

Visser Trucking LLC's Company Policies & Procedures Handbook

Visser Trucking LLC



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Driver Orientation & Training

Policy

Visser Trucking LLC Mission/vision statement

Visser Trucking LLC is committed to having all drivers new to the organization participate in and successfully complete its driver orientation program. Our goal is to make certain that all new driver associates start their careers at Visser Trucking LLC with adequate and proper training, the right tools and equipment, appropriate driver support systems, and a thorough understanding of company policies and procedures to perform all functions and duties of their job in a safe, legal, and professional manner.

Responsibilities

New driver associates will be expected to review the topics presented and ask appropriate questions for areas that may need further clarification. During orientation, new drivers should feel a liberty to speak with human resources or the safety management about areas contained within this policy.

Management and human resource personnel must make themselves available to new recruits to answer specific questions. This includes time in classroom presentations and one-on-one concerns aside from group settings.

Procedures

Welcome

Welcome and thank you for choosing Visser Trucking LLC for what we hope will be a safe, prosperous, and fulfilling career. The company you choose to drive for is an important and sometimes difficult decision to make. As a driver associate for Visser Trucking LLC, you represent our most important asset. For this reason, we believe your decision to join us was the right one.

We also believe that by working together with honesty, respect, and trust, we can build a long lasting, mutually beneficial, and rewarding relationship.

Orientation overview

Visser Trucking LLC has a 1-day orientation program which all new driver associates are required to complete. Visser Trucking LLC's orientation program consists of comprehensive classroom training that will cover a variety of subjects. Among the topics are company policies and procedures, company safety compliance, and regulatory compliance.

After the classroom portion of the orientation has been successfully completed, all new driver associates will be assigned to a driver trainer. The purpose of this time with a company driver trainer is to evaluate the new associate's overall driving skills and techniques, and to apply what has been learned in the classroom to an actual job situation. This time should also be used to familiarize the new driver with Visser Trucking LLC's customers, paperwork procedures, policies and procedures, and to answer any questions or concerns which were not addressed in the classroom training.

A new Visser Trucking LLC driver associate can expect to spend 5 to 10 days out with a driver trainer. The actual time will be determined by the new driver's overall skill level, experience, and how quickly the driver adapts and adheres to Visser Trucking LLC's methods and procedures.

Visser Trucking LLC requires all new drivers to spend a minimum of 3 days with a driver trainer. Under no circumstances will a

new driver associate be exempt from being assigned to a driver trainer, regardless of his or her experience or skill level.

Operational overview and facilities tour

All new driver associates, as part of Visser Trucking LLC's orientation program, will be given an overview of the dispatch operation and a tour of the facility. The purpose of the operational overview and facilities tour is to give our new drivers an opportunity to meet the individuals they will be interacting with on a daily basis, and familiarize new driver associates with the company's various departments and their functions.

Personal appearance and conduct

All drivers for Visser Trucking LLC are expected to dress, look, and act like professionals. Maintaining a positive, professional, and safe public image is extremely important to Visser Trucking LLC. Our drivers are our most visible company representatives to the general public and to our customers, and therefore, need to maintain the highest personal appearance and conduct standards.

Drivers for Visser Trucking LLC are expected to follow all company policies and procedures, and abide by all customer plant safety rules. Visser Trucking LLC drivers will be trained in, and expected to obey, all federal and state laws and regulations.

All Visser Trucking LLC associates are expected to conduct themselves in a professional manner while at work or on duty. Courtesy and mutual respect for others will be demonstrated at all times. All Visser Trucking LLC associates are expected to conduct themselves in this manner, and should expect the same treatment in return. Associates who feel they are not being treated in this manner are to contact their immediate supervisor for resolution of their concerns.

Visser Trucking LLC does not tolerate sexual harassment by any employee, associate, or customer. Any employee who feels he or she is being subjected to any form of sexual harassment has the right to bring the complaint to his or her immediate supervisor, without fear of retaliation.

Driver qualification

According to Federal Motor Carrier Safety Regulations (FMCSRs), drivers must renew their certificate of violations and DOT physical exam card on a regular basis. (Sec. 391.27 and Sec. 391.45)

Visser Trucking LLC's Safety Department will review these records and be responsible for monitoring compliance. They will notify drivers of upcoming expirations of documents. Upon notification, all driver associates will be responsible for updating these records before their expiration dates. Failure to keep these documents current will result in a driver being disqualified from driving a Visser Trucking LLC vehicle until such time as the record is updated.

All Visser Trucking LLC driver associates will have a valid and proper class license issued by their state of residence in their possession when operating a company vehicle. A driver whose license has been suspended, canceled, or revoked for any reason must report the incident to the Safety Department within 24 hours of the action.

Drivers whose licenses are not valid will not be allowed to operate any company vehicle.

Any Visser Trucking LLC driver will be disqualified from driving if he or she violates regulations as listed in Sections 383.51 and 391.15 of the FMCSRs. The company will fully comply with these disqualification regulations, and under no circumstances will any exceptions be made.

Controlled substances and alcohol overview

Visser Trucking LLC is committed to a drug and alcohol-free environment. Use of alcohol or the use, sale, purchase, transfer, possession, or presence in one's system of any controlled substance (except medically prescribed drugs) by any employee while on company premises, engaged in company business, while operating a company vehicle or other equipment, or while operating under the authority of Visser Trucking LLC is strictly prohibited.

The Federal Motor Carrier Safety Administration (FMCSA) has issued regulations which require Visser Trucking LLC to implement a controlled substances testing program. Visser Trucking LLC will comply fully with these regulations and is committed to providing all of its employees with a safe and drug-free workplace.

Customer service overview

Customer service is our product. Visser Trucking LLC is committed to achieving the highest level of customer satisfaction to ensure our continued success. Our goal is to consistently deliver zero-defect customer service.

Visser Trucking LLC driver associates are expected to pick up and deliver on time, with no cargo loss or damage. Drivers are required to communicate all variances to scheduled pickup and delivery appointments promptly so the company can notify the customer and take any needed corrective action.

All paperwork and billing information is to be accurate, signed, and submitted promptly. Drivers are expected to be courteous, cooperative, and respectful at all times. If a conflict does arise at a customer location, the driver should not attempt to resolve the issue. In such cases the driver's immediate supervisor, or Visser Trucking LLC customer service representative, should be contacted to handle the situation.

Safety compliance overview

All Visser Trucking LLC driver associates are expected to perform all functions, duties, and assigned work in a safe, legal, and professional manner.

Any incidents of a Visser Trucking LLC driver being instructed to operate in an unsafe or illegal manner should be reported to the driver's immediate supervisor.

Visser Trucking LLC is committed to its defensive driving policy, and all driver associates are expected to drive accordingly. New Visser Trucking LLC driver associates will be trained in defensive driving techniques, as defined in the company's defensive driving policy. All drivers are required to attend periodic defensive driving and general safety meetings conducted by Visser Trucking LLC's Safety Department. While on duty for the company, all drivers are expected to drive in a safe and professional manner at all times. Doing so will minimize the likelihood of accident or injury and will promote a positive image to the motoring public.

Visser Trucking LLC driver associates require a high level of skill and alertness to consistently operate their vehicles safely. Drivers who are, or are suspected of being, ill or fatigued will not be permitted to operate a Visser Trucking LLC vehicle or other equipment until the condition no longer exists or proper rest has been taken.

Transporting of any unauthorized passengers is strictly forbidden in any Visser Trucking LLC vehicle and is prohibited by Sec. 392.60 of the Federal Motor Carrier Safety Regulations (FMCSRs). Any Visser Trucking LLC driver who is reported, or is found to have an unauthorized passenger, is subject to discipline up to and including termination of employment.

Transporting of unauthorized animals is strictly forbidden in any Visser Trucking LLC vehicle. The transporting of an unauthorized animal poses a serious safety risk, and will not be tolerated. Any Visser Trucking LLC driver who is reported, or is found to have an unauthorized animal in a company vehicle, is subject to discipline up to and including termination of employment.

Transporting of weapons (such as firearms, large knives, etc.) or illegal or dangerous property is not permitted. No weapon or illegal or dangerous material shall knowingly be carried in a Visser Trucking LLC vehicle unless specifically authorized by the company.

Visser Trucking LLC driver associates are required to obey posted speed limits on all roads traveled. This policy correlates with Visser Trucking LLC's overall expectation that its drivers will operate in a safe, legal, and professional manner.

The use of radar detection devices in any Visser Trucking LLC vehicle is prohibited. Since it is the company's policy that drivers are required to obey all posted speed limits, the use of any type of radar detection device is unnecessary. In addition, federal regulations prohibit the use/possession of radar detectors in all commercial motor vehicles (Sec. 392.71), and it is the policy of this company to comply with all federal and state regulations.

Visser Trucking LLC requires the use of seat belts while driving any company vehicle. Visser Trucking LLC's seat belt policy is in accord with federal regulations which require the use of seat belts while driving any commercial motor vehicle (Sec. 392.16).

Unauthorized modifications or tampering with any company vehicle are strictly prohibited. Specific questions concerning personal radios, CBs, TV antennas, etc., should be addressed to the driver associate's immediate supervisor.

Accidents overview: prevention, at the scene, and reporting

The goal of Visser Trucking LLC is to reduce the potential for accidents through hiring the right people, ongoing training, and company wide safety awareness programs. As part of Visser Trucking LLC's driver orientation policy, all new driver associates will be trained in accident prevention, what to do at the scene of an accident, and accident reporting requirements.

Hour-of-service and driver logs overview

Visser Trucking LLC expects all driver associates to know and comply with the hours-of-service regulations. Therefore, as part of the company's orientation policy, all new drivers, regardless of experience, will be trained and tested in the FMCSRs, Part 395, Hours of Service of Drivers.

It is the policy of Visser Trucking LLC that all drivers are expected to complete accurate, true, neat, and legible logs. Drivers are required to submit their logs no later than 7 days.

Submitted logs will be audited by the company for accuracy and completeness. Log errors will be brought to the driver's attention for retraining, and/or disciplinary action, if deemed necessary. Visser Trucking LLC's dispatch operation is responsible for making certain that no driver is knowingly dispatched into violation of the hours-of-service regulations. To help avoid this situation, drivers are required to report their hours-of-service usage for the previous day(s) at or before 9:00 AM daily.

Vehicle inspection overview

Visser Trucking LLC is committed to a strong vehicle inspection program. As part of the company's driver orientation policy, all new driver associates, regardless of experience, will be trained in daily vehicle inspection procedures. These procedures include instructions on how to perform proper pretrip and post-trip inspections, on-the-road inspections, and how to prepare company vehicle inspection report forms.

Vehicle breakdown and road repair overview

Visser Trucking LLC is committed to providing its drivers with expedient breakdown and road repair service. All drivers will be

trained in, and expected to use, Visser Trucking LLC's established breakdown reporting procedures. These procedures are in place for our drivers' safety and comfort, the safety of the motoring public, and to keep our customers informed of any potential delays caused by breakdowns.

Vehicle assignment policy

All Visser Trucking LLC vehicles will be kept neat and clean. It is the responsibility of the assigned driver to maintain the cleanliness and professional appearance of the vehicle.

Driver pay and benefits review

It is the policy of Visser Trucking LLC that all new driver associates receive training in proper payroll procedures in order to ensure consistently accurate paychecks. This training will include Visser Trucking LLC prescribed procedures for the completion and submission of shipping documents, bills of lading, and other company paperwork.

The company will also provide, as part of the orientation program, an overview of the driver pay and benefits package.

Dispatch policy

Visser Trucking LLC is committed to providing all drivers with a reasonable supply of work that they will be able to safely and legally perform. The company understands the importance of family and time at home to its drivers, and because of this understanding, Visser Trucking LLC is also committed to providing regular, quality time at home for its drivers.

Reporting to work

Drivers are expected to have reliable transportation to get to and from their home terminals. Drivers may not use Visser Trucking LLC vehicles for personal use, or for transportation to and from home, unless permission to do so is specifically granted by an authorized Visser Trucking LLC official.

Driver performance reviews

All driver associates will be given regular performance reviews. It is the policy of Visser Trucking LLC to give and receive feedback in an open and honest manner. In conjunction with this policy, all driver associates will be given performance reviews approximately every 3 months.

Driver Qualification & Hiring

Policy

Visser Trucking LLC believes that our employees are our most valuable assets, and that the success of the company is determined by the quality of its employees. Because of these beliefs, the personnel selections of the company are extremely important. The company is committed to hiring only the best and most qualified available drivers.

To help carry out this commitment, Visser Trucking LLC has implemented the following driver qualification procedures.

Responsibility

All driver recruiters, safety managers, and other involved in the hiring process must be familiar with and apply all hiring standards set forth in this policy.

Each candidate must be compared against the criteria set forth with no variations. Based on this policy, each candidate must be treated equally and consistently by the parties involved in the selection and screening of driver applicants.

Procedures

Visser Trucking LLC's driver hiring qualification standards and procedures have been developed to achieve two goals. The first goal is for the company to meet or exceed all Federal Motor Carrier Safety Regulations (FMCSRs) concerning driver qualification. The second goal is to select only the best available drivers: Drivers who share Visser Trucking LLC's values and goals of operating in a safe, legal, and professional manner.

Hiring standards

Visser Trucking LLC's hiring standards require all driver applicants have a minimum of 3 years of verifiable driving experience.

Visser Trucking LLC's hiring standards require that only those driver applicants with 1 or fewer chargeable or preventable motor vehicle accidents within the past 3 years will be considered for employment. Because of Visser Trucking LLC's commitment to safety, the company will not consider driver applicants who fail to meet the above standard.

Visser Trucking LLC's hiring standards also require that only those driver applicants with 2 or fewer violations of motor vehicle laws (other than violations involving parking only) within the past 3 years will be considered for employment. An applicant who has incurred more violations than the above standard has demonstrated a pattern of unsafe driving behavior which Visser Trucking LLC finds unacceptable in any prospective driver associate. (Secs. 383.51, 391.15, and 391.23)

Visser Trucking LLC will not consider for employment a driver applicant convicted of any offense involving the operation of a motor vehicle while impaired by alcohol.

Visser Trucking LLC will consider for employment a driver applicant who has been convicted of an offense involving the operation of a motor vehicle while impaired by alcohol only if the applicant has had no similar incidents within the past 5 years.

Visser Trucking LLC will not consider for employment a driver applicant who has been convicted of any careless or reckless driving of a motor vehicle offense within the past 3 years. Drivers convicted of operating a motor vehicle with willful or wanton disregard for the safety of persons or property are considered to be unsafe by the company. This kind of behavior is unacceptable in any prospective Visser Trucking LLC driver. (Secs. 383.51 and 391.15)

Visser Trucking LLC will not consider any driver applicant who has been convicted of a criminal offense involving a commercial vehicle, including operating while under the influence of a controlled substance, transporting a controlled substance, or a felony involving the use of a commercial motor vehicle. (Secs. 383.51 and 391.15)

Drivers will be expected to converse with other company employees, our customers, and the general public. Therefore, Visser Trucking LLC requires all driver applicants to be able to read and speak English sufficiently to be able to perform all duties and functions of the job. (Sec. 391.11(b)(2))

Driver applicants will also be required, because of experience, training, or both, to be able to:

- safely operate a Visser Trucking LLC vehicle; and
- determine and execute proper cargo securement procedures.

Application for employment

All driver applicants shall complete an application for employment, furnished by Visser Trucking LLC, with the application form containing all of the information required under section 391.21 of the FMCSRs.

Visser Trucking LLC's hiring standards require that driver applicants list all former employers for the past 3 years. Any gaps in employment for more than a one-month period must be satisfactorily accounted for on the application.

Due process rights

Drivers will be notified of their due process rights as specified in Sec. 391.23(i) regarding the information received as part of the background investigation. This notification will be given to the driver prior to a hiring decision in a written form, stating his/her right to review and refute erroneous information.

The written notification will appear on the driver application, requiring a signature immediately below the information by the driver applicant as acknowledgment of his or her receipt and understanding.

The written notification will be given to the driver in a form separate from the driver application. The applicant will be required to sign and date the form as acknowledgment of his or her receipt and understanding.

License

Visser Trucking LLC will obtain a legible copy of the license of all driver applicants. The Safety Department will conduct a review of the license to be certain it is valid, has not expired, is the appropriate class for company vehicles, has the appropriate endorsements, is issued by the applicant's current state of residence, and that the applicant possesses only one license. (Secs. 383.21, 391.23 and 391.11 (b)(7))

All Commercial Driver's License holders must self-certify with the state licensing office as one of the following:

- **Non-excepted interstate** — operates in interstate commerce, is qualified under Part 391, and is required to obtain a medical card.
- **Excepted interstate** — operates in interstate commerce but is exempt from having to obtain a medical card under Part 391. The types of operations that are exempt are detailed in 49 CFR §390.3(f), §391.2, §391.68, or §398.3.
- **Non-excepted intrastate** — operates only in intrastate commerce and is subject to state qualification rules.
- **Excepted intrastate** — operates in intrastate commerce but is exempt from state qualification rules.

In order to operate a commercial motor vehicle for the Company, a driver must self-certify as **Non-excepted interstate**.

If the driver has indicated he or she is subject to the medical qualifications requirements, he or she must submit a copy of the medical examiner's certification to the state licensing office. For any driver physical examinations after the initial self-certification, the driver must submit the new medical certification to the state of licensing prior to the expiration date of the medical examination currently tracked. This must be no later than 5 days from the date the new medical certification.

Fair Credit Reporting Act Disclosure (FCRA)

Driver applicants will be given a copy of the FCRA Disclosure Statement. If an applicant is not hired based on background information obtained, the applicant will receive a copy of the record and the summary of consumer rights.

Motor vehicle record (MVR)

Visser Trucking LLC will request an MVR for driver applicants being considered for employment after the company has received the completed and signed employment application. An MVR will be requested from every state the applicant has lived in during the past 3 years. If an MVR request from a former state of residency comes back indicating "no record found," the MVR request will be placed in the driver's qualification file (if hired) as verification that Visser Trucking LLC attempted to obtain the information.

Visser Trucking LLC's Safety Department will review all MVR information to determine if driver applicant meets company hiring standards regarding driving records, and will compare the MVR against the employment application to check for completeness and accuracy. (Sec. 391.23)

Pre-employment screening program

Visser Trucking LLC will request a Pre-employment Screening Program (PSP) report for driver applicants being considered for employment after the company has received the completed and signed employment application.

The Company's Safety Department will review all PSP report to determine if the driver applicant meets the Company's hiring standards regarding roadside inspection violations and DOT crash history. The Company will take into consideration patterns of unsafe driving with the more recent history weighted more heavily.

The Company will also compare the PSP report against the employment application to check for completeness and accuracy (e.g., omitted employers).

Background investigation of DOT-regulated employers - Safety Performance History

Visser Trucking LLC will contact all former and current DOT-regulated employers of the driver applicant for the previous 3 years to verify as much of the following as possible:

Employment verification including:

- Driver identifying data (date of birth and Social Security Number);
- Dates of employment,
- Type of work performed,
- Type of vehicle(s) operated;
- DOT-recordable accidents; and
- DOT-alcohol and drug testing information.

Driver applicants must provide written authorization to the company to obtain the DOT drug and alcohol testing information. All former and current employer information gathered under Visser Trucking LLC's inquiries must be in writing and retained in the driver's investigation history (DIH) file, if hired. In the event a former or current employer refuses to release information, a note stating this will be placed in the DIH file. This DIH file will be in a secured location with access limited to those involved in the hiring process.

Visser Trucking LLC's Safety Department will review all former and current employer information to determine if the driver applicant meets company hiring standards regarding past and current employment, and to determine if the applicant was truthful about information listed on the employment application. (Sec. 391.23)

Background investigation of non-DOT-regulated employers

Visser Trucking LLC will contact all former and current non-DOT-regulated employers of the driver applicant for the previous 3 years to verify as much of the following as possible:

- Driver identifying data (date of birth, and Social Security Number);
- Dates of employment; and
- Type of work performed.
- Attendance and reliability;
- Overall work history and performance; and
- Record of misconduct regarding employment policies.

All former and current employer information gathered from Visser Trucking LLC's inquiries must be in writing and will be retained in the driver's (if hired) *personnel file*. In the event a former or current employer refuses to release information, a note stating this will be placed in the file.

Visser Trucking LLC's Safety Department will review all former and current non-DOT-regulated employer information to determine if the driver applicant meets company hiring standards regarding past and current employment, and to determine if the applicant was truthful about information listed on the employment application.

DOT drug and alcohol test information from previous employers

Visser Trucking LLC requires driver applicants to provide written authorization to the company to obtain drug and alcohol test information for each previous and current employer during the preceding 3 years.

All information from former DOT-regulated employers regarding DOT drug and alcohol test results must be in writing and will be retained in a separate file for the driver (if hired). In the event no response is received from a former or current employer, a note stating this will be placed in the file. (FMCSR, Sec. 382.413)

Visser Trucking LLC will not consider for employment any driver applicant who, under a DOT-required drug and alcohol testing program, refused a drug or alcohol test, failed a random, reasonable suspicion, post-accident, return-to-duty, or follow-up drug or alcohol test, or tested positive for controlled substances while with a previous employer. For procedures on hiring of driver applicants who have failed a DOT-required alcohol or drug test, or have refused to be tested, at a previous employer, see Visser Trucking LLC's Drug and Alcohol Policy and Procedures.

Previous DOT pre-employment tests

A driver applicant will be asked whether he or she has tested positive, or refused to be tested, on any pre-employment drug or alcohol test administered by a DOT-regulated employer to which the employee applied for, but did not obtain, safety-sensitive

transportation work covered by DOT agency drug and alcohol testing rules during the past two years.

A copy of this statement will be retained in the driver's confidential drug and alcohol testing information, along with any supporting documents.

A driver who failed or refused a DOT pre-employment drug or alcohol screen in which he or she was not hired will not be considered for employment.

Physical examination and certificate

Visser Trucking LLC requires applicants to be fully qualified physically to perform all duties and functions of driving and safely operating a commercial motor vehicle.

Pre-employment Department of Transportation (DOT) physical examinations will be performed by a medical examiner appearing on the National Registry of Certified Medical Examiners (NRCME).

The Company will verify and document that the medical examiner appears on the NRCME.

Driver is responsible for paying for there medical exams.

Applicants who successfully pass the physical examination will be issued a Medical Examiner's Certification card. The following is required:

- **Non-Commercial Driver's License (CDL) drivers.** A copy of the Medical Examiner's Certification card will be placed in the driver's qualification file, and the original will remain in the possession of the driver at all times while on duty or operating a company vehicle. (Sec. 391.41, 391.43, and 391.45)
- **CDL holders.** CDL drivers must submit a copy of the medical examiner's certificate to the state of licensing in order to maintain an active non-excepted interstate or intrastate CDL. The Company will only accept a copy of the medical examiner's certificate temporarily (15 days from the date of the exam) as proof in the DQ file until the state of licensing enters the information onto the driver's driving record. The motor carrier will request an MVR showing the required information pertaining to the CDL holder's medical qualifications.

The Company will accept unexpired, valid physical cards from driver applicants in lieu of their passing a pre-employment physical examination:

- **Non-CDL drivers.** A copy of a medical examiner's certificate will be retained in the DQ file, along with a note of verification that the exam was performed by someone appearing on the NRCME (for exams performed since May 21, 2014).
- **CDL drivers.** The motor carrier will obtain a copy of the MVR to verify the driver's medical certification. This must be done prior to the driver operating a CMV for the motor carrier for the first time. Along with the MVR, the motor carrier will verify and document that the exam was performed by someone appearing on the NRCME (for exams performed since May 21, 2014).

Driver screening tests

All driver applicants will be required under our policy to take a Visser Trucking LLC pre-hire screening test. These tests help Visser Trucking LLC maintain a consistent hiring standard, and increase the chances of finding a good, long-term fit for both the driver and the company.

Road test and certificate

Visser Trucking LLC requires all driver applicants to successfully complete a road test examination conducted by our senior drivers prior to an offer of employment. The road test examination shall be performed in the type of vehicle the driver will operate for the company. The company's road test examination will be a minimum of 30 miles in length, and cover the following areas:

- A complete pretrip inspection
- Placing the vehicle in operation
- Using the vehicle's controls and emergency equipment
- Driving in traffic and passing other vehicles (if safely feasible)
- Turning
- Braking, and slowing by means other than braking
- Backing and parking
- Other slow-moving operations
- Safe coupling and uncoupling procedures of a combination tractor and trailer

Visser Trucking LLC is required to provide a record of road test examination form on which the driver's skill in each operation listed above is to be rated. The form is to be signed by the company official conducting the test. The original of this record will be recorded and placed in the driver's qualification file.

Upon successful completion of the road test examination, the Visser Trucking LLC official who administered the test will complete a certificate of road test. A copy of the certificate will be given to the driver, and the original will be placed in the driver's qualification file. (Secs. 391.31 and 391.33)

Visser Trucking LLC will accept a valid Commercial Driver's License from driver applicants in lieu of passing a pre-employment road test, providing the candidate is not hired to operate a double, triple, or tanker vehicle. (Sec. 391.33(a)(1))

Written examination and certificate

Visser Trucking LLC driver applicants are required under company policy to pass a written examination on the federal safety regulations with a score of 95% correct or better. A company Written Examination form will be used, and the applicant may refer to a copy of the FMCSRs which will be provided by the company. The examiner giving the written test will complete a Certificate of Written Examination form for each driver applicant passing the exam. The form will be placed in the driver's personnel file along with the actual test.

Driver orientation

As a condition of employment, all newly hired drivers will be required to successfully complete Visser Trucking LLC's driver orientation program.

Driver Performance Reviews

Policy

Visser Trucking LLC is committed to providing its drivers with regular, meaningful, and mutually supportive performance reviews. Performance-related feedback helps our drivers continually improve their work, correct deficiencies, and allows them to determine their progress. In addition, the company believes its drivers will be more productive and satisfied if they are kept up-to-date on their individual performance and how it impacts overall company results.

Visser Trucking LLC believes its drivers desire regular, constructive feedback regarding their individual performance. The company's driver performance review policy is intended to satisfy this desire by providing drivers and their supervisors regular opportunities to:

- productively discuss performance results;
- establish or maintain personal and professional goals;
- develop improvement or corrective action plans based on performance results; and
- give recognition for excellent and superior performance.

Responsibility

Driver supervisors are responsible for gathering all relevant performance data, being thoroughly prepared, giving drivers advance notice, and completing a post-review written record.

Drivers are responsible for coming to their performance reviews prepared and willing to participate in the discussion in an open and mutually respectful manner.

Managers are responsible for ensuring all drivers receive periodic performance reviews within the time frame stated in this policy. Managers are also responsible for evaluating all post-review written records.

Procedures

The Visser Trucking LLC driver performance review procedures have been developed to achieve the four basic goals of this policy. These goals are, to:

- make our drivers aware of the importance of their contributions to the success of the company;
- keep our drivers continually informed of their individual results by having the performance review be an on-going process;
- ensure drivers are active participants in the review process by expecting them to provide input;
- focus on driver development and performance improvement by giving feedback on observable behavior and measurable performance.

To ensure this policy meets its goals, the following procedures have been developed. All drivers and management personnel responsible for conducting and participating in the driver performance review process will be trained in and expected to follow these procedures.

Driver performance review – planning

Visser Trucking LLC driver supervisors are responsible for conducting a periodic, structured performance review with each of their drivers a minimum of every 12 months.(May be less if time allows).

It is important for our drivers to understand that their performance will be evaluated on an on-going basis, and they may request, or have their supervisor recommend, a review at any time. However, all drivers will receive periodic structured reviews of their individual performance.

Visser Trucking LLC's driver performance reviews are meant to be structured and planned interpersonal meetings between the driver and his/her immediate supervisor. Therefore, the date and time of the performance review shall be agreed upon by both the driver and the supervisor, and a minimum of 14 day's prior notice shall be given to each driver informing him/her of an upcoming review.

Driver participation

Visser Trucking LLC considers the driver to be an integral part of the review process. The company expects each driver to be an active participant in his or her individual performance review. To help facilitate driver involvement, the company has developed the following list of questions. These questions can help prepare our drivers for their performance review discussions.

- What do I like best about my job? Least?
- What specific accomplishments have I achieved during this performance review period?
- What goals did I fall short of meeting? Why?
- How can my supervisor and Visser Trucking LLC help me do a better job?
- What areas do I need, or would like, more training in?
- What new goals do I want to establish for the next review period?
- Where would I like to be five years from now?

Drivers for Visser Trucking LLC are asked to consider, and be prepared to discuss, these questions prior to their individual performance review.

Supervisory preparation

Prior to conducting a driver performance review, Visser Trucking LLC driver supervisors shall thoroughly prepare and plan for the meeting by identifying and developing items to be covered. Driver supervisors shall gather all relevant data concerning job requirements, established company and individual driver's goals, and specific performance results.

In preparing for a driver performance review, driver supervisors are also expected to:

- Review Visser Trucking LLC's current driver job requirements, and be fully conversant with them.
- Review goals and standards previously discussed and agreed upon with the driver.
- Review individual driver's performance history, including current job skills, training needs, experience level, and past job performance.
- Note any variance in individual driver's performance or behavior that needs to be discussed, improved, or corrected, and develop an appropriate action plan.
- Consider possible career opportunities for the driver being reviewed and be prepared to discuss them.
- Identify areas of the driver's performance deserving of recognition.

The performance review

Visser Trucking LLC driver performance reviews should be held in private and away from the operation area. The review is considered the driver's time, and interruptions should not be allowed.

The actual Visser Trucking LLC driver performance review should cover, but is not limited to, four basic areas. These are:

- The measurement of the driver's actual results against established goals and standards of the company.
- Recognition of the driver's contributions and accomplishments.
- Correction of any new or existing performance problems.
- Establishment of goals or standards for the next review period.

Together, the driver and the supervisor should use the performance review to exchange ideas, discuss ways to correct problems, improve performance, and celebrate past successes.

Performance review wrap-up

Once the driver and his/her supervisor have concluded their discussion of past performance; addressed any development, training, or corrective action needs; and have established new goals and standards for the future, they are expected to reach mutual agreement and wrap up the review. The wrap-up should include the following:

- A positive summary of the performance review discussion including all mutually agreed upon plans and goals.
- An opportunity for the driver to react, ask questions, and give additional ideas and suggestions.
- A sincere and meaningful expression of appreciation for the driver's participation, time, and efforts.
- A written record of what was discussed, agreed upon, and corrective action/training plans.

Follow up

Visser Trucking LLC driver performance reviews are subject to post-review analysis. This analysis consists of two parts.

Part one is the written record of review. Once the performance review has been completed, driver supervisors are required to make a written record of:

- the overall review including measurable results and observable behaviors that were discussed;
- a brief summary of all plans and goals both the driver and the supervisor agreed to;
- statements of personal commitments made by the driver; and
- a list of accomplishments or milestones the driver was recognized for during the review.

A copy of the performance review written record shall be given to the driver, the supervisor's immediate manager, and one shall be placed in the driver's personnel file.

Part two of Visser Trucking LLC's post-review analysis is to ensure that all agreements and commitments are kept and plans for improvement, corrective action, or additional training are followed. This part of the post-review analysis will also serve as the foundation of the next review.

Driver / Employee Terminations

Policy

Visser Trucking LLC recognizes that not every driver or non-driving employee will be able to meet his or her personal or professional development needs or career advancement goals within the company. Further, Visser Trucking LLC also recognizes that not all drivers or other employees will be able to meet the company's standards of conduct, productivity, or safety within their roles.

Therefore, Visser Trucking LLC will determine the need for drivers or other employees to leave the organization (voluntarily or involuntarily) whenever such need arises.

Responsibility

All employees, managers, and human resource personnel of the company should familiarize themselves with the contents contained within this policy.

The Company, its management, and human resource professionals are expected to carry out this policy in a manner that promotes mutual respect and minimizes the impact of separation of employment for both the individual and the company.

Procedures

Employment-at-will statement

Visser Trucking LLC adheres to the principle of employment-at-will. In compliance with employment-at-will, Visser Trucking LLC or the individual employee may terminate the employment relationship at any time, for any reason, or for no reason at all.

The policy and procedures of Visser Trucking LLC are not intended to create a contract of employment. Nothing contained in any policy or related procedures of Visser Trucking LLC shall constitute a contract of employment or agreement for a definite or specific term of employment. Nor does anything in any policy or related procedures of Visser Trucking LLC alter the at-will relationship between the company and its employees. Nothing contained in any policy or related procedures of Visser Trucking LLC shall limit or otherwise restrict the option of the company or its employees to terminate the employment relationship. Either party to the employment relationship may terminate the relationship at any time, with or without cause.

Types of termination

There are seven basic types of termination of employment recognized by Visser Trucking LLC. The types of termination, complete with their descriptions, include:

1. **Release.** A permanent employment separation initiated by the company due to unsatisfactory job or safety performance. In the event of a release, the company will generally (but not always, depending on individual situations) give the employee advanced notice (or equivalent pay in lieu of advanced notice) of up to 7 days.
2. **Discharge.** A permanent employment separation initiated by the company due to serious misconduct, violation of company policies or related procedures, or for disciplinary reasons. In the event of a discharge, advanced notice is not required and termination of the employment relationship will be considered immediate.
3. **Resignation.** A permanent employment separation initiated by the employee. In the event of a resignation, the company may consider reinstatement of the employee if the need for reinstatement consideration should arise. In addition, the company reserves the right to end the employment relationship immediately upon receiving notice of resignation without

regard for the time limit stated on the notice.

4. **Temporary Layoff.** A temporary separation of employment initiated by the company and due to economic reasons or business conditions.
5. **Permanent Layoff.** A permanent separation of employment initiated by the company due to economic conditions, corporate reorganization, or downsizing.
6. **Medical Termination.** A voluntary or involuntary separation of employment initiated by the employee or company. A medical termination will be used in the event an employee is determined (by a company approved medical professional) to be unable to perform the duties of his or her job with or without reasonable accommodation. An employee who is terminated for medical reasons may be considered for reinstatement if the medical condition(s) that caused the separation of employment has been cured, successfully treated, or no longer exists.
7. **Deceased.**

Serious misconduct

Visser Trucking LLC expects its employees to conduct themselves in a professional and safe manner at all times and with due regard and respect to the company, other employees, and external customers and vendors. In addition, Company expects all employees to understand and adhere to all company policies and procedures.

Visser Trucking LLC will take all appropriate and necessary disciplinary action when any employee is found to have violated company policy, procedures, other work rules, or engaged in serious misconduct. Appropriate disciplinary action may include verbal or written warnings, progressive disciplinary measures, or immediate separation of employment (see Discharge above).

The company considers serious misconduct or other work rule violation behaviors to include (but not limited to) the following:

- A failure to comply with company policies or procedures.
- Unacceptable job performance.
- An unwillingness or inability to follow management instruction and/or direction.
- Reporting to work or responding to a call-in situation in an unfit condition including being under the influence of alcohol, drugs, or other controlled substances.
- Being in possession of illegal drugs (controlled substances), alcohol, firearms, or weapons of any kind while on (or in) company property.
- Intentionally delaying operations or other work activities, or influencing others to do so.
- Unprofessional conduct with co-workers, customers, or vendors.
- Sexual harassment as well as verbal, physical, or psychological harassment due to race, color, religion, sex, national origin, disability, age, or any other protected characteristic under state or federal law.
- Conducting non-work-related activities during work hours or using Company property for non-work-related activities.
- Excessive absence, unexcused absence, or job abandonment.
- Excessive tardiness.
- Falsification or destruction of company records or documents, and/or unauthorized disclosure of confidential company information.
- Theft and/or destruction of company property, assets, services; or theft and/or destruction of other employees' personal property.
- Smoking in restricted/prohibited areas of the company.
- Violation of company safety or fire prevention rules, policies, and related procedures.
- Fighting on company, customer, or vendor premises.
- Carelessness with regard to personal hygiene and appearance.

Termination process

Before any employment separation action is taken, responsible Visser Trucking LLC personnel shall:

- In the event of a resignation, arrange and conduct a formal exit interview with the departing employee.
- In the event of a discharge, review the employee's personnel and driver qualification file, and any documentation from previous performance reviews, corrective actions, or disciplinary measures.
- Advise next level manager(s) of the reason(s) for termination and planned termination date.
- Prepare a checklist for any company-assigned equipment, asset, or property that needs to be returned by the employee.
- Prepare a formal, written notice of discharge letter that includes any insurance, benefits, or accrued vacation time the employee may be entitled to.
- Consult with the company's legal counsel prior to the separation meeting to review the case.
- Arrange and conduct a separation meeting with the employee in an appropriate location (where discretion and confidentiality can be maintained), and where the terminated employee may exit the premises with a minimum amount of embarrassment.
- Have another company representative present during the employment separation meeting.

Post-termination procedures

After any termination, involved company personnel will:

- In the event of a resignation, complete the exit interview form, analyze it, place the original in the employee's personnel file, and forward a copy to the next level manager(s).
- In the event of a discharge, carefully review the entire termination process to ensure all company procedures were properly followed.
- Schedule a post-termination meeting with the next level manager(s).
- Write a brief summary report of the termination process (to be dated and signed by all involved personnel), and file it in the employee's personnel file.

Driver Recruitment & Retention

Policy

Visser Trucking LLC's goal is to grow through aggressive recruiting and careful selection of only the best and most qualified available drivers. Once on board, Visser Trucking LLC is committed to retaining qualified driver associates through the development of mutually beneficial, long-term relationships. Below is a list and explanation of driver recruitment methods Visser Trucking LLC will utilize, as well as an overview of the company's driver retention policies.

Responsibility

Managers are expected to actively carry out the procedures set forth in this policy in order to attract qualified driver candidates and retain them as long-term employees.

Managers responsible for recruiting drivers for Visser Trucking LLC are expected to give realistic and accurate descriptions of both the positive and negative aspects of the job to all driver applicants. Visser Trucking LLC is committed to providing the finest work environment possible for all employees. The company believes that drivers with unrealistic job expectations, which are not adjusted or aligned to match actual company performance, are at a greater risk of leaving than drivers who come in with a thorough knowledge of the job and what the company can and cannot provide.

Management, in general, is expected to fully implement the retention strategies designed by the organization. Success of this policy will be determined by the organization's driver turnover rate.

Procedures

Methods of recruitment

Visser Trucking LLC offers an attractive starting pay package of 40/cpm for drivers with 3 or more years of safe and verifiable experience.

Visser Trucking also offers a lease/purchase program to eligible employees that so desire to get started with a trucking company of their own and the company stands behind every eligible drive to ensure success in building their own company if they follow our company guidelines.

- .03/cpm pay raise = .43/cpm when the driver has a satisfactory first 3 month driver review.
- .03/cpm pay raise = .46/cpm when the driver has a satisfactory first annual driver review.
- Lease/purchase programs are offered to drivers that have proved to be reliable honest hard working candidates.
- Lease/purchase programs require \$5000.00 down do at signing, and can be reduces to \$2500.00 after 1 year of satisfactory employment, can be reduced to \$1500.00 after 2 years of satisfactory employment.
- Driver cash card rewards of \$50.00 to \$100.00 for any clean documented DOT inspections.
- Employee layover pay and
- detention pay when shipping or receiving company offers demurrage pay for extended weighting periods for loading and unloading product.

Please talk with your supervisor about the lease/purchase program for full detailed and a written outline of the process.

Visser Trucking LLC has a driver referral bonus program. The company will pay a \$500.00 referral bonus to all eligible

employees for each experienced driver hired after their recommendation. The following requirements must be met before any referral bonus will be paid:

- Referred drivers must have a minimum of 3 safe and verifiable years of experience.
- Referred drivers must satisfactorily complete 12 months of service.

Visser Trucking LLC will also utilize newspaper, industry publication, driver hire internet sites and our type industry web sites and radio advertisements as methods of driver recruitment.

