

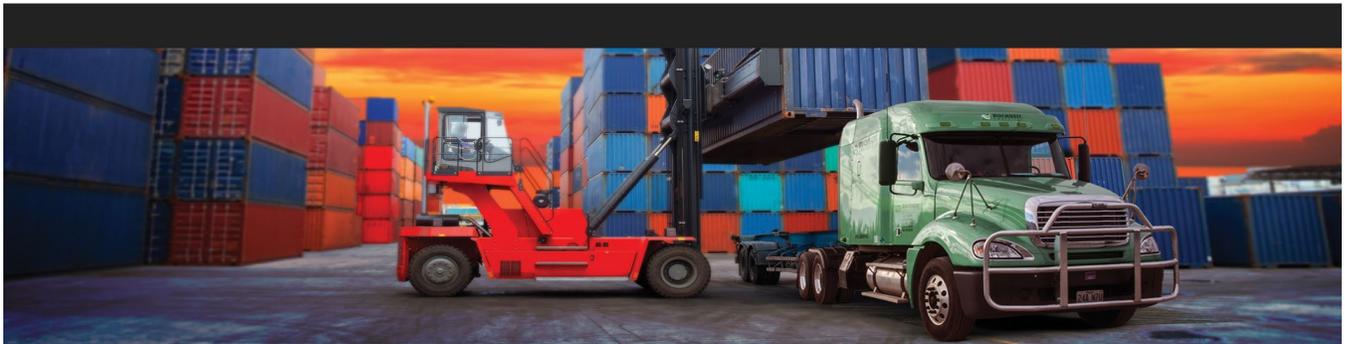
Logistics Driver Handbook



BUCHHEIT

LOGISTICS

MILES BEYOND EXPECTATIONS



Welcome to Buchheit!

You may hear these words often on your first day 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 makes a 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, Arkansas, Kentucky, Nebraska 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:

- Jonesboro, AR
- Paragould, AR
- Pocahontas, AR
- Centralia, IL
- Greenville, IL
- Jacksonville, IL
- Sparta, IL
- Murray, KY
- Blue Springs, MO
- Columbia, MO (2-locations)
- Fulton, MO
- Herculaneum, MO
- House Springs, MO
- Jackson, MO
- Jefferson City, MO
- Kirksville, MO
- Perryville, MO
- Beatrice, NE
- North Platte, NE

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.

Saint Genevieve, MO

Established in 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 a regional feed manufacturer selling swine, dairy, beef, poultry, ostrich, sheep, goat and pet feeds in addition to being one of the area's largest fescues (grass seed) processors.

Biehle, MO

Founded in 1936

Carriage House

Makes custom kitchen cabinets for our retail stores and more than two hundred dealers nationwide.

Saint Genevieve, MO

Buchheit Metals

Buchheit Metals is a supplier, designer and fabricator of metal and lumber building materials that offers complete, prefabricated structures for commercial, agricultural, industrial and residential use.

Advance, MO

Logistics: Trucking/Warehouse Division

Buchheit Trucking Service started with Rudy Buchheit hauling to St. Louis and returning to Biehle with merchandise for the retail store. Now our business travels across the United States and in Canada hauling raw materials and finished goods. Our shop and office are in Scott City with multiple warehouse locations.

Scott City, MO

Founded in 1934

Corporate Offices

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

American Tractor Museum

The American Tractor Museum was created to celebrate the iconic machine and the backbone of America and represents the evolution of the machine that plowed, planted, and harvested the American dream for centuries, and is one of the largest and most unique collections of its kind.

Perryville, 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 and your duties on the job.

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.
- **Teamwork** – 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 everyone 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 easy for our customers.
2. Recognize the need for 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 creates a happier atmosphere for customers, fellow team members, and you.
6. Keep your work area clean. This includes your tractor interior or your work area. Do not walk by a piece of trash or a fallen item, please stop and pick it up. 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. 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 (CEO) 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 on 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 provide reasonable accommodation 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. Be assured that you can raise concerns and make reports without fear of reprisal. Further, anyone 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 will provide reasonable accommodation 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 may 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. Leaves of all types are available to 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 reasonable accommodation, they would create a direct threat to the safety or health for 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, healthy and safe workplace. Therefore, 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, 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 contact a 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 poses serious safety and health risks. To help ensure a safe and healthy working environment, job applicants and team members may be asked to provide body substance samples (urine, breath, saliva and/or blood) to check for 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 also subject to reasonable suspicion. DOT regulated drivers are subject to testing as required by regulations in §382 of the FMCSR. 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 acknowledgement 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 as a condition of employment. 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 of the testing.

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 the 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 those 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 alcohol and controlled substance tests will be completed at an 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 the company's Designated Employer Representative (DER), 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 substances, 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 will be required to successfully complete a functional employment test (WorkSTEPS). Below is the process that will be followed:

1. Applicants should complete the necessary application forms to begin the interview and hiring process.
2. Authorized team members will interview applicants.
3. Authorized team members will offer employment to those candidates deemed to be the most qualified and suitable for the positions sought. The offer of employment will be contingent upon the successful completion of a post offer drug/alcohol screen, functional employment test, criminal background check and any applicable DOT mandated safety performance history and previous employment verifications.
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 accommodation should be noted in the release.
5. Depending on the nature of the accommodation sought, further discussions and/or medical documentation may be needed to identify appropriate accommodation. Testing will be delayed until the interactive process aimed at identifying appropriate and necessary reasonable accommodations is completed.
6. 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.
7. Upon reporting to the licensed WorkSTEPS testing facility, applicants will be examined by a licensed occupational or physical therapist and their staff.
8. Applicants who successfully complete the post offer/pre-placement test will be informed of start date and time to report for new hire orientation.
9. Applicants who fail to successfully complete the post offer/pre-placement test will be notified. Because Buchheit 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 should consider before withdrawing its conditional offer of employment.

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

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 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 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 in writing. Failure to do so will be deemed by Buchheit as a further indication that you and Buchheit 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 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 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 compensation, you are strongly encouraged to voice them with 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 members' 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. This policy establishes the framework within which we operate. For more information 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 someone 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 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 Human Resources 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 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.

Team members are responsible for updating their personal information via the current online personnel management and payroll system 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, as well as your grooming and personal cleanliness standards all contribute to that image and 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 dressed or groomed properly. 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. To provide additional guidance, team members should follow these personal appearance guidelines:

- Office team members should consider business casual attire such as 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 sweatpants.
 - Shorts are acceptable in warm weather, providing that the inseam is of acceptable length.
 - 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.
 - Team members working in the Yard, Driver, Fabrication Shop, Distribution Center and Agri Division are not required to wear nametags unless 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 safety toes: Receiving, Yard, Driver, Fabrication Shop, Distribution Center, and Agri Division.

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- 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 the company's current timekeeping software. Only team members with special circumstances 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

Buchheit Logistics drivers are paid weekly, while all other team members are paid biweekly. Each paycheck includes earnings for all work performed through the end of the previous payroll period.

We 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 electronic payroll profile.

When you select direct deposit, you receive an itemized electronic statement of wages on paydays. 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 to have a minimum of a 30-minute rest/break period per FMCSA 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 are 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 to 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 for making the notification. Buchheit will 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 at 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* 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 in 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 (see *Buchheit Policies and Vehicle Use Agreement*).

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 be turned in, to 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 Company, therefore you should operate them in a respectful and safe manner. Unsafe or illegal driving is not acceptable. The operator will pay any fines and/or speeding tickets in full. You must have a valid and appropriate driver's 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 expenses 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 members 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 people 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 people 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 soliciting or distributing literature in the workplace 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. The location manager will post approved messages.

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 demands on the earth's limited resources. Success of this program depends on active participation by all.

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.
- Electronic documents and memos instead of paper.
- Two-sided photocopying.
- Computerized business forms.
- Minimum packaging.
- Reusing paper clips, folders, and binders.
- Reusing wooden pallets and packaging material.
- 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 cleaned 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 of the internet and social networking sites and blogging sites which are playing 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 on social networking sites. Therefore, Buchheit has set forth this policy to help support and guide our team members in making appropriate decisions about work related comments, posts, pictures, and blogs. These guidelines will help protect the privacy, confidentiality, and interests of Buchheit, our 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 Buchheit Corporate Manager, you are not authorized to speak on behalf of the company, nor to 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. 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 or misrepresentation 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 employment termination.

