

# **DRIVERS HANDBOOK**

## **SAFETY POLICY STATEMENT**

It is the policy of this Company that the safety of our personnel and the general public is the responsibility of each and every employee.

Managers and Supervisors shall ensure that safety is given a high priority in their respective departments and they will be held accountable for the implementation of a safe working environment and the enforcement of good safe work habits.

Annual safety meetings are conducted by the company and attendance is MANDATORY. You will be paid your hourly wage for your time in the meeting, you must arrive at the designated center for the meetings at and by your own expense.

## **FORWARD**

No other job and other corporate asset have the opportunity of creating an impression on our customers and the general public as the image of a Muskoka Delivery Service vehicle, and the driver that is driving it. The entire impression of Muskoka Delivery Service can be developed, good or bad, depending upon the vehicle appearance and how it is handled by you, the driver. The vehicle is usually the first contact with the customer and the only contact with the general public. Your tractor is a traveling billboard. The image that you and your tractor project to the public is extremely important to this company.

To perform your job, Muskoka Delivery Service provides you with valuable tools with which to conduct your every day assignments. Proper preparation by you, the driver, and the care of your equipment is a must to enable you to perform your every day duties as drivers.

This handbook has been developed to assist you in performing your job effectively, efficiently and safely. Its contents are only a guide to you, the driver. For it to be effective, you must do your part.

Read this manual carefully, follow its instructions and listen to any other assistance that is available to you. Never forget that the success of Muskoka Delivery Service depends upon our ability to totally serve our customers in the most efficient way possible.

# **TERMS OF EMPLOYMENT**

## **Probationary Period**

All drivers are hired on a probationary basis. Permanent employment is dependent upon the satisfactory outcome of a check of references, previous work records and the capabilities of the employee to do the job satisfactorily over a specified period of time (90 days).

## **Absenteeism**

If you are unable to work because of sickness, telephone your terminal manager as soon as possible. If you are absent due to illness for more than three days, you may be required to provide a letter from your doctor confirming your illness. Other reasons for absenteeism must be justified. Frequent absenteeism may be grounds for discipline up to and including dismissal.

Before returning to work in cases of prolonged illness or serious injury, a letter of clearance will be necessary confirming that you are in proper physical condition to perform your duties.

## **Disciplinary Action**

In the interest of ensuring a safe and efficient operation to the mutual benefit of the Company and employees, the following general rules and penalties that may be assessed for non-compliance have been established.

The Company reserves the right to consider each individual case on its merit if not covered by this list or provided for elsewhere in this handbook.

- a) The following actions will render the employee subject to IMMEDIATE DISMISSAL.
  1. Dishonesty, including but not limited to theft, embezzlement or falsification of records.
  2. Gross misconduct of any kind that seriously affects the property of a customer or the best interests of the company.
  3. Disrespect in words or actions to a customer.
  4. Fraudulent use of a Company issued document such as a telephone card, credit or fuel card.

- b) The following actions will be subject to progressive disciplinary action; depending on the severity of the incident, the following pattern may be applied or increased:
- 1st offence - reprimand
  - 2nd offence - suspension 1 to 2 days
  - 3rd offence - suspension of 3 or more days or dismissal
1. Absenteeism without notice and/or approval
  2. Habitual lateness in reporting for work
  3. Vulgar language to a customer or an associate in a customer's presence
  4. Carrying unauthorized passengers. (Upon request, a letter of authorization may be issued to describe specific passengers)
  5. Improper or unauthorized use of Company vehicles or property.
  6. Abuse of Company equipment or customers' property or merchandise.
  7. Failure to provide dispatch with accurate paperwork for each pick-up or delivery.
  8. Unsatisfactory job performance.
  9. Fraudulent use of a Company issued document such as a telephone calling card, credit or fuel card.

## **CVOR VIOLATIONS**

- 1) First violation will receive a writing warning.
- 2) Second violation will receive a writing warning and possible suspension.
- 3) Third violation will result in immediate termination.

Note that the above schedule may be accelerated depending on the severity and circumstances of the first and or second violations.

All violations must be reported to your terminal manager immediately and a copy of the CVIR submitted to him/her upon your arrival back at your terminal. The same procedure mentioned above will apply to all traffic violations received by you while operating company and or personal vehicles.

## **Preventable Accident(s)**

While each accident is reviewed independently and on its own merit, there are 3 primary criteria used for determining corrective action on the driver.

- They are:
1. Frequency
  2. Severity
  3. Degree of Negligence

First preventable Accident, letter of record to the driver, a mandatory interview with their manager, and an on road evaluation.

