



DRIVER OPERATIONS HANDBOOK WEST SIDE TRANSPORT, INC.

SEPTEMBER 2018



Delivering Quality Service by the Truckload



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JOB DESCRIPTION

POSITION TITLE: Driver

POSITION REPORTS TO: Assigned Driver Manager

POSITION SUMMARY: Safely, professionally and in a timely manner, pick up, transport and deliver customers' freight while following company policies and procedures and federal and state regulations.

ESSENTIAL FUNCTIONS:

1. Drives truck to destination in accordance with federal and state regulations, company policies and procedures and Driver Manager recommendations; applies knowledge of commercial driving and uses acquired skills in safely maneuvering vehicle at varying speeds in challenging situations such as heavy traffic, inclement weather conditions and tight loading/unloading dock areas.
2. Hooks and unhooks trailers properly from the tractor using proper method; monitors condition of trailers on a continuous basis; and reports damages, needed maintenance and performance concerns in a timely manner.
3. Reviews all shipping documents (e.g., manifest, security seal records, bills of lading, shipping orders, freight bills, etc.) before any trip miles are completed in order to understand the nature of the load; ensures that all shipping documentation required to move with shipments is available for inspection at all times and that appropriate paperwork accompanies shipment when delivered; and all submits necessary shipping paperwork to West Side in a timely manner.
4. Loads and unloads trailer freight with assistance from dock workers, with or without mechanical freight handling equipment; maintains condition of freight from origin to destination drop-off; and monitors inventory of loads in order to meet order expectations of customers.
5. Maintains and submits on a timely basis records required for compliance with state and federal regulations including drivers' logs, fuel receipts, mileage records and other requested information.
6. Maintains complete communication flow with Driver Manager as needed for quality service to be provided; and performs all duties in accordance with company policies and procedures according to the Driver Manager and Director of Operations.
7. Inspects truck for defects, damages, or needed maintenance before, during and after trips are completed; submits reports at the end of each trip or tour of duty; and installs and removes necessary equipment as required in appropriate weather conditions.
8. Reports all accidents involving drivers' safety and company or driver equipment; reports highway safety hazards noted en route as witnessed; and reports any delays due to breakdowns, weather, traffic conditions or other emergencies in a timely manner.
9. Attends various educational training sessions and meetings in order to improve the quality of service provided and to maintain personal safety record.
10. Performs other related duties as assigned.

WEST SIDE TRANSPORT
DEPARTMENT: OPERATIONS
DATE LAST REVISED: 04/09/18

NECESSARY QUALIFICATIONS:

- Possession of a valid Commercial Driver's License.
- Ability to pass a company provided DOT physical.
- 6 months tractor-trailer driving experience or have graduated from an approved driving school.
- Successful passing of pre-employment drug screening, physicals, and job task analysis.
- Completion of pre-employment interviewing procedures and driver orientation sessions.
- Ability to perform simple math calculations with mental ability to handle and read receipts, maps, signs and maintain logs and records.
- Ability to operate vehicle safety and control systems.
- Ability to communicate in the English language verbally and in writing.
- Knowledge of Department of Transportation regulations governing safe driving, hours of service, inspection, maintenance, and load securing.

PHYSICAL QUALIFICATIONS:

- Ability to remain seated and alert while driving up to 11 hours during a 14 hour on duty period. The requirement of the 11 hours of driving time can include driving during night time and early morning hours.
- Ability to remain seated and alert while driving for up to 11 consecutive hours.
- Ability to frequently push and pull up to 200 lbs. with use of necessary equipment and push and pull up to 75 lbs. without the use of moving equipment.
- Ability to lift up to 75 lbs. in continuous motions at various height levels.
- Perform crouching, stretching, high reaching, pushing, pulling, bending, twisting, climbing, squatting, and high stepping on a repetitive basis while shifting, loading and unloading freight.
- Ability to depress 40 lbs of pressure with each foot for periods of up to one minute.
- Ability to stand, walk and meet the above requirements on various surface areas and conditions for up to 8 consecutive hours.

WORK ENVIRONMENT:

- Exposure to various noise levels, continuous body vibration, irregular temperatures, and extreme weather conditions.

The above statements reflect the general duties of the position and describe the principal functions and may be adjusted according to the business environment as seen fit by management.

Prepared by: Amy Jordan

Incumbent:

Approved by:

MAINTENANCE DEPARTMENT

SHOP PHONE #800-944-0440 Ext. 230
SHOP FAX # 319-396-0273

Drivers are to bring their trucks & trailers through the inspection lane every time you come to the Cedar Rapids, Glenwood or the South St. Paul Yard.

BREAKDOWNS

Analyze your situation as best you can. The more information we get from you the better and quicker we can help you. Try to help yourself as much as possible. If you are at a scale house or truck stop, see if they have a bulletin board and try to get some telephone numbers of the local repair facilities in the area before you call in. Do not schedule the service yourself, give the numbers to the shop and let them schedule it for you. This simple act could speed up the repair and get you on the road much quicker.

PURCHASE ORDERS (P.O.)

You need a P.O. for anything over twenty-five dollars purchased through the shop that you want to get reimbursed for. motels, cargo straps, and washer fluid P.O.'s are handled by dispatch. Make sure that all P.O. receipts and paperwork are either mailed in to Cedar Rapids, or brought in personally if that is quicker. If you purchase anything to repair the truck no matter what the cost, you WILL need a P.O. number if you want to be reimbursed. Do not send in charge receipts. Prior to issuing a purchase order number a copy of the invoice or repair order with the exact charges must be faxed to the shop when work is completed. At the time repairs or services are needed on the road, all work will need to be authorized by our shop. Do not add extra repairs without approval.

All P.O.'s require that you have the following information:

1. Repair facility name
2. City and State
3. Call back number with area code
4. Primary unit number (unit being worked on – truck or trailer)
5. Secondary unit number (unit not being worked on – truck or trailer)
6. Itemized invoice including invoice number
7. Reason for the P.O.
8. Exact dollar amount (including taxes)
9. Mileage
10. Trip number of the trip that you are on at the time of the breakdown
11. Driver name

**ALL COMCHECKS GIVEN TO THE DRIVER FOR REPAIRS ARE TREATED AS A CASH
ADVANCE TO THE DRIVER UNTIL THE PAPERWORK IS IN AND PROCESSED**

TRACTOR-TRAILER WASHES

CEDAR RAPIDS & GLENWOOD

There is a wash bay available at the Cedar Rapids and Glenwood facilities. The attendant will hand wash your truck only.

TIRE CHAINS

Tire chains are available for company trucks in the Parts Department in Cedar Rapids. Four sets of singles tire chains will be issued by approval of your dispatcher. These chains are for company tractors that travel the western states from September 1st to May 31st. The chains are for citation avoidance and not for use to continue operation in adverse and unsafe weather.

