

Total Transportation of MS, LLC
2014 Driver Handbook

IMPORTANT NOTES:

The policies outlined in this manual should be regarded as guidelines only, and will be subject to change from time to time. Total Transportation retains the right to make employment decisions as needed and reserves the right to make final decisions concerning the interpretation and application of these policies and procedures and to change or discontinue them at any time without notice. Total Transportation may adjust wages and all other working conditions without having to consult with the employee and without agreement of the employee.

The manual also contains a brief summary of the benefit plans maintained by Total Transportation. You should refer to the actual plan documents and summary plan descriptions (SPDs) if you have specific questions regarding a benefit plan. The plan documents and SPD's are the controlling documents. This manual and other plan documents are not contractual in nature and do not guarantee any continuation of benefits. You may request a copy of the plan documents from the Benefits Department or you may view them on the Total Transportation company intranet by logging on to Employee Self Service Page. This manual, effective July 1, 2014, applies to all active office employees of Total Transportation and supersedes and replaces all prior inconsistent manuals, policies, procedures, and practices of the Company. Please note that any listing of the Company name, Total Transportation, or reference to the Company, is a specific reference to Total Transportation of MS, LLC unless otherwise indicated.

Dear TTMS Driver:

Welcome to Total Transportation of Mississippi, LLC!

Total Transportation of Mississippi (TTMS) is a “Total” service carrier with common and contract authority. We provide a “Total” service to our customers in the continental United States, Mexico and Canada.

Our primary terminal and corporate offices are located at 125 Riverview Drive in Richland, Mississippi.

TTMS was founded in 1990 by Richard M. Kale and John D. Stomps. Their vision was to create a transportation company founded upon superior service to customers. From our initial struggle to survive in a very competitive industry, we have emerged as one of the most rapidly growing carriers in Mississippi and in the Southeastern United States. In 2005 TTMS became part of the U.S. Xpress Enterprises family of companies. We anticipate continued rapid expansion in the future, and we believe TTMS is the place to be for employees looking for continued personal advancement in the work place.

The TTMS organizational structure includes an administration section, customer service department, maintenance department, safety department, dispatch operations section, dock operations section and both local and over the road drivers.

It is the goal of TTMS to become a major player in the transportation industry while providing our customers continued superior service. We operate under the philosophy that this is a “Service” decade and therefore, our employees are expected to keep customers first in everything they do.

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MISSION STATEMENT/CORE BUSINESS VALUES

Vision Statement

To create a transportation company founded upon superior service to customers

Mission Statement

- To provide an enjoyable, safe, and dignified work environment in which all employees are challenged to continuously improve their skills, and are rewarded for superior work.
- To provide a superior service that enhances each customer's strategic market position
- To consistently provide superior returns for long-term investors
- To be recognized as a good and safe neighbor in all locations we operate

Core Business Values

To provide an enjoyable, safe, and dignified work environment in which all employees are challenged to continuously improve their skills, and are rewarded for superior work.

- Hire and retain the best possible employees
- Promote and provide training and education
- Treat people with dignity and respect in a friendly work environment
- Ensure performance-based pay and promotions
- Foster a healthy balance of individual effort and teamwork
- Ensure an ethical work environment

To provide a superior service that enhances each customer's strategic market position.

- Provide consistent, superior service to our customers
- Utilize technology to maintain our competitive advantage
- Honor commitments
- Ensure continuous improvement of all processes

To consistently provide superior returns for long term investors. Provide a superior return for long-term investors.

- Ensure ethical financial reporting, per the governance and internal controls
- Maintain prudent management of our balance sheet
- Be recognized as an industry leader in profitability
- Efficient use and preservation of assets (tangible and intangible)

To be recognized as a good and safe neighbor in all locations we operate.

- Be recognized as a leader in safety
- Promote healthy practices
- Provide good stewardship of our environment
- Exhibit proactive leadership in local community affair

Employment at Total Transportation...

A PERSONAL COMMITMENT TO EXCELLENCE

As an employee at Total Transportation, you have the unique opportunity to represent our Company at all times. Our mission is to help you succeed from the very first time you start your engine. In order to do that, we need your help. Our Company only exists with our employees' team efforts. Don't underestimate your contributions to the Company. Many people both inside and outside Total Transportation who invest their time, money and faith in us are part of the equation. Your relationship with our customers helps determine how fast we grow, how many people we employ and the profit we make.

To retain these customers, we want to ensure that our superior service continues by always giving our customers the best possible value and quality. Working together and working our best provides us a bright future with the most important commodity – a good reputation. Therefore, we ask that you give us your best efforts and attention during the time that you work. Your Fleet Manager is your supervisor and you are encouraged to get to know your supervisor and to ask any questions that you have regarding our personnel policies, programs or your work.

Our Commitment to Service Excellence

Since the founding of Total Transportation, we have always maintained that no delivery was ever complete unless the Company provided the ultimate in customer satisfaction. We have focused considerable time and resources on ensuring our customer service is second to none.

Total Transportation has received numerous honors from our customers who recognize that our drivers are unique because they are committed to going the extra mile to ensure customer satisfaction. Our drivers are our most important sales people because you make the first and lasting impression on our customers. Customer satisfaction doesn't end with on-time delivery – it's your attitude, your conversations, your presentable appearance and your commitment to service excellence that all add up to make you the best in the industry!

SECTION 1: GENERAL POLICIES

At-Will Employment Status

This Handbook is not intended to create a contract of employment. Rather, it is simply intended to describe Total Transportation and its present policies and procedures. Total Transportation abides by employment at will, which permits Total Transportation or the employee to terminate the employment relationship at any time, for any reason. Nothing in this handbook, or in any document or statement, shall limit the Company's right to terminate employment at-will. No manager, supervisor, or employee, other than an Executive Officer of the Company (and only in writing), has authority to enter into any agreement for employment for any specific period of time or to make any agreement for employment other than at-will.

Equal Employment Opportunity

The Company is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Total Transportation expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

Total Transportation does not discriminate in hiring or in any of the terms or conditions of employment because of an individual's race, age, religion, gender or gender identity, national origin, marital status, sexual orientation, veteran status, or disability. No job applicant or present employee is to be discriminated against because of these factors. It is the intent of this policy that equal opportunities will be provided, but not limited to the following: employment, promotion, demotion, transfer, wages, benefits, and all other privileges, terms and conditions of employment.

International Business - Foreign Corrupt Practices Act (FCPA)

Employees must comply fully with U.S. laws and regulations as well as all laws and regulations of the foreign countries in which the Company does business. In particular, under the FCPA it is a crime for the Company or an officer, director, employee or agent of the Company to make any payment or promise to any foreign official, political party or official thereof, or any candidate for foreign political office for the purpose of:

- (a) influencing any act or decision by that official, party, party official or candidate in his or her or its official capacity, or inducing the foreign official, party, party official or candidate to do or omit to do any act in violation of his or her or its lawful duty; or
- (b) inducing such foreign official, party, party official or candidate to use his or her or its influence with a foreign government to influence any act or decision of the foreign government for the purpose of obtaining or retaining business for the Company, or directing business to any person.

It is also a crime to make any payment or promise to any person while knowing that it will be used to make an unlawful payment or promise. The Company and its employees must strive to maintain the highest ethical and professional standards in all domestic and foreign business activities. In accordance with this standard, no Company employee shall engage in or facilitate conduct for the purpose of bribing foreign officials.

Employees are expected to require foreign agents or consultants acting in connection with the affairs of the Company to observe the same requirements that would apply to employees of the Company, whether or not the Company would be responsible for the activities of such foreign agents or consultants under the FCPA. Other countries also have anti-bribery laws, and those laws may contain additional requirements to which all Company employees doing business both in those countries and with individuals from those countries must adhere.

The Company requires employees to come forward with information regarding a possible violation of the FCPA or this Guideline should a possible violation be observed. No employee should fear retaliation from the Company for coming forward with an allegation of a possible FCPA violation.

Your Appearance Matters

Total Transportation drivers are requested to dress professionally when working. In the interest of safety, drivers are required to wear appropriate footwear, preferably steel-toed, non-slip work boots. In the absence of such footwear, drivers should wear shoes with a rubber or non-slip sole and shoes that fully cover and protect the feet. Total Transportation prohibits wearing cowboy boots, dress shoes, flip-flops and sandals while entering, exiting, or operating your tractor.

Communication Policy

Total Transportation promotes a team atmosphere and recognizes that courtesy and respect are the keys to good relationships. Total Transportation encourages courteous and professional business communications and strives to maintain a respectful workplace. Obscene language, cursing, discriminatory remarks and threats of violence or similar inappropriate or unlawful communications in the workplace are not appropriate and are prohibited.

Whistleblower Hotline (866-674-5645)

Total Transportation provides its employees a confidential hotline (866) 674-5645 to report questionable auditing and accounting practices or any practices related to the Company's finances that employees consider being illegal or dishonest.

This hotline may also be used to report Human Resources or personnel related issues. You may also continue to direct those concerns directly to the Human Resources Department.

Calls placed on the hotline, which is available 24 hours a day, 7 days a week, will be received by a third-party service to preserve confidentiality. Employees with any questions regarding this policy should contact the Company's General Counsel at 423-510-3241.

Anti-Harassment & Discrimination Policy

Harassment or discrimination in any form is demeaning to the employee subjected to it and all those who witness such actions. The Company is committed to providing an environment free of unlawful harassment or discrimination regarding race, religion, gender, sexual orientation, age, national origin, or disability. Because of this commitment, the Company strictly prohibits any employee, including managers and supervisors, from engaging in any act of harassment or discrimination. Employees who violate this commitment will be subject to discipline up to and including termination.

It is important that all employees of Total Transportation conduct themselves in such a manner that other employees are not intimidated or threatened in their work environment. All job opportunities are

based solely on an individual's qualifications and are not based on any other factor, including a sexual favor or request. Violation of this policy by any employee shall subject the employee to disciplinary action up to and including discharge. If you feel you have been subjected to harassment of any kind, inform your supervisor, the Human Resources Department, or any member of management of the Company. All complaints will be promptly investigated.

The term "Harassment" includes, but is not necessarily limited to: slurs, jokes or other verbal, graphic or physical conduct relating to an individual's race, religion, gender, sexual orientation, age, veterans status, marital status, national origin or disability. Harassment also includes unwelcome sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature.

Reporting an Incident of Harassment, Discrimination or Retaliation

The availability of this complaint procedure is not intended to stop you from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued immediately.

While no fixed reporting period has been established, Total Transportation strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. Individuals who believe they have experienced conduct that they believe is contrary to Company policy or who have concerns about such matters should alert their immediate supervisor or the Manager of Human Resources. If for any reason, the employee feels the supervisor is not the appropriate person to talk to, the employee should report the incident(s) to the Human Resources Department or any other member of the management. A prompt investigation will be conducted and appropriate action taken. Human Resources Contact Number is 601-936-2104 ext. 7262.

Protection Again Retaliation

Total Transportation prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

Horseplay Policy

Horseplay in the workplace is prohibited. Horseplay is defined as rough or harmful physical contact, jokes and teasing that can be interpreted as harassment. While we expect employees to converse freely and enjoy interacting with their co-workers, it is important that jokes and teasing do not cross the line and become harassment. Incidents of horseplay should follow the same reporting procedures as a harassment, discrimination, or retaliation claims.

Take Your Job, Your Responsibilities, and Safety Seriously! You are responsible for performing your job correctly and safely. Total Transportation has safety rules and procedures that are designed to protect you. You are personally responsible for your own safety and for stopping unsafe acts performed by others. Horseplay can lead to serious injury to yourself and others. For that reason, incidents of horseplay and other safety rule violations will result in disciplinary action.

Non-Aggression Policy

The safety and security of the Company's employees, customers, vendors, contractors, and the general public are of vital importance. Therefore, acts or threats of violence made by an employee against another person's life, health, well-being, family or property will not be tolerated.

Any employee determined to have committed such acts or threats of violence will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on Total Transportation premises will be reported to the proper authorities and fully prosecuted.

Employees who observe acts of violence, threatening comments or remarks, aggressive driving, or other acts of aggression or intimidation, are required to immediately report such conduct to a member of management, the Human Resources Department, or safety personnel.

Fraternization & Personal Relationships

Consenting "romantic" or sexual relationships between a supervisor and an employee may at some point lead to unhappy complications and significant difficulties for all concerned - the employee, the supervisor and the Company. Any such relationship may, therefore, be contrary to the best interests of the Company. There are also circumstances where a romantic relationship between a Total Transportation employee and an employee of a customer or competitor could jeopardize the legitimate business interest of the Company. The Company strongly discourages such romantic relationships and any conduct (such as dating between a supervisor and an employee) that may reasonably lead to the formation of a "romantic" or sexual relationship.

By its discouragement of romantic and sexual relationships, the Company does not intend to inhibit the social interaction (such as lunches or dinners or attendance at entertainment events) that is, or should be, an important part or extension of the working environment. If a romantic or sexual relationship between a supervisor and an employee should develop, it shall be the responsibility and mandatory obligation of the supervisor to promptly disclose the existence of the relationship to the Manager of Human Resources. The employee may make the disclosure as well, but the burden of doing so shall be upon the supervisor.

Upon learning of the existence of such a relationship, the Company may take all steps that it feels are appropriate. At a minimum, the employee and supervisor will not be permitted to work together on the same matters (including matters pending at the time disclosure of the relationship is made), and the supervisor must withdraw from participation in activities or decisions (including, but not limited to, hiring, evaluations, promotions, compensation, work assignments and discipline) that may reward or disadvantage any employee with whom the supervisor has or has had such a relationship.

In situations involving personal relationships or the employment of a relative, the Company will balance the individual's rights and the Company's business interests.

Employee Conduct

As an employee of the Company, you are required to adhere to certain rules of conduct necessary for the Company's operations. As in any organization, a code of conduct is necessary to establish and maintain a productive and respectful working atmosphere.

It is the policy of Total Transportation that all employees comply with our workplace standards of behavior and performance and that any noncompliance with these standards be corrected. Under normal circumstances, Total Transportation policy of progressive disciplinary action may take the form of any of the following, but not necessarily in the order listed:

- **Verbal Warning**
- **Written Warning**
- **Suspension from Work Without Pay**
- **Dismissal or Termination**

This progressive discipline policy attempts to give employees notice of any substandard behavior and/or performance in order to afford the employee an opportunity to improve. Counseling forms, evaluations, and incident reports are all tools that management needs to administer a fair and consistent disciplinary policy.

The performance standards listed below, and others which may be established from time to time, are not all-inclusive. Rather, they are published to provide a general understanding of what the Company considers to be unacceptable conduct. These performance standards are merely examples of the types of misconduct for which employees may be disciplined or discharged.

1. **Insubordination, failure or refusal to follow the written or oral instructions of a supervisor or manager.**
2. **Neglecting job duties and responsibilities, including refusing a load or failure to cover a load.**
3. **Engaging in unauthorized personal business during work hours.**
4. **Falsifying or misrepresenting Company or employment records, including time cards, hours of service records, information provided in connection with physicals, medical information, etc.**
5. **Failure to use appropriate business decorum.**
6. **Failure to give proper notice when unable to report for or continue work as scheduled.**
7. **Unexcused or excessive absenteeism.**
8. **Abuse of sick leave privileges.**
9. **Theft, abuse or misuse of Company, employee and customer property.**
10. **Unauthorized use of Company property and equipment including computers, cell phones, instant messaging, e-mail system, telephones, copy machines and mail service.**
11. **Threatening or inflicting bodily harm to fellow employees.**
12. **Unauthorized disclosure of Company Trade Secrets and confidential information**
13. **Intentionally discriminating against employees in violation of applicable laws and/or engaging in harassment of any employee.**

- 14. Possession, use, purchase, consumption, transfer or sale of alcoholic beverages, controlled substances, or illegal drugs at any time during working hours, on Company premises, while under dispatch or available for dispatch, or reporting to work under the influence of alcohol, controlled substances or illegal drugs.**
- 15. Violating any Company policies, rules, regulations, or practices.**
- 16. Possession of fire arms or other weapons on Company premises or in Company equipment.**
- 17. Disconnecting or intentionally damaging DriverTech, satellite, e-logs, or other company-provided technology.**
- 18. Engaging in unsafe acts or horseplay in the workplace.**

The progressive discipline policy outlined above is merely a guideline and discipline may begin at any step, including termination, at the discretion of management, depending on the seriousness of the offense. This policy does not change the at-will nature of employment at Total Transportation.

Solicitation

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, Total Transportation employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. Employees who are not on working time (e.g., those on meal breaks or other breaks) may not solicit employees who are on working time for any cause or distribute to them literature of any kind.

This policy also prohibits solicitations via Total Transportation E-mail, instant messaging, Satcom, texting, voicemail, or any other Company communication system.

Non-employees are also prohibited from distributing material and/or soliciting employees on Total Transportation premises at anytime.

Confidential Information

It is particularly important that our employees maintain the confidentiality of Company Trade Secrets. Employees shall not disclosed Trade Secrets which includes information regarding Company systems, processes, know-how, procedures, driver's list, business strategies, pricing, customer data and technologies. Allowing unauthorized access to Trade Secrets and confidential information is strictly prohibited.

Searches of Company Property/Equipment

The Company authorizes managers, supervisors, safety personnel and law enforcement officers to search Company equipment for prohibited or illegal items.

Similarly, a customer's personnel may also search trucks before entering a customer's facility. Searches may also be made of any personal property located on Company property or in Company equipment.

Weapons Policy

You may not carry any kind of weapon on your person, in your truck, or in your personal possessions while you are assigned to Company equipment or on Company property. Weapons include, but are not limited to:

1. Shotguns, rifles, or pistols of any type, caliber or gauge (including BB, paint ball, and pellet guns).
2. Bows and arrows or crossbows.
3. Knives (other than small pocket knives).
4. Stun guns
5. Clubs, other than for checking tires.
6. Any other items which have no legitimate business purpose and which you possess because of its potential to cause physical harm to others.

Weapons found in violation of this policy will be confiscated. The Company may also file a report with appropriate law enforcement authorities.

Social Networking Policy

Social media includes all means of communicating or posting information or content of any sort on the internet, including to your own or some-one else's web log or blog, journal or diary, personal web site, social net-working or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Company, as well as any other form of electronic communication.

The same principles and guidelines found in Company policies apply to your activities online. Ultimately you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects customers, suppliers, people who work on behalf of Company or Company's legitimate business interests may result in disciplinary action up to and including termination.

Carefully read these guidelines and Company policies and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful - Always be fair and courteous to fellow employees, customers, suppliers or people who work on behalf of Company. Also keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, or that might constitute harassment or bullying or that disparage customers, employees, suppliers or those who work on behalf of Company. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Company policy.

Be Honest and Accurate – Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the internet archives almost everything. Therefore, even deleted

postings can be searched. Never post any information or rumors that you know to be false about Company, employees, customers, suppliers, people working on behalf of Company or competitors.

Post only Appropriate and Respectful Content –

- Maintain the confidentiality of Company trade secrets and private or confidential information. Trade secrets may include information regarding Company systems, processes, know-how, procedures, business strategies, pricing, customer data and technologies. Do not post internal re-ports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws.
- Do not create a link from your blog, website or other social networking site to a Company website without identifying yourself as a Company employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for Company. If Company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Company, fellow employees, customers, suppliers or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with Company, make it clear that you are not speaking on behalf of Company. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Company.”
- Employees may not post anything on the internet in the name of the Company or in a manner that could reasonably be attributed to the Company without prior written authorization from an Executive Officer of the Company.

Using Social Media at Work – Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with policies governing the use of Company equipment. Do not use Company Email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is Prohibited – Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Tobacco Usage/Smoking Policy

Tobacco usage (including smokeless tobacco such as dip and electronic cigarettes) and smoking is prohibited in all Company facilities including, but not limited to, driver lounges, hallways, meeting rooms, offices, break rooms, restrooms and Company vehicles (unless occupied solely by the operator). Smoking may take place only in designated unenclosed areas. Smoking is not allowed in front of buildings or at the delivery entrances. In all cases, smokers must be far enough away from the building entrance doors that smoke from outdoors does not enter the building. You should note that the use of smokeless tobacco of any kind inside of the buildings is also prohibited. Any violation of this policy may result in disciplinary action, up to and including discharge.

Open Door Policy

Total Transportation management maintains an “open door” policy. Your complaints or problems are of concern to us whether they are large or small. Any time you feel that you are not being treated fairly, we want you to let us know about it right away. The door is always open to you. It is our policy to let an employee tell his/her side of the story and give every consideration to his/her problems and complaints. Any complaints should first be addressed with your supervisor. In the event you feel the complaint is not being handled correctly you should contact your department manager, then finally the director of your department. If you feel that your issues are not being addressed in an appropriate fashion through these individuals, or if you are uncomfortable speaking with these individuals, you may contact the Human Resources Department or any member of executive management.

Property Access

Only current employees are allowed general access to Total Transportation properties and Service Centers. All other visitors are to report to the receptionist and/or guard and should be accompanied by a Total Transportation employee at all times when not in the reception area. Guests are required to sign in and out of the facility. The Company shall provide guests and vendors with approved identification as discussed below. It is requested that friend or family visitations to employees during the work day be of a short duration in order to minimize disruption to work schedules.

SECTION 2: OPERATING POLICIES

Get to know your Fleet Manager!

You will be assigned to one Fleet Manager. Your Fleet Manager will be:

1. Your first point of contact to help you with questions or concerns.
2. Your communications link to the Company and your family while you are on the road. Make sure family members have his/her name and phone number and your truck number.

Telephone Availability

When you are at home and/or away from your truck, you must provide your Fleet Manager with a phone number where you can be reached. It is your responsibility to stay in contact with your Fleet Manager.

Dispatch Policy

When dispatched from your home terminal, you will be able to choose from the available loads. However, when away from your home terminal, you will be required to pull the load assigned to you providing you are physically able and have the hours available to take the load.

1. To satisfy our customers' needs, you must accept all of the dispatches and orders given by your Fleet Manager.
2. There will be occasions when dispatch will need to put a certain driver, truck or trailer on a load due to customer requirements, trailer size, equipment maintenance, etc.
3. Teams take priority over singles; if a team is empty after the single, depending upon the load and its requirements, teams will be dispatched first.
4. You may be required to enter Canada.
5. Drivers may be subject to disciplinary action up to and including termination for refusing a load or failure to cover a load.

Service Expectations and Accountability Policy

As a new or returning driver to the Total Transportation driving force, we want to communicate clearly on our expectations for servicing our customers. It is imperative that every member of operations, including drivers, puts forth every effort to safely and legally service every load for every customer every day. Each year we see customer business come to us because other carriers are not meeting service expectations, as well as customer business leave our company because we are not meeting their expectations. Our goal is to minimize this negative activity, improve our customer relationships, and positively impact driver pay and utilization.

As a member of our driving force you will be responsible for managing your time and planning each trip to afford you the best opportunity to service the load legally and safely. **In the event you are not able to service a load, it is your responsibility, to the company and to the customer, to communicate to your on duty dispatch immediately upon discovering you cannot service the load.** Dispatch will then determine the course of action to avoid the service failure. Those actions might be to remove you from the load assignment, allow you to continue as planned and work with Customer Service to arrange new pickup and/or delivery terms, or repower the load to another driver with sufficient drive time to make the on time delivery.

If you are assigned a load and agree to service the load, then the expectation is that you will deliver

on time. If you are late due to your own negligence, then the following disciplinary actions will be taken.

The following disciplinary process for Driver Staff is in effect:

First Service Failure: Verbal Warning

Second Service Failure: Written Warning

Third Service Failure: Discharge

Please contact your supervisor if you have any questions regarding this program. This progressive discipline is merely a guideline and discipline may begin at any step, including termination, at the discretion of management, depending on the seriousness of the offense. This policy does not change the at-will nature of employment at Total Transportation.

Out of Route Miles Policy

Total Transportation utilizes special software for routing our trucks that takes into consideration the miles, fuel stops at special locations where we have reduced prices, time, and tolls. When you accept a load, our navigation system will automatically calculate a route based on this information. Although the driver might be aware of a “shorter” route, the price of fuel at a non-discounted station may far exceed any savings for driving shorter miles. **For this reason we require that you drive the fuel route outlined at the time of dispatch.** Total Transportation also utilizes software that will notify your Fleet Manager if you go off route. If you must deviate from the planned route, **contact your Fleet Manager to obtain approval before changing route.** Violations of this policy that result in out of route miles will have the following disciplinary consequence:

- 1st offense will result in Written Warning and notation in driver’s profile and a charge of \$1.00 per mile.
- 2nd offense will result in Final Written Warning and notation in driver’s profile and a charge of \$1.00 per mile.
- 3rd offense will result in Discharge for company policy violation and a charge of \$1.00 per miles for all miles driven out of route.

The Company may impose disciplinary action at any of the above steps that management decides is appropriate based on the severity of the offense.

Late Arrival Penalty

It is the goal of the company to meet or exceed the service standards of our customers. Therefore, a penalty will be assessed for each missed appointment. Penalties will not be assessed unless legal driving times are allowed between dispatch and appointment. The penalties will be assessed as follows:

- **Company Driver \$25**
- **Owner/Operator may terminate your lease with the company**

Fleet Managers may wave the penalty when the appointment is missed due to no fault of the driver/owner-operator, such as equipment failure, road closures, etc. However, it is the responsibility of the Fleet Manager to verify the accuracy of such claims. Fleet Managers may not change “hard” appointment times. However, all others may be changed, using their own discretion.