Second Preventable Accident, further discipline up to and including dismissal.

Not withstanding the above, the following will result in immediate dismissal.

1. Roll away of unit.
2. Preventable accident during the 90 day probationary period.
3. Two preventable accidents within a twelve month period.
4. Operation of a vehicle while impaired by alcohol or drugs.
5. Failure to report an accident.

## **DRIVERS DAILY LOG SHEETS**

### **Completion**

Driver's daily log sheets must be completed thoroughly and correctly. The following basic steps will help you complete your log sheets. If you have any problems, ask, and someone will be glad to help you.

1. Fill in date, starting odometer,(indicate km/mi) driver's name, truck tractor license number and unit number, trailer license number and unit number, driver's signature.
2. Fill in Carrier's name and address, co-driver's name and signature and home terminal address.
3. Grid - filled out properly
  - a) All stops must be entered in the remarks section.
  - b) Fuel stops must be shown in the remarks section and fuel receipts must be turned in with the corresponding driver's time sheet or owner operator invoice.

- c) Off duty time other than in the sleeper berth and sleeper berth time can be calculated together for eight (8) hours off if run consecutively ONLY.
  - d) All hours must be totaled correctly and shown on the right hand side under total hours. All 4 duty status boxes must be filled to total 24 hours.
  - e) All writing and grid lines must be neat and legible.
4. Fill in starting point, destination, shipper's name, and shipping document/pro number and commodity.

### **Tips**

Whenever you change your duty status - be sure to show it on your log sheet grid. Authorities will give tickets to drivers for not completing this properly.

Example: Driving, stopping at a truck stop or any other stop requires a duty status change.

Your driver's daily log is considered a legal document by the authorities.

### **Disciplinary Action**

The following log book offences will be subject to progressive disciplinary action:

- 1. Driving after being on duty for 15 hours
  - 1st offence            written reprimand
  - 2nd offence            subject to dismissal
- 2. Driving in excess of 70 hours in eight days
  - 1st offence            written reprimand
  - 2nd offence            subject to dismissal
- 3. Failure to complete log sheets correctly
  - 1st offence            written reprimand
  - 2nd offence            subject to dismissal
- 4. Failure to complete driver vehicle inspection report correctly
  - 1st offence            written reprimand
  - 2nd offence            subject to dismissal
- 5. Falsifying log sheets
  - 1st offence            written reprimand
  - 2nd offence            subject to dismissal

# **PRE-TRIP AND POST-TRIP INSPECTIONS**

A safe trip begins with a good inspection. Be sure that your vehicle is in good condition at all times. A trip inspection report should be completed at the beginning of your trip and must be completed at the end of your trip. Trip inspection reports from the last time the vehicle was used should be available and, if any defects or deficiencies were noted, you must make sure that the necessary repairs have been performed.

## **PRE-TRIP INSPECTION**

Before your departure always inspect your vehicle. The circle check is a valid procedure. Details of the check can be varied according to the type of vehicle, but generally, the principle of making a complete circle check should be followed in all cases.

Some specific points to look for are given in the following checklist.

### **IN THE ENGINE COMPARTMENT:**

1. Check radiator for leaks, coolant level and proper locking cap.
2. Check fan for bent blades, loose mounting and belt tension.
3. Check oil level and windshield washer fluid level.
4. Check battery for electrolyte level, cracks and excessive corrosion.
5. Check air cleaner for proper attachments.
6. Check for obvious breaks or loose connections in electrical system, hoses and all air lines.

### **WITH ENGINE STARTED:**

1. Check engine for ease of starting and smooth operation.
2. Check operation of cruise control idle.
3. Check operation of all instrument panel gauges.
4. Check operation of windshield wipers and washers.
5. Check for unusual noise in clutch and transmission when clutch pedal is depressed and released, with engine running, and transmission in neutral.

## **IN THE CAB:**

1. Check operation of doors, door handles and latches.
2. Check feel and lash of brake pedal and clutch pedal.
3. Check seat adjustment and seat belts.
4. Check fuel gauge and voltmeter.
5. Check adjustment of rear view mirrors and operation of horn.
6. Check for proper paperwork including, registration, cvor, insurance certificate and current MTO Safety.