CARGO STRAPS AND EXTRA KEYS

Cargo straps are available in the parts room and drivers should have four with them. In a situation where cargo straps are used and sealed in a loaded trailer, drivers can replace them on the road by calling the Driver Manager for authorization or pick them up at any West Side terminal.

EXTRA KEYS for the truck can be made in the parts room. Make sure you always have an extra key for an emergency if needed. Do not hide key under hood of a truck that has an inside the cab hood release. Keep your truck locked at all times. West Side is not responsible for your personal belongings.

ENGINE OIL

Engine oil level must to be checked daily. West Side requires running the engine oil level half-way between the add mark and full mark as over filling can cause engine damage. At the time of a service or additional oil is needed we recommend using Chevron Delo 15W-40 when available. Please allow ample time after engine is shut down to check oil level to prevent overfilling of the crankcase.

REQUIRED SERVICES FOR TRACTORS

P2- PM-Service & F1 Annual Inspection will be completed on International Tractors every 32,000 miles and on Freightliners and Volvo tractors every 40,000 miles. Drivers will receive a message on their Qualcom, 5000 miles prior to the service being due, allowing the driver to discuss and plan the service at a convenient time.

Knowing when services are due and preventing them from becoming past due can be very helpful as services can then be done at a more favorable time, rather than when under dispatch when downtime can be a factor. The Road Service Coordinator can advise you as to what services are due and where they should be done. The shop prefers to get the service scheduled within 1000 miles of the required P2 mileage. Driver Managers get a list of trucks that are due for service every week and can assist drivers in scheduling but your assistance in tracing the service on your truck is greatly appreciated.

West Side **NEVER** wants to put a pick up or delivery in jeopardy just to get your service done. The Shop can schedule the service around a pick up or delivery time if necessary. On the road services can be scheduled at **T/A Travel Center or a Speedco Quick Lube** if the driver cannot be routed to Cedar Rapids in time. **PLEASE KEEP YOUR DRIVER MANAGER INFORMED ON ANY SERVICE OR MAINTENANCE ISSUE** with the truck.

If a truck is scheduled to have the service done on the road the driver must advise the supervisor at the maintenance facility where the service is to be completed of the following:

Do not change the water filter as we use a special filter which has a cooling system treatment in it. The shop personnel in Cedar Rapids replace that filter every 100,000 miles.

If their service or inspection indicates further repairs or adjustments, be sure to get it approved by the road coordinator prior to the work being completed.

Check and adjust tire pressure AT 100 PSI. A decal on the rear suspension will display the correct tire pressure.

REQUIRED SERVICES FOR TRAILERS

P1- PM-Services & Inspections are completed every 90 Days and the F-1 Annual Federal Inspection will be included with every P-1 Service. West Side requires drivers to check the sticker on each of the trailers to which he/she couples and advise their driver manager if the service or annual inspection are not current.

VEHICLE INSPECTIONS

Make sure at the time you drop or pick up a trailer that it is road-worthy and your inspection report is filled out properly on your log sheet. A thorough inspection can detect problems and repairs can be done prior to being dispatched. This will help prevent down time and late deliveries. **DO NOT LEAVE YOUR PROBLEM FOR THE NEXT DRIVER.**

TO REPORT DAMAGES OR MAINTENANCE PROBLEMS CALL OUR MAINTENANCE COORDINATOR AT 800-373-2957, EXT. 230.

Our road coordinator will help you in finding the correct facility and assist you until the repairs are completed and the bill is paid.

ROAD TIRE REPLACEMENTS AND ROAD REPAIRS - ALL TIRES SHOULD BE KEPT AT 100 PSI

Please call the shop and we will find a tire vendor to help you out.

PLEASE FOLLOW THESE EASY STEPS:

Step #1-driver calls fleet manager then transfer to shop

Step #2-the shop breakdown coordinator will find a vendor to do repair and ask you to drive truck to the repair facility if possible.

Step #3-vendor will repair tire; mount spare tire and shop will decide what to do if the first two choices are not possible

Breakdown information: Exact breakdown location | Tire size | Wheel position, Truck number & cell phone number

EQUIPMENT

At the beginning of your employment with West Side Transport you are assigned to your Unit. The Foreman on duty can be of assistance, regardless if it is a question or help in preparing your assigned tractor. Please be certain that you are familiar with operating all the features on the truck before you leave on your first trip. It will also be important to review the following drivers' responsibilities for care and operation of company owned equipment.

WEST SIDE WILL ALLOW INVERTERS (1500 WATTS OR LESS) TO BE INSTALLED IN YOUR TRACTOR BUT THE INSTALLATION OF THE INVERTER MUST BE DONE IN CEDAR RAPIDS SHOP BY WEST SIDE PERSONNEL ONLY. NO EXCEPTIONS.

You will need to inform your Driver Manager **AS SOON AS POSSIBLE** if you will be delayed due to the services or repairs needed on your equipment. If you refuse to go through the Shop Foreman and are put out of service due to a problem with the equipment that could have been caught and fixed, you may be liable for the cost of any citations issued. West Side's goal is to keep all of our equipment in perfect working order. Part of your responsibility is to give us a chance to meet this goal-**WHENEVER YOU COME INTO THE WEST SIDE IN CEDAR RAPIDS, SOUTH ST. PAUL OR GLENWOOD, YOU MUST GO THROUGH INSPECTION LANE-NO EXCEPTIONS.**

PARKING

When you are at the Cedar Rapids Terminal loaded trailers are to be parked on the north side of the yard where the concrete dolly pads are available. Pre-inspected empty trailers should be parked in the center of the parking lot. Out of service trailers needing repairs are to be placed in the west row of the parking lot. These trailers are not road worthy and should not be dispatched.

Tractors are to be parked in rows east and west of the Fuel Island. Please do not park where it becomes difficult to drive through the fuel lane. Tractors have block heaters and 20-amp outlets with extension cords are available in the tractor parking area. In cold weather we require them to be plugged in. Tractors are not to be left running unless authorized by the shop.

FUEL ADDITIVES

Fuel additives are not to be used without authorization from the West Side Shop. Excessive use of fuel additives can be harmful to the engine, can cause loss of power and can have an adverse effect on fuel economy. All of the trucks are equipped with heated fuel returns that run fuel through the engine and heat it up then direct it back into the tank at 100 gallons per hour.

IN SHOP REPAIRS INFORMATION

CEDAR RAPIDS: Monday thru Friday the Shop is open from 7:00 AM until midnight. On Saturday the Shop is open from 7:00 AM until 5:00 PM. On Sunday the shop is closed.

GLENWOOD, IL: Monday thru Friday the Shop is open 24 hours per day. On Saturday the Shop is open from 5:00 AM to 3:30 PM. The Glenwood Shop is closed on Sunday.