Pre-screening and interviews

All inquiries about driving positions with/for Visser Trucking LLC will be directed to the safety department for pre-screening interviews. The purpose of the pre-screening interview is to determine interest level, work experience, and job requirements of the prospective driver applicant.

If a potential match is found to exist between the driver candidate and Visser Trucking LLC, the following actions will be taken:

- A Driver's Application for Employment will be forwarded to the prospective driver with a request for prompt completion and return (or the candidate will be directed to Visser Trucking LLC on-line application).
- A Motor Vehicle Record (MVR) will be requested on the driver candidate.
- An in person interview will be scheduled.

The safety department will conduct in-person interviews with all driver candidates. Driver candidates must be approved by the company official(s) conducting interviews before the qualification process begins.

Driver retention

Visser Trucking LLC's goal is to retain its drivers by providing the finest possible work environment. The company will achieve this goal through developing long-term relationships with driver associates built on mutual trust and respect. In order to help achieve this goal, the company has initiated the following programs.

Participation and involvement

The company has implemented the following participation and involvement programs:

- **Driver meetings:** Visser Trucking LLC conducts regular driver meetings.(usually done in via telephone conversations for driver gatherings are very difficult to achieve). These meetings are held to share company results, news and information, and to give our drivers a forum to discuss issues, questions, or concerns affecting their jobs and families. Drivers are expected to participate in these meetings, and all driver input is welcomed and appreciated.
- **"One-to-one" process:** Visser Trucking LLC driver supervisors are required to have regular one-to-one meetings with their assigned drivers. The purpose of the one-to-one is to allow both the driver and the supervisor uninterrupted time to discuss any issues, questions, or concerns they might have. The one-to-one meeting should include, but not be limited to, a discussion of the driver's performance, relevant company news, and a follow-up on previous one to one meetings.(usually conducted when the driver returns to home terminal).
- **Family involvement:** Visser Trucking LLC considers the families of our drivers to be an integral part of our business. Family members of our drivers are encouraged to contact the company any time a question or concern arises, and are welcome to participate in all company functions.
- **Drivers feedback, questions, concerns, and suggestions are highly recommended anytime especially when an employee is feeling bitterness within the company for things that may not be addressed in the company policies.**

- **Consistent policies:** Visser Trucking LLC is committed to having consistent policies that are applied fairly and equally to all employees. However, based on employee feedback and suggestions, and changes in federal and state regulations, the company may find it necessary to change or modify its policies.

The company encourages, appreciates, and will carefully consider all comments and suggestions on ways to make Visser Trucking LLC a better place to work.

Driver support systems

The company has implemented the following driver support systems:

- **Dispatch operations:** Visser Trucking LLC is committed to providing its drivers with a reasonable supply of work that can be safely and legally performed, that allows the driver the opportunity to achieve personal income and standard of living goals, and that provides adequate quality time at home.
- **Additional training:** Visser Trucking LLC is committed to providing proper and adequate training to our drivers so that they are able to perform the duties and functions of their jobs in a safe, legal, and professional manner. Drivers may request, or a supervisor can recommend, additional training at any time. Drivers requesting or in need of additional training will be referred to the Safety Department for scheduling.
- **Vehicle and equipment maintenance:** Visser Trucking LLC is committed to proper and regular maintenance of its equipment. All equipment used by Visser Trucking LLC will be safe to operate, properly licensed and permitted, and will be kept clean and professional in appearance. Drivers are expected to report any defects or unsafe conditions immediately. The company has established breakdown and road repair procedures to safely and efficiently handle equipment failures while out on the road.
- **Career development:** The employees of Visser Trucking LLC are our most valuable assets. The company believes, as length of service increases, so does the value our employees add to the organization. Therefore, Visser Trucking LLC is committed to providing the opportunity for career development for our driver.

Driver recognition

Drivers will be recognized to quality work, good attitude, and willingness to what to advance in building their own career.

Personal Safety Policy

Policy

Visser Trucking LLC's first concern is for the safety, health, and well-being of its employees. Therefore, this policy has been created to help ensure our employees remain safe and secure in their individual roles. This policy and its related procedures will cover the following topics:

- Expected employee safe conduct and behavior,
- General workplace safety,
- Personal safety and security procedures (driver specific),
- Back safety and proper lifting techniques, and
- Slips, trips, and fall protection procedures.

Responsibility

Visser Trucking LLC expects its employees to behave and conduct themselves in a safe and responsible manner at all times. Employees who engage in activities that are considered unsafe, reckless, or threaten the safety of others will be subject to disciplinary action up to and including termination of employment - depending on the severity of individual incidents.

Visser Trucking LLC is responsible to provide a safe work environment for all of its employees. It is the policy of the company to provide a place of employment reasonably free from hazards that may cause illness, injury, or death to associates. It is also this company's policy to establish an effective and continuous safety program incorporating educational and monitoring procedures maintained to teach safety, correct deficiencies, and provide a safe, clean working environment.

All Visser Trucking LLC supervisors, managers, directors, and officers are responsible for the enforcement of safety policies and practices.

Procedures

General workplace safety

Visser Trucking LLC believes that the safety of our employees is of utmost importance and will help drive the quality of our service, the productivity of our employees, and the profitability of the company. Maintenance of safe operating procedures at all times is of both monetary and human value, with the human value being far greater to the employer, the employee, and the community. Therefore, Visser Trucking LLC will be guided by the following safety principles.

Visser Trucking LLC believes:

- All injuries and accidents are preventable through the establishment and compliance with safe work procedures.
- The prevention of bodily (lost-time) injury and safeguarding of health are the first considerations in all workplace activities and are the responsibility of every employee at every level.
- Written safety policies describing the safe work practices and procedures to be followed in all workplace activities are an essential element of the overall workplace safety program. All employees at every level are responsible for knowing and following all Visser Trucking LLC safety policies and related procedures.
- Off the job, all employees should be similarly safe and demonstrate awareness of potential Hazards.

Organizational role

All Visser Trucking LLC supervisors, managers, directors, and officers will ensure that:

- Their staff members are trained in appropriate safety procedures. Individual safety files are maintained in Personnel for all associates.
- They notify the responsible safety personnel, and complete the necessary forms if an accident or work-related health problem occurs in their department.
- Equipment and property within their area of responsibility is maintained in a safe and hazard-free condition.

Individual employee role

Visser Trucking LLC employees are responsible to follow safety rules, policies, and related procedures and work safely at all times.

All Visser Trucking LLC employees have a responsibility to themselves and to the company for their safety and the safety of coworkers. All employees are required to:

- Comply with all federal, state, and local rules and regulations relevant to their work.
- Observe all company rules and regulations related to the efficient and safe performance of their work.
- Integrate safety into each job function and live by this philosophy in the performance of job duties.
- Report or correct unsafe equipment and practices.
- Report any accidents that occur while on the job.

Supervisor's role

Visser Trucking LLC supervisors are directly responsible for the enforcement of all company safety policies and practices. They must ensure that employees under their direct supervision are trained in appropriate safety practices and procedures, and that they follow safe work practices at all times while performing daily work activities.

If an employee is found to be violating safe work practices or procedures, the supervisor is responsible for disciplining the employee and reinforcing the correct safe behavior or activity. Discipline will depend on the severity of the safety rule infraction, and can range anywhere from a verbal reprimand to a written warning to suspension or even dismissal.

Safety department's role

The responsible safety personnel will head up the company's overall safety program.

The safety department is responsible for:

- The written hazard communications program (if required), and the general *Right TO Know Training* (the general training, not chemical-specific) for all associates.
- Developing, completing, and filing all necessary documentation and/or reports to meet local, state, and federal reporting and recordkeeping requirements, and working with local and state agencies as needed.
- Maintaining the master MSDS binder, and ensuring that departmental/area MSDS binders are kept up-to-date.
- Completing all employee/driver hazardous material training (if required).

Disciplinary actions for noncompliance with safety rules

Upon violation of any company safety rule, the violating employee will be disciplined. The list of possible disciplinary actions includes:

- *Verbal reprimand* — An informal discussion of the incorrect behavior should take place as soon as possible after the supervisor has knowledge of the safety misconduct. All verbal reprimands are to be documented including a date and signatures of all involved parties.
- *Written reprimand* — A written form documenting the safety misconduct, to be presented to the employee and placed in the employee's personnel file.
- *Warning of probation* — A written form documenting the safety misconduct and warning the employee that another incident will lead to probation, to be presented to the employee and placed in the employee's personnel file.
- *Probation* — A trial period during which the employee is given specific rules and goals to meet, during which, if he or she cannot meet the rules and goals, he or she is subject to termination.
- *Warning of suspension* — A written form documenting the safety misconduct and warning the employee that another incident will lead to suspension, to be presented to the employee and placed in the employee's personnel file.
- *Suspension* — A period of time during which the employee is barred from attending work and during which the employee is not paid.
- *Dismissal/termination of employment* — The permanent separation of an employee from the company, initiated for disciplinary reasons, or safety misconduct.

The severity of the discipline will be in direct correlation to the severity of the safety violation. Injury or damage is not necessary constituent to warrant disciplinary action. It is the violation of the rule itself and not necessarily its end result that is the subject of possible disciplinary action.

Statement of intention to comply with all government regulations

Visser Trucking LLC will comply with appropriate safety and security laws and regulations such as those established by:

- The Occupational Safety and Health Administration (OSHA),
- The EPA (Environmental Protection Agency),
- The DOT (Department of Transportation), and
- All other applicable federal, state, and local safety and health regulations.

Driver-specific safety and security procedures

Drivers are often an easy target for theft while out on the road. The driver, alone and in unfamiliar territory, is often the favorite victim of thieves and hijackers. Visser Trucking LLC drivers are expected to exercise extreme care and caution with regard to their personal safety and well-being. All drivers for Visser Trucking LLC shall use the following guidelines to reduce the risk of becoming a victim while out on the road.

At the shipper

Drivers are expected to:

- Always secure the trailer doors with a heavy-duty padlock and/or trailer door seal.
- Keep vehicle doors locked and keep windows rolled up at all times until out on a major road or highway.
- Keep a watchful eye out when leaving a shipper. The vast majority of cargo thefts and hijackings occur within a few miles of a load's origin (highway on- and off-ramps are particularly dangerous).
- When possible, drive directly to the load's destination without stopping. But at the very least, plan all trips to include as few stops as possible.

In transit

Drivers are expected to:

- Maintain regular contact with the company (dispatch) by regularly calling or messaging.
- Report any unusual or suspicious activity immediately.
- Plan breaks and stops at reputable and established truck stops or rest areas where other trucks are present.
- When possible, vary routes and schedules (if on dedicated assignments). This means not stopping at the same truck stop or rest area on the same day or at the same time.
- Never stop or park on dark roads, alleys, or other deserted areas while waiting to make a pick-up or delivery.
- Never discuss the contents of cargo with anyone outside of the company. And be extremely suspicious of strangers asking about load contents or destinations. Drivers are to immediately report this type of incident to the company (immediate supervisor) as soon as possible.
- Be conscious of following vehicles (especially right after pick-up).
- Be suspicious of individuals signaling drivers to stop because of a traffic accident in which they claim our driver was involved. This is a common tactic used by hijackers to get the vehicle to stop (If this happens and Visser Trucking LLC drivers are unsure that an accident has actually occurred, drive to a well-lit intersection or nearest police station).

Worst-case scenario

Drivers are instructed to:

- Cooperate and do as instructed in the event of an actual hijacking situation. The personal safety of our employees is our first priority.
- Notify police immediately following the incident then notify Visser Trucking LLC.

Back safety and proper lifting techniques

Back safety awareness and safe lifting guidelines are necessary due to the prevalence and severity of back injuries throughout all industries. Backs can be injured by improper lifting, falling, stretching, overextending, and other workplace mishaps. Of these, using improper lifting techniques (as in hand loading and unloading activities) are the largest single cause of back pain, strain, and injury. To reduce the incidence of back injury, the company has instituted, and all Visser Trucking LLC employees will be trained in, the following proper lifting techniques (procedures) and other back safety measures.

Visser Trucking LLC requires these procedures to be followed to provide a safe working environment and to protect the health of all our employees. The company has implemented these procedures on safe lifting practices to ensure that all employees are trained to protect themselves from the hazards of improper lifting practices.

The effectiveness of the back safety procedure depends on the active support and involvement of all employees. The following points outline safe and proper lifting techniques that will be taught to all employees to minimize their risk of back injury and pain. Lifting remains an important function despite the level of mechanization found in the workplace today, so attention must be directed toward safe lifting practices.

All employees of Visser Trucking LLC will be trained in, and expected to adhere to, the following lifting techniques when they are required to perform any lifting activity as part of their job duties. When required to perform lifting activities, Visser Trucking LLC employees are expected to:

- Size up the load before lifting - Test by lifting or pushing a corner of the object. If it's heavy or feels too clumsy, get a

mechanical aid or help from another. When in doubt Visser Trucking LLC employees are expected to obtain help and to never attempt lifting alone.

- Bend the knees - Bending of the knees is the single most important aspect of any lifting activity. When performing a lift, Visser Trucking LLC employees shall:
- Place feet close to the object and center themselves over the object.
- Get a good firm handhold.
- Lift straight up, smoothly and let legs do most of the work.
- Avoid overreaching or stretching to pick up or set down an object.
- Avoid twisting or turning of the body once the lift has been made.
- Make sure beforehand that a clear path is available to carry the object.
- Set the object down properly, keeping the back straight at all times.
- Always push, not pull, objects when possible.
- Change the lifting situation if possible to minimize a lifting hazard.

Additional lifting (loading and unloading) expectations include:

- If the object is too long or awkward, Visser Trucking LLC employees are required to get help.
- Splitting the load into several smaller tasks to achieve manageable lifting weight.
- Avoiding lifts from below the knees or above the shoulders by using mechanical aids.

Other work-related back safety issues include:

- *Extended sitting/standing* — Our drivers' role requires long hours of sitting behind the wheel. This condition can create back trouble. When possible, Visser Trucking LLC requests that its drivers stretch frequently in order to reduce lower back strain.
- *Poor physical condition* — An employee's physical condition can lead to back pain. Being overweight can cause extra strain on the spine. An estimate is that every extra pound up front puts 10 pounds of strain on the back. Being out of shape or overweight increases the chances for chronic back pain. Infrequent exercise is a major factor, too. A sudden strain on generally unused back muscles lead to trouble, particularly when there is a sudden twisting or turning of the back. Visser Trucking LLC requests its employees exercise regularly and maintain a proper diet.
- *Stress factor* — Stress can lead to back pain. Tied in with an individual's general physical condition, stress created from work or play can cause muscle spasms that affect the spinal nerve network. Although stress is part of everyone's life, and a certain amount of stress is normal, excessive stress causes backache. Visser Trucking LLC requests its employees strive to achieve a proper life/work balance.
- *Entering/exiting vehicles* — Drivers (and all Visser Trucking LLC personnel) are expected to enter and exit company vehicles using three points of contact at all times and jumping from any vehicle or other equipment is strictly prohibited.

Slips, trips, and fall protection procedures

Visser Trucking LLC believes most work-related injuries (in particular, work-related injuries related to slips, trips and falls) are preventable if all employees demonstrate a respectful and common sense attitude towards safety. Consequently, all Visser Trucking LLC employees will be:

- Trained on the proper methods for entering and exiting vehicles and other company equipment;
- Instructed on proper footwear and clothing that help prevent these types of injuries;
- Trained on how to recognize and avoid slip, trip, and fall hazards; and
- Trained on proper load securement techniques (driver specific).

Safety Guidelines and Procedures

Policy

Visser Trucking LLC is committed to maintaining a safe working environment for all its employees.

Visser Trucking LLC will comply with all applicable safety and security laws and regulations, such as those established by DOT, EPA, OSHA and all other federal, state, and local safety and health agencies.

Visser Trucking LLC will make every effort to assure that generally accepted safe practices are followed by all our employees.

Responsibility

All Visser Trucking LLC employees have a responsibility to themselves and to the company for their safety and the safety of their coworkers.

Procedures

The safety philosophy of Visser Trucking LLC reflects and communicates our proactive corporate attitude toward safety.

All employees are required to:

- Comply with all federal, state, and local laws and regulations relevant to their work.
- Observe all company rules related to the safe and efficient performance of their work.
- Integrate safety into each job function and live by this philosophy in the performance of job duties.
- Report or correct/repair unsafe practices and equipment.
- Report any accident that occurs while on the job.

Disciplinary actions

All safety rules, regulations, plans, and procedures in effect at Visser Trucking LLC must be followed.

Upon violation of any company safety rule, the violating employee will be penalized. The list of possible disciplinary actions includes the following:

- *Written reprimand:* A written form that documents the safety misconduct will be presented to the employee
- *Verbal reprimand:* An informal discussion concerning the incorrect safety behavior will take place as soon as possible after the supervisor becomes aware of it.
- e and a copy will be placed in the employee's personnel file.
- *Warning of probation:* A written form will document the safety misconduct and warn the employee that another incident of the behavior will lead to probation. This form will be presented to the employee and a copy will be placed in the employee's personnel file.
- *Probation:* A period of time during which the employee is given specific rules and goals to meet, along with the advisory that if those rules and goals are not met satisfactorily, the employee will be subject to termination.
- *Warning of suspension:* A written form that documents the safety misconduct and warns the employee that another incident will lead to suspension. This form will be presented to the employee and a copy will be placed in the employee's personnel file.
- *Suspension:* A period of time during which the employee is prohibited from being in the workplace and during which the

- employee is not paid.
- *Dismissal/Termination of Employment:* The permanent termination of an employee from the company, initiated for disciplinary reasons.

Upon violation of any company safety guideline or rule, the employee will be penalized. The severity of the penalty will be in direct correlation to the severity of the safety violation.

Visser Trucking LLC reserves the right to make judgments relative to employee misconduct.

Injury Reporting

Policy

Visser Trucking LLC has a high commitment to safety and injury prevention on the job. However, there may be times that injuries occur at the workplace or while a driver is on the road. In these instances, it's important that everyone follow the injury reporting procedures Visser Trucking LLC has established. These procedures are intended to ensure that an injured employee receives the proper medical attention as promptly as possible and that we are able to fully comply with worker's compensation regulations.

Responsibility

Visser Trucking LLC's human resource and safety managers must consistently apply the procedures set forth in this policy. Every injury must be reported and every employee must be given the same consideration for light duty and return-to-work procedures.

Employees have the responsibility to report all injuries occurring at the workplace, including seemingly minor. In order to be considered for the return-to-work program for an injury or illness, employees must follow the procedures set forth by the organization. This includes any medical evaluations and follow-up visits.

Procedures

Injury-reporting procedures

Minor injuries

All employees are required to report any injury that occurs on the job, no matter how minor it may seem. Some examples of minor injuries would include a small cut, falling down a short set of stairs, or a back strain that occurred while loading or unloading cargo.

Such injuries should be reported to the employee's immediate supervisor or a representative from human resources as soon as possible, but no later than 24 hours after the occurrence.

When an injury is reported, the safety department is responsible for interviewing the involved employee and making a written report of the facts surrounding the injury. The involved employee and any witnesses are required to cooperate in the questioning in a truthful and straightforward manner. The employee may be instructed to seek medical attention if deemed necessary.

While injuries do occasionally happen, injuries that occur due to horseplay, misconduct, or inappropriate behavior will result in discipline for the involved employees. However, we do stress, Visser Trucking LLC's first concern is its employees' safety and no employee should be afraid of reporting an injury, no matter how it occurred. Injured employees who were following company safety rules will not be disciplined and Visser Trucking LLC will not tolerate any retaliation against the injured employee from any supervisor or co-worker.

Injuries that originally seem minor can evolve into larger medical problems — this is why it's crucial that Visser Trucking LLC has documentation of the original incident so that we may properly handle any worker's compensation claims or other issues that arise from the injury in a fair and timely manner. Additionally, multiple minor accidents or injuries can be a signal to the company that our safety practices in a particular area need improvement or that our employees need additional safety training.

Because Visser Trucking LLC considers injury-reporting so important, employees who ignore these rules on reporting injuries will be subject to disciplinary procedures.

More serious injuries

When an employee is more seriously injured on the job, the first priority is to make sure he or she receives the proper medical attention. Some examples of more serious injuries would include a broken limb, severe bleeding, or an injury rendering the person unconscious.

If the injury does not necessitate emergency medical attention, but does require prompt attention from a medical professional, the injured employee should notify their supervisor. The employee will be allowed to go to the hospital/clinic or transportation will be arranged if the employee is unable to drive.

If the injury requires emergency medical attention, either the injured person (if able) or a fellow employee should call 911.

If the injury requires immediate emergency medical attention, either the injured person (if able) or a fellow employee should call the in-company emergency number, 608-778-5006. These staff members will respond to the situation and contact additional medical help if necessary.

Once emergency medical help is contacted, (or if emergency medical attention is not required) any employee witnessing the injury should try to render appropriate aid. Fellow employees should only perform actions that are immediately necessary to save the person's life or actions that can be performed with zero risk of aggravating the medical problem or causing further injury.

UNDER NO CIRCUMSTANCES SHOULD EMPLOYEES TRY TO EXECUTE CPR OR MEDICAL AID THEY ARE NOT TRAINED TO PERFORM.

A driver who has a serious injury while on the road should seek appropriate medical attention at the nearest hospital.

Once the injury or accident situation is medically under control, the injured person (if able) or a fellow employee should contact a representative from human resources. Visser Trucking LLC will follow the same procedures for documenting the injury as explained in the minor injuries section of this policy.

DOT Drug and Alcohol Policy

Policy

Visser Trucking LLC is dedicated to the health and safety of our drivers. Drug and/or alcohol use may pose a serious threat to driver health and safety. Therefore, it is the policy of Visser Trucking LLC to prevent the use of drugs and abuse of alcohol from having an adverse effect on our drivers.

The serious impact of drug use and alcohol abuse has been recognized by the federal government. The Federal Motor Carrier Safety Administration (FMCSA) has issued regulations which require the company to implement an alcohol and controlled substances testing program.

The purpose of the FMCSA-issued regulations is to establish programs designed to help prevent accidents and injuries resulting from the misuse of alcohol or use of controlled substances by drivers of commercial motor vehicles.

The company will comply with these regulations and is committed to maintaining a drug-free workplace.

It is the policy of Visser Trucking LLC that the use, sale, purchase, transfer, possession, or presence in one's system of any controlled substance (except medically prescribed drugs) by any driver while on the company premises, engaged in company business, operating company equipment, or while under the authority of Visser Trucking LLC is strictly prohibited. Disciplinary action will be taken as necessary.

Neither this policy nor any of its terms are intended to create a contract of employment or contain the terms of any contract of employment. The company retains the sole right to change, amend, or modify any term or provision of this policy without notice. This policy is effective 7/16/2015 and will supersede all prior policies and statements relating to alcohol or drugs.

Responsibility

In accordance with 49 CFR §382.601(a), each employer shall provide educational materials that explain the requirements in Part 382 and the employer's policies and procedures with respect to meeting these requirements. The employer shall ensure that a copy of these materials is distributed to each driver prior to the start of alcohol and controlled substances testing under this part and to each driver subsequently hired or transferred into a safety-sensitive function position (i.e., operating a commercial motor vehicle as defined in §382.107 requiring a CDL).

Each driver hired or transferring into a safety-sensitive function is responsible for reviewing the content of the information presented to drivers. Each driver is responsible for asking questions about the procedures if the content is unclear to him/her. Drivers may pose follow-up questions about the content of this policy and procedures to.

Drugs and Alcohol Procedures

Regulatory Requirements

All drivers who operate commercial motor vehicles that require a commercial driver's license under 49 CFR Part 383 are subject to the FMCSA's drug and alcohol regulations, 49 CFR Part 382.

Non-Regulatory Requirements

The Federal Motor Carrier Safety Regulations (FMCSRs) set the minimum requirements for testing. The company's policy in certain instances may be more stringent. This policy will clearly define what is mandated by the FMCSRs and what company

procedure is.

Who is Responsible

It is the company's responsibility to provide testing for the driver that is in compliance with all federal and state laws and regulations, and within the provisions of this policy.

The company will retain all records related to testing and the testing process in a secure and confidential matter.

Visser Trucking LLC's alcohol and drug program administrator who is designated to monitor, facilitate, and answer questions pertaining to these procedures is:

Tammy Studelska

Supervising Administrator

1940 Elm St. Dubuque, IA. 52001

563-584-4600

The driver is responsible for complying with the requirements set forth in this policy. The driver will not use, have possession of, abuse, or have the presence of alcohol or any controlled substance in excess of regulation-established threshold levels while on duty. The driver will not use alcohol within 4 hours of performing a "safety-sensitive" function, while performing a "safety-sensitive" function, or immediately after performing a "safety-sensitive" function. The driver must submit to alcohol and controlled substances tests administered under Part 382.

All supervisors must make every effort to be aware of a driver's condition at all times the driver is in service of the company. The supervisor must be able to make reasonable suspicion observations to determine if the driver is impaired in some way, and be prepared to implement the requirements of this policy if necessary.

Definitions

When implementing and interpreting the drug and alcohol policies and procedures required by the FMCSA, as well as the policies and procedures required by the company, the following definitions apply:

Actual knowledge means actual knowledge by an employer that a driver has used alcohol or controlled substances based on the employer's direct observation of the driver, information provided by the driver's previous employer(s), a traffic citation for driving a CMV while under the influence of alcohol or a controlled substance, or a driver's admission of alcohol or controlled substance use under the provisions of Sec. 382.121. Direct observation as used in this definition means observation of alcohol or controlled substance use and does not include observation of driver behavior or physical characteristics sufficient to warrant reasonable suspicion testing under Sec. 382.307.

Adulterated specimen means a specimen that has been altered, as evidenced by test results showing either a substance that is not a normal constituent for that type of specimen or showing an abnormal concentration of an endogenous substance.

Alcohol means the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols including methyl and isopropyl alcohol.

Alcohol concentration (or content) means the alcohol in a volume of breath expressed in terms of grams of alcohol per 210 liters of breath as indicated by an evidential breath test.

Alcohol screening device (ASD) means a breath or saliva device, other than an evidential breath testing device (EBT) that is approved by the National Highway Traffic Safety Administration (NHTSA) and placed on a conforming products list (CPL) for such devices.

Alcohol use means the consumption of any beverage, liquid mixture, or preparation, including any medication, containing alcohol.

Aliquot means a fractional part of a specimen used for testing. It is taken as a sample representing the whole specimen.

Breath Alcohol Technician (or BAT) means an individual who instructs and assists individuals in the alcohol testing process, and operates an evidential breath testing device (EBT).

Collection site means a place designated by the company, where individuals present themselves for the purpose of providing a urine specimen for a drug test.

Commercial motor vehicle means a motor vehicle or combination of motor vehicles used in commerce to transport passengers or property if the motor vehicle:

- Has a gross combination weight rating of 26,001 or more pounds (11,794 or more kilograms) inclusive of a towed unit with a gross vehicle weight rating of more than 10,000 pounds (4,536 kilograms); or
- Has a gross vehicle weight rating of 11,794 or more kilograms (26,001 or more pounds); or
- Is designed to transport 16 or more passengers, including the driver; or
- Is of any size and is used in the transportation of materials found to be hazardous for the purposes of the Hazardous Materials Transportation Act and which require the motor vehicle to be placarded under the Hazardous Materials Regulations (49 CFR Part 172, subpart F)

Confirmatory drug test means a second analytical procedure to identify the presence of a specific drug or metabolite which is independent of the initial test and which uses a different technique and chemical principle from that of the initial test in order to ensure reliability and accuracy. (Gas chromatography/mass spectrometry (GC/MS) is the only authorized confirmation method for cocaine, marijuana, opiates, amphetamines, and phencyclidine).

Confirmatory validity test means a second analytical procedure performed on a different aliquot of the original specimen to identify and quantify the presence of a specific drug or drug metabolite.

Consortium/Third-party administrator (C/TPA) is a service agent that provides or coordinates the provision of a variety of drug and alcohol testing services for the company. C/TPAs typically perform administrative tasks concerning the operation of the company's drug and alcohol testing programs. This term includes, but is not limited to, groups of employers who join together to administer, as a single entity, the DOT drug and alcohol testing programs of its members. C/TPAs are not "employers."

Controlled substances mean those substances identified in 49 CFR, Section 40.85. In accordance with FMCSA rules, urinalyses will be conducted to detect the presence of the following substances:

- Marijuana
- Cocaine
- Opiates
- Amphetamines
- Phencyclidine (PCP).

Detection levels requiring a determination of a positive result shall be in accordance with the guidelines adopted by the FMCSA in accordance with the requirements established in 49 CFR, Section 40.87.

| Initial test analyte | Initial test cutoff concentration | Confirmatory test analyte | Confirmatory test cutoff concentration |
|----------------------|-----------------------------------|---------------------------|--|
|----------------------|-----------------------------------|---------------------------|--|

| | | | |
|---|------------|---------------------------------|--|
| Marijuana metabolites | 50 ng/mL | THCA1 | 15 ng/mL. |
| Cocaine metabolites | 150 ng/mL | Benzoyllecgonine | 100 ng/mL. |
| Opiate metabolites Codeine/Morphine2 | 2000 ng/mL | Codeine Morphine | 2000 ng/mL. 2000 ng/mL. |
| 6-Acetylmorphine | 10 ng/mL | 6-Acetylmorphine | 10 ng/mL. |
| Phencyclidine | 25 ng/mL | Phencyclidine | 25 ng/mL. |
| Amphetamines3 AMP/MAMP4 | 500 ng/mL | Amphetamine Methamphetamine5 | 250 ng/mL. 250 ng/mL. |
| MDMA6 | 500 ng/mL | MDMA MDA7 MDEA8 | 250 ng/mL. 250 ng/mL. 250 ng/mL. |

1Delta-9-tetrahydrocannabinol-9-carboxylic acid (THCA).

2Morphine is the target analyte for codeine/morphine testing.

3Either a single initial test kit or multiple initial test kits may be used provided the single test kit detects each target analyte independently at the specified cutoff.

4Methamphetamine is the target analyte for amphetamine/methamphetamine testing.

5To be reported positive for methamphetamine, a specimen must also contain amphetamine at a concentration equal to or greater than 100 ng/mL.

6Methylenedioxymethamphetamine (MDMA).

7Methylenedioxyamphetamine (MDA).

8Methylenedioxyethylamphetamine (MDEA)

Designated employer representative (DER) is an individual identified by the employer as able to receive communications and test results from service agents and who is authorized to take immediate actions to remove drivers from safety-sensitive duties and to make required decisions in the testing and evaluation processes. The individual must be an employee of the company. Service agents cannot serve as DERs.

Dilute specimen means a urine specimen with creatinine and specific gravity values that are lower than expected for human urine.

Direct observation means the observer must request the employee to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show, by turning around, that he/she does not have a prosthetic device. After observer has determined that the employee does not have such a device, he/she may permit the employee to return clothing to its proper position for observed urination.

Disabling damage means damage that precludes departure of a motor vehicle from the scene of the accident in its usual manner in daylight after simple repairs.

1. *Inclusions.* Damage to motor vehicles that could have been driven, but would have been further damaged if so driven.

2. *Exclusions.*

- a. Damage which can be remedied temporarily at the scene of the accident without special tools or parts.
- b. Tire disablement without other damage even if no spare tire is available.
- c. Headlight or taillight damage.
- d. Damage to turn signals, horn, or windshield wipers which make them inoperative.

Driver means any person who operates a commercial motor vehicle. This includes, but is not limited to: full time, regularly employed drivers; casual, intermittent or occasional drivers; leased drivers and independent, owner-operator contractors who are either directly employed by or under lease to an employer or who operates a commercial motor vehicle at the direction of or with the consent of an employer.

Drug means any substance (other than alcohol) that is a controlled substance as defined in this policy and 49 CFR Part 40.

Evidential breath testing device (EBT) means a device approved by the National Highway Traffic Safety Administration (NHTSA) for the evidential testing of breath at the 0.02 and 0.04 alcohol concentrations, placed on NHTSA's Conforming Products List (CPL) for "Evidential Breath Measurement Devices" and identified on the CPL as conforming with the model specifications available from NHTSA's Traffic Safety Program.

FMCSA means Federal Motor Carrier Safety Administration, U.S. Department of Transportation.

Initial drug test (also known as a "Screening drug test") means the test used to differentiate a negative specimen from one that requires further testing for drugs or drug metabolites.

Initial specimen validity test means the first test used to determine if a urine specimen is adulterated, diluted, substituted, or invalid.

Invalid result means the result reported by an HHS-certified laboratory in accordance with the criteria established by HHS Mandatory Guidelines when a positive, negative, adulterated, or substituted result cannot be established for a specific drug or specimen validity test.

Laboratory means any U.S. laboratory certified by HHS under the National Laboratory Certification Program as meeting the minimum standards of Subpart C of the HHS Mandatory Guidelines for Federal Workplace Drug Testing Programs; or, in the case of foreign laboratories, a laboratory approved for participation by DOT under Part 40.

Licensed medical practitioner means a person who is licensed, certified, and/or registered, in accordance with applicable federal, state, local, or foreign laws and regulations, to prescribe controlled substances and other drugs.

Medical Review Officer (MRO) is a person who is a licensed physician (Doctor of Medicine or Osteopathy) and who is responsible for receiving and reviewing laboratory results generated by the company's drug testing program and evaluating medical explanations for certain drug test results.

Negative result means the result reported by an HHS-certified laboratory to an MRO when a specimen contains no drug or the concentration of the drug is less than the cutoff concentration for the drug or drug class and the specimen is a valid specimen.

Non-negative specimen means a urine specimen that is reported as adulterated, substituted, positive (for drug(s) or drug metabolite(s)), and/or invalid.

Oxidizing adulterant means a substance that acts alone or in combination with other substances to oxidize drugs or drug metabolites to prevent the detection of the drug or drug metabolites, or affects the reagents in either the initial or confirmatory drug test.

Performing (a safety-sensitive function) means a driver is considered to be performing a safety-sensitive function during any period in which he or she is actually performing, ready to perform, or immediately available to perform any safety-sensitive functions.

Positive result means the result reported by an HHS-certified laboratory when a specimen contains a drug or drug metabolite equal to or greater than the cutoff concentrations.

Prescription medications means the use (by a driver) of legally prescribed medications issued by a licensed health care professional familiar with the driver's work related responsibilities.

Refuse to submit (to an alcohol or controlled substances test) means that a driver:

1. Fails to appear for any test (except pre-employment) within a reasonable time, as determined by the company, consistent with applicable DOT regulations, after being directed to do so by the company. This includes the failure of a driver (including an owner-operator) to appear for a test when called by a C/TPA;
2. Fails to remain at the testing site until the testing is complete (except pre-employment if the driver leaves before the testing process begins);
3. Fails to provide a urine specimen for any DOT required drug test (except pre-employment if the driver leaves before the testing process begins);
4. In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of the driver's provision of the specimen;
5. Fails to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure;
6. Fails or declines to take a second test the employer or collector has directed the driver to take;
7. Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER (In the case of a pre-employment drug test, the employee is deemed to have refused to test on this basis only if the pre-employment test is conducted following a contingent offer of employment);
8. Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
9. For an observed collection, fails to follow the observer's instructions to raise his/her clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if he/she has any type of prosthetic or other device that could be used to interfere with the collection process.
10. Possesses or wears a prosthetic or other device that could be used to interfere with the collection process.
11. Admits to the collector or MRO that he/she adulterated or substituted the specimen.
12. Is reported by the MRO as having a verified adulterated or substituted test result.

Safety-sensitive function means 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. Safety-sensitive functions include:

- All time at an employer or shipper plant, terminal, facility, or other property, or on any public property, waiting to be dispatched, unless the driver has been relieved from duty by the company;

- All time inspecting equipment as required by Secs. 392.7 and 392.8 or otherwise inspecting, servicing, or conditioning any commercial motor vehicle at any time;
- All time spent at the driving controls of a commercial motor vehicle in operation;
- All time, other than driving time, in or upon any commercial motor vehicle, except time spent resting in a sleeper berth (a berth conforming to the requirements of Sec. 393.76);
- All time loading or unloading a vehicle, supervising, or assisting in the loading or unloading, attending a vehicle being loaded or unloaded, remaining in readiness to operate the vehicle, or in giving or receiving receipts for shipments loaded or unloaded; and
- All time repairing, obtaining assistance, or remaining in attendance upon a disabled vehicle.

Screening test technician (STT) is a person who instructs and assists employees in the alcohol testing process and operates an alcohol screening device (ASD).

Split specimen collection means a collection in which the urine collected is divided into two separate specimen bottles, the primary specimen (Bottle A) and the split specimen (Bottle B).

Stand-down means the practice of temporarily removing a driver from the performance of safety-sensitive functions based only on a report from a laboratory to the MRO of a confirmed positive drug test for a drug or drug metabolite, an adulterated test, or a substituted test, before the MRO has completed verification of the test results.

Substance abuse professional (SAP) is a person who evaluates employees who have violated a DOT drug and alcohol regulation and makes recommendations concerning education, treatment, follow-up testing, and aftercare. A SAP must be:

- A licensed physician (Doctor of Medicine or Osteopathy);
- A licensed or certified social worker;
- A licensed or certified psychologist;
- A licensed or certified employee assistance professional; or
- A drug and alcohol counselor certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission (NAADAC) or by the International Certification Reciprocity Consortium/Alcohol and Other Drug Abuse (ICRC), or by the National Board for Certified Counselors, Inc and Affiliates/Master Addictions Counselor (NBCC).

Substituted specimen means a urine specimen with creatinine and specific gravity values that are so diminished or so divergent that they are not consistent with normal human urine.

Alcohol Prohibitions

Part 382, Subpart B, prohibits any alcohol misuse that could affect performance of safety-sensitive functions.

This alcohol prohibition includes:

- Use while performing safety-sensitive functions;
- Use during the 4 hours before performing safety-sensitive functions;
- Reporting for duty or remaining on duty to perform safety-sensitive functions with an alcohol concentration of 0.04 or greater;
- Use of alcohol for up to 8 hours following an accident or until the driver undergoes a post-accident test; or
- Refusal to take a required test.

NOTE: Per FMCSA regulation (Sec. 382.505), a driver found to have an alcohol concentration of 0.02 or greater but less than 0.04 shall not perform, nor be permitted to perform, safety-sensitive functions until the start of the driver's next regularly scheduled

duty period, but not less than 24 hours following administration of the test.

Drug Prohibitions

Part 382, Subpart B, prohibits any drug use that could affect the performance of safety-sensitive functions. This drug prohibition includes:

- Use of any drug, except when administered to a driver by, or under the instructions of, a licensed medical practitioner, who has advised the driver that the substance will not affect the driver's ability to safely operate a commercial motor vehicle. (The use of marijuana under any state statute is not a legitimate medical explanation. Under federal law, the use of marijuana or any *Schedule I* drug does not have a legitimate medical use in the United States.);
- Testing positive for drugs; or
- Refusing to take a required test.

All drivers will inform their supervisor of any therapeutic drug use prior to performing a safety-sensitive function. He/she may be required to present written evidence from a health care professional which describes the effects such medications may have on the driver's ability to perform his/her tasks.

Conditions for Employment

A driver applicant who has refused a drug or alcohol test, failed a random, reasonable suspicion, post-accident, return-to-duty, follow-up alcohol test, or tested positive for controlled substances will not be considered for employment with Visser Trucking LLC.

A driver applicant who has tested positive for drugs during a DOT pre-employment test will not be considered for employment.

Circumstances for Testing

Pre-employment §382.301

In accordance with §382.301, all driver applicants will be required to submit to and pass a urine drug test as a condition of employment.

Each driver applicant will be asked whether he/she has tested positive, or refused to test, on any DOT pre-employment drug test administered by an employer to which the driver applicant applied for, but did not obtain, safety-sensitive transportation work during the past 2 years.

