbing
- Face the equipment getting up and down
- Place your feet squarely on the bars or steps
- Get a firm grip on the door as you climb in and out
- Check the ground before you step down.

Trailer Doors

Many drivers have been hurt opening trailer doors. The doors can suddenly move because cargo has shifted during transport, or the wind catches the door. Check the door before you open it to see if cargo has shifted. Light slaps with your open hand can tell you if cargo is leaning against the door.

- Open the right door first, leaving the left side partially hooked, and look inside.
- Stand to the side of the door as you open it.
- Stay to the side of the door as you walk.
- Watch where you step as you walk around the trailer
- Keep a firm grip on the door until it is secured
- Always latch trailer doors as close to the trailer as possible

Handling Tractor Hoods

Checking under the hood should be part of your daily pre-trip inspection. Lifting and lowering the hood can be hazardous when done wrong. Make sure you are out of strong winds and away from traffic. Use your whole body and avoid reaching and twisting. Use the foothold in the bumper when lowering the hood. Always lift with slow steady pressure. Never jerk the hood.

Pulling Fifth Wheels

Drivers do many things that require use of the arms, shoulders, and upper body. Long-term damage can occur when common tasks are performed in ways that create unnecessary stress on the body. Brace yourself and use leverage to avoid just pulling with your upper arm. Set the trailer bakes and back up to take the pressure off the fifth wheel when you park. No matter which way you pull the fifth wheel, spread your legs for balance, get a firm grip, pull with firm steady pressure, and never tug or jerk the release. Make sure any damage or maintenance concerns are addressed.

Landing Gear

Drivers can be hurt when raising or lowering the landing gear. The injuries can be strains, falls, being hit by the handle, or from walking into a handle.

- Make sure you use the right gear (high or low)
- Get a firm grasp on the handle
- Use steady pressure
- Keep your face away from the handle
- Avoid the two-finger spin technique
- Brace yourself for balance
- Lower and secure the handle when you have finished
- Address any damage or landing gears needing maintenance

Load Securement Equipment

Getting the work done, means having the right equipment. You should have two load locks. Follow the same fall prevention precautions you would for entering the tractor. Keep 3 points of contact when climbing on the deck board. Set the load locks down, and then climb up or down. Keep your equipment stored and secured so it is ready for use. Inspect equipment before you use it and at other times so you can replace it as needed.

Needed Equipment

Some items or equipment is required by the FMCSA, and others are just good to have. Fire Extinguisher (Make sure it is charged and secured).

- Reflective triangles (3)
- Cleaner for windows
- Spill Kit
- Tools
- Extra light bulbs and fuses
- Gloves, hard hat, and reflective vest
- Bungee cords
- Rags or paper towels

Clean Windshields

Clean windows give you the best view and reduce glare. Start your trip with clean windows inside and out. Using long handle tools (brushes and squeegees) reduces the potential for falls from the tractor. Dirt and film on the inside of the window increases glare and makes it very hard to see at night or in bright sunlight. Use long handle tools to avoid climbing on the truck.

Driving in Yards

Each yard and customer site has its own rules and policies. You should look for signs and comply with the rules for the yard you are in.

- Be alert for changes in traffic flow each time you visit a yard or location
- Watch for pedestrians
- Follow the posted signs for parking and right away
- Watch for drivers getting in and out of parked vehicles

Backing

The most effective way to avoid backing crashes is to avoid backing. When you must back plan the maneuver before you back. *Get out and look before you back.*

- Park where you will not need to back when possible
- Use sight side backing when you have a choice
- Avoid blind side backing
- Make sure your mirrors are clean and adjusted for the best view
- Maintain constant awareness of what is around you and changes taking place
- Only use reliable guides and make sure you understand the signals
- If there is any doubt about what is behind you stop the truck and get out and look.

G.O.A.L.

Ground Guides

Ground guides are used at times when backing or making difficult maneuvers in a yard. When ground guides are used, make sure you understand the signals that will be used. If you lose sight of the ground guide, stop the truck until you locate the ground guide.

- Stand in front of the vehicle
- Understand and follow the hand signals
- Wear reflective vests or clothing to be visible
- Use a flashlight at night
- Stay in the areas where you will be visible
- Watch where you walk and step
- Avoid distractions like using a cell phone, text, reading or other activities that take your attention away from your duties as a ground guide

Parking at Truck Stops

Most truck stop crashes involve damage to parked vehicles. There are many things you can do to avoid these types of crashes.

Each situation is different so weigh the options each time you park.

- Plan your route and stops to avoid some locations.
- Follow traffic flow directions and signs posted at the truck stop entrances.
- Select your parking spot to avoid high traffic areas, and park between the lines.
- Park where you will not need to back up by using pull through spaces when available
- If you must back, back in and not out.
- Avoid parking next to vehicles with existing damage.
- Most of us need exercise and parking where you can get some walking in can make damage less likely and help you stay healthy.
- Parking at the end of a row makes sideswipes more likely.
- Parking in back and out of the way areas may make theft more likely.

Seat Belts

There are many reasons to wear seat belts. Use of seats is required per the FMCSA regulations. Using the seat belt properly, helps get everyone home to his or her family at the end of the day. They should be used at work and when operating your own car or truck. Seat belts are essential. Drivers have the best protection in rollovers when they are wearing their seat belt properly.

- **Seat Belt use is required by law and is a company policy.**

Seat belts keep a driver behind the wheel where they are less likely to be injured. They also protect passengers when riding in a seat or sleeping in the bunk.

Use of seat and bunk restraints protects both drivers in the event of a crash. Unrestrained passengers or drivers can become projectiles during a crash and hit or be thrown into the other person. The upper bunk is designed for use when the vehicle is stopped.

- **It is company policy to only use the lower bunk with the bunk restraint in place when the vehicle is moving.**

Speeding

Speeding reduces a driver's ability to steer safely around curves or objects in the roadway, extends the distance necessary to stop a vehicle, and increases the distance a vehicle travels while the driver reacts to a dangerous situation.