No Show Disciplinary Procedure

“No show” is defined as the driver that does not show up and depart with an assigned load that he/she has previously accepted assignment and responsibility for. Any driver that accepts the assignment of a load is responsible for the movement of that load within the parameters of the appointment schedule. It is the driver’s responsibility to depart with the load in sufficient time to make the delivery appointment within the parameters of legal driving time. The driver is not released from responsibility of a load unless expressly authorized by his Fleet Manager or on duty Fleet Manager. The penalty for “no show” violation could lead up to and including termination.

Idling Policy

Due to the high cost of fuel, the following idling policy will be in effect at all Total Transportation Terminals and Drop Yards. Any driver who is on any yard for longer than five minutes will be required to shut off the engine. If the outside temperature is less than 28° F or greater than 70° F, you may idle your truck only if you are sleeping on board and your tractor is not equipped with a bunk heater. Please note that kennels are available at the Service Centers if you feel the temperature in your vehicle would be uncomfortable for your pet. Many new tractors are equipped with bunk heaters. If your tractor does have a bunk heater, you will be required to shut off your engine and use the bunk heater if the outside temperature is between 28° F and 70° F. You should also note that the newer engines will automatically shut off after 5 minutes of idle time if the outside temperature is between 28° F and 70° F to conserve fuel.

Failure to follow this idle policy will result in disciplinary action:

- First Offense: Verbal warning to shut off tractor.
- Second Offense: Written warning to shut off tractor.
- Third Offense: Final written warning.
- Fourth Offense: Discharge.

Hometime Policy

Every attempt will be made to meet all requests for time off. However, there may be circumstances when these requests may be delayed.

You may request time off by using Macro #31.

1. Requests for time off should be communicated at least seven to ten days in advance.
2. If this will be extended time off due to vacation, you must provide thirty (30) days’ notice.
3. If you have a specific request for time off due to a special need such as doctor appointments, legal appointments, birthday, etc., please let your Fleet Manager know at least 7 days in advance. Your request being met is dependent on freight and weather conditions.
4. The time off request must contain a functioning phone number at which the driver may be contacted while on time off

Amount of Time off:

1. You will receive an average of 24 hours off for every seven (7) days away from home, up to ninety-six (96) hours.
2. The Company attempts to average 7-10 days between times off.
3. All requests for time off are governed by the Home-time Policy.

Use of Equipment during Hometimes

In order to provide general application of the equipment use for home-time purposes, the following protocol will be followed:

One – Way Mileage	Mode of Tractor & Trailer	Management Approval/Level Required
1 – 25 Miles	Bobtail, Empty or Loaded Trailer	Fleet Manager & Regional Planning Manager
26 -50 Miles	Bobtail, Empty or Loaded Trailer	Fleet Manager & Regional Planning Manager
51 – 100 Miles	Bobtail, Empty or Loaded Trailer	Operations Supervisor
Over 100 Miles	Bobtail, Empty or Loaded Trailer	Operations Manager/Terminal Manager

Equipment Procedures:

1. Use of the Company equipment is a privilege. The privilege may be revoked based on the Company's needs at the time of your request.
2. No bobtailing off the yard while at a Terminal without authorization, whether on or off duty.
3. Drivers that live within fifty (50) miles of a terminal must park the truck at the terminal unless approved by the Terminal Manager.
4. While on home-time, both the tractor and trailer must be parked in a secure location. (Defined as a Terminal, approved customer facility, approved fenced and/or patrolled area with 24 hour, 7-day security service or a specific location, approved by the driver's assigned Terminal Manager.
5. Each driver will be required to send a DriverTech message to their Fleet Manager upon arrival at the designated home-time location advising the current odometer reading when the tractor is parked at a non-Terminal location.
6. Home-time location to be taken within fifty (50) miles of principle residence of record for the driver. In the absence of a principle residence of record, the home-time location will be observed within an area of fifty (50) miles from their home Terminal, domicile location.
7. Other locations will be allowed but limited to one (1) per quarter.
8. Any work to be done on the truck while on time off, must be done at a Total Transportation Terminal unless Breakdown approves an alternate repair facility. The truck is to be dropped at the Terminal prior to going home.
9. Any time off without authorization greater than ninety-six (96) hours, not counting the day en route home or the day coming back on duty, requires the equipment to be secured at a designated Terminal and all personal effects removed. The tractor will be subject to reassignment.
10. Drivers should not leave tractors running when parked and should make certain the tractor, trailer and cargo are locked and secured.

11. The tractor or trailer may NOT be used for any personal transportation whatsoever during the designated home-time period.
12. Do not unhook from the trailer except at a Company Terminal or a Company authorized drop yard while on home-time.

Driver Chargeability:

1. Any expenses incidental to the recovery of either the tractor or trailer, will be the full responsibility of the driver.
2. There is also an additional charge of \$500 if the tractor is NOT returned to a Terminal as instructed, and equipment abandonment will be reported on your DAC report.

Discipline Process:

1. First Offense for violation of the equipment use policy involving less than fifty (50) non-authorized personal miles; driver will receive a formal reprimand and be charged for all miles at a rate of \$1.00 per mile.
2. Second Offense for violation of the equipment use policy involving non-authorized personal miles from 1 to 50 or the first incident of non-authorized personal miles in excess of fifty (50) miles; driver will receive a formal reprimand, be charged for all miles at a rate of \$1.00 per mile and all privileges to take the tractor home may be revoked. In this case, the tractor/trailer parking will be limited to a Terminal or a drop yard location.

Personal Vehicles Policy

The Company is not responsible for any lost items or damage to personal vehicles stored at any of the Terminal facilities. All vehicles must be kept in good working order and must maintain current registration.

Any vehicle left at a Terminal for more than 30 days from the date a driver voluntarily quits or is terminated from employment will be considered abandoned and will be disposed of in accordance with the laws of the state where the Terminal is located. This includes any unregistered vehicle or vehicle with a registration that is expired more than 45 days.

Personal Property Policy

If you leave personal belongings on a truck or at a Terminal, you must reclaim your belongings within thirty (30) days or they will be disposed of in accordance with the laws of the state in which the facility is located. This includes all of your personal belongings in or on your truck, or your personal vehicle, etc., as well as all items left at any Company facility.

If you should have any personal property stolen at a Company facility, please report the theft to the Terminal Manager. They will coordinate an investigation and report the theft to the local law enforcement agency. Your personal property is not insured by Total Transportation nor is Total Transportation liable for the loss or damage to your personal items.

WARNING!

Your personal vehicle parked on Company property and personal property inside vehicle or tractor, are NOT insured by the Company!

Any personal belongings in or on your truck, or your personal vehicle, etc., as well as all items left at any Company facility are your responsibility and are not covered by Company insurance. We recommend you check with your insurance agent to see if your policy covers personal items you may carry with you over the road or leave in your personal vehicle on Company property. The Company does not accept responsibility for personal property.

Use of Detection Devices

Federal D.O.T. regulations and Company policy specifically prohibit the use of radar detectors on all Company vehicles.

DriverTech System

This device is a Windows XP based device that will allow the company to build applications that are specific to the jobs you do every day. These include easy access to your dispatch information (Order Viewer), turn-by-turn navigation, on-line settlement sheets, calendars, calculators, training videos, etc. If you have any questions on your DriverTech System, please call the DriverTech Help Line at 866-853-8525. A manual for the DriverTech system is provided by pressing the icon at the top right of the screen with the '?' mark or by accessing the Tools menu option from the Main Menu and then selecting User Manual.

Company vehicles are equipped with GPS tracking that allows us to track our vehicles and customer freight. The GPS tracking should be active at all times. Disconnecting the DriverTech unit or GPS system will result in disciplinary action up to and including discharge.

Physical Standards Testing (PST) Policy

To ensure that all of our drivers have the ability to meet the physical demands of operating a tractor trailer, all new employee drivers, and owner-operators seeking transfer to an employee driver position, are required to take a simple physical standards test. This test measures the driver's ability to perform certain essential functions of the job. All drivers returning from any medical leave of more than 14 days, or from any type of leave that has lasted longer than 30 days will be required to demonstrate their ability to perform all aspects of the physical standards test before being reseated on a truck.

Drivers seeking assignment to certain dedicated accounts, or who wish to be considered for occasional load assignments for those dedicated accounts, are required to take the more strenuous Dedicated PST test.

Permits Policy

It is your responsibility to make sure you have the necessary permits to operate legally in each state.

Think Ahead!

1. Weigh your load.
2. Check your permits.
3. Check your fuel decals.
4. Check your tractor and trailer registration.
5. Check the registration on every trailer you pick up.
6. Check over-length permits for 53-foot trailers.

If you have a question, please call the Permits Department at 1-800-942-2104, extension 7278.

Important Reminders:

1. Check with the Permits and License Department each time you are in the office for new permits for the tractor (also check trailer permits). Permits come in throughout the year, so always check for new ones.
2. Check your permits BEFORE entering a state and call the Permits Department if you have any questions. If you are pulling an intrastate, alcohol or HAZMAT load, be sure you have the necessary permits as these are only issued as needed.
3. If you have any questions concerning permits for the state(s) you will be traveling through, you should call 1-800-942-2104 ext. 7278, Monday through Friday, from 8 a.m. to 5 p.m. Have your road atlas and permit book with you when you call.
4. It is your responsibility to check the route on any special permits. If you do not follow the route, you may have to pay extensive fines.
5. **BEFORE YOU ENTER CANADA, CALL YOUR FLEET MANAGER.**
6. We keep records on all permit activity for each tractor. If you have any questions or problems concerning authority, a permit, a scale or a port, call immediately.
7. If you get a ticket for not having proper authority or the correct prorate, contact the Permits Department immediately. **DO NOT PAY THESE FINES WITHOUT AUTHORIZATION.**
8. Each time you pick up a trailer, check the registration box for proper registration.
9. Make sure you have your permit book:
 - a. When leaving the lots.
 - b. When leaving ports and scales.
 - c. When leaving home.
10. When dispatched:
 - a. Find out what state(s) you will be going through.
 - b. Call the Permits Department to see what permits are required.
 - c. Make sure **ALL PERMITS** are in your permit book.

Dropped Trailers Policy

1. Do not drop any trailer, loaded or empty, at any place other than a Company Terminal or a Company authorized drop yard without the specific approval of a your Fleet Manager (***Failure to follow this policy will result in termination of employment***).
2. Do not place a king pin lock, padlock, or glad hand lock on an empty trailer while at a Terminal.
3. Do not drop any trailer, loaded or empty, with the landing gear fully extended or retracted and return the landing gear crank handle on the hook.
4. Do not drop any trailer, loaded or empty, with observable defects. Report the trailer equipment defects which are in need of repair to Breakdown.

Overweight Loads Policy

You are responsible for the weight of the load. You may weigh your load at a Certified Scale. If there is not a Certified Scale available, call a local moving and storage company or grain elevator. You will be reimbursed for the scale fee, but you must include the scale receipt in your Trip Envelope.

If you fail to weigh a load and are fined for being overweight, you will be responsible for the fine. If your load is overweight, contact your Fleet Manager for instructions.

By law, drivers are allowed to carry up to 34,000 lbs. on each set of trailer tandems and drive axles, which allows for 12,000 to be placed on the steer axle. You may **NOT** exceed 80,000 lbs gross vehicle weight. This includes tractor, trailer, load, driver, personal property **and** ice and snow build-up.

You are not required to weigh when less than 36,000. Scale receipts will not be reimbursed if the BOL shows less than 36,000 lbs.

“Zero- Tolerance” Policy

Total Transportation has taken a strong stand against drugs and/or alcohol in the workplace. The Company intends to comply with the applicable requirements of the Drug Free Workplace Act of 1988. Pursuant to this compliance, entering Company property or reporting to work in an unfit condition because of the use or consumption of controlled substances or alcohol is strictly prohibited.

The illegal use, consumption, possession, or sale of controlled substances while on Company property or on Company business is strictly prohibited. Likewise no alcohol will be brought onto Company property, consumed during scheduled work hours (including lunch breaks) or for a four-hour period preceding scheduled work hours. It is your responsibility to help us in creating a Drug-Free Workplace. Report any violations to the Human Resource Department or any member of management.

Alcohol Policy

The following is a summary of the Company Alcohol Policy. The Company has a comprehensive, written alcohol and controlled substance policy, which was provided to you during Orientation. For more specific information, please consult this comprehensive policy.

The Basic Rules:

1. You may not use or have in your possession any alcoholic beverage, regardless of alcohol content, while you are operating or responsible for Company equipment. This prohibition includes drinking during layovers including but not limited to truck repairs, DOT rest breaks, 34 hour restarts and hometime while under dispatch and when you are a passenger in a Company truck.
2. You may not drink alcoholic beverages of any kind, regardless of alcohol content, within four (4) hours of going on duty or operating Company equipment.
3. You may not report for duty or operate Company equipment if you have a blood alcohol concentration of 0.02% or above.
4. **The consumption of alcohol is prohibited while under dispatch or available for dispatch.**
5. If you are in an accident, you may not drink any alcoholic beverage until you have been tested for alcohol use or have been advised by the Safety Department that testing will not be required. You may not drink any alcohol if you are responsible for Company equipment.
6. You may not refuse to take any required alcohol test.
7. Drivers who are arrested or charged with an alcohol related offense (DUI) will be suspended. If upon investigation the Company believes the charges will not be resolved within 30 days of the suspension, the driver will be terminated.

Controlled Substance Policy

The following is a summary of the Company Drug Policy. The Company has a comprehensive written alcohol and drug policy, which was provided to you during Orientation. For more specific information, please consult this comprehensive policy.

The Company will not tolerate the illegal use or possession of controlled substances.

The Basic Rules:

1. Drivers may not illegally use or possess controlled substances or drug paraphernalia while employed by the Company.
2. Drivers who fail any test for the illegal use of controlled substances or alcohol will be terminated.
3. Drivers who refuse to take any test for controlled substances or alcohol will be terminated.
4. Drivers who are arrested or charged with any drug related offense will be suspended. If upon investigation the Company believes the charges will not be resolved within 30 days of the suspension, the driver will be terminated.
5. Drivers must notify the Safety Department of any prescribed medications, which could adversely affect the driver's ability to safely operate Company equipment. All such medications must be kept in their original prescription container.
6. The Company has a "Zero Tolerance Policy." See section titled "Zero Tolerance Policy" for details.

Alcohol & Controlled Substance Testing

The Company will test for Alcohol and Controlled Substances in the following situations:

1. Pre-employment (controlled substance only)
2. Post-accident (when required by federal law)
3. Random
4. Reasonable Suspicion
5. Return to duty/follow-up

The Company reserves the right to test for controlled substances to the fullest extent allowed by state and/or federal law. Drivers who test positive for controlled substances may have their split sample tested provided that:

1. Within 72 hours of being notified of the positive test, the driver must submit a written request for re-testing to the Safety Department in Jackson.
2. The driver requests and designates an independent certified laboratory to perform the test.
3. The driver pays the required laboratory fees.

Pet Policy

The Company encourages employees to be responsible pet owners. This means that pets must not be allowed to damage Company or customer property. It also means that pets must be kept under control at all times so that they do not injure anyone.

YOU MAY ONLY TWO PETS (CATS OR DOGS) ON YOUR TRUCK (NO DANGEROUS BREEDS OR EXOTICS) PROVIDED YOU COMPLY WITH THE FOLLOWING:

1. Pets are not allowed on the truck until after the pet policy has been reviewed and approved by the Safety Department.

2. Pay a \$500 non-refundable maintenance fee. (This applies to new hires and rehires.)
3. Payment of the maintenance fee may be paid by cash, money order, check and/or payroll deduction. \$100 must be paid up front. Additional payroll deductions will be taken at a rate of \$50 per week until the total maintenance fee is collected.
4. Copies of your pet's shot record must be kept in the truck at all times. A copy of the shot record must also be sent in to the Safety Department.
5. Your pet must be kept on a leash when outside of the truck. Pets are not allowed out of the truck at a customer facility or inside any of the Company Terminals.
6. Pets must be taken out of truck when inside a maintenance facility. (Pets are not allowed anywhere in a maintenance facility.)
7. Cats must be de-clawed on their front paws.
8. If you switch trucks, you must have your truck inspected so that your pet maintenance fee can be rolled over to your new truck, if no damage is found. Also, the mattress should be taken with you each time you change trucks. You will be required to replace any funds missing from your Pet Maintenance Fee in order to maintain a \$500.00 balance.

Further, pet damage will be considered "Driver Responsible Damage" and any additional costs above \$500 will be charged to the driver. This includes air conditioning repair caused by clogged filters and evaporators due to pet hair.

To obtain a pet pass, please call the Safety Department at 1-800-942-2104, extension 7276.

SECTION 3: DRIVER OPPORTUNITIES

Solo Drivers

The over-the-road driver's main focus is on loads from city to city covering 450-500 miles per driver per day. The Over-The-Road fleet operates in all 48-state and Canada with a primary area of operation east of I-35. When possible we will strive to assign drivers to freight between specific cities. These drivers are selected based on the area in which they are domiciled, service performance, safety history, as well as home time and mileage needs. There is a strong need for experienced drivers in this operation; however there are also a large number of trainee opportunities available in the Solo Fleet.

Teams Drivers

Team drivers perform a crucial service for Total Transportation, primarily in the time-definite and expedited service niches. The team driver's main goal is to provide premium service anytime, anywhere in the country for deliveries of typically 1,000 miles or more.

A team consists of two drivers that can operate the truck in intervals, which allows the truck to drive the maximum allowable by law.

Team drivers are selected based on driving experience, service performance and safety history. Team opportunities also include scheduled runs, which provide the consistency of operating in the same lanes and dealing with the same customers on a week-to-week basis. Scheduled runs are available for drivers with a proven performance record at Total Transportation.

Dedicated Drivers

The Dedicated driver's main focus is on loads from distribution center to distribution center, as well as distribution center to store deliveries with relatively low dwell time. Dedicated drivers are assigned to a terminal that can best provide consistent miles as well as consistent home time. Some customers may require drivers to unload freight on a regular basis.

Dedicated drivers are selected based on the area in which they are domiciled, service performance, safety history, as well as home time and mileage needs. With dedicated service quickly becoming one of the largest markets in the truckload industry, there is a strong need for experienced drivers in this operation.

Slip Seat Drivers

Slip seat drivers utilize equipment while dedicated and solo drivers are on home time or vacation. Slip-Seat drivers run out from a location and back, generally within a 24-hour period. When possible, the Company will utilize drivers who need more home time. Slip seat drivers are typically selected by domicile location, service performance and safety history.

Local Drivers

Local drivers perform an essential service for the over-the-road drivers by delivering and picking-up loads within a designated distance of terminals and drop yards. These drivers are selected by domicile location, service performance and safety history.

Driver Finisher

The focus of the Driver Finisher is to train an employee with limited driving experience to become a skilled, professional over-the-road truck driver. Driver finishers follow an organized and manageable plan that fulfills our mission of providing quality, safe drivers that will contribute to the growth and success of Total Transportation. Driver finishers are selected based on experience, service performance and safety history.

Finishing Trainee

A Finishing Trainee is a driver that is fresh out of driving school, or a driver with limited OTR experience. Trainees gain practical experience under guidance of a skilled driver finisher who is available at all times to answer questions and to provide advice from his/her experience.

SECTION 4: SAFETY & CARGO SECURITY

Commitment to Safety

Safety is our first priority. We put forth the best effort to hire and keep safe drivers. We consider it an extremely serious violation of our policies to do anything that endangers the safety of the public and our drivers. Certain offenses are considered to be unacceptable under any situations and will result in the driver's termination in almost all circumstances, including:

- Driving under the influence of alcohol or an illegal or controlled substance.
- Being convicted for a DWI or DUI in Company and non-Company vehicles.
- Intentionally damaging or tampering with Company property or equipment. This includes, but is not limited to, tampering with engine electronics, satcom systems, speed limiting and collision mitigation systems.
- Failing to immediately report accidents, regardless of how minor.
- Using, possessing or selling any illegal and/ or controlled substances or drug paraphernalia at any time.
- Using, possessing or selling alcohol while in or on Company property or on Company business. This includes layovers.
- Use of handheld electronic devices while driving. Absolutely no texting while driving!
- Verbally or physically threatening other employees or any of our customers' employees.
- Making an illegal U-turn on any street, road, highway or interstate.
- Falsifying information on records (including logs, applications for employment, pay records/requests, etc.).
- Willfully and/or recklessly violating Company safety rules or driving in a reckless manner.
- Refusing to follow Company directives regarding safety or compliance with the law.
- Dropping a trailer, loaded or empty, any place other than a terminal or a Company authorized drop yard without the approval of a Fleet Manager.

It would be very difficult for the Company to identify all of the situations where an employee's actions could cause harm to the public or the Company. For that reason, this is not a complete list. A driver is also required to follow all of the other policies found in the Handbook and the instructions and orders of their supervisor. Company drivers must drive in a courteous and safe manner and represent the Company as professionals at all times.

Cargo Security Policy

- Never leave your vehicle unattended with the engine running or keys inside. Lock your vehicle. Remember: in addition to the potential for loss of equipment and cargo, your personal belongings are in jeopardy, and are not covered by Company insurance or Total Transportation.
- Do not drop a trailer without permission from Operations, and then, only at an authorized, secure location. Permission must be obtained from Operations to bobtail.
- Conduct a vehicle inspection after any extended stop. To avoid someone's release of your fifth wheel when parked, set the trailer parking brake, then slowly pull forward against the kingpin and then set the tractor brake.
- Park only in well-lighted, highly visible areas. Avoid parking on surface streets, the shoulder of a highway or in such a manner that a hazard is created. If you must park on the shoulder of the road, your emergency warning devices must be used.

- Do not discuss the contents of your trailer with anyone. Be aware of suspicious persons or vehicles. With High Risk/High Value loads, be especially alert shortly after pickup, or when nearing delivery. Do not stop for breaks within 200 miles of picking up a High Value load. Make sure you have the hours and fuel available to comply with this restriction. If you do not, notify Operations immediately prior to picking up the load.
- Seal every load. Maintain an accurate seal manifest. Notify your Fleet Manager if you find the seal missing. Never break a seal without getting authorization from your Fleet Manager.
- Follow assigned routing. Notify Operations of any necessary deviations.
- Do not pick up hitchhikers or allow unauthorized persons in your truck.
- Know where you are going. Avoid unnecessary stops or detours.
- If something doesn't feel right or you are suspicious of a situation on the road, notify Operations and contact local law enforcement.
- If carrying High Value freight, inform your Fleet Manager on satcom of your exact location each time you make any stop and how long you will be at that stop. Example: "Stopping at Petro in Amarillo I-40 exit #1, will be here for 1 hour."
- When carrying High Value loads do not stop or park within 50 miles of Las Vegas, Reno, Los Angeles, NYC, South Florida, or the Mexican border. Plan your breaks and fuel stops outside of these areas to satisfy policy.
- If running team and carrying a High Value load, one member of the team must stay with the truck and load at all times to provide complete security.

You & the Department of Transportation

As a driver, you must be familiar with and follow Department of Transportation (D.O.T.) regulations including, but not limited to:

1. **Physical Examination:** You must get a new physical examination every two (2) years or as directed by a Company doctor. You can arrange to get a physical examination with the Safety Department at any terminal. You must present your medical card to your Department of Motor Vehicles in accordance with their requirements each time you obtain a new medical card.
2. **Current Commercial Driver's License (CDL):** You must keep your CDL current. You must provide copies of all changes (address, phone, etc.) to your CDL license to the Safety Department at any terminal.
3. **Reporting Ticket, License Suspension or Revocation:** You are required by federal law to immediately report any ticket, license suspension or revocation to the state that issued your CDL within 30 days after conviction. You must **immediately** report tickets, license suspensions or revocations to your home terminal Safety Manager.
4. **Medications that Impact Your Ability to Drive:** You must report all prescription medicines you take (and the name, address and phone number of the doctor who prescribed them to you) to your home terminal Safety Manager.
5. You are also required to report any over-the-counter medications, which might affect your ability to drive safely (including, but not limited to antihistamines). Keep prescribed medicine in its original container.

Parking Policy

NEVER stop or park on the road or shoulder unless you have a breakdown. This includes entrance and exit ramps. If you do break down, set out your triangles and call for help **IMMEDIATELY**. You can reach the Breakdown Department at 1-800-963-9771.

Flammable Devices Prohibited!

The Company prohibits all flammable devices used for cooking or heating. They may not be used in, carried on or stored in the cab of the tractor. This includes, but is not limited to propane and butane bottles and open flame stoves and heaters.

Handheld Electronic Devices

Handheld Electronic Devices are defined as portable devices used for electronic communications. These devices include cell phones, PDAs (personal digital assistants), handheld PCs (personal computers), i Pads and notebook devices, and hybrid handheld communication and computer devices. For the purpose of this policy, all of these devices will be called "PDAs."