If the driver applicant admits that he/she has tested positive, or refused to test, on any DOT pre-employment test, the driver applicant may not be considered for employment.

Job applicants, who are denied employment because of a positive test under another motor carrier or under Visser Trucking LLC's DOT pre-employment testing, may not reapply for employment.

Driver applicant drug testing shall follow the collection, chain-of-custody, and reporting procedures set forth in 49 CFR Part 40.

An employee of Visser Trucking LLC transferring to a safety-sensitive driving position is also subject to and must pass a urine drug test as a condition of the transfer.

If the employee transferring into a safety-sensitive function does not pass his/her DOT pre-employment drug screen, he/she *will not be considered for employment.*

Visser Trucking LLC must contact the previous employer's testing program prior to using the driver and obtain the following information:

- The name and address of the program (usually the driver's prior and/or current employer);
- Verification that the driver participates or participated in the program;
- Verification that the program conforms with the required procedures set forth in 49 CFR Part 40;
- Verification that the driver is qualified under this rule, including that the driver has not refused to submit to an alcohol or drug test;
- The date the driver was last tested for alcohol or drugs; and
- The results of any drug or alcohol test administered in the previous 6 months, and any violations of the alcohol misuse or drug use rules.

A pre-employment alcohol test will be conducted after the company has made a contingent offer of employment or transfer, subject to the individual passing the pre-employment alcohol test. All pre-employment alcohol tests will follow the alcohol testing procedures outlined in 49 CFR Part 40.

The pre-employment alcohol test will be conducted before the first performance of safety-sensitive functions. An individual may not begin performing safety-sensitive functions until he/she has received a test result that indicates an alcohol concentration of less than 0.04.

Reasonable Suspicion Testing (Sec. 382.307)

If the driver's supervisor or another company official designated to supervise drivers believes a driver is under the influence of alcohol or drugs, the driver will be required to undergo a drug and/or alcohol test.

The basis for this decision will be specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the driver.

The driver's supervisor or another company official will immediately remove the driver from any and all safety-sensitive functions and take the driver or make arrangements for the driver to be taken to a testing facility.

The person who makes the determination that reasonable suspicion exists to conduct an alcohol test may not administer the alcohol test. Per FMCSA regulation, reasonable suspicion alcohol testing is only authorized if the observations are made during, just preceding, or after the driver is performing a safety-sensitive function.

Per FMCSA regulation, if the driver tests 0.02 or greater, but less than 0.04, for alcohol the driver will be removed from all safety-sensitive functions, including driving a commercial motor vehicle, until the start of the driver's next regularly scheduled duty period, but not less than 24 hours following administration of the test.

If an alcohol test is not administered within two hours following a reasonable suspicion determination, the program administrator will prepare and maintain a record stating the reasons why the test was not administered within 2 hours.

If the test was not administered within 8 hours after a reasonable suspicion determination, all attempts to administer the test shall cease. A record of why the test was not administered must be prepared and maintained.

A written record of the observations leading to an alcohol or controlled substance reasonable suspicion test, signed by the supervisor or company official who made the observation, will be completed within 24 hours of the observed behavior or before the results of the alcohol or controlled substances test are released, whichever is first.

A driver awaiting the results of a reasonable suspicion drug test will be out of service.

Post-Accident Testing (Sec. 382.303)

Drivers are to notify their supervisor as soon as possible if they are involved in an accident.

According to FMCSA regulations (Sec. 382.303), if the accident involved the following, the driver will be tested for drugs and alcohol as soon as possible following the accident:

- A fatality,
- Bodily injury with immediate medical treatment away from the scene and the driver received a citation, or
- Disabling damage to any motor vehicle requiring tow away and the driver received a citation

The driver must remain readily available for testing. If the driver isn't readily available for alcohol and drug testing, he/she may be deemed as refusing to submit to testing. A driver involved in an accident may not consume alcohol for 8 hours or until testing is completed

If the alcohol test is not administered within 2 hours following the accident the driver's supervisor will prepare a report and maintain a record stating why the test was not administered within two hours.

If the alcohol test is not administered within 8 hours following the accident, all attempts to administer the test will cease. A report and record of why the test was not administered will be prepared and maintained.

The drug test must be administered within 32 hours of the accident. If the test could not be administered within 32 hours, all attempts to test the driver will cease.

The driver's supervisor will prepare and maintain a record stating the reasons why the test was not administered within the allotted time frame.

Random Testing (Sec. 382.305)

Visser Trucking LLC will conduct random testing for all drivers as follows.

Visser Trucking LLC will use a company-wide selection process based on a scientifically valid method, prescribed by FMCSA regulations.

Visser Trucking LLC will use a consortium. The consortium will use a selection process based on a scientifically valid method, prescribed by FMCSA regulations.

Tri- State Occupational Health will administer the random testing program, maintaining all pertinent records on random tests administered.

At least 10 percent of the consortium's average number of driver positions will be tested for alcohol each year. At least 50 percent of the consortium's average number of driver positions will be tested for drugs each year.

The random testing will be spread reasonably throughout the calendar year. All random alcohol and drug tests will be unannounced, with each driver having an equal chance of being tested each time selections are made.

A driver may only be tested for alcohol while he/she is performing a safety-sensitive function, just before performing a safety-sensitive function, or just after completing a safety-sensitive function.

Once notified that he/she has been randomly selected for testing, the driver must proceed immediately to the assigned collection site.

Return-to-Duty Testing (Sec. 382.309)

After failing an alcohol test, a driver must undergo a return-to-duty test prior to performing a safety-sensitive function. The test result must indicate a breath alcohol concentration of less than 0.02.

After testing positive for a controlled substance, a driver must undergo a return-to-duty test *under direct observation* prior to performing a safety-sensitive function. The test must indicate a verified negative result for drug use.

Follow-Up Testing (Sec. 382.311)

Following the driver's violation of Part 382, Subpart B, the driver will be subject to follow-up testing. Follow-up testing will be unannounced. The number and frequency of such follow-up testing will be directed by the SAP, and consist of at least six tests in the first 12 months. Follow-up testing may be done for up to 60 months. Follow-up drug tests must be conducted *under direct observation*.

Refusal to Submit

According to Sec. 382.211, a driver may not refuse to submit to a post-accident, random, reasonable suspicion, or follow-up alcohol or controlled substances test required by the regulations. A driver who refuses to submit to such tests may not perform or continue to perform safety-sensitive functions and must be evaluated by a substance abuse professional as if the driver tested positive for drugs or failed an alcohol test.

Refusal to submit includes failing to provide adequate breath or urine sample for alcohol or drug testing and any conduct that obstructs the testing process. This includes adulteration or substitution of a urine sample.

Any driver that in any way shape or form refuses a test will be documented and discharged from their duties.

Dilute Specimens

If the MRO informs the company that a positive drug test was dilute, Visser Trucking LLC will simply treat the test as a verified positive test. The company will not direct the employee to take another test based on the fact that the specimen was dilute. This is in accordance with §40.197.

If the MRO directs the company to conduct a recollection under direct observation (i.e., because the creatinine concentration of the specimen was equal to or greater than 2mg/dL, but less than or equal to 5 mg/dL (see §40.155(c)), Visser Trucking LLC will do so *immediately*.

The following provisions apply to all tests that Visser Trucking LLC sends the driver for under the directive of the MRO:

- The employee is given the minimum possible advance notice that he or she must go to the collection site;
- The result of the retest taken under §40.197(b), and not a prior test, is accepted as the test result of record;
- If the result of the retest taken under §40.197(b) is also negative and dilute, Visser Trucking LLC will not make the employee take an additional test because the result was dilute. Provided, however, that if the MRO directs Visser Trucking LLC to conduct a recollection under direct observation under §40.197(b)(1), the company must immediately do so.
- If the employee declines to take a test as directed in accordance with §40.197(b), the employee has refused the test for

purposes of Part 40 and DOT agency regulations.

If the creatinine concentration of the dilute specimen is greater than 5 mg/dL, Visser Trucking LLC has elected to include the optional retest provision in its company policy. Visser Trucking LLC will direct the employee to take another test immediately under company policy in accordance with §40.197. Such recollections will not be collected under direct observation, unless there is another basis for use of direct observation (see § 40.67 (b) and (c)).

The following provisions apply to all retests that Visser Trucking LLC sends the driver for under company policy:

- The employee is given the minimum possible advance notice that he or she must go to the collection site;
- The result of the retest taken under §40.197(b), and not a prior test, is accepted as the test result of record;
- If the result of the retest taken under §40.197(b) is also negative and dilute, Visser Trucking LLC will not make the employee take an additional test because the result was dilute. Provided, however, that if the MRO directs Visser Trucking LLC to conduct a recollection under direct observation under §40.197(b)(1), the company must immediately do so.
- If the employee declines to take a test as directed in accordance with §40.197(b), the employee has refused the test for purposes of Part 40 and DOT agency regulations.

Visser Trucking LLC will conduct retests for the following DOT-required tests:

Invalid Results

When the laboratory reports that the test result is an invalid result, the MRO must:

- Contact the employee and inform the employee that the specimen was invalid. In contacting the employee, he/she uses the procedures set forth in §40.131.
- After explaining the limits of disclosure (see §§40.135(d) and 40.327), the MRO must determine if the employee has a medical explanation for the invalid result. He/she must inquire about the medications the employee may have taken.

If the employee gives an explanation that is acceptable, the MRO must:

- Place a check mark in the “Test Cancelled” box (Step 6) on Copy 2 of the CCF and enter “Invalid Result” and “direct observation collection not required” on the “Remarks” line.
- Report to the DER that the test is cancelled, the reason for cancellation, and that no further action is required unless a negative test result is required (i.e., pre-employment, return-to-duty, or follow-up tests). If a negative test result is required and the medical explanation concerns a situation in which the employee has a permanent or long-term medical condition that precludes him or her from providing a valid specimen, the MRO must follow the procedures outlined at §40.160 for determining if there is clinical evidence that the individual is an illicit drug user.
- If the medical evaluation reveals no clinical evidence of drug use, the MRO must report this to the employer as a negative test result with written notations regarding the medical examination. The report must also state why the medical examination was required (i.e., either the basis for the determination that a permanent or long-term medical condition exists or because the recollection under direct observation resulted in another invalid result for the same reason, as appropriate) and for the determination that no signs and symptoms of drug use exist.
- If the medical evaluation reveals clinical evidence of drug use, the MRO must report the result to the employer as a cancelled test with written notations regarding the results of the medical examination. The report must also state why the medical examination was required (i.e., either the basis for the determination that a permanent or long-term medical condition exists or because the recollection under direct observation resulted in another invalid result for the same reason, as appropriate) and state the reason for the determination that signs and symptoms of drug use exist. Because this is a cancelled test, it does not serve the purpose of an actual negative test result (*i.e., the employer is not authorized to allow the employee to begin or resume performing safety-sensitive functions because a negative test result is needed for*

that purpose).

If the employee does not give a reasonable explanation, the MRO:

- Places a check mark in the “Test Cancelled” and enters “Invalid Result” and “direct observation collection required” on the “Remarks” line.
- Reports to the DER that the test is cancelled, the reason for cancellation, and that a second collection must take place immediately under direct observation.
- Instructs the employer to ensure that the employee has the minimum possible advance notice that he or she must go to the collection site.

If the employee admits to the MRO that he or she tampered with the specimen, the result is reported as a refusal to be tested.

If the employee admits to the MRO that he or she used drugs, the test is cancelled with the reason noted (invalid) and the DER is notified of the admission. The DER has actual knowledge of a violation, and the occurrence is treated the same as a positive result.

When the test result is invalid because pH is greater than or equal to 9.0 but less than or equal to 9.5 and the employee has no other medical explanation for the pH, the MRO should consider whether there is evidence of elapsed time and increased temperature that could account for the pH value. The MRO:

- Is authorized to consider the temperature conditions that were likely to have existed between the time of collection and transportation of the specimen to the laboratory, and the length of time between the specimen collection, and arrival at the laboratory.
- May talk with the collection site and laboratory to discuss time and temperature issues, including any pertinent information regarding specimen storage.

If the MRO determines that time and temperature:

- Account for the pH value, he or she must cancel the test and take no further action.
- Fail to account for the pH value, he or she must cancel the test and direct another collection under direct observation, as provided at paragraph §40.159(a)(5).

Alcohol Testing Procedures

Alcohol testing will be conducted at Tri-State Occupational Health by a qualified breath alcohol technician (BAT) or screening test technician (STT), according to 49 CFR Part 40 procedures. Only products on the conforming products list (approved by the National Highway Traffic Safety Administration (NHTSA)) and Part 40 requirements will be utilized for testing under this policy.

The testing will be performed in a private setting. Only authorized personnel will have access, and are the only individuals who can see or hear the test results.

When the driver arrives at the testing site, the BAT or STT will ask for identification.

The driver may ask the BAT or STT for identification.

The BAT or STT will then explain the testing procedure to the driver. The BAT or STT may only supervise one test at a time, and may not leave the testing site while the test is in progress.

A screening test is performed first. When a breath testing device is used, the mouthpiece of the breath testing device must be

sealed before use, and opened in the driver's presence. Then the mouthpiece is inserted into the breath testing device.

The driver must blow forcefully into the mouthpiece of the testing device for at least 6 seconds or until an adequate amount of breath has been obtained.

Once the test is completed, the BAT must show the driver the results. The results may be printed on a form generated by the breath testing device or may be displayed on the breath testing device. If the breath testing device does not print results and test information, the BAT is to record the displayed result, test number, testing device, serial number of the testing device, and time on the alcohol testing form. If the breath testing device prints results, but not directly onto the form, the BAT must affix the printout to the alcohol testing form in the designated space.

When an alcohol screening device (ASD) is used, the screening test technician (STT) must check the device's expiration date and show it to the driver. A device may not be used after its expiration date.

The STT will open an individually wrapped or sealed package containing the device in front of the driver and he/she will be asked to place the device in his/her mouth and use it in the manner described by the device's manufacturer.

If the driver declines to use the device, or in a case where the device doesn't activate, the STT must insert the device in the driver's mouth and use it in the manner described by the device's manufacturer. The STT must wear single-use examination gloves and must change the gloves following each test.

When the device is removed from the driver's mouth, the STT must follow the manufacturer's instructions to ensure the device is activated.

If the procedures listed above can't be successfully completed, the device must be discarded and a new test must be conducted using a new device. Again, the driver will be offered the choice of using the new device or having the STT use the device for the test.

If the new test can't be successfully completed, the driver will be directed to immediately take a screening test using an evidential breath testing device (EBT).

The result displayed on the device must be read within 15 minutes of the test. The STT must show the driver the device and its reading and enter the result on the ATF.

If the reading on the EBT or ASD is less than 0.02, both the driver and the BAT or STT must sign and date the result form. The form will then be confidentially forwarded to the company's designated employer representative (DER).

If the reading on the EBT or ASD is 0.02 or more, a confirmation test must be performed. An EBT must be used for all confirmation tests.

The test must be performed after 15 minutes have elapsed, but within 30 minutes of the first test. The BAT will ask the driver not to eat, drink, belch, or put anything into his/her mouth. These steps are intended to prevent the buildup of mouth alcohol, which could lead to an artificially high result.

A new, sealed mouthpiece must be used for the new test. The calibration of the EBT must be checked. All of this must be done in the driver's presence.

If the results of the confirmation test and screening test are not the same, the confirmation test will be used.

Refusal to complete and sign the alcohol testing form or refusal to provide breath or saliva will be considered a failed test, and the driver will be removed from all safety-sensitive functions until the matter is resolved.

Drug Testing Procedures

Drug testing will be conducted at Tri-State Occupational Health. Specimen collection will be conducted in accordance with 49 CFR Part 40 and any applicable state law. The collection procedures have been designed to ensure the security and integrity of the specimen provided by each driver. The procedures will strictly follow federal chain of custody guidelines.

A drug testing custody and control form (CCF) will be used to document the chain of custody from the time the specimen is collected at the testing facility until it is tested at the laboratory.

A collection kit meeting the requirements of Part 40, Appendix A must be used for the drug test.

The collection of specimen must be conducted in a suitable location and must contain all necessary personnel, materials, equipment, facilities, and supervision to provide for collection, security, and temporary storage and transportation of the specimen to a certified laboratory.

When the driver arrives at the collection site, the collection site employee will ask for identification. The driver may ask the collection site person for identification.

The driver will be asked to remove all unnecessary outer garments (coat, jacket) and secure all personal belongings. The driver may keep his/her wallet.

The driver will then wash and dry his/her hands. After washing hands, the driver must remain in the presence of the collection site person and may not have access to fountains, faucets, soap dispensers, or other materials that could adulterate the specimen.

The collection site person will select, or allow the driver to select, an individually wrapped or sealed container from the collection kit materials. Either the collection site person or the driver, with both individuals present, must unwrap or break the seal of the collection container. The seal on the specimen bottle may not be broken at this time. Only the collection container may be taken into the room used for urination.

The driver is then instructed to provide his/her specimen in a room that allows for privacy.

The specimen must consist of at least 45 mL of urine. Within 4 minutes after obtaining the specimen, the collection site person will measure its temperature. The acceptable temperature range is 90 to 100 degrees Fahrenheit. If the specimen temperature is outside the acceptable range, the collector must note this on the CCF and must immediately conduct a new collection using direct observation procedures outlined in Sec. 40.67. Both specimens must be sent to the lab for testing. The collector must notify both the DER and collection site supervisor that the collection took place under direct observation and the reason for doing so.

The collection site person will also inspect the specimen for color and look for signs of contamination or tampering. If there are signs of contamination or tampering, the collector must immediately conduct a new collection using direct observation procedures outlined in Sec. 40.67. Both specimens must be sent to the lab for testing. The collector must notify both the DER and collection site supervisor that the collection took place under direct observation and the reason for doing so.

The 45mL sample provided must be split into a primary specimen of 30 mL and a second specimen (used as the split) of 15 mL. The collection site person must place and secure the lids on the bottles, place tamper-evident bottle seals over the lids and down the sides of the bottles, and write the date on the tamper-evident seals. The driver then initials the tamper-evident bottle seals to certify that the bottles contain specimens he/she provided. All of this must be done in front of the driver.

All identifying information must be entered on the CCF by the collection site person.

The CCF must be signed by the collection site person, certifying collection was accomplished in accordance with the instructions

provided. The driver must also sign this form indicating the specimen was his/hers.

The collector is responsible for placing and securing the specimen bottles and a copy of the CCF into an appropriate pouch or plastic bag.

At this point, the driver may leave the collection site.

The collection site must forward the specimens to the lab as quickly as possible, within 24 hours or during the next business day.

Laboratory Analysis

As required by FMCSA regulations, only a laboratory certified by the Department of Health and Human Services (DHSS) to perform urinalysis for the presence of controlled substances will be retained by Visser Trucking LLC. The laboratory will be required to maintain strict compliance with federally-approved chain-of-custody procedures, quality control, maintenance, and scientific analytical methodologies.

All specimens are required to undergo an initial screen followed by confirmation of all positive screen results.

Results

According to FMCSA regulation, the laboratory must report all test results directly to Visser Trucking LLC's medical review officer (MRO). All test results must be transmitted to the MRO in a timely manner, preferably the same day that the review by the certifying scientist is completed. All results must be reported.

The MRO is responsible for reviewing and interpreting all confirmed positive, adulterated, substituted, or invalid drug test results. The MRO must determine whether alternate medical explanations could account for the test results. The MRO must also give the driver who has a positive, adulterated, substituted, or invalid drug test an opportunity to discuss the results prior to making a final determination. After the decision is made, the MRO must notify the DER.

If the MRO, after making and documenting all reasonable efforts, is unable to contact a tested driver, the MRO shall contact the DER instructing him/her to contact the driver. The DER will arrange for the driver to contact the MRO before going on duty.

The MRO may verify a positive, adulterated, or substituted specimen without having communicated with the driver about the test results if:

- The driver expressly declines the opportunity to discuss the results of the test;
- Neither the MRO or DER has been able to make contact with the driver for 10 days; or
- Within 72 hours after a documented contact by the DER instructing the driver to contact the MRO, the driver has not done so.

The MRO may verify an invalid test result as cancelled (with instructions to recollect immediately under direct observation) without interviewing the employee, as provided at §40.159 if:

- The driver expressly declines the opportunity to discuss the test with the MRO;
- The DER has successfully made and documented a contact with the driver and instructed the driver to contact the MRO and more than 72 hours have passed since the time the DER contacted the driver; or
- Neither the MRO nor the DER, after making and documenting all reasonable efforts, has been able to contact the driver within ten days of the date on which the MRO received the confirmed invalid test result from the laboratory.

Split Sample

As required by FMCSA regulations, the MRO must notify each driver who has a positive, adulterated, or substituted drug test result that he/she has 72 hours to request the test of the split specimen. If the driver requests the testing of the split, the MRO must direct (in writing) the lab to provide the split specimen to another certified laboratory for analysis. There is no split specimen testing for an invalid result.

The Driver will pay for the testing of the split specimen.

If the analysis of the split specimen fails to reconfirm the results of the primary specimen, or if the split specimen is unavailable, inadequate for testing, or unstable, the MRO must cancel the test and report the cancellation and the reasons for it to the DER and the driver.

Specimen Retention

Long-term frozen storage will ensure that positive urine specimens will be available for any necessary retest. Visser Trucking LLC's designated drug testing laboratory will retain all confirmed positive specimens for at least 1 year in the original labeled specimen bottle.

Confidentiality/Recordkeeping

All driver alcohol and controlled substance test records are considered confidential (Sec. 382.401). For the purpose of this policy/procedure, confidential recordkeeping is defined as records maintained in a secure manner, under lock and key, accessible only to the program administrator.

If the program administrator is unavailable, the driver's supervisor will have access to the alcohol and controlled substance records.

Driver alcohol and controlled substance test records will only be released in the following situations:

- To the driver, upon his/her written request;
 - Upon request of a DOT agency with regulatory authority over Visser Trucking LLC;
 - Upon request of state or local officials with regulatory authority over Visser Trucking LLC;
 - Upon request by the United States Secretary of Transportation;
 - Upon request by the National Transportation Safety Board (NTSB) as part of an accident investigation;
 - Upon request by subsequent employers upon receipt of a written request by a covered driver;
 - In a lawsuit, grievance, or other proceeding if it was initiated by or on behalf of the complainant and arising from results of the tests; or
 - Upon written consent by the driver authorizing the release to a specified individual.
- All records will be retained for the time period required in Sec. 382.401.

Driver Assistance

Driver Education and Training (Sec. 382.601)

All drivers will be given information regarding the requirements of Part 382 and this policy by their supervisor.

Supervisor Training

According to FMCSA regulation, all employees of Visser Trucking LLC designated to supervise drivers will receive training on

this program. The training will include at least 60 minutes on alcohol misuse and 60 minutes on drug use. The training content will include the physical, behavioral, speech, and performance indicators of probable alcohol misuse and drug use. The training allows supervisors to determine reasonable suspicion that a driver is under the influence of alcohol or drugs.

Referral, Evaluation, and Treatment (Sec. 382.605)

According to FMCSA regulation, a list of substance abuse professionals will be provided to all drivers who fail an alcohol test or test positive for drugs.

The alcohol and drug program administrator will be responsible for designating the appropriate substance abuse professional (SAP) who, in conjunction with the driver's physician, will diagnose the problem and recommend treatment. In the event a driver violates Part 382, Visser Trucking LLC will identify (at that time of the violation) who they prefer to contract with for the SAP services.

The driver will pay for the evaluation by the SAP and any treatment required.

According to FMCSA regulations, prior to returning to duty for Visser Trucking LLC, a driver must be evaluated by a SAP and must complete the treatment recommended by the SAP. Successful completion of a return-to-duty test and all follow-up tests is mandatory. Both return-to-duty tests and follow-up tests must be conducted under direct observation.

A driver who fails to complete an evaluation by the SAP, treatment recommended by the SAP, a return-to-duty test, or a follow-up test will be discharged.

Self-Identification Program

Visser Trucking LLC will not take disciplinary action against a driver who makes a voluntary admission of alcohol misuse or controlled substance use if:

- The admission is in accordance with the company's voluntary self-identification program;
- The driver does not self-identify in order to avoid Part 382 testing;
- The driver makes the admission of alcohol misuse or controlled substances use prior to performing a safety-sensitive function; and
- The driver does not perform a safety-sensitive function until the company is satisfied that the driver has been evaluated and has successfully completed education or treatment requirements in accordance with the self-identification program guidelines.

The driver will be allowed to return to safety-sensitive duties upon successful completion of an education or treatment program, as determined by a drug and alcohol abuse evaluation expert. Also, the driver must undergo:

- A return-to-duty test with a result indicating an alcohol concentration of less than 0.02; and/or
- A return-to-duty controlled substances test with a verified negative test result.

Discipline

The company may not stand-down a driver before the MRO has completed his/her verification process unless the company has applied for and has received an FMCSA-issued waiver.

According to FMCSA regulation, no person who has failed an alcohol or drug test, or refused to test, will be allowed to perform safety-sensitive functions until the referral, evaluation, and treatment requirements have been complied with. The following

company disciplinary measures apply to all reasonable suspicion, post-accident, and random tests.

Controlled Substance Positive Test Result

Upon notification that a driver has a drug test result of positive, adulterated, or substituted, the driver will be given the option of requesting a test of the split sample within 72 hours. If the driver has requested a test of the split sample, the driver will be out of service until the results of a split sample test are obtained.

If the driver doesn't request a split sample test or the split sample test confirms the initial positive, adulterated, or substituted drug test result, the driver will be discharged.

If the split sample testing disputed the initial test results or if the initial test results are designated invalid, the driver will be reinstated.

Refusal to Test

A driver's refusal to test for alcohol or controlled substances will be considered a positive test result. Adulteration or tampering with a urine or breath sample is considered conduct that obstructs the testing process and is considered a refusal to test. A driver whose conduct is considered a refusal to test will be discharged.

Failed Alcohol Test Result

Upon notification that a driver has failed an alcohol test (0.04% BAC or greater), the driver will be discharged.

Upon notification that a driver tested 0.02% BAC or greater, but less than 0.04% BAC in initial and confirmatory tests for alcohol, the driver will be given the opportunity to comply with (SAP) or be discharged.

Drug and Alcohol Symptoms and Effects

Policy

In accordance with 49 CFR §382.601(b)(11), all drivers will be given educational materials on the effects of alcohol and controlled substance use on an individual's health, work, and personal life, including signs and symptoms of an alcohol or controlled substance problem. We must ensure that a copy is presented to the each driver prior to participation in our Department of Transportation (DOT) alcohol and controlled substance testing program.

Responsibility

Each driver hired or transferring into a safety-sensitive function is responsible for reviewing the content of the information presented to drivers.

Alcohol

Alcohol is a central nervous system depressant found in beer, wine, hard liquor and in some over-the-counter medications such as allergy and cold medications. To most, alcohol is considered a recreational beverage when consumed in moderation for enjoyment and relaxation during social gatherings. It is widely abused primarily due to its social acceptance and availability. "Abuse" occurs when it is used primarily for its physical and mood-altering effects.

Signs and symptoms of abuse

Someone under the influence of alcohol can be identified through the following physical effects:

- Dulled mental processes;
- Lack of coordination;
- Odor of alcohol on breath;
- Pupils may be constricted;
- Sleepy or stuporous condition;
- Slowed reactions; and
- Slurred speech.

With the exception of the odor of alcohol, these are general signs and symptoms of any depressant substance.

Other effects include:

- Greatly impaired driving ability;
- Reduced coordination and reflex actions;
- Impaired vision and judgment;
- Inability to divide attention;
- Lowered inhibitions; and
- Headaches, nausea, dehydration, unclear thinking, unsettled digestion and aching muscles are associated with overindulgence (hangover).

Alcohol first acts on the parts of the brain that affect self-control and other learned behaviors. Diminishing self-control often leads to aggressive behavior. In large doses, alcohol dulls sensations and impairs muscular coordination, memory, and judgment.

After ingestion, alcohol is absorbed through the stomach and intestine into the bloodstream. Here it passes through the liver, where it is metabolized in several steps. Metabolism helps prevent alcohol from accumulating in the body and destroying cells and organs. The liver can't metabolize alcohol as quickly as the body can absorb it. This is the point of intoxication. Any concentration of alcohol that remains unmetabolized can be detected and measured during a blood alcohol concentration test.

Many factors contribute to levels of alcohol absorption, rates of metabolism, and intoxication. Among them are:

- Body size and weight;
- Food ingested;
- Gender;
- Physical condition; and
- Other drugs or medications in the body.

Impairment begins with one drink.

Health risks

When alcohol is abused, the human body cannot expel it fast enough, causing damage to critical organs. Over time, chronic consumption of alcohol may result in health hazards. Chronic consumption of alcohol is defined as an average of three servings per day of 12 ounces of beer, one-1/2 ounce of whiskey, or five ounces of wine.

This consumption may result in the following health concerns:

- Liver damage;
- Inflammation of the esophagus,;
- Aggravation of peptic ulcers;
- Acute and chronic pancreatitis;
- Heart attack;
- Hypertension;
- Malabsorption of food nutrients that may lead to malnutrition;
- Stroke;
- Immune system depression (makes body more susceptible to infections);
- Cancers of the liver, esophagus, nasopharynx or larynx,; and
- Brain damage (dementia, blackouts, seizures, hallucinations, peripheral neuropathy).

On average, heavy drinkers shorten their life span by about 10 years.

Alcohol can do more physical damage than most people realize. Consider the following areas of the human body and the effects of alcohol abuse:

1. **Mouth and esophagus:** Alcohol is an irritant to the delicate linings of the throat and esophagus, making them vulnerable to disease.
2. **Stomach and intestines:** Alcohol has an irritating effect on the stomach's protective lining, resulting in gastric or duodenal ulcers. If this condition becomes acute it can cause a perforation of the stomach wall (peritonitis). In the small intestine, alcohol blocks absorption of important substances, such as thiamine, folic acid, fat, vitamin B1, vitamin B12, and amino acids.
3. **Bloodstream:** Ninety-five percent of the alcohol taken into the body is absorbed into the bloodstream through the lining of the stomach and duodenum. Once in the bloodstream, alcohol quickly goes to every cell and tissue in the body. Alcohol

causes red blood cells to clump together, slowing circulation and depriving tissues of oxygen. It also causes anemia by reducing red blood cell production. Alcohol slows the ability of white cells to destroy bacteria and degenerates the clotting ability of blood platelets.

4. **Pancreas:** Alcohol irritates the cells of the pancreas, causing them to swell and block the flow of digestive enzymes. Unable to enter the small intestine, the digestive juices begin to digest the pancreas, leading to acute hemorrhagic pancreatitis. One out of five patients who develop this disease dies during the first attack. Pancreatitis can destroy the pancreas and cause a lack of insulin, resulting in diabetes.
5. **Liver:** Alcohol inflames the cells of the liver, causing them to swell and block the tiny canal to the small intestines. This prevents bile from being filtered properly through the liver. Jaundice develops, turning the whites of the eyes and skin yellow. Each drink of alcohol increases the number of live cells destroyed, eventually causing cirrhosis of the liver. About 30,000 people die of liver disease each year. This disease is eight times more frequent among alcoholics than among non-alcoholics.
6. **Heart:** Alcohol causes inflammation of the heart muscle. Fat collects around the heart, disrupting its normal metabolism.
7. **Urinary bladder and kidneys:** Alcohol inflames the lining of the urinary bladder making it unable to stretch properly. In the kidneys, alcohol causes increased loss of fluids.
8. **Sex glands:** Swelling of the prostate gland caused by alcohol interferes with the ability of the male to perform sexually. It also interferes with the ability to climax during intercourse.
9. **Brain:** The most dramatic and noticed effect of alcohol is on the brain, reaching and affecting it within 15 minutes of consumption. Alcohol kills brain cells and brain damage is permanent. It depresses brain centers, producing progressive lack of coordination, confusion, disorientation, stupor, anesthesia, coma and even death. Drinking over a period of time causes loss of memory, judgment and learning ability. About 40,000 people die each year from brain disease.

How alcohol impairs driving

Because it takes subtle and complex skills to operate a motor vehicle safely, people are susceptible to impairment from even low doses of alcohol. The evidence linking alcohol and transportation accidents is supported by experimental studies conducted by the National Institute on Alcohol Abuse and Alcoholism, relating the effect of alcohol on specific driving-related skills. Alcohol impairment is related in terms of its concentration in the bloodstream (blood alcohol concentration or BAC). The following are ways in which alcohol impairs a person's driving ability:

- **Attention span:** Drivers must divide their attention among many skills in order to keep a vehicle in the proper lane while monitoring the environment for vital safety information, such as other vehicles, traffic signals and pedestrians. Results of numerous studies show that a deficit in the ability to divide attention may occur at 0.02 percent BAC.
- **Visual tracking/perception.** In driving, the eyes must focus briefly on important objects in the visual field and track them as they move (along with the vehicle). Low to moderate BACs (0.03 to 0.05 percent) interfere with voluntary eye movements, impairing the eye's ability to rapidly track a moving target.
- **Reaction time.** Steering is a complex psychomotor task. A delay in the body's eye-to-hand reaction time is compounded by the visual effects described above, causing significant impairment in steering ability at about 0.035 percent BAC.
- **Information processing.** Alcohol impairs nearly every aspect of the brain's information processing. Alcohol impaired drivers require more time to read street signs or respond to traffic signals than unimpaired drivers. As a result, impaired drivers tend to look at fewer sources of information. A narrowing of the field of attention begins at about 0.04 percent BAC.

Alcohol facts

Consider the following facts about alcohol use:

- The majority of people convicted of driving under the influence (75 percent) are considered either considered heavy drinkers or alcoholics.

- About two in every five Americans will be involved in an alcohol-related vehicle accident in their lifetime.
- The risk of a traffic fatality per mile driven is at least eight times higher for a drunk driver than a sober one.
- A 12-ounce can of beer, a 5-ounce glass of wine, and a 1 ½ ounce shot of hard liquor all contain the same amount of alcohol.
- Each 1 ½ ounce of alcohol takes the average body about one hour to process and eliminate.
- Coffee, cold showers, and exercise do not quicken sobriety.

Marijuana

Marijuana (a.k.a., grass, pot, weed, gold, joint, hemp, and reefer) has the active chemical THC. Marijuana is one of the most misunderstood and underestimated drugs of abuse. It is used for its mildly tranquilizing, mood, and perception altering effects. It alters the brain's interpretation of incoming messages, but does not depress the reactions of the central nervous system. It alters a person's sense of time and reduces the ability to perform tasks requiring concentration, swift reflexes, and coordination. The drug has a significant effect on a user's judgment, caution, and sensory/motor abilities.

Signs and symptoms of use

An individual under the influence of marijuana will exhibit the following physical characteristics:

- Reddened eyes;
- Slowed speech;
- Distinctive, pungent odor on clothing (aroma of alfalfa combined with incense);
- Lackadaisical "I don't care" attitude;
- Chronic fatigue and lack of motivation;
- Irritating cough; and
- Chronic sore throat.

Other effects that identify use include:

- Restlessness;
- Inability to concentrate;
- Increased pulse rate and blood pressure;
- Rapidly changing emotions and erratic behavior;
- Impaired memory and attention;
- Fantasies and paranoia;
- Decrease in/temporary loss of fertility;
- Distorted perception of time;
- Apathy;
- Delayed decision making;
- Aggressive urges;
- Anxiety; and
- Confusion.

Even though it is a common misperception that marijuana is harmless, it is important to note the following startling facts about its use:

- Unlike alcohol which dissipates in a matter of hours from the body, marijuana remains in the body for 28 days.
- The THC potency of marijuana has increased from 500 percent to 800 percent over the past several years makes smoking three to five joints (cigarettes) per week today the equivalent of 15 to 40 joints per week in 1978.

- Combining marijuana with alcohol or other depressant drugs can produce a multiplied effect, increasing the impairment caused by all substances.

Health risks

Over time, long-term inhalation of marijuana smoke may result in the following health hazards:

- Lung irritations;
- Emphysema-like conditions;
- Cancer;
- Heart conditions;
- Respiratory tract and sinus infections caused by the fungus *Aspergillus*, a common contaminant of marijuana;
- Lowered immune system response;
- Aggravation of ulcers; and
- Brain damage.

Marijuana causes long-term negative effects on mental function, also known as “acute brain syndrome,” characterized by disorders in memory, cognitive function, sleep patterns, and physical condition.

How marijuana impairs driving

Next to alcohol, marijuana is the most frequently found substance in drivers involved in fatal crashes. The following affect the performance of a driver who is under its influence:

- Impaired driving ability for at least 4-6 hours after smoking one “joint” (cigarette).
- Impaired signal detection (ability to detect a brief flash of light).
- Impaired tracking (ability to follow moving objects with the eyes).
- Impaired visual distance measurements.

THC is stored in body fat and is slowly released over time, causing a long-term effect on overall performance. Like the other drugs, marijuana chemically alters the brain and gross motor functioning of the body, having a direct impact on the complex system of critical thinking skills and reflexes that allow people to drive safely and conscientiously.

Cocaine

Cocaine (a.k.a., as blow, Charlie, coke, snow or zip) is a stimulant drug that is inhaled (snorted), ingested, or injected. Free-base cocaine (a.k.a., base, crack, or rock) is smoked.

Cocaine is considered the primary drug threat in the U.S. because it is easy to get, has a high rate of overdose, and has a strong correlation to violence. Review the following facts about its use:

- The number of cocaine overdose deaths has tripled.
- Treatment success rates are lower for cocaine than for other chemical dependencies.
- Cocaine causes the strongest mental dependency of any known drug. Strong psychological dependency can occur within one “hit” of crack.

Many people think that because crack is smoked, it is safer than other forms of cocaine use. It is not. Crack cocaine is one of the most addictive substances known today. The crack “high” is reached in 4-6 seconds and lasts about 15 minutes.

Cocaine is used medically as a local anesthetic. It is abused for its powerful physical and mental stimulant properties. The entire central nervous system is energized by cocaine. Heart rate and blood pressure are elevated. Muscles become more tense and the body burns more energy. The brain experiences an exhilaration caused by a large release of neurohormones associated with mood elevation.

Crack or rock cocaine gets its name from the popping sound heard when it is heated. The most dangerous effect of crack is that it can cause vomiting, rapid heart beat, tremors, and convulsive movements. All of this muscle activity increases the demand for oxygen, which can result in a cocaine-induced heart attack. Since the heat regulating center in the brain is also disrupted, dangerously high body temperatures can occur. With high doses, brain functioning, breathing, and heartbeat are depressed — leading to death.

Signs and symptoms

Individuals under the influence of cocaine will exhibit the following signs and symptoms:

- Fatigue;
- Anxiety and agitation;
- Runny or irritated nose;
- Difficulty in concentration;
- Dilated pupils and visual impairment;
- High blood pressure, heart palpitations and irregular heart rhythm;
- Insomnia; and
- Profuse sweating and dry mouth.

Other effects include:

- Impaired driving ability;
- Hallucinations;
- Talkativeness;
- Restless, aggressive behavior;
- Wide mood swings;
- Increased physical activity;
- Heightened, but momentary, feeling of confidence, strength and endurance;
- Paranoia (which can trigger mental disorders in users prone to mental instability);
- Repeated sniffing/snorting causes irritation of the nostrils and nasal membrane, which may cause nosebleeds;
- Compulsive behavior such as teeth grinding or repeated hand washing; and
- Craving for more cocaine.

Health risks

The physical effects of cocaine use include accelerated pulse, blood pressure, and respiration. Use may also result in spasms of blood vessels in the brain and heart, leading to ruptured vessels that lead to heart attack and stroke. Regular use may upset the chemical balance of the brain, which may speed up the aging process by causing irreparable damage to critical nerve cells.

Mental dependency on crack cocaine occurs within days (within several months when coke is snorted). Cocaine is extremely dangerous when taken with depressant drugs. Death due to overdose is rapid and the fatal effects of an overdose are usually not reversible by medical intervention.