## **ROUND THE VEHICLE:**

1. Check vehicle for damage.
2. Check all tires for inflation and missing valve caps. Check wheel lugs and nuts.
3. Check springs and U-bolts.
4. Check for leaking wheel seals - both tractor & trailer.
5. Check fuel tanks, fuel level and proper locking cap. While refueling, shut off engine, and do not smoke in the fueling area.
6. Check tarps, lashings, tailgates, rear doors, placard holders and license plates.
7. Check operation of all lights and brake adjustment.
8. Check for audible air leaks.
9. Ensure all required paperwork is in the trailer bubble, e.g. Insurance Annual Certificate.

## **DRIVERS VEHICLE INSPECTION REPORT**

1. Check off whether Pre-Trip or Post-Trip Inspection. Pre-Trip inspection should be done on every tractor and trailer you move throughout the day.
2. Fill in date of inspection
3. Fill out make of tractor
4. Fill out plate and/or unit number of tractor.
5. Fill out plate and/or unit number of trailer. If you change trailers, fill out plate/and or number of the new trailer and inspect it.
6. Check off in the driver's column all points which are satisfactory when inspected. x all points which are not satisfactory when inspected. Check off all points (which were marked in the driver's column with an x under mechanics column when corrected).



7. Fill out odometer reading at start of the day and the end of the day.  
Subtract the two to fill in the Total miles driven that day. Indicate whether miles or kilometers.
8. If no defects were found while doing inspection check off condition of above vehicle as Satisfactory. If defects were noted and fixed please check off as above. If defects were noted but need not be corrected for safe vehicle operation check off as above.
9. If corrections were made by a mechanic, have the mechanic sign in full - first and last name and date of correction. If no correction was made by mechanic - indicate by N/A.
10. Driver must sign name in full - first and last name and fill out date in full.

### **Equipment Repair Requisition**

Any defects found during the pre and post trip inspection, or at any other time, must be submitted to your Terminal Supervisor. This is done by completing an "Equipment Repair Requisition". This must be done for all defects whether safety related or not.

## **OPERATING PROCEDURES**

### **UNIFORM PROGRAM**

The following policy regarding uniforms will go into effect immediately. Employee drivers must be dressed in a neat and presentable fashion. No blue jeans, sweat pants, blue jean or cut-off shorts, tee shirts or tattered or torn clothing. For our employee drivers the company will pay 75 % of company uniform cost with certain limits regarding the quantity of each type of clothing.

Safety shoes must be worn at all times, the company will assist in the purchase of work boots with a contribution of 50% of the cost up to \$65.00

### **Customer Relations**

Customers are the reason this Company is in business. Our service has to be second to none at all times. Drivers who experience difficulties with a customer are to refrain from becoming embroiled in conflict - they will be expected to call dispatch for direction.

## **Driver Guidelines**

The following points are extremely important in our estimation and cannot be over stressed:

1. Ensure you are in possession of your driver's license, vehicle permit, insurance card, trip inspection report, CVOR permit accident kit, and your dangerous goods certificates.
2. Roads, traffic and weather conditions take priority over the posted speed limits.
3. Do not exceed the posted speed limit at any time.
4. Tailgating is extremely dangerous and illegal.
5. Be extremely cautious when you are required to back up.
6. Use your four way flashers if you must stop on or beside a highway, even if your stop is but a momentary one.
7. Approach all rail crossings with extreme caution.
8. Ensure your windshields, mirrors, and lights are kept clean and clear.
9. Avoid passing on hills, curves or intersections or when approaching a bridge, when prohibited by pavement markings or when inadvisable by common sense.
10. Park your vehicle so as not to obstruct traffic or create a hazardous situation.
11. Check for clearance under bridges and overpasses.
12. Once dispatched, plan your trip in detail.
13. Company equipment (tractors, trucks & trailers) are to be parked in the Company's designated parking area, locked and secured and NOT to be moved unless authorized by Senior Management. The driver will be responsible for the placement of wheel chocks at any terminal where freight is to be unloaded from the trailer he or she has placed at the door.
14. Drivers are not to decorate Company equipment with decals, lights, bug catchers etc. without obtaining prior authorization from Management.
15. Driving is a full-time job – requiring your full attention and expertise.
16. Company equipment is NOT available for personal use at any time. There will be no exceptions to this.
17. Do not attempt to drive on unplowed roadways or driveways during the winter months. If you are unsure of your ability to safely and effectively access a consignee then do NOT attempt it. Advise your dispatch of the situation and await instructions.

18. Stone chips and other safety concerns are caused by following too closely to other vehicles. Repeat instances of stone chips in windows of your equipment will be disciplined accordingly.

The motoring public, including our customers and potential customers still view the commercial vehicle driver as a professional worthy of their respect. Do not disappoint them through driving habits that reflect poorly on you, the driver and the Company.