While such devices are extremely useful in managing contact information, reviewing documents and corresponding via electronic mail, the devices should not be used while driving. The use of PDAs while driving is not only a danger to you, but a danger to the public as well. In order to ensure the safety of our employees and the public and in accordance with DOT regulations, all employees are prohibited from using Handheld Electronic Devices while driving. Please note, wired or wireless earpieces (headsets) are permitted as long as the device is able to initiate, answer or terminate a call by touching a single button while the driver is in the seated driving position and properly restrained by a seat belt.

Absolutely no texting while driving! Use of laptops, portable DVD players or personal GPS while driving is also prohibited.

DriverTech / Satcom Use

DriverTech units are useful tools to provide to you real time information about your load, hazardous conditions, weather conditions and directions. However, as with GPS units, radios and other in-cab technologies, the use of the DriverTech units should be limited while the truck is in motion. It is our expectation that our drivers will focus their full attention on the task of driving and will read and respond to satellite communications when the unit is safely stopped. We recognize that there will be circumstances when you will need to view satellite data while the unit is in motion. As a professional driver, we expect you to use sound judgment and minimize the risk associated with such activities.

While the DriverTech unit and other in-cab technologies provide you with pertinent information regarding your trip, you should not be totally reliant on them. It is important to possess good time management skills to compliment these tools. The most proven method to ensure you deliver your load safely and on time is to properly plan your trip. As a driver you must account for the amount of time you will need to accomplish various tasks such as inspecting your vehicle, fueling, driving, taking breaks, completing paperwork and to allow for possible weather and traffic delays. In addition to accounting for the time it will take to complete the tasks associated with your trip, also review the route you will be taking. If you are hauling hazardous materials you must take special precautions and perhaps take special routes and you should always be aware of weight restrictions on bridges. As a professional driver behind the wheel driving, always pay attention to road signs posted along your route. Be watchful for signs indicating the posted speed limit, construction zones, restricted lanes, railway crossings and low bridge / low clearance.

CSA

Compliance, Safety, Accountability (CSA) previously known as CSA 2010 was implemented nationwide in December 2010. CSA is not a regulation change; instead, it is a new scoring model that provides the FMCSA the opportunity to identify carriers and drivers who may be at risk of being involved in a crash and prioritize them for potential interventions.

The CSA Safety Measurement System (SMS) is designed to evaluate the safety performance of carriers and drivers by looking at seven Behavior Analysis and Safety Improvement Categories, (also known as BASICs):

1. **Unsafe Driving**- Operation of CMVs in a dangerous or careless manner. Example violations: speeding, improper lane change, failure to wear a seat-belt, following too close, reckless driving, failure to obey traffic control device.
2. **Hours of Service (HOS) Compliance**- Operation of CMVs by drivers who are ill, fatigued, or in non-compliance with the Hours of Service regulations. Example violations: HOS, logbook violations and operating a CMV while ill or fatigued.
3. **Driver Fitness**- Operation of CMVs by drivers who are unfit to operate a CMV due to lack of training, experience or medical qualifications. Example violations: failing to have a valid and appropriate CDL, operating a CMV while disqualified, not in possession of valid medical certificate.
4. **Controlled Substance/Alcohol**- Operation of CMVs by drivers who are impaired due to alcohol, illegal drugs and misuse of prescription or over-the-counter medicines. Example violations: use or possession of controlled substance or alcohol.
5. **Vehicle Maintenance**- Failure to properly maintain a CMV and to prevent shifting loads, spilled or dropped cargo and overloading of a CMV. Example violations: brakes, light, and other mechanical defects, improper load securement and failure to make required repairs.
6. **Hazardous Materials (HM) Compliance**- Failure to safely transport Hazardous materials on CMVs. Example violations: failing to mark, label or placard in accordance with the regulations and not properly securing a package containing HM.
7. **Crash Indicator**- Histories or patterns of DOT Recordable crash involvement (fatality, injury or tow-away), including frequency and severity. It is based on information from state-reported crash reports.

Drivers will be assessed for 36 months of inspection and crash data. The inspection and crash data will remain with the driver for the full 36 months regardless of the DOT # under which the event occurred. The carrier will be assessed for all inspections and crash data that took place during the previous 24 months. Only the events that took place while a driver was operating under the carrier's DOT # will be included in the carrier's assessment. A complete list of Applicable Violations for carriers and drivers can be viewed in the SMS Methodology.

It is extremely important to understand that there are also several major changes that CSA brings to the industry. These changes include the following:

- **Every Inspection Counts**- Every inspection report that the Motor Carrier Safety Assistance Program inspector conducts and reports in the MCMIS System (Motor Carrier Management

Information System) now counts in the scoring model. All inspections that contain applicable violations will be assessed against the carrier. The applicable violations that are identified as being within control of the driver in the SMS will be also be assessed against the driver. Clean inspections will also help carriers and drivers. Inspection violations may result in disciplinary action.

- **A Citation Or Written Warning Does Not Have To Be Issued to Receive CSA Points-** It is important to understand that if an applicable violation is recorded on an inspection report it will become part of the carrier's and driver's assessment whether a citation is issued or not.
- **Driver Safety Enforcement Approach-** Under CSA, driver enforcement will occur as part of motor carrier investigations and will focus on driver enforcement for serious rule violations. The data used to assess carriers and drivers is already in existence in the MCMIS Database. Therefore, it is important that we work together to prevent future violations. We want to thank you in advance for your hard work and strong attention to safety on our nation's highways. Working together, we can ensure that Total Transportation continues to provide excellence in all matters concerning transportation safety.

PSP

The Pre-Employment Screening Program (PSP) designed by the Federal Motor Carrier Safety Administration (FMCSA) was developed to assist carriers in assessing individual drivers' crash and safety violation histories as a pre-employment condition. Carriers are not mandated to use PSP reports as part of their hiring process; therefore, it is a voluntary program. The information contained in these PSP reports is stored in the Motor Carrier Management Information System (MCMIS), and it reflects the most recent five (5) years of crash data and three (3) years of roadside inspection data. Information from traffic citations is not part of the program and will not be reflected in the PSP reports. Under this program, an individual driver may request a copy of his or her PSP report by visiting the following FMCSA website: <https://www.psp.fmcsa.dot.gov>. This is the PSP home page. No enrollment is required, however, a fee is charged at the time the report is ordered. As an alternative, an individual driver may request his or her PSP report free of charge by visiting the following website: <https://www.fmcsa.dot.gov/foia/foia.htm>. Delivery of this free report is not immediate, and it will be sent to the driver's address via U.S. mail. If upon review, an individual driver discovers an error on his or her PSP record, a request to correct this inaccurate information can be made directly to the FMCSA by visiting the following website: <https://datags.FMCSA.dot.gov/login.asp>. It is recommended that drivers request a copy of their PSP report to ensure the information being presented is accurate.

Injury Management

The safety of our workers is a core value of Total Transportation. We believe that our success is tied to the safety and health of each of our employees. For this reason, we ask that you take every available precaution to ensure that you are not injured while on the job. This means thinking about each act that you do each and every day.

Things that you do daily and never think about can result in an injury to you if you are careless or take for granted the danger of the equipment you operate or the job you do. Even the act of getting in and out of the truck can be hazardous, and each year there are dozens of Company drivers injured because they were not concentrating on the task at hand and fell from the cab of the truck.

When climbing into or out of your truck, common sense tells you to always face the vehicle, always keep your hands free by placing objects in the seat, always using three points of contact (three limbs in contact with the vehicle at all times), and **NEVER** jump. Likewise, we ask that

you think about the clothing that you wear with an eye toward protecting yourself. Rubber soled, non-slip shoes, sturdy denim pants and shirts, and work gloves can easily save you from an injury that robs you of income, time, and miles.

Further, before you begin your driving day and each time you get out of your truck after an extended period of driving, take a few minutes to stretch your muscles. This is particularly important before beginning strenuous activity such as loading and unloading.

A work related injury could be costly to a driver in terms of the miles that they miss and the money that they lose. Worker compensation benefits are capped in all states, and in most states the maximum weekly benefit is significantly below what you can earn in a week of driving. Further, because drivers are regulated by the Department of Transportation, many injuries, even minor injuries, can permanently deprive a driver of his CDL by preventing him from being able to pass a DOT physical. It is in your best interest to remain injury-free.

In the unfortunate event that you are injured while on active duty, you **MUST** report the injury immediately to Claims, 1-800-601-5500. This number is answered 24 hours per day, 7 days per week, 365 days per year. Unless you are prevented from reporting your injury to the Claims Department due to the nature of your injury, Total Transportation policy requires you report such an injury immediately upon its occurrence. This means you must report it at the time it occurs or the next stop. **DO NOT DELAY!**

The Claims Department will take down the information on your injury and will instruct you on where to seek medical treatment. In the event of a life-threatening condition, proceed to the nearest emergency room and provide to emergency personnel the number for the Claims Department. If your medical condition is not life threatening, you must obtain approval from the Claims Department for medical treatment. In most cases, the Claims Department will provide you a list of physicians that you may choose from. Total Transportation will not pay for non-emergency treatment that is not previously approved or for treatment by an unapproved medical provider.

In order to minimize the financial impact of a work-related injury on our driver, Total Transportation has put into place a Transitional Duty Program. Under this program, if a work-related injury prevents you from working as a truck driver, we will find office work for you to do at our headquarters or a Terminal. We will match the job to which you are assigned to your injury so that you are not asked to do anything that is outside your physical restrictions.

If needed, Total Transportation will provide housing to you during that period you are assigned to work Transitional Duty and transportation to the location where you will be working. You will be paid an hourly rate for all work performed while on Transitional Duty and you will receive medical care and therapy as needed in the city in which you are assigned. Just like when you are over-the-road, you will continue to be responsible for other expenses, such as food, laundry, and telephone expenses, your share of insurance premiums under the Medical, Dental, Life and Vision Plans.

Transitional Duty is an excellent way for our drivers to learn more about the office functions of the Company. We find that in many cases, drivers who have worked Transitional Duty come away with a greater appreciation of how the Company operates, how they personally fit into the overall structure of the Company, and the people with whom they work.

For this reason, when the Claims Department has made a determination that you are a candidate for the Transitional Duty Program, your participation is mandatory.

Refusing to work Transitional Duty is just like refusing a dispatch assignment: it is a violation of Company policy and may result in your termination. Further, because you have refused available work, you may lose workers' compensation benefits for which you otherwise might be eligible.

In the event that your injury prevents you from working at any job, you will be placed on medical leave and will be subject to the same requirements as other employees on medical leave. Your attention is directed to the section of the handbook on Family and Medical Leave. As with all employees on medical leave, should you be unable to return to work within 12 weeks of beginning leave, the Company will assume that you have voluntarily resigned your employment and you may re-apply when your physical condition permits. However, if you are eligible for medical benefits under the worker compensation law, your resignation due to medical leave will not affect your receipt of these benefits.

States differ as to what benefits you may receive if you are injured on the job. Local drivers and drivers who work in a single state will have their benefits calculated based on the state in which they primarily work. Because over-the-road drivers work in multiple states, you and Total Transportation agreed at the time of your hire to base any decisions related to your employment or benefits for work-related injuries on Mississippi law.

BE SAFE OUT THERE! We depend on you, your family depends on you, and America is depending on **YOU!**

Entering & Exiting the Cab

Drivers are often injured when entering and exiting the truck. Please remember to:

1. **Wear the proper footwear** – good sturdy shoes or boots with slip-resistant soles.
2. **Look before exiting** – know where you are going to step before you step.
3. **Exit in the same direction you got in** – you face the cab getting in, so face the cab getting out.
4. **Use the “three point” method** – have three points of contact with the cab at all times. Two hands and one foot or two feet and one hand should have a solid grip on the cab at all times.
5. **Do not climb in or out of the cab while holding anything** – such as papers, clipboards, or baggage. Keep hands free to get the best grip possible.
6. **Never jump** out of the truck, off the catwalk, or out of a trailer.

Rider Policy

Absolutely No Hitchhiking!

Many drivers enjoy having passengers ride with them. The Company also recognizes that long periods away from home make it hard for drivers to spend as much time with their families as they would like.

The Company has no objection to you carrying a passenger so long as the Company is protected from liability in case of an accident or injury. In order to protect the Company's interests, all passengers must be covered by accident insurance. Drivers and passengers will also be required to enter into waiver and indemnity agreements. The following rules apply to all passengers:

1. You may only carry a passenger who has been issued a Rider Pass. **Rider Passes are issued by the Safety Department.** No passenger may be transported until **AFTER** the passenger authorization has been issued.
2. You will be required to apply for and obtain Rider insurance for all passengers.
3. Passengers must be at least 10 years of age. A driver, who wishes to have a “minor” child as a passenger, **MUST** be a custodial parent or “legal guardian” as recognized and documented by a court order.
4. All passengers will be required to provide adequate proof of their identity. Persons who could adversely affect the dispatch or operation of the truck may not be transported as passengers. This includes persons with criminal records or special medical conditions.
5. Passengers who are 18 years of age or older will be required to read and sign a waiver of liability.
6. There can only be one passenger allowed on a truck at a time.
7. Teams must have the consent of both drivers to have a passenger on the truck.
8. Pregnant passengers must have specific written permission from their physician stating that they can safely ride in a truck. No pregnant passenger is permitted to ride beyond her six month of pregnancy.
9. Your passenger is not allowed to assist you with your work at any customer or to leave the truck without the permission of the customer.
10. Your passenger is not allowed to drive the truck at any time.
11. While at a Company terminal, your passenger must stay in the truck or in the driver’s lounge.
12. Passengers are forbidden from performing any work on behalf of Total Transportation, including but not limited to operating the tractor, loading or unloading, operating the Driver Tech, or logging driver’s activities. Permitting a passenger to perform such activities is a terminable offense.

Rider Insurance

You will be required to complete a passenger insurance enrollment form. Terminal personnel will send this enrollment form to the Corporate Safety Department in Jackson. The premium for rider insurance is \$27 per month.

The Rider Pass must be approved by the Safety Department and must be carried on the truck at all times.

Seat belts & Bunk Restraints Policy

The Company, in accordance with Federal Motor Carrier Safety Regulation 392.16, requires you to wear seat belts while operating a Company owned or leased vehicle or while on Company business. The bunk restraints must be properly installed and used while your truck is in motion.

U-turns & Speed Limits Policy

You must always obey the posted speed limits. In addition, you are not allowed to make an illegal “U” turn on any street, road, highway or interstate unless directed to do so by law enforcement personnel. If you miss your turn or are lost, keep going until you find a large parking lot where you can turn around or a route where you can go around the block. If you are faced with a situation that makes it impossible for you to proceed forward (low clearance ahead, accident blocking roadway, low posted weight on bridge) and making an illegal U-turn appears to be the only possible solution; you must ask for the assistance of a law enforcement officer. The law enforcement officer must control other traffic and observe and direct your U-turn.

Winter & Spring Driving

It is important to be very alert when driving during the spring and winter months. If the road conditions are hazardous (snow, ice and wind) and you cannot safely drive, park your truck and send a satcom message to your Fleet Manager as soon as possible.

Tell your Fleet Manager you are shut down. **DO NOT CALL THE CUSTOMER.** We will equip our tractors with chains in those areas of the country that require them. If road conditions have deteriorated to the point that chains are required to travel, you may elect to chain up the truck to enable movement of the cargo. However, ***you must determine whether the road can be traveled safely. Do not enter any closed highway.***

Chains are required in the Northwest region of the country from October 15 to April 15. Contact your Fleet Manager for instructions on obtaining chains.

Proper Downgrade Braking Technique

1. Select the proper low gear.
2. Apply the brakes just hard enough to feel a definite slowdown.
3. When your speed has been reduced to approximately 5 MPH below your “safe” speed, release the brakes. (This application should last about 3 seconds.)
4. When your speed has increased to your “safe” speed, repeat the above steps.

Use of Warning Triangles

1. Notify Breakdown using **Macro #20**, or call **1-888-963-9771**.
2. Avoid stopping in the traveled portion of the road – get to the shoulder.
3. Turn on the 4-way flashers.
4. Set up reflective triangles according to your location.
5. Always work first toward the closest approaching traffic when pacing off distance for triangles.
6. DOT Regulation 392.22(b)(1) requires the placement of warning devices within 10 minutes of stopping.

Cargo Security Policies

Preventing Tractor & Trailer Theft

Staying up-to-date on safety precautions and never letting your guard down is the best way to protect yourself, your freight, and your truck from crime.

The entire Total Transportation team is working hard to prevent cargo loss while focusing on the safety of our drivers. If our drivers follow the regular safety practices set forth by the company, cargo loss can be prevented.

It is against Company policy for any driver to drop any trailer, loaded or empty, at any place other than a Company Terminal or Company-authorized drop yard without prior approval from your Fleet Manager.

1. Do not leave the truck running or the key in the ignition while the truck is unattended.
2. Do perform a pre-trip inspection every time you stop.
3. Keep all of the doors locked.

4. If you must leave the truck unattended, make sure the seal/lock is intact and back close to a stationary object.
5. Do check your seal every time you return to your truck.

What to do if your truck is stolen

1. Immediately call the nearest law enforcement agency. Report the theft and request that an officer meet you at the location.
2. Following your call, you must contact **Claims at 1-800-601-5500. DO NOT DELAY.**
3. Get the following information and write it down:
 - a. Did any witnesses observe any persons around the truck? If so, get their name and a way to get in contact with them.
 - b. Did any witnesses see the truck leave and in what direction was it headed?
 - c. Description of possible suspects.
 - d. The theft report, which records the number, address and telephone number of the investigating agency.
 - e. Name and badge number of law enforcement officer(s).

All of this information is needed by, and must be forwarded to, the Claims Department.

Cargo Paperwork Policy

As a driver, only half of your job is actually driving the truck. You are also responsible for ensuring that the paper work for the pickup, transit and delivery of your freight is completed properly so that you and the Company can get paid for your hard work.

Paperwork that is not completed properly can result in refused shipments, unnecessary payment of cargo claims, refused or delayed payments by customers, D.O.T. violations, angry customers, a waste of your time and delayed payment and a loss to the Company. Your attention to detail may mean the difference between the Company earning a profit on a load or hauling it for free.

If the customer notes a discrepancy on the bill of lading, such as a shortage or overage upon delivery or damaged freight, or should you discover any problem with your cargo—such as a broken seal, a discrepancy in the seal number and the number listed on your seal manifest, or a freight count that differs from the bill of lading—you must immediately contact your Fleet Manager or after hours, Night Dispatch.

Shipping Papers

Check the shipping papers for the following information:

1. Shipper's name
2. Consignee's name
3. Proper shipping name of products
4. Hazard class or division number of material
5. Hazardous ID number
6. Packing Group number
7. Proper weight
8. Shipper's certification and emergency response phone number
9. Placards
10. Accurate description of amount of freight and manner of loading (SLC, DLC, SWP, etc.)

Be sure the Hazardous Material is designated by either:

1. A check mark in the HAZMAT column;
2. Being first on the Shipping Paper; or
3. Written or highlighted in a contrasting color.

Each HAZMAT description must appear in the following order:

1. Proper Shipping Name
2. Hazard Class
3. I.D. Name
4. Packing Group Number (if applicable)

Bills of Lading

The Bill of Lading (BOL) is the primary proof of what you have picked up and what you have delivered. You must carefully review all bills of lading for any discrepancy.

At the shipper:

1. If you are picking up a load that is sealed before you arrive, or loaded so that you are unable to count the pieces or pallets, you must be sure that the BOL is designated SHIPPER LOAD AND COUNT (SLC) beside your name, get the shippers signature on the BOL **after** designating the load SLC and be certain that you do not confirm any count.
2. If the bill of lading states that a load is DRIVER LOAD AND COUNT (DLC), you must count the pieces loaded onto your trailer and note the number on the BOL.
3. If the freight is on pallets and you cannot count the actual pieces, the BOL must be marked "x number of pallets said to contain (or STC) x pieces." This is your protection and verifies that you were unable to count the actual number of pieces due to the palletized shipping of the freight.
4. If the cargo is shrink-wrapped, you must make sure that the paperwork is marked, "SHRINK-WRAPPED PALLETS" (SWP).
5. If your count of a product does not match the number on the BOL, you may not leave the shipper until the issue is resolved. You must call your Fleet Manager for instructions.
6. Pay attention to the condition of the freight that is put into your trailer and the manner in which it is loaded, blocked and braced. Note on the BOL any improper loading, blocking, bracing or damage occurring or noticed during loading by writing "Damage Noted From Shipper." Notify your Fleet Manager **BEFORE** leaving the shipper's dock.

At Delivery:

1. Obtain a clear and legible signature from the consignee or receiver. If you cannot read the signature, ask the signer to print his or her last name.
2. Unless you are dropping a sealed trailer, the number of pieces unloaded should be marked on the BOL and confirmed by the receiver's signature. If the number of pieces unloaded does not match the number picked up and designated on the BOL, you must immediately call your Fleet Manager before leaving the receiver's dock.
3. If your load involves unloads at multiple locations, you must take special care to ensure that the correct number of pieces are unloaded at each stop. Do not assume that the shipper cannot assert a claim if you deliver more than the designated number of pieces

to one receiver, leaving you short at another receiver. If you get to the last stop and are short pieces, you must immediately call **your Fleet Manager**.

All Bills of Lading MUST be sent to the Company via Xpress Scanning. Also, when loading, always carry load locks or straps to all pick-ups and be sure that they are installed PRIOR to sealing the trailer. Lock your trailer when loaded. This protects you from theft of your cargo and from someone placing items into your trailer without your knowledge.

Seal Manifest

ALL SHIPMENTS OF CARGO MUST TRAVEL UNDER A SEAL WHILE IN YOUR POSSESSION. The shipper's signature on the seal manifest at pick-up and the consignee's signature on the manifest at delivery is our proof that no one tampered with the freight in the trailer.

You are responsible for accurately recording the seal number at pick-up, checking the seal integrity EACH time you stop the truck, ensuring that the SAME seal—with the same seal number—is intact at delivery. NEVER break the seal prior to delivery without first calling the Cargo Claims Department for instructions on protecting the Company from a cargo claim. The manifest, signed by both the shipper and the receiver, must be sent to the Company via Xpress Scanning.

Handling HazMat Loads

A very small percentage of the goods transported by the Company are classified as Hazardous Materials. It is essential, however, that all drivers know the correct procedures for hauling hazardous materials.

Identify Your Load

1. All drivers must complete Macro 13 (HazMat) "prior to leaving the customer" when the load is identified as a HazMat load.

Use Placards Correctly

1. Check all of the placards to ensure that they are all the same.
2. Secure them on all four sides of the unit, point up, point down, reading horizontally. If placard holders are used, tape across the slot where you slide them in. Do not peel backing off the placard.
3. Remember to try to get extra placards from the shipper. If you lose a placard, you have to stop and replace it.
4. Remember to completely remove all placards once all hazmat has been removed from the trailer. Do not drop an empty trailer with placards still applied.
5. DO NOT leave the customer without the placards being applied to the trailer.

Other Helpful Tips

1. You must carry the Emergency Response Guide on the truck at all times or be subject to a D.O.T. fine of up to \$10,000. Keep in mind all drivers are responsible for paying fines.
2. Make sure your load is secure. Be sure to check all unsealed trailers for blocking, bracing and any product that could tip over or spill in transit.
3. Always have Bills of Lading within reach while driving. When exiting the cab, be sure to keep the Bills of Lading on the driver's seat or driver's side door pocket for easy access.

4. No smoking is permitted within 25 feet of the material or trailer.
5. Practice safe fueling. You must stay with the nozzle while fueling. Never depend on someone else to do this for you.
6. Keep the trailer at least 300 feet away from all open fires.
7. Stop 15-50 feet away from the tracks at ALL railroad crossings.
8. Equipment must be inspected prior to leaving after truck has been parked.
9. Stay on the proper route. DO NOT deviate from the given route unless directed to do so to comply with state routing or directions from law enforcement. Drive interstate highways as much as possible. Take bypasses or loops around cities if possible.
10. Trailers containing hazardous materials traveling through California MUST BE PADLOCKED.
11. Your Company 3-Year HazMat certification must be current prior to pulling ANY quantity of hazardous materials, whether the load requires placards or not.

HazMat Emergency Procedures

CALL THE CLAIMS DEPARTMENT IMMEDIATELY AT 1-800-601-5500

1. Refer to your Emergency Response Guidebook.
2. Do not continue driving except to isolate the trailer.
3. Remain at the scene.
4. DO NOT open the trailer doors unless authorized to do so.
5. Keep fires, flames and lighted cigarettes, cigars and pipes away from the scene.
6. Set up warning signals to prevent further accidents.
7. Do not let people congregate in the vicinity of the accident or spill area unless they are authorized to handle the emergency.
8. In the event that you or the public is exposed to the material, determine from the Emergency Response Guidebook what first aid should be initiated.
9. Never discuss the incident or spill with the media, refer all questions to the Safety Department.

High Value Product Policy (HVP)

1. Driver must have the required hours and fuel to run at least 200 miles after picking up an HVP load and before making any stops. If you are routed to fuel at a fuel stop within the first 200 miles, please bypass the fuel stop. Call your Fleet Manager for additional fuel stop authorization outside of the 200-mile limit.
2. Drivers must send Macro 32 every time they stop during the trip. This includes fuel stops, rest areas, bathroom breaks, and stops at Company Service Centers and drop yards.
3. Prior to making any stop, the driver must inform his/her Fleet Manager of their exact location, interstate number, exit number and how long he/she is planning on being stopped. (This information should be sent on the Macro 32.)
4. If a driver must leave the truck/load unattended, his/ her Fleet Manager must be notified prior to the driver exiting the truck. **The unattended truck must be off, locked, and keys in the driver's possession at all times. Make sure the seal/lock is intact and back close to a stationary object.**
5. Never drop the trailer anywhere without prior approval from the Fleet Manager. This includes dropping at secure locations such as Terminals and all Company drop yards.