Buchheit encourages you to write knowledgeably, accurately, and using 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 law. 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 come to a complete stop off the road and 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 contact 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 should 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 is 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 or 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 coaching/counseling, verbal warning, written warning, retraining, 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 another 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 Human Resources Manager within 30 calendar days if the problem is unresolved.
4. The Human Resources 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 division Director or President for a review of the problem.
5. You present the problem to the division Director or President in writing.
6. The division Director or Vice President reviews and considers the problem. The division Director or Vice President informs you of the decision within 30 calendar days and forwards a copy of the written response to the Human Resources Manager for your file. The division Director or President 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 Safety 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 Human Resources 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 Safety Department or the appropriate supervisor. Prompt reporting can ensure legal compliance and quick initiation of insurance and worker's compensation benefits procedures.

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 have a dispute or differences with another team member, we encourage you to discuss it with your supervisor or the Human Resources 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 violates 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 a team member 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.

All complaints will be treated as confidentially as possible and will be investigated by the Company.

No team member 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 team member, 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 create a hostile work environment. These may include but are not limited to:
 - Verbal conduct such as epithets, derogatory comments, slurs, or unwanted sexual advances, invitations, or comments.
 - Visual conduct such as derogatory posters, cartoons, drawings, or gestures.
 - 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

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- 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.

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- Supervisors who knowingly allow or tolerate sexual harassment are in violation of this policy and subject to discipline.

Any team member 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.
- 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:

- Laptop, tablet or cell phone.
- Name badge/timecard.
- 2-way or CB Radios.
- Proprietary client lists or company documents.
- Vehicles and/or keys to vehicles or buildings.
- Equipment or vehicle accessories.
- Personal Protective Equipment.
- Tools and/or safety knife.
- Mobilecomm equipment and/or dash camera.
- Credit Card and/or Fuel Card(s).

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 updated background checks 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.

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 payroll profile online. 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:

- Unpaid Time-off.
- 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.
- Supplemental Insurance (Accident Insurance, Cancer Insurance, Critical Illness 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.

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.

Unpaid Time-off

Effective Date: 01/01/21

All team members are eligible for unpaid time off after (6) six completed months of employment. When unpaid time off is requested for personal reasons, a team member's accrued vacation leave must be fully used before unpaid time off can be requested.

Unpaid time off is granted only in whole-day increments. It may be granted for a single workday or a number of consecutive workdays up to a maximum of three (3) days. Unpaid time off cannot be granted for more than three (3) consecutive workdays. Unpaid absences of more than three (3) days must be requested under the leave of absence policy. Team members are not paid for this absence.

Team members maintain their regular benefits while absent from work on approved unpaid time off as long as the benefit payments are made bi-weekly and kept current during the leave. Since contributions to the Buchheit Retirement Plan are based on team member earnings, unpaid time off will reduce the team member and employer contributions to the plan.

Team members must request unpaid time off through the human resource/time off software at least three (3) weeks in advance of the desired time off. The three (3) week advanced request will allow time for the facility to properly complete a schedule to make sure we have adequate coverage for business needs. Requirement may be waived in emergency situations.

Facility Manager and/or Human Resource Coordinator are responsible for obtaining departmental decisions and communicating either approval or denial back via the human resource/time off software at least two (2) weeks prior to the requested unpaid time off.

Approval or denial decisions must take into consideration the staffing and budgetary needs of the facility and the amount of unpaid time that has already been taken for the calendar year. If request is considered excessive (more than 10 days in a calendar year) the request may be denied.

Requests may be approved or denied on the basis of these or other reasonable considerations.

Team members who are absent from work without approval of their supervisor may be subject to disciplinary action in accordance with Attendance and Punctuality Policy.

Vacation

Effective Date: 03/23/2009

Revision Date: 01/06/2022

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

- Regular full-time team members.
- Modified full-time team members.
- Regular part-time team members.

Team members will earn PTO according to the years of service below, and hours of PTO will be accrued by pay period for both exempt and non-exempt team members. Non-exempt team members PTO will be accrued from the worked hours in the following categories: Bereavement, Holiday, Regular, Vacation and VIP. PTO does not accrue unpaid time off, during any leave of absence or cash payouts upon termination.

Regular full-time amount of time received each year increases with the length of your employment as shown in the following schedule:

- After 1 year of eligible service, the team member is entitled to max of 40 hours each year.
- After 2 years of eligible service, the team member is entitled to max of 80 hours each year.
- After 7 years of eligible service, the team member is entitled to max of 120 hours each year.
- After 15 years of eligible service, the team member is entitled to max of 160 hours each year.

Modified full time team members working less than 40, but at least 30 hours a week are entitled to a max of 30 hours of PTO per week. PTO time received each year increases with the length of your employment as shown above (30, 60, 90, 120 hours).

Regular part-time team members will receive 20 hours of PTO per year after 2 years of service. To be eligible for PTO 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 "benefit year". A "benefit year" is defined as the 12-month period that begins when you start earning PTO 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 year calculation.) See the leave of absences policies in this handbook for more information.

Once you enter an eligible employment classification, you begin to earn PTO according to the schedule in this policy. Team members are entitled to use PTO hours that they have accrued. Earned hours are credited to the team member on the first day of the month following the eligibility years of service. Example: one year, two years and seven years and fifteen years.

You may use PTO time in increments of 1 hour. Team members cannot exceed taking more than forty (40) consecutive PTO hours at a time unless approved by location manager.

We appreciate all the hard work and dedication from our team members and understand that sometimes it's hard to schedule time off in order for us to follow our company culture of Knock Your Boots Off Service and to deliver exceptional customer service for the end result of Happy Customers.

Team members are allowed to roll over or bank PTO time if they follow the guidelines listed below. Team members that are eligible for at least eighty (80) hours of PTO for the calendar year must take at least forty (40) hours of PTO to be eligible for the roll over and payout options detailed below. Modified full time team members will be required to take at least thirty (30) hours of PTO to be eligible for the roll over and payout options detailed below.

- Exempt and Nonexempt team members may roll over a max of 120 hours of accrued PTO to the next calendar year. It is best practice to schedule and try to use some of the rollover/banked PTO hours by end of January and must be scheduled in the human resource/time off software by the end of the first week of January.

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- Due to business needs and year end audits Corporate Team Members, it is best practice to schedule and try to use some of the rollover/banked PTO hours by the end of the first quarter of the year and must be scheduled in the human resource/time off software by the end of the first week of January.
 - In the event that you have banked 240 hours (6 weeks) [120 hours rollover plus newly earned hours as of January 1] of PTO for a calendar year and have taken a good faith effort to follow the required steps for the program team members will receive the option to cash out a max of 40 hours of PTO in December of the calendar year.

Team members cannot bank more than 240 hours (6 weeks) of PTO for a calendar year. Once the team members maximum banked PTO reaches 240 hours, the team member will no longer accrue PTO hours until they fall below 240 hours, and the accrual will start again. You will forfeit any unused PTO time above 40 hours.

Team members must request PTO time through the human resource/time off software at least three (3) weeks in advance of the desired time off. The three (3) week advanced request will allow time for the facility to properly complete a schedule to make sure we have adequate coverage for business needs. By giving a three (3) week advance request that helps us deliver exceptional Knock Your Boots Off Service and helps with the end result of Happy Customers that will keep shopping with us. Requirement may be waived in emergency situations. Failure to request or timely log time off through the human resource/time off software may forfeit eligibility in the rollover program detailed above.

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, time off will be granted on an individual basis depending, in part, on the needs of the business. Other conditions may apply as stated in Leaves of Absence Policy.

Team members must make a good faith effort to schedule time off in a timely manner and follow the policy guidelines. Exceptions to this policy will be handled on a case-by-case basis after discussion with the Chief Financial Officer, Human Resource Director, Director of Stores, and the Location Manager.

PTO is paid at your base pay rate at the time of the requested time off. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

If your employment terminates, you will be paid for any unused PTO 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: 12/30/2020

We provide holiday time off with pay to eligible full-time 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. Hours are calculated on the basis of a “benefit year” for the first year becoming eligible for full time benefits. Then hours will be calculated on the basis of a “calendar year” January through December of the prior year.