## **Appearance**

You and the Company will be judged by your appearance, neatness and how you conduct yourself in conversation. Be proud of your profession and show this pride in your personal conduct, grooming and cleanliness.

We expect you to maintain your vehicle inside and out in a manner that will make you and the Company proud.

## **Security**

Vehicles must be locked at all times when they are not attended. This includes the cargo area. P&D driver of cube vans and straight trucks must padlock the cargo box on their truck at all times except while entering or exiting during the load or unload process. Trailers are not to be dropped without Dispatch approval. Drivers are responsible for the vehicle and its contents until relieved of this responsibility by Senior Management. Should you have personal articles that you carry with you, ensure they are insured by your personal policy. Such articles as CB, AM/FM radio, camera, clothing etc. are not covered by the Company Insurance Policy.

## **Use of CB Radio**

The use of the CB radio is a privilege. Profane and vulgar language on the air is a violation both in the US and Canada and is to be avoided.

## **Training**

Your carrier assumes the responsibility for special driver training when and if required. On hiring and periodically thereafter when required, you need only inquire to the Terminal Manager should you require training in such specific areas as: pre-trips, load securement and scaling, accident prevention and reporting, special equipment and any other specialized

training that may from time to time be required of the driver. You will be advised at least 30 days prior to the company holding safety meetings. Attendance is mandatory and you will be paid only for the time spent in the safety class. You will be required to travel to the designated location of the meeting at your expense.

## **LOSS REPORT**

### **Accident**

You will be provided with emergency telephone numbers to be used after normal working hours, on weekends and holidays in the event you should be involved in an accident. No accident is too minor - report it immediately.

### **CALL YOUR TERMINAL MANAGER AND LET US PROTECT YOU AND THE COMPANY AGAINST CLAIMS**

### **Accident Scene Actions**

Familiarize yourself with what to do in case of an accident BEFORE you are involved in one. Immediate actions at the scene of an accident:

- Stop
- Protect the scene
- Assist any injured person
- Notify the police
- Notify your dispatcher
- Complete an accident report and submit it to your terminal manager by the end of the day.

### **DO NOT LEAVE EQUIPMENT & CARGO UNGUARDED EXCEPT IN EXTREME EMERGENCIES**

Be polite at the accident scene. Give your name, the Company name and offer to show your license. Don't discuss the accident with anyone except the police and representatives of your own Company. Any statements you make may be used against you later, so do not offer theories, etc. with respect to the accident. Regardless of the circumstances, ADMIT NOTHING, PROMISE NOTHING, AND DON'T ARGUE.

Complete a preliminary report containing all the necessary information prior to calling in your report. Obtain names, addresses and phone numbers of all witnesses - both for and against you. If witnesses refuse

to give their names, note their vehicle license numbers. If there are no witnesses to the actual accident get the name of the police officer(s) and determine the police unit address and the telephone number.

## **Camera**

Every tractor/truck should have as part of your emergency equipment a camera for such purposes as recording accidents and cargo damage. You are required to discuss this with your Terminal Manager in more detail at the time of your hiring. The small compact camera (throw away) with flash is recommended and once used must be immediately returned to the Safety Department and replaced.

## **Overages, Shortages & Damages (OS&D)**

All freight must be checked prior to loading, in the event of overages, damages or losses, you must photo copy the waybill and submit to dispatch then attempt delivery(except in circumstances where customers have indicated not to deliver short). If found at the time of delivery, call dispatch before leaving the consignee. Claims can often be minimized or avoided by calling immediately to get assistance in protecting both you and the Company. Furthermore, since you will have thoroughly check the freight before loading, damages or shorts found while delivering will be “concealed”. As such this must be noted on the waybill as “CONCEALED” damage or shortage.

# **GENERAL**

## **Telephone**

Telephone use is a necessary and expensive part of our business. Keep your telephone conversations short and to the point. The Company is paying for every minute of phone time and others are waiting to get through. You have been given a card with the telephone numbers of people or departments you may need to call. Keep this card handy and prepare briefly what you are going to say when you talk to dispatch.

## **Driver Call In Procedures**

Drivers are required to call in twice daily Monday through Friday. Dispatch will advise of any other required calls. On weekends or holidays, the phone is call-forwarded to a terminal manager.

You must call twice every day unless your Dispatcher has told you differently.

The daily call in procedure allows Dispatchers to satisfy customers' inquiries and reassure dispatch you are on schedule.

### **Company Cell Phone Use**

Where trucks are equipped with company cell phones, these phones are restricted to company business only. Personal use of this equipment will be treated as a breach of trust and disciplined accordingly.