ST. PAUL, MN: Monday thru Friday the Shop is open from 7:00 AM to 5:00 PM. Saturday and Sunday on call only. Drivers should call ext. 230 or ext. 500 for equipment maintenance issues.

INDIANAPOLIS, IN: Monday thru Friday the Shop is open from 7:00 AM to 5:00 PM. Saturday and Sunday is on call only. Drivers should call ext. 230 or ext. 500 for equipment maintenance issues.

COLUMBUS, OH: Drivers should call ext. 230 or ext. 500 with equipment maintenance issues.

There will be a tech in the Cedar Rapids shop on Saturdays & Sundays from 7:00AM to 11:30 PM. There is always a road breakdown person available. The rest of the time, the Cedar Rapids Shop is staffed. The Glenwood Shop is staffed Monday – Saturday except on Christmas and Thanksgiving. If you are coming into the shop on a weekend please schedule your maintenance ahead of time and plan accordingly.

Priority is given to loads with tight schedules. Under normal circumstances, the shop works on a first-come-first-served basis.

ACCESSORY ITEMS PURCHASED OVER THE ROAD

Extra cargo straps need to be approved by and purchased through your Driver Manager.

Driver should keep an extra head light bulb, glad hand grommets and fuses to minimize lost time due to minor equipment defects that they may repair on their own.

PERMITS AND LICENSING

Ext. 124

LICENSE PLATES

West Side purchases license plates in December for each tractor. Driver Managers will assist drivers in having the registration with the truck prior to the December 31 expiration date.

TRAILER PLATES

TRAILER PLATES ARE PERMANENT PLATES. PART OF YOUR PRE-TRIP INSPECTION OF EQUIPMENT IS TO CHECK THE LICENSE PLATE TO VERIFY THAT IT IS AFFIXED TO THE TRAILER, CHECK THE TRAILER REGISTRATION BOX, WHICH IS THE ROUND CONTAINER NEAR THE GLAD HAND RECEPTICALS AT THE FRONT OF THE TRAILER, TO BE SURE IT IS THE PERMANENT REGISTRATION AND NOT THE EXPIRED TEMPORARY. CHECK THE STICKER ON THE PASSENGER SIDE FRONT OF TRAILER TO BE SURE THE ANNUAL INSPECTION & SERVICE ARE CURRENT.

FUEL DECALS AND PERMITS

Fuel decals and permits expire at different times of the year. Expiration dates are printed on most. West Side messages drivers when new permits are received and the permits are made available at all terminals.

PERMIT BOOK

Every tractor has a three-ring binder (permit book) in it. The Permit Book contains all of the important documents that enforcement officers may need to see. Make sure the permit book is in your tractor before you leave the yard.

Iowa and New York require decals on the truck. Iowa also issues a cab card for the IFTA decal. This card can be found in the permit book and has the expiration dates printed on it. It is very important that you bring your permit book to the Safety Department on a regular basis so that we can keep you current on permits.

Being legal to travel up and down the road is also the responsibility of the driver. Fines are usually very costly and unnecessary. Temporary permits can be sent out on the road as opposed to being stopped and paying a fine. Making yourself familiar with your permit book could save a lot of money, not to mention time, on the road.

The state of Oregon fines carriers over \$400 for not having a trip permit so if a driver is heading there we must work together to be sure we have the permit before entering the state.

LICENSE & PERMITS

The following permits and decals expire on the dates listed. Please check your Permit Book and make sure you are legal:

STATE	DATE EXPIRES	TYPE
IOWA	DECEMBER 31	IFTA DECALS & CARD CAB
IOWA	DECEMBER 31	TRACTOR REGISTRATION
IOWA	SEPTEMBER	INSURANCE CERTIFICATE
INDIANA	DECEMBER 31	ALCOHOL & TOBACCO
KENTUCKY	DECEMBER 31	ALCOHOL
NEW MEXICO	BY TRIP	WEIGHT DISTANCE PERMIT
OHIO	JULY 15	OHIO INTRASTATE AUTHORITY
OHIO	OCTOBER 1	LIQUOR CONTROL
OREGON	DECEMBER	PERMIT REQUIRED BEFORE ENTRY

OVERWEIGHT/OVERLENGTH-TRAILER BRIDGE

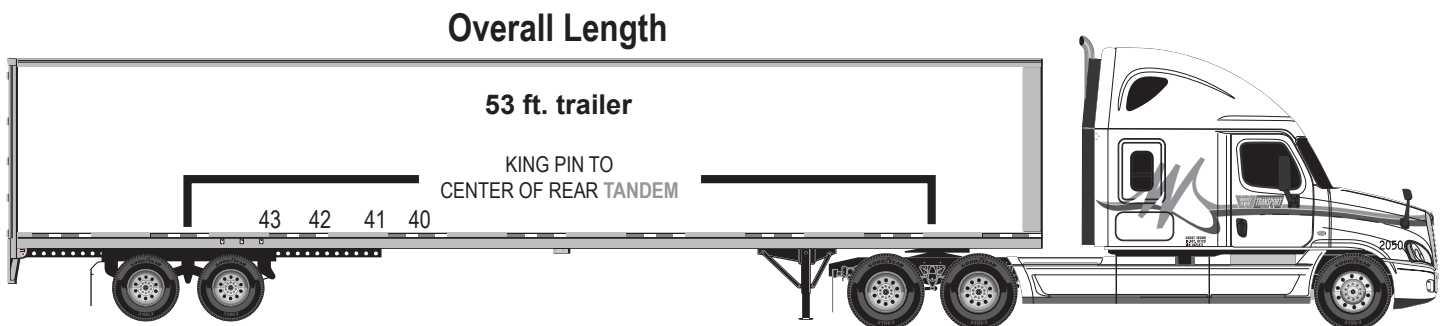
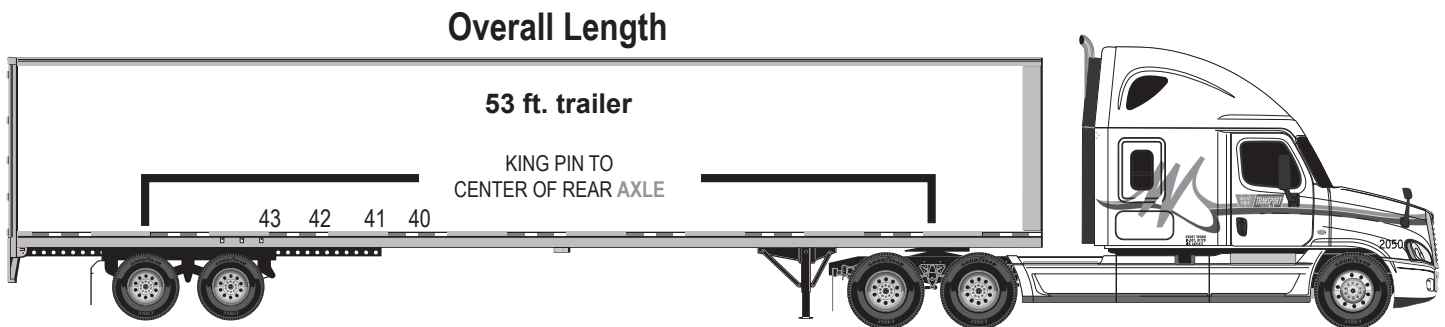
HOW TO SCALE A LOAD

Please read carefully. If you are not sure, call Dispatch or Safety for assistance.