Holiday hours will be calculated as the following:

- Regular Full time team members working 40 hours a week will receive 8 holiday-hours.
- Modified Full-time team members working less than 40 hours a week will receive 6 holiday-hours.

Also, to be paid for a holiday, a full-time team member must work both the last scheduled workday 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 bereavement or vacation), 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 manager to schedule your holiday.

Paid time off holidays will not be counted as hours worked for the purpose 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

Buchheit provides a comprehensive workers' compensation insurance program to our team members. The workers' compensation program covers injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment.

Subject to the applicable legal requirements, this program provides benefits after a short waiting period or, in the event of hospitalization, immediately.

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.

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 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 lets us investigate the matter promptly. Failure to report an injury may result in disciplinary action up to, and including, termination.

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.

The Safety Department **must** be notified before authorization for medical treatment is 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 recommended, 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 go 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 workday starts less than two hours after voting time begins *and* ends less than two hours before voting time ends. The team members 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, 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 provide reasonable accommodation 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 members' 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, leave 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 Leave*
- Family Illness. If a member of your immediate family is ill and 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 were 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 reasons. 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;
- 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 perform 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 members 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.

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- 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 of 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 approval, 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) 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 members must make similar payments for all other benefits in full during the period of 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 in.
- 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 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 accommodation to participate in the testing program must request such accommodation. To minimize or avoid delays, Buchheit asks applicants to advise them 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 Payroll 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 6% of your gross wages.

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.

Typically, Buchheit also makes a discretionary contribution to your account after you have satisfied one year of service with a minimum of 1,000 hours worked. The match and discretionary contribution are usually made in the first quarter of the year for the prior calendar period. Discretionary company contributions are subject to a seven-year vesting schedule.

Complete details of the 401(k) savings plan are described in the Summary Plan Description. You can contact the Payroll Department for more information about the 401(k) 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. 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 members, 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 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.

Buchheit Team Member Discount Program

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.

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 or buyer know. This will enable us to recognize your needs and to better accommodate them.

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 soda/snacks to be consumed while on lunch or 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 Agri, Buchheit Logistics, Buchheit Metals, 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 Buchheit Team Member Discount consist of 2 separate programs that all Team Members can take advantage of: Retail Stores Discount Program and the Agri Center Discount Program.

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 receive the maximum discount of 10% off the regular price. Other receive a 5% discount off the regular price. No discounts in addition to special pricing.

Competitive Price Match

We work hard to make sure our everyday prices are competitive in the market but if by chance after applying for the Team Member Discount a Team Member is able to buy an item cheaper at another retailer, we will match the net price with 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 a special-order item.

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 store are discounted the same as a stock item.

Team Member Project Bid Pricing

We want to bid on 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.

Buchheit team member Agri discount program

No discount will exceed cost.

Bulk Merchandise:

- Bulk Fertilizer purchases regardless of the quantity purchased receive at 300-ton price. This equates to \$10 off the starting price.
- Bulk Feed purchase receive \$5 off a ton at regular price.

Bagged Merchandise:

- All bagged feed and fertilizer Team Member will receive \$10 off a ton at regular price.

Crop Seed:

- Seed beans receive \$1 off regular price.
- Seed wheat receives \$1 off regular price.
- Seed corn receives \$3 off regular price.

Vet Supplies/Chemicals:

- 3% discount off regular priced merchandise.

All Other Merchandise:

- Receive up to 10% off regular price merchandise.

Boot Benefit Program

All drivers, warehouse employees, shop employees, and other employees designated are required at some time during your workday to wear safety toed shoes/boots. This makes you eligible to participate in any of the options below to get safety toed shoes/boots. If you have questions, 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.
2. Go to www.expertvoice.com and complete the process required by the website. There are many different manufacturers and products to choose from. Find the Buchheit Store near you and create an account. 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 must 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 to the company, 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

“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 supervisor, 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 drive 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 in 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 greeting people including other team members in a friendly manner and with a smile. Always use the telephone in a 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 a motor carrier is to be on time. If you are late, you run the risk of shutting down a production line or upsetting the customer’s schedule.

Communication is the key! You must 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.

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%.

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 form impressions and first impressions can make the difference between getting loaded/unloaded right away or after a couple of hours. When you climb down from the tractor, what impression do you make? Even if you have been driving all night to get a load delivered on time, take a second to look in the mirror. Run a comb through your hair and look as nice as you can. If possible, put on a clean shirt, and trousers. If you greet people with a smile, chances are they will treat you better. Even if the person you talk to does not seem to be in a good mood, you should still be professional.

Follow the Customer's Instructions

Every customer may have slightly different rules. Find out and follow the customer's rules. Park your truck and trailer as instructed.

Customer Rules

In addition to OSHA/MSHA regulations that most facilities must follow, most shippers and consignees have rules at their facilities. Take the time to find out what they are and follow them.

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 a company driver to accept a legal dispatch may result in disciplinary action. The driver 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), the company and our customers.
- Implementing a good trip plan helps deal with the unexpected (weather, traffic, breakdowns).
- Plan arrival time, delivery time, and scheduled stops; fueling, breaks, showers, etc.
- Calculate the time left on the trip and understand the importance of banking hours.

When do you plan a trip?

- When you receive a 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.

Key Elements of a Trip Plan

- 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, 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 should average 50 mph, including required Rest Breaks, fuel stops, meals, breaks, showers, weigh stations, traffic, etc.

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

Dispatch

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

- See your phone list for current desk-phone and cell-phone numbers for all support staff.

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.

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

Each full-time driver will receive an assigned tractor with a set of keys, and a fuel card for the vehicle.

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 shop.

A cleaning fee will be charged back to the driver, if the shop personnel have to clean the inside of the tractor.

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. Always be polite to your fellow team members. Invariably, these courtesies will be shown to you in return making a more pleasant work environment for everyone.

Forklift 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 directions.

Trailers

It is the 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-out, 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 some other form of payment, which we can provide.

If you prefer to wash it yourself there is a pressure washer available at the terminal – see the shop supervisor.

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 the 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

All operators are responsible for cleaning and sweeping their trailers when empty and inspecting them for damage 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 damage noted should promptly be reported in writing to the Maintenance Director, so it 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 a 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 in 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 while 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 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 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. The thing to remember is total team effort 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.
- The 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 the load through the house unless approved by dispatch.
- If you are going to shut down for more than 2 hours, you must notify dispatch.

These measures are 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 an 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 prime times for load theft.

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 overweight on an axle 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 should 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 are based on the premise of the driver's 14-hour on-duty time and available hours remaining on the driver's shift. Should changes to the HOS regulations occur, this policy may be revised accordingly.

To receive demurrage, the driver must turn in a demurrage ticket with their trip paperwork, via the current trip scanning app being used by the company.

Management reserves the right to amend this policy at any time for reasons deemed necessary.

Detention and Layover:

- This policy is intended to reimburse for extended time incurred due to customer delays.
 - OTR drivers – Customer has 2 hours from scheduled loading/unloading appointment.
 - Local drivers – Customer has 1 hour from scheduled loading/unloading appointment.
- Payable only for hour's driver has available based on driver's RODS.
- This policy does not reimburse for time in "Off-duty" or "Sleeper-berth" 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.

Mechanical Breakdowns:

- This policy is intended to cover mechanical breakdowns that occur when the driver is away from the terminal.
- Scheduled Maintenance (service work) is not covered under this policy.

Cancelled Loads:

- Should a customer cancel a load after the team member has been dispatched and is enroute to the shipper, team member will be reimbursed for the total driving time along with any additional time waiting for another dispatch.

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 for our Independent Contractors is based on the current Lease Agreement between the IC and the company.

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 voided 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.

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.