### **Proof of Delivery**

The bill of lading information is critical for both your pay and the timely billing of shipments to customers. All shipments must be delivered on the paperwork our customers have provided with the shipment. You will be delivering shipments for several different carriers and it is important that you familiarize yourself with all of our customer's paperwork. Each of our customers has unique requirements in regards to the paper work they give us and we will do our best to educate you to provide them with a proper POD. Because of this, the bill of lading information is to be verified immediately after pick up and delivery of freight. All deliveries must receive a proper POD by the person receiving the. This must include signature, printed name, date and time.

### **COD Procedures**

The waybill will contain instructions when COD charges apply to any shipment. In some cases it may be difficult to find those instructions. Check all waybills closely, any requiring COD should be noted before departing your terminal. You must call the consignee to arrange for payment before loading on to your vehicle. COD instructions must be followed at all times, if unsure, call dispatch immediately and advise that you need instructions.

### **In Bond Shipments**

Any shipments marked "In Bond" means that it can NOT be delivered to the consignee and must be delivered to the local bond shed. See your Terminal Manager for instructions on these prior to leaving the terminal.

## **TRIP REPORTS (DRIVER'S TIME SHEETS)**

The trip report is the record of your duty assignment. From the completion of this report, your Carrier will collect the freight rate and you will receive your payment for service. It therefore goes without saying the Trip Report is an extremely important collection of documents that must be completed accurately and submitted on time as follows:

- Fuel receipts must be attached. If no printout is supplied, a chit will be attached and sent in its place.  
Fuel purchases must be recorded on the driver time sheet. No fuel purchase for that workday will be indicated with N/A in the appropriate section.
- Driver log sheets completed correctly and in date order.
- Trip envelopes along with completed log sheets and matching receipts must be submitted at the completion of each trip.
- Bills of lading, on the road repair receipts and Related paperwork must be submitted in the trip envelopes.

## **LOADING PROCEDURES**

Check your equipment before loading. The driver is responsible for proper loading of his/her truck/trailer. Check the material as it is being loaded in or on your trailer for prior damages. If you observe any damage during loading, bring it to the attention of the terminal manager. Count the cartons, skids, etc. when they are being loaded. Remember that when you sign the bill of lading, you are accepting responsibility for the condition and quantity of the material. If there is damage or the count is different, review this before signing the bill of lading. Call your dispatcher if you have any questions with respect to responsibility for damages or quantities before signing the bill of lading.

## **SEXUAL HARASSMENT**

Sexual harassment in the workplace violates basic human dignity, is against the law, and places the names and reputation of both the Company and the individual involved at risk. It is this Company's policy that sexual harassment will not be tolerated. All employees are charged with implementing this policy by keeping the workplace free from sexual harassment. Associates must avoid any action or conduct that constitutes or could be viewed as sexual harassment, including, but not limited to, unwelcome sexual advances, requests for sexual acts or favors, other verbal or physical conduct of an harassing nature, or creating an intimidating or hostile environment.

## **FAIR AND EQUITABLE TREATMENT**

We believe that our employees are our most important resource. We are dedicated to the fair, prompt and equitable resolution of employee concerns. The Company recognizes that from time to time personnel will have problems, complaints or concerns regarding matters such as assigned work, working conditions, application of policies, compensation, discipline, or personal issues. The procedures listed below will ensure all personnel of fair treatment:

- Step 1: Full and open discussion between you and your Manager.
- Step 2: Submit a written statement of your concern to your Terminal Manager or Operations Manager.
- Step 3: Submit a written appeal to the President/Owner.

### **TRANSPORTATION OF DANGEROUS GOODS (If Applicable)**

Drivers are required to possess a thorough working knowledge of the Federal, State and Provincial requirements relating to their responsibility for the safe and proper handling and transportation of Dangerous Goods. Particular attention shall be given to the following items:

- Identification, placarding and labeling requirements
- Preparation and Certification of shipping documents
- Driving and parking rules
- Reporting and handling of accidental spills, leakage, vehicle accidents and other emergency situations.
- Forbidden shipments
- Load and product location on vehicle security.

It is the responsibility of the Company to arrange for the proper training and certification of drivers prior to assigning them to the Transportation of Dangerous Goods. Drivers must bring to the attention of their Manager the fact that they are not certified to haul dangerous goods, or that their certificate has expired.

## **EMERGENCY TELEPHONE NUMBERS**

### **CANADIAN TRANSPORT EMERGENCY (CANUTEC)**

**613-996-6666 COLLECT**