- Know the posted speed limit
- Know the speed limit for permitted loads (it may be lower than posted)
- Adjust your speed for conditions (wet, snowy or icy roads)
- Adjust your speed for visibility (night, fog, smoke)
- Check your speedometer frequently
- Drive at or below the posted speed limit
- Slow down before entering a ramp and go 5 – 10 mph slower than the posted limit.

Fuel Economy

Small changes in driving habits and watching your speed and avoiding speed fluctuations can have a big impact on your fuel costs.

Crashes

Crashes are most frequently caused by behaviors and not a lack of knowledge. The top 10 crash types are:

- Backing
- Striking other vehicles when parking or moving through truck stop lots
- Making right turns
- Hitting stationary objects
- Making left turns
- Hitting other vehicles in the rear
- Lane change/sideswipe
- Intersections
- U turns
- Rollovers

Speeding is always a contributing factor in most accidents. Speeding reduces a driver's ability to steer safely around curves or objects in the roadway, extends the distance necessary to stop a vehicle, and increases the distance a vehicle travels while the driver reacts to a dangerous situation. The crash types do not tell the whole story.

In most crashes drivers had the knowledge they needed but were tired, distracted, lost, in a hurry, didn't bother to get out and look before backing or knowingly took chances thinking it won't happen to me.

As a professional driver, you must use your knowledge and skills to prevent crashes.

Rollovers

Rollovers have many causes. Driving too fast on curves, taking ramps at or faster than the posted speed limit, making evasive maneuvers, or running off the side are the most common causes. Fatigue, aggressive driving, and distractions will make rollovers more likely.

Load shift is the cause for some rollovers however vehicle motion is the most likely cause of load shifting.

- Follow the speed limit on curves and ramps
- Stay 5 to 10 miles per hour below the posted limit on curved ramps.
- Keep your eyes on the road to avoid going off the side of the road.
- Get rest and do not exceed the hours of service regulations.
- Avoid distractions and stay focused on driving the vehicle when it is in motion.

Distractions

A driver's main job when behind the wheel is to drive the truck. Distractions increase the chances of a crash. Make sure you are driving the truck whenever it is in motion. Distractions occur for many reasons. Stay focused on your job of driving.

- Make your calls when you stop
- Have good directions before you start your trip
- Keep what you need in reach, so you don't take your eyes off the road
- If you drop something wait until you stop to search for it
- Keep your eyes moving and stay focused on driving
- There are some things you should not do while driving

Rest Stop Safety

Safety when you stop is just as important as safety when you are driving or working. Rest and fuel stops have unique hazards you should be aware of:

- Park in well-lit areas.
- Watch for vehicle traffic especially when moving between trucks.
- Plan stops to avoid high-risk areas especially at night.
- Lock your truck; put the keys in your pocket.
- Check the vehicle before you re-enter it.
- Do not wear expensive jewelry or show cash when you are in sight of others.
- Never discuss your load, route, or schedule.
- Be protective of PIN numbers when using ATMs.
- Be aware of what and who is around you.
- Carry a flashlight at night.

Seat Ergonomics

There are a variety of seat styles and manufacturer's seats in our fleet. You need to adjust the seat for neutral positions that are comfortable and that provide good visibility.

You should adjust your seat for a comfortable position so your legs and back are supported and neutral. The steering wheel adjustment can help keep your arms and hands in a neutral and comfortable position. Good seat ergonomics keeps you more comfortable and reduces fatigue.

Stretching

Stretching, though often overlooked, plays a vital role in keeping muscles and joints strong and pliable so they are less susceptible to injury. That is why it is such an important part of warming up before physical activity and cooling down after.

Spending a few minutes, a day doing slow, deliberate stretches can also help manage stress more effectively- giving you a chance to momentarily shut off outside stressors, and focus, physically and mentally on your activity.

Books and articles describing specific stretches abound. A good routine should work each of the major muscle groups, and need not take long.

Know the “Rules to Stretch by” before you begin.

- Warm up first: warm muscles, tendons and ligaments are more flexible and stretch more easily; stretching “cold” muscles can cause tears. Stretches should always be gradual and gentle. Hold each stretch in a static position for 10 to 20 seconds allowing the muscle to lengthen slowly.
 - Do not bounce: bouncing actually causes muscle fibers to shorten, not lengthen. Stretch only to the point of resistance; if it hurts you are pushing too hard.
- Do not rush through the stretching routine: use it to prepare yourself mentally and physically for activity

Exercise

Most people do not get regular exercise. Regular exercise helps you feel better and enjoy better overall health.

- Physical activity need not be strenuous to achieve health Benefits.
- Men and women of all ages benefit from a moderate amount of daily physical activity.
- Additional health benefits can be gained through daily physical activity.
- Previously sedentary people who begin physical activity programs should start with short sessions (5-10 minutes).
- Adults with chronic health problems such as heart disease, diabetes, obesity, or have high risk for these should consult a physician before beginning an exercise program.
- Men over 40 and women over age 50 who plan to begin a new program of vigorous activity should consult a physician to be sure they do not have heart disease or other health problems.

Fatigue

Be well rested to avoid crashes. Sleep requirements vary with age and from individual to individual, but most need 7 to 8 hours of rest. Short naps are not the same as 8 hours of sleep.

- Get proper rest before you start your trip and stay on the same schedule as much as possible.
 - Sleep aids and stimulants cannot replace proper rest
- Your body builds tolerance to caffeine so more is needed over time for the same effect
- Seek professional help for sleep disorders. Take short (<45 minutes) naps when needed.
- Get regular exercise and maintain a healthy diet. Nicotine is not an effective stimulant.

Annual Driver Training: Seasonal and Extreme Weather Driving

The “Themes” of Extreme Weather Driving

- Safe speed in bad weather has nothing to do with the *speed limit*.
- You must *increase* your following distance, so you have time to react slowly and gently to driving events.
- *Slow down* when visibility is reduced.
- Be *gentle, slow, and easy* when applying brakes, throttle, and making steering wheel movements in bad weather.
- Expect everything to take *longer*.