- 1. Scale at Shipper:** If there is a scale at the shipper, driver must scale there. If overweight, call dispatch. Drivers must confirm compliance by scaling at first CAT Scale.
- 2. No scale at shipper:** Driver needs to call dispatch to get covered to the closest scale. If the driver does not call, the driver pays the ticket if stopped.
- 3. Covered to scale and overweight:** If can't get legal by moving the fifth wheel or tandems, call dispatch. Dispatch will determine whether to roll with or return to shipper.

NOTE TO DRIVER MANAGERS/NIGHT DISPATCH:

Use all of the enclosed guidelines to help you determine your decision.



STATE BRIDGE LAW REQUIREMENTS

CALIFORNIA- 40' from King Pin to center of real axle

CONNECTICUT- 43' from King Pin to center of real axle

DISTRICT OF COLUMBIA- 41' from King Pin to center of rear axle group

FLORIDA- 41' from King Pin to Center of rear axle group

MAINE- 43' from King Pin to center of rear axle group

MARYLAND- 41' from King Pin to center of rear axle group

MICHIGAN- 41' from king pin to center of rear axle

MINNESOTA- 43' from King Pin to center of rear axle group

NEW HAMPSHIRE- 41' from King Pin to center of rear axle group

NEW YORK- 43' from King Pin to center of rear axle

OREGON- trip permit required prior to entering state

RHODE ISLAND- 41' from King Pin to center of rear axle group

SOUTH CAROLINA- 41' from King Pin to center of rear axle

TENNESSEE- 41' from King Pin to center of rear axle group

VIRGINIA- 41' from King Pin to center of rear axle group

WASHINGTON- 53' permit required (contact Safety)

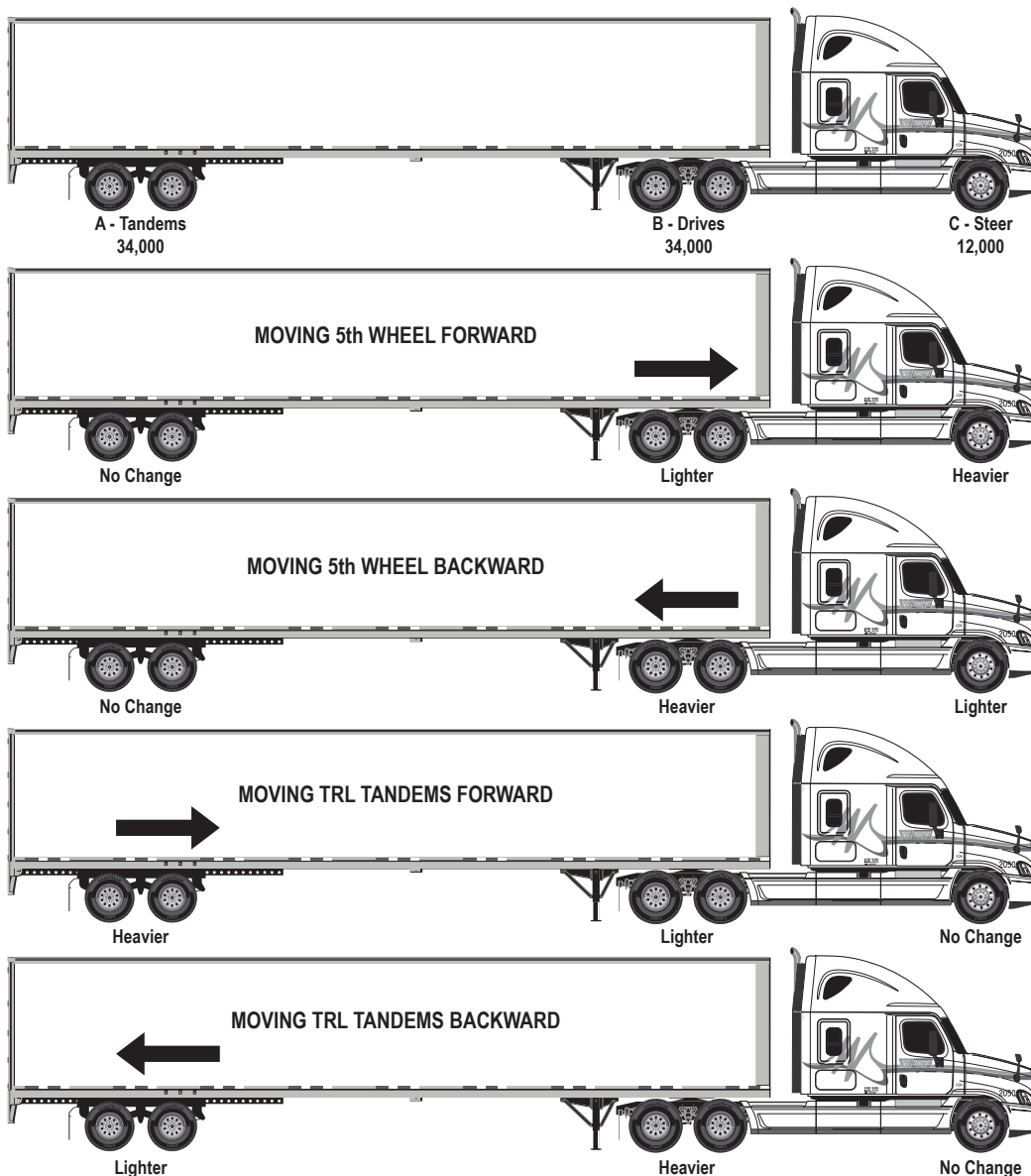
WEST VIRGINIA- 37' maximum from rear axle of tractor to front axle of trailer