How cocaine impairs driving

Cocaine chemically alters the brain and gross motor functioning of the body, having a direct impact on the complex system of critical thinking skills and reflexes that allow people to drive safely and conscientiously.

Amphetamines and methamphetamines

Amphetamines and methamphetamines are both stimulant drugs. Amphetamines have common street names such as speed, uppers, black beauties, bennies, wake-ups, and dexies. Some common street names for methamphetamines include ice, crank, crystal meth, 64 glass, cristy, go fast, OZs and in smokable form “LA glass” (as in the city of Los Angeles).

Amphetamines and methamphetamines are drugs that stimulate the central nervous system and promote a feeling of alertness and an increase in speech and general physical activity. While amphetamines are usually sold in tablet form, methamphetamines are available as powder, and may be swallowed, snorted, or injected.

Although they were widely prescribed at one time for weight reduction and mood elevation, the legal use of amphetamines is now limited to a very narrow range of medical conditions. In action, methamphetamines are nearly identical to amphetamines. They are abused for the physical sense of energy at lower doses and the mental exhilaration of higher doses. Even small, infrequent doses can produce toxic effects in some people.

Signs and symptoms

A person using these stimulants may exhibit:

- Hyperexcitability, restlessness, anxiety;
- Dilated pupils;
- Profuse sweating;
- Rapid respiration;
- Difficulty in focusing eyes; and
- Exaggerated reflexes, body tremors.

Other effects include:

- Impaired driving ability;
- Loss of appetite;
- Headaches/dizziness;
- Confusion;
- Panic;
- Talkativeness;
- Inability to concentrate;
- Short-term insomnia;
- Paranoid thoughts; and
- Hallucinations.

Health risks

Consider the physical effects on an individual using an amphetamine or methamphetamine:

- Heartbeat disturbances or heart damage caused by severe constriction of capillary blood vessels;
- Increased blood pressure;
- Convulsions;
- Coma;
- Brain damage resulting in speech disturbances;
- High doses may cause toxic psychosis resembling schizophrenia; and
- Long-term users often have acne resembling measles, trouble with their teeth, gums and nails, and dry, dull hair.

People with a history of sustained low-dose use quite often become dependent and believe they need to take the drug to “get by.” These users frequently keep taking amphetamines to avoid the “down” mood they experience when the “high” wears off.

How amphetamines and methamphetamines impair driving

These drugs chemically alter the brain and gross motor functioning of the body, having a direct impact on the complex system of critical thinking skills and reflexes that allow people to drive safely and conscientiously.

Opiates

This classification of drugs includes narcotics, such as heroin, morphine, codeine, and many synthetic drugs used to alleviate pain, depress body functions and reactions. In large doses, opiates cause a strong euphoric feeling.

Common street names are: horse, morpho, China, H, M, brown sugar, Harry and dope.

Sometimes narcotics found in medicines are abused. This includes pain relievers containing opium and cough syrups containing codeine. Heroin is illegal and cannot even be obtained with a physician’s prescription. It accounts for 90 percent of the narcotic abuse in the United States.

Most medical problems associated with the use of opiates are caused by uncertain dosages, use of unsterile needles, contamination of the drug, or from combining a narcotic with other drugs.

Signs and symptoms

Opiate users display the following signs and symptoms:

- Mood changes;
- Impaired mental function and alertness;
- Impaired vision;
- Constricted pupils; and
- Impaired coordination.

Other effects include:

- Impaired driving ability;
- Drowsiness followed by sleep;
- Decreased physical activity;
- Sleeplessness and drug craving;
- Depression and apathy;
- Constipation; and
- Nausea and vomiting.

Health risks

One health risk is not from the actual drug itself, but rather from the IV needle of the user, which has a high risk for contracting hepatitis and HIV due to the sharing of needles.

Narcotics increase pain tolerance. As a result, people could more severely injure themselves and fail to seek medical attention due to a lack of pain sensitivity. The effects of narcotics are multiplied when used in combination with alcohol and other depressant drugs, causing an increased risk for overdose.

How opiates impair driving

Opiates chemically alter the brain and gross motor functioning of the body, having a direct impact on the complex system of critical thinking skills and reflexes that allow people to drive safely and conscientiously.

Phencyclidine (PCP)

PCP acts as both a depressant and a hallucinogen, and sometimes as a stimulant. It is often referred to as angel dust, rocket fuel, embalming fluid, and killer weed. PCP was developed as a surgical anesthetic in the late 1950s. Later, due to its unusual side effects in humans, it was restricted to use as a veterinary anesthetic and tranquilizer. Today it has no lawful use and is no longer legally manufactured. It is abused largely for its variety of mood-altering effects. PCP abuse is less common today than in the past.

Signs and symptoms

PCP scrambles the brain's internal stimuli and alters how users see and deal with their environment. Routine activities like driving and walking become very difficult. A low dose produces sedation and euphoric mood changes. The mood can change rapidly from sedation to excitation and agitation. Increased doses produce an excited, confused state including any of the following: muscle rigidity, loss of concentration and memory, visual disturbances, delirium, feelings of isolation, and convulsions.

The following are signs and symptoms of use:

- Impaired driving ability;
- Impaired coordination;
- Thick, slurred speech;
- Severe confusion and agitation;
- Muscle rigidity; and
- Profuse sweating.

Some other effects include:

- Loss of concentration and memory;
- Extreme mood shift;
- Nystagmus (jerky, involuntary eye movements);
- Rapid heartbeat;
- Dizziness;
- Convulsions; and
- Memory loss.

Health risks

The potential for accidents and overdose emergencies is high due to the extreme mental effects combined with the anesthetic effect on the body. PCP becomes more potent in combination with other depressant drugs, including alcohol, increasing the likelihood of an overdose reaction. There are four phases to PCP use: toxicity (which may be accompanied by convulsions, combativeness, catatonia, and even coma), toxic psychosis (including visual delusions and paranoia), schizophrenia, and depression.

How PCP impairs driving

PCP chemically alters the brain and gross motor functioning of the body, having a direct impact on the complex system of critical thinking skills and reflexes that allow people to drive safely and conscientiously. It also causes severe disorientation.

Over-the-counter and prescription medications

Over-the-counter medications, and even prescription medications, may interfere with a driver's ability to drive safely and within the requirements of the Alcohol and Drug Regulations. Make sure you know about the possible side effects of these drugs before taking them — especially before driving. Consult your physician if you have any questions about a prescription and read the ingredients label and directions for use on every over-the-counter drug you use.

Intervention

If you are a driver who is suspected of engaging in alcohol misuse or controlled substance use, you may be confronted about the problem by management and told of treatment alternatives under the company's Employee Assistance Program (EAP) or health care provider. The confrontation may result in a DOT reasonable suspicion test if a supervisor trained in accordance with 49 CFR §382.603 sees enough signs and symptoms to warrant such a test.

A driver who suspects another driver of alcohol misuse or controlled substance use is encouraged to intervene by contacting an immediate supervisor who is trained in the actual confrontation.

Drug and Alcohol Training for Supervisors

Policy

In accordance with 49 CFR §382.603, Visser Trucking LLC is required to train supervisors to watch for warning signs of drug use and alcohol misuse among drivers who perform safety-sensitive functions.

The Federal Motor Carrier Safety Administration (FMCSA) requires that the training include at least 60 minutes on alcohol misuse and 60 minutes on drug use. The training content will include the physical, behavioral, speech, and performance indicators of probable alcohol misuse and drug use. The training allows supervisors to determine reasonable suspicion that a driver is under the influence of alcohol or drugs.

Responsibility

Supervisors must take the role very seriously and use this authority discriminately and when necessary.

The trainees' sense of obligation should far outweigh any relationship issues that might exist. The safety, health, and well-being of the driver, other employees, and the motoring public are hanging in the balance, and the outcome depends on their swift and conscientious action.

Definition of supervisor

Visser Trucking LLC defines a supervisor for purposes of §382.603 to include immediate supervisors and managers of drivers and persons granted authority by the company to request tests under §382.307. Those additional persons include: management of the company.

Each shift of the company will have at least one person trained and available in accordance with §382.603 to observe the drivers and request reasonable suspicion testing if necessary.

The observations from a third party at the motor carrier who is not trained in accordance with §382.603 or a supervisor from another entity such as a shipper or receiver cannot be used to request a test. A supervisor must meet the definition presented in this policy and in accordance with FMCSA requirements in order to request testing under §382.307.

Visser Trucking LLC's trained supervisors should act on reports from third parties and go to the driver directly to observe behavior and physical signs and symptoms of alcohol misuse or drug use. This first-hand contact by the company's trained supervisor must be the sole basis for testing.

Supervisor training procedures

The company has its own supervisor reasonable suspicion training program, using: computer-based, and/or stand-up presentations from administrative personnel.

The company utilizes the following third-party service to train its supervisors in seminars or classes.

Content of the curriculum includes:

- Legal/regulatory aspects of testing;
- The actual process of testing from collection and analysis to Medical Review Officer (MRO) review and reporting; and

- The drugs themselves, highlighting signs, and symptoms of abuse.

The training is not intended to make supervisors clinical diagnosticians, and the training shall not attempt to give them that capability.

Training will focus on sensitizing supervisors and managers to signs and symptoms of alcohol and drug abuse as well as company policies and procedures for following up on these observations.

After completing reasonable suspicion training, participants will:

- Understand the drug and alcohol regulations as they apply to reasonable suspicion testing.
- Know the physical, behavioral, speech, and performance indicators of substance abuse.
- Be able to approach drivers with concerns in a professional and rational manner.
- Initiate reasonable suspicion testing.
- Complete required documentation.
- Feel more confident about their responsibility for reasonable suspicion testing.

All participants must agree with the last point. If they are unsure about fulfilling their responsibility, they will be encouraged to discuss their concerns with management privately. Visser Trucking LLC will help them overcome their apprehensions. The company will make a decision about the participant's ability to take on this "supervisory" role based on this one-on-one meeting, if apprehensions are still not overcome after the discussion.

Supervisors will be expected to know Visser Trucking LLC's DOT Alcohol and Drug Testing Policy as it relates to reasonable suspicion testing and the FMCSA requirements on handling refusals and positive tests. If the driver must be removed from a safety-sensitive function *immediately*, the supervisor will be expected to know and follow through with the requirement.

Recordkeeping

The supervisor training is overseen by management who ensures that current and new supervisors have received the training and that documentation is retained in accordance with §382.401(b)(4). The documentation of training must be maintained for the duration of employment, plus two years after it ceases.

Documentation will include: *a certificate of completion*.

All new supervisors are expected to receive the training *immediately*.

The FMCSA does not require recurrent training of supervisors. One training session will meet our compliance efforts and no additional training will be expected of supervisors.

The FMCSA does not require recurrent training of supervisors. However, Visser Trucking LLC does not feel that one training session will suffice. Supervisors will be expected to take refresher courses periodically at least every 12 months and documentation retained.

Acceptance of former training

Visser Trucking LLC will not accept the training of a current supervisor received under a former employer. All supervisors must participate in the company's supervisor training program.

Attached documents

Attached is a copy of the following form, *Documenting Observed Behavior* that supervisors are expected to use. A reasonable suspicion record, such as the sample form attached, serves to document observations prior to ordering a test. When supervisors fill it out, they must be clear, concise, and specific in their written descriptions (no opinions, facts only).

Dispatch Operations/layover policy

Policy

Visser Trucking LLC is committed to providing its drivers with a safe and reasonable expectation of work.

Our goal is to ensure that our over-the-road drivers have the opportunity to safely and legally run between 2000 and 3500 miles per week. Visser Trucking LLC is also committed to providing quality time at home for its drivers.

Our goal is for our drivers to enjoy a minimum of 4 days at home per month.

Even though some layover is inevitable, the company is committed, through working with our customers, operations personnel, and drivers, to keeping these instances to an absolute minimum.

Procedure

Load assignment

Visser Trucking LLC utilizes a central dispatch system located at Baja Enterprises terminal. All available drivers will be dispatched from this location, through their dispatcher, on a daily basis.

All available loads will be assigned based on the following priority:

- available hours of service
- customer needs
- equipment utilization
- driver needs

All drivers will be assigned to a dispatcher. That person will handle all load assignments and other work assigned to drivers based on the priorities listed above.

The load a driver is assigned will be the load that driver will deliver if he/she can safely and legally make the run, and the load assignment does not conflict with previously approved personal time off. In a situation where a conflict does arise, the company will make every effort to accommodate the driver through relay, load-swapping, etc.

Drivers will be assigned loads based on customer needs. In other words, the first available driver will be assigned to the first available load or earliest customer pick-up appointment.

However, the company believes that length of service is important and needs to be recognized. Therefore, whenever possible, drivers will be given a choice of load/work assignments based on seniority, such as when assigning weekend loads for Monday delivery.

Load refusal

Visser Trucking LLC will consider the refusal of a load or other work assignment as an act of resignation or insubordination, if the driver can legally and safely accomplish the work, and the work does not conflict with previously approved personal time off. Load refusal will be judged on a case-by-case basis, but could result in reprimand and/or termination of employment with Visser Trucking LLC.

The company may allow the refusal of a load or other work assignment in the following situations:

- The assigned driver cannot safely and legally perform the work
- The work conflicts with pre-approved personal time off

Relays/Interlines

At times, the company will find it necessary to relay/interline a load for business reasons, to accommodate a customer's need, or to accommodate a driver's personal home-time need. Dispatch operations will make these decisions on a situational basis.

Check-calls

In order to ensure that Visser Trucking LLC is providing the best service to our customers and our drivers, the company requires all drivers make daily check-calls to their dispatcher. These check-calls ensure that the company is meeting our customer service standards. They also help the company meet our customers' and drivers' changing needs and priorities. Drivers are required to check in with their dispatcher a minimum of once per working day. Normal check-calls will be made via by phone, text or email at or before 9:00 AM or as the dispatcher requires Monday through Friday.

The check-call should include the following information:

- Current location
- Hours of service logged for the previous day(s)
- Estimated time of arrival to next customer pick-up, stop off, or destination
- Forecast of available hours when empty

Visser Trucking LLC's dispatch operation is responsible for ensuring that no driver is knowingly violating Hours of Service rules. Therefore, Visser Trucking LLC requires all drivers to report their hours of service used for the previous day(s).

Drivers empty and waiting for their next work/load instructions will check in with their dispatcher every 60 minutes.

Time at home policy

Visser Trucking LLC defines time at home as any 48-consecutive hour period when the driver is at his/her domicile location or home, whether under a load or empty. Visser Trucking LLC's goal is to get its drivers quality time at home a minimum of 2 weekends a month.

Drivers need to understand that this goal is not a guarantee, however. The company is committed to providing frequent quality time at home, but it is also committed to providing timely customer service.

When a driver is forced to make a run on a weekend, the goal of Visser Trucking LLC is to keep that driver productive and to avoid a layover situation whenever possible. For those drivers who do not wish to be home every weekend and choose to keep running, Visser Trucking LLC will try and accommodate them, based on available work. Out-of-route miles to and from home, for drivers under dispatch, *will not* be paid by the company.

Visser Trucking LLC's time at home policy is as follows: for every 7 days a driver is out, that driver will earn one day at home. Although Visser Trucking LLC's goal is to get our drivers home every other weekend for quality time, we must realize that this goal is not always attainable. Therefore, Visser Trucking LLC has developed this time at home policy to benefit the driver in case being home every other weekend is not possible.

Visser Trucking LLC's equipment must be brought to the home shop if a driver intends to be home more than 3 consecutive days in a row unless it is so dispatched that way like when a holiday weekend is approaching. Other rare occasions may be granted if the driver discusses this with their supervisor in advance and the supervisor approves it or a driver will be subject to disciplinary action that may lead to or up to termination of employment.

Disciplinary action:

Phase 1

First offense in 12 months the driver will be written up with a written warning and placed in their permanent file for annual review purposes and advancement of pay raises or other advancements.

Phase 2

Second offense in 12 months the driver will be written up with a warning letter and placed in their permanent file and penalized \$100.00 for every day the truck is not under dispatch after the 3 consecutive day limit begins.

Phase 3

Third offense in 12 months the driver will be disciplined with the actions in phase 1, 2 and lose their privilege to take the equipment home with them on there days off because there is a pattern of disregard and disrespect for the company and your trust of good faith with the company is broken and you will have to earn that trust back with the company .

Should a driver ever abandon any of Visser Trucking LLC's equipment or fail to return any equipment or return the equipment back to the company shop in the same condition cosmetically and clean like the way the truck was when it was assigned to you, the company will charge you a cleaning fee and any expenses that occur in the event that we need to recover the equipment and the driver will repoted to the drivers (PSP) and the drivers Consumer International safety report of Washingtons DOT Transportation Division for the driver permanent safety reporting record and if possible charges brought against you whether is be in a civil or criminal manner.

Layover policy

Visser Trucking LLC defines a layover as any 24-hour period that:

- The driver is stopped at a specific location, agreed to by his/her supervisor, because the company cannot provide work
- The vehicle is broken down and can not be driven
- The driver is out of hours as defined by Sec. 395.3(b) of the Federal Motor Carrier Safety Regulations (FMCSRs).

Under the current pay package, drivers are compensated \$100.00 for every consecutive 24 hour period in layover status.

Drivers waiting at their domicile location/terminal or at home for dispatch, maintenance, or other reasons are not eligible for layover compensation. Only the dispatcher and driver's supervisor can authorize a driver to begin logging layover, and approve layover pay.

Driver availability

Drivers are expected to report for duty at the time and on the day they have committed to being available. Visser Trucking LLC

defines "available" as being at or near domicile location, or at or near assigned tractor if at home, ready to perform assigned duties/work. This expectation applies to all drivers whether coming off vacation, personal time off, or when driver is in an on-call status.

Based on available work/loads, drivers may, at times, be placed in on-call status. Drivers in on-call status will generally be at their domicile terminal location, or at home awaiting instructions. In these situations, the driver's dispatcher will contact the on-call driver as available work/loads are received. Work will be assigned on a seniority/FCFS (first-come-first-served) basis.

Visser Trucking LLC understands that due to unexpected personal issues such as illness and non-work related injury, drivers may find it necessary to call in as unavailable. When this occurs, Visser Trucking LLC requires the driver to communicate his/her situation as soon as possible, especially if the driver is under dispatch or other work assignment so the company can make arrangements to cover the work.

Visser Trucking LLC requires drivers to get a "return-to-work examination" if they are unavailable, due to illness or injury which has impaired their ability to perform normal duties per 391.45(c) of the FMCSR's.

Requests for personal time off

Visser Trucking LLC requires that all requests for personal time off be submitted to that dispatcher and the supervisor 14 days in advance verbally and by email. All personal time off requests are subject to approval by the driver's dispatcher and the supervisor.

Driver Domicile

Policy

It is the policy of Visser Trucking LLC that drivers declare a domicile, be domiciled in an area that is serviced by Visser Trucking LLC, and be licensed in the state of declared domicile, with the declared domicile location shown as the driver's home address on his/her driver's license.

Responsibility

It is the responsibility of all employees, drivers, and management to assure that this policy is adhered to at all times.

Procedures

When hiring a driver the safety department is to verify that the driver's domicile location is in an area served by Visser Trucking LLC and that the declared domicile address matches the driver's license information.

Drivers are to notify the safety department in advance of any change of domicile.

If the driver's change of domicile places the driver out of Visser Trucking LLC's service area, the driver is to be informed that Visser Trucking LLC can no longer provide home time to the driver. Time off will be provided at the company facility nearest to the driver's new domicile. If the driver wishes to continue employment with Visser Trucking LLC, the driver is to notify the safety department when the driver's license reflects the change in domicile. In all circumstances this must be done within 30 days of the change of domicile.

If the driver's change of domicile keeps the driver within Visser Trucking LLC's service area, the driver must simply notify the safety department when the driver's license reflects the change in domicile. In all circumstances this must be done within 30 days of the change of domicile.

Any driver found to be violating this policy is subject to immediate suspension or termination.

Financial Responsibility

Policy

Visser Trucking LLC intends to fully comply with the provisions of Part 387 of the Federal Motor Carrier Safety Regulations (FMCSR) that prescribe minimum levels of financial responsibility for motor carriers.

As stated by the Federal Motor Carrier Safety Administration, “the purpose of these regulations is to create additional incentives to motor carriers to maintain and operate their vehicles in a safe manner and to assure that motor carriers maintain an appropriate level of financial responsibility for motor vehicles operated on public highways.” Visser Trucking LLC subscribes to these goals in its financial responsibility policy and procedures.

Responsibility

This policy applies to all portions of Visser Trucking LLC’s operations – interstate, foreign, and intrastate commerce.

This includes all Visser Trucking LLC vehicles transporting hazardous materials, hazardous substances, or hazardous wastes, as well as all vehicles hauling non-hazardous material.

It is the responsibility of the safety department to assure full compliance with these requirements at all times.

Procedures

Visser Trucking LLC must have at least the minimum levels of financial responsibility as specified in Sec. 387.9 of the FMCSR. The safety department will prepare all required documents and forward to Visser Trucking LLC for approval.

All insurance policies, surety bonds, and endorsements required by the regulations will remain in effect continuously until terminated either by the Visser Trucking LLC or by the insurer.

The safety department will monitor all policies, bonds, and endorsements to insure that they remain in effect until such time as Visser Trucking LLC terminates them.

Forms

Endorsements for policies of insurance (MCS-90) and surety bonds (MCS-82) must be made using the forms prescribed by the FMCSA and approved by the OMB. All endorsements to policies of insurance and surety bonds made on behalf of Visser Trucking LLC shall specify that coverage there under will remain in effect continuously until terminated, as required in Sec. 387.7 of the FMCSR.

Visser Trucking LLC will use these specific forms as instructed, to make all necessary changes and endorsements to its insurance and surety bond documents.

Freight Claims Management

Policy

Cargo claims can be a substantial expense for any trucking company if not managed correctly. Visser Trucking LLC has established a cargo claims process to control these potentially damaging expenses.

All cargo claims will be addressed through the company's cargo claims department and any questions pertaining to damage, loss, undercharge, or overcharge of freight claims will be directed to them.

No employee (including drivers) is authorized to discuss any claims matter with any customer at any time. The employee must refer the person inquiring into any claim in question directly to the cargo claims department .

Responsibility

It is the responsibility of the dispatcher/supervisor to assure that every driver understand Visser Trucking LLC's claim policy and that they abide by it accordingly.

It is the driver's responsibility to represent the company correctly by referring any and all claims questions and inquiry's to the cargo claims department.

Procedure

In the event of a cargo claim for loss, damage, shortage, or overage, the driver should contact his/her dispatcher immediately.

The dispatcher will assess the situation, contact the cargo claims department immediately and instruct the drive accordingly as to what actions to take.

The driver should not leave the scene, or engage in any conversation pertaining to the freight in question, without receiving specific instructions from their dispatcher to do so.

Upon notice of a freight claim, the cargo claims department will investigate the claim and determine what the outcome should be, and if additional information and/or action is requested of the driver.

Any driver found not reporting a freight claim per the guidelines stated above could be subject to disciplinary action and may be held responsible for payment of the associated freight claim.

Independent Contractors

Policy

Visser Trucking LLC will use independent contractors when ever necessary, to honor the needs of the customer and to sustain the revenue requirements and vision of the company.

All independent contractors will abide by related company rules and guidelines as they pertain to the movement of freight, and will be considered as non-employees per IRS guidelines.

Responsibility

It is the responsibility of Visser Trucking LLC's accounting/payroll department to assure that all independent contractors are identified, documented, and paid as independent contractors, not employees, through the proper use of lease agreements per IRS guidelines.

It is the responsibility of the dispatcher/supervisor to understand the independent contractor relationship and to present freight to the independent contractors through proper offer and acceptance policies.

Procedure

Any independent contractor wishing to haul freight for Visser Trucking LLC will abide by the normal pre-hire rules and regulations in place for previous employment verification, driving record, equipment status/condition, etc. Once it has been determined that the independent contractor has cleared this process, and all necessary lease agreement paperwork has been reviewed, discussed, and signed, the dispatcher may then offer freight to the independent contractor.

The independent contractor will abide by all company rules pertaining to the proper completion and submission of all paperwork related to each load they carry for Visser Trucking LLC. Failure to do so will result in non-payment of revenue to the independent contractor until such paperwork has been received.

The dispatcher will determine the freight movement needs of the company on a daily basis, and will dispatch freight to company trucks accordingly. If it is determined by the dispatcher that an independent contractor is needed, the dispatcher will contact the independent contractor and inform them of the freight movement needs. If the independent contractor accepts the load assignment, the dispatcher will assign that load to them, and will start working on securing back-haul freight for the independent contractor if desired by the independent contractor.

In the event that independent contractors are a "permanent" part of Visser Trucking LLC's fleet through a long-term lease agreement, all independent contractors will be treated as company drivers for the consistent assignment of freight only, with no discrimination between company driver and independent contractor. The dispatcher must understand however, that in order to maintain the independent contractor status they can not force the independent contractor to take any particular load. If the independent contractor refuses a load for any reason, the dispatcher must honor that refusal, and must attempt to secure another load for the independent contractor as the company's business warrants.

The independent contractor must understand that no loads are guaranteed and if they refuse a load that is offered them, Visser Trucking LLC has no legal obligation to offer them another load as an immediate replacement.

IRP/IFTA Recordkeeping Procedures

Policy

It is the policy of Visser Trucking LLC that all IRP/IFTA recordkeeping will be done by the safety department and that all questions pertaining to IRP and IFTA should be directed to them. All permitting, licensing, and adherence to insurance requirements will also be taken care of by the safety department.

Responsibility

The dispatcher/supervisor is responsible for making sure that every driver checks their vehicle's paperwork thoroughly before dispatch and that any permit, insurance, IRP, IFTA, or licensing issues be taken care of immediately.

The safety department will monitor the files (permit book) of each vehicle and will assure proper renewal of necessary items as well as proper reporting of figures and documentation pertaining to IRP and IFTA in a timely manner to avoid expiration and/or penalty.

Procedure

When a new driver is added to the fleet, the dispatcher will instruct the driver to review their assigned vehicle's permit book and identify any potential problems such as permits expiring, out of date documents, etc.

Any discrepancies in the driver's permit book will be brought to the attention of the safety department immediately and will be corrected before the driver is allowed to leave under dispatch.

As part of the orientation process, the supervisor will review the needs and process for mileage recording, and proper paperwork completion as it pertains to IRP and IFTA requirements.

If a driver does not adhere to the necessary requirements for miles documentation and reporting, as required for proper IRP and IFTA processing, the driver will be brought into the terminal and will receive further training.

Repeated blatant violation of this policy could result in reprimand to the driver up to and including termination of employment, as improper reporting of information pertaining to IRP and IFTA could result in substantial fines for Visser Trucking LLC.

Movement of Non-Company Vehicles

Policy

On occasion, Visser Trucking LLC drivers may be required to move equipment that is not owned by Visser Trucking LLC. If this should happen, the actions listed below should be followed closely to assure safe and legal transportation of the equipment.

Responsibility

It is the dispatcher's responsibility to determine whether the movement of non-company equipment is necessary and if so, to inform the driver as to the specific rules and regulations that must be followed.

Procedure

If a non-company piece of equipment is to be moved at any time, the dispatcher will inform the driver of this prior to dispatch.

The driver will perform the following actions prior to moving the non-company equipment:

- Complete inspection of equipment notating any concerns and/or necessary repairs on the driver's vehicle inspection report. If a repair is found to be necessary before moving the equipment, the driver should call the dispatcher immediately to receive further instructions.
- Check and verify that the registration is present in the vehicle, that it is current, and that the correct plate is mounted securely on the vehicle.
- If the equipment is a trailer, and it is preloaded, verify that the freight on-board matches the paperwork received from the shipper and that all freight is loaded according to load and securement requirements.
- If the trailer is empty, make sure that it is clean and free of dunnage or other debris.

If any discrepancies are found during the inspection process outlined above, the driver should contact his/her dispatcher immediately to inform them of this and to receive further instructions.

Once any Visser Trucking LLC driver has determined the condition of the non-company equipment and is ready to move it, the driver should treat that equipment in the same way as company-owned equipment and should abide by all pertinent rules and regulations.

Open Door Policy

Policy

Visser Trucking LLC cares about its employees and values their continued input toward the improved operation of the company. Some of our best ideas and suggestions have come from our current employees and we promote this continued open exchange of ideas through a strong Open Door policy.

Every manager will be accessible to all employees without fear of retribution or negative actions by their direct supervisors.

Should any employee desire to discuss pertinent business related issues with any member of management; they may contact that member directly to arrange a mutually convenient time to meet.

Responsibility

It is the responsibility of each member of management to make themselves accessible to employees whenever their schedule allows, and to act on all discussions with employees in a way that promotes continued success and professionalism within Visser Trucking LLC.

Procedure

Any employee wishing to meet with any member of management may contact that member of management directly to set up a mutually convenient time to meet.

The member of management will schedule the requested meeting, discuss the areas of concern with the employee and take further action if they feel that it is necessary.

No employee will be coerced or threatened if they choose to meet with upper management and all management will keep the specific content of such meetings in strictest confidence to assure the well-being of the employee.

Personal Use of Company Vehicles

Policy

Visser Trucking LLC has many different types of company vehicles. Because of various reasons, such as insurance and liability risks, no employee is authorized to use any company vehicle for personal use. Without expressed written consent by management.

Responsibility

It is the responsibility of every employee to understand and abide by this policy in order to minimize Visser Trucking LLC's liability exposure.

It is the responsibility of every member of management to review each situation carefully before granting the personal use of company vehicles to any employee.

Procedure

Dispatchers will schedule the loads of all drivers so that they may either go home under a load, or go home empty, pre-planned for a load out of the house. This time between the terminal and the driver's home will not be considered personal use of a company vehicle as the driver should always be under dispatch however, once the driver is home they may not use the company vehicle for any personal reason.

If an employee is using a company vehicle other than a commercial motor vehicle pulling a trailer, they must drive their personal vehicle to work and use the company vehicle to and from the terminal for business related activities only. Taking home a company car, van, pickup, etc, is not allowed, except as stated above.

Violation of this policy could put Visser Trucking LLC in an increased position of liability as it puts the employee at risk, with the assumption that it is authorized by the company, when it is not. Because of this, any employee found violating this policy will be subject to immediate termination of employment with Visser Trucking LLC.

Signing as a Company Representative (Driver)

Policy

Visser Trucking LLC does not allow any employee to sign for, authorize, or agree to, any purchases, shortages or damages in freight, or financial commitments of any kind, without prior management approval. No employee is allowed to sign as a representative of the company if the document being signed is outside of the employee's scope of employment responsibilities.

Responsibility

It is the driver's responsibility to review all documents presented by other parties for signature. If the document does not fall into the driver's scope of employment responsibilities the driver is not to sign it. If the driver is presented a document that is outside of the driver's scope of employment, the driver is to contact their supervisor before signing.

Procedure

All drivers are pre-authorized to sign bills of lading (or similar load documents) as an authorized company representative, if they have verified the count of freight as it is listed on the bills of lading and have determined that all freight listed is in acceptable condition at both pickup and delivery.

If it is determined by the driver, shipper, or receiver that there is a discrepancy in quantity or that there is any damage to the freight, the driver will not sign any paperwork and will contact his/her *dispatcher* immediately.

After the supervisor has assessed the situation, he/she will inform the driver what documents he/she is authorized to sign and what specifically should be written on those documents on the company's behalf. Furthermore, the dispatcher will inform the driver as to any disposal or re-consignment issues pertaining to damaged freight, if applicable.

The dispatcher will contact the appropriate departments and personnel immediately, such as safety and/or claims, to assure proper monitoring and documentation of that freight and any future reference to it.

Drivers are to review all documents presented to them for signature. If a driver is presented a document that is outside of the driver's scope of employment, the driver is to contact their supervisor before signing. Documents within the driver's scope of employment include clear bills of ladings (or similar load documents), roadside inspection reports, violations issued to the driver, fuel, repair, and purchase receipts, and security gate/door registers.

Toll Road Use

Policy

All Visser Trucking LLC drivers will run designated toll roads that are normally in the routing of their trip unless instructed not to do so by dispatch. All tolls will be paid by the company if proper receipts are turned in with the associated trip.

It is Visser Trucking LLC's belief that the avoidance of most toll roads for the expressed purpose of not paying the tolls does not save enough money to justify the added miles which can cause potential freight delays, increased fuel use, and increased maintenance costs.

Independent contractors leased to Visser Trucking LLC will not be reimbursed for any toll roads they run, but can avoid toll roads if they so choose.

Responsibility

It is the responsibility of dispatch and load-planning personnel to plan freight movement accordingly, so to not use toll roads if practical.

It is the responsibility of all company drivers and independent contractors to understand the financial impact that tolls, running toll roads, and avoiding toll roads has on Visser Trucking LLC.

Procedure

As stated above, all company drivers will run any toll road that has been determined to be in their normal trip planning route and will be reimbursed for all tolls which the company has received proper documentation on.

All toll receipts must have written on them:

Driver's name
Truck number
Trip number
Date

All toll receipts must be turned in with the related trip paperwork and will be reimbursed in that trip's settlement. Any toll receipts not received, or received without the required information as listed above, will not be reimbursed.

Unsafe Equipment or Working Conditions

Policy

Visser Trucking LLC believes in providing a safe workplace for all its employees, whether at the terminal or on the road.

No employee will be required to perform unsafe work acts, to work in unsafe working conditions, or to use unsafe equipment.

Responsibility

It is each employee's responsibility to monitor the working conditions and equipment around them and to notify management immediately if an unsafe situation arises.

It is the responsibility of all management personnel to immediately act on any unsafe condition that is brought to their attention, and to provide guidance in relation to the situation or equipment at hand to assure the continued safety of all employees.

Procedure

If an unsafe situation arises or the expectation of using unsafe equipment by an employee is presented, the employee should contact their supervisor immediately for further instructions.

If a driver comes into an unsafe working condition or is expected to use unsafe equipment for loading, unloading, etc, they should immediately stop what they are doing and contact their dispatcher to receive further instructions.

The dispatcher will then contact the worksite and make arrangements to have the condition corrected or to use alternative means or equipment to complete the loading and/or unloading process.

No employee is expected to operate in an unsafe manner or operate unsafe equipment to satisfy a customer's needs or desires.

Use and/or Replacement of Company Equipment and Use of Non-company Equipment

Policy

Visser Trucking LLC believes that it is important for all drivers to be properly equipped to do their job in a safe and productive manner. It is the policy of Visser Trucking LLC to provide for each driver the equipment it deems necessary for the driver to do this. This equipment will be of the size, type, make, and condition determined by Visser Trucking LLC to be adequate for each driver to do his/her job and is subject to change at any time.

Responsibility

It is the responsibility of the supervisor to determine what is needed by the driver at orientation and to provide those items, based on the equipment list created by supervisor for Visser Trucking LLC.

Procedures

The following is the list of equipment that each driver must have prior to dispatch: *Hard hat, safety glass, reflective vest, work boots, long sleeve clothing, long leg pants, rubber hammer, trailer dolly/trap door handle, and a vibrator.*

Prior to dispatch of the first load, the supervisor will review this list with the driver and issue to them, all necessary equipment. They will also have the driver sign equipment receipt form, which will be kept in the driver's personnel file.

The supervisor will train each driver on proper use of company equipment as necessary, and will document said training in the driver's personnel file.

All drivers will use and maintain said equipment per Visser Trucking LLC guidelines and will notify their supervisor immediately if equipment is damaged or stolen.

Upon notification by the driver, the supervisor will determine how damaged or stolen equipment is to be replaced and whether or not the driver will be charged for this replacement, based on an evaluation of the circumstances related to the individual situation.

Equipment Receipt Form

[___Enter title, name, or department responsible___] did provide to [___Enter driver name___] the following equipment for use in their employment with [___Enter name of company___]. It is understood by both driver and company that this equipment will be returned to [___Enter name of company___] at the time of driver's termination of employment with Visser Trucking LLC. If said equipment is not returned, or is not in a condition deemed acceptable due to abuse or neglect (other than normal wear and tear), the driver will be charged for replacement of this equipment. The replacement cost will be that of the actual cost charged to Visser Trucking LLC by the equipment manufacturer or vendor.

Driver Signature

Company Representative

Date

Equipment Training Form

I [____Enter name of person conducting training____] did provide all necessary training on company issued equipment to [____Enter name of driver____] on [____Enter date of training____]. [____Enter name of driver____] did express to me that [____Enter either He or She____] understood this training, its purpose and intent, and that [____Enter either He or She____] further understand [____Enter either His or Her____] responsibilities to [____Enter name of company____] pertaining to the maintenance, care, and use of said equipment.

Driver Signature

Trainer Signature

Date

Insurance

Policy

Visser Trucking LLC requires the minimum levels of insurance in order to operate legally.

Responsibility

The safety department is responsible for obtaining and maintaining proper insurance coverage.

Procedures

In the federal “Motor Carrier Safety Fitness Certificate Regulations”, extra-provincial truck undertakings are required to hold the following minimum liability insurance coverage to cover bodily injury or death of any person or loss of or damage to property of other persons, other than cargo:

- \$1,000,000 for each motor vehicle; and
- \$2,000,000 for each motor vehicle used to transport dangerous goods

Visser Trucking LLC will hold liability insurance coverage as stated above.

- physical damage on all equipment
- cargo
- general liability

Driver Customer Service

Policy

Visser Trucking LLC is committed to providing the highest quality transportation services, emphasizing safety and on-time performance. This commitment includes meeting our customers' service requirements, representing their interests consistently with honesty and integrity, and continually improving the quality of the service we provide.

The success of Visser Trucking LLC is based largely on the success and satisfaction of our customers. Without them, we will fail as a transportation company.

Responsibility

Visser Trucking LLC realizes that meeting this commitment will only be achieved through our employees. Drivers play a vital role in our quality customer service effort, and are encouraged and expected to make positive contributions in delivering excellence to our customers.

It is the responsibility of all drivers to know and understand the customer service policies of Visser Trucking LLC and to promote the quality standards of the Visser Trucking LLC at all times.

It is the responsibility of the driver's supervisor to review this policy and associated procedures with all drivers and to assure that they are understood and adhered to.

Procedures

Visser Trucking LLC is committed to meeting our customers' expectations through our drivers delivering perfect service. Visser Trucking LLC defines perfect service as picking up the right quantity of the right product at the right time at the right location, delivering it on time to the right location with no cargo damage or loss, and processing all paperwork and billing information in a timely and accurate manner.

The Visser Trucking LLC driver customer service procedures have been developed around the following goals:

- Establish minimum customer service standards.
- Define customer service nonconformance (service failure) events.
- Establish procedures for drivers arriving early or late for customer pick up and delivery.
- Establish reporting and communication standards for customer service nonconformance events.
- Establish customer service nonconformance recording procedures.
- Provide corrective action and continual improvement procedures for customer service nonconformance events.
- Establish expectations around submitting paperwork and shipping papers.
- Establish minimum driver conduct and appearance standards.

Customer Service Standards

Visser Trucking LLC is committed to our customers, and aspires to be recognized by its customers, employees, and vendors as an integral part of their success. Visser Trucking LLC realizes that excellent customer service just doesn't happen. It requires hard work and dedication from everyone, and involves the alignment of all our policies, procedures, and systems within the organization.

With this in mind, the company has developed the following customer service standards which all Visser Trucking LLC employees are expected to know and adhere to. These standards include:

- Learn our customers' goals and requirements, and, when appropriate, adopt their service standards as our own.
- Empower drivers to do whatever it takes to service our customers, but especially to satisfy an unhappy customer.
- Treat all customers with respect and professionalism, and provide the highest level of personal service.
- Respond courteously and quickly to customer requests for information regarding shipment status.
- Provide substantive reasons to customer inquiries regarding service nonconformance events in an honest and up-front manner.
- Foster an environment of continual improvement in the way we service our customers.