6. High Value loads can **never** be taken to or by a driver's home nor any other residential location.
7. If a High Value load is assigned to a team, one member of the team must stay with the truck and/or load at all times.
8. Park only in well-lit and highly visible areas.
9. If a load has an extended delivery time, do not run all the way to the receiver. Ask your Fleet Manager ahead of time if the load can be delivered early. If it cannot be delivered early, ask if there is a secure drop yard to which the load can be taken.
10. Drivers on HVP loads cannot stop within 50 miles of Las Vegas, Reno, Los Angeles, South Florida, NYC, or the Mexican Border. HVP loads cannot stop or park at any unsecured or high theft area such as casinos, hotels, malls, side roads, or residential addresses. Fuel stops and breaks should be planned outside of these areas in compliance with HVP policy.
11. HVP loads can **ONLY** be dropped (after obtaining permission from the Fleet Manager) at secure locations such as Company Terminals or approved secure drop yards.

The following disciplinary process for Driver Staff is in effect:

**HVP Rule Violations: Occurrences will roll off based on a "rolling 12 month calendar."
(Example: An occurrence acquired on 1/2/14 will roll off on 1/2/15)**

- 1st offense - Verbal Warning
- 2nd offense - Route in for Counseling/Written Warning
- 3rd offense - Final Written Warning
- 4th offense - Termination

SECTION 5: HOURS OF REGULATIONS

Making Productive & Safe Use of our Drivers' Time

The updated Hours of Service regulations that went into effect on July 1, 2013, represent one of the most significant changes in the trucking industry. Total Transportation drivers and support personnel must remain in compliance with these federal regulations at all times.

The Total Transportation Management Team has developed a strategic plan that balances all aspects of the new Hours of Service rules and places the company in the best position to maximize our drivers' available time and continue to promote safety.

The key to success for our drivers and our company is effective time management. Total Transportation is committed to working with our customers and all of the systems supporting our drivers to make the most productive use of your available on-duty time. Total Transportation has adopted one of the most progressive detention pay programs in the industry, designed to compensate our drivers for lost productive time. Meanwhile, every department in the Company is focused on all time-related issues. Our goal is to keep you moving safely, securely and with the highest level of efficiency.

Fatigue Policy

Total Transportation of MS, LLC complies with the 49 C.F.R. s. 392.3 that prohibits any driver from operating a commercial motor vehicle "while the driver's ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness, or any other cause, as to make it unsafe for him/ her to begin or continue to operate the commercial motor vehicle. "

Regardless of their available driving or working hours, all drivers under the operating authority of Total Transportation of MS, LLC. are required to comply with this policy and are prohibited from driving a CMV while impaired through fatigue, illness or other reason. It is the driver's responsibility to manage his or her time appropriately so that he or she is well rested and prepared to drive at the beginning of each driving period. However, if at any time during the driving period the driver becomes fatigued, or is unable to concentrate on the driving task for any reason, it is the driver's responsibility to cease driving, park the truck in a safe and secure location, and alert the Operations staff that they will be shutting down and when they expect to be able to resume driving. Repeatedly reporting for duty without adequate rest is considered a violation of this policy.

The FMCSA regulations and Total Transportation of MS, LLC further prohibit any person from requiring or permitting a driver to drive a CMV while his or her ability or alertness is impaired by fatigue or other reason. In the event a driver is instructed or required to drive in violation of this policy after reporting to the appropriate operations personnel that he or she is impaired, the driver should immediately report such instructions or requirements to the Director of Safety or the Director of Employee Relations for investigation.

Drivers and non-drivers who violate this Fatigue policy will be subject to disciplinary action up to and including termination.

Hours of Service Rules

All drivers are instructed to be familiar with and abide by the Department of Transportation Regulations, Part 395. Drivers must prepare an electronic or written record of their duty status on daily log forms provided by the Company. The record must cover every day, including days off, as well as all 24 hours of the day. Drivers must log according to the time zone of their home terminal.

1. 10-Hour Rest Period:

You must take at least 10 consecutive hours off-duty prior to driving or you may utilize the "Sleeper Berth Option." To do this, the Driver **MUST** take 8 consecutive hours in the sleeper berth, PLUS another period of 2 consecutive hours either in the sleeper berth or Off Duty. Any combination of sleeper berth or Off Duty can be applied to the two consecutive hours period. You cannot split the 10 hour rest period into two five hour periods. Anything less than 8 consecutive hours in the Sleeper Berth counts against a driver's 14-hour work day.

2. 14-Hour Rule:

You **CANNOT DRIVE** after having been on duty for 14 consecutive hours. However, the rule allows you to perform non-driving work such as loading and unloading after having been on-duty for 14 consecutive hours. Wait times are included in the 14 hour duty clock. In fact, all time other than 10 consecutive hours of rest or the 8 consecutive hour sleeper berth period when exercising the "Sleeper Berth Option" will count toward the 14 hour duty clock.

3. 24-Hour Work-Rest Cycle:

The 24 hour work-rest cycle is recommended but not required.

4. 11-Hour Rule:

You may drive up to 11 hours in any 14 consecutive hour on-duty period.

5. Rest Break:

Drivers may drive only if 8 hours or less have passed since the end of driver's last off-duty or sleeper berth period of at least 30 minutes.

6. On-duty Time Provision:

Does not include any time spent resting in a parked vehicle (also applies to passenger-carrying drivers). In a moving property-carrying CMV, does not include up to 2 hours in the passenger seat immediately before or after 8 consecutive hours in sleeper berth.

7. 70-Hour Rule:

You cannot drive after being on-duty 70 hours in 8 consecutive days.

8. 34-Hour Restart:

You may restart a 70-hour/8-day consecutive period after taking 34 or more consecutive hours off duty. The restart period must include two periods from 1 a.m. to 5 a.m. home terminal time, and may only be used once per week, or 168 hours, measured from the beginning of the previous restart.

9. False Entries

All paper and electronic log entries must be accurate and agree with the timed and dated documents generated by your trip.

10. Out of Service Orders

Never violate an out of service order issued by law enforcement. Doing so is grounds for termination from the Company. Drivers placed Out of Service for No Log Book, Failing to Retain the Previous 7 Days Logs, or False Logs will be subject to disciplinary action up to and including termination.

11. Logs Submitted to the Company

Electronic logs must be certified each day. Paper logs for each trip should be submitted to the Company via Xpress Scanning by the end of the day following the trip. If you are the subject of an audit by Total Transportation, failure to complete any and all audit requests from the Company within ten working days of notification may result in disciplinary action up to and including discharge.

12. On-duty Time

Does not include any time resting in a parked vehicle and released from duty. Does not include up to 2 hours in the passenger seat immediately before or after 8 consecutive hours in the sleeper berth.

13. Penalties

Driving (or allowing a driver to drive) more than 3 hours beyond the driving-time limit may be considered an egregious violation and subject to the maximum civil penalties.

Hours of Service Violations

The Company is committed to complying with the Hours of Service regulations. To make sure the Company's drivers understand the importance of compliance, and to encourage drivers to operate within the law, it must be understood that violations of the Hours of Service could lead to disciplinary action, up to and including termination of employment.

Frequently Asked Questions (FAQs)

Does 34 consecutive hours off-duty immediately restart the calculation of 60/70-hour on-duty period?

An off-duty period of 34 consecutive hours will restart the 60/70-hour clock, provided the off-duty period required to restore compliance with the 60/70 hour rule is less than or equal to 34 consecutive hours, includes two (2) periods from 1 a.m. to 5 a.m. home terminal time and is only used once per week, 168 hours, measured from the beginning of the previous restart. **However**, if the driver is put Out of Service (OOS) for a violation of the 60/70-hour rule and the OOS period is more than 34 consecutive hours, then the driver must remain off duty for that longer period.

Will drivers still be able to split the sleeper berth time?

Yes. Drivers using the sleeper berth provision must take at least 8 consecutive hours in the sleeper berth, plus 2 consecutive hours either in the sleeper berth, off duty, or any combination of the two.

Remember:

1. Driving time in the period immediately before and after each rest period when added together does not exceed 11 hours.
2. The on-duty time in the period immediately before and after each rest period when added together does not include any driving after the 14th hour.
3. A sleeper-berth period less than 8 consecutive hours counts against the 14-hour rule (unless part of a sleeper-berth/off-duty combination of 10 or more consecutive hours).

What happens if a driver is on-duty for 14 hours, but not driving?

If a driver is on-duty, but not driving, on a particular day, the driver may remain on-duty for more than 14 hours; however, the driver cannot drive after the 14th hour after coming on-duty. Also, the additional on-duty time will also reduce subsequent on-duty time available under the 60/70-hour rule.

Will waiting time in line at a terminal, plant, or port, be considered “off-duty” or “on-duty, not driving”?

Waiting time is considered on-duty, not driving unless resting in a parked vehicle and released from duty.

If a driver works at another job, unrelated to trucking, during his 34-hour off-duty restart period, and then begins a duty shift for the trucking company, is the driver in violation of the hours-of-service requirements?

Yes. Upon beginning driving, the driver is in violation of the hours-of-service requirements because performing compensated work for a person not a motor carrier is considered on-duty time.

Will one sleeper berth period that is a minimum of 2 hours in duration extend the 14-hour rule?

No. Only 8 consecutive hours in the sleeper berth will extend the 14-hour rule. Anything less than 8-hours will count against the 14-hour limit.

SECTION 6: DRIVER PAY

Total Transportation recently made changes in its driver pay package that is one of the largest in the Company's history. The pay package is designed to attract and reward drivers for providing quality service to our customers. The pay package ensures that Total Transportation will continue to be on the leading edge of the trucking industry.

Frequently Asked Questions

When do I get paid?

- Drivers are paid every Friday. Deliveries must be scanned by Tuesday at 18:00 in order to be paid by Friday.

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How do I get my checks?

- Direct Deposit: You may pick up an application form at any of our Terminals, attach a deposit slip (for savings account) or voided check (for checking accounts) and send it to the Payroll Department in Jackson.
- Wire: You may have your check wired to your Transfunds card (depending on which card is being used by Total Transportation). Pay wired to your card is available by 11:00am CST each payday.

How do I get my settlement sheets?

A. Web site: Go to the www.totalms.com website. At the bottom of the web page will be an Employee Self Service link. Click on Employee Self Service. The link will take you to a login screen. Enter your Log ID (Employees' User IDs will be set as the 6 digit employee number). The default first time user password is Last 4 of SSN, 2 Digit Birth Month and 2 Digit Birth Year. Upon the first login, employees will be prompted to change their password. If an employee needs a password reset, they will need to contact the Benefit Department via Email at benefits@usxpress.com or by calling 800-670-1915.

To view your Settlement Sheet click on the Payroll link in the menu options on the left. Then click on Payroll History. Select the check date you would like to view. Scroll to the bottom of the check and press continue. You will see the year to date information. Click on Display Settlement Sheet.

B. Email: You may have your settlement sheet Emailed to your personal Email account. You will also have access to your settlements on the web site with this option. To sign up for e-mail or web access contact Payroll at 601-936-2104 ext. 7265

C. Mail Home: You may have your settlement sheet mailed to your home.

What is the proper way to send in a trip envelope?

To ensure your payroll is processed timely, you should use TransFlo, available at most truck stops. The Company pays all overnight and mail charges using TransFlo. Other express mailing services may be used at your own expense.

How do I receive an advance?

Call or send your Fleet Manager a free form qualcomm message to receive advances from your available funds. Drivers are charged a \$1.25 wire fee for each advance.

How do I cancel an advance?

Call Payroll to cancel the advance. If you have already received the advance and activated the check, please fax a copy of the check with void written across to Payroll. The fax number is 601-936-7273. Payroll will work with Transfund to cancel the advance.

How do I obtain my payroll information?

Contact your Fleet Manager or Payroll Representative to receive payroll amounts.

How do I record expenses?

Out of pocket expenses such as tolls, weight tickets, loading/ unloading fees, etc. should be recorded on the trip envelope. The corresponding receipts with the pro number should be placed in the envelope in order to be reimbursed.

Who should I call if I have any questions concerning my payroll?

You can reach the Payroll personnel at 1-800-942-2104 for any questions or concerns you may have regarding your payroll. Driver with the last name beginning with:

- **A – E dial extension 7266**
- **F – L dial extension 7267**
- **M – S dial extension 7268**
- **T – Z dial extension 7266**

What happens to my pay if I am put on a repower or a Terminal transfer?

You will automatically be paid for the repower or terminal transfer, unless you have a stop or via point. At that time, you will be paid when the trip envelope, with assigned bill of lading is received.

What miles will I be paid for?

We pay for Rand McNally miles. The company reserves the right to upgrade or change versions of Rand McNally software as new versions are released.

Consult your Fleet Manager or the Payroll Department if you are unsure of your status or Pay Program. It is your responsibility to ensure the accuracy of your payroll. Any payroll issue should be brought to the attention of the Payroll Department within 90 days of its occurrence.

Driver Compensation Policy

The Company pays drivers the designated mileage rate as compensation for completing a trip and delivering a load on behalf of the Company. In order to complete the trip and deliver the load, the driver is required to perform various job functions, and the mileage pay is designed to compensate a driver for all hours worked by the driver performing those job functions in completing the trip and delivering the load (i.e., all on-duty time, both driving and non-driving), including, but not limited to, receiving the dispatch, trip planning for the load, pre-trip and post-trip inspections of equipment, driving, fueling, on-duty breaks, dealing with customers, waiting to load and unload, and completing and returning paperwork for the load, unless otherwise noted.

The mileage-based pay formula describes the basis for a driver's compensation; it does not define the work for which the drivers are compensated. In other words, the mileage-based pay is intended to compensate drivers for all of the work they perform for the Company, not just the time they spend driving.

At the time a load is dispatched, the driver is given all necessary information for the delivery of the load. For example, the driver is provided with, among other things, the names and addresses of the shipper and the receiver of the load, a description of the freight to be delivered, the pick-up and delivery appointment times, and the total compensable miles, loaded and empty, for the trip. The compensable miles are not actual miles, but rather are defined as all “dispatched” miles, loaded and empty, origin to destination, shortest route, as determined by Rand McNally HHG Mileage Guide 19 or other mileage index used by the Company. A driver will therefore know, even before accepting the dispatch for the load, what the driver will be paid for completing the trip and delivering the load.

Per Diem Pay Plan

Total Transportation, Inc. has long recognized that its drivers incur travel expenses while performing their duties for the Company. Such personal expenses include: meals, showers, laundering and other necessary living expenses. The Company intends that the compensation paid to drivers include amounts needed for such necessary expenses and that the expense reimbursement component of the drivers’ compensation is identified as “per diem”.

Per diems are paid in an amount that reflects the anticipated expenses of the drivers and are paid in accordance with guidelines established by the Internal Revenue Service as an “accountable plan”. All driving positions that require the driver to be away from home over night on a regular basis are considered as receiving per diems to meet the anticipated expenses of the driver. Per Diem payments made to drivers following the accountable plan requirements of the IRS are not included in drivers taxable wage base and are not subject to employment or withholding taxes.

Although it is the policy of the Company to identify all anticipated expenses as nontaxable per diem payments, the Company acknowledges that some of its drivers desire to receive expense reimbursement in the form of taxable wage. For various reasons, such drivers desire to bear their own burdens of record keeping and tax reporting of their expenses. If a driver requests to be excluded from the per diem payments, the Company will continue to reimburse the driver for his travel expenses. However, the rate of reimbursement will be at a non-Per Diem rate. The non-Per Diem rate will be included in taxable wages and include a component to compensate the driver for the additional tax he will incur on the reimbursement.

From time to time, drivers will question why the mileage rate reduction is greater than the per diem mileage rate. While it seems you will earn less under per diem, this is not true. The difference between these rates help the Company offset the additional tax cost associated with paying per diems versus regular wages.

Even with the net reduction in your total mileage rate, it is almost certain that your take-home pay will increase if you participate in the Total Transportation Per Diem Program. If you would like more information on this exciting program, please contact the Recruiting Manager.

Layover Pay (Teams Split)

Layover occurs and is paid to drivers during any 24-hour period the driver is available for dispatch or assignment and is not dispatched on a load due to lack of freight (at the direction of

the Company) or other circumstances beyond the driver's control.

Layovers are costly to the driver and to the Company. We attempt to minimize layovers as much as possible. For those times when layovers are unavoidable, we have the following layover pay policy:

1. Layover Pay is paid on the next payroll period generated after the layover occurred. You must verify the amount of your layover with your Fleet Manager when you are dispatched on your next trip.
2. You will be paid **\$50** for each 24-hour period from the first 24 hours of layover from the time you reported that you were available (your PTA) after your last trip.
3. Drivers in a Dispatch or Dispatch Empty status, in-transit stop or destination who are not able to drop due to circumstances beyond their control are eligible for layover (i.e. load canceled).
4. Drivers must be in communication with Operations and remain available for dispatch or assignment during any payable layover periods.

Layovers are NOT paid...

1. Until D.O.T. mandated Hours of Service breaks have been completed.
2. If you create a service failure at the shipper or consignee.
3. If you are at home or returning to duty from time off.
4. If you have no available hours to run.
5. If you are on layover status and refuse dispatch, including local work.
6. If you are out of route.
7. If you are within a 75-mile radius of your normal hometime-off location, including your assigned Terminal.
8. Until you complete your first dispatch after returning from time off.

(Terminal Managers must approve any exceptions.)

Layover pay will end if a driver is directed to perform local work and refuses to perform such work.

Detention Pay (Teams Split)

Company drivers are paid **\$8.00** per hour, per truck for Detention Pay after three hours. In addition to the time you spend driving, your mileage pay is designed to compensate you for such incidental time spent loading and unloading at the shipper and/or consignee.

(Drivers must send all Macros to qualify for Detention Pay.)

Detention is NOT paid...

1. If you create a service failure at the shipper or consignee.
2. If you have not sent in ALL the proper macros, i.e., Arrived at (Shipper, Stop or Destination), Detention Problem, Macro #22 after 2-hours, etc.
3. On a load that is delayed or unavailable, provided that the customer has given Total Transportation advanced notice.

Breakdown Pay (Teams Split)

For each 24-hour period you are in breakdown status, you will be paid **\$50**. Normal layover rules apply to breakdown issues. You may be eligible for a motel providing you are in breakdown status and your truck is unavailable for rest.

The following conditions apply to breakdown layovers:

1. Layover pay and motel pay will end if a driver is offered another truck when one is available and the driver refuses to swap trucks.
2. Shop notification must occur before breakdown layover starts.

Local Pay

Road drivers who help out a Terminal by making local deliveries will be placed “on the clock” and will receive **\$15** per hour for each hour worked.

Multiple Stop Pay (Teams Split)

Your original pickup, terminal transfers, repowers and final destination are part of the load. Additional pickups and stops are paid separately. You will be paid **\$25** for each additional pick-up and/or drop. If you load/unload in 5 Burroughs of New York City (NYC, Bronx, Brooklyn, Queens, Long Island), you will receive **\$35** congested area pay. Loudon drivers can earn additional **\$35** Northeast Premium Pay when delivering to Eastern New York and Eastern New Jersey.

Note: Certain dedicated runs and/or customer freight may have special provisions built into mileage pay for drop/pick-up pay. In these instances the above additional pay will not apply. The driver will be informed prior to assignment on these special circumstances of the application or non-application of additional pay provisions.

Loading/Unloading Pay (Teams Split)

Drivers are paid **\$50** for full loading or unloading of a trailer. Bill of Ladings must be clearly marked and signed by the customer in order to receive the loading/unloading pay.

Note: Certain dedicated runs and/or customer freight may have special provisions built into mileage pay for loading/unloading. In these instances the above additional pay will not apply. The driver will be informed prior to assignment on these special circumstances of the application or non-application of additional pay provisions.

Motel Reimbursement

Your home Terminal Manager must authorize Motel Reimbursement. This reimbursement is only paid when:

1. Your truck is broken down.
2. Your truck is in the shop overnight.
3. A valid receipt must be included in your trip envelope.

Driver Advances

There are two types of advances available to active drivers assigned to a truck as follows:

- **Daily Advance**
Solo drivers may receive 9 cent a mile and teams may receive 7 cent a mile each for the miles they are assigned.
- **Expense Advance**
Drivers can receive an advance for Company expenses such as tolls, lumber and trailer washout fees, etc. Contact your Fleet Manager to request an expense advance. Remember to submit the receipts with your trip paperwork.

Unauthorized Vehicle Movement Charges

Drivers will be charged **\$1.00 per mile** for every mile they empty move, deadhead and/or go out-of-route in a Company vehicle without first obtaining permission from their Fleet Manager.

Driver Referral Bonus

If you refer a candidate to an open position as a full-time over-the-road CDL driver, you may be eligible of a referral bonus of **\$500**.

Any employee on Total Transportation's payroll is eligible with the exception of executive staff, employees in the Human Resources Department and direct or indirect supervisors of the employee.

Retention Pay

Total Transportation full-time employees receive Retention pay that runs anniversary date to anniversary date in reference to your date of hire. Retention pay is **\$250.00** the first year and an additional **\$50.00** for each additional year of service. Retention dates will change if you are out on leave or your status is anything other than active for more than 30 days. (Retention Pay is NOT pro-rated for partial years. This means that you must work a full calendar year in order to receive the Retention Pay).

SECTION 7: BENEFITS

Total Transportation offers a comprehensive benefits package that can be tailored to fit your needs. We offer major medical plans with prescription drug coverage, dental and vision insurance, voluntary life insurance and AD&D, short and long term disability and 401(k) plan, . Complete information can be obtained on-line at www.totalms.com and log into the Employee Sign-On at the bottom left side of the page or by calling the Employee Benefits Department at 1-800-670-1915.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY

As we work every day to operate your health plans, protecting the confidentiality of your personal health information has always been an important priority. We (the Total Transportation of MS, LLC. Employee Benefit Plan or "the Plan") are adopting policies to safeguard the privacy and security of your personal health information and comply with federal law (specifically, the Health Insurance Portability and Accountability Act, known as "HIPAA"). We are required to follow the terms of this Notice. The Plan reserves the right to change the terms of this Notice at any time. If the Plan makes changes, we will notify you and give you the opportunity to obtain a copy of the new Notice.

Note: This Notice covers you only if you are covered by the Plan.

This Notice explains:

- How your Protected Health Information may be used and disclosed, and
- What rights you have regarding your information

How the Group Health Plan May Use Your Information

The Plan may use and disclose certain health information called "protected health information" and we refer to it throughout this Notice as "PHI" or "health information" in accordance with HIPAA and as generally described in this Notice. Health information that Nissan receives about you as an employer is not PHI. Thus, your leave of absence records, Family and Medical Leave Act ("FMLA") leave information, drug testing results, workers' compensation files, disability, life insurance, and Occupational Safety and Health Act ("OSHA") records are not PHI and are not covered by this Notice.

Some of the people who administer the Plan work for Total Transportation of MS, LLC. Before your PHI can be used by or disclosed to these employees, the Plan Sponsor must certify that it has: (1) amended the Plan documents to explain how your PHI will be protected; (2) identified the Total Transportation of MS, LLC employees who need your PHI to carry out their duties to administer the Plan; and (3) separated the work of these employees from the rest of the workforce so that Total Transportation of MS, LLC. cannot use your PHI for employment-related purposes or to administer other benefit plans.

In order to manage your health plan effectively, the Plan is permitted by law to use and disclose your medical information (called "Protected Health Information") in the

following ways without your authorization:

For treatment. So that you receive appropriate treatment and care, providers may use your Protected Health Information to coordinate or manage your health care services. For example, your physician sends us information about your treatment plan so the Plan can arrange additional services.

For payment. To make sure that claims are paid accurately and you receive the correct benefits, the Plan may use and disclose your Protected Health Information to determine plan eligibility and responsibility for coverage and benefits. For example, the Plan may use your information when it confers with other health plans to resolve a coordination of benefits issue.

For health care operations. To ensure quality and efficient plan operations, we may use your Protected Health Information in several ways, including plan administration, quality assessment and improvement, and review vendor performance. Your information could be used, for example, to assist in the evaluation of a vendor who supports us. We also may contact you to provide information about treatment alternatives or other health-related benefits and services available under the Plan.

The Plan may also disclose your Protected Health Information to Total Transportation of Mississippi, LLC. (the plan sponsor) in connection with these activities subject to certain conditions.

- The Plan may disclose information to Total Transportation of MS, LLC that summarizes the claims experience of Plan participants as a group, but without identifying specific individuals, to get new benefit insurance or to change or terminate the Plan. For example, if Total Transportation wants to consider adding or changing a particular benefit, it may receive this summary health information to assess the costs of those services.
- The Plan may also disclose limited health information to Total Transportation in connection with the enrollment or disenrollment of individuals into or out of the Plan.
- As required by law, special protection is given to your genetic information. The Plan may not use or disclose your genetic information for underwriting purposes, which includes determining whether you are eligible for benefits, the premium for coverage, whether you are subject to pre-existing condition exclusion and other activities related to the creation, renewal or replacement of the coverage provided under the Plan. Genetic information includes genetic tests of an individual or family member, family member histories, and genetic services, including counseling, education and evaluation of genetic information.