Program Goals

- Learn how various weather conditions affect the way you should drive.
- Learn to recognize the onset of extreme weather conditions.
- Minimize accidents.
- Learn how to protect yourself and the driving public.

Preparation for Extreme Weather

- You should always expect the worst.
- Be mentally prepared and focused to avoid an incident or crash.
- Conduct a thorough, *proper* Pre-Trip Inspection.
- All operating systems should be in good working order.
- Be sure your radio works, so you can receive weather reports.

Training Topics:

- Fog and Freezing Fog
- Rain and Freezing Rain
- Snow and Blowing Snow
- Ice and Black Ice
- High Winds and Blowing Dust
- Severe Weather
- Loss of Control and Jackknife Prevention
- Soft Shoulders
- Road Construction
- Standing Water
- Animal Encounters
- Changing Lanes Safely
- Extreme Weather Management
- Slips, Trips, and Falls
- Extreme Weather Maintenance Tips

Your enemies in bad weather are:

- Speed (Too fast for conditions)
- Following Distance (Too little)

Your main problem areas in bad weather are:

- Reduced Visibility
- Reduced Traction

Driving Safely in Extreme Weather

The leading cause of death during extreme weather and storms is transportation accidents. Failing to allow enough time to stop is a major cause of winter driving accidents. During slippery conditions, stopping distances can triple. Driving at a slower speed, anticipating stops at traffic lights and intersections, and applying brakes sooner than normal; will help ensure accident free stops. When braking, brake carefully with short, rapid application of the brakes.

Always allow plenty of extra space between you and other vehicles to minimize the need for quick stops.

Acceleration, turning, and passing; present dangers during winter. Accelerate slowly to avoid loss of traction and subsequent loss of control. Turn slowly, to avoid sliding into a stationary object or the path of an oncoming vehicle.

Avoid sudden movements.

Pass with care, passing lanes are not maintained as well as driving lanes. Leave extra space between yourself and other vehicles so there is room to maneuver in case something goes wrong. During a skid, steer cautiously in the direction you want to go.

Fog and Freezing Fog

Fog is the most common visibility problem during spring and summer. Things to look for are:

- Low Visibility or No Visibility
- Wet Roadways
- Poor Traction
- Shortened Eye Lead Time
- Slowed Response Time

Fog is the most common visibility problem. Always be able to stop in your eye-lead time.

- Headlights should be on low beams.
- When you cannot see at least 8 seconds ahead, slow down.
- If you cannot see 3-5 seconds ahead, your speed should be no more than 10 to 15 MPH.
- If visibility is less than 3 seconds, find a safe place to pull over until conditions improve.

Safety Responses for Fog

“Always be able to stop the truck in your eye lead time.” If you cannot stop the truck in the distance you can see, you need to slow down until you can. If visibility is less than two truck lengths, get off the road until the fog lifts.

“Slow Down” Reducing your speed is your best defense when fog limits your visibility.

“Use Low Beam Headlights” Using your low beams will increase your ability to see by reducing the reflection of the light from your headlamps.

“Increase Eye Movement and Mirror Usage.” When driving in fog we tend to get tunnel vision and focus only on what is in front of the vehicle. Consciously increase your mirror usage to get a 360-degree picture around the truck.

“Scan ahead to look for patchy spots of low visibility.” Use your eye-lead time to see patches of fog over the roadway; this is especially important while coming down from higher elevations. Fog will sit on lower lying areas as you either descend or climb mountains and hills.

“Do not use cruise or Jake brakes.” Fog can cause wet and slick roads. The use of cruise or jakes on wet roads can cause loss of control of the vehicle.

Rain and Freezing Rain

Rain is a common spring and summer weather situation. Some things to look for are:

- Sudden Downpours
- Low Visibility
- Increased Stopping Distance
- Slick Roads
- Road Shimmer (Glare)
- Ramp Speeds

Rain is a common weather problem for driver year around.

- Rain can limit your visibility as much as fog.
- Rain can cause your tractor to hydroplane and lose contact with the pavement.
- Traction is reduced when rain mixes with dirt, oil and grease on the road.
- Three factors that affect traction are:
 - Tire condition
 - Type of road surface
 - Road and air temperature
- Reduce your speed to increase traction and control of your vehicle.

The Safety Responses for Rain

“Increase your following distance” to allow for slick road conditions and poor traction. “Slow Down”, especially on on-ramps and off-ramps. Sharp turns and the weight of the truck make all ramps especially dangerous.

“Make sure windshield wipers and defrosters are in good condition and working properly.” A proper pre-trip is essential to ensure your equipment is working.

“Always have your lights on.” Making sure, the people around you see you and communicating your intentions are crucial.

“Do Not use Jake Brakes.” Never use the Jake Brakes while on wet roads braking at the wrong moment can cause loss of control or jackknife. Always have control of when the brakes are applied and how they are applied.

“Use eye protection.” A good pair of sunglasses can ensure you always have good visibility when the sun comes out and the glare reduces your ability to see.

“Keep track of the weather.” Use the weather band in the truck to keep current on changing weather conditions. Also, read the weather messages on your “Mobilecomm”.

“Do not use cruise control.” Always have control; the vehicle’s sudden acceleration by the cruise control can cause loss of traction or loss of control of the vehicle.

“Watch for water on roadway.” Water on roadways can cause problems with traction as well as control over the vehicle.

Snow and Blowing Snow

Falling and blowing snow contribute to both reduced visibility and traction. Give yourself more time (Plan for it). Reduce your speed to allow for increased stopping distance. Accelerate, steer, and brake smoothly and carefully to minimize the chances of skidding.

- Know how to mount chains correctly.