WISCONSIN- 43' from King Pin to center of rear axle

HOW TO SCALE A LOAD

1. Adjust the trailer tandems to the shortest kingpin law for the states you will have to travel through.
2. Always weigh before leaving loading area. If you will cross a DOT scale prior to a CAT scale, call your Driver Manager.
3. Pull onto the scale and weigh each axle. Get the three weights and add them together.
4. If over 80,000 pounds: STOP! Your vehicle is over weight. Immediately call your Driver Manager.
5. Compare each weight to allowable limits (A, B, and C), and determine if any axle(s) are over weight.
See diagram below.
6. Follow the chart to shift the weight from too heavy to those with leeway.
7. After each shift, re-weigh.
8. Don't drive until legal. If you can not get the load legal, call your Driver Manager.
9. Any load scheduled to deliver in California must be set at 40' Kingpin setting.
10. **NOTE:** If you have any questions regarding weights, heights, lengths, or widths of any load or trailer, contact your Driver Manager

MAXIMUM WEIGHTS



**EACH NOTCH ON THE 5th WHEEL MOVES ABOUT 500 POUNDS
EACH NOTCH ON THE TRL TANDEMS MOVES ABOUT 250-300 POUNDS**

DRIVER PAYROLL

Ext. 262

Hours the Payroll Line is open Mon-Fri, 8:00 A.M. to 4:00 P.M. CST

Department Closed: Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day

PAYROLL POLICIES AND RULES

To help Payroll efficiently process your pay depends on you completing your paperwork and taking the time to be sure your Bills of Lading **are signed** and that you have the correct documents needed to process your pay.

Drivers **MUST** scan their paperwork as soon as possible after delivery.

In order to not jeopardize your ability to be dispatched **be sure it's done within 48 hours of delivery.**

If you have any question about the Policies and Rules contained herein be sure and your **Orientation Instructor** or anytime ask the Payroll Department x262.

DISCLAIMER:

Payroll endeavors to provide you with the most up to date information and policies however, policies may be changed without prior notice.

When there is a policy change or new policy created, a message is sent to the Fleets.

Please read all messages from Payroll and call with any questions you may have.

Check with Payroll annually to ensure you have the most up to date Accessorial Pay Rate Sheet and Department Policy section.

- The Driver Payroll ext. 262 does not go to voice mail during regular business hours 8:00 AM to 4:00 PM CST
- It will ask you to please hold if we are on the line with another driver.
- Calls are answered in the order they are received.
- It does have an after-hours voice mail box.
- Feel free to leave a message during this time and how we may contact you.
- When calling payroll please identify yourself by your Driver Code. We do not pay you by your Truck number.

BILLS OF LADINGS

- Bills of Ladings are the most important document to your payroll.
- All loads you deliver to the customer's site or their yard require you to have a signed Bill of Lading with a completed Trip Sheet scanned by payroll policy deadlines before your mileage or hourly reimbursement pay will be processed.
- That is true for live unloads as well as drops at the customers address.
- If you detach your Truck from the Trailer at the Customer... Payroll views this as delivery not a relay.
- If you deliver any stops or make more than one pick up on a load, and then relay the rest of the load at a terminal (or other relay point) you must scan the Bill of Lading and Trip Sheet for the stops you did deliver or pick up before your trip pay can be processed.
- Please have your bills signed off "Seal Intact" and the seal number for each stop.
- The Safety Section will go into more detail about Seals.
- Look at your bills when your consignee hands them back to you.
- Be sure you have all the pages and it's for the right Trailer number and that they sign it.
- The best practice to get into is to mark an X and draw a line and ask your Consignee to sign on the Line.

"See the example handed out"

- Always make sure you leave a set of paperwork for the next driver of a load if you relay.
- Never Ever go into a Consignee without having two complete sets of your Bills of Lading.
- You cannot assume they will have a copy machine at the dock.
- Your pay depends on you having a complete set turned into payroll (if your bol is multi page).
- A complete set means you have EVERY PAGE.
- We are only talking about the BOL not the Packing Slip. Packing Slips belong to the Consignee.
- If you are dropping your trailer at the Customers facility and not live unloading.
- Leave their set of the BOL's with the trailer (unless told to give to a guard)
- Note it "dropped at customer, date, time, seal number" then sign your name, keep West Side's copies.

“See the example handed out”

- If you did not deliver any part of the load and relayed the load to another driver or dropped at one of the West Side yards, you are not required to scan in a Trip Sheet to be paid your miles.

EXPENSES ON RELAYED LOADS

1. If you have expenses from the relayed load
 - put your trip # and/or PO# on the receipt the expense was incurred on
 - complete a trip sheet for the load you relayed
 - scan the trip sheet and receipts but not the bill of lading to payroll
2. **Lumper Receipts must be with the Bill of Lading for the load they were incurred on** when that loads paperwork is turned in.
3. If the Lumper receipt is missing the trip cannot be processed and your pay released by the Payroll Clerk until the receipt is received in payroll.

LUMPER SERVICES

Most Lumpers have their own receipts but if they do not, please use a West Side Lumper Receipt provided to you upon completion of Orientation

SHORT FORM BILLS OF LADING

- If your Shipper does not issue a bill of lading it is YOUR responsibility to issue one.
- Always have spare Short Form Bills of Ladings in your Truck.
- Some loads you are dispatched on might have satellite comments telling you that you are required to fill out a Short Form BOL.
- Be sure to read all Satellite Comments.
- Be sure you follow the instructions.
- Call Payroll if you don't understand.

In order for a document to **qualify as a Bill of Lading** it has to have the **Shipper's name and address**, the **Consignee name and address**, **product description**, **Trailer number** and **freight terms**.

“See the example handed out”

- Never Ever deliver a load without a Bill of Lading.
- A Packing List is not a Bill of Lading and cannot be substituted as one.
- Telling Payroll “That’s all they gave me” will not get your payroll processed.
- We will have to obtain a proper Bill of Lading before we can process your pay.
- Don’t delay your pay unnecessarily. Check your Bills before you leave the Dock!
- Compare your bills to your Qualcomm before you leave your shipper.
- Call West Side Dispatch if they don’t MATCH before you leave the Dock.
- Once Dispatch gives you the all clear to leave the shipper and your BOL doesn’t match were you loaded or delivered your freight, you have to change it so it does.
- Your Paper work has to match up with the West Side dispatch before Payroll can process.
- If it doesn’t you will be messaged to fix your bol and rescan it before pay will be released.
- READ all comments sent over your satellite at dispatch time.
- Some customers have special instructions that must be followed in order for your pay to be processed.

“See Hand out - BOL’s”

IMPORTANT TIPS

Payroll will always start a satellite message to you with the words:

“Drivers” or “Msg. from Payroll!” Please pay attention to those messages!

PO receipts must be scanned with the load they were incurred upon.

Best Practice = check your payroll each week via the satellite.

Keep track of what should be on your payroll.

Or check your payroll by email or the West Side Web Site.

VERY IMPORTANT POLICY TO REMEMBER!

All Payroll **discrepancies** in reference to your payrolls **must** be addressed within **30 days** of the Payroll Date. That **includes** turning in the necessary paperwork or receipts to be paid on a load.