Other Permitted Uses and Disclosures

Federal regulations allow us to use and disclose your Protected Health Information, without your authorization, for several additional purposes, in accordance with law.

- To our Business Associates (vendors)
- Public Health Reporting
- Reporting and notification of abuse, neglect or domestic violence

- Oversight activities of health oversight agency (court order or subpoena)
- Judicial and administrative proceedings
- Law enforcement
- Research, as long as certain privacy-related standards are installed
- To a coroner or medical examiner
- To organ, eye or tissue donation programs
- To avert a serious threat to health or safety
- Specialized government functions (e.g. Military and veterans' activities, national security and intelligence, federal protective services, medical suitability determinations, correctional institutions and other law enforcement custodial situations)
- Worker's compensation or similar programs established by law that provide benefits for work-related injuries or illness
- Other purposes required by law, provided that the use or disclosure is limited to the relevant requirements of such law.

In Special Situations:

We may disclose your Protected Health Information to a family member, relative, close personal friend, or any other person whom you identify, when that information is directly relevant to the person's involvement with your care or payment related to your care.

We may also use Protected Health Information to notify a family member, your personal representative, another person responsible for your care, or certain disaster relief agencies of your location, general condition, or death. If you are incapacitated, there is an emergency, or you otherwise do not have the opportunity to agree to or object to this use or disclosure, we will do what in our judgment is in your best interest regarding such disclosure and will disclose only information that is directly relevant to the person's involvement with your health care.

The Plan will make other uses and disclosures only after you authorize them in writing. The Plan will obtain your authorization prior to using or disclosing Protected Health Information for marketing or before any sale of your Protected Health Information. You may revoke your authorization in writing at any time.

Your Rights Regarding Protected Health Information

You have the right to:

- Inspect and copy your Protected Health Information
- Amend or correct inaccurate information
- Receive an accounting of certain disclosures of your Protected Health Information made by us.
 - o However, you are not entitled to an accounting of several types of disclosures including, but not limited to:
 - Disclosures made for payment, treatment or health care operations
 - Disclosures you authorized in writing

- Disclosures made more than six (6) years ago
- Be notified by the Plan if there is a breach of your unsecured Protected Health Information
- Receive a paper copy of this notice, even if you agreed to receive it electronically

Right to Request Restrictions

You may ask us to restrict how the Plan uses and discloses your Protected Health Information as it carries out payment, treatment, or health care operations. You may also ask the Plan to restrict disclosures to your family members, relatives, friends, or other persons you identify who are involved in your care or payment for your care. However, the Plan is not required to agree to these requests.

Right to Request Confidential Communications

You may request to receive your Protected Health Information by alternative means or an alternative location if you reasonably believe that other disclosure could pose a danger to you. For example, you may only want to have information sent by mail or to an address other than your home.

For more information about exercising these rights, contact the office below. **Complaints**

If you believe that your privacy rights have been violated, you may file a written complaint without fear of reprisal. Direct your complaint to the office listed below under "Contacting Us" or the Secretary of Health and Human Services, Hubert H. Humphrey Building, 200 Independence Avenue, SW, Washington, DC 20201.

About this Notice

The Plan reserves the right to change the terms of this notice and to make the new notice provisions effective for all Protected Health Information we maintain. If the Plan changes this notice, you will receive a new notice via mail.

Contacting Us

If you have any questions, or if you wish to exercise the rights described in this notice, please contact the U.S. Xpress office identified below, which will provide you with additional information. The contact is:

Benefits Manager
(800) 251-6291 ext.3426

Effective Date of Notice

September 23, 2013

COBRA

This section of the Handbook is your notice of continuation coverage rights under the Consolidated Omnibus Budget Reconciliation Act of 1985 ("COBRA"). COBRA continuation coverage can become available to you and to your spouse and dependent children, if they are

covered under the Plan when you would otherwise lose your group health coverage. Under the Plan, COBRA continuation coverage rights apply to medical (including prescription drug), vision and dental benefits and also apply on a limited basis to medical reimbursement benefits. COBRA continuation coverage is a continuation of Plan coverage when coverage would otherwise end because of a life event known as a “qualifying event.” Specific qualifying events are listed later in this notice. COBRA continuation coverage must be offered to each person who is a “qualified beneficiary.” A qualified beneficiary is someone who will lose coverage under the Plan because of a qualifying event. Depending on the type of qualifying event, employees, spouses of employees, and dependent children of employees may be qualified beneficiaries. Under the Plan, qualified beneficiaries who elect COBRA continuation coverage must pay for COBRA continuation coverage.

If you are an employee covered under the Plan, you have a right to choose this continuation coverage if you lose your group health coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part). If you are the spouse of an employee covered by the Plan, you have the right to choose continuation coverage for yourself if you lose group health coverage under the Plan for any of the following four reasons:

- (1) The death of your spouse;
- (2) A termination of your spouse’s employment (for reasons other than gross misconduct) or a reduction in your spouse’s hours of employment;
- (3) Divorce or legal separation from your spouse; or
- (4) Your spouse becomes entitled to Medicare.

In the case of a dependent child of an employee covered by the Plan, he or she has the right to continuation coverage if group health coverage under the Plan is lost for any of the following five reasons:

- (1) The death of a parent;
- (2) A termination of a parent’s employment (for reasons other than gross misconduct) or reduction in a parent’s hours of employment;
- (3) Parent’s divorce or legal separation;
- (4) A parent becomes entitled to Medicare; or
- (5) The dependent child ceases to be a “dependent child” under the

Furthermore, a child born to, or placed for adoption with, the covered employee during the period of continuation coverage may also become covered as a qualified beneficiary.

Under the law, the employee or a family member has the responsibility to inform the Plan Administrator of a divorce, legal separation, or a child losing dependent status under the Plan within 60 days of the date of the event or the date in which coverage would end under the Plan because of the event, whichever is later. The Company has the responsibility to notify the Plan Administrator of the employee’s death, termination, and reduction in hours of employment or Medicare entitlement.

When the Plan Administrator is notified that one of these events has happened, the Plan Administrator will in turn notify you that you have the right to choose continuation coverage. Under the law, you have at least 60 days from the date you would lose coverage because of one of the events described above, or the date notice of your election rights is sent to you, whichever is later, to inform the Plan Administrator that you want continuation coverage. If you do not choose continuation coverage, your group health insurance coverage will end. Also, if you do not become re-employed within 63 days of your termination of employment, and you

have not chosen continuation coverage, you may lose prior coverage credit toward pre-existing condition limitation periods when you next become insured.

If you choose continuation coverage, the Company is required to give you coverage which, as of the time coverage is being provided, is similar to the coverage provided under the plan to similarly situated employees or family members. The law requires that you be afforded the opportunity to maintain continuation coverage for 36 months unless you lost group health coverage because of a termination of employment or reduction in hours. In that case, the required continuation coverage period is 18 months.

This 18 months may be extended to 36 months if other events (such as a death, divorce, legal separation, or Medicare entitlement) occur during that 18 month period. If a second qualifying event occurs, you must make sure that the Plan Administrator is notified of the second qualifying event within 60 days of the second qualifying event. Continuation coverage for medical reimbursement benefits is only available through the end of the Plan Year in which the qualifying event occurs.

The 18 months may be extended to 29 months for an individual, and his/her qualified dependents, if the individual is determined to be disabled (for Social Security disability purposes) at the time of the qualifying event or at any time during the first 60 days of continuation coverage, and the Plan Administrator is notified of that determination within 60 days of the date of the determination and before the end of the 18 month period. The affected individual must also notify the Plan Administrator within 30 days of any final determination that the individual is no longer disabled. In no event will continuation coverage last beyond 3 years from the date of the event that originally made a qualified beneficiary eligible to elect coverage.

However, the law also provides that your continuation coverage may be terminated before the end of the maximum period for any of the following five reasons:

- The Company no longer provides group health coverage to any of its employees;
- You do not pay the premium for your continuation coverage on time;
- You become covered under another group health plan after the date of your COBRA election; unless that plan contains any exclusions or limitations with respect to any pre-existing conditions you or your covered dependents may have;
- You become entitled to Medicare after the date of your COBRA election; or
- You extended coverage for up to 29 months due to your disability and there has been a final determination that you are no longer disabled.

You do not have to show that you are insurable to choose continuation coverage.

Effective Date of Coverage

The effective dates for your coverage in the Company's benefit plans are as follows:

Medical	Effective on the 91st day
Dental	Effective on the 91st day
Vision	Effective on the 91st day
Short Term Disability	Effective on the 91st day
Long Term Disability	Effective on the 91st day
Basic Life	Effective on the 91st day
Supplemental Life	Effective on the 91st day
401(k)	1st of the month following 6 months

In order to receive benefits, you must enroll within 90 days of your hire date. If you have not enrolled within the 90-day deadline, you must wait until the next annual open enrollment period to enroll, unless you have a qualifying event as defined by the Internal Revenue Service.

Coverage Termination Date

Coverage will terminate at midnight on the day the employee terminates. However, COBRA will be offered, if applicable, on medical, vision, flexible spending accounts, and dental insurance only. The Company provided life benefit, along with the voluntary life benefit, may be ported or converted to an individual policy with Reliance Standard Life Insurance Company upon termination of employment. Contact the Employee Benefits Department at (1-800-670-1915) to request a conversion/portability form no later than 30 days after termination.

Internal Revenue Service (I.R.S.) Regulations

Because your premiums for major medical, dental, flexible spending, and vision coverage are not taxed, the IRS requires that Total Transportation follow certain rules in administering these plans. If you purchase benefits, you cannot make any changes until the next annual enrollment. The only time employees are permitted to enroll or change their benefits outside of the annual enrollment are when “qualifying events” occur such as the following:

- Change in marital status (marriage, divorce).
- Change in employment status (full-time to part-time).
- Death, birth, or adoption.
- Change in the number of dependents.
- Change in spouse’s health care coverage.

You have only 30 days to notify the Benefits Department after a qualifying event that changes your coverage needs. If you wait more than 30 days, you will not be able to make a change until the next annual enrollment.

Evaluating Your Benefit Needs

To ensure that you choose the plan that is best for your needs, consider the following:

- 1 Weekly contributions for the plan that are deducted from your pay.
- 2 Annual deductible for the plan.
- 3 Annual out-of-pocket maximum.
- 4 Whether or not your doctors/pharmacies/facilities are in the network.

Be careful not to overspend for coverage that you may not utilize. Also remember that costs are given in weekly deduction amounts.

HIPAA Special Enrollment Notice

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance or group health plan coverage, you may be able to enroll yourself or your dependents in this plan if you or your dependents lose eligibility for that other coverage (or if the employer stops contributing towards your or your dependents’ other coverage). However, you must request enrollment within 30 days after you or your dependents’ other coverage ends (or after the employer stops contributing toward the other coverage).

In addition, if you have a new dependent as result of marriage, birth, adoption, or placement for

adoption, you may be able to enroll yourself and your dependents. However, you must request enrollment within 30 days after the marriage, birth, adoption, or placement for adoption.

Special enrollment rights also may exist in the following circumstances:

- If you or your dependents experience a loss of eligibility for Medicaid or a state Children's Health Insurance Program (CHIP) coverage and you request enrollment within 60 days after that coverage ends; or
- If you or your dependents become eligible for a state premium assistance subsidy through Medicaid or a state CHIP with respect to coverage under this plan and you request enrollment within 60 days after the determination of eligibility for such assistance.

Note: The 60-day period for requesting enrollment applies only in these last two listed circumstances relating to Medicaid and state CHIP. As described above, 30-day period applies to most special enrollments.

To request special enrollment or obtain more information, contact the Benefits Department at 800-670-1915.

Women's Health and Cancer Rights Act

Special Rights Following Mastectomy. A group health plan generally must, under federal law, make certain benefits available to participants who have undergone a mastectomy. In particular, a plan must offer mastectomy patients benefits for:

- Reconstruction of the breast on which the mastectomy has been performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance;
- Prostheses; and Treatment of physical complications of mastectomy.

Our Plan complies with these requirements. Benefits for these items generally are comparable to those provided under our Plan for similar types of medical services and supplies. Of course, the extent to which any of these items is appropriate following mastectomy is a matter to be determined by consultation between the attending physician and the patient. Our Plan neither imposes penalties (for example, reducing or limiting reimbursements) nor provides incentives to induce attending providers to provide care inconsistent with these requirements.

Newborns' and Mothers' Health Protection Act

Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a caesarean section. However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under federal law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

Xpre\$\$Savings 401(k) Plan

The Xpre\$\$Savings 401(k) plan is an excellent way to save for your retirement. Employees are eligible to participate in the plan after six continuous months of service and attainment of age 18. Participating employees can defer up to 75% of pay (pre-tax) not to exceed annual IRS maximums. Employees can pick from different funds that feature various levels of risk and

return. To enroll, call (1-888-NROLL-123). To make changes to your account, or to obtain a loan or distribution, call (1-800-755-5801).

Human Resources Web Site

Total Transportation provides a Human Resources web site in order to help answer your questions around the clock. The web site address, <http://www.totalms.com> is available 24 hours a day, 7 days a week by clicking on Employee Sign-on. Employees' User IDs will be set as the 6 digit employee number. The default first time user password is Last 4 of SSN, 2 Digit Birth Month and 2 Digit Birth Year. Upon the first login, employees will be prompted to change their password. If an employee needs a password reset, they will need to contact the Benefit Department via Email at benefits@usxpress.com or by calling 800-670-1915

Highlights available on the web site include:

- Self Service Portal which allows access to change your emergency contact information, review and edit your benefit elections, view tax information and your paychecks.
- Benefits Center, which puts employees in touch with benefit providers and provides key information on all benefit plans. You can perform a nationwide search for doctors, hospitals and pharmacies that are in the BlueCross BlueShield and Medco network. Choose PPO network when conducting the search for a provider for BlueCross. You can also perform a nationwide search for dentists that are in the Delta Dental network.
- A 401(k) Xpre\$\$savings plan line with access to the plan summary and link to Diversified's Web site, allowing you the ability to enroll, obtain a loan, check your balance, change your deferral election or make investment changes.
- The majority of the forms and benefit summaries are in Adobe Acrobat format. If your computer does not have Adobe Acrobat, simply go to the home page and select "**Click here to download Adobe Acrobat Reader**" to download this free software.

In addition, you may also contact the Human Resources Department during regular business hours from 8:00 a.m. to 5:00 p.m. Monday through Friday for assistance.

TOTAL TRANSPORTATION BENEFITS DIRECT BILL POLICY

Effective September 2013

All employees who participate in company sponsored benefit plans are required to make timely premium payments to retain eligibility and coverage. The Company will withhold premiums from your paycheck to the extent possible. This policy describes how premiums will be invoiced (i.e., billed) if the Company is unable to withhold them from your paycheck for one or more of the company sponsored benefit plans you elected. As described below, invoiced premiums must be received and processed by the Company by the invoice due date to maintain coverage. Any unpaid/underpaid invoices will result in a retroactive cancellation of benefits back to the last date paid.

When will I get an invoice?

You will receive an invoice if:

- You are placed on any type of leave status (i.e., Medical, FMLA, Workers' Comp., Personal and Suspension)

The invoice will list each type of coverage for which you owe premiums. However, you will not get an invoice for premiums for supplemental coverage you elect (such as supplemental accident, critical illness, and universal life) as those supplemental premiums must be paid directly to the insurance carrier who insures the benefit. If you want to keep supplemental coverage, it is your responsibility to ensure that you timely pay those premiums directly to Allstate.

How much will I owe?

You will owe the amount shown on the invoice (which will equal the amount of premium that was unable to be withheld from your payroll check).

What are acceptable forms of payment?

Personal check, cashier's check and money orders are acceptable forms of payment. You may also make phone payments via credit card or debit card (Visa or MasterCard). The letter accompanying the invoice will provide complete details and instructions.

Please Note: In the event that a personal check is returned by your bank due to insufficient funds, personal checks will no longer be an accepted method of payment.

When will payment be due?

Payment will be due on the due date of the invoice.

Are partial payments of an amount invoiced for a benefit allowed?

Yes. Any partial payment of an amount invoiced for a benefit will be applied but if not paid in full by the due date the coverage will be cancelled as described below. Please note that an invoice may include amounts owed for more than one benefit (such as medical and dental). In that case, you can choose to

pay the invoiced amount for one benefit (e.g., medical) and not pay the invoiced amount for the other benefit (e.g., dental), in which case only coverage for the benefit for which you did not pay the full invoiced amount (e.g., dental) will be cancelled. It is your responsibility to indicate on the invoice the benefit(s) to which your payment should be applied. If you fail to do so, your payment will be applied as determined by the Company in its discretion.

Will coverage be cancelled if payment is not timely made?

Yes. If you do not pay the entire amount due for the selected coverage by the due date of the invoice (or if your payment does not clear or is otherwise not honored by our bank), that coverage will be cancelled retroactively as of the last date paid. This means that you (and, if applicable, your dependents) will not have coverage on or after the last date paid. If your coverage is retroactively cancelled as described above, claims during this time frame could possibly go unpaid. Remember, if you want to avoid cancellation of your coverage, it is your responsibility to make sure that payment is both timely made and processed.

If a qualified medical child support order requires dependent coverage, will coverage still be cancelled due to nonpayment?

Yes. You are responsible for paying the cost of your dependents' coverage, even if that coverage is required by a qualified medical child support order. This means that, if you receive an invoice and you do not pay the entire amount due by the due date of invoice, your dependents' coverage will be cancelled, even if that coverage is required by a qualified medical child support order. However, if you return to work and do not reenroll in the court ordered coverage, you will automatically be enrolled according to the court order and the corresponding premiums will be deducted from your pay.

Will I be eligible for COBRA if my coverage is cancelled?

No. A cancellation of coverage due to a failure to pay premiums is not a COBRA qualifying event.

Can I re-enroll in regular (i.e., non-COBRA) if my coverage is cancelled?

If group health care coverage (for example, medical, dental, vision or health care spending account) is cancelled due to nonpayment of premiums during an approved leave of absence, the cancelled coverage will be reinstated, only by written request, within 30 days of your return to active status, this may result in you being charged for missed premiums back to your insurance cancel date.

Medical Leave

If you have a minor illness (flu, cold, headache) and are too ill to continue driving, you may elect to stay in your truck or make other arrangements at your expense until you recover. You must advise your Fleet Manager so that your truck can be taken out of service.

If you require emergency medical treatment or an ambulance, contact your Fleet Manager or 911 for assistance. If you have had repeated illnesses or a serious illness, you may be required to obtain a physician's certification or release stating that you have recovered, are able to meet the D.O.T.'s physical requirements, and can perform the essential functions of your job (with or without accommodations).

In the event you require an accommodation to return to work and/ or you are unable to return to work

on the date specified but you can return to work within a reasonable defined period of time, please contact Human Resources in advance of your scheduled date of return to discuss. Due to the demands of the business, we are unable to hold positions open indefinitely, and we may be unable to return you to the same or similar position if your leave extends beyond the defined leave period. If you are released to return to work please contact Human Resources so that they may facilitate your return to work.

Family and Medical Leave

The Family and Medical Leave Act (FMLA) provides certain employees with up to 12 weeks of unpaid, job-protected leave per year and requires employers to maintain group health benefits during the leave. The law also includes notice, certification, and record keeping requirements. In order to be eligible for Family and Medical Leave, you must have been employed by the Company for at least one year and worked 1,250 hours within that year.

A covered employer must grant an eligible employee up to a total of 12 work weeks of unpaid leave during any 12-month period for one or more of the following reasons:

- For the birth and care of the newborn child of the employee.
- For placement with the employee of a son or daughter for adoption or foster care.
- To care for an immediate family member (spouse, child, or parent) with a serious health condition.
- To take medical leave when the employee is unable to work because of a serious health condition.
- For any qualifying exigency (as the Secretary of Labor will, by regulation, determine) arising from the fact that a child, spouse, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the U.S. Armed Forces in support of a contingency operation.

The FMLA also provides **service member family leave**. Under the service member family leave provisions, an eligible employee who is the spouse, child, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to 26 weeks of leave in a single 12-month period to care for the service member.

The 12 weeks are figured on a rolling calendar year, meaning that eligibility is based on the 12 months preceding the date of leave.

FMLA is not compensated leave; however paid leave may be used concurrently with FMLA leave. Employees requiring FMLA leave should contact the Human Resources Department at 1-800-942-2104 ext. 7262. Please note that employees requesting FMLA leave will be required to provide medical certification of their condition prior to taking leave.

Employees should give at least thirty (30) days' notice, or as soon as practical, if treatment starts in less than thirty (30) days. The leave coordinator will mail FMLA certification papers to the employee immediately upon learning of the need for leave. Certification papers must be returned to work within 15 days of receipt to the Human Resources Department. During the leave, the employee shall not accrue employment benefits such as retention pay, pension, etc.

Please note that the Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of employees of their family members. In order to comply with this law, we are asking that you not provide any genetic information when responding to this request for medical information. "Genetic information," as defined by GINA, includes an individual's family medical history, the results of an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

Arrangements will need to be made for employees taking FMLA leave to pay their share of health insurance premiums. Failure by the employee to pay his/her insurance premiums will result in loss of coverage. You must contact the Benefits Department (1-800-670-1915) to make payment arrangements.

An employer's obligation to maintain health benefits under FMLA stops if and when an employee informs the employer of an intent not to return to work at the end of the leave period, or if the employee fails to return to work when the FMLA leave entitlement is exhausted. The employer's obligation also stops if the employee's premium payment is more than 30 days late and the employer has given the employee written notice at least 15 days in advance advising that coverage will cease if payment is not received.

In order to return to work, employees must secure a doctor's release indicating that they may return to work. If the physician places restrictions on an employee's ability to return to work, Human Resources will work with the employee to evaluate whether or not the employee can return to their former job. For employees who do not return after the maximum twelve (12) weeks of Family Medical Leave, employment may be terminated. The Company recognizes that it may sometimes be necessary for an employee to be out of work for more than 12 weeks to care for their own or a family member's illness. In the event you require an accommodation to return to work and/or you are unable to return to work on the date specified but you can return to work within a reasonable defined period of time beyond the 12 week FMLA period, please contact Human Resources in advance of your scheduled date of return to discuss. Due to the demands of the business, we are unable to hold positions open for longer than 12 weeks and we may be unable to return you to the same or similar position if your leave extends beyond the 12 week FMLA period. If you are released to return to work and request to do so, Human Resources will assist you in expediting the rehire process.

Americans with Disabilities Act

The Company complies with the Americans with Disabilities Act (ADA) and applicable state and local laws providing for nondiscrimination in employment for qualified individuals with disabilities. The Company provides reasonable accommodation for such individuals in accordance with these laws. If you have a disability and need an accommodation in order to permit you to do your job, you should contact the **Human Resources Department at 1-800-942-2104 ext. 7262.**

Military Leave

Total Transportation complies with all rights and conditions of the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). If you are called to active military or to Reserve or National Guard training, or you volunteer for same, you must notify your supervisor and submit copies of your military orders to your supervisor and the Human Resources Department as soon as possible. You will be granted military leave without pay for the period of military service in accordance with federal and state laws. If you are a reservist or a member of the National Guard, you are granted time off without pay for required military training.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws. Employees returning from military leave for up to 30 days are placed in the position they would have attained had they remained continuously employed or a comparable position. Those returning from longer military leave are returned to positions depending on the length of military service in accordance with USERRA. The returning employees are treated as though they were continuously employed for purposes of determining those benefits, which are based on length of service.

If the military leave is for an extended or indefinite period of time, the department may fill the position on a temporary or, possibly regular, basis, to be determined in conjunction with the Human Resources

Department. You may elect to continue health plan coverage for yourself and dependents for up to 18 months. If your military service is 30 or fewer days, you will be required to pay your normal share of the premium. If your military service is 31 or more days, you will be required to elect COBRA and pay COBRA rates for continued coverage.

See also the **Family Medical Leave** section for more additional information regarding military leave.

Maternity Leave

If you become pregnant, the Company encourages you to consult with your personal physician about the nature and physical requirements of your job. If you are unable to perform all of the essential functions of your position because of pregnancy, with or without accommodation, you will be required to take a leave of absence. You will be granted leave in accordance with the appropriate state law.

Returning From Leave

Unless otherwise required by law, a reasonable effort will be made to hold the position open for the period of the approved leave. Due to business needs, however, there will be times when positions cannot be held open. In this case, it may not be possible to guarantee reinstatement to the same position. If the former position is unavailable upon return, every effort will be made to place the employee in a comparable position for which he/she is qualified. If such a position is not available, the employee will be offered a suitable open position for which he/she is qualified.

If the employee does not accept the position offered, the employee will be considered to have voluntarily terminated his/her employment with Total Transportation effective the day the refusal is made. Total Transportation will attempt to reasonably accommodate employees who are medically released for partial or modified duty.

Resignation While On Leave

If an employee accepts other employment while on leave, or does not return to work on the next regularly scheduled workday following the expiration of the approved leave of absence, the employee may be considered to have voluntarily terminated his/her employment with Total Transportation.