Safety Response for Snow and Blowing Snow

- Always reduce your speed.
- Always monitor the weather and weather messages on Mobilecomm.
- Be conscious of changing weather especially at higher elevations.
- Be conscious of trailer movement and truck response while traveling in winter weather.
- When the weather turns too severe, look for a safe place to get off the road.

Ice and Black Ice

Icy road conditions can occur even when visibility is good. Icy roads represent the largest percentage of reduced traction.

Ice forms first on bridges and overpasses. When ice forms on the front of your mirrors, there may also be ice forming on the roads.

Increase braking distance four to ten times what you would allow on dry pavement. Wet roads mean 1/2 of normal traction, and snow packed roads means 1/4 of normal traction.

Slow down for turns and do not over steer. Make small adjustments while driving on slippery roads.

Keep longer following distance:

- You should be back far enough to avoid loss of control, contact with others.

Perhaps the deadliest danger of all is "***black ice***".

Black ice is ice, which forms on a roadway, usually due to snow melting, and re-freezing. Since it is almost invisible, drivers fail to recognize black ice conditions and may drive at normal speeds-often resulting in very serious accidents.

Always be alert to the possibility of black ice when temperatures are near or below freezing. Pavement that looks dry but appears darker in color and dull-looking should alert you to the presence of black ice.

- “**Black Ice**” is difficult or impossible to see on the road surface, especially at night.
- When ice forms on the front of mirrors, there may also be ice forming on the roads.
- Watch for some of the signs:
 - Watch for spray from other vehicles.
 - Roads that look wet, but do not produce a spray, may be ice!
 - Watch for the air and road temperature to be at or below freezing and note times of day when black ice formation is more prevalent.
- Note highest risk locations... bridges, overpasses, and snow blowing across road surface.
- Increase braking distance four to ten times what you would allow on dry pavement.
- Slow down for turns and to not over-steer.
- Make small adjustments while driving on slippery roads.

Wind and Blowing Dust

Tractor-trailers and other high-profile vehicles are especially vulnerable to wind effects. Wind effects increase if you have a light load, a top-heavy load, or combination units. When extreme winds are combined with rain, snow, or ice, your rig may ski, or jackknife. Watch for wind warning signs. While driving in high winds keep your hands on the wheel, an eye on the mirrors, and reduce your speed.

3 signs of worsening wind conditions:

- Bent trees
- Choppy water
- Flying debris

Wind and Blowing Dust Safety Response

- Obey all wind advisory signs.
 - Know when you have a light load, and how it is loaded. With a top-heavy load, use extra caution.
 - A light load is 20,000lbs or less.
- Know which states are high-wind states, and what geographical terrain promotes high-wind conditions.
- Always take the side of caution.
 - Take extra caution on Ramps, and Bridges.
 - Be ready for sudden wind gusts, especially on overpasses, bridges, and coming out of tunnels.

While driving in high winds keep your hands on the wheel, an eye on the mirrors, and reduce your speed. In windy conditions, reduce speed to maintain vehicle control.

When you no longer feel in control of your vehicle, “Pull Over”!

Severe Weather

Severe weather and high winds are always a concern in the spring and summer months. Weather events such as Tornadoes and windstorms are a common occurrence in certain parts of the nation. Things to look for are:

- Severe weather changes very suddenly.
- Severe weather increases in severity very quickly
- Severe weather often includes a combination of different weather events.
- Severe weather is a danger to all vehicles on the road.
- Severe weather can affect the tractor and trailer differently.
- Severe weather is especially dangerous at night.

Safety Responses for Severe weather

- “Always reduce your speed.” Severe weather causes slowed reaction times, reduce your speed to help compensate for this.
- “Always monitor the weather” Use the weather band and Mobilecomm to monitor severe weather events.
- “Be conscious of trailer movement.” Always watch the trailer movement and total truck response while traveling through severe weather.
- “Be conscious of changing weather conditions at higher elevations.” As you climb to a higher elevation or descend from a higher elevation, different weather conditions and events are likely. Be prepared for them and handle them appropriately.
- “Use extra caution at night.” It is difficult to see changes in the weather happening at night. It is always good to listen to the local radio or weather band to keep current on changing weather conditions.
- “Ensure your equipment is in good working condition.” A proper pre-trip is essential to ensure you equipment is working properly,
- “Take extra caution on Bridges and Ramps.” Use extra caution on ramps and bridges, Bridges allow wind to get under your trailer, and ramps displace the weight so if the wind hits the trailer on the inside it can cause the trailer to roll over.
- “When weather turns too severe, look for a safe place to pull over.” When the weather is too severe, find a safe place to get off the road.

Jackknife

There are two types of Jackknives: The Tractor Jackknife, or Classic Jackknife, and the Trailer Jackknife, or Trailer Swing Jackknife.

The 3 Phases of Jackknives are:

- Loss of Control
 - Skid
 - Jackknife
- *Prevention is the key to Jackknife avoidance*

Tractor Jackknife

- The tractor spins into the trailer
- Occurs when the drive axle brakes lock first.
- Develops very quickly:
 - Takes about ½ second to occur.

Trailer Jackknife

- Occurs when the trailer brakes lock first.
- Loss of traction on the trailer tires.
- Is common with lightly loaded or empty trailers.
- Develops more slowly than the Tractor Jackknife.
- Is preventable in most cases.
- When braking, watch trailer in mirrors and reduce braking if trailer starts to slide.

Loss of Control

Loss of control is when the driver, even for a split second does not have operational control over the tractor/trailer. Example: You are fatigued and have a micro sleep. When you regain consciousness, you make a drastic steering adjustment to regain operational control.

Vehicle skid

When the wheels are not rolling they are skidding. Wheels that are skidding are often referred to as “Locked Up”. Any locked-up wheel will go faster than a rolling wheel. The faster moving tire will attempt to take the “lead”, so to speak.

With a tractor/semi-trailer, if the trailer wheels “lock up” the trailer will attempt to pivot around the kingpin. This is called a “Trailer Jackknife”. On the other hand, if the drive axle tires “lock up”. They will attempt to pivot around the steer tires. This is called a “Tractor Jackknife”.