Driver Policies & Vehicle Use Agreement

Agreement between Buchheit Logistics, Inc, and the Employee, Independent Contractor or Designee, herein after referred to as “Driver” for the assignment of a company owned vehicle or running under Lease Agreement with Buchheit Trucking Service, Inc. Authority for business use:

- Drivers shall abide by FMCSA regulations, federal, state, and local laws and applicable policies.
- Drivers shall follow safe driving practices, including but not limited to safe following distance and obeying the posted speed limit.
- Buchheit owned/leased vehicles shall be operated/maintained according to company standards.
- Drivers shall be properly licensed and carry the appropriate endorsements for the vehicle being operated, have passed the Orientation Road Test and be qualified as a Buchheit driver.
- Anyone who drives or rides in a Buchheit owned/leased vehicle shall properly wear a seat belt while the vehicle is in motion.
- When any Buchheit owned/leased vehicle is in motion all exterior lights should be on.
- Cell Phones may only be used in Buchheit owned/leased vehicles by a driver if they are hands free. Texting while operating a Buchheit owned/leased vehicle is strictly prohibited.
- Radar Detectors are not permitted in Buchheit owned/leased equipment.
- Drivers 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.
- The driver will be subject to periodic vehicle inspections and understands that if the equipment fails to pass, the equipment may be put Out-of-Service until the it meets minimum standards.
- Drivers are not permitted to violate FMCSA Hours of Service regulations as prescribed in §395.
- Buchheit does *not* allow drivers to falsify their Record of Duty Status (RODS).
- All work activity shall be logged as “On-duty, not Driving”.
- The Buchheit Safety Department shall be notified of any accident/incident in which the driver is involved.
- Pictures *must* be taken at the scene of any accident/incident, anytime there is damage to any property, and a Buchheit driver was involved.
- Any driver that receives a roadside inspection, citation or warning shall inform the Safety Department and submit the original inspection report and/or a copy of the citation/warning within 24-hours.
- 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.
- Tickets or violations may cause the driver to have their driving privileges or lease suspended.
- The driver shall notify Buchheit immediately of any suspension or revocation of their driver’s license and any moving violations (to include warnings not ticketed).
- Only authorized drivers are allowed to operate or ride in Buchheit owned/leased vehicles, except as otherwise approved by Buchheit Management with a “Passenger Authorization”.
- Hitchhikers are not permitted to ride in any Buchheit owned/leased equipment, at any time.
- Unless otherwise approved by management, pets are not allowed in any Buchheit owned vehicle.
- Company drivers shall not deviate from a dispatched route or take the vehicle to their residence unless they obtain expressed consent to do so from Buchheit Management.
- Over-the-road drivers are responsible for the safe, overnight parking of the vehicle in a home garage, private driveway, or other safe and legal areas off public roads/highways while on home-time and shall abide by any local ordinances and residential truck zones requirements.

Team members who are involved in any of the violations below are subject to the company's *Progressive Discipline Policy* and having the violation documented in their electronic personnel file.

- Preventable accidents or incidents due to the driver's negligence.
- Serious moving violations as defined by the Federal Motor Carrier Safety Regulations.
- Repeat or egregious violation of Hours-of-Service regulations or misuse of Personal Conveyance.
- Operating a CMV while ill or fatigued or driving after being declared Out-of-Service.
- 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 declared and marked "Out-of-Service Vehicle" without completed repairs.
- Violating DOT Hazardous Materials Smoking rules with a placarded hazardous materials load.
- Failure to report arrests, accidents, citations, roadside inspections, or other law violations.
- Failure to submit RODS and "supporting documents" as required by FMCSA regulation.
- Failure to conduct Pre-Trip/Post Trip Inspections or to submit a DVIR as required.
- Failure to complete assigned quarterly or corrective training by the assignment due date.
- Failure to use Personal Protective Equipment (*PPE*) as required by OSHA or customer policy.
- Repeated U-turns on a public roadway in violation of local or state laws.
- Repeated parking on the shoulder of a public road in violation of local or state laws.
- Repeated right turn on red traffic light in violation of local or state laws.
- Violation of federal regulations, state or local laws or company policy including, but not limited to, transporting unauthorized animals, passengers, alcoholic beverages, firearms or drugs.
- Having a positive result on a drug or alcohol test or being found under the influence of alcohol or illegal substance or being found in possession of alcohol or illegal substance.
- Theft or dishonesty, including, but not limited to, embezzlement, stealing, or falsifying reports.
- Unprovoked assaults on, or threats to, another person, at any time.
- Engaging in physical violence while on company property or while on duty.
- Sexual Harassment, Harassment and/or Discrimination.
- Willful abuse or damage of company property.
- Repeated overweight violations, whether they result in a fine or not.
- Unauthorized use of equipment, unauthorized deadheading, bobtailing, and/or off route mileage.
- Unauthorized use of "red tagged", Out-of-Service equipment.
- Leaving equipment with unreported damage or DOT Out-of-Service defects.
- Willful abuse of equipment, running out of fuel, leaving trailer brakes on, dropping a drive shaft, etc.
- Tampering with ELDs, video event records, wiring, governors or installing unapproved inverter.
- Leaving equipment unattended without authorization.
- Refusal to accept a legal dispatch and/or perform work assignments unless it affects the driver's health or safety or violates the law.
- Repeat service failures, late deliveries, or failure to notify Operations of a late delivery.
- Cargo Damage that results from a driver's failure to clean or secure the load that results in product contamination or damage or failure to be alert and watchful while loading or unloading where spillage occurs which results in a cargo claim.
- Failure to follow required routing and fuel solution when designated.
- Failure to maintain a clean truck according to Asset Protection Policy – Buchheit Standards.

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.

Safety Department Policies

The Buchheit safety program has been developed to identify, evaluate and prevent or control job hazards which may arise. The goal of our safety program is to provide a safe working environment for our team members and customers. Safety is a value at Buchheit. It is the policy of Buchheit that accident prevention is considered of prime importance in all phases of operations and administration.

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 are required to follow safety standards, as well as the directives of their respective departments. 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 operating safely and have created policies to help ensure the safety of our drivers and comply with the rules and regulations. We are committed to maintaining our CSA scores below the threshold set by the Federal Motor Carrier Safety Administration. Our drivers are expected to comply with federal, state, and local laws/regulations, as well as company policy.

Progressive Discipline/ Progressive Breach Policy

The Buchheit Logistics policies are intended to keep team members safe, protect the company and its assets and abide by regulations/laws established by the various government agencies that regulate our industry. When an employee violates a law, regulation, or policy, the company makes use of its Progressive Discipline Policy.

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

<i>1st Offense</i>	Verbal Coaching is noted in the driver's electronic profile.
<i>2nd Offense</i>	Verbal Counseling is noted in the driver's electronic profile.
<i>3rd Offense</i>	1 st Warning and retraining, documented in the driver's electronic profile.
<i>4th Offense</i>	2 nd Warning and retraining, documented in the driver's electronic profile.
<i>5th Offense</i>	Final Warning and retraining, documented in the driver's electronic profile.
<i>6th Offense</i>	Termination or cancellation of contract/lease (Management discretion).

*Violations are tracked over a 12-month time frame.

Important note: A violation/infraction in one area may or may not affect the discipline process overall.

Examples: If a driver has an Hours-of-Service violation then later has a violation for misuse of Personal Conveyance, the two violations may be treated as separate issues while a driver that has a warning for Unsafe Driving and then *obtains* violations for Fatigued Driving, the process may be accelerated.

Buchheit Logistics, Inc. and Buchheit, Inc. Management reserves the right to accelerate or skip over a step. Enforcement of this policy regarding extenuating circumstances at their discretion.

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

Safety Reviews

The purpose of a Safety Review is to provide training and coaching/counseling for a driver who has been found to be out of compliance with the regulations or company standards and provide an opportunity to correct the deficiency(ies).

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

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 may have. 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.

Federal Motor Carrier Regulations Book

It is a federal requirement to have access to the Federal Motor Safety Regulations 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. The regulations are made available electronically on the mobilecomm device in each tractor in the fleet.

Hazardous Material Compliance Book

It is a federal requirement for the driver of a motor carrier which transports hazardous materials to have the Hazardous Materials Compliance regulations (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. The regulations are made available electronically on the mobilecomm device in each tractor in the fleet.

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 is updated every 4-years and is made available on each tractor in the Fleet. Replacement copies are available at the terminal.

Safety Issues

All employees must work safely. 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 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 by 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.

Certification for Other Compensated Work

When employed by a motor carrier, a driver must report to the carrier on 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 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.

Alcohol, Drugs and Intoxicating Substances

All employees and contractors are expected to comply 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*.