SECTION 8: ACCIDENTS & TICKETS

Accident Prevention

GOOD DRIVING RECORDS ARE NOT A MATTER OF GOOD LUCK.

Good driving records come from always driving defensively and thinking ahead to avoid dangerous situations. Here are some common causes of accidents and what you may do to avoid them.

- **DRIVER DISTRACTION:** Don't let your guard down. Know what is around you at all times. The slightest of distractions can cause an accident.
- **EQUIPMENT PROBLEMS:** If you have any reason to feel that your equipment is not operating safely and may create a dangerous situation, **SHUT IT DOWN** until the problem is corrected.
- **DRIVER FATIGUE:** An exhausted driver is a dangerous driver. Leave early enough, take your proper breaks and get the sleep needed to drive safely. Remember, you are responsible for your actions.
- **USE OF ILLEGAL SUBSTANCES:** Illegal use of controlled substances (and/or possession of drug paraphernalia) will result in **AUTOMATIC TERMINATION. THIS INCLUDES LAYOVERS.**
- **ALCOHOL:** Driving while under the influence of alcohol will result in **TERMINATION.** You are expected to refrain from alcohol consumption at any time you are in charge of Company equipment. **THIS INCLUDES LAYOVERS.**
- **BACKING:** Whenever possible, avoid backing. **NEVER** back across an intersection without proper spotters. Remember that smaller vehicles and people may be behind you and **NOT VISIBLE** in your mirrors. You **MUST** get out and look. Don't depend on someone else to make sure your path is clear. Once you have inspected the area behind you, go immediately back to the cab of your truck, activate your warning flashers and sound your air horn to alert others in the area that you are about to begin backing. You should also make sure that you are aware of the location of your co-driver at all times when you are backing the truck, as well as any other people who are in the area. Keep these people in your field of vision and **STOP** backing if you lose sight of them. If a co-driver or someone else is assisting you, be sure that you have clear hand signals worked out before beginning the maneuver as to when to stop. Even if someone else is assisting you, it is still **YOUR** responsibility to ensure that no one is behind your truck. You cannot transfer that responsibility.
- **RIGHT TURN SQUEEZE:** Most right turn squeeze accidents happen when the driver pulls into the center of the street and allows traffic to drive into the blind area between the tractor semi-trailer and the curb. Drivers must keep the rear of their trailer as close to the curb as possible to keep others from passing you on the right. As you start the turn, try not to turn wide to the left. Another driver may think you are turning left and will attempt to pass you on the right.
- **FIRES:** In the event of a fire, immediately pull as far off the traffic lanes as possible. Shut the tractor off and try to put the fire out with the onboard fire extinguisher. If that fails, lower the landing gear, pull the fifth wheel pin and pull out from under the trailer. Make every attempt to save the tractor without endangering your own safety. Become familiar with your fire extinguisher before you need to use it.
- **STOPPING ON HIGHWAYS:** Never stop or park on the shoulder of the road for any reason, unless you have a breakdown. If you have a breakdown, set out your triangles and call for help.
- **ANIMALS ON THE HIGHWAY:** Don't swerve to miss an animal. Keep your truck in line. Gradually slow down to avoid hitting the animal if possible. Swerving your truck, or reducing speed suddenly, could cause an even greater tragedy.
- **SPEED:** Driving too fast for road conditions is a major contributing factor in accidents. Driving too fast makes it harder to maintain a safe following distance, increases the need for lanes changes, and decreases our time to react properly to hazards.

- **FOLLOWING DISTANCE:** Your following distance should always provide enough space to stop safely. We recommend at least a six (6) second following distance during normal conditions. This technique begins by picking out a fixed object up ahead of the vehicle you are following, waiting for the rear of the vehicle to pass that object and counting off the seconds it takes for the front of your vehicle to reach the same point. Of all the space around your vehicle, it is the area ahead of your vehicle, the space you are driving into, that is most important!
- **LANE CHANGES:** Changing lanes is one of the most dangerous maneuvers. You should minimize the number of lane changes whenever possible. When a lane change is necessary, it is crucial to know what is around you. Be sure to check mirrors and use a direct look to clear the blind spots.
- **RUN-UNDER ACCIDENTS:** Anytime you cross travel lanes with your truck and/or trailer, a run-under crash is possible. You should minimize how often these maneuvers are made, especially at night. You should always make sure you have enough time and space to complete this maneuver.
- **ROLL-OVER/LOSS OF CONTROL:** To prevent this type of accident, you must always control speed and direction of your vehicle. Driving too fast for conditions is a common cause of loss of control. Excessive speed in a curve, in traffic, in bad weather, when road conditions are poor, and driving while fatigued lead to roll-overs and loss of control accidents.

What to do if you are involved in an Accident

Remain calm and follow these guidelines:

When you are in an accident and not seriously hurt, you need to act to prevent further damage or injury. These basic guidelines are provided below, but the order depends upon the necessity of the emergency situation. Remember remain calm.

- **Secure the scene:** Take all necessary precautions to prevent further accidents. Ensure proper placement of triangles. When hauling hazardous materials, check the shipping papers in advance so you know what and how much you are hauling. Be sure the shipping papers are in reach and use your emergency response guide to determine the guidelines needed to protect the scene and assure your safety and that of the public.
- **Give all reasonable assistance to injured persons:** However, do not move them unless their location is life-threatening.
- **Report the accident to local authorities for investigation at the scene:** This includes accidents occurring on private property, keeping in mind many law enforcement agencies will not respond to accidents on private property unless there is an injury or a fatality. Gathering the proper information is the responsibility of the driver. Remember to be polite and courteous at all times. Do not discuss the accident with or give a written or recorded statement to anyone other than the investigating police officer or a Company representative. All accidents, no matter how minor they seem, must be reported immediately.
- **Notification to U.S. Xpress, Inc.:**
 - a. Risk Management Department at 800-601-5500.
 - b. Fleet Services Department using Macro #20 or call 888-963-9771.
- **Exchange information with the other party:** The following check list is the information you must write down at the scene of the accident:
 - a. License plate number
 - b. Other Drivers' name, address, phone number and driver's license number
 - c. Owner's name, address and phone number
 - d. Name, address and phone number of any passengers
 - e. Name, address and phone number of any witnesses
 - f. Other party(s) insurance carrier
 - g. Description of other vehicle(s) – make, model, year, V.I.N. number

- h. If other vehicle(s) is/are tractor/trailer, get the unit numbers and carrier name.
- i. Description of the property damage incurred by all vehicles.
- j. Investigating officer's name and badge number. Ask for the address and phone number of the officer's department and the numbers of the accident report. You can begin this exchange of information even before authorities arrive at the scene.
- **Pictures:** As a professional driver, you should carry a camera on your truck. Take photographs of the scene and the damaged parts of your vehicle and the other vehicle(s) involved. **Do not take pictures of injured or deceased individuals.** The Company will reimburse you for this expense. Place the film or disposable camera in a Business Reply Mail (BRM) envelope and check the box labeled: "Attention: Risk Management."
- **Unattended vehicles:** If you strike an unattended vehicle, **stop and locate the driver.** If you cannot locate the driver, leave your name, truck number, U.S. Xpress' name and toll free number 800-601-5500.

Accident Evaluation

The determination of "preventability" is done to assist the Company to internally track its drivers' record of accidents since it is one of the factors considered as set forth in 49 C.F.R. §385.7 and to internally evaluate the Company's Safety programs. A preventability determination is not an admission of fault or legal liability, and it is not based on who was primarily or partially responsible for an accident. Rather, the determination of preventability (per the DOT) is based on "if a driver who exercises normal judgment and foresight could have foreseen the possibility of the accident that in fact occurred, and avoided it by taking steps within his/her control which would not have risked causing another kind of mishap". Accidents will be reviewed to determine "preventability" based on guidelines established by the Department of Transportation, the American Trucking Association, and the National Safety Council. Drivers must drive in a manner to prevent accidents regardless of the adverse driver's negligent driving or their failure to observe regulations.

Driver will be notified by letter of the determination. Drivers who wish to appeal a determination of "preventability" may request an appeal by contacting the Safety Department within 15 days of the initial determination. Appeals will not be granted for accidents involving fixed objects.

Total Transportation defines an accident as any occurrence involving Company equipment which results in damage to equipment, vehicles, property or results in bodily injury.

DOT Accident Definitions

Federal Regulations Title 49, Part 390.5 defines a DOT recordable accident as an occurrence involving a commercial motor vehicle operating on a public highway which results in:

- A fatality,
- Bodily injury to a person who immediately receives medical treatment away from the scene,
- One or more of the vehicles involved incurs disabling damage requiring the vehicle to be towed from the scene.

Tickets & D.O.T. Inspections

Drivers are required to notify your terminal Safety Manager immediately or the next business day if after hours, when receiving any citation or roadside inspection issued by any law enforcement agency. The driver **MUST** also fax to 601-936-6307 a copy of the citation or inspection report to the Safety Department within 48 hours. Please make sure the citation and/or inspection being scanned does not include a barcode on the document. In addition, drivers are required to send in the original copy of the

citation and/or inspection in a prepaid Business Reply Mail envelope to the attention of the Safety Department and should retain a copy for their records. All traffic violations and citations are the driver's responsibility to pay.

The company will pay the ticket on your behalf through payroll deduct plus a \$10 processing fee. The Company does not provide a legal defense for drivers cited for traffic violations.

Point Assignment

Drivers will be assigned the following points for tickets and "preventable" accidents:

- | | |
|--|-----------|
| ▪ 1 – 14 mph over the speed limit | 6 points |
| ▪ Traffic control device violations | 6 points |
| ▪ Non-DOT preventable accident | 6 points |
| ▪ All other moving violations | 6 points |
| ▪ 15 mph or more over the speed limit | 12 points |
| ▪ Reckless/Careless driving violations | 12 points |
| ▪ Improper or erratic lane change violations | 12 points |
| ▪ Following too closely | 12 points |
| ▪ Use of handheld electronic devices while driving | 12 points |
| ▪ Hours of Service citations | 12 points |
| ▪ DOT preventable accident | 12 points |

Probation

Drivers will be placed on probation when points for tickets and "preventable" accidents reach:

- 12 points in 12 months,
- 18 points in 24 months,
- 24 points in 36 months.

Drivers will remain on probation until the points drop below the probationary level. Points assigned to drivers will remain on their Company safety record for a period of 36 months. A driver that exceeds these points or violates any company policy while on probation will be presented to the Safety Review Committee for further disciplinary action up to and including termination.

SECTION 9: EQUIPMENT MAINTENANCE

Tractor & Trailer Care

Total Transportation has one of the newest and best maintained fleets in the transportation industry. We have always provided our drivers with a source of pride and the general public with a sense of security whenever and wherever our trucks operate.

The Company recognizes that our drivers take pride in maintaining Company equipment, and projecting a positive image of their profession to the general public, our customers and law enforcement officials.

Projecting a positive image starts with appearances. You will be judged initially by your professional appearance and the appearance of your truck. To help you maintain your image as a professional truck driver, we ask that you follow these rules:

1. Keep tractor clean both inside and out.
2. Remove trash each time you come into a Terminal. Waste cans are provided for your convenience.
3. Do not drill holes in the dash or cab. A Company technician will install C.B. radios and antennas.
4. LINEARS AND RADAR DETECTORS ARE PROHIBITED.
5. Decals, signs, or extra lights may NOT be displayed, nor may other equipment be added to the trucks other than what the Company specifies.
6. In keeping with Federal Motor Carrier Safety Regulations, the Company does not allow any objects hanging from the visors, or anywhere in the cab that will hinder the driver's vision.
7. Do not overload cigarette lighter outlets. Overloading may result in fire and personal injury.
8. Electrical wires shall NOT be altered or spliced. Any modifications must be approved and completed by shop personnel.
9. Tinting, or in any way changing the transparency of Company tractor windows or windshields, is not permitted.
10. Tampering with the ECM on any Company equipment is not permitted. If the truck isn't running correctly, contact Breakdown at 1-888-963-9771 or by DriverTech Macro 20. **TAMPERING WITH THE ECM OR THE ENGINE ELECTRONICS IS A MAJOR POLICY VIOLATION.** This also includes but is not limited to the On-Guard warning system, DriverTech and Auto Shift wiring.
11. If the truck overheats or acts as though it has a serious problem, shut it down immediately. Don't try to drive it. Contact Breakdown immediately via DriverTech or phone.
12. In cold weather (15 degrees or below), engines are not to be shut off for more than 3 hours in rest areas or other places where help is not available.
13. It is your responsibility to check the fuel tanks at every stop and make sure the vehicle does not run out of fuel.
14. Try to wash your tractor and trailer each time you are in a Terminal with wash facilities.
15. Steering knobs are not allowed.
16. Smoking is strictly prohibited in the sleeper compartment.
17. Power inverters up to 1500 watts are allowed, only when installed by Company maintenance personnel, utilizing a specially designed power cable provided by Total Transportation.
18. The truck and cab may be subject to inspection.

Truck & Trailer Inspection Checklist

UNDER THE HOOD

Overall Condition
Oil Level
Coolant Level
Cord Connection
Hoses & Connections
Exhaust System
Water Pump & Belts
Condition
Alternator Belts & Wiring
Air Cleaner Indicator
Power Steering Fluid
Air Compressor
Steering Box
Steering Linkage Frame

STEERING AXLE

Springs
Spring Mounts
Shock Absorbers
U Bolts
Stack Adjusters
Brake Chambers
Air Hoses to Chambers
Brake Shoes
Brake Drums
Hoses
Rims
Lug Nuts
Tire Pressure (100psi)
Valve Stem
Tread Depth (6/32)
Tire condition
Axle Seals
Hub Seals (Hub Cap)
Engine Oil Leaks

IN THE CAB

Clutch/Neutral
Oil Pressure
Voltmeter/Ammeter
Air Buzzer
Parking Brake Check
Windshield Condition
Wiper Condition
Washer Operation
Steering Wheel Play
Heater/Defroster
Mirror Adjustment
Horns
Emergency Equipment

FRONT OF VEHICLE

Headlights
Signals
Cab Clearance Lights
Turn Signals
Four-Way Flashers

SIDE OF TRACTOR

Fuel Tanks-- Leaks & Mounting
Doors/Window Glass
Mirrors-Condition & Mounting
Emergency Equipment
Battery Cover
Exhaust System
Air Lines-Tractor Connection
Light Cord
Glad Hand Seals
Cat Walk
Drive Shaft
Lights & Reflectors
Turn Signals/4-way
Mud Flaps
Frame/Crossmembers

TRACTOR DRIVE AXLES

(These items must be inspected on both sides of both axles)
Tire Condition
Tread Depth (4/32)
Tire Pressure (100psi)
Axle Seals
Valve Stems
Rims
Lug nuts
Frame
Springs
Spring Mounts
Torsion Bars
Brake Chambers
Brake Air Hoses
Slack Adjusters
Brake Shoes
Spacer
Brake Drums
Air Bags

FRONT OF TRAILER

Air Lines-Connection
Lights
Lights & Reflectors
Side of Trailer-Condition
Landing Gear
Frame /Crossmember
Spare Tire Rack

TRAILER TAN DEMS

(These Items must be inspected on both sides of both axles)

Tread Depth (2/32)
Locking Pins (Slider)
Tire Pressure (100psi)
Rims
Lug nuts
Hub Caps
Spacers
Frame
Springs
Spring Mounts
Torsion Bars
Brake Chambers
Brake Air Lines
Slack Adjuster

REAR OF TRAILER

Door/Hinges
Latches
I.C.C. Bumper
License Plate
Clearance Lights
Brake Lights

FIFTH WHEEL

Platform
Mounting Bolts
Release arm
Safety Latch
Apron (on trailer)
King Pin
Locking Jaws

Equipment Recovery and Clean-up

When the driver quits or is terminated he/she must return the tractor and trailer to a Terminal. Any and all expenses incidental to the recovery of either the tractor or trailer, **will be the full responsibility of the driver.**

The driver will be charged \$500 if the tractor is **NOT** returned to a Terminal and this will be reported to DAC. The driver is responsible for cleaning his tractor prior to leaving it at a Terminal, whether it is to reseat another tractor, personal leave, home time, or termination. If the tractor is not clean and the driver is still present at the Terminal, he/she will be directed to clean up the tractor and have it inspected by the Maintenance Department. If the driver chooses not to clean the truck or has abandoned the tractor and is not available to clean it, **\$250 will be deducted from his/her last or next paycheck.**

Seating & Re-seating Equipment

When a driver is turning in his tractor in order to seat another tractor, he/she must clean his tractor as explained in the above section "Equipment Recovery & Clean Up". When the driver is seating/re-seating a tractor, he/she will be required to inspect the tractor along with a Maintenance Department and then sign for his/her truck in the condition it is in at the time of seating it.

Equipment Violations

As a professional, you have the responsibility of detecting equipment violations. These include violations caused by lights, loose lug nuts, hoses, brakes, etc. These violations hardly ever occur if the equipment is properly pre-tripped each day. Make it a habit to check the lugs, tire inflation levels, all the lights, oil levels, and water levels.

Every truck entering a full maintenance Service Center must go through the shop.

Getting your Equipment Services at our Terminals

The Company has maintenance shops in the following locations:

- Richland, MS
- Olive Branch, MS
- Loudon, TN

Tractor service is performed every 35,000 miles on Volvo's, Peterbilt's and Internationals. Freightliners with Detroit engine are serviced every 50,000 miles Your Fleet Manager will help you get routed into the nearest Terminal when needed for maintenance.

Service and repair work is done on a first come/first served basis, except for time sensitive loads that have been prioritized by the Operations Department.

All Terminals follow the same basic procedure when you come in for safety checks, service or repair. Security personnel will brief you on procedures for the service lane and fueling. Terminal personnel will tell you what you'll need to do in case your truck needs service or repair. In the process of getting your truck serviced, you will be required to give your keys to authorized shop personnel.

For your safety and for insurance purposes, drivers and passengers are required to stay behind the designated lines in the shop bay areas or in the driver's lounge while the truck is being serviced. Additionally, drivers, passengers and pets are not allowed in the tractor while it is being serviced.

Road Breakdown

1-888-963-9771 or MACRO #20

All repairs away from a Terminal Shop must be authorized by the Breakdown Department BEFORE THE WORK IS STARTED. The Breakdown Department can be reached by telephone at 1-888-963-9771 or MACRO #20.

When you call the Breakdown Department, be ready to provide the following information:

1. Your truck number
2. Your trailer number
3. Your present mileage (hub meter or odometer reading)
4. Your location (city, state, nearest exit, mile marker, intersection or address if you know it)
5. Brief description of the problem
6. If your tires are flat/blown – What position?
7. If you have a leak (oil, air, coolant) – Where is it and how bad is it?
8. Check engine light - Are all fluid levels (oil and coolant) full?
9. What codes were displayed when you ran the DIAGNOSTIC check?

Air Brake Checks

1. Shut off engine, turn on key.
2. Release parking brakes (push button).
3. Hold down brake pedal (4lbs = 1 minute).
4. Fan down brakes – check air buzzer and light (60psi). Continue to fan down brakes and check for spring brake application (brake buttons will pop out at 20-45 psi).

Tractor Brake Adjustment

Never tamper with or put a wrench to the slack adjuster.

While in your truck, build up the air pressure until the governor kicks off (with your trailer brake set), release your tractor parking brake and using the foot valve, apply 60 to 70 pounds of applications pressure five or six times (not rapidly) or until the governor kicks back into operation. Set your trailer brakes and inspect the slack adjusters. If they are not adjusted properly, repeat the procedure and inspect again. If still not adjusted properly, call the Breakdown Department and follow their instructions.

After your initial vehicle inspection, get in your truck and with the parking brake set, start the engine. Let the air pressure build up until the governor cuts off. Release the trailer brake, charging the system with air pressure. At this time, using the trailer brake lever (we do not have "T" or "L" brake valves), apply 60 to 70 pounds of application pressure to the trailer brakes five or six times (not rapidly) or until the governor kicks back into operation.

Set your tractor brakes and inspect your trailer slack adjusters again. If they are not adjusted properly, repeat the procedure again and inspect again. If they are still not adjusted properly, call the Breakdown Department and follow their instructions.

Trailer Brake Adjustment

Never tamper with or put a wrench to the slack adjuster.

After your initial vehicle inspection, get in your truck and with the parking brake set, start the engine. Let the air pressure build up until the governor cuts off. Release the trailer brake, charging the system with air pressure. At this time, using the trailer brake lever (we do not have “T” or “L” brake valves), apply 60 to 70 pounds of application pressure to the trailer brakes five or six times (not rapidly) or until the governor kicks back into operation.

Set your tractor brakes and inspect your trailer slack adjusters again. If they are not adjusted properly, repeat the procedure again and inspect again. If they are still not adjusted properly, call Fleet Services and follow their instructions.

Driving the Ultrashift

Proper Start-up:

1. Make sure the shifter is in neutral “N” and the parking brake is set.
2. Turn the ignition key to “On”. Wait for the service light on the shifter to go out and for a solid “N” to appear on the gear display.
3. Wait for air pressure to build to 90 psi.

Selecting a starting gear:

1. Select “D”, “H” or “L”.
2. Apply pressure to the brake pedal; A solid number on the gear display indicates that the gear is fully engaged. If flashing down arrows appear on the gear display, this indicates that the input shaft has not slowed down enough to get into gear. Continue to depress the brake pedal until the down arrows are off. If the down arrows are off and the gear number continues to flash slowly, let up on the brake pedal to fully engage the gear.
3. Depending on how your vehicle is programmed, you can select different starting gears while in “D” or “H” by using the up and down buttons.
4. Use the “H” when crossing a railroad track.
5. Remember to choose the correct starting gear for your load and grade. Ultrashift will remember this starting gear until you select another starting gear or power the unit down.
6. Let out the brake.
7. The Ultrashift will automatically upshift and downshift in Drive “D”.

“H” Hold/Manual Mode:

1. Can be selected while moving or from a stop.
2. Must use the up and down buttons to shift.
3. Shifter will “beep” if shift cannot be completed due to engine RPM and road speed.

“L” Low Mode:

1. Can be selected while moving or from a stop.
2. Selecting “L” from a stop engages and maintains first gear.
3. Selecting “L” while moving will allow for downshifts only and downshifts will be performed at a higher RPM to maximize engine braking.

“R” Reverse Mode:

1. Selecting Reverse from Neutral will engage Low Reverse and an “R” will appear on the gear display.
2. Transmission models with multiple reverses must use the up and down arrows to select other reverse gears. Remember to select the proper reverse gear for your load and grade condition.
3. All reverse gears can only be engaged at less than 2 mph.

Proper shut down procedure:

1. Before shutting the vehicle off, you must select Neutral on the shifter and make sure a solid “N” is on the gear display.
2. Turn the key off, release the brake pedal, and set the parking brake.

Note: It is very important that you do not shut the truck off or stall the engine while the transmission is in gear. This will cause the transmission to lock in gear and the engine will not restart.

Other helpful tips:

1. “D”, “H” and “L” can be selected at any speed.
2. If the down arrows continue to flash after selecting a starting gear even after pushing the brake pedal and waiting several seconds, it means that the input shaft has not slowed down enough to engage the gear. A misadjusted clutch, a faulty clutch, or a faulty clutch could cause this.
3. When first starting up and after changing loads, Ultrashift needs to adapt to the changing conditions of the vehicle. If the transmission holds a gear while in “D”, simply push the “Up” button and the shift will be completed. This may have to be done several times before the transmission programs for weight.
4. When Ultrashift is downshifting in “D”, it will not complete the shifts below fifth gear and the vehicle will “free wheel” until the driver gets back on the throttle.
5. Hold “H” mode should be used whenever you want to control the shifts such as moving around the yard, going down a grade, or in poor traction situations.
6. Low “L” mode should be used anytime you want to maximize the engine brake, such as going down a long grade, or when coming to a stop.
7. Ultrashift can activate the engine brake to make shifts faster. This can happen even if the engine brake dash switch is off.
8. If a shift is required while in cruise, Ultrashift will interrupt cruise while performing the shift and automatically re-engage cruise after the shift is complete.
9. The service light will come on and go off during power up. If the service light comes on and stays on, or comes on while you are driving, the Ultrashift has detected a fault in the system. Note the conditions at which the fault occurred “hot/cold, wet/dry, on a grade/flat terrain” and get the vehicle to a service facility immediately. Some faults will not allow the Ultrashift to shift into other gears. You can try to reset the system by powering the system down for 2 minutes, which may clear the fault long enough to get to a service facility.

If the engine is shut off, stalls while in gear, or a dash appears on the gear display after power up, perform the following procedures to try to get the transmission back into neutral:

1. Turn key “off” and let transmission power down for at least 2 minutes.
2. Release parking brake and hold vehicle by using the brake pedal.
3. Make sure shifter is in neutral.
4. Turn ignition key “on”.

5. Slightly release the brake pedal to let the torque off the driveline. Ultrashift will attempt to shift into neutral. If neutral is achieved, the “N” will appear on the shift display and the truck will start.