A skid is the “Birth” of a jackknife – if allowed to continue, it will become a jackknife. If the skid is caught in time, it may be corrected. If the skidding trailer reaches a point that the angle of the trailer to the tractor is 15 degrees, chances of recovery is slim to none.

Catching a skid early makes all the difference.

Typical Causes of a skid include:

- Over braking:
 - Hitting the brakes too hard for the conditions or having brakes that are out of adjustment.
 - Loss of control - losing traction on the drive tires.
 - Loss of Traction. Loss of traction on any of the trucks’ tires can cause a skid. Loss of steer tire traction results in “plowing”, where the vehicle continues in the direction it was going, but there is no steering control.
- Quick movements:
 - Quick adjustments with the steering wheel or turning the wheels too sharp for the road conditions.

- Over accelerating:
 - Accelerating to quickly for the conditions or it could even be up shifting or downshifting from overly high RPM's.
- Excessive Speed. Excessive speed is always dangerous, but when traction is reduced, speed can easily overpower the ability of the tires to grip the roadway surface.

Road conditions can be unpredictable. There may be weather considerations, but there are also such things as loose gravel, leaves, diesel spills, and the like.

Jackknife Avoidance

Your speed for the existing conditions is a very important factor in Jackknife avoidance. Always check the weather conditions where you are and where you are going.

- Be aware of road conditions.
- Maintain the proper speed for the conditions.
- Know when to, and do not be afraid to, shut the truck down.
- Stay alert and get plenty of rest.
- Make few steering adjustments with the tractor.
- Plan for inclement weather. Never be in a hurry.
- Make smooth shifts at the lowest RPMs possible, especially when downshifting.
- Do not make unnecessary lane changes.
- Do proper Pre-Trip and Post-Trip inspections. Make sure your equipment is in top working order.
- Check mirrors frequently to keep current on tractor/trailer position.
- Plan and look as far ahead as possible, the sooner you see a problem, the more time you have to react to it.
- Always maintain the proper following distance.
- When in doubt, get off the road to a safe, legal parking spot.
- Do not use the Jake brake or the cruise control when traction is in question.
- Keep track of the outside temperature.
- Use extra caution on bridges, overpasses, & ramps.

Safety Response to Jackknifes

- Stay off the brakes & depress the clutch. Remember to increase the RPMs before re-engaging the clutch to reduce the 'braking' action the engine will make at low RPMs.
- Find a place ahead of you where you want to come out of the jackknife, or end up, and keep your eyes focused there. If you keep your eyes fixed on this point you will naturally steer in that direction, so make sure it is the right place to be looking.

Recognize Potentially Hazardous Roads

- Watch for spray from the tires of other vehicles.
- Watch the response of other vehicles to road conditions.
- Watch for ice build-up. It is slippery, but it can also have ruts that will control the direction of your steer tires.

- Understand that ‘Black Ice’ is very difficult to see. When it is visible, it tends to have a dull sheen similar to the look of polished concrete.
- Beware of standing water and ice beneath standing water.

Soft Shoulders

During the spring months, soft shoulders are prevalent due to heavy rain and snowmelt. Things to look for are:

- Always be aware of the type of shoulder on the side of the road.
- Soft shoulders are prevalent during the spring and summer months due to rains and strong winters.
- Never let the trailer or tractor wander onto the shoulder on narrow roadways.
- After heavy rains, gravel parking lots can become soft and cause loss of control or loss of traction.

Safety responses for soft shoulders are:

- “Slow down” Always ensure proper tractor and trailer placement, especially on narrow roadways and curves.
- “Never let steer tires leave the roadway” ensure your tires never leave the hard surface especially when turning onto narrow roads or back in narrow parking lots.
- “Track trailer tandems to ensure they do not leave the roadway”. This is extremely important when making turns.
- “Increase mirror usage”. This will ensure you always know where the tandems of the trailer are and that the entire vehicle is in the lane properly.

Road Construction

Road construction during the spring and summer months possess a considerable risk to driver delivering loads safely, Things to look for are:

- Construction is frequent during the warmer parts of the year.
- Construction zones are a major hazard and require special care and attention when driving through them.
- Many Ramps and Bridges are being worked on.

Safety Responses for Construction Zones

- “Increase your following distance.” In construction zones, you usually do not have a way out. Never close the gap, this is one of the few times you have complete control of your following distance.
- “Change lanes seldom or never.” Find the lane of least resistance and stay in that lane. If you can stay in the right lane, do so. Staying in the right lane eliminates the blind spots for the most part.
- “Follow all signs in a construction area.” Reading all signs in a construction area is vital to successfully getting the truck through these complicated stretches of roadway.
- “Always be aware of trailer path.” Construction zones are usually very confined; as the roadway closes in around the truck, it is imperative that you track the trailer to maintain proper lane control.

- “Increase eye lead time.” Eye-lead time is essential in construction zones to enable you to react to situations around you.
- “Use extra care on ramps and bridges.” Bridges and ramps will require extra caution due to traffic and confined space.
- “Never use the cruise control”. It is important to maintain total control of vehicle while in the construction zone. Do not ever rely on the cruise.
- “Increase mirror usage”. Scan all activities around the truck do not get tunnel vision to the front of the vehicle. Maintain a 360-degree visual around the truck.
- “Expect and plan for delays.” Road construction will cause delays; plan for this in your trip planning.

Standing Water

Standing water is common in the spring, due to heavy rains and snow and ice melt. Things to look for are:

- Loss of traction and Loss of control.
 - Loss of traction can cause jackknives
- Reduced visibility from spray.
- Equipment breakdown.