Definition of Service Nonconformance (service failure)

Visser Trucking LLC defines a customer service nonconformance event as any time a customer's requirements for a given shipment or service request have not been met. These requirements may include but are not limited to: not meeting on time pick up and delivery schedules, cargo security and securement issues (cargo claims), driver appearance and conduct standards, internal miscommunication, and timely and accurate paperwork and billing.

Customers' Service Schedules

A measurement of Visser Trucking LLC's overall quality of customer service is our ability to pick up and deliver on time according to our customers' schedules and specifications. The following guidelines have been established for pick up and delivery:

Early Pick up and Delivery Guidelines

- In the case of a specific pick up or delivery appointment, drivers are expected to arrive no earlier than 30 minutes before the scheduled appointment. Drivers wishing to arrive earlier must contact their immediate supervisor at least 24 hours prior to arrival at the customer.
- In the event a driver can legally arrive earlier than the scheduled appointment, the driver may request to have the shipment's appointment advanced. Requests to move up a scheduled pick up or delivery appointment are dependent on the customer's schedule and must be made through the driver's immediate supervisor.
- Drivers shall not contact a customer directly for the purpose of rescheduling a load or unload appointment. The driver's supervisor will be the only one contacting the customer for this purpose.

Late Pick up and Delivery Guidelines

- In the event that a scheduled pick up or delivery appointment cannot be met due to delay causing a late pick up or delivery situation, the driver must notify their immediate supervisor.
- Timely reporting of delays is essential so the company can notify the customer and take appropriate corrective action or reschedule the shipment if necessary.
- Drivers shall not contact a customer directly for the purpose of rescheduling a late load or unload appointment. Rescheduling of load or unload appointments due to delay are to be made by the driver's immediate supervisor only.

Reporting Service Nonconformance Events

When reporting a late pick-up or delivery situation, drivers are expected to provide the following information:

- current location
- reason for delay

- current hours of service status
- estimated time of arrival

Recording Service Nonconformance Events

Visser Trucking LLC is committed to continually improving the quality of the service we provide. An important part of our continual improvement effort is recording each service nonconformance event by reason, and then taking corrective measures to ensure a similar event does not reoccur.

All service nonconformance events will be recorded by reason as follows:

- Internal communication related (**IR**) - customer service nonconformance was caused by a communications failure or defect in a work process within our operation.
- Weather-related (**WR**) - customer service nonconformance was caused by delays due to adverse weather conditions experienced by the driver.
- Shipper-related (**SR**) - customer service nonconformance was caused by delays or difficulties experienced at the shipper or point of load origin that the driver or [Visser Trucking LLC had no direct control over.
- Consignee/stop-off-related (**CR**) - customer service nonconformance was caused by delays or difficulties experienced at the load's destination or stop-off that the driver or Visser Trucking LLC had no direct control over.
- Equipment-related (**ER**) - customer service nonconformance was caused by an equipment failure or breakdown.
- Driver-related (**DR**) - customer service nonconformance was caused by the driver. Driver-related causes include, but are not limited to, leaving late, poor trip planning or poor execution of a proper trip plan, misreporting or misrepresenting available hours of service, failure to keep record of duty status current, or failure to follow proper loading and unloading procedures.

The dispatcher will be responsible for recording and reporting service nonconformance events to the driver's supervisor by the end of each business day.

Corrective Action for Driver-Related Nonconformance Events

Visser Trucking LLC driver supervisors are required to discuss all driver-related nonconformance events with the involved driver. This discussion will consist of a review of the service failure, and how to prevent reoccurrence.

The driver can request, or the driver's supervisor can recommend, trip planning refresher training at any time. Drivers in need of additional trip planning training will be referred to [Enter company name]'s Safety Department for scheduling.

Drivers who are responsible for a service nonconformance event will be subject to the following corrective action schedule.

Phase 1

A verbal warning will be issued to a driver who incurs a driver-related service nonconformance event and the driver will be placed in Phase 1 of the corrective action program.

All verbal warning entries must include; date and time issued, an overview of the nonconformance event, and signatures of the driver and the driver's supervisor. All verbal warnings must be documented and placed in the driver's file.

Drivers in a Phase 1 status will be evaluated for a 30-day period. The driver will be taken off Phase 1 status after the evaluation period has expired, and if no additional driver related service failures have occurred.

Drivers who are responsible for any additional service failures while in Phase 1 will be placed in Phase 2 of the corrective action program.

Phase 2

A written warning will be issued to drivers who incur any additional driver-related service failures while in a Phase 1 status. All written warning entries must include; date and time issued, an overview of the nonconformance event, and the signatures of the driver and the driver's supervisor.

Drivers in a Phase 2 status will be evaluated for a 60-day period. Drivers placed in Phase 2 are demonstrating a pattern of behavior contrary to Visser Trucking LLC's customer service commitment. Drivers in Phase 2 shall be scheduled for mandatory trip planning training.

A copy of the written warning and record of training will be placed in the driver's file. Drivers who are responsible for additional service failures while in Phase 2 will be placed in Phase 3 of the corrective action program.

The driver will be taken off Phase 2 status after the evaluation period has expired, assuming no additional driver related service failures have occurred.

Phase 3

A final written warning will be issued to drivers who incur any driver-related service failures while in the Phase 2 evaluation period.

Phase 3 is the final stage of the customer service corrective action program. Drivers who reach this stage are demonstrating an inability or unwillingness to service our customers according to Visser Trucking LLC's standards. Drivers in Phase 3 face disciplinary action including suspension and possible termination of employment. A copy of the final written warning will be placed in the driver's file, and appropriate disciplinary action will be determined based on the situation.

Paperwork

Drivers are responsible for the accuracy and timely submission of bills of lading and other shipment paperwork. To ensure this, Visser Trucking LLC has established the following procedures:

- At the shipment's point of origin, drivers are required to make sure the bill of lading and other paperwork matches the actual loaded cargo, and is signed by a responsible shipping party.
- Visser Trucking LLC does not consider any shipment to be complete until the paperwork associated with that shipment (specifically the bill of lading) is signed by the responsible consignee or receiving party.
- Drivers transporting hazardous materials are required to make sure shipping papers are checked for content, containers of hazardous material are labeled correctly, emergency response information is listed on the paperwork and is carried in the vehicle, and placards are provided by the shipper.
- All paperwork will be forwarded to Visser Trucking LLC every Friday evening of delivery, using The USPS mailers provided to the drivers.

Driver Conduct and Appearance Standards

All drivers for Visser Trucking LLC are expected to dress, look, and act like professionals. Maintaining a positive and professional image is extremely important. Our drivers are our most visible company representatives to the general public and to our customers, and need to maintain the highest personal appearance and conduct standards.

Drivers for Visser Trucking LLC are expected to follow all customer policies and procedures, and abide by all plant safety rules while at customer locations. Visser Trucking LLC drivers are also expected to be courteous, cooperative, and respectful at all times while at customer locations, and should expect the same treatment in return.

If a conflict does arise at a customer location, drivers are not expected to resolve the issue themselves. In these situations, drivers are to contact their supervisor immediately for assistance in resolving the conflict.

Driver Safety Records

Policy

As part of Visser Trucking LLC's overall commitment to operating in a safe and legal manner, a Safety Performance File will be kept on each driver. These Safety Performance Files will be chronological listings of all accidents and incidents involving individual drivers.

The goals of these Safety Performance Files are:

- to take a proactive stance in detecting patterns of unsafe driving behavior,
- to take immediate corrective action with all drivers operating in an unsafe manner, or who are involved in accidents or incidents, and
- to recognize those drivers who consistently demonstrate the ability to operate safely and within the regulations.

Responsibility

The prevention of accidents and incidents is an important part of Visser Trucking LLC's safety program. When an accident or incident occurs, the driver's supervisor, along with Visser Trucking LLC's Safety Department personnel, will take appropriate corrective action and document the event.

The driver's supervisor, along with Visser Trucking LLC's Safety Department personnel, will be responsible for keeping the driver Safety Performance Files current by recording all safety related events as described below.

Procedures

Accidents

All accidents involving a driver, regardless of preventability or cost, shall be recorded in the driver's Safety Performance File. The company believes the tracking of non-preventable, as well as preventable, accidents can provide valuable information on individual driving behavior and trends. Drivers who show a pattern of "being in the wrong place at the wrong time" and incurring multiple non-preventable accidents may need additional or remedial defensive driving training.

The cost of the accident shall not be a consideration in whether or not the accident is recorded in the driver's Safety Performance File. Cost is a determinant of accident severity, but the company regards all accidents as serious, regardless of cost. An accident involving \$200 in vehicle damage can easily turn into a \$20,000 accident if a personal injury is claimed. The driver who incurs two or three minor, slow moving accidents is demonstrating a pattern of unsafe or careless driving behavior, and is at higher risk of being involved in a major accident. Safety Performance Files are intended to identify these patterns, and alert the company to take corrective action.

All record of accident entries should include the following information:

- Date and time of the accident.
- Personal injuries involved (if applicable).
- Other vehicle(s) involved (if applicable).
- Property damage involved (if applicable).
- Estimated cost.
- A brief description of the accident.

- Preventability decision.

In addition, a driver's Safety Performance File will include any records of accident counseling, remedial training, or other corrective action taken by the company. This could include things like defensive driving training, slow maneuver operations, backing, etc.

All records of corrective action entries should include the following:

- Type of action taken.
- Date and time of counseling, remedial/additional training, and/or corrective action.
- Signatures of the driver, supervisor, and/or Safety Department representative involved.

The driver's Safety Performance File will also be used to determine annual driver safety awards eligibility.

Hours of service

Visser Trucking LLC expects all of its drivers to consistently complete and submit accurate, true, neat, and legible daily logs. Drivers who submit logs with excessive violations are demonstrating unwillingness or inability to meet company standards or comply with federal regulations.

To address this issue, the company has established a Log Auditing Policy which provides preventive counseling and remedial training opportunities to improve hours-of-service performance. The policy also provides a corrective action schedule for drivers who fail to correct their hours-of-service performance deficits. This corrective action program includes verbal and written warnings to be given to drivers who do not comply with company standards and federal regulations.

A record of all verbal warnings, written warnings, and letters of recognition will be entered in the driver's Safety Performance File. All records of hours-of-service entries shall include the following information:

- Date and time issued.
- A copy of the written warning or letter of recognition.
- Signatures of the driver, supervisor, and/or Safety Department representative.
- A listing of the driver's historical hours-of-service performance.

In addition, the driver's Safety Performance File will include a record of any hours-of-service counseling, remedial training, or other corrective action taken by the company. All records of corrective action entries shall include the following:

- Type of action taken.
- Date and time of counseling, remedial/additional training, and/or corrective action.
- Signatures of the driver, supervisor, and/or Safety Department representative involved.

Road observations

Conveying the image that Visser Trucking LLC is a safe and responsible organization to our customers and to the general motoring public is critically important. Drivers have the most direct influence on this image, since they are the company's most visible public representatives.

In order to maintain and enhance our company's image, drivers for Visser Trucking LLC are expected to drive in a defensive manner and exercise road courtesy at all times. Reported road observations that are either phoned in or written, are taken seriously.

A reported negative road observation (NRO) has an adverse impact on the company's image. Reports of drivers operating in aggressive, careless, or reckless manners shall be investigated. If found to be accurate, they are recorded in the driver's Safety Performance File. Drivers involved in a reported NRO shall be counseled by their supervisor, and/or a Safety Department official.

Drivers involved in repeated NROs over a span of time are demonstrating a pattern of unacceptable driving behavior contrary to company policy. Such drivers will be subject to the following schedule:

1. First reported NRO: verbal warning and counseling by the driver's supervisor and/or Safety Department official.
2. Second reported NRO within 2 months of the first: written warning and mandatory defensive driving retraining.
3. Third reported NRO within 4 months of the second: final written warning and disciplinary action including suspension up to possible termination.

A record of all reported NRO incidents shall be entered in the driver's Safety Performance File. All NRO entries shall include the following information:

- Date and time of the observation.
- Name of individual reporting the observation, address and phone number (if given).
- The original letter (if the NRO was in written form).
- A written report by the Visser Trucking LLC official who conducted the investigation.
- A brief description of driving behavior observed.

In addition, a driver's Safety Performance File will include any record of counseling, remedial training, or other corrective action taken by the company for reported NROs. All records of corrective action entries shall include the following:

- Type of action taken.
- Date and time of the counseling, remedial training, and/or corrective action.
- Signatures of the driver, supervisor, and/or Safety Department official involved.

Conversely, a positive road observation (PRO) has a favorable impact on Visser Trucking LLC's image, and speaks highly of the professionalism of the driver involved. The driver involved in a PRO is reinforcing the company's image of being a safe and responsible organization. A driver involved in a PRO incident will be recognized by the company, and a record of the PRO will be entered in the driver's Safety Performance File.

All records of PRO entries shall include:

- Date and time of the observation.
- Name of individual reporting the observation, address and phone number (if given).
- The original letter (if the PRO was in written form).
- A brief description of driving behavior observed.
- Violations of Motor Vehicle Laws

Visser Trucking LLC expects its drivers to operate in a safe, legal, and professional manner at all times. Drivers convicted of moving traffic violations jeopardize their livelihood and the company's safety standards. All drivers for Visser Trucking LLC are expected to maintain an acceptable driving record. Moving traffic violations include speeding, improper lane changes, driving too fast for conditions, following too close, failure to yield, etc. They do not include parking or equipment violations.

All Visser Trucking LLC drivers are expected to meet these guidelines:

- No more than 1 conviction for a moving traffic violation 12 months.
- No more than 2 convictions for moving traffic violations within 24 months.

If a driver receives a ticket or citation for any moving traffic violation, that event must be reported to the driver's supervisor or to the Safety Department within 24 hours of its occurrence. A record of all such events shall be entered in the driver's Safety Performance File.

Any driver who is disqualified from driving a commercial vehicle under Sec. 383.51 for serious traffic violations (or any driver that is disqualified for any other reason) will not be allowed to drive a Visser Trucking LLC vehicle.

Defensive Driving

Policy

Visser Trucking LLC is strongly committed to a sound and thorough defensive driving policy.

Visser Trucking LLC's defensive driving program is based on the principles set forth in *the National Safety Council Defensive Driving Course, Smith System, etc.*

Those principles include emphasis on the following elements:

- Good vision,
- Alertness,
- Sound judgment, and
- Fast reactions.

Our policy will be implemented as follows:

- Initial training of new hires within 3 months of their beginning work dates, and
- Periodic performance checks by their driver's supervisors.

While there are no regulatory requirements that mandate the existence of a defensive driving policy, it makes excellent business sense to have such a policy in place. Underlying the policy is our corporation's strong commitment to safety on the highways.

Responsibility

While operating company vehicles, drivers should always drive in the safest and most professional manner possible. The likelihood of accidents will be minimized, and a positive image for the company will be promoted in the eyes of the general public.

Specifically, our drivers must operate company vehicles in accordance with all provisions of Part 392 - Driving of Motor Vehicles of the Federal Motor Carrier Safety Regulations (FMCSRs).

Many factors impact the operation of vehicles on the roadways, including:

- Light levels,
- Weather,
- Pavement condition,
- Traffic conditions,
- Mechanical condition, and
- Operator condition.

A successful defensive driver exhibits five main qualities: extensive knowledge, alertness, good judgment, foresight, and driving skill.

The core concepts of defensive driving are:

- Recognize the hazard.
- Understand the defense.
- Act in time.

If these principles are followed carefully, the results will be improved safety on the highways and a positive image for our company.

Procedures

Speed Limits

Drivers must obey posted speed limits at all times. If hazardous conditions warrant, drivers must adjust speed accordingly.

Any driver violates this speed limit policy or who knowingly accepts a load that will put them in violation of Visser Trucking LLC's speed limit policy in order to deliver the load on time, will be subject to disciplinary action up to and including termination.

Intersection

Getting into and out of intersections without an accident is a mark of a good defensive driver. Besides skill level, intersections also demand anticipation of the actions of other drivers and taking appropriate evasive action as required.

Backing

Backing is an extremely hazardous maneuver. If you are backing with the assistance of a guide, the ultimate responsibility for the safety of the backing maneuver remains with the driver.

Front-end collisions

The primary way to avoid front-end collisions is by maintaining a safe and adequate following distance. You should be prepared for possible obstructions on the roadway, either in plain sight or hidden by curves or the crests of hills. A special situation occurs at night, when speed should be kept to a level that will allow you to stop within the distance illuminated by the headlights of your vehicle.

Rear-end collisions

As a driver, you risk being struck from behind if you do not maintain an adequate margin of safety in your own following distance. If enough space is not allowed in front of your vehicle, chances go way up that somebody can (and will) impact you from the rear.

Passing

Failure to pass safely indicates faulty judgment on your part as a defensive driver, and failure to consider one or more of the factors that need to be checked:

- Is there enough room ahead?
- Is there adequate space to move back into your lane of traffic after passing?
- Have you signaled your intentions?

Being passed

As a driver, you must be aware of the actions of other drivers, and give way if another driver begins to sideswipe you or to cut you off. A good defensive driver will avoid problems with this kind of accident situation.

Encroaching on other traffic lanes

Observant defensive drivers will not usually get trapped when other drivers change lanes abruptly. In the same manner, entrapment in merging traffic can be successfully avoided by a good defensive driver with a little preplanning and willingness to yield. Blind spots are not valid excuses for this kind of accident - allowances must be made in areas of limited sight distance.

Railroad grade crossings

Driving across railroad crossings, or in areas where there are rail vehicles of some sort, demands special care. Careful observance of the traffic situation is your best defense.

Oncoming traffic

A defensive driver will avoid a collision with an oncoming vehicle at all costs. Even if the vehicle enters your lane of traffic, an accident can be avoided with some evasive maneuvers.

Turning

Turning, like passing, is a dangerous maneuver, and demands special care and an observant eye from you as a defensive driver. You should be aware of other vehicles in your path, and of the complete configuration of the turn you are about to undertake.

Pedestrians

As a sensible defensive driver, always assume that if there is a pedestrian (or small vehicle of some sort) involved in a situation, slowing down is your best defense. Be certain to give people and small vehicles the benefit of the doubt.

Extreme weather and road conditions

Bad weather and other road hazards place special stress upon any defensive driver. The best rule in any kind of bad weather or extreme road condition is get off the road safely and as soon as possible. If you absolutely must continue, slowing way down and increasing following distance are your best defenses, along with increased awareness. All Visser Trucking LLC drivers will be educated on the dangers of, and the company's expectations for, driving in the following extreme weather and road conditions.

A Visser Trucking LLC expectation that applies to all of the situations described below is that you (as a driver) are required to contact your immediate supervisor or night dispatch in the event a delay caused by weather or other road conditions will affect pick up or delivery schedules.

Fog

Visser Trucking LLC drivers will receive safety training in fundamental fog-driving techniques. Fog reduces available visibility and impairs distance perception, making it perhaps the most dangerous type of extreme weather condition.

Because of this, it is Visser Trucking LLC's policy that, whenever possible, drivers are to avoid driving in foggy conditions. Pull off the road and park safely until such time as the fog dissipates or is burned off, if at all possible. If you cannot safely pull off the road, follow these procedures:

- You should never assume the depth or thickness of any fog. Fog can range from a momentary blurring of the windshield to being several miles thick.
- Slow your vehicle's speed. Reduction in speed should be done gradually in order to avoid becoming a hazard for other

- motorists. Determining a correct and safe speed depends on the thickness of the fog and is left to your best judgment.
- Use low-beam headlights only when driving in fog. Low-beams serve two purposes. They help you see the immediate roadway and also allow other motorists to see your vehicle.
 - Avoid the use of high-beam headlights while driving in fog. The water particles that make up fog will reflect more light back at you than onto the roadway when high beams are used, and will further reduce visibility for you.
 - You should make use of windshield wipers and the defroster when driving in fog. Driving in foggy conditions will cause a constant fine mist of water to develop on the vehicle's windshield, reducing visibility in the process. Using the windshield wipers and defroster will alleviate this condition.
 - Avoid passing other vehicles while driving in fog.
 - You should avoid stopping on any roadway while driving in foggy conditions unless absolutely necessary. If you must stop, use the emergency or breakdown lane, activate your emergency flashers, turn off the headlights, and follow Visser Trucking LLC's breakdown procedures

Rain

Visser Trucking LLC drivers will receive training in fundamental safety procedures for driving in rainy conditions. Rain causes roadways to become slippery, especially when it first begins. Roadways become covered with a thin layer of oil and other residues. When rain mixes with this layer, it results in an extremely slippery and dangerous road surface. This condition remains until additional rain can break down and wash away the oily mixture from the pavement. This process can take anywhere from a few minutes to several hours, depending on the severity of the rain.

Water on the road surface can also create a potential hazard of hydroplaning. Hydroplaning happens when a thin layer of water separates the vehicle's tires from the road surface. When a vehicle is hydroplaning, it is literally riding on water. When the tires ride on water, they lose all traction and create an extremely dangerous situation. The faster a vehicle travels on standing water, the greater the chance of hydroplaning. Reducing speed is the best and safest way to avoid hydroplaning.

Rain also reduces visibility. Because rain presents these hazards, Visser Trucking LLC drivers are expected to adhere to the following procedures when driving in rainy conditions:

- You should slow the vehicle's speed to avoid hydroplaning. Reduction in speed should be done gradually in order to avoid becoming a hazard for other motorists. Determining the correct and safe speed depends on how heavy the rain is and will be left to your best judgment.
- You are expected to increase your following distance from other motorists. Since rain causes the road surface to become slippery, you need to allow for greater stopping distance if the need to stop arises.
- You should make use of windshield wipers and the defroster when driving in rain. Driving in rainy conditions will cause a constant film of water to develop on the vehicle's windshield, reducing visibility in the process. Using the windshield wipers and defroster will alleviate this condition.
- You should avoid passing other vehicles while driving in rain. In addition, you are encouraged to follow other vehicles at a safe distance since vehicles traveling ahead will throw water off the pavement and leave "tracks". Driving in these tracks will give you the best possible traction under rainy conditions.

Snow

Visser Trucking LLC drivers will receive training in fundamental safety procedures for driving in snowy conditions. Snow, depending on the type and severity, can present a variety of dangerous conditions. Because of this, the following procedures have been developed for this defensive driving policy:

- Light, powdery snow presents few problems since it is quickly blown off the road surface. However if there is enough of this type of snow to cover the roadway, it will form a slick, smooth surface. You should reduce speed and increase following

distance. Determining the correct speed and safe following distance will be left to your best judgment.

- Heavier, slushy snow can affect vehicle control. If snow becomes hard packed it can cause an ice hazard on the road surface. Again, you should reduce speed and increase following distance. Determining the correct speed and safe following distance will be left to your best judgment.
- All slow maneuvers such as starting out, steering, backing, and turning should be done smoothly and with extreme care to minimize skids and slides.
- Falling or blowing snow can greatly reduce visibility. In addition, falling and blowing snow can make it hard to see the road, road markings, road signs, and off ramps. If you must continue in snowy conditions, reducing speed and increasing following distance are the best techniques a driver can use to maintain vehicle control.
- As with driving in foggy conditions, the use of high beam headlights while driving in snowy conditions should be avoided at all times. The high-beam "shooting" light will reflect off falling and blowing snow and reflect back at you, further reducing visibility.
- Visser Trucking LLC drivers will also be educated on the dangers of "snow hypnosis". Snow hypnosis occurs when a driver is traveling directly into heavy snow and begins to focus on the falling snow instead of the road ahead. This can cause a hypnotic-like effect on the driver. The danger of snow hypnosis is especially prevalent at night.
- In extreme conditions, chains may be necessary.

Ice

- Drivers will receive training in fundamental safety procedures for driving on icy roads. All Visser Trucking LLC drivers need to be aware of changes in road surface conditions that may affect the vehicle's traction. To help our drivers, Visser Trucking LLC has developed the following procedures for driving on icy roads for this defensive driving policy:
- As with all extreme weather conditions, if you must continue, the safest techniques to employ are to reduce speed and increase your following distance. But of these two, increasing following distance is by far the most important. Depending on the temperature and road conditions, stopping distance (distance needed to come to a complete stop) on icy roads can increase four to ten times versus stopping from the same speed on a dry road.
- Visser Trucking LLC drivers will be educated on the dangers of "black ice". Black ice forms when temperatures drop rapidly and any moisture on the road surface freezes into a smooth, almost transparent layer of ice. What makes black ice particularly dangerous is that you may not realize you are on it until it's too late. Determining the correct speed and safe following distance will be left to your best judgment.
- Bridges and overpasses are other areas to which you should give special attention. Ice will tend to form first on bridges and overpasses because cold air circulates both above and below these structures causing the temperature to drop more rapidly than on normal roads. Any moisture on the road surface of a bridge or overpass will freeze quicker and harder than elsewhere on the road. Extreme caution and a reduction in speed should be used by all Visser Trucking LLC drivers while traveling over bridges and overpasses.

Night driving

Drivers will receive training in fundamental safe driving techniques for driving at night. All Visser Trucking LLC drivers need to be aware of the potential hazards driving at night present. These hazards include fatigue, reduced visibility, poor lighting, other (impaired) motorists, and animals on the road. To help our drivers better prepare for driving at night, Visser Trucking LLC has developed the following procedures for this defensive driving policy.

Fatigue is perhaps the most dangerous hazard of driving at night. Nothing we do at Visser Trucking LLC is worth any one getting hurt. Fatigue usually sets in at night, but a tired driver, at any time of day, is an unsafe driver. Fatigue reduces drivers' reaction time and perception. All drivers are to review the following fatigue warning signs:

1. Your eyes close or go out of focus by themselves.
2. You can't stop yawning.

3. You are experiencing trouble keeping your head up.
4. You experience short-term memory loss. For example, you can't remember the last several miles you have driven.
5. Your thoughts wander or you begin to daydream.
6. You start drifting into other lanes of traffic, tailgate, or miss traffic signs.
7. You experience an inability to maintain a constant rate of speed.
8. You must jerk the steering wheel hard to correct a drift and get back into your lane.

If you experience any of these signs, it's time to get off the road as soon and as safely possible and get some rest.

- Reduced visibility is a hazard of driving at night. At night, visual acuity (degree of perception) and peripheral vision (side vision) are reduced, and the eyes may have difficulty adjusting from light to darkness. These factors all contribute to reduced visibility while driving at night. The best and safest techniques to counteract these night driving hazards are to reduce your speed and increase your following distance. Reducing speed is also the best way to prevent "out driving" your headlights.
- Poor lighting on the open highway or on rural roads is another hazard Visser Trucking LLC drivers should be made aware of. At night, with poor or no lighting aside from the vehicle's headlights, hazards in the road are much more difficult to see and avoid. You should reduce speed and use extra caution when traveling on poorly lit or unfamiliar roads.
- Impaired motorists (drunk drivers) are a hazard to everyone on the road. Visser Trucking LLC drivers should be especially cautious when driving between the hours of midnight and 3:00 am (typical bar and tavern-closing times). Drivers should be wary of motorists driving in an erratic manner including weaving in and out of traffic lanes, having difficulty maintaining a constant rate of speed, or braking suddenly. If you, as a driver, suspect that you are sharing the road with an impaired motorist, reduce your speed, let the motorist pass, and increase following distance.
- Animals on the road present another kind of hazard while driving at night. Visser Trucking LLC drivers are to be especially alert when driving on roadways lined by woods or tall grass. Animals, especially deer, can jump out in front of an oncoming vehicle with little or no warning. The best techniques to avoid collisions with animals are to not "outdrive" your headlights and to reduce speed. If a collision with an animal is unavoidable, you should drive "through" the animal. This will help prevent a jackknife or rollover type accident.

Road construction

Visser Trucking LLC realizes that chances are good that from time to time our drivers will be faced with having to drive on roadways that are being repaired or under construction. Road construction presents several hazards. Because of this, our drivers are expected to approach road construction work zones the same way they would any adverse driving situation and follow these procedures:

- You should reduce speed and maintain a safe following distance.
- You should drive at or under all special or reduced posted speed limits while traveling through road construction work zones. Safe following distance will be left to your best judgment.
- You should be constantly aware of your immediate surroundings, anticipate the possible actions of other motorists, and expect sudden stops.
- You should watch for construction workers or vehicles crossing the roadway.
- You should use the lane furthest from a construction zone when possible.
- You should avoid sudden lane changes and use headlights and four-way flashers when traveling through construction zones.

Road hazards

Visser Trucking LLC drivers should be aware of the potential danger of encountering various types of road hazards including:

- Soft shoulders or severe pavement drop-offs that can cause rollover type accidents.
- Road debris such as tire recaps, metal, or lumber can cause severe damage to tires, tire rims, electrical systems, and brake lines. You should be aware of the road ahead to identify potential road debris early and take safe and appropriate avoidance maneuvers.

Underpasses

Hitting a bridge, underpass, or viaduct is a danger you should be constantly aware of. This type of accident, often referred to as "topping" a trailer, is always preventable. Visser Trucking LLC drivers need to be aware that the posted height of an underpass is not always accurate. Re-paving and packed snow can reduce the clearance of an overpass enough to cause a problem. In addition, an empty trailer will ride higher than when it is loaded. You should make thorough trip plans. When in doubt of the clearance of an underpass, you should get out of your vehicle and make a visual inspection or find an alternate route.

Fixed objects and special intersections

A good defensive driver will observe items in the area around the vehicle that might cause problems. Checking to be certain there is adequate clearance is the primary thing to watch. In the areas of driveways, alleyways, or plant entrances, the effective defensive driver will analyze the situation carefully, slow down, sound a warning when appropriate, and be ready to yield to the other driver involved.

Physical and mental condition

The company expects its drivers to manage their physical and mental condition well. That especially means keeping a positive attitude when behind the wheel, and taking good care of their physical health. Fatigue is an especially dangerous factor to be aware of.

Personal appearance

If there is a company dress code, follow it carefully. Wear uniforms if provided. Be certain they are clean and pressed. Personal cleanliness is also important.

Following distance

Tailgating is probably the single most common complaint lodged by the general driving public against truck drivers. Here are some specific following distance guidelines:

- use a 3-second interval at speeds up to 40 mph;
- use a 4-second interval at any speed over 44 mph;
- add extra time in bad weather or poor road conditions; and
- add extra following distance if you are being tailgated.

Driving speed

You should drive consistent with posted speed limits, with due regard given to existing traffic, weather, and highway conditions. Never overdrive your headlights at night. That means you should be able to stop safely in the distance you can see clearly in your headlights.

Right of way

As a defensive driver, you should never attempt to exercise the right of way principle. Let the other driver go first. Keep to the right except to pass, or when getting into position to turn left. In town, when you enter a main thoroughfare from a side street, alley, driveway, or a highway ramp, make a full stop at any crosswalk, then another full stop before actually moving into traffic.

Meeting other vehicles

Keep to the right when meeting other vehicles on a roadway. If a vehicle approaches on your side of the road, slow down and pull to the right as far as you safely can. If you have to take this kind of evasive action, and have actually gone off the highway onto the shoulder, be certain you slow the vehicle down sufficiently before you attempt to come back onto the highway. Never pull to the left to avoid an oncoming vehicle.

When merging onto a highway Visser Trucking LLC drivers are expected to:

- Signal early,
- Be patient and watch for an opening,
- Build speed and merge smoothly, and
- Check mirrors constantly.

When exiting a highway, Visser Trucking LLC drivers are expected to:

- Signal and change into the right-hand lane early and safely;
- Signal intentions to exit early;
- Check mirrors constantly;
- Reduce speed and exit.

Curves and turns

The biggest thing to remember in successfully negotiating curves and turns is to slow down. That way you will be able to make any needed adjustments in steering, etc. as required.

Cargo Handling

Policy

Visser Trucking LLC is committed to safe and efficient handling and transporting of our customers' products. Our goal is to incur zero cargo loss or damage and to deliver all cargo in a safe and timely manner.

Responsibility

It is the responsibility of all employees of Visser Trucking LLC to know and understand these policies and how to properly interact with our customers pertaining to the movement of their products.

It is the responsibility of all drivers to load and secure all freight properly. It is the responsibility of the driver's supervisor to assure that all drivers have been properly trained in the handling and securing of our customer's freight.

Procedure

Loading and Unloading Schedules

Visser Trucking LLC drivers must not contact a customer to change a scheduled load or unload appointment. When a scheduled pickup or delivery appointment cannot be met for any reason, the driver must contact his/her supervisor immediately.

The driver will report all expected customer service delays of 60 minutes or more to his/her dispatcher. Delays are to be reported as soon as possible so the company can notify the customer of the anticipated delay and reschedule the appointment time, if necessary. When reporting late pickup or delivery incidents, the driver will provide his/her current location, reason for delay, and estimated time of arrival.

At Shipper

Upon arrival at the shipper, the driver will check in with the responsible shipping personnel and receive instructions. The driver will follow the shipper's loading instructions and obey all safety rules. Once assigned a loading dock or location, the driver will secure the vehicle at that dock or location. No Visser Trucking LLC vehicle will be left unattended until the driver is confident the vehicle is secure from moving.

When necessary, Visser Trucking LLC drivers may be expected to hand load, assist in loading, or supervise loading. If required to hand load or assist in loading, drivers will follow proper lifting and bending techniques.

The driver will keep a piece count of all freight and will verify the quantity listed on the bill of lading. If there is a discrepancy, the driver must not sign the bill of lading and must contact their supervisor immediately for instructions.

Upon completion of the loading process, the driver must verify that the cargo is secure from shifting, falling, or collapsing while in transit.

Visser Trucking LLC drivers are required to check bills of lading and other paperwork to assure accuracy and proper signature before leaving the loading dock or area. If there is any discrepancy in the paperwork, the driver must contact his/her supervisor for further instructions.

After loading has been completed and all paperwork is signed, if appropriate the driver will seal the load and note the seal number

on the bill of lading in the presence of the shipper.

The driver is required to assure that their loaded vehicle is within legal weight limits for each axle and total gross weight. Unless otherwise instructed, the driver will weigh their load at the shipper or the nearest certified public scale. If a load is found to be overweight, the driver must contact his/her supervisor immediately for further instructions.

In Transit

Unless the driver has been instructed not to inspect the cargo by an authorized Visser Trucking LLC official, or inspection is impractical due to the trailer being sealed, the driver will inspect the integrity and securement of their cargo within the first 50 miles of their trip. They will also inspect their cargo at each change of duty status, after driving for 3 hours, or after driving 150 miles, whichever comes first.

If a problem is found at any time, the driver will make necessary adjustments to assure continued safety of the load. If damage occurs or if any problem will cause a delay in delivery, the driver will contact his/her dispatcher immediately.

Cargo Security: Theft Protection

It is the policy of Visser Trucking LLC that all information pertaining to cargo contents, pickup and delivery schedules, and designated routes, is strictly confidential. Drivers are prohibited from discussing any of this information with any person other than authorized Visser Trucking LLC personnel. Any driver failing to abide by this policy will be subject to disciplinary action up to and including termination of employment.

All drivers are expected to take reasonable precautions to prevent damage to company vehicles and theft of the customer's product while in transit. Drivers should only park in safe, well-lit parking locations, designated for commercial vehicles. Drivers wishing to park overnight at a customer's location must contact their supervisor to obtain prior approval.

Unless authorized by appropriate Visser Trucking LLC personnel, drivers must not take any load to or through home. The company will, in certain rare circumstance, give drivers permission to take loads to or through home, but drivers who do so without prior approval are subject to disciplinary action up to and including termination of their employment. Parking a Visser Trucking LLC vehicle in residential areas is strictly forbidden in any case.

At Receiver

Upon arrival at a stop off or the final destination, the driver will check in with the receiver and get unloading instructions. The driver must follow receiver's unloading instructions and obey all applicable customer safety rules.

Once permission to unload has been given, the driver should proceed to the unloading location or dock and secure the vehicle. No Visser Trucking LLC vehicle will be left unattended until the driver is certain the vehicle is secure from moving.

As in loading, Visser Trucking LLC drivers may be expected to hand unload, assist in unloading, or supervise unloading. If required to hand unload or assist in unloading, all drivers will follow proper lifting and bending techniques. When drivers are unloading they will keep a piece count of all freight and verify the quantity listed on the bill of lading.

In the event of cargo damage, overage, or shortage, the driver must not sign the bill of lading or any other paperwork and must contact his/her supervisor immediately for further instructions. Upon completion of the unloading process, the driver must have the receiver sign the bill of lading and obtain any other paperwork related to the load. If the receiver refuses to sign the bill of lading, the driver must contact his/her supervisor before leaving the facility.

Visser Trucking LLC drivers are expected to be courteous, cooperative, and respectful at all times while at a customer site. If a conflict arises at any customer location, drivers should not attempt to resolve the issue themselves, but should contact their supervisor or customer service personnel immediately for assistance in resolution.

Idling Policy

Policy

Idling of a commercial vehicle burns one gallon of fuel per hour and contributes greatly to air pollution and other environmental problems. Because of this, Visser Trucking LLC has a “no idling” policy for all its company trucks and company employees.

Idling any Visser Trucking LLC vehicle for more than 10 minutes, except in adverse weather conditions, will be considered excessive and could result in disciplinary action. Adverse weather conditions are seen as those times when the ambient temperature outside the vehicle is below 30 degrees or above 75 degrees. Idling will be allowed during these times to allow for driver comfort while sleeping or resting in the company vehicle.

No company vehicle should be left running (idling) while unoccupied by the driver.

Responsibility

It is the responsibility of the dispatcher to assure that the driver is aware of this policy and its importance to the company.

It is the responsibility of each driver to adhere to this policy and to do everything in their power to conserve fuel and promote environmental “best practices” on behalf of Visser Trucking LLC.

Procedure

All company drivers will turn off their trucks when exiting the truck and when ever sitting still for more than 10 minutes, except as noted above for adverse weather conditions. Drivers are not required to turn off their engines while in a traffic jam, if sitting behind the wheel waiting to move, unless the road is going to be closed for more than 30 minutes.

The driver's supervisor will monitor the idling percentage of each company vehicle through engine computers and other accepted industry techniques. All violations and discrepancies from the stated guidelines will be reported to the dispatcher/supervisor.

The dispatcher/supervisor will address all violations of this policy with the driver in question, and will initiate disciplinary action as deemed necessary. Continuous and blatant violation of this policy could result in termination of employment with Visser Trucking LLC if necessary.

Items Prohibited in the Vehicle

Policy

Visser Trucking LLC understands that driving is a serious business. Drivers are presented with challenges and decisions every day that could mean the difference between continued success, failure, or injury to themselves or others.

The list of items prohibited in all company vehicles identified below, is what Visser Trucking LLC feels is a minimum set of guidelines needed to promote the safety and well-being of its drivers and the motoring public.

Responsibility

It is the responsibility of the driver's supervisor to assure that every driver receives this list during new driver orientation and that each driver understands the consequences associated with violation of this policy.

Procedure

The following list of items prohibited from company vehicles will be given to each driver during orientation and will be reviewed with each driver prior to their first dispatch:

- Any illegal drugs or any drugs not sold by prescription or over-the-counter
- Any alcohol or item containing enough alcohol that could be deemed restrictive to the driver's duties.
- Any item within the driver's reach while in the driver's seat that could be considered a distraction from the duties of driving, such as small TV's, PDA's, computers, etc. These items may be in the truck for use while the vehicle is not moving, but may not be within the driver's reach while in operation.
- Any material (written or otherwise) that may be seen as offensive to the motoring public which is in plain view by anyone passing or looking into the company vehicle.
- Any explosives including fireworks of any kind.
- Space heaters and other electrical devices that are not made for commercial vehicles and are deemed unsafe for operation within a commercial motor vehicle by the DOT.

This is not an all-inclusive list but a basic guideline for all drivers to follow. It may be added to at any time and all drivers should use common sense when determining what should or should not be carried in their company vehicles.