West Side Transport will not be liable to pay any Driver for Trips and/or Receipts that have exceeded 30 days from Delivery Date. Any Drivers Trip or Receipts 31 days or older from delivery date or receipt date will be deleted from the payroll screens and pay forfeited.

ACCESSORIAL PAYS:

Your Driver Manager is responsible to enter in your accessorial pays as they dispatch your loads. They do get busy so it doesn’t hurt to check with them to be sure they get everything entered. You should be handed a separate sheet in Orientation Class with the current pay rates for these Accessorial Pays.

“See hand out Accessorial Pays”

All **Detention** is subject to review and approval. Make sure you are noting your in/out times on the bills of lading. Make sure the information is legible and labeled. You also have to put in your arrival and departure calls via the satellite or you will not be paid. Be sure and label all time as “in” or “out” and what location the time is for such as “shipper” or “consignee”.

HOW DO I GET MY PAPERWORK IN TO THE CEDAR RAPIDS OFFICE TO GET PAID?

- West Side offers a scanning app that can be downloaded to your cell phones. Drivers who use the West Side App to scan paperwork are **NOT** required to complete a trip sheet for the load.
- You may use Transflo Express Scanning Services at truck stops
- All West Side Terminals offer scanning stations.

NEVER USE THE TRIPPAK DROP BOXES FOUND AT TRUCK STOPS

We are **not** members of the box pickups and doing so will cost \$25.00 in COD charges as they will pull your envelope and express mail it to us.

This will be charged back to you on your pay check.

Cost subject to change without notice.



Please scan your paperwork as soon as the load is finished. Policy is within 48 hours of your delivery.

Almost every truck stop you fuel at has either Transflo.

Not scanning your loads within these guidelines could affect your ability to be dispatched and your weekly pay commitment.

BE SURE YOU UNDERSTAND THIS POLICY.

ASK Questions until you do.

- You pay nothing to use this service at the Truck Stops.
- If an attendant at a truck stop attempts to charge you to scan your trips please report this to the Payroll Manager immediately.
- You will use the same Trip Sheet when you use Transflo.
- If you run low on supplies and will not be in Cedar Rapids, Glenwood, South St. Paul, Indianapolis or Columbus, please call Payroll and we will US Mail supplies to your residence.
- We will not pay for Overnight delivery so please plan ahead.

KEEP ALL PAPERWORK FOR 30 DAYS FROM THE SCANNING DATE

If terminating your employment, you will be asked for paper work on any trips under 30 days old.

Mailing document to the Cedar Rapids Terminal

If you would be asked to send something to the Cedar Rapids office you would send it by US Mail. You should always have some envelopes in your truck for just such situations.

“See Sample Shown in Class”

Notice it has postage prepaid permit # on it, so you do not need to put a stamp on it. You can send a camera in one of the envelopes but be sure and tape the seams of the envelope and put West Side's name & address on the Camera before mailing it.

COMDATA

All of your Fuel should be paid for on your ComData Card.

- **DO NOT** scan your fuel receipts if charged on your card.
- If you have lost your com data card or the card will not work properly, West Side will put your card in “lost” status until you receive a replacement card. During this time if you must purchase fuel, you will need to go to the fuel desk at the truck stop.
- West Side runs a 1 card system.
- There are 3 different functions to your Card:
 1. Fuel/Cat Scales/Oil
 2. Cash Advance for Truck Expense
 3. Payroll

- 1. THE FUEL SIDE:** this allows you to pay fuel, oil & cat scales.
- 2. CASH ADVANCE:** this will give you access to the truck allowance.
Called Cash on Card or Savings if using an ATM.
- 3. PAYROLL IS CALLED E CASH OR EXPRESS CASH:** this will allow you to check and withdraw your payroll if you have some or all your pay stay on your card. Access Checking if using an ATM.

When you pick up your ComData card you will be required to set up a pin number prior to leaving Orientation because if you don't set it, your card will be locked out after 48 hrs.

- The Fuel Side allows you to fuel your truck at all Truck Stops within our Network. The Fuel Presentation will go more in-depth with you on that function.
- The Fuel & Advance function will not be active unless your status is “**Under dispatch**”. Macro 12.
Being preplanned on a trip is not under dispatch.
- Be sure when heading home after a load you have enough fuel to cover your needs before you deliver and put in your empty call.
- If you run into an issue, your Driver Manager can do a fuel override
- **But they cannot do an Advance over ride.**
- All transactions are set to Central Standard Time.
- Truck allowance advances are \$50 -3 times a week. (this is the standard one, for mileage drivers)
- Cash renews on 12:00 AM Mon, Wed. Fri. (or Midnight Sun, Tues and Thurs)
- The Truck money does not accumulate.
- Automatic Advance's is a privilege and failure to scan paperwork on time can affect your ability to have access to the advances and can all affect your weekly payroll commitment.

- Truck Allowance is to cover miscellaneous cash Truck expenses.
- **Wire fee policy is:** If you pull an Advance from the Automatic 3 draws the wire fee is \$3.00 per transaction UNLESS you use at least ½ of it for Company related expenses you in that week for payroll.
- The Payroll Clerks will remove the wire fees if you do have ½ in receipts when they audit Trial. If we miss one please call payroll and review it with them.
- Large Truck repairs and Lumpers should be handled through separate advances with the Shop and your Driver Manager.
- If you are a Team, the 1st Seat Driver is responsible for all Truck expenses.

A FEW ADDED NOTES

Additional Wire Fees ComData, Banks and the FCC charges: and West Side doesn't control:

- \$2.00 plus the ATM charge to check your balance at an ATM (use your cell phone)
- .50 cents to check your payroll balance using an 800 number on a public payphone (FCC charge) (use your cell phone for no charge)
- It is free to check your payroll balance using the 800 number on a non-payphone phone.
- \$1.70 plus the ATM charge to withdraw Payroll or Advance money via an ATM (not recommended)
- \$3.50 to register a ComCheck via a non-payphone phone
- West Side has no authority over what fees the Truck Stops additionally charge to cash ComChecks or pull advances when not fueling.

West Side Transport reserves the right to remove the cash advances to any driver who is not following paperwork requirements of the Payroll Department. Be sure you didn't miss what those requirements are!

COMDATA: PAYROLL SIDE

- West Side does 1 thing, we download payroll to your ComData card.
- From there the transactions and distributions occur as the driver indicated on their signup sheet.
- If you are signing up for Direct Deposit, when your pre-note becomes active, it will then begin to move from your card to the Bank(s) of your choice.
- If you have cash stay on your Card that will load on Fridays after **8:00 AM CST.**

ADDITIONAL NOTE: WE DO NOT DO LOANS

- Pay Day is Friday, Budget accordingly
- IF your Driver Manager would authorize an **extra advance, and you didn't have receipts for 50% of it, it will be charged an additional wire fee of \$10.00**

RECEIPTS: REIMBURSEMENT POLICY

West Side Transport **DOES NOT** reimburse for showers, personal items or tools.