Safety responses for Standing Water

- “Decrease Speed” Decreasing you speed while traveling through standing water will help increase control of the vehicle.
- “Always know what vehicles are around you.” Knowing what vehicles are around you and where they are can prevent you from becoming a target for other vehicles on the road.
- “Maintain a firm grip on steering wheel.” Maintaining a firm grip with both hands on the steering wheel will reduce the possibility of the driver not maintaining lane control.
- “Track your trailer at all times.” Always be aware of trailer position so the trailer does not leave the roadway from the wheels hydroplaning. Remember where the trailer goes the tractor goes.
- “If you hit standing water make small correction.” Make steady, small corrections if you hit standing water this reduces the possibility of losing traction and control over the vehicle.
- “Never use cruise control or Jake Brakes when there is standing water”. Always have control over the throttle and brake or loss of traction can occur.
- If you lose traction, “push in the clutch”. Pushing in the clutch takes the torque off the drive train and allows all tires to role freely. This will allow for the tractor and trailer to gain traction and could prevent a jackknife.

Animal Encounters

Though hitting an animal is something, none of us looks forward to:

- Most animal accidents are considered non-preventable.
- Avoiding an animal and causing a rollover, jackknife, or accident is preventable.
- A rollover or jackknife not only can cause serious injury or death...
 - It can damage freight and lose a customer, and
 - It can cost you your job.

Lane Change Accident Avoidance

Lane changes are a dangerous situation for drivers. Accident avoidance is all about doing lane changes the proper way. Here are some things to look for:

1. Change lanes seldom or never.
2. Get in the proper lane and stay there!
 - Your first reaction to a slower moving vehicle in your lane should *not* be to change lanes to pass.
3. Change lanes *only* into a space cushion.
4. Signal your intentions early.
5. Clear the blind spots by slowing down before changing lanes.
6. Sweep the lane. Whenever in doubt about the blind spot, sweep the lane with a marker or a broom.
 - A marker is a slower moving vehicle. Delay the lane change until you pass the slower vehicle, then return to the lane immediately.
 - A broom is a faster vehicle approaching from the rear. Delay the lane change until this vehicle has passed, sweeping the lane.
7. Lean and Look before changing lanes.
8. Check your mirrors then check your mirrors again
 - Before you change lanes, scan mirrors to the direction of the lane change, then scan back the opposite direction, and then back to the direction of the lane change again.
9. Bleed off your speed
 - Decelerate as you change lanes.
 - *Never accelerate into a lane change!*
10. Transition from one lane to the other gradually.
 - Never be in a hurry.
11. Change lanes only when you are 100% sure of clearance.

Weather Management

Safety and Operations monitor weather events, as well as receive reports from drivers in the ‘field’.

When the company shuts a road down, it is shut down until the company opens it, even if the state has not shut the road down.

Please shut down if you encounter conditions causing you to be outside your “*comfort zone*”.

Slips Trips and Falls

Foul weather raises the risks for “Slips, Trips, and Falls” incidents. As with crashes most slip and fall, injuries are preventable, reflecting inattentive or careless behaviors.

Raise your awareness of your total working environment. As many drivers are injured each year slipping on walking surfaces as are injured in highway accidents. “Slips, Trips, and Falls” are a major cause of injuries in the trucking industry. They can happen anywhere and can cause injuries such as, broken bones, pulled or strained muscles, and back injury.

The definition of “Three Points of Contact”: Both hands holding on to a stable surface and one foot, or one hand and both feet, in contact with a stable surface at all times.

The definition of the “Three Points of Contact” is as follows.

1. Both hands holding on to a stable surface, and
2. One foot in contact with a stable surface at all times.

-or-

1. One hand holding on to a stable surface, and
2. Both feet in contact with a stable surface at all times.

Being a safe driver also means ensuring your own safety while doing your job. Here are some helpful hints to prevent personnel injury on the job.

- Slips, trips, and falls are a major cause of injuries in the trucking industry.
- They can happen anywhere and can cause injuries such as broken bones, pulled or strained muscles and back injury.

Getting the job done is simply not enough. The job must be done safely, and safety must be first in everything we do!

Extreme Weather Preparedness Maintenance Tips

Prepare your vehicle well ahead of time. Check fluid levels, tire pressure, lights, and the battery. Always complete a proper Pre-Trip and Post-Trip Inspection. Our top Maintenance Complaints are:

- Tires:
 - Tire Pressure
 - Tread Depth
 - Keep a spare tire on hand.
- Fuel Gelling:
 - Wax begins to form at 15F.
 - *Once the fuel is gelled, the truck will not start!*
 - *Do not run out of fuel!*
- *Starting a Cold Vehicle:*
 - *Check all fluids first.*
 - *Do not use Starting Fluid*
 - *Do not over rev the engine:*
 - *Allow oil pressure to reach operating temperature and pressure.*

Winter Supplies

1. Oil, Anti-freeze, and Washer solvent (-20)
2. Supplies and Equipment
 - Cold weather clothes, footwear, & blankets
 - Non-perishable back-up food & water
 - Emergency equipment (radio, batteries, & flashlight)
 - Extra windshield washer fluid, extra wiper blades, etc.
 - Stock an emergency kit containing heavy clothes and a blanket, tire chains, a small shovel, first aid kit, flashlight, jumper cables, and a bright cloth to use as a flag.

- Power Divider
 - Do not drive at speeds over 5MPH
 - All wheels must be stopped before engaging the power divider switch

Recipe for success with winter driving:

- **THINK** about all elements of your run
 - Freight, weather and road conditions, hours available
- **PLAN** your trip *with contingencies (what to do if.....)*
 - Flexibility in schedule, potential for delays, contingency response
- **PREPARE** yourself (physically, mentally) and your equipment
 - Pre-trip inspect, personal supplies, means to communicate
- **EXECUTE** your plan
 - Slow down, drive defensively (Smith System), communicate/ update Operations
- Key behaviors contributing to winter accidents:
Speed + Distraction
- The main elements of our winter driving safety approach:
Slow Down + Drive Defensively
 1. The main elements of our winter work safety approach:
Slow Down + Walk Cautiously

Helpful tips you should remember for driving safely in extreme weather:

- Always use your seatbelt.
- Turn on your headlights during adverse weather conditions. Overcast skies and falling snow limit visibility. It is important to see and be seen.
- As all the signs say, bridges and overpasses freeze before the roadway. Use extra caution.
- Remember that driving in winter weather conditions causes physical and mental fatigue and reduces reaction times. Get plenty of rest and adequate nutrition.
- Know road conditions (plan ahead).
- Know where the get off points are (know the exits, rest areas and truck stops).
- Stay right and reduce speed (maintain vehicle control).
- Increase following distance (avoid hard brake applications).
- Minimize lane changes (reduce the chance of losing traction).
- Shut down and notify dispatch when necessary (know and respect your “*Comfort Zone*”).