- No driver shall possess, use or be under the influence of any intoxicating beverage or substance.
- 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 are tested for drugs/alcohol in accordance with the Department of Transportation regulations.
- Pre-employment and annual queries are conducted through the FMCSA's Drug and Alcohol Clearinghouse, as required.

Accidents

All accidents should be reported to the Safety Department, 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, disabling damage, etc.
- The driver is accused of, or is alleged, that he/she has been involved in any of the above.

Under FMCSR § 390.5 a DOT reportable crash is where there is a fatality, there is bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident, or one or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle.

Accidents 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.

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.

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 may temporarily forfeit any available safety or performance bonuses and are subject to the company's *Progressive Discipline Policy*.

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.

- 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.

Onboard Event Recording (OER)

OER is a mobilecomm telematics feature that gives second-by-second recorded data from the vehicles ECM to help reconstruct accidents and review driver performance.

Note: In the event of a severe accident where the onboard computer is too damaged to communicate wirelessly, the recorded event data may be able to be retrieved by the product vendor.

VER (Video Event Recorder) Policy

This program applies to all team members driving company owned or leased vehicles, as well as those team members who manage or oversee driver operations. The primary purpose of Dash Cams is to assist in the protection and safety of persons and property, prevention or detection of criminal offences, defense of legal claims and claims mitigation, customer service and satisfaction, operational efficiency and most importantly driver training.

It is the company's goal to recognize safe driving habits, exonerate drivers from being found at fault for accidents when possible and reduce motor vehicle incidents and liability through driver coaching. Events will be automatically queued based on the company's current coaching policy, focusing on high-risk events which include, but are not limited to unsafe driving behaviors such as speeding, following too closely, disobeying traffic control devices, distracted driving, illegal use of electronic devices, and seatbelts.

The coaching process allows the opportunity to praise positive actions and improve poor driving behaviors. 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 coachable event. After the event is viewed and the team member is coached, the company's *Progressive Discipline/Breach Policy* applies.

Footwear and Personal Protective Equipment (PPE) 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, 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, 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.

CDL Policy

All CMV drivers who operate equipment with a GVWR in excess of 26,000 lbs. are required to have the appropriate Class "A" or "B" Commercial Driver's License (CDL). The CDL must be from the state in which the driver resides.

Those drivers who haul Hazardous Materials are required to maintain an HM endorsement. Non-CDL drivers must have the appropriate state issued license for the equipment being operated.

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

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 while your license has been suspended.

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 illnesses, 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 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.
 - 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 medical leave, a new physical may be required by the company from a medical examiner who is familiar with the DOT regulations and is listed on the FMCSA's National Registry of Certified Medical Examiners.

Policy Regarding Texting and Use of Handheld 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 handheld 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 (pulling to the side of a highway may not, in some cases, be allowed under applicable law).

"Texting" is defined as typing or hitting more than one button on any electronic device, which may include, but is not limited to a mobile telephone, tablet, laptop, GPS Navigation or mobilecomm device.

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 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.

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.

- 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
- Opiates – opium and codeine derivatives.
- Amphetamines and methamphetamines
- Phencyclidine – PCP

All drivers 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 driver may operate a 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 4-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 to 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 may be 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.

A positive result on an alcohol or controlled substance test is grounds for termination of employment.

To summarize – the *only* time a driver 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 team members 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:** Any team member that tests positive for controlled substances or violates 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 drivers who fall 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 DOT/FMCSA regulations or company 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 drivers to be tested as applicable by current company standards. It is the responsibility of the driver's Supervisor to ensure that selected drivers are tested within the calendar month of the selection. Drivers are not permitted to be "carried over" to the following month.

Upon receipt of the "driver" selection list, the Supervisor should review and determine the status of each of their selected drivers. Only those drivers that are subject to *safety-sensitive* functions are to be tested.

Any driver that is not subject to *safety-sensitive* functions should be identified. Drivers that do not meet the requirements for being in a *safety-sensitive* function shall not 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*".

Examples of drivers 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 driver shall be tested while he/she is on home-time, or vacation. Drivers 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 in which they were selected. If during the month the status of any selected driver changes and is not able to complete the testing, the Safety Department/DER shall be notified.

Some drivers are required to only submit 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. Drivers 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 driver 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 driver 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 driver *may* require assistance with travel to/from the testing site.

Testing notification procedures:

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.***

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 a driver 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.

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 company policy. To find a Substance Abuse Professional (SAP) in your state: www.eap-sap.com.

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 the company 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.

Annual Review

The motor carrier is required to complete an Annual Review of the driver's Motor Vehicle Record (MVR) and review the driver's safety performance and any moving violations for the previous 12-months. Record of each annual review is documented in the Driver's Qualification File (DQF).

Online Safety Training Policy

Buchheit Logistics, Inc. believes that continued education and training is an important part of our business. Drivers are assigned online training on a recurring or as needed basis. Once the driver has been assigned the training and given an expiration date, 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 loses their weekly bonuses and will not be dispatched until the training is complete.

Corrective Action / Retraining

In accordance with our Progressive Discipline Policy, if a driver violates a policy that requires retraining, the driver may be required to complete online training for a respective subject or complete a Safety Review in person with the safety manager.

Vehicle Lights

Clearance lamps and headlights must be on at all times when the vehicle is operating 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 the bills of lading, they accept 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 damage must be documented on the BOL and reported immediately to the Safety Department. Pictures of the cargo should be taken to assist in processing any claim that may arise from the report of an OS&D incident.

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.

Passengers 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.

Scanning and Trip Envelopes

All trip/load related documents are required to be submitted via the company's current document scanning application and received by noon Tuesday for the previous week. All paperwork must be complete and legible, and on-time in order to be paid in the next pay-period.

Maintenance of Company Equipment

Buchheit Logistics, Inc. maintains a copy of the annual vehicle inspection report on file for all trucks running under our Interstate Authority. The Buchheit Logistics Vehicle Maintenance program includes a full-service maintenance shop on site which complies with Federal and State DOT requirements.

The maintenance of company owned vehicles is managed by the Director of Maintenance.

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 coordinate with the maintenance department 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

All company owned or operated facilities are secured with perimeter fencing, have exterior lighting and are monitored with video surveillance. Designated personnel conduct regular security inspections.

Any vehicle discovered during a security inspection that cannot be identified shall be physically checked, investigated, and identified. Any unauthorized persons discovered during a 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 always fitted with a king pin lock while at any company facility.

Rehire Policy

Former drivers more than 30 days past their termination date, with a satisfactory safety record, work history, OS&D record and personnel record may be rehired by the company. Drivers must complete and submit a new driver's application to the Recruiting Department for consideration. Rehired drivers shall be reemployed as new drivers.

Driver Wellness: Physical Qualifications for Drivers

You are qualified to drive a Commercial Motor Vehicle if you meet the requirements of FMCSR § 391.41. However, 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 - fruits and vegetables (5 servings daily) and watch your fat, salt, and sugar intake.
 3. Get the proper rest (minimum of 6-8 hours of sleep is necessary).

Remember, you are in fact part of your pre-trip inspection. Only you can identify your ability to safely operate a CMV; therefore, if you are too ill or fatigued to safely operate the equipment, do not drive.

Compliance, Safety, Accountability for CMV Drivers (CSA)

CSA is the safety compliance and enforcement program of the Federal Motor Carrier Safety Administration (FMCSA) that holds motor carriers and drivers accountable for their role in safety. CSA affects motor carriers by identifying those with safety problems to prioritize them for intervention such as an investigation or audit. CSA affects drivers because their safety performance and compliance impact their safety record and, while working for a carrier, impact the carrier's safety record.

The FMCSA uses the Safety Measurement System (SMS) to assess compliance by analyzing safety data from roadside inspections, crash reports, and investigations to identify and intervene with motor carriers that pose the greatest risk to safety. The SMS is used to assess high-risk motor carriers that require intervention. The SMS evaluates all safety based roadside inspections, not just Out-of-Service violations. The SMS assesses each carrier's safety performance in each Safety Category and calculates a measure by combining the time and severity weighted violations/crashes. CSA scores update monthly.