Any observation of violation of this policy should be reported to the dispatcher/supervisor immediately. If a dispatcher is notified of this violation, he/she will contact the driver in question and discuss it with them immediately.

Violation of this policy will result in reprimand and continued violation could result in termination of employment with Visser Trucking LLC.

Moving Violations

Policy

It is the policy of Visser Trucking LLC that all moving violations incurred by any company driver or independent contractor leased to Visser Trucking LLC are the responsibility of the driver or independent contractor.

Visser Trucking LLC does not condone actions that would warrant any type of moving violation and continuous issuance of moving violations to any particular driver or independent contractor will result in disciplinary action up to and including termination of employment with Visser Trucking LLC.

Responsibility

It is the responsibility of the safety department to maintain current driving records on all company drivers and independent contractors leased to Visser Trucking LLC.

The safety department is expected to score the drivers' records in an objective manner by using a weighted system to measure the severity of each offense. The drivers must be treated in the same manner for similar offenses.

The safety department must discipline any infractions of this policy, including hiding offense until the annual Motor Vehicle Record (MVR).

All driving personnel must be aware of their responsibility to drive safely and to report any moving violations. They are responsible to know the standards set forth by the company and any ramifications.

It is the responsibility of each and every driver to inform the safety department within 24 hours of the issuance of any moving violation.

Any attempt by a driver to hide an offense by ignoring the reporting procedures may result in discipline up to termination.

Procedures

Driver applicant's driving record

Requesting MVRs

Visser Trucking LLC will request an MVR for the driver applicants, including leased drivers, being considered for employment after Visser Trucking LLC has received the completed and signed employment application. During orientation, as part of the pre-hire process, the safety department will obtain a current driving record on each driver in order to establish driving status and to create a benchmark for future comparison and evaluation.

An MVR will be requested from every state the applicant has lived in during the past 3 years.

If an MVR request from a former state of residency comes back indicating "no record found," the MVR request will be placed in the driver's qualification file (if hired) as verification that Visser Trucking LLC attempted to obtain the information.

Reviewing MVRs

Visser Trucking LLC’s safety department will review all MVR information to determine if driver applicant meets company hiring standards regarding driving records, and will compare the MVR against the employment application to check for completeness and accuracy.

Visser Trucking LLC expects its drivers to operate in a safe, legal, and professional manner at all times. Drivers convicted of moving traffic violations jeopardize their livelihood and Visser Trucking LLC's safety standards.

All drivers for Visser Trucking LLC are expected to maintain an acceptable driving record. Moving traffic violations include speeding, improper lane changes, driving too fast for conditions, following too close, failure to yield, etc. They do not include parking or equipment violations.

The following point values have been assessed to the corresponding conviction or incident:

| Conviction/Incident | Assessed Points |
|---|------------------------|
| Not wearing a seatbelt | 3 |
| Speeding <15 mph over posted speed limit | 3 |
| Improper backing | 3 |
| Driving too fast for conditions | 6 |
| Improper lane usage | 6 |
| Speeding ≥15 over posted speed limit | 6 |
| Passing a stopped school bus | 6 |
| Failure to yield | 3 |
| Speeding in construction zone | 6 |
| Following too close | 6 |
| Failure to follow traffic control device | 3 |
| Improper lane change | 6 |
| Any accident where in wrong or assessed points | 12 |
| Driving while intoxicated (DWI) or Driving Under the Influence (DUI) | 12 |
| Reckless driving | 8 |
| Endangering other | 12 |
| Hit and run | 12 |
| License suspension for moving violation | 3 |
| License suspension for improper equipment, tags, or vehicle registration | 3 |
| License suspension for failure to pay fine | 2 |
| License suspension for expired physical (applicable only to certain states) | 3 |

Applicants must have no more than 9 points assessed (from company scoring formula) based on convictions for moving traffic violations within 3 years. The points assessed are based on company policy, not state licensing criteria.

Existing driver’s driving history

Requesting MVRs

Visser Trucking LLC’s safety department will review all MVR information to determine if a current company driver or independent contractor leased to Visser Trucking LLC meets company safety standards regarding driving records, and will compare the MVR against the list of violations required under §391.27 for completeness and accuracy.

An MVR will be requested from every state the applicant has lived in during the past year.

Reviewing MVRs

Visser Trucking LLC expects its drivers to operate in a safe, legal, and professional manner at all times. Drivers convicted of moving traffic violations jeopardize their livelihood and Visser Trucking LLC's safety standards. All drivers for Visser Trucking LLC are expected to maintain an acceptable driving record. Moving traffic violations include speeding, improper lane changes, driving too fast for conditions, following too close, failure to yield, etc. They do not include parking or equipment violations.

The following point values have been assessed to the corresponding conviction or incident:

| Conviction/Incident | Assessed Points |
|---|-----------------|
| Not wearing a seatbelt | 3 |
| Speeding <15 mph over posted speed limit | 3 |
| Improper backing | 3 |
| Driving too fast for conditions | 6 |
| Improper lane usage | 6 |
| Speeding ≥15 over posted speed limit | 6 |
| Passing a stopped school bus | 8 |
| Failure to yield | 3 |
| Speeding in construction zone | 6 |
| Following too close | 6 |
| Failure to follow traffic control device | 3 |
| Improper lane change | 6 |
| Any accident where in wrong or assessed points | 12 |
| Driving while intoxicated (DWI) or Driving Under the Influence (DUI) | 12 |
| Reckless driving | 8 |
| Endangering other | 12 |
| Hit and run | 12 |
| License suspension for moving violation | 3 |
| License suspension for improper equipment, tags, or vehicle registration | 3 |
| License suspension for failure to pay fine | 2 |
| License suspension for expired physical (applicable only to certain states) | 3 |

All company drivers, including drivers leased to the company, are expected to meet the following guidelines:

- Drivers who have between 0 and 9 points assessed (from company scoring formula) based on convictions for moving traffic violations within 3 years are considered to have a **satisfactory** driving record. The points assessed are based on company policy, not state licensing criteria.

- Drivers who have between 10 and 12 points assessed (from company scoring formula) based on convictions for moving traffic violations within 3 years are considered to have an **unsatisfactory** driving record. The points assessed are based on company policy, not state licensing criteria. These drivers will have the following disciplinary action *of a written warning*.
- Drivers who have between 13 or more points assessed (from company scoring formula) based on convictions for moving traffic violations within 3 years are considered **disqualified** from driving a company commercial motor vehicle. The points assessed are based on company policy, not state licensing criteria. These drivers will have the following disciplinary action: *documented written warning, suspension, remedial driver training*.

Any driver who is disqualified from driving a commercial vehicle under Sec. 383.51(c) or Sec. 391.15 for serious traffic violations (or any driver that is disqualified for any other reason) will not be allowed to drive a company vehicle.

Notifying employer

Should any driver or independent contractor leased to Visser Trucking LLC receive a moving violation they must contact the dispatcher and their supervisor within 24 hours of the issuance of the violation.

The driver must then send a photocopy of the violation directly to the office, and proceed according to the instructions on the citation. If arrangements need to be made for a future court appearance relating to a specific violation issued, the driver must inform the dispatcher of this as well.

If re-routing is necessary to accommodate a court appearance by a driver in relation to a moving violation issued while driving for Visser Trucking LLC, the dispatcher will make every reasonable effort to accommodate this. If re-routing for this purpose is not possible, the dispatcher will inform the driver of this as soon as possible.

Should the issuance of a moving violation result in any additional action being taken against a driver's license, such as suspension, the driver will inform Visser Trucking LLC as soon as this is determined and what date the action is expected to go into affect.

Drivers must notify the company's Designated Employer Representative (DER), immediately of any moving violation issued at the scene of an accident or issued within 32 hours after the accident occurred. This is to ensure that the DOT drug and/or alcohol testing is conducted if the citation occurs within the time frames outlined in §382.303.

A failure to report the citation will result in the following disciplinary actions: Discharge.

Non-commercial vehicle violations

These violations must also be reported to the safety department.

Out-of-Route Miles

Policy

Out-of-route miles have a significant impact on fuel costs, which directly affects the profitability of Visser Trucking LLC. It is conservatively estimated that a commercial truck averages ten percent *avoidable* out-of-route miles per year. Based on the total number of miles driven, this could mean tens of thousands of dollars of lost revenue for our company. Visser Trucking LLC strives to keep unauthorized and avoidable out-of-route miles to an absolute minimum in order to minimize the cost of each trip. It is our goal to have a fleet out-of-route mile percentage of 2% or less for each quarter.

Responsibility

It is the responsibility of the Operations department, the supervisors, and the dispatchers to determine what is deemed acceptable, unacceptable, or unauthorized pertaining to each dispatch and the miles associated with that dispatch. Furthermore, advanced planning and communication must be done to keep out-of-route miles to a minimum when a driver goes home.

It is the dispatcher's responsibility to convey this information to the driver to assure proper adherence to this policy.

Procedures

Paid miles per trip will be determined by the dispatcher and/or load planner using *google trucking maps and pc miler (practical truck route using 13'6" height and 53' trailers)*. These are the miles that are considered to be authorized and acceptable.

Mileage information will be given to the driver by the dispatcher at time of dispatch if asked, along with all other dispatch information.

If it is determined by the driver that out-of-route miles will be necessary for any reason such as construction, hazmat routing, etc., the driver must notify the dispatcher immediately and receive authorization for this as well as possible route change recommendations.

While en route, if unexpected out-of-route miles occur for any reason, the driver must notify dispatch immediately with total miles out of route, reason for the out of route, and what affect this may have on the delivery/pickup schedule, if any.

Running through home while under a load, as well as going home empty, must be pre-approved by dispatch. Going home without prior authorization is strictly forbidden and will result in disciplinary action up to and possibly including termination of employment with this company.

Out-of-route mileage will be reviewed every quarter. Amounts exceeding allowed standards will be noted, and the driver will be notified as to the mileage variations. Recommendations, retraining, and/or disciplinary action, including but not limited to charge back of excess miles at a rate of 60/cpm after 4% out of route miles are calculated will take place as is deemed appropriate by management.

Since it is the policy of Visser Trucking LLC that owner/operators (lease/operators) are not paid for any out-of-route miles, notification of such action by the owner/operator to the dispatcher is not necessary. However, if going out of route by an owner/operator is going to cause a change in the expected pickup or delivery schedule, dispatch must be notified immediately.

Permits and Permit Book Maintenance

Policy

Permit books are the property of Visser Trucking LLC and will be issued to each driver during orientation. Independent contractors leased to Visser Trucking LLC will also be issued a permit book during orientation, which will include a copy of their lease agreement and any other truck specific paperwork.

Responsibility

The driver's supervisor will assure that every permit book is current when it is given to the driver at orientation.

It is the responsibility of each driver to make sure that their permit book is current at all times and to notify the supervisor if something needs to be updated or replaced.

Procedure

During orientation, the supervisor will review with each driver, the permit book belonging to the equipment that has been assigned to the driver. If anything is missing or out of date, it will be corrected before the driver receives their first dispatch.

While on the road, the driver will make sure that all permits and documentation relating to the equipment they are driving is up to date at all times. Should anything need to be replaced or up-dated, the driver will contact the safety department immediately and make arrangements for the new permits to be sent to somewhere to be picked up i.e. truck stop or home. If the driver will be returning to the terminal before the old permit runs out, they may notify the department when they expect to be in to pick the permit up.

If any one-time permits are needed, such as OD/OS permits, the driver will notify the supervisor as soon as it is determined that a permit is needed and provide to them all necessary information.

If a driver chooses to take a load, knowing that certain permits are invalid, not up-to-date, or not present, and a related citation/fine is issued by authorities, the driver will be responsible for paying that fine.

Upon termination of employment with Visser Trucking LLC all drivers and independent contractors must return their permit book to the company before the final pay settlement will be issued.

Pets/Truck Return/Equipment Policies

Policy

Visser Trucking LLC does not openly condone personal pets in company vehicles however; we realize that some people consider their pets as members of their own family. We are always concerned over the continued physical and mental well-being of our drivers and realize that refusing to allow pets in company vehicles may result in increased stress and hardship for some of our drivers.

With that in mind, Visser Trucking LLC will allow the transportation of no more than one small pet (under 50 pounds) in the company vehicle assigned to each driver.

The driver must follow the guidelines listed below, and needs to understand that this policy may be rescinded at any time, should abuse of this policy occur.

Responsibility

It is the responsibility of each driver wishing to have a pet in their company vehicle to know, understand, and abide by all rules as listed in the “procedure” section of this policy.

Procedure

Any driver wishing to have a pet in their company vehicle must notify the dispatcher of this prior to receiving their first dispatch.

A driver may have no more than one pet in a company vehicle at any time, and the pet must be less than 50 pounds.

All pets must be properly licensed and vaccinated and the driver must provide proof of this to the dispatcher or safety department.

All pets should be “house-trained” prior to taking them in a company truck. New puppies and kittens are strongly discouraged.

Drivers must have their pets on a leash at all times when outside the vehicle, and should not remove their pet from the company vehicle while at any customer’s facility.

Visser Trucking LLC does not accept any responsibility for the actions of any pet while in, on, or around a company vehicle. If a bite or attack by a driver’s pet occurs while on the road, the driver will be responsible for all legal and medical considerations as well as any other related fines and expenses.

If a pet is found to be violent or aggressive, the driver will be asked to remove the pet from the company vehicle immediately.

All drivers wishing to have a personal pet in their company vehicle will be charged a \$100 deposit to go toward damages and cleaning of the company vehicle when the driver is assigned a different unit or employment is terminated. Each time the driver changes assigned trucks the driver must establish a new \$100 deposit for the new truck.

Once a pet is removed from a company truck, Visser Trucking LLC will have the truck cleaned and detailed. If any addition costs are incurred by the company, over and above the \$100, to restore any company vehicle to the condition it was in prior to a pet being put in it, the driver will be charged the additional costs and Visser Trucking LLC will provide documentation to the driver outlining the additional expenses.

Truck return

It is the responsibility of the driver to return an assigned vehicle in the same condition they received it in. All equipment is detailed and in clean neat condition with floors vacuumed or wiped out dashes clean and free of adhesives, windows are clean and streak free. Visser Trucking LLC will not tolerate equipment that is not returned in the same condition it was received or the driver will be charged a \$25.00 per hour cleaning fee and be responsible for repairs that have to be made to fix adhesive markings on dashes and broken knobs etc.

Equipment alterations

Any of Visser Trucking LLC's equipment that is altered in any way shape or form is strictly prohibited. (lights, gauges, wiring, tinting, etc.).

Prohibited Driving Practice

Policy

Illegal, unsafe, and unprofessional driving practices are all considered to be “prohibited” driving practices, and will not be condoned by Visser Trucking LLC at any time.

Any driver observed performing this type of driving will be subject to disciplinary action up to and including termination of employment with Visser Trucking LLC.

A list of prohibited driving practices is included in the “procedure” section of this policy.

Responsibility

It is the responsibility of every driver to operate their equipment in a safe, professional, and legal manner at all times. It is also the responsibility of every driver to know and understand all local, state, and federal regulations pertaining to the operation of commercial motor vehicles where ever they are.

Procedure

All Visser Trucking LLC drivers will operate their company equipment in a safe and professional manner at all times and will abide by all applicable rules and regulations. This also applies to all independent contractor leased to Visser Trucking LLC.

Below is a list of some of the actions that are considered by Visser Trucking LLC to be “prohibited driving practices” and will result in disciplinary action. This list is a representation only and does not constitute a complete list of all actions that Visser Trucking LLC may consider to be “prohibited driving practices.”

Speeding

Aggressive lane change

Tailgating

Over-speed on exit and entrance ramps

Lack of turn signal use

Excessive speed in curves

Excessive speed for road or weather conditions

Attempting to go around railroad crossings that are signaling an approaching train

Not stopping at any railroad crossing while transporting hazardous materials

Any action that can be viewed as “road rage”

As stated above, this is not an all-inclusive list as other actions may be considered to be “prohibited driving practices” should the situation warrant.

Any report of a company driver or independent contractor driving in an aggressive manner or performing any of the above listed actions will be investigated. If the driver is in fact found to be in direct violation of this policy, they will be brought into the terminal for discussion and possible re-training with the safety department and attend an orientation class again.

If continued actions of this type are observed and documented, the driver will be subject to disciplinary action including termination of employment with Visser Trucking LLC.

Rider / Passenger Policy

Policy

It is the policy of Visser Trucking LLC that no unauthorized riders or passengers are allowed in company vehicles.

Anyone that the company driver wishes to be allowed as a passenger in their company vehicle must be pre-approved in writing by the safety department.

All authorized passengers must be related to the driver in some way i.e. child, spouse, etc, and can not be younger than 12 years of age.

Responsibility

It is the responsibility of every driver to assure that no passenger or rider is allowed in a company vehicle without first adhering to these guidelines

It is the responsibility of safety department to review this policy with each driver during orientation and to perform on-going monitoring and documentation in reference to all passenger requests made by drivers.

Procedure

If a driver wishes to have a passenger or rider on their vehicle they must first complete the passenger authorization form and provide the following items for verification:

- Copy of passenger's driver's license (or other form of I.D)
- Copy of birth certificate if passenger is a minor
- Proof of relationship to driver
- Completed passenger authorization form signed by driver and passenger
- 1st month's premium for passenger insurance (Waiver of Visser Trucking LLC or their insurer is not responsible for the riders in any way shape or form regardless of the situation).

All passengers will be required to be on the company's passenger insurance policy and premiums will be deducted directly from the driver's pay settlement unless other arrangements are made prior to the passenger getting on the truck.

All passengers will not interfere with the operation of the company vehicle by the driver and must abide by all posted rules and regulations while at any customer's facility.

Passengers may not assist with freight loading and/or unloading unless they have received training in freight handling by the safety department and have received written clearance to do so.

A copy of the passenger authorization form must be carried in the vehicle at all times.

Scaling of Loads and Proper Loading

Policy

Visser Trucking LLC believes that each load its drivers haul should be loaded correctly and safely, and should not be in violation of gross weight or axle weight guidelines.

Every Visser Trucking LLC driver has the final say as to the condition and stability of his/her load as they are the company representative on the scene and should act accordingly. Any discussion or disagreement pertaining to weight or loading concerns should be referred to management immediately.

Responsibility

It is the responsibility of the driver to be sure that his/her load is loaded correctly and that there are no weight issues prior to proceeding with the load.

Procedure

Upon arrival at the shipper, the driver will ascertain the weight of the freight and make any equipment adjustments necessary to accommodate the load such as moving the 5th wheel, sliding the trailer axles, pre-determining freight positioning, etc.

Once the freight is loaded and properly secured, the driver will proceed to the nearest scale and weigh the vehicle to determine total gross weight as well as axle weight. This should be done on the shipper's premises if possible. If a scale is not available at the shipper, the driver should not go any further than necessary to find a scale since there may be a need to return to the shipper for load adjustment.

After scaling the vehicle, if an overweight problem exists, the driver will contact his/her dispatcher and return to the shipper for weight adjustments. All drivers are required to load as close as possible to the legal maximum weight or at least 25 tons minimum unless it is a flat rated load or the product is too light to max out before the trailer is full. (If this does not happen the driver will be docked on that loads pay).

If the driver chooses to continue with the load without returning to have the weight adjusted, having not received authorization to do so, the driver will be responsible for any resulting citation or fine issued. In addition, if any driver does not scale their load and receives an overweight fine while in transit, the driver will be responsible for that fine.

Use of Electronic Equipment While Driving

Policy

It is the policy of Visser Trucking LLC that no employee will use any type of handheld electronic device while operating a company vehicle or while driving their personal vehicle on company business.

This includes, but is not limited too, cell phones, laptops, QUALCOMM, GPS systems, and calculators.

Responsibility

It is the responsibility of the supervisors to inform each employee of this policy during new-hire orientation.

It is the responsibility of all management and supervisory staff to assure compliance with this policy by all employees at all times.

Procedure

Supervisors will inform each employee at time of hire as to the requirements of Visser Trucking LLC pertaining to this policy. The Supervisors will note the time and date that this policy is reviewed with each employee, in their employee file.

Any employee found violating this policy will be subject to disciplinary action up to and including termination.

Any ticket received by a driver, for the illegal use of a cell phone or electronic device, will be the responsibility of the driver and must be reported to Visser Trucking LLC within 24 hours of its issuance. (Keep in mind this is a \$2,750.00 fine to the driver and \$11,000.00 fine to the company and not to mention several points against the driver and the company).

Verification of Load Information (B.O.L.)

Policy

All verification of load information and correct use of Bill of Lading (BOL) forms will be completed by the driver.

Any discrepancies noted by the driver should be communicated to Visser Trucking LLC before the driver signs the associated paperwork and takes receipt of the freight.

Responsibility

It is the responsibility of the supervisor to verify that each driver understand proper completion of the BOL, what items must be included on the BOL and actions to be taken by the driver in the case of a problem.

It is the responsibility of the driver to represent Visser Trucking LLC in a professional manner and to not sign for any freight until they have verified that its condition, count, and product makeup are satisfactory by company standards.

Procedure

Upon arrival at the shipper the driver will obtain the paperwork associated with their load and verify that all information is correct and complete.

The driver will then supervise the loading of their trailer to assure that the product loaded matches what is listed on the BOL. If the trailer is pre-loaded, the driver will make every reasonable attempt to inspect the freight and verify its correctness and condition.

If the driver is instructed to pick up a load that is pre-loaded on a sealed trailer, the driver will sign the BOL, "One sealed trailer, CONTENTS unknown." This identifies that you are signing for a sealed trailer of product and that you do not know nor do you accept the condition of the contents.

All BOL's should be signed, "Shipper load and count or SLC" unless the driver actually loads the trailer.

Any discrepancies found in quantity, description, or condition of freight during loading should be passed on to the dispatcher immediately, before signing for the freight or leaving the dock of the shipper.

Driver Logs - Property-Carrying Vehicles

Policy

Visser Trucking LLC is strongly committed to full compliance with the current federal hours-of-service regulations, as well as any additional local regulations which may apply. The hours-of-service (logging) regulations for drivers of property-carrying vehicles are part of the Federal Motor Carrier Safety Regulations, specifically contained in Part 395 of the FMCSRs.

A major element of individual compliance with the hours-of-service regulations is regular completion of the company's specified log form, including all 11 required items.

Visser Trucking LLC requires use of Keep Truckin electronic application or pre approved driver log formed provided to the drivers by Visser Trucking LLC. Drivers should use only the forms provided by Visser Trucking LLC to keep track of their time. Following you will find guidelines on what Visser Trucking LLC expects in completion of the required documents.

Responsibilities

Drivers are expected to know and apply both logging procedures under the FMCSRs and company policy. Infringements will result in corrective actions up to termination.

Dispatchers and managers will be expected to instruct and correct drivers on the proper completion of a driver log.

Driver Logs Procedures

Sec. 395.1(e)(1) allows for an exemption from Sec. 395.8 (standard log) requirements if a driver can meet all of the following conditions:

- driver operates within a 100 air-mile radius of the normal work reporting location;
- driver (except a driver salesperson) returns to the work reporting location and is released from work within 12 consecutive hours;
- at least 10 consecutive hours off duty separate each 12 hours on duty;
- driver does not exceed 11 hours maximum driving time following 10 consecutive hours off duty; and
- motor carrier maintains and retains for a period of 6 months accurate and true time records showing the time the driver reports for duty each day, the total number of hours the driver is on duty each day, the time the driver is released from work each day, and the total time for the preceding 7 days in accordance with Sec. 395.8(j)(2) (for drivers used for the first time or intermittently).

Drivers making use of the 100 air-mile exemption on certain days must shift back to providing a standard log document for any day when they do not meet the exemption requirements.

For example, driver A falls under the 100 air-mile exemption for 20 days out of the month, but exceeds that distance requirement on the remaining 11 days. He/she would be required to complete standard log forms for the 11 days, but could make use of a simple time sheet document for the other days. Visser Trucking LLC needs to make certain the distinction between "logging" days and 100-air-mile radius days is clear on the time recording document.

Sec. 395.1(e)(2) allows for an exemption from Sec. 395.8 (standard log) requirements and Sec. 395.3(a)(2) (14-hour rule) if a driver can meet all of the following conditions:

- driver is not required to carry a commercial driver's license (CDL);
- driver stays within a 150-air-mile radius of the normal work reporting location (150 air miles are equivalent to 172.6 statute miles);
- driver returns to that work reporting location at the end of each duty tour; and
- driver does not drive after the 14th hour after coming on duty on 5 days of any period of 7 consecutive days, or after the 16th hour after coming on duty on 2 days of any period of 7 consecutive days (a valid 34-hour restart may be used to begin a new 7-consecutive-day period).

Drivers claiming this exemption must comply with the 10-hour off-duty rule, the 11-hour driving rule, and the 60/70-hour limit, and must not use the 100-air-mile-radius exception, the sleeper-berth option, or the 16-hour short-haul exception.

Under this non-CDL 150-air-mile exemption, Visser Trucking LLC must maintain time records for 6 months showing the time the driver reports for duty each day, the total number of hours the driver is on duty each day, and the time the driver is released from duty each day (and the total time for the preceding 7 days for drivers used for the first time or intermittently).

Using the Log Grid

Time on the grid is entered in one of four different duty statuses. Following is a description of each of the types of duty statuses:

- **Off duty:** A driver may log off duty when he/she is relieved of responsibility for his/her job. (Example: days off, company authorized meal stops)
- **Sleeper berth:** Drivers may log time on this line that they actually spend in a sleeper berth which meets the requirements set forth in Sec. 393.76 of the FMCSRs.
- **Driving:** A driver must log on this line all time spent at the "driving controls of a commercial motor vehicle in operation" (Sec. 395.2).
- **On Duty (Not Driving):** All other time when the driver is working or is in the vehicle and not in the sleeper or driving must be logged on line 4.

On-duty time includes:

- all time at a plant, terminal, facility, or other property, of a motor carrier or shipper or on any public property, waiting to be dispatched, unless the driver has been relieved from duty by the motor carrier;
- all time inspecting, servicing, or conditioning any commercial motor vehicle at any time;
- all driving time as defined in the term "driving time";
- all time, other than driving time, in or upon any commercial motor vehicle except time spent resting in a sleeper berth, time spent resting in or on a parked vehicle, and up to 2 hours spent riding in the passenger seat of a moving property-carrying vehicle immediately before or after spending at least 8 consecutive hours in a sleeper berth;
- all time loading or unloading a commercial motor vehicle, supervising, or assisting in the loading or unloading, attending a commercial motor vehicle being loaded or unloaded, remaining in readiness to operate the commercial motor vehicle, or in giving or receiving receipts for shipments loaded or unloaded;
- all time repairing, obtaining assistance, or remaining in attendance upon a disabled commercial motor vehicle;
- all time spent providing a breath sample or urine specimen, including travel time to and from the collection site, in order to comply with the random, reasonable suspicion, post-accident, or follow-up testing required by Part 382 of this subchapter, when directed by a motor carrier;
- performing any other work in the capacity, employ, or service of a motor carrier; and
- performing any compensated work for a person who is not a motor carrier. (Sec. 395.2)

The following 11 items must appear on any log:

- the graph grid with a "remarks" section (can be used either vertically or horizontally)
- the date
- the total miles driving on the 24-hour period covered by the log
- the truck or tractor and trailer numbers
- the name of the carrier
- the carrier's main office address
- the driver's signature/certification
- the 24-hour period's starting time (most commonly midnight or noon, but any other time can be chosen by the carrier for a particular terminal to use on their logs)
- the name of the co-driver
- the total hours (at the end of the grid)
- the shipping document number or name of shipper and commodity.

When you begin to fill out your log, some items can be immediately entered, with the rest being filled in as your day progresses. To begin, fill in the following:

- the date (generally located at top left of the form)
- the full company name (this may already be preprinted on the log form you are using)
- the city and state address (again this may be preprinted on your form; if it's not, the city name must be written out in full, but the state can be abbreviated)
- the truck or tractor and trailer numbers (generally located at the top of the form)
- the co-driver's name, if applicable
- the shipping document numbers or the name of the shipper and commodity (generally located in the Remarks section of the form.)

Drivers have a number of specific responsibilities under the regulations when it comes to keeping their log. They include:

- entries must be current to the last change of duty status.
- entries must be legible and in the driver's own handwriting.
- entries should include all of the required 11 items as described elsewhere in this procedure.
- entries on the log should be made using the time standard in effect at the driver's home terminal.
- entries for multiple days off or vacations can be consolidated onto a single log form, as long as the inclusive dates are clearly shown.
- entries must be done in duplicate, according to the regulations.
- entries made in error should be corrected following these guidelines a copy of the log made in error noting the error and another log filled out with the error corrected and signed.

Always double check your calculations and math before you hand in a log.

Once you have completed a daily log, you are required to submit the original directly or forward it by mail within 7 days.

If a driver cannot submit logs on schedule, he/she should: Contact their supervisor.

Logs should be submitted to *the safety department* on a regular basis.

A driver must have the current day's log, current to the last change of duty status, plus the logs for the previous 7 consecutive days in his/her possession, according to Sec. 395.8 (k)(2). He/she must be able to produce these documents if requested to do so by a law enforcement official or DOT inspector.

Visser Trucking LLC

Logs will be retained (along with all supporting documents) at Visser Trucking LLC for 6 months from date of receipt.

Hours of Service - Property-Carrying Vehicles

Policy

Visser Trucking LC is committed to strictly following the hours-of-service regulations for property-carrying vehicles. Department of Transportation (DOT) regulations require all motor carriers and drivers to follow the hours-of-service requirements. Our hours-of-service procedures will help avoid DOT penalties and reduce driver fatigue.

Responsibility

Drivers are expected to know and apply the property-carrying vehicle hours-of-service rules. They should familiarize themselves with company-specific policies that are in addition to these rules. Any disregard for these hours-of-service rules and/or company-issued policies will result in disciplinary actions by the company.

Drivers are expected to monitor their on-duty/off-duty time and know their availability. They have a certain level of responsibility for safety compliance, in addition to those who dispatch them and those who audit the logs.

A driver is expected to approach a supervisor if he or she has questions about the hours-of-service rules and/or company-issued policies. Any hours-of-service violations resulting from a misunderstanding of the rules may result in refresher retraining.

Drivers are expected to use their best judgment if feeling ill or fatigued. Even if they have available hours under the rules, they must not begin or continue with a shift.

Safety and operations personnel must not allow a driver to violate the hours-of-service rules and/or company-issued policies. Supervisory personnel must not allow a driver to operate a commercial motor vehicle if he or she is ill or fatigued, despite having available hours available under the rules.

Procedures

11-hour driving rule

A driver cannot drive for more than 11 hours following 10 consecutive hours off duty. All time spent at the driving controls of a commercial motor vehicle is considered driving time.

14-hour on-duty rule

A driver cannot drive after the 14th consecutive hour after coming on duty. After the 14th hour, a driver cannot drive again until he/she has 10 consecutive hours of rest.

Rest-break rule

A driver cannot drive if more than 8 hours have passed since the end of the driver's last off-duty or sleeper-berth period of at least 30 minutes.

Short-haul drivers

A short-haul driver may be exempt from the 14-hour rule periodically, under the following conditions:

- The driver must have returned to his/her normal work reporting location and been released from duty at that location for the previous five duty tours the driver has worked;
- The driver must return to the normal work reporting location and be released from duty within 16 hours after coming on duty following 10 consecutive hours off duty; and
- The driver must not have taken this exemption within the previous 7 consecutive days, except when he/she has begun a new 7- or 8-consecutive-day period with a valid 34-hour restart.

Adverse driving conditions

A driver who encounters adverse driving conditions and, because of those conditions, cannot safely complete his/her run within the 11-hour maximum driving time may drive for an additional 2 hours to complete the run.

Adverse driving conditions mean snow, sleet, fog, or unusual road and traffic conditions which were not apparent to the person dispatching the run at the time it started.

A driver may not drive:

- for more than 13 hours following 10 consecutive hours off duty; or
- if more than 8 hours have passed since the end of his/her last off-duty or sleeper-berth period of at least 30 minutes; or
- after he/she has been on duty after the end of the 14th hour after coming on duty, following 10 consecutive hours off duty.

Adverse driving conditions do not include loading or unloading delays or conditions that were apparent before the run was dispatched.

Sleeper berth

The sleeper berth can be used to accumulate required off-duty time, as long as the driver follows prescribed guidelines. A driver can accumulate the required 10 hours of off-duty time by either:

- Spending 10 consecutive hours in the sleeper berth;
- Combining time in the sleeper berth with other off-duty time to get 10 hours off, as long as all 10 hours are consecutive; or
- Obtaining 10 non-consecutive hours off duty using two separate rest periods, with one being at least 8 consecutive hours in the sleeper berth and the other being at least 2 consecutive hours either off duty, in the sleeper berth, or any combination of the two.

When using the final option, once a driver has obtained the two required rest periods, the driver does not have 11 and 14 hours available. Available hours are calculated by counting forward from the end of the first rest period and subtracting driving time from 11 and all time (excluding any 8-hour sleeper-berth periods) from 14.

The following example describes how the sleeper berth can be used effectively by a driving team. Driver A is behind the wheel for 8 hours, then goes into the sleeper berth for 8 hours while Driver B (who has been in the sleeper berth) gets behind the wheel. After 8 hours in the sleeper berth, Driver A drives for another 3 hours then goes back into the sleeper berth for 3 hours. At that point, Driver A's 10-hour off-duty requirement has been satisfied in two blocks of time and he/she can return to driving for 8 hours.

This method can be used continually as long as the driver has driving time available under the 60/70-hour rule.

Drivers can also log "off duty" for up to 2 hours while riding in a passenger seat on a moving property-carrying vehicle immediately before or after spending at least 8 consecutive hours in a sleeper berth. This off-duty time, along with the sleeper-

berth time, can be excluded from the 14-hour calculation.

60-hour/7-day limit (Visser Trucking LLC uses the following rule of 70-hour/6-day limit)

Visser Trucking LC follows the 60-hour/7-day schedule. A driver cannot drive after having been on duty for 60 hours in any 7 consecutive days.

34-Hour Restart:

Any period of 7 consecutive days will end with the beginning of an off-duty period of 34 or more consecutive hours that includes two periods from 1 a.m. to 5 a.m. and that does not begin until at least 168 hours (7 days) since the beginning of the last such restart break. If you take more than one off-duty period of 34 or more consecutive hours within a period of 168 consecutive hours, you must indicate in the Remarks section of the log which such off-duty period is being used as a restart.

NOTICE: Enforcement of the two restart restrictions noted above — the 168-hour limit and the 1:00 a.m.–5:00 a.m. requirement — has been suspended until further notice, effective Dec. 16, 2014. Unless and until the FMCSA again enforces those restrictions, any 34-hour off-duty or sleeper-berth period will be considered a restart.

70-hour/8-day limit (This is the format that Visser Trucking LLC uses)

Visser Trucking LC follows the 70-hour/8-day schedule. A driver cannot drive after having been on-duty for 70 hours in any 8 consecutive days.

34-Hour Restart:

Any period of 8 consecutive days will end with the beginning of an off-duty period of 34 or more consecutive hours that includes two periods from 1 a.m. to 5 a.m. and that does not begin until at least 168 hours (7 days) since the beginning of the last such restart break. If you take more than one off-duty period of 34 or more consecutive hours within a period of 168 consecutive hours, you must indicate in the Remarks section of the log which such off-duty period is being used as a restart.

NOTICE: Enforcement of the two restart restrictions noted above — the 168-hour limit and the 1:00 a.m.–5:00 a.m. requirement — has been suspended until further notice, effective Dec. 16, 2014. Unless and until the FMCSA again enforces those restrictions, any 34-hour off-duty or sleeper-berth period will be considered a restart.

Driver-salesperson

The 60-hour/7-day limit and 70-hour/8-day limit does not apply to a driver-salesperson whose total driving time does not exceed 40 hours in any period of 7 consecutive days.

A driver-salesperson is defined as a private carrier employee who sells goods, services, or the use of goods, and delivers them via a commercial motor vehicle. The driver-salesperson must perform these duties within a 100-mile radius of the location where he/she reports for duty and must not spend more than 50 percent of his/her on-duty hours driving.

The term selling goods includes all cases of solicitation or obtaining of reorders or new accounts. It may also include other selling or merchandising activities.

Ground water well drilling operations >

When the driver of a commercial motor vehicle, who is used primarily in the transportation and operation of a ground water well

drilling rig, is off duty for at least 24 consecutive hours, the period of 7 or 8 days ends at the beginning of the off-duty time. The clock "restarts" when the driver goes on duty again.

Construction materials and equipment>

When the driver of a commercial motor vehicle, who is used primarily in the transportation of construction materials and equipment, is off duty for at least 24 consecutive hours, the period of 7 or 8 days ends at the beginning of the off-duty time. The clock "restarts" when the driver goes on duty again. This exception does not apply if the vehicle is carrying a placardable amount of hazardous materials.

Utility service vehicles

The hours of service rules do not apply to drivers of "utility service vehicles" (see Sec. 390.5).

Agricultural operations

The hours-of-service regulations do not apply during the state's planting and harvesting periods to drivers transporting:

- Agricultural commodities from their source, within a 150 air-mile radius of that location;
- Farm supplies for agricultural purposes, within a 150 air-mile radius, from:
 - a wholesale or retail distribution point to a farm or other location where the farm supplies are intended to be used; or
 - a wholesale distribution point to a retail distribution point.

The planting and harvesting season is *WI. planting and harvesting months are March 1 to October 1* in this state.

Motion picture production vehicles

A driver providing transportation to or from a theatrical or television motion picture production site is exempt from the 11- and 14-hour rules if all of the following criteria are met:

- the driver operates within a 100 air-mile radius of the location where the driver reports to and is released from work, i.e., the normal work-reporting location;
- the driver does not drive more than 10 hours following 8 consecutive hours off duty;
- the driver does not drive for any period after having been on duty 15 hours following 8 consecutive hours off duty.

Vehicles containing Division 1.1, 1.2, or 1.3 explosives

A driver required to be in attendance on a vehicle containing Division 1.1, 1.2, or 1.3 explosives must remain "on duty" at all times while performing attendance functions or any other work (Sec. 397.5). The driver may use 30 minutes or more of attendance time to meet the requirement for a rest break every 8 hours, as long as no other work is performed during the break. The rest break must be recorded as "on duty" time with a remark or note used to indicate the period of time used to satisfy the 30-minute rest-break requirement.

Railroad signal employees

The hours of service rules do not apply to railroad signal employees while regulated by the Federal Railroad Administration and who operate commercial motor vehicles, are engaged in installing, repairing, or maintaining signal systems, and are employed by a railroad carrier or a contractor or subcontractor to a railroad carrier.

Covered farm vehicles

The hours of service rules do not apply to drivers of “covered farm vehicles” (see Sec. 390.5).

On-duty time

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 work responsibility is considered on-duty time. Work for any entity, regardless of whether the employer is a carrier, is considered on-duty time. On-duty time includes the following:

- All time at a plant, terminal, facility, or other property, of a motor carrier or shipper, or on any public property, waiting to be dispatched, unless the driver has been relieved from duty by the motor carrier.
- All time inspecting, servicing, or conditioning any commercial motor vehicle at any time.
- All driving time.
- All time, other than driving time, in or upon any commercial motor vehicle except time spent resting in a sleeper berth, time spent resting in or on a parked vehicle, and up to 2 hours spent riding in the passenger seat of a moving property-carrying vehicle immediately before or after spending at least 8 consecutive hours in a sleeper berth.
- All time loading or unloading a commercial motor vehicle, supervising, or assisting in the loading or unloading, attending a commercial motor vehicle being loaded or unloaded, remaining in readiness to operate the commercial motor vehicle, or in giving or receiving receipts for shipments loaded or unloaded.
- All time repairing, obtaining assistance, or remaining in attendance upon a disabled commercial motor vehicle.
- All time spent providing a breath sample or urine specimen, including travel time to and from the collection site, in order to comply with alcohol and drug testing requirements.
- Performing any other work in the capacity, employ or service of a motor carrier.
- Performing any compensated work for a person who is not a motor carrier.