Automatic Traction Control

Automatic Traction Control (ATC), is an option available on vehicles. It helps improve traction when vehicles are on slippery surfaces by reducing drive wheel over spin. ATC works automatically in two different ways:

1. If a drive wheel starts to spin, ATC applies air pressure to brake the spinning wheel. This transfers engine torque to the wheels with better traction.
2. If all drive wheels spin, ATC limits engine torque that reduces wheel spin to provide improved traction.

How It Works:

1. During normal vehicle operation the ATC lamp is OFF.
2. During excessive wheel spin the ATC operational lamp comes on and flashes quickly.
3. When the wheels stop spinning the ATC lamp goes off.
4. ATC turns itself on and off; drivers do not have to select this feature. If the drive wheels spin during acceleration, the ATC indicator lamp comes on, indicating ATC is active. It goes out when the drive wheels stop spinning.

Should your truck become immobilized in an Automatic Traction Control equipped tractor, please be advised that wheel spin upon gear engagement is a normal condition. The tractor must be accelerated to a speedometer reading of 5 to 10 mph before the ATC controller recognizes an event, thereby activating the foundation brakes and engine torque reduction. You may feel a vibration or shudder prior to engagement of the wheel positions that continue to have traction, which should result in extraction from the immobilized condition.

Optional Deep Snow and Mud Switch:

ATC includes a deep snow and mud option. This function increases available traction on extra soft surfaces like snow, mud or gravel by slightly increasing the permissible wheel spin. The deep snow and mud option is NOT automatic. Drivers use a switch to select this feature. When this feature is selected, the ATC lamp blinks slowly and continuously. Once the feature is no longer required, drivers use that same switch to turn the option off.

Meritor on-guard Collision Warning System

On equipped trucks, this anti-collision warning system provides:

1. A visual display indicating a detected object in front of the vehicle.
2. Indication whenever an object is located in the driver's blind spot.
3. A visual display indicating when objects are at first, second and third stage distances away from potential collision.
4. Auditory alerts when vehicle is at second and third stage distances away from a potential collision.
5. Volume control for auditory alerts.
6. Threshold range control for setting forward object detection distance for first, second and third stage distance alerts.

7. Danger alerts for stationary objects, slow moving objects, and objects toward which you are creeping.
8. When you react to warning lights and tones by slowing or braking, the warning tones will not be heard.
9. Automatic adjustment of visual display indicator intensity to accommodate changing lighting conditions.
10. Visual display indicating component failure of system.

General Fuel Information

1. The Company issues a Transcard fuel card to all drivers, which will enable you to purchase fuel.
2. **DO NOT RUN OUT OF FUEL!!!** If you have questions or concerns contact your Fleet Manager for clarification. The service call will be charged back to the driver.
3. NEVER pay cash for fuel unless instructed to do so by your Fleet Manager.
4. You must receive approval from your Fleet Manager BEFORE fueling at an unauthorized fuel stop. Otherwise, you may be fined \$25.
5. If you are required to use an unauthorized fuel stop, self-service cash fuel must be used.
6. When fueling, refer to the hub meter when so equipped, and the odometer if there is no hub meter to correctly identify proper fuel levels.

General fuel Information for trucks equipped with DEF tanks

1. All trucks from 2012 or newer are equipped with a 25 gallon DEF tank.
2. The tanks are located near the left or right fuel tanks, depends on application of the truck.
3. The DEF tanks are well labeled are equipped with a light blue cap that is stamped DEF only.
4. NEVER at any time add DEF to the FUEL tanks NOR add FUEL to the DEF tank, this mistake will cause the engine to shut down and you will need towed to the nearest repair facility, this mistake will cost thousands of dollars for engine repair.

Fuel Guidelines & Procedures

The Company uses a fuel optimization program called Expert Fuel. The Expert Fuel system generates the most optimal fuel purchase plan for our drivers at the point of dispatch. This program evaluates each fuel purchase location based upon the load assignment. Expert Fuel will recommend the fuel stop location and will also tell you how many gallons to purchase at each stop. In addition to the fueling information, the program issues a practical routing guide for each trip.

It is **MANDATORY** that each driver follow the fuel purchase solution and routing information that is sent via the DriverTech. **Drivers who do not adhere to this purchase and routing information will be fined \$25 per non-designated fuel stop.** If you have a question regarding a particular fuel stop or fueling route, please contact your Fleet Manager for clarification.

Expert Fuel relies on accurate fuel level information from the driver to ensure the most sensible fuel route. Guidelines are listed below:

1. When completing the Empty Call (Macro #8) at the final destination, be certain to correctly identify the current fuel level of your tractor.
2. If you receive a load assignment, but no fuel solution, please contact your Fleet Manager. Below are some suggested times when you may need an updated fuel solution:

- a. AFTER being empty-moved, but BEFORE receiving the next dispatch;
- b. AFTER dropping a load at a Terminal or other designated facility, but BEFORE receiving the next dispatch;
- c. AFTER performing a repower, but BEFORE receiving the new load information;
- d. In a layover situation where the truck has been idling for a period of 12-24 hours.
- e. AFTER a load cancelled.

Cold Weather Operation

Guidelines for Cold Weather (15 DEGREES OR BELOW)

In cold weather, you are to keep the idle time as low as possible, while making sure the tractor will start and not freeze up. When the temperature drops to 15 degrees or below, the engine must be restarted within 3 hours after it was shut down and warmed back up to make sure that it will restart.

It is important to warm up the engine before moving. Always let the engine idle until the temperature needle starts to move, then proceed at low rpm until the needle reaches operating temperature.

Plan ahead to prevent freeze up:

1. Do not park with the nose of the tractor facing the wind.
2. Plug the tractor in whenever it is possible if equipped with a block heater.
3. Do not fuel at a truck stop while the fuel storage tanks are being filled. The fuel in the tanks is stirred up and you're more likely to get sediment in your fuel, which plugs the fuel filter.
4. Fuel filters, window washer fluids, etc. may be obtained at any Terminal Maintenance Shop.
5. Check with the on-site Maintenance Manager to determine the need for carrying extra fuel filters.

Blending Your Own Fuel for Cold Weather Operation

Many truck stops no longer blend their fuel for cold weather. Instead, they provide #1 and #2 fuel at separate pumps. Company policy requires you to add 1-quart of fuel anti-gel per tank at each fuel stop when in freezing weather.

Keep track of how much fuel you have and how cold the temperature is. You must protect the fuel that is in your tanks and you must make sure you have the right fuel for the areas in which you will be traveling. Also try to keep as much fuel in your tanks as possible to prevent condensation from forming on the inside of the tanks.

If you have any questions or concerns, please call the **Breakdown Department at 1-888-963-9771**

Emergency Fueling Situations

Drivers may only purchase fuel with the Transcard fuel cards. If for any reason you feel that you cannot make it to an authorized fuel stop, you must contact your Fleet Manager.

You **MUST** receive prior approval in order to obtain emergency fuel at an unauthorized location. If you are uncertain about any fuel recommendations or where to purchase emergency fuel, contact your Fleet Manager.

Fuel Economy

The cost of fuel to our company is second only to the cost of labor. Your careful operation of the equipment is extremely important for fuel economy and low maintenance costs.

TIPS FOR SAVING FUEL:

1. Shut the truck off as much as possible.
2. Run at or below the speed limit at reduced rpm's.
3. Use progressive shifting. It gets your truck up to cruising speed just as fast.
4. Do not over wind the engine coming off a hill; this prevents damage to the fuel pump and possible engine repairs.
5. In cold weather, idle time increases, causing more fuel to be burned. There are still ways to save fuel. When you are out of the tractor for short periods of time, be sure to shut the engine off. These few minutes you save add up over the months.

SECTION 10: GETTING IN & OUT OF CANADA

Crossing the Canadian Border

Total Transportation Carrier Code 7DVF

Total Transportation is a motor carrier licensed to provide transportation services to and from Canada. When entering and leaving Canada, there are detailed and important procedures that must be followed. Failure to do so, at Canadian and U.S. ports of entry, can result in hefty fines, delays, or even denied entry.

TIPS FOR GETTING STARTED

1. **Never** go to the border without confirmation that the load is pre-cleared and ready to cross. **Arriving at the border without first pre-clearing your load will result in fines of \$5,000 or more.**
2. You should be able to **provide proof of citizenship in the form of a copy of your birth certificate, or original passport or naturalization certificate.**
3. Weapons are not allowed into Canada, including mace and/or pepper sprays.
4. All prescription medication must be in the original bottle with the name of the drug, prescription number, doctor and full name of the person to whom it is prescribed. Some medications are required to have a written statement from the physician stating why the medication is necessary.
5. Pets are allowed into Canada, but you must provide the pet's shot record.
6. Determine where the load originated. If the load originates in a country other than the U.S., see section entitled: "What To Do If a Load Going to Canada Originates Somewhere Other Than the U.S."

Pre-Arrival Release System (P.A.R.S)

Successfully crossing the border actually starts at least 24 hours prior to getting to the border. The Company is part of the P.A.R.S. (Pre-Arrival Release System) to make it easier for Canadian entry. The name of your broker and a phone number will be in your load information.

The Canadian Customs and Revenue Agency requires that carriers have their own bar code numbers. The information will need to be submitted to the broker. **(Generally must be done by the driver with instruction from their Fleet Manager.)**

Two ways to enter Canada

METHOD 1

Using the P.A.R.S. (Pre-Arrival Review System) method is the easiest and most convenient method for the driver and Canada Customs. The P.A.R.S. method allows the load to be pre-cleared by customs up to 24 hours prior to arrival at the Canadian border and eliminates the need for a Customs Cargo Control Document (Form A8A). ***Never use A8A form without being instructed to do so by your Fleet Manager.**

Step 1:

When dispatched on a Canada load, call you Fleet Manager immediately. **Do not go to the border without calling your Fleet Manager. Failure to follow this instruction can result in fines in excess**

of \$5,000. Before you leave the shipper, Terminal or drop facility, or if you swap the load with another driver, you must have the following:

1. A complete bill of lading.
2. The original Commercial Customs Invoice with the P.A.R.S. bar-coded sticker attached to the Commercial Customs Invoice with copy of bar code showing in copies.
3. Three copies of the Commercial Customs Invoice.

NOTE: The document, which has the sticker attached, must have the original and a photocopy of that document with bar code showing on the photocopy. The original shipping documents **MUST** stay with the load in the case of drops or repowers. All that is required for your TripPak is a photocopy of the bill of lading and photocopy of document with bar code.



PARS - TOTAL TRANSPORTATION-MS, LLC

You must have all of these documents and get confirmation that your bar code has been pre-cleared by your broker **before** you arrive at the border. Do not leave without them! If you have any problems or questions, please contact your Fleet Manager.

Step 2:

IMPORTANT! Call the broker at least 24 hours in advance with all of your shipping documents in hand. If possible, we want to fax the broker the documents they will need while you are still at the shipper, or if that is not possible, as soon as possible after you leave. Along with the shipping documents, the broker will also need your estimated time of arrival at the border.

Proceed to the correct border crossing point. If you do not go to the correct crossing point, P.A.R.S. will not work.

***Do NOT attempt to cross border without confirmation that your P.A.R.S. code has been cleared by your broker. Failure to do so can result in fines in excess of \$5,000 or more.**

1. Normally, you will not be required to stop at U.S. Customs with a P.A.R.S. load if you have successfully pre-cleared the load with broker. If you are required to stop at U.S. Customs, Total Transportation will notify you.
2. Go to the Canadian Customs Primary Booth.
3. Give the Customs Booth Officer the original and photocopy of the document that has the P.A.R.S. bar-coded sticker attached.
4. The officer **MUST** stamp the photocopy and return it to you. The officer will keep the original with the P.A.R.S. sticker attached.
5. When the officer returns the stamped photocopy to you, ask him, **"Am I cleared to deliver the load?"**

Caution:

If for some reason the Customs Officer at the Canadian Customs Primary Booth cannot clear you, contact the Fleet Manager immediately!

You cannot leave the Canadian Customs area without a release or you may face large fines.

If you have any questions, call your Fleet Manager **IMMEDIATELY**.

METHOD 2

(Use only if P.A.R.S. fails or cannot be used) The second method is the RMD (Release on Minimum Documentation) method, which utilizes a document called Customs Cargo Control document. (Form A8A). The load will be cleared when you arrive at the border instead of being pre-cleared before arrival. **Contact your Fleet Manager before attempting this clearance method!**

A8A form used incorrectly can result in fines in excess of \$5,000!

Step 1:

When you are dispatched on a Canadian load, call you Fleet Manager immediately. Before you leave the shipper, Terminal or drop facility, or if you swap the load with another driver, you must have the following:

1. Complete bill of lading.
2. Commercial customs invoice.

You must have these documents before you cross the border into Canada. Do not leave without them. If you receive any other documents from the shipper, please notify your Fleet Manager.

Step 2:

When you take possession of a load, call your Fleet Manager for border crossing instructions. Make sure you tell the Fleet Manager if you have no P.A.R.S.

Step 3:

You must have a Customs Cargo Control Document to use this method. If you have not obtained a Customs Cargo Control Document (Form A8A) prior to arriving at the border, you will experience very long delays.

It is important to obtain this document as soon as possible. This form must be filled out before you arrive at Canadian Customs. **Do not attempt to fill out the A8A form yourself. Call your Fleet Manager for assistance. Incorrect A8A forms can result in large fines.**

Step 4:

You now have 3 shipping documents: A bill of lading, Commercial Customs invoice and a Customs Cargo Control document (Form A8A). Proceed to the Canada Customs Primary Booth. After stopping at the booth, proceed to the Canada Customs Compound and park your truck.

When your truck is secure, go to the Canadian broker and hand in all the paperwork from the shipper and the Customs Cargo Control Document (Form A8A). The broker will prepare an RMD entry package for you to take to the Canadian Customs office.

Step 5:

Go to the Canada Customs Office and give the RMD entry package prepared by the Canadian broker to a Customs Inspector.

1. Wait for a stamped release copy of the Customs Cargo Control Document (Form A8A).
2. You may not legally proceed to the delivery location without a stamped cargo control document.
3. If you proceed without a stamped release, a fine will be assessed.
4. You are required to turn in the stamped Customs Cargo Control Document with your TripPak.

Entering Canada with a Bonded Load

Loads going to Canada that cannot be cleared at the port of entry are placed "IN BOND" to the destination, where they must be cleared by a Canadian broker at a bonded (Sufferance) warehouse before they can be delivered. These loads are noted on a Customs Cargo Control document in the Manifest "from" and "to" boxes, which show the entry port first and the port of destination last. **Penalties can be severe if these BONDED LOADS are not cleared before delivery.**

Remember, if you repower or drop this load; keep only the photocopies for your TripPak. **All of the original shipping documents must stay with the load.**

***Do NOT attempt to clear a bonded load yourself. Seek instruction from your Fleet Manager.**

What to do if a load going to Canada originates somewhere other than the U.S.

Note: Driver must have a Canada Invoice or Customs Invoice that has all the product details & dollar amounts. Follow the same rules as any load going into Canada except for the below differences.

1. Driver must get a Certificate of Origin from the customer or he/she will not clear customs.
2. **Very Important:** Everything is the same EXCEPT the driver must stop at the U.S. Port of Exit before going to Canadian Customs.
3. The U.S. Port of Exit will have to **cancel the bond** for this load before it can proceed to Canadian Customs. **Failure to cancel bond before entering Canada will result in a fine that is equal to the value of the load!**
4. Once the bond is cancelled, proceed to Canadian Customs.
5. Driver will hand the original and copy of the Customs Invoice to the Customs Officer. **Make sure the copy has the P.A.R.S. label showing just like the original.**
6. Customs Officer will stamp the copy and return to driver. Once stamped, you are clear to deliver.

Do NOT attempt these steps without first talking with your Fleet Manager.

Two Ways to Re-enter the U.S.

Do not arrive at border until you have received confirmation from the broker or Total Transportation that your load is ready to clear. Failure to follow these instructions can result in an instant \$5,000 fine. Returning to the U.S. with a load from a Canadian shipper is also a simple

process. If these simple instructions are followed, your return trip to the U.S. will be quick and easy. There are two primary methods of clearing customs.

METHOD 1

To simplify your return across the border back into the U.S., you will use two (2) PAPS (Pre-Arrival Processing System) Bar-Code stickers along with an **Inward Cargo Manifest** and customs invoice to simplify crossing back into the U.S. These stickers are located in your customs-manifest envelope in your permits book. They are very similar to the PARS stickers, which are used to get you into Canada. PAPS stickers look like this:



PAPS come in pairs. Make sure BOTH stickers used have the same serial number.

Step 1:

When you are dispatched on a load that picks up in Canada, you will call your Fleet Manager immediately.

1. In order to clear customs on the way back into the U.S., you must get two (2) documents (a & b below) from the shipper before leaving the customer.
 - a. The original Commercial Invoice (must have description of the product and declared dollar value listed)
 - b. Bill of Lading
 - c. Inward Cargo Manifest (located in the customs manifest envelope in your permits book)
 - d. Place one of the PAPS stickers on the Inward Cargo Manifest and the other PAPS sticker on the Customs Invoice.

NOTE: DO NOT COVER ANY IMPORTANT INFORMATION WHEN PLACING THE STICKERS ON THESE DOCUMENTS.

2. Call your Fleet Manager before leaving the shipper. They will assist you in properly filling out the Inward Cargo Manifest. **Failure to fill this document out properly can result in a \$1,000 fine, sometimes up to \$5,000.**
3. Fax the Inward Cargo Manifest and Customs Invoice to broker with proper PAPS barcodes placed. **(Do not go to the border until broker has confirmed the load is cleared or you will be subject to a \$5,000 fine.)**
4. Make one (1) photocopy of the Inward Cargo manifest after it is completed. Customs requires one copy of this document. One stamped copy goes in your TripPak.

Step 2:

Once you have completed Step 1 above and all the necessary paperwork has been filled out, follow the steps listed below.

1. Go to the U.S. Customs primary booth. Give the officer both copies of the completed Inward Cargo Manifest and your original customs invoice. (Customs invoice must have description and dollar value of the freight.)
2. The customs officer will stamp one (1) copy of the Inward Cargo Manifest and return it to the driver.
3. After receiving the stamped copy, the driver should ask the officer "Am I cleared to deliver?" DO NOT LEAVE the U.S. Customs Primary Booth until receiving the verbal release from the officer and the stamped copy of the Inward Cargo Manifest.
4. Proceed to your delivery.

METHOD 2: Come back to USA empty

If you have no PAPS barcodes, contact your Fleet Manager **BEFORE** you pick up a load in Canada. All loads picking up in Canada must be pre-cleared. (***You can no longer take paperwork to broker for help getting cleared! Attempting to go see broker at U.S. Customs for help in clearing load can result in a \$5,000 fine. Loads must be pre-cleared prior to arriving at the border.**)

Re-entering the U.S with Bonded Loads

Loads going to the U.S. that cannot be cleared at the port of entry are placed "IN BOND" to the destination, where they must be cleared by a U.S. Customs official before they can be delivered. This "bonded" freight is usually listed on a form called "TRANSPORTATION ENTRY AND MANIFEST OF GOODS SUBJECT TO CUSTOMS INSPECTION AND PERMIT" (Form 7512).

IMPORTANT: IF ANYONE GIVES YOU A FORM 7512 OR IF A BROKER OR CUSTOMS OFFICIAL TELLS YOU YOUR LOAD MUST BE PLACED "IN BOND," CALL YOUR FLEET MANAGER IMMEDIATELY.

DO NOT ATTEMPT TO CLEAR A BONDED LOAD WITHOUT INSTRUCTION FROM THE TTMS CUSTOMS DESK FIRST.

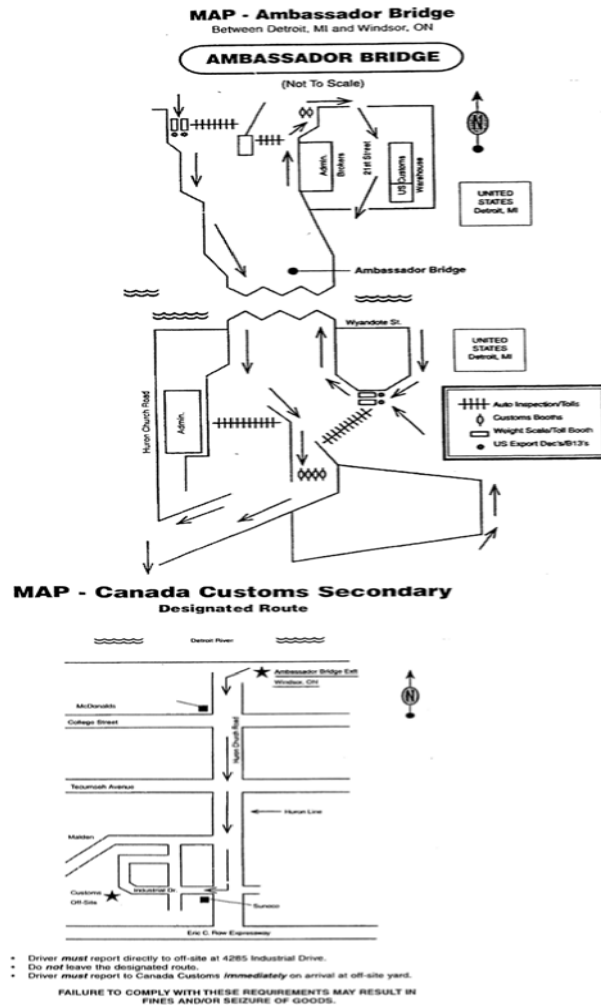
Admissibility

Canada has very strict admissibility policies and laws. Here are some simple rules of thumb to determine if you are able to cross the border.

1. If you have ever been convicted of a felony in the United States or Canada, you will be required to have a Minister's Permit.
2. If you have ever been convicted of a misdemeanor that translates into an indictable offense, you will need a Minister's Permit.
3. If you have held a high-ranking military position, you will need to contact one of the immigration offices of the Canadian Consulate.

There are very specific qualifications for a Minister's Permit. These permits must be applied for through the immigration office and any Canadian Consulate office in the U.S. A Minister's Permit must be renewed each year.

If you arrive at the border and find that you are not admissible (for whatever reason), you may be allowed to purchase a Discretionary Permit. A Discretionary Permit is just that. It is at the discretion of the senior customs official as to whether or not you are allowed to purchase this permit.



SECTION 11: TERMINAL & DROP YARDS

Corporate Headquarters & Main Terminal

Total Transportation of Mississippi, LLC
125 Riverview Drive
Richland, MS 39218

Switchboard	601/936-2104
Toll Free	800/942-2104
Fax	601/936-8916

Location Code: TTMSY

Hours of Operation: 24/7

Shop Hours: Daily from 0600 – 2400 (midnight)

Directions: From I-20 westbound, take exit #47; turn right at end of ramp. Get immediately in left lane. Turn left at first light. Go to next light and turn left go approximately ½ mile. Total will be on the right.

From I-55 north, take I-20 east and exit at 47B to go north on Hwy 49. After exiting, immediately go to the left lane. Turn left at first light. Go to next light and turn left. Go approximately ½ mile. Total will be on the right.

Parking or dropping trailers: Check in with Guard. A gate pass issued from the Safety Department is required to exit the premises in Total Transportation equipment.

Paperwork: Turn paperwork in at local dispatch next to driver's lounge.

Driver Facilities: The driver's lounge is equipped with showers, restroom and laundry facilities as well as TV, phone and vending machines.

Points of Interest:

- Wal-Mart - located on Hwy 49 south in Richland MS.
- Flying J and Pilot truck stops are located on Hwy 80 east.
- Post Office located on Hwy 80 east in Pearl, MS.
- Walgreen's located on Hwy 49 south in Richland, MS
- Atlanta Braves double A baseball team home field off Hwy 80 in Pearl MS.