*We do cover expense for Scales, approved Tolls, approved lumpers, and approved Truck and Trailer repairs. *All Shop repairs over \$25.00 need a PO# from the shop in order to be reimbursed. The receipt should clearly state what was purchased. General merchandise descriptions will not be acceptable.

*We will **not** pay for any defaced receipts. **Do not** alter dates, times or amounts. If you feel something is not readable, write to the side but not over the top of the original printing.

*Any Shop repairs paid for... directly by the shop do **not** need to be scanned in with your trip paperwork.

FUEL RECEIPTS

If you charge the fuel on your COMDATA card, please DO NOT scan in your receipt.

If you had to call in for a COMCHECK or ComData advance to pay for the fuel the receipt must be scanned

If you scan receipts West Side does not need, Payroll will send you a message to discontinue doing so.

EXPENSE TICKETS GENERAL INFO

All expense tickets (tolls, permits, scales, etc) must be scanned with the trip # on which expense was incurred. **No receipts over 30 days from the date that the expense was accrued will be reimbursed.**

SCALES

Scales should be CHARGED on your ComData card.

You still need to scan the image of the top original scale ticket copy in with your Trip Sheet and load paperwork.

Do not scan the cash register receipt, just the scale ticket itself.

We assume all Scales are charged so if you do pay cash for a scale it must have the word **CASH** written by the dollar amount on the scale ticket.

West Side Transport reimburses for scales but does not pay for overweight fines. Be safe and scale your loads.

TOLLS

There are 3 steps to the TOLL PO process

1. Send Macro 26 to get toll route approved & a PO number from your driver manager before running the TOLL ROAD.
2. Send Macro 29 with your total \$\$ amount of your tolls before sending in your Empty Call(macro 6) or your relay calls (macro 14 and 18).
3. Your Driver Manager will review and approve your amount in your load screen so Payroll can reimburse them to you.
 - If you go through an unstaffed toll booth, please note on the toll ticket before or after the unstaffed booth the amount and location of the unstaffed booth
 - No lost or charged toll tickets will be reimbursed.
 - No altered or defaced toll tickets will be reimbursed.
 - When prepping your receipts for scanning, do not put tape over any of the wording of the tolls. The tape makes the ink disappear and we won't be able to honor the receipt.
 - Toll receipts are small and can be lost or damaged during scanning so they should be tapped to a full sheet of paper and scanned as 1 document.

West Side policy does not allow drivers to charge tolls and will not reimburse for tolls that have been charged unless approved by Driver Manager.

The cost of an unapproved charged toll will be deducted from the driver's weekly payroll.

The State Toll Road Authorities do send out bills and fines to the truck companies for charges the drivers have made. Be sure you reserve the Truck Advance money to cover tolls.

PAYROLL CUT OFF & SCANNING DEADLINES

There are two parts to understanding "Payroll Cut Off"

- #1 You have the Capability of being paid each Friday, for loads you E-called (Empty out or drop trailer at consignee-Macro 6) or T-called (relay-Macros 14 & 18) by midnight of the previous Friday.
- #2 If you delivered a load by cut off time, paperwork must be scanned by Saturday NOON CST.

If the load empties 1 min after midnight it will have Saturday's date and those loads will be paid on the following Friday payroll.

Your Scanning deadline for your trips empty by Friday Night MIDNIGHT is Saturday NOON CST.

Your check is not based on what you have scanned by Saturday, it's based on what is empty by Friday midnight and scanned by Saturday NOON CST.

- If there's a Holiday that will change the Saturday NOON scan deadline, we will send out a Qual Com message advising you of the adjusted scanning deadline.
- Any questions on Cut Off or on Scanning deadlines ask your Class Instructor!
- Each Monday, The Driver Payroll Department clerks review a report that lists all the loads that were empty by Friday night at midnight but not scanned by the Saturday NOON deadline and they are required to follow up with you to ask why the paperwork for those loads was not scanned.
- If there is anything missing, the quicker you respond to their messages, the quicker we can get it cleared up before checks run.

ADDITIONAL PAYROLL NOTES:

Driver mileages are paid on House Hold Goods Carriers Mover Guide Miles. (RandMcNally HHG Guide 19 or most current version)

You have the option to choose a Per Diem option for your pay. Per Diem diverts a portion of your Gross mileage pay to a non-taxable travel allowance. The current rate is \$0.12 for Solos and \$0.06 for Teams.

BONUS PAY POLICY

In order to earn and qualify for any type of a Bonus Pay, you have to be employed, and available or under active dispatch the day the bonus pays. Bonus pay includes but not limited to

Referral Bonus: see handout provided during orientation or contact the payroll department.

Management reserves the right to add or discontinue a Bonus program without prior notice.

NOTE: As per IRS law all Bonus pay must be taxed

VACATION PAY POLICY

- Available to Full-time drivers, based on your hire date and length of service.
- 1yr = 5 days, 2yrs = 10 days, 7yrs = 15 days, 12yrs = 20 days, 20yrs = 25 days
Your Wage is based on the previous 52 weeks average of their Gross Taxable Wages at the time of their Anniversary renewal.
- Gross Taxable Wages does not include Per Diem Wages or Bonus pays.
- Accrual of Unused vacation: Driver may carry over a maximum of five(5) unused vacation days to the following year.
- Vacation pay is paid 1 week later than when you scheduled the vacation.
- Vacation cannot be paid earlier than it is earned.
- You cannot borrow from Vacation Pay.
- City Drivers do have a different PTO schedule. Please see Payroll separately for this.

OPERATIONS

The Operations Department at West Side is comprised of a large team of individuals performing very distinct functions. All operations functions are performed at the corporate headquarters in Cedar Rapids, IA. West Side also operates a terminal in Glenwood, IL. and Columbus, OH.

DRIVER/FLEET MANAGERS

Each Driver Manager is responsible for the operation of 40-50 drivers and units, most of which are solo operators. Drivers receive dispatch information from their Driver Managers; however a Driver Manager is much more than just a dispatcher. Driver Managers are responsible for communicating driver's needs, hour's availability, etc. to the planners. They are also responsible for communicating customer and company expectations to drivers. Driver Managers are also responsible for entering drivers extra pay items and expenses, handling driver pay questions, the productivity of their drivers, and ensuring drivers' home time needs are met. If a driver has a question or a problem, their Driver Manager is the first person they should talk to. If the Driver Manager is unable to resolve the issue, he or she will present it to the proper personnel for assistance.