A good source for weather in the western US: www.wrh.noaa.gov.

Your decisions both in and out of the truck, will keep you safe during winter driving conditions. Prevention and proper prior planning are the keys for successful winter driving.

Good Luck and Be Safe!

Chaining

There are several different types of chains, or approved traction devices as they are often referred to in state regulations and advisories. The two that dominate in actual usage are link chains and cables. Some carriers use cables for two reasons: cables are cheaper; cables are lighter weight. The drawback to using cables is they are not approved traction devices in all states.

Chains/ Cables

There are “chain laws” in certain states that require a CMV to be equipped with traction devices only when the conditions demand it and there are yet others that stipulate that you must carry them during certain times of year, regardless of current road condition. There are additional rules concerning which axles(s) must be chained, and which type of traction device (cable or chain), may or must be used.

Tire traction devices are devices or mechanisms capable of improving vehicle traction, braking, and cornering ability on snow or ice-covered surfaces. There are two kinds of traction devices: cables and chains. Cables are popular because they are lighter, fit tighter and you can run faster.

Unfortunately, several states dictate cables are not acceptable and you must have chains.

Many mountain passes have chain up areas, and when road conditions warrant, you may not be allowed to cross a mountain pass unless you put chains on. Be sure to check with the Safety Department to be sure you have the required equipment for any given state.

States that have some sort of chain law are: CA, OR, WA, NV, CO, UT, MT, WY.

Chaining Tips

Throwin' iron can be confusing for any new driver, as well as for some seasoned drivers. Time manage your trips during winter. Keep drive times between 7am and 5pm. A majority of the passes you deal with are well groomed during these times. However, not all trips allow for this type of planning and throwin' iron is unavoidable. When chaining up is unavoidable...the first decision before pulling out the iron is based strictly on gut feeling. If you are not mentally prepared to deal with a mountain pass you should sit it out. There is nothing more dangerous than an unsure driver negotiating a mountain pass. Confidence and knowing limits is the key

Between Nov. 1 and Mar. 31 is the period for most states that you need to be aware of chain laws. Penalties for violations can get expensive. If you are in violation, you may be instructed to park alongside the road beyond the checkpoint because you do not have chains and not be allowed to proceed. Once you pass the checkpoint, you are in violation of the chain law, if you do not have chains on your vehicle, and fines can be as much as \$500.

Putting chains on is a cold and dirty process - so get used to it. Waterproof cover-alls and mud boots are the ideal clothing to have for chain-ups. It will make the process a little easier on you and you will not have to change your cloths when you are done.

There is no specific process for putting your chains on. Find what works for you by practicing putting your chains on. Be sure to check for damaged or kinked chains - damaged chains will put you in violation and improper installation will cause damage.

1. Always inspect your chains when you first get them and make sure they are not broken. If they require a chain key, make sure you have one.
2. Check the size of the chains when you first get them to make sure they fit.
3. When chains are on, maximum speed is 20 mph. There is no reason to go higher than 6th gear in a ten-speed truck with chains on.
4. Chains are for traction on snow-covered roads. Avoid driving on bare pavement with chains on. If you do travel over bare road surfaces, never exceed 10 mph when doing so.
5. You must chain when required by a Law Enforcement Official, or governing authority.
6. Chain up parking areas can often be places with high accident frequencies – especially after dark. Be cautious at all times when entering a chain-up area. Use your partner as a spotter.
7. Ideally, you should stop after 1-2 miles to tighten tire chains. If you move the truck back and forth, after putting the chains on, this will allow you to do some tightening.
8. Bungee cords (21” long), can be used to take up slack on chains by crisscrossing them in a V pattern on the outside of the tire to tighten the chains. Keep a supply of bungee cords.
9. Stay dry! Keep an extra pair of dry gloves and headgear hand.

Winter Chain Laws US

The requirements for each state have been verified by the State patrol and Motor Carrier Safety offices of each state. Although road conditions may not require chains at the time you are traveling, you will be required to meet the necessary requirements any time the highway patrol indicates chains are needed. In addition, if you are carrying chains on your units, they are a valuable item and should be kept secured to prevent theft.

Guide to the Use of Tire Chains

- Carry the required number and type of chains for each state you travel in.
- Confirm that your tire chains are the proper size for the tires on your vehicle.
- Find the safest place possible to chain up or remove chains.
- Install chains on properly inflated tires. Do not reduce tire pressure.
- Install chains as snug as possible, then drive a short distance, and recheck tightness.
- Correct use of fasteners and straps, will keep chains tight, and extra links from flailing.
- Even with chains properly installed, do not exceed a prudent and safe speed on the roadway.
- Never use tire chains for anything but their intended purpose, increasing traction.
- For more information by state, visit: <http://www.tirechainsrequired.com/laws.html>

Comfort Zone

DO NOT drive beyond your known ability to do so SAFELY. Plan to stay in your Comfort Zone.

The decision to stop driving for your personal safety is yours. Nothing we haul is worth you getting hurt or hurting someone else. Valid reasons to shut down:

- Bad weather, visibility, and/or road conditions
- Illness or fatigue

Transportation Worker Identification Credential (TWIC)

What is TWIC?