An inspection with "no violations found" or "clean inspection" count as positive points for both the carrier and driver. A \$ bonus will be paid for a clean inspection that is turned into 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. *****

For more information, visit: www.csa.fmcsa.dot.gov

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' crashes and serious safety violation history as a pre-employment condition.

The driver's 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

Drivers can use the DataQs system to make a request for Data Review (RDR) in FMCSA databases.

- 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.

Pre-Trip Inspections

§396.7 — Unsafe Operations Forbidden: 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.

All drivers are required under FMCSA regulation to conduct an equipment inspection, at the beginning of their shift/day, to ensure that the equipment is both legal and safe to operate. The Pre-trip Inspection should be logged as “On-duty, Not Driving” and reflect on the driver’s Record of Duty Status for the amount of time spent performing the inspection.

- All drivers should conduct walk-around visual inspections when they are stopped for fueling, loading, unloading, washouts, etc., to identify any obvious issues that may have occurred since completing the Pre-trip Inspection.
- All drivers are expected to conduct a walk-around inspection at the end of their shift/day. The Post-trip Inspection should be logged as “On-duty, Not Driving” and reflect on the driver’s Record of Duty Status for the amount of time spent performing the inspection.
- All drivers are required via this policy to complete a **Driver Vehicle Inspection Report** each day for each piece of equipment they operate or pull. The DVIR should be submitted via the ELD and is expected to be completed honestly. If there are defects found, they should be reported to the Maintenance Department.
 - The expectation is that if there is damage or mechanical defects identified, the Maintenance and Operations Departments need to be made aware so that repairs can be made as soon as possible.
 - Once a defect has been submitted via the DVIR, if the defect is a safety or DOT related item, the driver preparing to operate the equipment is expected to ensure that the defect is repaired prior to the next dispatch. The driver is responsible for letting the shop know at the time the defect is identified so it can be determined how best to effect repairs.

All drivers are expected to adhere to equipment maintenance schedules as required by Buchheit policy.

If you did your job correctly, by properly inspecting your equipment and pass a Roadside Inspection, you will receive an NAV Inspection bonus on your next paycheck/settlement (be 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" or is blank under the "Violation" section. Be sure to submit the inspection report to the Safety Department within 24-hours of the inspection.

Remember; all you have to do is inspect your truck/tractor and trailer for items in need of repair; advise the maintenance department and your dispatcher what needs to be done, and get it fixed.



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 *eight* different levels of roadside inspections:

- Level I. North American Standard Inspection
- Level II. Vehicle/Walk-Around Driver Inspection
- Level III. Driver Only Inspection
- Level IV. Special Inspection
- Level V. Vehicle Only Inspection
- Level VI. Enhanced North American Standard (NAS) Inspection (radioactive shipments only)
- Level VII. Jurisdictional Mandated Commercial Vehicle Inspection
- Level VIII. North American Standard Electronic Inspection

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 Inspections are based on the North American Standard Inspection Procedures (see NAS Inspection Procedures).

CVSA's North American Standard Inspection Procedures

The Commercial Vehicle Safety Alliance (CVSA) is a nonprofit association comprised of local, state, provincial, territorial and federal commercial motor vehicle safety officials and industry representatives. The Alliance aims to prevent commercial motor vehicle crashes, injuries and fatalities and believes that collaboration between government and industry improves road safety and saves lives.

Our mission is to improve commercial motor vehicle safety and enforcement by providing guidance, education and advocacy for enforcement and industry across North America.

For more information, visit www.cvsa.org.

North American Standard Inspection Procedures

	INSPECTION LEVEL							
	I	II	III	V	VI	VII	VIII	
1. Choose the Inspection Site	X	X	X		X			
2. Approach the Vehicle	X	X	X		X			
3. Greet and Prepare Driver	X	X	X		X			
4. Interview Driver	X	X	X		X			
5. Collect the Driver's Documents	X	X	X		X	X		
6. Check for the Presence of Hazardous Materials/Dangerous Goods	X	X	X		X	X		
7. Identify the Carrier	X	X	X		X	X		
8. Examine Driver's License	X	X	X		X	X		
9. Check Medical Examiner's Certificate and Skill Performance Evaluation (SPE) Certificate (if Applicable)	X	X	X		X	X		
10. Check Record of Duty Status	X	X	X		X	X		
11. Review Driver's Daily Inspection Report (if Applicable)	X	X	X		X	X		
12. Review Periodic Inspection Report(s)	X	X	X	X	X	X		
13. Prepare Driver for Vehicle Inspection	X	X		X	X			
14. Inspect Front of Tractor	X	X		X	X			
15. Inspect Left Front Side of Tractor	X	X		X	X			
16. Inspect Left Saddle Tank Area	X	X		X	X			
17. Inspect Trailer Front	X	X		X	X			
18. Inspect Left Rear Tractor Area	X	X		X	X			
19. Inspect Left Side of Trailer	X	X		X	X			
20. Inspect Left Rear Trailer Wheels	X	X		X	X			
21. Inspect Rear of Trailer	X	X		X	X			
22. Inspect Double, Triple and Full Trailers	X	X		X	X			
23. Inspect Right Rear Trailer Wheels	X	X		X	X			
24. Inspect Right Side of Trailer	X	X		X	X			
25. Inspect Right Rear Tractor Area	X	X		X	X			
26. Inspect Right Saddle Tank Area	X	X		X	X			
27. Inspect Right Front Side of Tractor	X	X		X	X			
28. Inspect Steering Axle(s)	X			X	X			
29. Inspect Axle(s) 2 and/or 3 (Under Carriage of CMV)	X			X	X			
30. Inspect Axle(s) 4 and/or 5	X			X	X			
31. Check Brake Adjustment	X			X	X			
32. Inspect Tractor Protection System (This procedure tests both the tractor protection system and the emergency brakes.)	X			X	X			
33. Inspect Required Brake System Warning Devices	X	X		X	X			
34. Test Air Loss Rate	X	X		X	X			
35. Check Steering Wheel Lash	X	X		X	X			
36. Check Fifth Wheel Movement	X			X	X			
37. Complete the Inspection	X	X	X	X	X	X		

The Level VI Inspection involves a radiological survey of the vehicle and load prior to completing the 37-step inspection procedure.

The Level IV Special Inspection and Level VII Jurisdictionally Mandated Inspection could have any or all steps included; therefore, those two inspection levels are not included on this chart.

Commercial Vehicle Safety Alliance

Understanding the North American Standard Inspection Program




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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 report 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).

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 prior to or upon 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.

DVIR Policy:

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 reflect the amount of time spent performing the action per FMCSR § 395.2.
3. Drivers must report any vehicle maintenance violations to the Maintenance Department, and if placed Out-of-Service should immediately notify the Operations Department/Dispatcher.
4. Drivers must prepare a DVIR noting *all* defects listed on the roadside inspection form on the day of the roadside inspection. **This applies to out-of-service and non-out-of-service violations noted.**
 - a. Drivers using ELDs must submit e-DVIR the day of the roadside inspection in order to have a DVIR with the correct date on it.
5. **No Driver shall move any vehicle with Out-of-Service defects until all defects are repaired.**
6. Non-out-of-service defects must be repaired at the next available stop with repair capability.
7. All DVIRs, the certification of repairs, and the certification of the driver's review shall be retained by the Maintenance Department as required by FMCSR § 396.11 (a) (4).
8. DVIRs may be submitted via:

ISAAC

Email

e-DVIR

maintenance@buchheits.com

Hours of Service Compliance

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 through 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 the 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 RODS 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 an ELD 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. If the ELD is inoperable, drivers are required to maintain their RODS and submit the RODS to Safety within 13 days.

Tampering with an ELD is not 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 team member caught tampering with an ELD shall be subject to disciplinary action up to and including termination of employment, contract/lease.

**Note: Egregious violations per 49 CFR part 395 are defined as when a driver exceeds or a motor carrier requires or permits a driver to exceed, by more than 3 hours, the driving-time limit.*

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 orientation program. All driver training is documented in the Driver's Qualification 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 to have 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 should take into consideration a driver's available hours when assigning movements, and 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.
- c. Driver RODS (electronic or paper) and Timecards are 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, and 70-hour in 8-day limit.
- 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" or "unidentified" driving time" shall be reconciled and be assigned to the respective driver 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, are subject to the company's *Progressive Discipline Policy*.