Important Phone Numbers

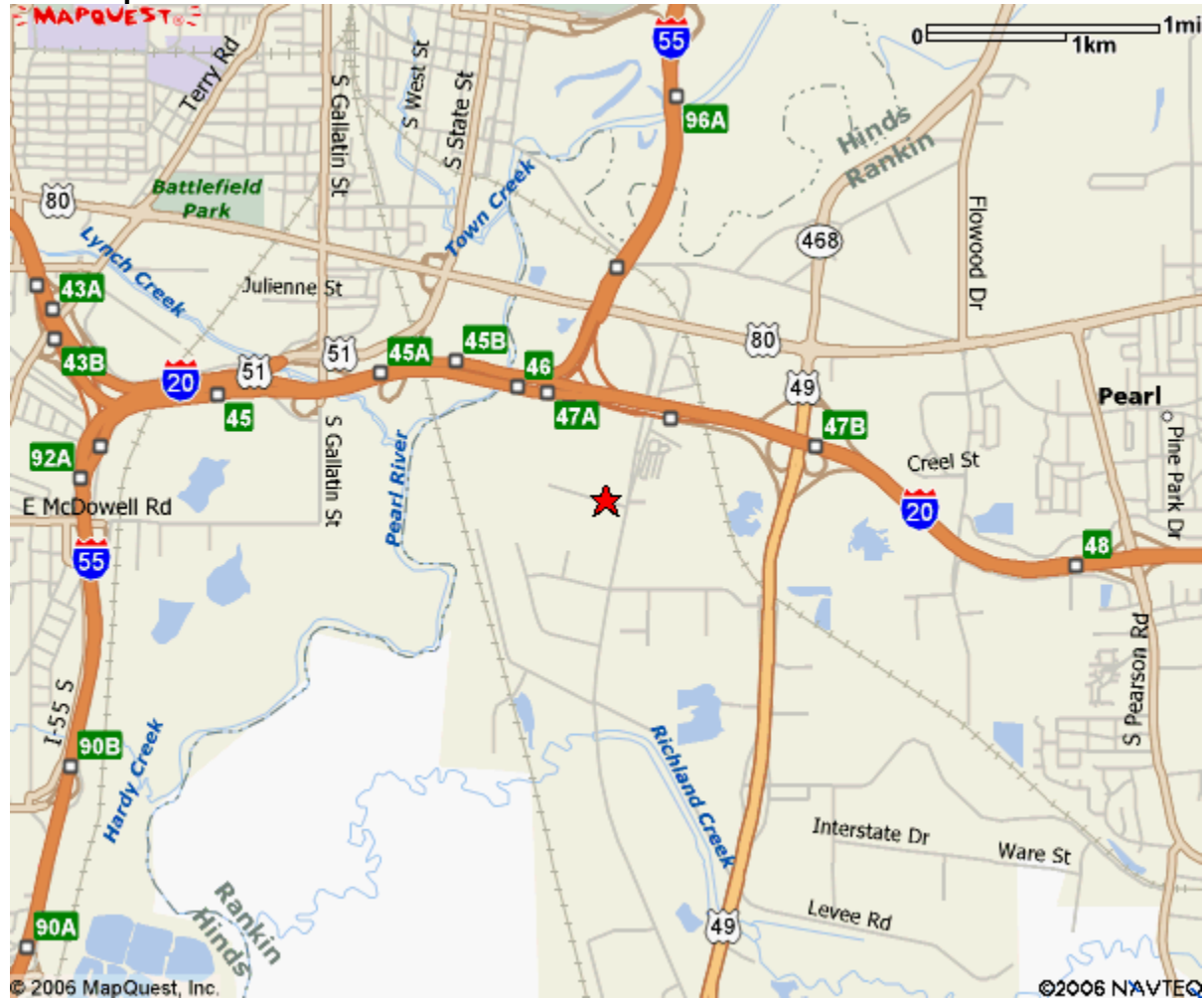
Department	Extension	Fax
Benefits	866/589-4744	
Human Resources	7262	601-936-6307
Payroll	7265	
Permits	7278	601-936-6307
Recruiting	7325	601-936-6307

Rider and Pet Passes	7276	601-936-6307
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Important Phone Numbers - Continued

Department	Extension	Fax
Safety	7277	601-936-6307
Tractor Shop	7323	601-664-1168

Area Map



Austell, GA Terminal

7260 Delta Circle
Austell, GA 30168

Phone 678/945-7795
Toll Free 866/349-8796
Fax 678/945-7885

Location Code: TTATL

Hours of Operation: Monday – Friday 0600 – 1800
Saturday 0600 – 1300
Yard is open 24/7 for drop and hook. Bills will be in nose of trailer.

Directions: I -20 West to exit 47. Take a right off the ramp then a quick right at stop sign. Total Transportation shares a terminal with Arnold Transportation. We will be ½ mile on left.

Parking or dropping trailers: When dropping loaded trailer always put a copy of the bol in the nose of the trailer in permit box. When dropping an empty trailer please open right door and back in to a spot along back row.

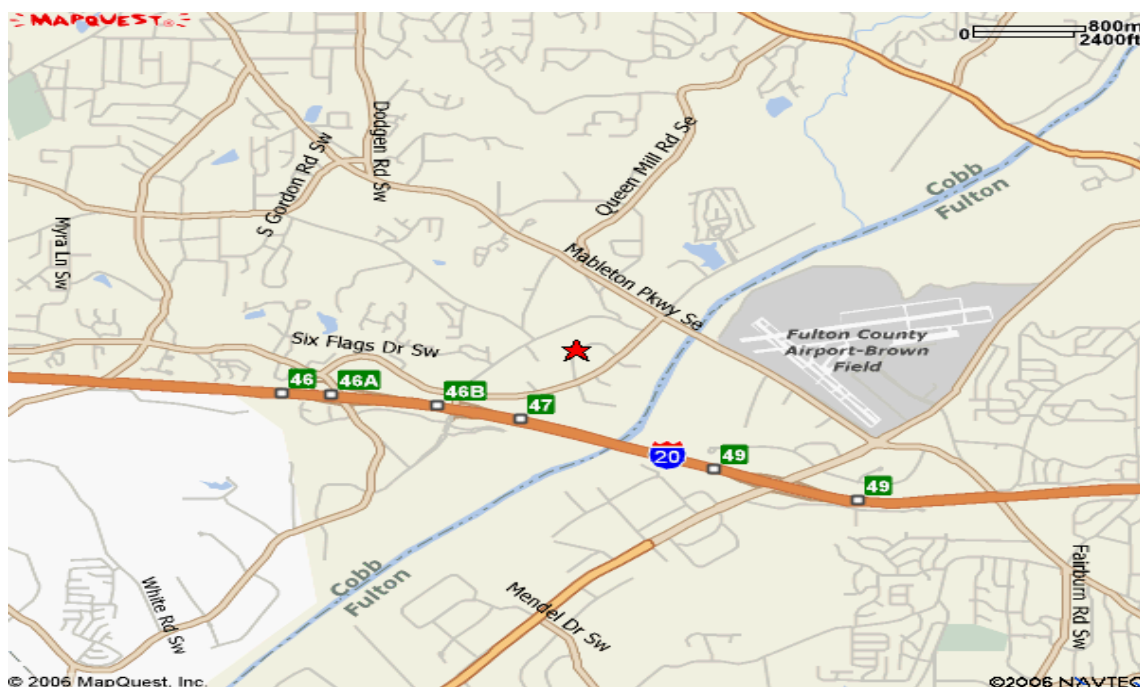
Paperwork: Always leave a copy of bill of lading in nose of trailer when dropping a loaded trailer.

Facilities: Drivers lounge upstairs with phone, shower and T.V

Points of Interest:

- Restaurants – Wendy's, McDonald's and Waffle House are nearby.

Area Map



Loudon, TN, Terminal

7000 Corporate Park Drive
Loudon, TN 37774

Phone: 865/408-0701
Toll Free 800/924-8891
Fax 865/408-0632

Shop Phone: 865/458-0906

Location Code: TTKOT

Hours of Operation: 24/7

Shop Hours: 24/7

Directions: I-75 to exit 72-go west on hwy 72 to 1st street on right-1 mile on right.

Parking or Dropping Trailers: The Loudon terminal is gated with a secure lot for trailers and/or employee parking.

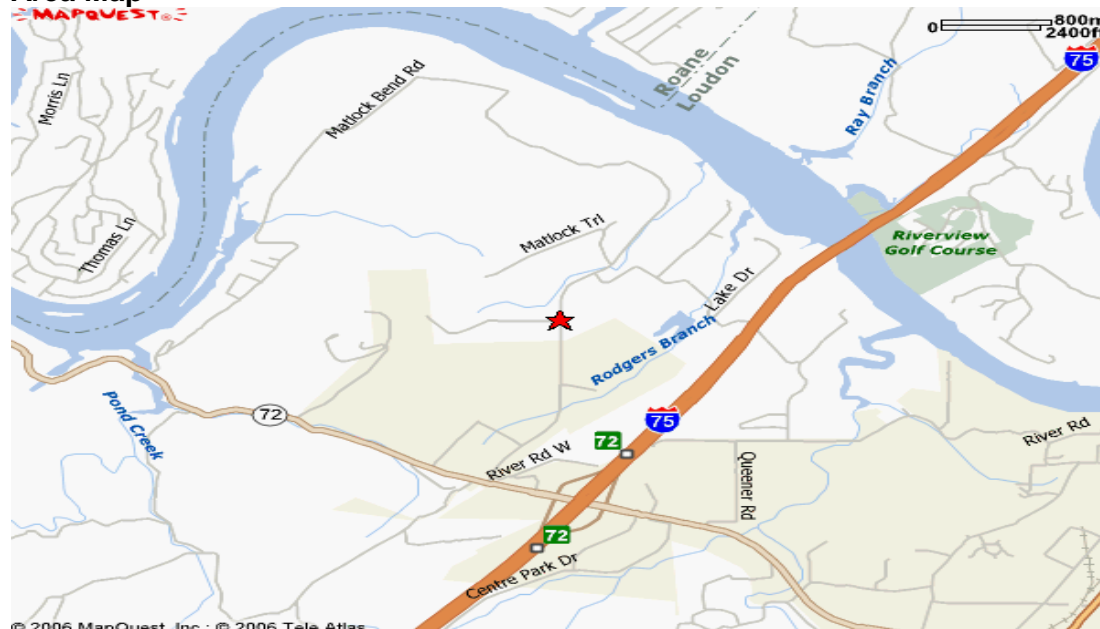
Paperwork: Turn in upstairs in dispatch and there is a drop box for TripPak.

Driver Facilities: Break room with vending machines and complimentary coffee.

Points of Interest:

- Food City located 3.5 miles east on hwy 72 with truck parking. Food City is a grocery store connected to a strip mall which includes: Advance Auto, China King restaurant, Dollar General Store, and Rite Aid Pharmacy.
- Restaurants in the area located near I-75 are McDonalds, Wendy's and Log Cabin.
- Wal-Mart is located north of Loudon at I-75 exit 81.
- 3 exits north on I-75 has 3 truck stops: Flying J, Petro and TA

Area Map



Olive Branch Terminal

8120 West Sandidge Road
Olive Branch, MS 38654

Phone: 662/890/8607
Toll Free: 800/348-0044
Fax: 662/892/6734

Location Code: TTMEM

Hours of Operation: Sunday – Friday 0700 – 1700
Saturday 0700 – 1200
Shop Hours: Daily 0700 – 2200

Directions: I-55 north to Goodman Road exit (Hwy 302), go East on Goodman Road to HWY 78, then go East to Exit 4. Take 305 South to first light and make right onto Nail Rd. Follow to end of road make a RH turn then to stop sign and make left then an immediate right. Truck entrance on the left.

Parking and Dropping Trailers: All trailers must be dropped on concrete pad. All HVP loads are to be dropped in area closest to the guard shack.

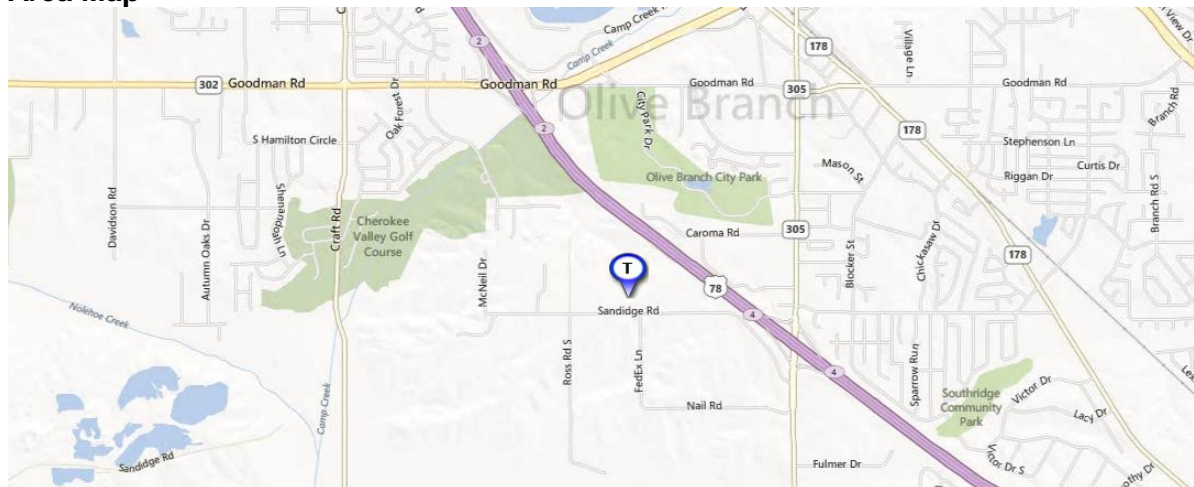
Paperwork: Day- bring inside to dispatch; Night- drop off at guard shack.

Driver Facilities: Break room with microwave, vending machines, restrooms, showers, laundry room and complimentary coffee.

Points of Interest:

- Fast food such as McDonalds and Taco Bell are located within 1 mile
- Various stores such as a grocery and pharmacies are also located within a mile
- A Post Office and Medical Building is located ½ block north of the terminal.
- Fuel stop is 10 miles away off of 78 and Shelby Driver

Area Map



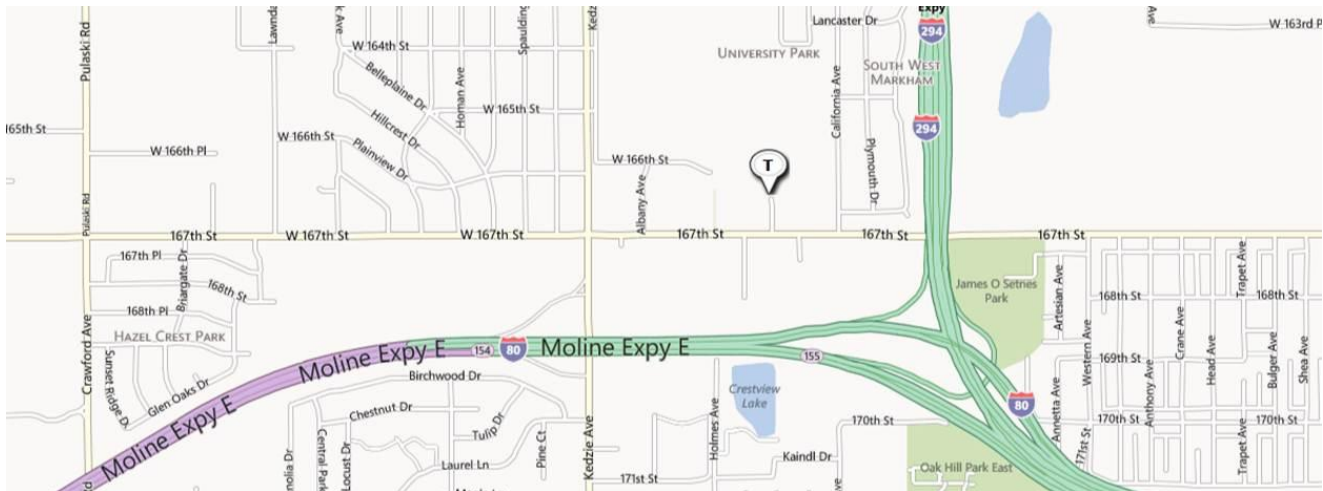
Markham, IL Drop Yard

USX Markham Terminal
2900 West 166th Street
Markham, IL 60428

Location Code: TTIL

Paperwork: Leave in the back of the trailer.

Area Map



Kearney, NJ Drop Yard

700 Belleville Parkway
Kearney, NJ 07032

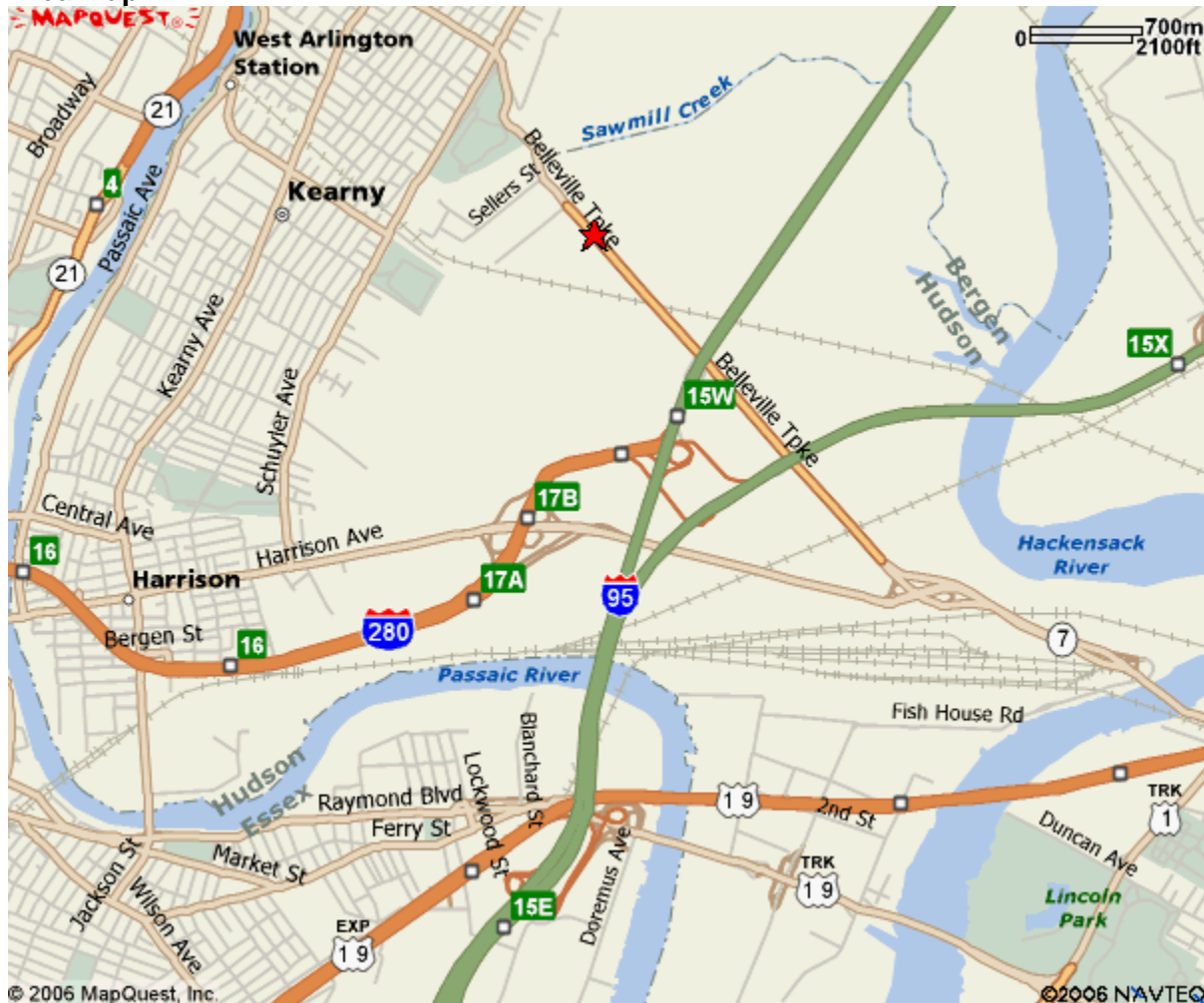
Location Code: TTNJ

Directions: From I-95 (North or South), take exit 15 W to route 508 E, stay to your right as you past the Post Office to route 7 West (RT 7 West is Belleville Parkway). Go 1.5 miles and you will see US Xpress yard to your left. You must check in with the guard shack and follow their directions.

Parking or Dropping Trailers: The guard will direct you when you check in.

Paperwork: Leave in the back of the trailer.

Area Map



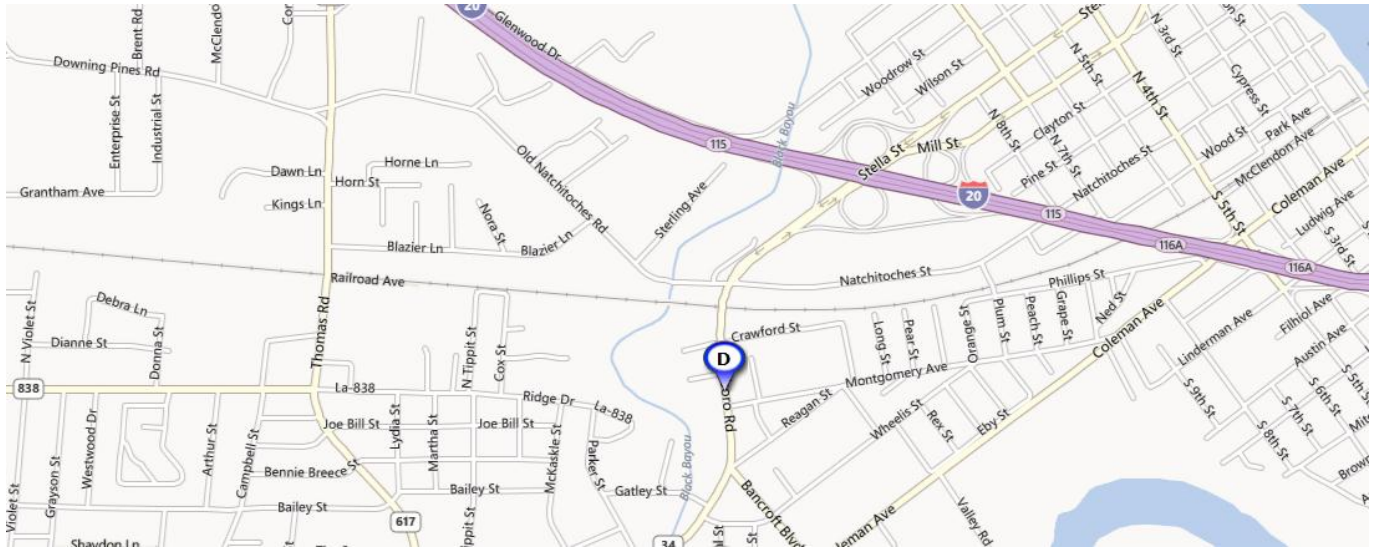
West Monroe, LA Drop Yard

350 Jonesboro Road
West Monroe, LA 71291

Location Code: TTMOL

Paperwork: Leave in the back of the trailer.

Area Map



SECTION 12: QUALCOMM MACROS & ABBREVIATIONS

MACRO LIST

Macro	Description	Macro	Description	Marco	Description
1	Load Acceptance	23	Accept Pre-Assign	47	Weather Report
2	Arrived at Shipper	25	Vehicle Inspection	48	Driver Info
3	Loaded at Shipper	26	Dedicated Load Info	49	DG. Driver Survey
4	Arrived at Shop	27	Cancel Advance	50	Advance Request
5	Stop Empty	28	Trailer License #	51	Request Payroll Info
6	Arrived at Destination	29	Update PTA	52	Specific Arrival Info
7	Expense Report	31	Time-off Request	53	Per Diem Elect
8	Empty at Final	32	Stop Notice	54	BTW Student Hours
9	RPW/ETA Confirm	33	Recruiting	55	Message to Max
10	Report toll & Scale	34	911 Emergency	56	Slip Seat Login
11	Phone Message	35	Accident	57	Sales Lead
12	Available Repower	36	Complete Repower	58	Annual Violations
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21	Breakdown Information	45	Request Fuel/Route		
22	New Directions	46	Customer Directions		

Circle of Service



QUALCOMM ABBREVIATIONS

As part of an effort to promote the most efficient level of communication with the Qualcomm, a catalog of standard abbreviations has been listed below. This list contains commonly used terms and phrases between fleet operations and the driver community.

Word or Phrase	Abbreviation	Word or Phrase	Abbreviation	Word or Phrase	Abbreviation
Appointment	APPT	Extension	X	Preventative Maintenance	PM
Around	ARND	1st Come 1st Served	FCFS	Projected Time/Availability	PTA
As soon as possible	ASAP	Freeway	FWY	Purchase Order	PO
Available	AV	Highway	HWY	Receive/Receiving	RECV
Avenue	AVE	Hours	HRS	Re-power	RPWR
Before	B4	Important	IMPT	Request	RE
Bill of Lading	BOL	Inbound	INBD	Reschedule	RESCH
Block	BLK	Industrial	IND	Right	RT
Boulevard	BLVD	Injury	INJURY	Road	RD
Building	BLDG	Interstate	I	Route	RTE
Company	CO	Lane	LLN	Shipper Load & Count	SL&C
Confirm	CNFRM	Left	LT	Shipper	SHPR
Consignee	CSGN	Live Load	LVLD	South	S
Customer Service	C/S	Load Cancelled	LL CNX	Spot	SPT
Date	DATE	Loads	LDS	Stoplight	S/LT
Deadhead	DH	Message	MSG	Street	ST
Deliver	DLV	Mile Per Gallon	MPG	Terminal	TERM
Deliver By	DLV BY	Miscellaneous	MISC	Terminal Transfer	TT
Department	DEPT	Needs Delivery Appointment	DNS DEL APPT	Thank You	THX
Dept of Transportation	DOT	North	N	Through	THRU
Dispatch	DISP	Number	#	Trailer	TRL
Dock	DOCK	Operations	OPS	Turn Right	TR
Downtown	DWNTN	Outbound	OUTB	Turn Left	TL
Driver	DRV	Pallets/ Palletized	PLTS	Turnpike	TPKE
Driveway	DRWY	Parkway	PKWY	24 Hour Drop	24D&H
Drop	DP	Phone Number	PH#	Warehouse	WHSE
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East	E	Please	PLZ	Yard	YD
Empty	MT	Pre-Assignment	PRE	You	U

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DRIVER HANDBOOK

By signing below, I acknowledge that I have received a copy of the Driver Manual. I understand that it is my responsibility to read and adhere to the policies and procedures contained in this handbook.

Print Employee Name

Date

Signature of Employee Name

Company Representative

Date