TWIC is an identification credential for all personnel requiring unescorted access to secure areas of port facilities, including truck drivers. The credentials issued will contain the worker's fingerprint template to allow for a positive link between the card and the individual.

Why is it Important for Buchheit Truck Drivers to have a TWIC?

Increasingly, many of the loads we are offered require drivers to be TWIC certified. So, going forward more and more of our business will be dependent upon the TWIC.

Where does a Driver go for an Official TWIC Enrollment?

The closest enrollment centers for our drivers are in Granite City, IL or Paducah, KY. The enrollment process takes 10 to 15 minutes. Applicants are encouraged, but not required, to pre-enroll online or via telephone.

What are the Eligibility Requirements for a TWIC?

An individual must be a U.S. citizen or fall into an eligible immigration category and cannot have been convicted of certain crimes. In addition, individuals cannot be connected to terrorist activity or lack mental capacity.

What is the Process for Obtaining a TWIC?

1. Pre-enrolling online (<https://twicprogram.tsa.dhs.gov/TWICWebApp>) or via telephone (1-866-347-8942), by providing biographic information required for the security threat assessment and make an appointment at an enrollment center.
2. Gather identification documents you will be required to bring to the enrollment center. If you were born in the United States and are a U.S. citizen, your state-issued driver's license and your original social security card will be sufficient, but other documents may also be acceptable.
3. Visit an enrollment center to:
 - (i) complete a TWIC Disclosure and Certification Form,
 - (ii) pay the enrollment fee (\$132.50, unless you have a current hazardous materials endorsement issued after May 31, 2005, then \$105.25). Payment must be made with a Visa or MasterCard credit card, money order, or certified cashier's check only, and must be paid at the enrollment center. Checks must be payable to Lockheed Martin.
 - (iii) Provide a complete set of fingerprints
 - (iv) Sit for a digital photograph
4. Pick up your TWIC. Applicants will be notified by e-mail or telephone, when their TWIC is available at the enrollment center. TWIC's can only be picked up at the center at which the applicant enrolled. TWIC's will be available 3 – 4 weeks after enrollment.

Logistics Phone List

Office Hours: Monday thru Friday 7:00 Am – 5:00 Pm

- Company Main (Toll Free) 1-800-333-4703 Logistics@Buchheits.com
- Office Phone (For Cell Phone Calls) 1-224-236-3746 or 1-573-264-1700
- Office Fax (For Dispatch & Payroll) 1-573-264-3256 Dispatch@Buchheits.com
- Secure Fax (For Safety/HR Only) 1-573-388-7266 DOTCompliance@Buchheits.com

Name	Job Title	Extension	Direct Line	Cell Number	Email
Ron Gjerstad	Director, Business Development	20100	573-250-7916	573-768-4660	Ron.Gjerstad@Buchheits.com
Jeff Buchheit	President	20101	573-240-3560	573-768-1150	Jeff.Buchheit@Buchheits.com
Brad Redden	Director of Safety/HR	20601	573-513-8263	405-409-9151	Brad.Redden@Buchheits.com
Dave Dickman	Operations Manager	20102	573-891-1249	573-979-7633	David.Dickman@Buchheits.com
Kent Ward	Sales	20500	573-513-8322	Not Available	Kent.Ward@Buchheits.com
Kim Graham	Safety & HR Specialist	20603	573-513-8247	573-313-0171	Kimberly.Graham@Buchheits.com
Chris Epley	Recruiter	20602	573-513-8291	573-513-1036	Christine.Epley@Buchheits.com
Jeff Miller	Manager – Vans	20403	573-513-8302	573-837-6828	Jeff.Miller@Buchheits.com
Brandon Amick	Dispatcher – Vans	20404	573-513-8244	573-587-6457	Brandon.Amick@Buchheits.com
Rick Miller	Manager – Hoppers	20405	573-240-1556	573-768-1025	Rick.Miller@Buchheits.com
Nate Roth	Dispatcher – Hoppers	20406	573-298-4734	573-318-0329	Nate.Roth@Buchheits.com
Jeremy Boyd	Manager – End Dumps	20401	573-391-5869	618-697-8521	Jeremy.Boyd@Buchheits.com
Rhonda Wencl	Dispatcher – End Dumps	20402	573-513-8262	573-587-1839	Rhonda.Wencl@Buchheits.com
Jody Ramsey	Customer Service Rep.	20407	573-513-8245	Not Available	Jody.Ramsey@Buchheits.com
Josh Cooley	Controller	20302	573-513-8261	Not Available	Josh.Cooley@Buchheits.com
Ashley Barton	Sr. Accountant/EFS/Permits	20304	573-513-8295	Not Available	Ashley.Barton@Buchheits.com
Kelly Kelley	Driver Payroll/SHIPS Mobile	20303	573-513-8326	Not Available	Kelly.Kelley@Buchheits.com
Renee Buchheit	IFTA/Fuel Tax	20309	573-513-8313	Not Available	Renee.Buchheit@Buchheits.com
IT Department	IT/PeopleNet	05911	210-953-6020	573-547-1010	HelpDesk@Buchheits.com
Apryl Yamnitz	Corporate Payroll/Benefits	04704	573-513-8404	573-547-1010	Apryl.Yamnitz@Buchheits.com

Maintenance Department Hours: Monday thru Friday 6:00 Am – 6:30 Pm / Saturday 7:00 Am – 3:30 Pm / *On Call Sundays*

Logistics Shop	20700	573-292-0551	1-800-333-4703	Shop@Buchheits.com	
Night Maintenance		573-768-6404		Maintenance@Buchheits.com	
Shop Fax	N/A	Not Available	573-264-2968	Not Available	
Bob Uksas	Director of Maintenance	20701	573-513-8272	573-708-8344	Robert.Uksas@Buchheits.com
Mike McClard	Shop Foreman	20703	573-240-2303	573-275-1374	Mike.McClard@Buchheits.com
LeAnn Koenig	Parts Desk	20702	573-513-8246	Not Available	Leann.Koenig@Buchheits.com