Meal stop exception

A driver may record meal and other routine stops as 'off-duty' time if both of the following criteria are met:

- Visser Trucking LC relieves the driver of all duty and responsibility for the care and custody of the vehicle, its accessories, and any cargo or passengers it may be carrying; and
- for the duration of the stop, the driver must be at liberty to pursue activities of his/her own choosing and to leave the premises where the vehicle is situated.

100 air-mile radius exception

A driver is not required to create a log or comply with the 30-minute break requirement if the following criteria are met:

- The driver operates within a 100-air-mile radius of the normal work reporting location
- The driver, except a driver salesperson, returns to his/her work reporting location and is released from work within 12 consecutive hours
- At least 10 consecutive hours off duty separate each 12 hours on duty
- The driver does not drive more than 11 hours following 10 hours off duty

Drivers claiming this exception must comply with the 60/70-hour limit,

Visser Trucking LC must maintain the driver's time records for 6 months showing the time the driver reports for duty each day, the time the driver is released from duty each day, the total number of hours the driver is on duty each day, and the total time for the

preceding 7 days for drivers used the first time or intermittently.

One hundred air-miles are equivalent to 115.08 statute miles.

Non-CDL-driver short-haul exception

A driver is not required to create a log or comply with the 30-minute break requirement, and is exempt from the 14-hour limit, if the following criteria are met:

- The driver is not required to carry a commercial driver's license (CDL);
- The driver stays within a 150-air-mile radius of the normal work reporting location;
- The driver returns to that work reporting location at the end of each duty tour; and
- The driver does not drive after the 14th hour after coming on duty on 5 days of any period of 7 consecutive days, or after the 16th hour after coming on duty on 2 days of any period of 7 consecutive days (a valid 34-hour restart may be used to begin a new 7-consecutive-day period).

Drivers claiming this exemption must comply with the 10-hour off-duty rule, the 11-hour driving rule, and the 60/70-hour limit, and must not use the 100-air-mile radius exception, the sleeper-berth option or the 16-hour short-haul exception.

Visser Trucking LC must maintain time records for 6 months showing the time the driver reports for duty each day, the total number of hours the driver is on duty each day, and the time the driver is released from duty each day (and the total time for the preceding 7 days for drivers used for the first time or intermittently).

150 air miles are equivalent to 172.6 statute miles.

Fatigued drivers

Drivers are prohibited from operating a commercial motor vehicle if they are ill or fatigued, even if they have available hours under the hours-of-service rules. In a case of grave emergency where the hazard to occupants of the commercial motor vehicle or other users of the highway would be increased by compliance with this section, the driver may continue to operate the commercial motor vehicle to the nearest place at which that hazard is removed. This is in accordance with 49 CFR §392.3.

Log Auditing - Property-Carrying Vehicles (VERY IMPORTANT FOR EVERYONE TO READ)

Policy

THIS IS A ONE AND ONLY 0-TOLEANCE WARNING FOR FOR THIS OUT-OF SERVICE VIOLATION:

Any driver that is placed out-of-service for HOS log violations or equipment violations that should have been detected in a walk around or a pretrip inspection will be discharged. (If you have questions regarding this policy you are to speak with your supervisor ASAP)!

To avoid this happening:

- Log books must be in neat clean and free of any violation. (HOS) or form and manner
- Equipment should be in good mechanical shape: (Refer to pretrip check list)
- Check especially: tires and tire pressure, heavy fluid leakage, mud flaps, headlights, signal lights, tail lights, brake lights, brakes, wheel seals, air leaks, and any other visual equipment problems.
- cargo leakage

Visser Trucking LLC is committed to operating in a safe and legal manner at all times. The submission of accurate, true, neat, and legible daily logs is an integral part of this commitment. Visser Trucking LLC has established a zero-tolerance standard for log violations. The company will audit driver's logs to ensure compliance with the Federal Motor Carrier Safety Regulations, Part 395, as applicable to drivers of property-carrying vehicles. Continual noncompliance with hours-of-service regulations will not be tolerated at Visser Trucking LLC.

Responsibility

Each driver is expected to operating in a safe and legal manner at all times, which includes the submission of accurate, true, neat, and legible daily logs. Each driver must understand and apply all hours-of-service rules.

All logs forwarded to the safety department must be audited consistently by the department. All errors must be addressed by management. All drivers must be treated equally and fairly in respect to discipline and rewards.

Procedures

Visser Trucking LLC's log auditing procedures consist of four steps.

First, all drivers are expected to submit accurate, true, neat, and legible daily logs in a timely manner.

Second, daily logs will be forwarded to Visser Trucking LLC's safety department for audit and review.

Third, drivers will be given feedback and/or corrective action will be suggested based on results of log audits.

Fourth, recognition will be given to drivers who submit zero-defect logs.

Log submission

Visser Trucking LLC requires all drivers to submit daily logs in a timely manner.

Before submission of logs, drivers are expected to check them for completeness, accuracy, and legibility.

Any corrections to the log before submission must be made by the driver only.

Auditing

After submission by drivers, logs will be forwarded to Visser Trucking LLC's safety department for auditing. **Logs will be audited for form and manner violations, hours-of-service violations, grid and recap violations, and log falsification.** All drivers' logs will be retained by the company for a period of 6 months (Sec. 395.8(k)).

Form and manner violations indicate carelessness on the driver's part. This kind of violation can easily be avoided by following Visser Trucking LLC's log submission procedure of checking each log for completeness before submission. Form and manner violations include:

- *Log Missing:* Drivers shall submit a log for each day, except that two or more consecutive off duty days may be on one sheet.
- *Date Missing/Duplicate Logs:* Each log must be dated and there must be only one log for each day.
- *Miles Driven Missing:* Total actual miles driven in the 24-hour period must be entered.
- *Name of Carrier Missing/In Error:* Visser Trucking LLC must be entered.
- *Vehicle/Trailer Numbers Missing:* Unit numbers of all Visser Trucking LLC vehicles operated in the 24-hour period must be entered.
- *Driver's Signature Missing/In Error:* The driver must sign his/her full legal name on each daily log sheet.
- *Co-Driver Name Missing:* The driver must enter first name, initial and complete last name of his/her co-driver if operating as a team.
- *Main Office Address:* Enter full city and state abbreviation.
- *Missing Shipping Document/In Error:* The driver must show a shipping document number for each trip in the 24-hour period.
- *Pre-Trip Inspection/Tire Check Improperly Noted:* Drivers shall identify locations when a change in duty status occurs.
- *Different Log For Same Day:* Each log graph can carry only one set of information.

Hours-of-service violations, specifically violations of the 8, 11, 14, and 60/70 hour rules, are more serious than form and manner violations. Hours-of-service abuse can cause fatigue, which jeopardizes the safety of the driver and the general motoring public. Hours-of-service, grid, and recap violations include:

- *Hours Missing/In Error:* Drivers must record total hours used at the end of each line of the graph. The hours added together must equal 24.
- *11-Hour Violation:* After 10 consecutive hours off duty, a driver may not drive more than 11 hours.
- *Over Maximum Average MPH:* Drivers must not average over the company or posted speed limit.
- *Change In Duty Status Missing/Remarks Error:* Enter full city and state abbreviation for each duty status change.
- *Stop/Start Location Not the Same:* The starting location on a log must be the same as the ending location on the previous log.
- *14-Hour Violation:* A driver must not drive after the 14th consecutive hour after coming on duty following 10 consecutive hours off duty.
- *Rest-Break Violation:* A driver must not drive if more than 8 hours have passed since the end of the driver's last off-duty or sleeper-berth period of at least 30 minutes.
- *Violation of 60/70 Hour Rule:* Drivers may not drive after being on duty for 60 hours in any 7, or 70 hours in any 8 consecutive day period.
- *Graph Incomplete/In Error:* A driver must account for all time on the graph. Drivers must show a complete continuous line for each 24-hour period. Overlapping of time is not permitted.

- *No Driving Time FOR Miles Driven:* There must be time shown on line 3 when driving miles are entered.

Falsification of a log shows a complete disregard of Visser Trucking LLC policy and federal regulations.

This type of violation is looked at very seriously by the company. Log falsification occurs when the times and locations on a log do not agree with supporting documentation, such as scale tickets, toll receipts, loading and unloading times as noted on shipping papers, etc.

Feedback corrective action

All violations will be brought to a driver's attention as soon as possible.

The safety department will be responsible for reviewing the violation(s) with the driver. This review will consist of an explanation of any violations and how to prevent reoccurrence.

The driver can request, or the driver's supervisor can recommend, hours-of-service and logging remedial training at any time. Drivers in need of additional hours-of-service or logging training will be referred to Visser Trucking LLC's Safety Department for scheduling.

Drivers with repeated or excessive log violations will be subject to the following corrective action schedule. However, Visser Trucking LLC reserves the right to impose more stringent consequences based on circumstances and the severity of violations. Situations will be judged on a case by case basis before the phased corrective action described below is initiated.

Phase 1

A verbal warning will be issued to drivers who incur 5 or more form and manner violations in a given month.

A verbal warning will be issued to drivers who incur 4 or more hours-of-service violations in a given month.

A verbal warning will be issued to drivers with 1 or more log falsifications in a given month.

A verbal warning will be issued to drivers who incur any combination of violations totaling 5 or more in a given month.

Drivers in Phase 1 status will be placed on probation for a 30- day period.

The driver will be taken off Phase 1 status after the probationary period has expired and the unacceptable logging behavior has been corrected. Drivers who continue to submit logs with excessive violations will be placed in Phase 2 of Visser Trucking LLC's corrective action program. All verbal warnings must be fully documented and a record placed in the driver's file. All verbal warning entries must include the date and time issued and signatures of the driver's supervisor and/or Safety Department representative.

Phase 2

A written warning will be issued to drivers who incur 4 or more form and manner violations while in Phase 1 probationary status.

A written warning will be issued to drivers who incur 3 or more hours-of-service violations while in Phase 1 probationary status.

A written warning will be issued to drivers who incur 1 or more log falsifications while in Phase 1 probationary status.

A written warning will be issued to drivers who incur any combination of violations totaling 3 or more while in Phase 1 probationary status.

Drivers in Phase 2 status will be placed on probation for a 60-day period.

Drivers placed in Phase 2 status are demonstrating a continuing pattern of logging behavior contrary to Visser Trucking LLC policy and federal regulations. Drivers in Phase 2 shall be scheduled for mandatory remedial hours-of-service and logging training. A copy of the written warning and record of remedial training must be placed in the driver's file. Drivers who continue to submit logs with excessive violations will be placed in Phase 3. All written warning entries must include the date and time issued and the signatures of the driver, supervisor, and/or Safety Department representative.

Phase 3

A final written warning will be issued to drivers who incur 3 or more form and manner violations while in Phase 2 probationary status.

A final written warning will be issued to drivers who incur 2 or more hours-of-service violations while in Phase 2 probationary status.

A final written warning will be issued to drivers who incur 1 or more log falsifications while in Phase 2 probationary status.

A final written warning will be issued to drivers who incur any combination of violations totaling 3 or more while in Phase 2 probationary status.

Phase 3 is the final stage of Visser Trucking LLC's corrective action program. Drivers who reach this stage are demonstrating inability or unwillingness to conform to the company's log auditing policy and federal regulations. Drivers in Phase 3 face disciplinary action including suspension and possible termination of employment. A copy of the final written warning will be placed in the driver's file. All final written warning entries must include the date and time issued and the signatures of the driver, supervisor, and/or Safety Department representative.

Any driver that is placed out-of-service for HOS log violations or equipment violations that should have been detected in a walk around or a pretrip inspection will be discharged.

Recognition

Drivers who demonstrate the ability to consistently submit accurate, true, neat, and legible logs will be recognized for their superior efforts.

Sample warning letter

MM/DD/YY

To: Employee Name

Address

Re: Log violation warning letter

Dear Driver:

On [____Enter mm/dd/yy____], you were given a verbal warning and placed in Phase 1 of Visser Trucking LLC's corrective action program for excessive log violations for the month of [____Enter month that applies____]. You were informed verbally that your performance in this area was not meeting company standards. Visser Trucking LLC has a zero-tolerance standard for hours-of-service and logging violations.

A review of the most recent audit of your daily logs shows little or no improvement. Therefore, I have no alternative but to issue this written warning letter.

Per company policy, I am placing you in Phase 2 of Visser Trucking LLC's corrective action program.

This includes a [____Enter number of days____] day probationary period. During this time, your daily logs will be closely monitored. In addition, I am scheduling you for mandatory remedial hours-of-service and logging training with our Safety Department. I will inform you of the date and time of this training.

Continued unacceptable hours-of-service and logging performance while you are in this probationary period will result in further corrective action according to company policy. If you have any questions regarding this matter, please contact me or [____Enter official's name____], Director of Safety.

Performance record to date:

- [____Enter number of____] form and manner violations since [____Enter mm/dd/yy____].
- [____Enter number of____] hours-of-service violations since [____Enter mm/dd/yy____].
- [____Enter number of____] log falsifications since [____Enter mm/dd/yy____].
- [____Enter number of____] total recorded violations since [____Enter mm/dd/yy____].

Sincerely:

[____Enter official's name____]

Driver Supervisor

Visser Trucking LLC

Sample final warning letter

MM/DD/YY

To: Employee Name

Address

Re: Final written warning letter

Dear Driver:

On [____Enter mm/dd/yy____], you were given a written warning for continued excessive log violations. At that time you were informed that further corrective action would be taken unless you showed significant improvement in the area of hours of service and logging.

Unfortunately, your performance in this area continues to be unacceptable and well below company standards. Visser Trucking LLC has a zero-tolerance standard for hours-of-service and logging violations.

Through your logging behavior, you have demonstrated an inability or unwillingness to conform to company policy and federal regulations, even after remedial training in this area. I am left with no alternative but to issue this final written warning and take the following disciplinary action: [____Enter number____] days suspension followed by additional training, or termination of employment effective this date, [____Enter mm/dd/yy____].

If you have any questions regarding this matter, please contact me or [____Enter official's name____], Director of Safety.

Performance record to date:

- [____Enter number of____] form and manner violations since [____Enter mm/dd/yy____].
- [____Enter number of____] hours-of-service violations since [____Enter mm/dd/yy____].
- [____Enter number of____] log falsifications since [____mm/dd/yy____].
- [____Enter number of____] total recorded violations since [____mm/dd/yy____].

Sincerely:

[____Enter official's name____]

Driver Supervisor

Visser Trucking LLC

Sample letter of recognition

MM/DD/YY

Employee Name

Address

Dear Driver,

I want to congratulate you on your achievement of submitting error and violation-free logs for the second consecutive month. I can see by your efforts that you take a great deal of pride in your work. Your efforts have not gone unnoticed.

Filling out and submitting daily logs is an important and difficult part of your job. The fact that you have submitted perfect logs for the second month in a row attests to your attention to detail and professionalism as a driver for Visser Trucking LLC. You are to be recognized for this accomplishment.

A copy of this letter will be placed in your permanent file and I will also send a copy to [____Enter official's name____], Director of Safety.

Please come and see me next time you are in the office. I would like to ask you for some pointers and suggestions I might pass on to other drivers who are having difficulty in this area.

Visser Trucking LLC

Again, thank you for your efforts and good work. I look forward to writing you more of these letters.

Sincerely:

[____Enter official's name____]

Driver Supervisor

Visser Trucking LLC

Payment of Fines

Policy

Visser Trucking LLC strives to have its entire driver fleet run legally and professionally, with safe, up-to-date equipment. Because of this, fines are not usually an issue. However, should a fine be issued, Visser Trucking LLC takes the issuance and resolution of that fine seriously.

Any fine that is determined to be caused by acts or omissions of Visser Trucking LLC will be paid for by the company.

Any fine that is determined to be caused by acts or omissions of the driver or independent contractor will be paid by the driver or independent contractor.

Responsibility

It is the responsibility of the to monitor the driving records of all drivers, receive all fines from drivers, and act on them accordingly.

It is the responsibility of every driver to notify Visser Trucking LLC within 24 hours, should a fine be issued for any reason.

Procedure

Dispatchers will schedule freight and dispatch drivers in a way that will not necessitate driving in a manner that may cause speeding or other acts that could produce a fine to the driver.

Each time a driver loads their trailer, they will scale the load at the nearest facility possible to assure an accurate total weight and axle weight. If there is a weight concern, such as over weight or over axle weight, the driver must contact the dispatcher immediately for further instructions.

If a load is found to be overweight, the driver (after calling dispatch) will return to the shipper and have the weight problem corrected before proceeding.

All fines issued for incorrect base plates, registration, insurance, permits, etc, will be paid by Visser Trucking LLC if it is determined that the driver informed the dispatcher of the pending paperwork issue, and the driver was told to continue to drive the vehicle in question. All fines of this type issued to independent contractors will be paid by the independent contractors, for all issues in which they are responsible i.e. base plate, insurance, etc.

All fines issued for moving violations of any kind will be the responsibility of the driver or independent contractor. The driver or independent contractor must notify Visser Trucking LLC within 24 hours of the issuance of any fine/citation.

Continuous violation of this policy will result in disciplinary action which could include termination of employment with Visser Trucking LLC if necessary.

Expense Reimbursement

Policy

It is the policy of Visser Trucking LLC that all legitimate, pre-authorized, and properly documented expenses will be reimbursed to any employee who follows the guidelines listed in the "Procedure" section of this document. Failure to follow the specific procedures as outlined will result in no reimbursement to the employee.

Responsibility

All dispatchers and management personnel need to fully review and understand this policy so that they can explain it to any Visser Trucking LLC employee. It is the responsibility of the supervisor to assure that all documentation received from any employee is complete and accurate and that any employee submitting proper documentation for reimbursement receives that reimbursement in a timely manner.

Procedure

The following expenses are acceptable for reimbursement at Visser Trucking LLC. If an unforeseen expense arises (not on this list) it must be pre-approved in writing by the employee's supervisor, prior to the expense being incurred.

- Tolls (If instructed to run the toll road in question)
- Parking and dock fees (Not parking tickets)
- Scale tickets
- Oil, washer fluid, truck cleaning supplies, (Air freshener are excluded).

- Any equipment required by Visser Trucking LLC, that was not initially supplied by Visser Trucking LLC. (Pallets, dunnage lumber, additional securement devices, etc)
- Any repairs to company equipment that are not directly paid by Visser Trucking LLC to the vendor
- Any fines directly caused by the actions of Visser Trucking LLC. This may include such things as improper or missing permits, incorrect licensing issues, etc.

All items in the above list (except scale tickets) must be verbally approved by the employee's supervisor prior to the expense being incurred. Any expense that a driver incurs and wishes to be reimbursed, which is not on the above list, must be pre-approved in writing.

Every receipt presented for reimbursement must be included in the trip paperwork for which the expense relates to, and must have the following information written on it. If this information is not written on the receipt, Visser Trucking LLC will not reimburse the expense.

Driver's name

Unit number of vehicle expense relates to. If expense is on trailer, put trailer number. If expense is on tractor or is driving related such as tolls, use tractor number)

Trip number

Date of expense (if not printed on receipt)

Person (supervisor) who authorized expense

All receipts for expenses that have received proper authorization (verbal or written) and have the required information written on them as indicated above, will be paid in the same paycheck as the related trip and will be listed as reimbursed company expenses.

Expense Reimbursement for the Driver

Policy

It is the policy of Visser Trucking LLC that all legitimate, pre-authorized, and properly documented expenses will be reimbursed to any employee who follows the guidelines listed in the "Procedure" section of this document. Failure to follow the specific procedures as outlined will result in no reimbursement to the employee.

Responsibility

It is the responsibility of the supervisor to assure that all documentation received from any employee is complete and accurate and that any employee submitting proper documentation for reimbursement receives that reimbursement in a timely manner.

Procedures

The supervisor is to provide all drivers a list of pre-approved expenses. These expenses will not require a purchase order (PO) number previous to purchase. The driver will be required to request a PO number for the purchase before submission of the receipt for reimbursement.

All other expenses will require the approval of the driver's supervisor in advance of purchase. The driver's supervisor will issue a PO number for all approvals.

All PO requests on an assigned trip must be made previous to completion of the trip. This will allow the expenses to be assigned to the correct trip as they are incurred.

All receipts submitted for reimbursement are to include the amount spent, date, location, vendor, method of payment, and item purchased. The drivers are to write their name, the PO number issued for the purchase, who issued the PO number, unit number, and trip number on the receipt before submitting the receipt.

If a driver submits a receipt that does not contain the required information the driver will not be reimbursed. The receipt is to be returned to the driver with an explanation of why the expense was not reimbursed.

Receipts that are altered or defaced will also be returned to the driver along with an explanation of why the expense was not reimbursed. For a first violation of this portion of the policy the driver will also be warned that submission of altered or defaced receipts is grounds for disciplinary action. Subsequent violations can lead to discipline, up to and including termination of employment.

Submission of false expense reimbursement requests will be cause for immediate termination of employment and potential legal action.

Accident Filing and Tracking (VERY IMPORTANT FOR EVERYONE TO READ)

Purpose

Visser Trucking LLC will fully comply with the current federal requirement for maintenance and retention of an accident register (Sec. 390.15(b)). Federal requirements specify retention of the accident register for a period of three years. In addition to the federal accident register requirement, Visser Trucking LLC has other company-level accident tracking, recordkeeping, and corrective action requirements. They are detailed in the following set of procedures. A condition of employment with Visser Trucking LLC is strict adherence to these requirements.

Responsibility

Company drivers are expected to drive in a safe manner, and any preventable accidents will be attributed to a driver for potential corrective actions. Because of this, drivers are expected to review and understand the Accident file/tracking procedures. If a driver has any questions about applicability, corrective actions, or any other area, he/she should speak with an immediate supervisor.

Supervising managers and safety department is expected to know and carry out the recordkeeping requirements of all recordable accidents in accordance with §390.15(b).

Supervisors must provide clarification to drivers on the policies. This must not occur after a driver has reached a corrective measure. Drivers must have a clear understanding of expectations placed on him/her before operating a commercial motor vehicle on behalf of the organization.

Procedures

According to Sec. 390.5 of the Federal Motor Carrier Safety Regulations (FMCSRs), accident means: an occurrence involving a commercial motor vehicle operating on a public road in interstate or intrastate commerce which results in:

- A fatality;
- 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 to be transported away from the scene by a tow truck or other motor vehicle.

The term accident does not include:

- An occurrence involving only boarding and alighting from a stationary motor vehicle; or
- An occurrence involving only the loading or unloading of cargo.

In accordance with federal regulations, Visser Trucking LLC will include the following items of information in its accident register (to be retained for a period of three years):

1. A list of accidents containing for each accident:
 - Date of accident,
 - City or town in which or most near where the accident occurred and the state in which the accident occurred,
 - Driver name,

- Number of injuries,
- Number of fatalities, and
- Whether hazardous materials, other than fuel spilled from the fuel tanks of motor vehicles involved in the accident, were released.

2. Copies of all accident reports required by state or other governmental entities or insurers.

It is the procedure of Visser Trucking LLC to keep a physical file folder on each accident in which a company vehicle is involved, regardless of the cost of the accident. The materials collected in this file are critical to reconstructing the accident if that becomes necessary at some point. The documents are gathered from various sources, many from the investigation phase of accident tracking. The documents are filed chronologically by date of accident and are kept in the Visser Trucking LLC's Safety Department for a period of 3 years from date of accident occurrence.

In addition to the very basic information required for the DOT-mandated accident register, Visser Trucking LLC requires the creation of a more extensive accident register including: Investigation information for determining factors.

This company accident register is of great value to company management when it comes to trend analysis and being able to spot problem employees without having to review all accident data in the file folders.

All accidents, regardless of severity, will be recorded in the company accident register. This company register will be retained for 3 years.

It is the procedure of Visser Trucking LLC to evaluate driver performance in regard to accident frequency and severity. The following corrective action schedule will apply if drivers experience accidents that are judged to be preventable.

However, Visser Trucking LLC reserves the right to impose more stringent consequences based on the circumstances and severity of a preventable accident. Accidents will be judged on a case-by-case basis before the phased corrective action program is initiated.

Corrective measures

Phase 1

A verbal warning will be issued to a driver who is involved in 1 preventable accident in 12 months, and the driver will be placed in Phase 1 status.

A driver who is in Phase 1 status will be placed on probation for 365 days. If the driver successfully completes that period of probation without any further accidents, the driver will be taken off probation.

However, if the driver is involved in another preventable accident while still on probation, he/she will be escalated to Phase 2 of the company's corrective action program.

Phase 2

A written warning will be issued to drivers who incur another accident while still on probation. In addition to the written warning, another probationary period of 365 more days on top of the days still on probation from phase 1.

Visser Trucking LLC requires remedial defensive driving training at this point and a 7 day suspension from there work duties unpaid and the training course must be completed before return to duty status. A copy of the written warning will be placed in

the driver's personnel file. Should the driver be involved in another preventable accident while on Phase 2 probation, he/she will be escalated to Phase 3.

Phase 3

When a driver is escalated to Phase 3 because of an additional preventable accident, the following additional measures will be taken: *Discharged*

Accident Investigation (VERY IMPORTANT FOR EVERYONE TO READ)

Policy

Visser Trucking LLC's policy is to fully investigate any accident involving company personnel and vehicles.

Visser Trucking LLC believes strongly that accident investigation begins right at the scene. That means certain driver responsibilities must be carried out at the scene of an accident. Additional company procedures involved in accident investigation are described below.

Visser Trucking LLC's policy is that drivers who leave the scene of an accident (without permission to do so from an authorized company official or without due cause) may be subject to disciplinary action, up to and including termination, depending on the circumstances involved.

Responsibility

Company drivers have a responsibility to the general public, customers, and the motor carrier to act responsibly and professionally after an accident occurs. Drivers are expected to know and apply the procedures set forth in this policy.

Dispatchers, and driver supervisors must be familiar with the protocol outlined in this policy in order to train drivers and walk them through the steps in the event of an accident, or to enforce the policy through corrective action

Supervisors and safety managers are expected to know and apply all company accident investigation procedures as details of the incident are documented and evaluated.

Driver procedures

Two main concerns at the scene of an accident are to deal with immediate problems and to gather and report pertinent accident information to a supervisor promptly. These two items can be broken down into a 6-step accident procedure for drivers to follow. These steps will be described in detail in the following paragraphs.

Depending on the severity of the accident, drivers for Visser Trucking LLC will be expected to follow some or all of the procedures listed below.

Dealing with immediate problems:

- Stop immediately,
- Prevent another accident,
- Help any people who are injured, and
- Notify law enforcement personnel.

Gather and report accident information:

- Document the incident, and
- Report to the company.

Step 1

A driver must make stop, make an attempt to stay calm, and pull the vehicle as far off the roadway as safely possible. If the accident involves an unoccupied vehicle, he/she must try to find the owner. If he/she can't find the person, a company driver should leave his/her name, address, and phone number, along with the company's name and phone number. A driver should put the information in a visible location, such as under the windshield wiper blade. A driver should also make note of the make, model, year, license number, and description of the other vehicle to provide to the company.

Step 2

A company driver must turn on his/her four-way flashers as an immediate warning signal and then do a quick evaluation of accident victims, if any. He/she should set out emergency warning devices next as required by 49 CFR Sec. 392.22 in the prescribed positions on the roadway. The Federal Motor Carrier Safety Regulations (FMCSRs) require that emergency warning devices be in position within 10 minutes of stopping.

Step 3

Even if a driver has not been formally trained to provide first aid, most states have "Good Samaritan" laws to protect untrained people who offer help in emergency situations. Many states also have laws requiring the first person that comes upon an accident scene to stop and render help. At the scene, a driver may need to provide first aid or make certain someone else is present who can do so. Company drivers must arrange for somebody to call for medical assistance.

At a minimum, he/she must do the following:

- Make certain any injured person is breathing. If not, lift the jaw up and tilt the head back to open the airway (artificial respiration may be necessary).
- Check for bleeding, and if necessary, apply direct pressure to any wound(s).
- Cover any injured persons with blankets or other available materials to maintain body temperature.
- **Never** move a severely injured person unless he/she is in immediate danger of further injury.

Step 4

Company drivers will be expected to either contact local law enforcement personnel themselves or arrange to have someone do it for them. Drivers must be courteous and cooperative when providing information to these authorities. Drivers must never admit guilt or liability at the scene of an accident. In addition, a driver must never leave the scene of an accident unless his/her CB radio or cellular phone is not working and there is no one else to make the necessary calls.

Step 5

Visser Trucking LLC's drivers must write down names, license numbers, and other information regarding the accident and those people involved in it. They must draw a simple diagram of the accident scene. The more detail our drivers can provide for the company's safety department, the better it will be for insurance and/or legal purposes later.

Document the situation with photographs from various angles using a cell phone camera or if needed company-issued disposable camera.

Step 6

After the vehicle has been secured, warning devices put in place, assistance rendered to injured person(s) (if any), and law enforcement personnel contacted, the driver should communicate the accident to the company.

Before communicating an accident, drivers for Visser Trucking LLC are expected to gather the following information and details:

- Exact time and location of the accident,
- Estimate of the injuries (if any) and/or damage to vehicle(s) and property involved,
- A location and/or phone number where you can be reached for further information and instructions,
- Names and addresses of all persons involved in the accident,
- Names and addresses of all insurance companies involved, and
- Make, model, and license numbers of all vehicles involved in the accident.

If the driver is unable to reach his/her company, he/she must contact the nearest office of the corporate insurance carrier and ask them to contact the company for him/her. Drivers will be required to fill out any forms the company provides for him/her to use at the scene of an accident.

When signaling an accident through Visser Trucking LLC's satellite communications system, the driver should stay with the vehicle in order to receive updates and instructions.

Use the accident reporting form Visser Trucking LLC uses as a data collection device when drivers call in accidents. This form is ordered from in the companies accident reporting file and the drivers should have a copy on hand in there permit books.

Factors

Our employees must understand the significance of effective accident investigation, and be aware of specific issues on which Visser Trucking LLC will focus its attention. Most importantly, they need to know what changes in behavior are necessary to prevent accident recurrence. Generally, five major areas are evaluated in accident investigation. These areas will be examined in full after an initial evaluation is made of the severity of the accident.

Causes for accidents can be grouped into the following five basic categories:

- **People:** Some statistics show that 90% or more of all accidents are caused by human error. Our investigations will include examination of the qualifications of the driver(s) involved in the accident.

That will include questions like:

1. Was the driver properly qualified according to company policy and federal requirements?
2. Did the driver have the proper training?
3. Was the driver new to the job?
4. Was the driver working within the guidelines of a job description?
5. Was the driver under pressure or fatigued?
6. Did the driver receive clear instructions and directions?
7. Was the vehicle involved in the accident the driver's regularly-assigned vehicle?

- **Equipment:** A great deal of attention will be focused on the mechanical condition of the vehicle involved in the accident.

That assessment will include questions like:

1. Was the equipment serviced regularly?
2. Are there maintenance records to verify that major components had been serviced and repaired (if required) during the past year?
3. Was the maintenance facility adequately staffed and budgeted to be able to properly support the company's

maintenance standard?

4. Was the equipment properly spec'ed for the cargo it was carrying?
5. Was a defect not reported or not repaired?

- **Physical Conditions:** Even though environmental conditions are rarely shown to be the primary cause of an accident, such conditions may play a significant role in the responses of both vehicle and driver.

Investigation in this area will include questions like the following:

1. Was traffic congested?
2. Was the highway slippery (wet or icy)?
3. Was it foggy at the time of the accident?
4. What time of day did the accident occur?

- **Procedures:** Were there written procedures in place to be followed by the driver, dispatcher, mechanic, etc. that would have alerted them to any hazards present?

Investigation will key on the presence of such policies and may include the following questions:

1. Were all company policies being followed at the time of the accident?
2. Have all individuals involved been properly trained in existing procedures?
3. Was the "procedure" training effective?

- **Freight:** Gathering information about the freight being hauled when an accident occurred is also vital.

Those questions might include:

1. What was the freight?
2. Was it time-sensitive?
3. Was the driver under pressure to meet a deadline?
4. Was the freight secured properly?

Investigation procedures

After an initial contact with the driver of the vehicle involved in an accident, the company will determine the level of official involvement that needs to happen in the specific instance.

An insurance adjuster representing Visser Trucking LLC may be sent to the accident scene to assist in on-site investigation and handling of the accident details.

Visser Trucking LLC contracts with OOIDA's accident manuals to handle complex accident investigations, according to the Visser Trucking LLC procedures to be described below.

After a detailed investigation is completed, accident reconstruction may be attempted in some cases, if deemed necessary by the safety directors or the insurance adjuster.

Accident investigation forms

Visser Trucking LLC provides an accident investigation forms for use by company personnel.

All items in the forms are included in a special case designed to be used at accident scenes to gather information in an organized manner. The case contains: Important information data gathering

At the scene, the Visser Trucking LLC accident investigator will carefully survey the scene, noting the position of any debris from the accident. Using the equipment in the investigation kit, the investigator should take photos of the scene, with careful notes of what the photos depict. A camcorder or cell phone video will be used to record the accident scene and aftermath, complete with dialog.

A map of the site should be drawn to scale, with any landmarks near the scene noted as to position. Photos of all vehicles involved in the accident should be taken from all sides, with careful notes made. Skid marks should be captured in the line of travel from each driver's viewpoint.

The more accurate the information provided is, the easier it is when it comes to canvassing the accident scene. It is important that the accident investigator be as objective as possible in gathering and evaluating data from the accident scene. Judgment calls do not belong here with the "hard" data available at the accident scene.

Be aware that any information gathered may be used by the other side involved in the accident as well. Also be aware that accidents involving hazardous materials have some additional requirements.

Once the investigation at the accident scene has been completed, Visser Trucking LLC will be in a position to evaluate whether or not accident reconstruction is required in the case of this accident. That decision is made on a case-by-case basis.

A final decision on the preventability/chargeability of the accident in question will be made by the insurance investigation and or the accident investigation department. That decision will then be communicated to the driver of the Visser Trucking LLC vehicle involved in the accident.

At Visser Trucking LLC, drivers have the opportunity to appeal decisions on preventability/chargeability of an accident.

Accident Review (VERY IMPORTANT FOR EVERYONE TO READ)

Policy

Visser Trucking LLC is committed to the fair and equitable treatment of its employees. This commitment includes the fair judging of preventability in all vehicle accidents. The company believes that determining preventability fairly is essential to the credibility of our fleet safety effort and driver recognition and corrective action/disciplinary programs. Therefore, to ensure all vehicle accidents are judged fairly and drivers are trained consistently and disciplined (when necessary) appropriately, the following accident review procedures have been implemented by Visser Trucking LLC

Responsibility

Each driver is expected to understand the process by which preventability is determined by the company. Drivers must follow the company's formal process in order to try to reverse a decision on preventability.

Visser Trucking LLC's Safety Manager will objectively review the data to determine preventability. In the event the driver disagrees with the Safety Manager on preventability, the Safety Manager will ensure that the driver is given the opportunity to appeal the decision.

Members of the accident review committee will abide by the protocols set forth to review accidents objectively in order to come to a fair conclusion.

Procedures

Visser Trucking LLC's accident review procedures are based on the premise that our drivers are expected to meet a higher standard of safety performance than the average motorist. However, in the case of an accident, determination of preventability will serve as the foundation of our driver safety program.

In addition, the following accident review procedures have been established to ensure uniformity in determining the preventability of vehicle accidents. These procedures are also necessary for:

- The promotion of the highest standards of safety among Visser Trucking LLC drivers
- The fair and equitable treatment of the safety record of individual Visser Trucking LLC drivers
- The effective and timely administration of Visser Trucking LLC's driver safety incentive and recognition program; and
- Measuring the effectiveness of Visser Trucking LLC's fleet safety program

Data used to determine preventability

In determining preventability, Visser Trucking LLC will use all available information including, but not limited to:

- The driver's initial report of the accident (including any statements from witnesses);
- The police report of the accident;
- Visser Trucking LLC's insurance provider's (on-scene adjuster's) report; and
- The findings of Visser Trucking LLC's internal safety department's investigation of the accident.

Initial determination

Based on all available data, the responsible Visser Trucking LLC safety manager will make an initial determination of

preventability. A reasonable action standard will be used as the primary determinant. The preventability decision will be primarily (but not exclusively) based on the whether or not the driver could have taken reasonable action to avoid the accident.

After determining preventability, the responsible Visser Trucking LLC safety manager will:

- Prepare a written notification of preventability or nonpreventability including all facts and circumstances that led to the determination;
- In the case of a nonpreventable ruling, forward the notification to the driver;
- In the case of a preventable ruling, schedule a personal one-to-one meeting with the driver to discuss the decision, possible remedial training, and/or possible disciplinary action. This meeting will be scheduled as soon as possible after the preventability determination has been made.

If, after the personal one-to-one meeting, the driver disagrees with the initial ruling, the case will be handed over to Visser Trucking LLC's accident review committee for review and a final determination.

Accident review committee

To request that an accident be reviewed, the driver is required to submit a written appeal within 10 days of being informed of the initial preventability ruling. To warrant consideration, the driver's appeal must state precisely why the driver feels the ruling was unfair.

After receiving the written appeal, Visser Trucking LLC's accident review committee will convene promptly (as necessary, or a minimum of once every business quarter) to review all accidents under appeal. The review committee will consist of a five person board including:

1. A chairperson well-versed in fleet safety and Visser Trucking LLC's safety program, policies, and related procedures. The chairperson will be responsible for verbally reviewing the facts surrounding each accident up for review including all relevant data, the reasoning behind the initial determination, and the driver's written appeal. The chairman will vote on final preventability only in the event of a tie vote (split decision).
2. A representative from the company's dispatch operation who is familiar with Visser Trucking LLC's scheduling, routing, and related subjects, and who can answer questions regarding operating procedures, customer demands, and delivery practices.
3. A vehicle maintenance representative who can respond to equipment-related questions or concerns and is familiar with the company's vehicle maintenance procedures and practices.
4. Two of Visser Trucking LLC's accident evaluators with superior safety performance records, capable of evaluating the written appeal statements with impartiality.

To minimize the risk of bias when making final preventability rulings, appealing drivers will not be permitted to present their case in person. Further, all written appeals will be submitted to the review board anonymously (appealing drivers will not be identified).

After thorough review and discussion, the review committee will reach a preventability decision via secret ballot. Each vote shall be anonymous and contain only the case number and notation as to whether the accident was "preventable" or "nonpreventable."

The chairperson will count the votes and is responsible for informing the driver in writing of (including the specific reasons for) the decision rendered by the committee. All preventable decisions will be personally presented to the driver by the chairperson and all decisions reached by Visser Trucking LLC's accident review committee are final.

Visser Trucking LLC believes that anyone who participates on a review committee will be rewarded with a sharpened sense of

safety and defensive driving. Since participation is considered by the company to be an educational experience, the committee will rotate members on a periodic basis. This will serve to involve as many employees as possible in the process.

Drivers' role

In order to ensure fair decisions regarding accident preventability, drivers should take the following actions in the event of an accident:

- Immediately gather statements from witnesses. As soon as possible after an accident, drivers should seek to obtain signed and dated statements that include names, addresses, vehicle descriptions, and phone numbers of any person who admitted seeing the accident.
- Follow all at-the-scene procedures according to current company policy (see Accident Investigation policy).

Nonpreventable/preventable accident guidelines

The company will use the following guidelines (which are consistent with the National Safety Council rulings) for the purpose of determining accident preventability.