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 Department personnel shall have unique login IDs and be responsible for their duty status approvals.

Drivers using the *Short-haul* exception must keep time records 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.

Yard Move

Movement of a CMV not on a public road in a yard or facility logged as On Duty, Not Driving, time.

Personal Conveyance

Authorized personal use of a CMV logged as Off Duty time. (See Personal Conveyance Policy)

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.

(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 enroute 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 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 consignee, so they can get to the nearest reasonable safe place to park, however; *the CMV must be moved no farther than the nearest reasonable, legal and safe parking area*. 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.

FMCSA recommends that the driver annotate on the log if he/she cannot park at the nearest location and must proceed to another location.

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. Drivers who wish to utilize company owned or leased equipment for “personal conveyance”:

- 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 record the personal conveyance time on “Line 1, Off-Duty” of their RODS and return to the starting location prior to returning to an on-duty status or performing work related activities.
- Personal Conveyance for company employee drivers is limited to a 30-mile radius of the off-duty location. Exceptions to the 30-mile distance limitation are subject to Fleet Manager approval.

Electronic Logging Devices (ELD)

ELDs are required by the FMCSA to be used in CMVs manufactured after 1999. ELDs record a driver’s Record of Duty Status (RODS) and ensure the driver complies with Hours-of-Service regulations.

The ELD assumes the “Active Driver” to be “working” unless otherwise noted by the driver. When the truck moves, the “Active Driver” is assigned the drive time automatically.

- Remember the ELD system warns you before you violate your 8, 11, 14, or 70-hour rules.
- Per FMCSR § 395.34, the driver is required to have *the DOT Quick Reference card* and *a minimum of 8 log pages* in the event of being required to utilize a paper log. The driver must reconstruct the ROD for *the current day and the previous 7-days*, less days which the driver has in their possession.

ELD Corrections and Approval

- You must approve your RODSs daily. Be sure to review each duty status prior to approval.
- 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.
- *Be sure to log off and out of the ELD when getting off a truck permanently.*

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 with 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 always be on the truck.

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.

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- 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. Do not accept any leaking/damaged containers.

If the load is 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.

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 first 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 listed in the proper 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**).

- The Bill of Lading must have the unit of measure listed, and the quantity must be listed.
- An emergency response number must be present on the Shipping Papers.
- The shipper's certification must appear on the Bill of Lading signed by 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 driver's 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.

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 Safety Department.

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 carrier (driver) should have a recent 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 three 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.

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 up the qualifying amounts of Hazardous Material up in the Hazardous Materials table (by proper shipping name) and identify the placard(s) needed for that material.
4. Ensure you have the proper placards from the shipper and place them on all four sides of the trailer.
5. Do not pull away from the dock until Proper Placards are in place. Check the placards while along the route: during tire checks, at 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 Crossings

Stopping Required. Drivers transporting Hazardous Materials are required to stop at all railroad 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.

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

All team members are expected to be familiar with the company's Hazardous Materials Security Plan.

Drivers are expected to use common sense and good judgment when assessing the threat potential of any suspicious activity and to report observed suspicious activity to their immediate supervisor, manager, or local law enforcement and/or fire department.

For all hazardous materials movements, drivers shall minimize stops enroute.

In the event a load containing hazardous materials needs to be staged at a company terminal/facility while enroute, it shall be stored in a secured (fenced in) location with limited and controlled access.

En Route Driver Security

- 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.

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- 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 to arrange 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 are expected to maintain regular communications with dispatch while in transit.

Enroute Parking and Driving Considerations: § 397.7 – Parking

- Hauling Hazardous Materials requires special considerations when parking; 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 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.
- 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, 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.

Stop Off/Destination Driver Security

Dispatch/Operations shall make every effort to arrange hazardous materials delivery schedules that minimize in-transit down time schedule loads for delivery as early as possible based on drivers' available hours and the consignee's receiving hours.

Upon arrival at the destination or stop off, drivers shall check in with the person responsible for receiving person(s) to notify them of arrival and receive unloading instructions. Drivers shall follow receiver's unloading instructions and comply with customer 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). 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, then the driver shall back the trailer in and secure the vehicle.

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., 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 records 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.

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 leaks, if safe to do so. All drivers/employees will follow spill control safety procedures.
 - a) If the spill is too large to contain too small area, then the driver shall immediately call the safety manager or operations manager for guidance.
- IV. Drivers or employees will call dispatch and/or operations management for guidance as soon as they are in a safe/secure place to do so (see current *Phone List*).
- V. Dispatch/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. Notify the Safety Department and management 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, gloves and goggles
 - b. Push broom and shovel.
 - c. Emergency Response Guidebook.
 - d. Emergency reflective triangles (3).
 - e. Ten-pound ABC fire extinguisher.
- IX. Follow up procedures.
 - A. Decontamination:
 1. Trucks, trailers and any equipment that are exposed to a spill or leak will be decontaminated as required per state and federal regulations.
 2. Clothing that has been contaminated will be disposed of per state and federal regulations.

Hazardous Materials Training Program

1. General Hazardous Materials Training.
 - a. 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.
 - b. Drivers are issued a current paper copy of the Emergency Response Guidebook.
 - c. Drivers are provided access to the Hazardous Materials regulations via the oCFR application from PHMSA which is preinstalled on the ELD in the truck cab.
 - d. Hazmat/Hazwaste training is renewed every 3 years.
2. Driver training includes the following additional topics:
 - 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 for 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.

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.

Previous employer information on the application must be verified as true and accurate.

Safety, Performance or Other Bonuses

Driver bonuses may be forfeit if the following conditions are applicable:

- Incomplete or Delinquent assigned Training.
- Preventable accidents/incidents or on the job injuries due to driver negligence/unsafe act.
- Moving violations or unsafe driving (Critical Event Recording via ECM, Mobilecomm device or Video Event Recorder) that could result in a citation or warning.
- Roadside inspection violations or Out of Service violations (vehicle or driver).
- *Hours of Service* violations or repeat misuse of Personal Conveyance.
- 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.
- Not verifying BOL or weighing load which results in a violation or an OS&D claim.

Driver of the Month Award Program

The purpose of the Safety Award Program is to reward long-term safe drivers. The program requirements and provisions to be eligible are as follows:

1. Must be a Buchheit Team Member for a minimum of 12-consecutive months and work a minimum or 11 of those 12-months. Rehires shall start over in the program from their new hire date.
2. No preventable incidents, accidents or on the job injuries due to driver negligence or unsafe act in the previous 12-months.
3. No moving violations or acts of unsafe driving (Critical Event Recording via ECM, Mobilecomm device or Video Event Recorder) that could result in a citation or warning in the previous 12-months.
4. No roadside inspection violations within the qualifying month.
5. No Out of Service violations (vehicle or driver) in the previous 12-months.
6. No HOS violations within the qualifying month.
7. No egregious HOS 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 Safety Meetings or completes make-up meetings and assigned trainings on-time.
10. Fleet Manager recommendation based on on-time delivery/service failures and dependability.

Program Notes:

- No driver may be chosen as driver of the month more than once per year. Fleets are as follows:
 - Hopper, End-dump, Dry Van/Flatbed, Ag/Retail

Maintenance Department

It is the practice 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.
- Submission of DVIRs.
- Cleanliness of the unit both inside and out.

Procedures:

Drivers will perform proper vehicle inspections of the entire unit to ensure it is safe and operational, and complete DVIRs, as necessary. Checks will be made prior to any departure.

- Check the oil and other fluids daily.
- In winter months, hopper door tracks tend to get moisture in them, and freeze shut. If they are stiff to open, call the shop for directions. It is important to follow 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 Department area are managed and staffed by company employees. They are the control center for all breakdowns and scheduled maintenance needs.

Truck Cleanliness

- Cleanliness inside the truck is the driver's responsibility.
- Truck washes are available weekly in the yard and approved once each month on the road.