1. **General guidelines** – barring extenuating circumstances and maintaining the reasonable action standards, accidents are generally preventable if:
 - Driver was inattentive or failed to accurately observe and assess existing conditions that contributed to an accident.
 - Driver's speed was not consistent with posted (prescribed) limits or existing road, weather, or traffic conditions.
 - Driver's speed precluded stopping within available clearances or assured clear distance.
 - Driver misjudged (or did not confirm) available clearances (above, below, or on the sides) resulting in the striking of a fixed object.
 - Driver failed to control the vehicle.
 - Driver failed to yield the right of way resulting in an accident (or to avoid an accident).
 - Driver failed to communicate the vehicle's presence or intended actions through the use of directional lights (signal flashers), horn, or other means.
 - Driver was in violation of company operating rules or special instructions, the regulations of any federal or state regulatory agency, or any applicable traffic law or ordinance.
2. **Struck in rear by other vehicle** – Nonpreventable if:
 - Driver's vehicle was legally and properly parked, unless there were extenuating circumstances recognizable to the alert driver whose judgment should suggest "park elsewhere".
 - Driver was proceeding in his or her own lane of traffic at a safe and lawful speed.
 - Driver was stopped in traffic due to existing conditions or was stopped in compliance with traffic sign or signal, or the directions of a police officer or other person legitimately controlling traffic.
 - Driver was in proper lane, waiting to make turn, and was flashing a signal indicating his or her intention to turn.
 - Driver's vehicle was disabled and was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting out or retrieving signals (see "Mechanical Defects Accidents") except, if opportunity was available for driver to remove vehicle off road.

- Preventable if:
 - Driver was passing slower traffic near an intersection and had to make a sudden stop.
 - Driver made a sudden stop to park, load, or unload.
 - Driver was improperly or illegally parked.
 - Driver made any other type of unnecessary sudden stop.
 - Driver's vehicle rolled back into vehicle immediately behind while starting on a grade.
3. **Struck while parked** – Nonpreventable if:
- Driver was properly parked in an area where permitted, unless there was extenuating circumstances recognizable to the alert driver, whose judgment should suggest "park elsewhere," or there was off-the-road parking available.
 - Vehicle was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting or retrieving signals. The use of 4-way flashers as emergency warning lights under DOT regulations meets this provision for only the first 10 minutes.
4. **Mechanical defect or breakdown accidents** – Preventable if:
- Defect was of a type which driver should have detected during a proper pre-trip inspection of vehicle.
 - Defect was of a type that the driver should have detected during the normal operation of the vehicle.
 - Defect was caused by the driver's abusive operation of the vehicle.
 - Defect was known to the driver but was operated regardless of this knowledge.
5. **Side-swiped or head-on collisions** – Preventable if:
- Driver was not entirely in the proper lane of travel.
 - Driver did not pull to the right or left, slow down, and/or stop for the encroaching vehicle lane when such action could have been taken without additional danger and to prevent a collision.
 - Driver changed lanes without ascertaining that sufficient space was available or failed to signal intent, or give sufficient warning of intent, to change lane.
 - Driver was weaving to the right or left, thus crowding the passing vehicle.
6. **Striking other vehicle in rear collisions** – Nonpreventable if:
- Other vehicle rolled backward while starting on grade.
 - Driver's vehicle was stopped, but was hit from behind and pushed into other vehicle.
 - Preventable if:
 - Driver failed to maintain safe following distance and have the vehicle under control.

- Driver failed to stay alert and ascertain that traffic was slowing down or that vehicle ahead was moving slowly, stopped, or slowing down.
- Driver misjudged rate of overtaking vehicle.
- Driver came too close before pulling out to pass.
- Driver started up too soon or too fast for vehicle ahead.
- Driver failed to leave sufficient room for passing vehicle to get safely back in line.
- Driver was passing and misjudged approaching traffic, and returned to right lane too fast.

7. **Accidents at intersection** – Nonpreventable if:

- Driver was stopped in compliance with traffic sign or signal or at the direction of a police officer or other person legitimately controlling traffic.
- Preventable if:
 - Driver failed to control speed so that the vehicle could stop within available sight distance.
 - Driver failed to check cross-traffic and wait for it to clear before entering intersection.
 - Driver pulled out in the face of oncoming traffic.
 - Driver collided with person, vehicle, or object while making a right or left turn.
 - Driver collided with vehicle making turn in front of him. Driver had collision with vehicle coming from either side, regardless of location of traffic signs or signals or whether light was green.

8. **Backing accidents** – Preventable if:

- Driver backed up when backing could have been avoided by better route planning.
- Driver backed into traffic stream when such backing could have been avoided.
- Driver failed to get out of cab and check the immediate situation and proposed path of backward travel.
- Driver depended solely on mirrors when it was practicable to look back.
- Driver failed to get out of cab periodically and recheck conditions when backing a long distance.
- Driver failed to sound horn while backing.
- Driver failed to check behind vehicle parked at curb before attempting to leave parking space.

- Driver backed from blind side when a sight-side approach could have been made.
- Driver failed to use a guide (spotter) to help back, or depended solely on a guide.
- Driver relinquished all responsibility to guide.

9. **Accidents while passing or being passed** – Preventable if:

- Driver passed where view of road ahead was obstructed by hill, curve, vegetation, traffic, adverse weather conditions, etc.
- Driver attempted to pass in the face of closely approaching traffic.
- Driver failed to warn driver of vehicle being passed.
- Driver failed to signal change of lanes.
- Driver pulled out in front of other traffic overtaking from rear.
- Driver cut-in short returning to right lane.
- Driver failed to stay in own lane of traffic.
- Driver failed to hold speed or reduce speed to permit other vehicle to pass safely.

10. **Accidents while entering traffic (merging)** – Preventable if:

- Driver failed to signal when pulling out from curb.
- Driver failed to check traffic before pulling out from curb.
- Driver failed to look back to check traffic if he was in position where mirrors did not show traffic conditions.
- Driver attempted to pull out in a manner that forced other vehicle(s) to change speed or direction.
- Driver failed to make full stop before entering from side street, alley, or driveway.
- Driver failed to make full stop before crossing sidewalk.
- Driver failed to yield right-of-way to approaching traffic.

11. **Accidents involving pedestrians and bicycles** – Nonpreventable if:

- Pedestrian or bicycle driver collided with driver's vehicle while it was legally parked or stopped.
- Preventable if:
 - Driver did not reduce speed in area of heavy pedestrian traffic.

- Driver was not prepared to stop.
- Driver failed to yield right-of-way to pedestrian.
- Driver failed to stop when passing a streetcar or bus on the right.

12. **Accidents involving rail operated vehicles (railroad crossings)** – Preventable if:

- Driver attempted to cross tracks directly ahead of train or streetcar.
- Driver ran into side of train or streetcar.
- Driver stopped or parked on or too close to tracks.
- Driver failed to yield right-of-way to trolley.
- Driver failed to stop at the railroad crossing.

13. **Miscellaneous accidents** – Preventable if:

- Driver was making a "U" turn.
- Driver was pulling away from the curb or other parking space.
- Driver was entering traffic from a driveway, or private alley.
- Driver was giving a push or was being pushed.
- Vehicle moved due to faulty brakes.
- Driver left vehicle unattended (with or without motor running) and failed to set parking brake and wheel chocks.
- Collision with fixed objects - poles gates, light stanchions, etc.
- Non-collision accidents, such as an overturn, or running off road.
- Skidding accidents in which the company's vehicle is damaged because it jackknifes.
- Vehicle was moved while connected to stationary equipment.

Family Emergency Return to Home

Policy

It is the policy of Visser Trucking LLC to get drivers home in the most appropriate manner in case of an emergency at home. The nature of the emergency, the wishes of the driver and family, and the stability of the driver after being notified of the emergency, shall all be considered when determining the most appropriate manner of getting the driver home.

Responsibility

It shall be the responsibility of the driver to notify the appropriate supervisor of an at-home emergency and to accurately communicate the severity of the emergency.

It shall be the responsibility of all supervisors and managers to get drivers home in the most appropriate manner in case of an at-home emergency.

Procedures

In the event of death, serious injury, serious illness, or disappearance of a direct family member, the driver's and family's wishes will be followed. The driver and family will be offered the following options:

- Visser Trucking LLC will immediately relieve the driver of all responsibility, provide transportation to the nearest airport or car rental agency, and advance the driver the funds necessary to secure transportation home. Repayment of the advance will be determined at a later date.
- Visser Trucking LLC will get the driver to a location specified by the driver or family where private transportation home can be secured.
- Visser Trucking LLC will either redispach the driver onto a load returning the driver home or authorize out-of-route mileage to allow the driver to go directly home.

In the event of other family emergencies the driver and family will be offered the following options depending on the severity of the emergency:

- Visser Trucking LLC will get the driver to a location specified by the driver or family where private transportation home can be secured.
- Visser Trucking LLC will either redispach the driver onto a load returning the driver home or authorize out-of-route mileage to allow the driver to go directly home.

Family Support

Policy

It is the policy of Visser Trucking LLC to provide all reasonable direct and indirect support to the family of all employees.

Responsibility

It will be the responsibility of all management and supervisory personnel to provide family support for all employees.

Procedures

The Employee Assistance Program (EAP) is to be extended to all direct family members of employees.

Communications with the family are to be conducted through the driver's normal supervisor. The driver and supervisor are to see to it that the family members are provided with the contact information for the supervisor.

Message requests from the family shall be immediately forwarded to the driver. The only exception is in a case where the family member requests the driver be at a specific location before the message is given to the driver.

Release of information on the driver's location, payroll, advance status, etc. to the driver's family shall be immediate, provided the driver has signed a release of information form authorizing the release of such information to the requesting family member. Drivers can amend the release of information form at any time. The completed release form must be in the supervisor's possession before the release of any information.

A home time requests from a driver's family member shall be given the same weight as a home time request from a driver.

Information on company operations, policies, and procedures are to be provided to the family, as well as the driver, through the normal company communications methods (newsletter, direct mailing, etc.).

Supervisors and managers are to provide reasonable assistance to the family members of drivers as family needs arise.

Roadside Inspections

Policy

Roadside inspections are a fact of life for drivers of commercial motor vehicles. Enforcement officers may enter and perform inspections upon a motor carrier's vehicles in operations. It is Visser Trucking LLC 's policy to cooperate fully with law enforcement officers during roadside inspections.

Responsibility

Visser Trucking LLC expects its drivers to behave in a professional and courteous manner when asked to participate in a roadside inspection. Directions given by the inspection official should be followed. Failure to comply with the procedures set forth below may result in disciplinary action. Drivers are expected to report the inspection results in accordance with the regulations and company policy. All driver-related violations will be reviewed for possible discipline actions.

Supervisors will be expected to follow through with any necessary vehicle repairs or driver corrections and return the report in accordance with the regulations.

Procedures

When a driver is approached to undergo a roadside inspection, he/she must go immediately to the area designated by the inspection officer. If the driver believes that the designated area is unsafe for the driver and/or the inspection officer, the driver shall state his/her concern to the inspection officer in a courteous and professional manner. Once the inspection is underway, the driver shall follow the directions given by the officer and act appropriately.

Roadside inspection results

The results of the roadside inspection must be reported to Visser Trucking LLC during the driver's next scheduled check-in call if the inspection was passed with no violations.

If a violation was noted on the inspection the driver is to notify their supervisor of the inspection and the violation(s) before the end of the next business day.

The driver must turn in the inspection report to Visser Trucking LLC upon arrival. If the driver is not scheduled to arrive at a terminal location within the next 24 hours, the report must be mailed to Visser Trucking LLC at 8519 Crosscut Rd. Platteville, WI. 53818.

If the vehicle or driver is placed out of service, the driver must call in immediately so Visser Trucking LLC can notify the customer of any delays that may result and dispatch can coordinate the return of the vehicle and/or driver to service.

A vehicle that is placed out of service cannot be operated until all repairs required by the out-of-service notice have been completed. A driver may be placed out of service if the driver does not meet qualification requirements or has violated the hours-of-service rules. A driver placed out of service must not resume driving until the out-of-service condition is rectified.

Any driver that is placed out-of-service for HOS log violations or equipment violations that should have been detected in a walk around or a pretrip inspection will be discharged. (If you have questions regarding this policy you are to speak with your supervisor ASAP)!

To avoid this happening:

- Log books must be in neat clean and free of any violation. (HOS) or form and manner
- Equipment should be in good mechanical shape: (Refer to pretrip check list)
- Check especially: tires and tire pressure, heavy fluid leakage, mud flaps, headlights, signal lights, tail lights, brake lights, brakes, wheel seals, air leaks, and any other visual equipment problems.
- cargo leakage

Responsibility for citations and fines

Equipment-related citations

Drivers shall not be held responsible for the citation if the defect could not have been detected in the course of a reasonable and proper pre-trip inspection, or if the defect developed while in transit after a proper vehicle inspection was conducted by the driver.

Oversize/overweight citation

Drivers are responsible to make certain that all loaded vehicles are within legal size and weight limits. Drivers may be held responsible for oversize/overweight citations if the fine was due to driver negligence or failure to follow established measuring/scaling procedures.

Driver citations

A driver who receives a citation for being found to be in violation of the hours-of-service regulations during the course of a roadside inspection shall be responsible for the citation. A driver who receives any other type of driver citation will be responsible for the fine if it was due to driver negligence.

Visser Trucking LLC's disposition of report

Upon receipt of a roadside inspection report, Visser Trucking LLC will make arrangements to correct any defects still outstanding.

Within 15 days of the inspection, Visser Trucking LLC must certify that all defects have been corrected by completing the "Signature of Carrier Official, Title, and Date Signed" portions of the inspection report form. The form will then be mailed to the issuing agency at the address indicated on the form.

The driver will be notified when defects have been corrected. Roadside inspection reports will be analyzed for ways to reduce the number of violations and lower the out-of-service rate.

A copy of the roadside inspection report will be retained at Visser Trucking LLC's safety department for a minimum of 12 months.

Trip Inspections

Policy

Visser Trucking LLC is committed to following a strong daily pre-trip inspection program. Regulations require commercial motor vehicles to be inspected before they are operated, or every 24 hours, whichever comes first.

Our daily inspection procedures will help avoid penalties and provide a sound basis for a good inspection and maintenance program.

Responsibility

All drivers, mechanics, supervisors, and safety managers must know and apply the driver vehicle inspection procedures. Any disregard for inspection procedures may result in discipline. Drivers must only operate commercial vehicles that have been inspected and deemed safe. No one shall encourage or coerce drivers to violate these safety standards.

Procedures

Each driver must be satisfied that equipment is in proper working condition prior to operating a vehicle.

Drivers must use National Safety Code Standard 13, Schedule 1, Truck, Tractor and Trailer to inspect the vehicles. The schedule lists minor defects and major defects of the following components:

- Air brake system
- Cab
- Cargo securement
- Coupling devices
- Dangerous goods
- Driver controls
- Driver seat
- Electric brake system (if applicable)
- Emergency equipment and safety devices
- Exhaust system
- Frame and cargo body
- Fuel system
- General vehicle condition
- Glass and mirrors
- Heater/Defroster
- Horn
- Hydraulic brake system (if applicable)
- Lamps and reflectors
- Steering
- Suspension system
- Tires
- Wheels, hubs, and fasteners
- Windshield wiper/washer

Each driver must also be satisfied that cargo is properly distributed and secured. The vehicle's cargo or other objects must not

obscure the driver's view or interfere with the driver's movement.

Driver pre-trip inspection report

Each driver is required to complete a written report on each vehicle's condition at the beginning of the day. A vehicle includes a power unit and trailer or trailers.

Drivers must fill out the applicable fields on the pre-trip inspection report. The regulations require any minor or major defects to be noted on the pre-trip inspection report.

The driver must also note any other defects that would affect the safe operation of the vehicle or result in its mechanical breakdown. Drivers must use the following guidelines when reporting defects:

- **No defects:** When no safety related problems are reported by the driver, the driver keeps the pre-trip inspection report in the vehicle and later submits the pre-trip inspection report to the safety department.
- **Minor Defects:** When a driver reports minor safety related problems, he/she places them on the pre-trip inspection report and notifies safety of the minor defects.
- **Major Defects:** When a driver reports major defects, he/she must immediately notify their supervisor and must refrain from operating the vehicle. Major defects must be repaired before the vehicle can be operated.

Upon completion of the inspection, the driver must sign the report. If the driver is not the person who inspected the vehicle, the inspection person must sign and the driver must also sign the report.

Drivers must retain the pre-trip inspection report in the vehicle during operation. Pre-trip inspection reports are valid for up to 24 hours. After the pre-trip inspection report expires, drivers have 7 days to submit the reports to the safety department.

The original copy of the inspection report and certification of repairs will be retained in Visser Trucking LLC's maintenance file.

The original of the inspection report will be filed by the unit # and signed and dated.

The original copies of inspection reports on which no defects were noted will be retained for 6 months. The original copies of inspection reports on which defects were noted, and the certification of repairs (if applicable), will be retained for 12 months

Driver on-the-road inspections

Drivers are required to monitor the condition of the vehicle during operation. If minor defects are found during the course of the vehicle's operation, drivers must immediately record the minor defects on the pre-trip inspection report and notify their supervisor upon arrival at the destination. If major defects are found during the course of the vehicle's operation, drivers must not operate the vehicle and must contact their supervisor and dispatch for further guidance.

Unless the driver has been ordered not to inspect the cargo or inspection is impractical, the driver must examine the cargo and its load securing devices within the first 50 miles of the trip and make any necessary adjustments.

Once on the road, the driver must reexamine his/her vehicle and cargo and equipment with a walk around:

- at each change of duty status,
- after driving for 3 hours; or
- after driving for 150 miles
- whichever occurs first.

Annual Vehicle Inspection

Policy

Visser Trucking LLC is committed to following an annual commercial vehicle inspection program. Department of Transportation (DOT) regulations require commercial motor vehicles undergo a thorough inspection at least annually. All equipment items not meeting the minimum standards must be repaired before the vehicle is put back into service. Our annual inspection procedure will help avoid DOT penalties and provide support for a good inspection and maintenance program.

Responsibility

Drivers and supervisors shall be responsible for knowing the information contained in the Annual Vehicle Inspection Policy. All questions surrounding forms, recordkeeping, or procedures should be addressed to the safety department.

Annual Vehicle Inspection Procedure

All vehicles subject to Visser Trucking LLC's control must be inspected at least annually. This includes each vehicle in a combination. For example, for a tractor semitrailer or full trailer combination, the tractor, semitrailer, and the full trailer (including converter dolly) must each be inspected.

Inspector qualifications

Only inspectors qualified under Sec. 396.19 of the FMCSRs are allowed to perform an annual inspection.

The regulations require that an individual who performs annual inspections be qualified as follows:

- Understands the inspection criteria in Part 393 and Appendix G;
- Knows and has mastered the methods, procedures, tools, and equipment used in performing an inspection;
- Has training or experience under one of the following:
 - A state or federally-sponsored training program or a certificate from a state or Canadian province qualifying the person to perform inspections, or training or experience totaling 1 year, which may include appropriate training in a manufacturer sponsored or commercial training program; experience as a mechanic or inspector in a motor carrier maintenance program, commercial garage, fleet leasing program, etc.; or
 - Experience as a commercial vehicle inspector for a state, provincial, or federal government.

Documentation of the inspector's qualifications must be retained for as long as the inspector is performing inspections for the motor carrier and for one year thereafter.

The following individuals are authorized to perform annual inspections for the Company: Guys truck and tractor and other certified DOT facilities with supervisors approval.

Vehicle inspection criteria

The components that are to be inspected are listed in Appendix G to the Federal Motor Carrier Safety Regulations. They include:

- Brake system,
- Coupling devices,
- Exhaust system,

- Fuel system,
- Lighting devices,
- Safe loading,
- Steering mechanism,
- Suspension,
- Frame,
- Tires,
- Wheels and rims,
- Windshield glazing, and
- Windshield wipers.

Each of these major component areas has subsidiary components that must be inspected as part of the annual vehicle inspection.

In addition, Visser Trucking LLC requires the following equipment items to be inspected:

- town horn
- a/c system
- fire extinguisher
- warning reflectors
- seat belts
- low pressure lights and buzzers
- 5th wheel
- excessive fluid leaks
- fuel tank securement

Any equipment items not meeting minimum standards must be repaired before the vehicle can be put back in service.

Annual inspection documentation

The qualified inspector performing the inspection must prepare a report that includes the following information:

- The inspector's name,
- The name of the motor carrier operating the vehicle,
- The date of the inspection,
- Vehicle identification,
- A list of the components inspected and designation of any components not meeting inspection standards, and
- Certification that the inspection is accurate, complete, and that it complies with the regulations.

The original or a copy of the annual vehicle inspection report will be retained Visser Trucking LLC's safety departments maintenance records. The inspection report will be retained for 14 months minimum.

Annual inspection reports will be obtained for vehicles that the Company wishes to use, but did not perform the last annual inspection.

Documentation on vehicle

Either an annual inspection sticker must be affixed to the vehicle or the inspection report maintained in the vehicle.

A copy of the annual inspection report must be carried on the vehicle.

Contingency plan for Out-of-Service vehicle

In the event that an assigned vehicle is put out of service (OOS) during the course of an annual inspection, the following procedure shall be implemented:

- The qualified inspector shall notify Visser Trucking LLC upon discovery of the vehicle defect. The notification will include a detailed description of the defect, and an accurate estimate of when the defect will be corrected.

A temporary vehicle will be assigned if the delay in repairing the OOS vehicle will cause a service failure or excessive downtime for the driver.(If there is a vehicle available).

Driver Vehicle Inspections

Policy

Visser Trucking LLC is committed to following a strong daily inspection program. Department of Transportation (DOT) regulations require commercial motor vehicles to be inspected every day they are operated. Our daily inspection procedures will help avoid DOT penalties and provide a sound basis for a good inspection and maintenance program. Daily inspection of vehicles will help prevent small problems from becoming big problems.

Responsibility

All drivers, mechanics, and supervisors, must know and apply the driver vehicle inspection procedures. Any disregard for inspection procedures may result in discipline. Drivers must only operate commercial vehicles that have been inspected and deemed safe. No one shall encourage or coerce drivers to violate these safety standards.

Procedures

Driver Pre-trip Inspection

Each driver must be satisfied that equipment is in proper working condition prior to operating a vehicle.

This includes the following equipment:

- Service brakes, including trailer brake connections
- Parking (hand) brake
- Steering mechanism
- Lighting devices and reflectors
- Tires
- Horn
- Windshield wipers
- Rear vision mirrors
- Wheels and rims
- Coupling devices
- Emergency equipment

Each driver must also be satisfied that cargo is properly distributed and secured. The vehicle's cargo or other objects must not obscure the driver's view or interfere with the driver's movement.

The driver will also review the last completed Driver's Vehicle Inspection Report (if and when such a report was required) to verify that any needed repairs were made to the vehicle. If an authorized signature certifies that defects were corrected or that correction was unnecessary, the driver shall sign the third signature line of the form. If the defects noted were not acknowledged by an authorized signature, the driver shall not drive the vehicle until the defects are handled appropriately.

Driver on-the-road inspections

Unless the driver has been ordered not to inspect the cargo or inspection is impractical, the driver must examine the cargo and its load securing devices within the first 50 miles of the trip and make any necessary adjustments.

Once on the road, the driver must reexamine his/her vehicle and cargo:

- at each change of duty status,
- after driving for 3 hours; or
- after driving for 150 miles,
- whichever occurs first.

If a problem is found, the driver will either have the necessary repairs or adjustments made prior to operating the vehicle, or safely travel to the nearest repair facility. (See Vehicle Breakdown and Road Repair Procedure)

Driver post-trip inspection report

When a driver is done operating a vehicle for the day (including any trailers), he/she must inspect the vehicle and report any safety-related defects or deficiencies so repairs can be made before the vehicle is driven again.

Drivers of property-carrying vehicles must prepare and submit an inspection report even if there are no defects or deficiencies to report.

The vehicle must be identified on the report. The regulations require that any defects in the following equipment items be noted:

- Service brakes including trailer brake connections
- Parking (hand) brake
- Steering mechanism
- Lighting devices and reflectors
- Tires
- Horn
- Windshield wipers
- Rear vision mirrors
- Coupling devices
- Wheels and rims
- Emergency equipment

The driver must also note any other defects that would affect the safe operation of the vehicle or result in its mechanical breakdown. The report must also indicate if no defects are found. The driver must sign the report.

- **No defects:** When no safety-related problems are reported by the driver, the driver submits the inspection report to the safety department.
- **Defects:** When a driver reports safety related problems, he/she submits all copies to the safety department. The certified shop will sign the report indicating that repairs have been made (or are not required to be made). The vehicle inspection report must be signed by the next driver to operate the vehicle.

The original copy of the inspection report and certification of repairs will be retained *in that units maintenance file*.

Roadside Inspections

Policy

Roadside inspections are a fact of life for drivers of commercial motor vehicles. Department of Transportation (DOT) regulations authorize special agents (law enforcement officers) to enter and perform inspections upon a motor carrier's vehicles in operations. It is Visser Trucking LLC's policy to cooperate fully with law enforcement officers during roadside inspections.

Responsibility

Visser Trucking LLC expects its drivers to behave in a professional and courteous manner when asked to participate in a roadside inspection. Directions given by the inspection official should be followed. Failure to comply with the procedures set forth below may result in disciplinary action. Drivers are expected to report the inspection results in accordance with the regulations and company policy. All driver-related violations will be reviewed for possible discipline actions.

Supervisors will be expected to follow through with any necessary vehicle repairs or driver corrections and return the report in accordance with the regulations.

Procedures

When a driver is approached to undergo a roadside inspection, he/she must go immediately to the area designated by the inspection officer. If the driver believes that the designated area is unsafe for the driver and/or the inspection officer, the driver shall state his/her concern to the inspection officer in a courteous and professional manner. Once the inspection is underway, the driver shall follow the directions given by the officer and act appropriately.

Roadside inspection results

The results of the roadside inspection must be reported to Visser Trucking LLC during the driver's next scheduled check-in call if the inspection was passed with no violations.

If a violation was noted on the inspection the driver is to notify their supervisor of the inspection and the violation(s) before the end of the next business day.

The driver must turn in the inspection report to Visser Trucking LLC upon arrival. If the driver is not scheduled to arrive at a terminal location within the next 24 hours, the report must be mailed to Visser Trucking LLC at 8519 Crosscut Rd. Platteville, WI. 53818.

If the vehicle or driver is placed out of service, the driver must call in immediately so Visser Trucking LLC can notify the customer of any delays that may result and the dispatcher can coordinate the return of the vehicle and/or driver to service.

A vehicle that is placed out of service cannot be operated until all repairs required by the out-of-service notice have been completed. A driver may be placed out of service if the driver does not meet qualification requirements or has violated the hours-of-service rules. A driver placed out of service must not resume driving until the out-of-service condition is rectified.

Responsibility for citations and fines

Equipment-related citations

Drivers shall not be held responsible for the citation if the defect could not have been detected in the course of a reasonable and proper pretrip or post-trip inspection, or if the defect developed while in transit after a proper vehicle inspection was conducted by the driver.

Oversize/overweight citation

Drivers are responsible to make certain that all loaded vehicles are within legal weight limits for both axle and total gross weight. Drivers will be held responsible for overweight citations if the fine was due to driver negligence or failure to follow established scaling procedures.

Driver citations

A driver who receives a citation for being found to be in violation of the hours-of-service regulations during the course of a roadside inspection shall be responsible for the citation. A driver who receives any other type of driver citation will be responsible for the fine if it was due to driver negligence.

Note: Fines levied on a driver for infractions of local, state, or federal regulations are his/her responsibility, even if the vehicle involved in the situation is a company vehicle.

Drivers that comply with a 100% clean DOT inspection or Roadside inspection that has verifiable documentation will receive a \$50.00 cash card or a \$100.00 cash card for a clean driver and vehicle inspection

Visser Trucking LLC's disposition of report

Upon receipt of a roadside inspection report, Visser Trucking LLC will make arrangements to correct any defects still outstanding.

Within 15 days of the inspection, Visser Trucking LLC must certify that all defects have been corrected by completing the "Signature of Carrier Official, Title, and Date Signed" portions of the inspection report form. The form will then be mailed to the issuing agency at the address indicated on the form.

The driver will be notified when defects have been corrected. Roadside inspection reports will be analyzed for ways to reduce the number of violations and lower the out-of-service rate.

A copy of the roadside inspection report will be retained in the units safety records for 12 months.

Vehicle Breakdown and Road Repair

Policy

The goal of Visser Trucking LLC is to minimize on the road equipment breakdowns by having strong vehicle inspection and preventive maintenance programs in place. As part of its overall driver support system, Visser Trucking LLC is committed to providing drivers with expedient and reliable breakdown and road repair service in the event of equipment failure.

When an equipment breakdown does occur, the safety of the driver and the general motoring public is top priority, but the needs of our customers must also be considered. With this in mind, Visser Trucking LLC has implemented the following vehicle breakdown and road repair procedures that all drivers will be trained in, and are expected to follow.

Responsibility

Drivers, dispatchers, supervisors and the maintenance department must know and apply the following procedures. They must not take on roles outside of the scope of this policy. They must only address mechanical problems that are within the realm of knowledge or authorization.

Procedures

Visser Trucking LLC's vehicle breakdown procedures have been developed to insure the safety of our drivers and the motoring public, securement of the equipment and its cargo, timely customer notification of any shipment delay, and facilitation of expedient equipment repair. All Visser Trucking LLC drivers are expected to follow these procedures in the event of a breakdown.

Before beginning any work assignment or trip, the driver should perform a complete pretrip inspection on all assigned equipment. That means the driver will check service brakes, brake hose connections, parking brake, steering, all lights and reflectors, tires, horn, windshield wipers, all mirrors, and coupling devices for road readiness.

The driver is required to make certain that the vehicle is equipped with required emergency gear. All Visser Trucking LLC vehicles, leased vehicles, or vehicles contracted by the company, will be equipped with a fully charged fire extinguisher, fuses, and warning signals. If any of these items is missing or is in need of charging, the driver must get the situation corrected immediately. Drivers should not begin any trip or work assignment unless the vehicle has all the required emergency gear.

In the event of a minor vehicle breakdown, drivers are authorized by the company to perform some small repairs. The company defines minor breakdowns as those that simply require replacing a headlamp, a fuse, a trailer reflector, etc.

All Visser Trucking LLC vehicles must carry spare parts necessary for quick and efficient repairs of minor breakdowns. This includes items like fuses, headlamps, fuel and oil filters, spare flasher light bulbs, trailer reflectors, etc. Drivers should see their supervisor or maintenance personnel to obtain adequate vehicle spare parts inventory for their needs.

When a breakdown occurs

When an equipment breakdown occurs that requires road repair assistance, the following procedures must be implemented:

- Safely stop and secure the vehicle. No Visser Trucking LLC vehicle should be left unattended until the parking brake has been properly set, and the driver is confident the vehicle is secure from moving. If a breakdown occurs while the vehicle is in motion, the driver should activate the emergency hazard warning signal flashers, and park as far out of traffic as possible.

- Safely place the warning devices as prescribed in Sec. 392.22 within 10 minutes of the breakdown. Once these warning devices have been placed, the driver should deactivate the emergency hazard warning signal flashers.
- After the vehicle has been secured and the warning devices put in place, the driver should communicate the vehicle's breakdown. When signaling for assistance, the driver should give the exact location information of the vehicle, including road or highway route number, nearest mile marker or exit, and direction of travel. The driver should be as specific as possible and should also provide a suggested diagnosis of the cause of the breakdown. If the cause is a blown tire, the driver should have tire size and location information available.
- The driver should stay with the vehicle for updates and instructions. Dispatch operations are responsible for contacting the driver with updates on pending road repairs.
- Once the breakdown has been reported to dispatch, the driver's call will be forwarded to the Maintenance Department. Visser Trucking LLC's Maintenance Department will determine the appropriate course of action. If a road service call is necessary, the Maintenance Department will locate and contact a repair vendor to facilitate repairs.
- Once repairs have been made, the driver shall notify dispatch, turn on the emergency hazard warning flashers, and safely remove the warning devices.
- All paperwork for the repairs will be forwarded to the Maintenance Department where it will be on file in that unit's maintenance file for a period of 12 months from date of receipt.

After hours breakdowns

During certain hours, no Visser Trucking LLC personnel will be on duty. In the event of a vehicle breakdown during these hours, drivers should use the following procedure: Call your supervisor 24/7.

Visser Trucking LLC breakdown responsibilities

Driver's responsibilities when a breakdown happens include:

- Safely stopping and securing the vehicle and load,
- Safely placing the warning devices,
- Diagnosing and calling in the breakdown,
- Notifying dispatch when repairs have been made,
- Safely removing the warning devices, and
- Forwarding all repair paperwork to the Maintenance Department.

Dispatch operations responsibilities when a breakdown happens include:

- Forwarding the driver's call to maintenance,
- Notifying the customer of any delays,
- Following up with maintenance to ensure repairs are being made,
- Keeping the driver updated, and
- Rescheduling any customer appointments when driver is moving again.

Maintenance Department's responsibilities when a breakdown happens include:

- Determining the nature of the breakdown and best course of action,
- Locating, contacting, and dispatching a vendor to facilitate repairs,
- Taking care of all billing, and
- Obtaining all repair records to be kept on file.

Visser Trucking LLC breakdown resource number(s)

If a breakdown occurs during normal business hours, drivers are instructed to contact their immediate supervisor for assistance.

Vehicle Maintenance

Policy

Systematic maintenance of equipment is an essential element of our transport operation. Part 396 of the Federal Motor Carrier Safety Regulations (FMCSRs) requires motor carriers to "inspect, repair and maintain all motor vehicles" under their control. Even if there were no federal regulations in place, however, it makes excellent business sense to have an organized maintenance program in operation. At Visser Trucking LLC, it is our policy to keep all company transportation equipment well maintained and in safe and efficient operating condition at all times.

It is further the policy of Visser Trucking LLC to use the "preventive maintenance" approach with our transport equipment. The specifics of that approach will be detailed in the procedures to follow.

Responsibility

Drivers are responsible for knowing the mechanical condition of their vehicles at all times, and for operating those vehicles correctly and efficiently. The maintenance department is responsible for providing safe and drivable vehicles to Visser Trucking LLC drivers.

Procedures

Sec. 396.3(b) of the FMCSRs specifies required vehicle records that must be kept on each vehicle controlled for 30 consecutive days or more by a motor carrier. These records include:

- a vehicle identification including a company number (if so marked),
- make,
- serial number,
- year, and
- tire size.

If the vehicle is not owned by Visser Trucking LLC, this record should indicate the name of the owner/supplier of the vehicle. The record must also contain a way to indicate the nature and due date of any inspection and maintenance operations to be performed on the vehicle, and a record of any inspections, repairs, and maintenance performed on the vehicle in question, including dates performed and specifics on the nature of the operations.

Visser Trucking LLC keeps maintenance records on file for a period of the equipments lifetime.

Visser Trucking LLC will maintain a complete record on each vehicle in its fleet as a matter of course. That record will include basic vehicle information, along with a listing of repair orders, procedures performed, dates of maintenance.

Visser Trucking LLC will keep each vehicle subject to its control properly lubricated, and free of oil and grease leaks, per the provisions of the FMCSRs.

Preventive maintenance (PM) is an attitude and a commitment by Visser Trucking LLC to get the most out of transport equipment by investing in its maintenance on a regular basis, according to a planned schedule.

The PM philosophy that Visser Trucking LLC has adopted as company policy is widely used in the transportation industry.

Our PM policy reflects a very modern attitude of conservation and of wise asset utilization. Without a doubt, it also saves money for a company that is committed to its principles. The PM philosophy would say: "if it's scheduled to be replaced, replace it whether or not it has failed."

Maintenance is part of the cost of doing business, and every fleet has a major investment in its equipment. Whether or not that equipment operates efficiently and reliably has a major impact on corporate profitability. Making certain that equipment operates well is where preventive maintenance comes into the picture. Visser Trucking LLC has implemented a PM program because of the positive impact it has in the following areas:

- PM is a major factor in promoting highway safety: A well-maintained truck is a safer truck. PM alerts all personnel to potentially hazardous conditions, e.g., equipment failure. It also facilitates recordkeeping. Safer trucks promote high driver morale, are involved in fewer accidents, create a favorable public image for Visser Trucking LLC and the trucking industry in general, have fewer breakdowns and delays, and may play a role in determining better insurance rates.
- PM prolongs useful life of equipment: Narrow profit margins mean that transportation companies need equipment that continues to run economically and well as it ages. Component replacement in older vehicles is more difficult to schedule, so PM and its careful monitoring of vehicles is a big help.
- PM reduces unscheduled downtime: An idle truck is not making any money for Visser Trucking LLC. Anything that minimizes unscheduled downtime in a fleet makes the equipment more productive. Drivers don't have to wait for vehicles to get out of the shop, and customers are happy because service is more reliable. Vehicle and personnel utilization are both improved when companies are able to balance workloads.
- PM reduces unscheduled repairs and the higher cost related to them: In an in-house shop, parts inventory can be kept lower if component replacement is planned as part of an overall PM schedule. The fewer times vehicles have to be repaired on the road, the better the bottom line for Visser Trucking LLC.

In summary, a good preventive maintenance program lowers repair frequency and lowers overall maintenance cost.

The service portion of PM is actually scheduled maintenance. Visser Trucking LLC vehicles will be given PM according to the following schedule.

- **A** *PM service every 20,000 miles*
- **B** *Mid service every 10,000 miles inbetween PM services*
- **C** *Truck and trailers looked over from bumper to bumper every 3rd PM or sooner if possible*
- **D** *All defects that is a safety concern to be reported and fixed as soon as possible*

At Visser Trucking LLC, compliance with the PM program is the responsibility of the driver and the supervisor.

Drivers will receive training on vehicle inspection procedures including how to prepare and submit a driver vehicle inspection report (DVIR). Visser Trucking LLC views its drivers as the first line of defense in preventing serious maintenance problems. We expect drivers to spot developing problem situations before they get to the "breakdown" point. This on the road expertise of drivers should work together with the in-shop expertise of the maintenance department.

Communication is key between drivers and the maintenance department. Some basic guidelines should help drivers contribute the most information possible to the Visser Trucking LLC preventive maintenance program.

Drivers are expected to do complete and careful pretrip and post-trip inspections of their vehicles. Drivers are expected to treat company vehicles as their own. Observable vehicle abuse will not be tolerated. Discovery of unauthorized modifications or tampering with any company vehicle will be reported to the driver's supervisor. Drivers are expected to report any problems they find accurately and in detail. Problems should be reported promptly.

Visser Trucking LLC is not responsible for loss or damage to personal effects left in vehicles prior to maintenance work being performed.

On the road, drivers are expected to spot and report potential maintenance problems:

- LISTEN for unusual or abnormal equipment sounds. Thumps, rattles, squeaks, bumps, squeals, and hisses all can signal the beginning of trouble. If things don't sound right, they should be reported to maintenance.
- SMELL for unusual odors that may signal trouble. Burning rubber, insulation, wood, scorched fabric or hot oil or other fluid can all mean problems. Diagnosis can be made early with a good sense of smell.
- FEEL changes in the vehicle's response. Steering, braking, shifting, and other handling operations all have unique "feels" in a particular vehicle. If the vehicle doesn't seem to behave the way it should, it should be reported promptly. Little problems cost much less to fix and cause less downtime.
- OBSERVE the equipment carefully when you make your required routine inspections. Defects in wiring, lights, cables, tires, splash guards, locks, air lines, coupling devices, fifth wheels, tarps and fasteners, landing gear, brakes and various accessories should all be carefully noted and reported to the maintenance department.

If a Visser Trucking LLC driver has an unexpected breakdown while on the road, he/she should stay calm and use common sense. Report the problem and follow prescribed procedures.

If a Visser Trucking LLC vehicle is put out of service during a roadside inspection, the driver must notify his/her driver supervisor as soon as possible to receive instructions. Visser Trucking LLC strictly forbids the operation of an out-of-service vehicle until the required repairs are completed. A driver who violates this policy will be subject to disciplinary action.