Scheduling Maintenance of Equipment

The driver must contact his or her Fleet Manager using the Mobilecomm device in the cab of the truck to schedule maintenance. The Fleet Manager will set up the appointment with the Maintenance Department. 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 to be unnecessarily delayed getting in the shop or incurring a 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	39,000 miles
Trailers	4-months	x

Vehicle 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, we have revised our policy to apply 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.
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.
 - i. 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>)	Amber colored warning light should be checked out at a shop location at your first convenience. Call the Maintenance Department to schedule. Red engine stoplight indicated a serious problem. Pull off at the first safe area and contact the Maintenance Department.
Engine stop light (<i>red color</i>)	
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 three ways to contact maintenance:

1. Call the Maintenance Department.
2. Mobilecomm message to Shop.
3. Email maintenance@buchheits.com

If the truck breaks down

- Shut the truck down off the traveled portion of the road.
- Turn on Hazzard lights and put out the reflective triangles.
- Diagnose the problem. Refer to the equipment trouble shooting section for symptoms and common problems. Use of this guide may help the driver fix a problem or help to gather valuable information.
- Your tractor and trailer number and the location: state, highway, direction of travel, etc.
- 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 apparent location of the problem. For example, if the problem is a tire problem, which tire is it? If the problem is 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 and can the shop handle the problem? How soon can they get you in and the approximate time needed to correct the problem.
- Use the telephone, when possible, but if no phone is available, use the mobilecomm “breakdown” message that goes 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. The PO number is given to the facility that is making the repairs, by the Maintenance Department.
2. The second-best way is by an express code or Comchek 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.

Please 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 where you are right now; however, could turn into a blizzard in where you will be later in the trip. 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 company's trucks are equipped with an engine retarder for increased braking ability.

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.
3. 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.
4. 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 usually requires maximum retarding power.
5. **Caution:** The operation of any truck is unpredictable on slick roads. **Do not use the engine retarder on anything but dry pavement.**

It is important that you always maintain control of the truck on slick roads. An engine retarder can be a great safety feature; however, it 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 route recommendation and a fuel solution based on the route. Once a driver receives the dispatched load information over 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 company 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.

Fuel Economy

Each driver travels nearly 100 thousand miles and purchases 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 proper 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. Check with the Maintenance Department for proper psi for your equipment, as it varies by type and position of the tire.

Idling

All engine idling that is not needed for the comfort of drivers (OTR drivers have an APU), for the function of the tractor, or for the integrity of the freight is considered unnecessary. The engine should remain off when idling is not needed. Drivers can check their idle time using their Mobilecomm system.

Engine idling may only be used when the APU is malfunctioning, or it is not possible 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.

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.

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; however, the posted speed limit, traffic or road conditions may require the driver to drive well below the governed speed which has an effect on the tractor's fuel economy. It is important to note that 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 to 1 mile per gallon.

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.

When purchasing fuel, the driver will need to enter the correct tractor number and odometer reading to complete the transaction. In addition to diesel fuel, drivers can use the card to purchase one gallon of oil per calendar day. If additional oil is needed, the driver should contact maintenance.

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 and 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 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 the shop to see if additional additives should be purchased. Do not add additives without authorization from maintenance. If temperatures are extremely low, it may also be wise to run the truck an hour or two 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”.

Note – if no customer number is required, use company number (free code) = **9999**

Employee Compensation and Pay Programs

To receive your pay as quickly as possible, all Bill of Ladings and associated trip paperwork is required to be submitted after delivery to the consignee. Delivery of a load consists of delivery to the customer or to a relay location, directed by dispatch, such as a terminal, drop yard or truck stop. Delivery is not considered to be complete for pay purposes until the paperwork is turned in.

“Normal Work Duties”

“Normal duties of a driver include, but are not limited to, pre-trip and post-trip inspections, fueling, driving, travel and wait time, completing training, attending safety and other company meetings, submitting to drug, alcohol, and other forms of testing, completing paperwork, loading and unloading the freight and remaining in attendance of the vehicle. Drivers are compensated on a percentage, mileage or hourly basis for these normal duties and do not receive any additional pay for performance of these normal duties, unless otherwise specified in another policy”.

Compensation

Company Drivers will be asked to sign an additional starting wage rate acknowledgement, which lists starting wage based on verified applicable experience at time of hire.

Pay Schedules for Company Employees

See current Wage Rate and bonus program.

Trip Paperwork

Part of 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 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 reimbursable 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’s pay website. Any discrepancies in your payroll statement should be brought to the attention of your Fleet Manager.

Road Expenses

Drivers are issued fuel cards to purchase diesel fuel for their truck. 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 repairs, oil, trailer wash, etc.

Any item or object obtained that is reimbursed by Buchheit remains the property of the company.

Pay

Drivers are paid on a weekly 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 payroll profile 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 via the ELD system. Team members are expected to be prompt and “clocked in” ready to work at the time you are scheduled.

All Drivers are required to utilize the company’s current document scanning app or complete a trip envelope each week. Each envelope must be completed and turned in by Tuesday 8:00 am.

Load Documentation

For *every trip or load*, there are important documents which the company needs. Paperwork submitted by the driver(s) is electronically submitted via the scanning system to the Accounting Department. These are distributed, and indexed as certain documents, which automatically go to the correct department(s), and would include:

- All pages of the Bills of Lading (BOL).
- Demurrage Tickets.
- Fuel receipts.
- Lumpers receipts.
- Motel receipts.
- Scale receipts.
- Delivery receipts.
- Shipping orders and Shipping manifests.
- Packing lists and Pallet counts.
- Customs control papers.
- U.S. Department of Agriculture Inspections.
- Truck supplies.
- Equipment interchange receipts.

Trip scanning ensures the driver is paid correctly, and in a timely manner, for the wages and reimbursements for **each** trip. **Do Not Scan multiple trip documents in the same transmission.** Multiple trip documents in one scan may cause a delay in being paid.

Remember all paperwork from the time the load is picked up to the time the trailer is empty is important and belongs to with that trip. Most of our customers require us to send a copy of the Bill(s) of Lading showing the consignee's receiving signature with the freight bill (or have access to that paperwork).

If you deliver the load, get their signature, even if it is a drop and hook.

- Note: Be sure to scan all pages of each Bill of Lading (BOL). Ensure 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.

It is 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 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.

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

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 registrations expire December 31 of each year and new cab card registrations are issued at the beginning of the new year.

- All tractors should have an IRP license plate located on the front of the tractor and a registration or cab-card in the permit book.
- All trailers should have a license plate and registration (non-expiring). Trailer registrations are located in a box mounted on the front of the trailer.

Insurance Cards

Proof of insurance is required for all states.

Fuel and Mileage Tax Permits and Decals

All states have joined IFTA (International Fuel Tax Agreement) and require the IFTA registration and current year's decal on each side of the tractor.

Driver Responsibility for Permits

All permit books should contain the current year's permit requirements. *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.

Each state has its own requirements for licenses and permits for tractors and trailers. These must be displayed properly on the equipment and not expired. They are required anytime you are in that state, even if you are just passing through.

Hazardous Materials and Liquor Permits

State issued Hazardous Materials and Liquor Permits expire at various times throughout the year.

The **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

If you go to 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 ensure compliance before going to Canada.

Hours-of-Service violation *fin*es can be stiff. Canada does not operate under the same regulations as the U.S. By following a few guidelines, you can avoid these fines.

- Certify daily log before you start driving (Fine: \$300).
- Do vehicle inspection (DVIR), called a 24-hour Circle Check completed before driving (Fine: \$300).
- Tractor and trailer numbers with both plate numbers required on log (Fine: \$300).
- Beginning and ending hub for the day next to the total miles for the day on log (Fine: \$300).
- Valid vehicle inspection for both tractor and trailer (Fine: \$600).
- Possession of a radar detector in Canada is illegal (Fine: \$500).

Transportation Worker Identification Credential (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.

To be eligible 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, connected to terrorist activity or lack mental capacity.

What is the Process for Obtaining a TWIC?

Visit the TSA website for details: <https://www.tsa.gov/twic>

Winter Chain Laws US

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.

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 have the required equipment for that state.

States that have some sort of chain law are: **CA, OR, WA, NV, CO, UT, MT, WY.**

Guide to the Use of Tire Chains

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.

- Carry the required number and type of chains for each state you travel to.
- Be sure 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 snugly 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.

Between September 1 and May 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 are not 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 get expensive.

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 or someone else getting hurt. Valid reasons to shut down:

- Bad weather, visibility, and/or road conditions
- Illness or fatigue