SENIOR FLEET MANAGERS AND OFF-SHIFT SUPERVISORS

West Side's Operations dispatch group is staffed with two Senior Fleet Managers who are responsible for training and assisting all Driver Managers as well as working closely with the Operations Manager and Director of Driver Services to address driver issues and concerns. There is also a Supervisor that oversees our Nights and Weekend staff. Additionally these positions may fill in for Driver Managers when absent, perform reviews, assist in setting and instituting new policies and procedures. All Senior Fleet Managers and Night/Weekend Supervisor report directly to the Operations Manager.

OPERATIONS MANAGER

Oversees and directs the daily activity of the above-named personnel. The Operations Manager also assists in covering any shift if the above personnel are not able to do so and works closely with the Director of Operations in setting and achieving goals of on-time performance, driver retention, productivity and company revenue goals. The Operations Manager reports directly to the Director of Operations.

DIRECTOR OF DRIVER SERVICES

This position is responsible for insuring that all West Side Employees enjoy a safe and respectful working environment. Employees should feel free to discuss any personal or job performance issues with this employee. This position also functions as a communication link between management and the workforce. Drivers can access the services provided in person, by telephone, or by Qualcomm.

OFF SHIFT DRIVER MANAGERS AND CSR'S

West Side operations are staffed 24/7/365. After hours personnel are assigned customer service and/or driver manager functions. The basic responsibility of after-hours personnel is to carry out the instructions and plans that the daytime Driver Managers, Internal Sales, and Planners had developed during weekday hours. Being a 24/7 operation, the after-hours personnel are required to react and determine solutions to emergency or problem situations that arise on their shift such as breakdown, weather, accidents, load cancellations, illness, etc. Similar to the Driver/Fleet Manager, off shift Driver Managers are also responsible for communicating customer and company expectations to drivers. Driver Managers are also responsible for entering drivers extra pay items and expenses, handling driver pay questions, the productivity of their drivers, and ensuring drivers' home time needs are met.

INSIDE SALES REPRESENTATIVE

An Inside Sales representative is assigned to and responsible for booking freight in a particular region of the country. Like a Driver Manager, who works daily with an assigned fleet of drivers, a CSR works daily with an assigned customer base. This facilitates the building of a trusting business relationship. They book freight according to the number of daily inbound trucks into their region.

PLANNER

Planners too, are assigned to plan for a particular region of the country to make sure that all freight and all drivers are covered. They match inbound trucks with outbound loads trying to maximize driver miles and cover loads to meet our customer's expectations. They take many factors into consideration when making these decisions, including, but not limited to, driver needs, driver hours availability, customer requirements, deadhead miles, shippers hours, and transit time requirements. West Side's basic planning philosophy is "first in, first out" but all of the above factors have to be considered as well.

AREAS OF OPERATION

West Side Transport has operating authority in 48 states and hires professional drivers who can operate accordingly. West Side's major area of operation is from the Midwest to the East Coast. Other major operating areas are between the Midwest and the Southeast.

CUSTOMER SERVICE PHILOSOPHY

Our philosophy is simple, *provide the very best in service to our customers at all times!*

Providing excellent customer service establishes lasting business relationships as well as making the development of new business a much easier task. West Side chooses not to attempt to compete with other carriers based on rates. West Side competes with other larger carriers by providing the very best service available. Doing so allows us to receive a higher rate for our service, which allows us to pay our drivers a higher rate, which allows us to attract high quality, professional drivers, which allows us to provide better service, and so on.

A driver's role in providing excellent customer service is obvious. A professional driver provides excellent customer service by **BEING ON TIME, BEING COURTEOUS AND TAKING CARE OF THE PEOPLE THAT PAY THEM (THE CUSTOMER!!)** As a professional driver for West Side Transport it is imperative that we accomplish all of the above. A professional driver also is one who is neat and clean when in the presence of the customer, observes the customer's policies while on their property, and arrives at their facilities with clean, mechanically sound equipment for them to load. **REMEMBER, TO THE CUSTOMER, THE DRIVER IS WEST SIDE TRANSPORT!!**

West Side Transport operates legally and dispatches loads within the guidelines of the DOT hours of service regulations. Doing so allows us to expect that we will be on time, every time. If you are ever given dispatch instructions that you cannot legally complete, it should be followed up with a message with instructions for a relay or advising that the appointment will be changed. If you do not receive a message as such, please contact dispatch for instructions. **DO NOT OPERATE THE TRUCK ILLEGALLY!**

COMMUNICATION

Effective communication is vital to the success of a transportation company AND ITS DRIVERS! Operations personnel do not move freight, drivers do! An extraordinary amount of communication is done to make this happen and all involved must communicate clearly and effectively. To move one load, the following people are involved: paying customer, shipper, CSR, planner, driver manager, driver, and consignee. This is only if it isn't necessary to involve sales, safety, night/weekend personnel and brokers

As a driver, please take extra care to be thorough in communication. Operations can't assist you with a problem if they are not aware of it. We can't advise a customer of a problem if we are not aware of it. We can't SOLVE the problem if we are not aware of it! Please advise your Driver Manager the minute something changes a plan that you and he or she has made. If communication is made in a timely fashion it may still be possible for Operations to make arrangements to get your load to the customer on time. You may break down and assume that we have no options, but there may be an available truck nearby that can still meet the expectations of the customer. At the very least, your timely communication allows us to notify the consignee BEFORE the delivery appointment, which most customers expect and appreciate.

POLICIES

The following is intended as a summary of basic policies and is not intended to be all-inclusive.

ADVANCES

Drivers are provided with \$150 dollars per week advance on their comdata card, for truck expenses- scaling loads, tolls, etc. This advance automatically loads onto their card every Monday, Wednesday and Friday at midnight. The Driver Manager must approve any advance over that amount and that approval must be secured between the hours of 8 a.m. and 4 p.m. M-F. Personal advances will be discouraged. Weekend advances will be granted for maintenance items only.

BROKER LOADS

At times West Side must utilize a broker to get a driver out of an under booked area or an area that we do not go to on a regular basis. Most brokers require direct contact with our drivers. West Side does not give out any contact information for our drivers'. We do require you to contact the broker so you can be verbally dispatched on the load. On many occasions if a broker does not hear from our driver in a timely manner, they may choose to cover the load with another carrier. It is imperative that the broker is contacted immediately after dispatch and it is at the drivers' discretion whether or not you provide them with your cell phone number. They may also require other check calls from the driver during the process of the load. We ask that you comply to the best of your ability. If you are not able to call them yourself, please contact your Driver Manager so that they are able to assist with the communication to the broker.

DETENTION

Time In and Out on Bills and satellite verification are required for the driver to be paid detention; paid after 2 hours free time from the appointment time (or arrival time within the delivery window on "first come/first served"). Satellite messages must be sent on time and in order.

EQUIPMENT OPERATION/SCALING LOADS -ALSO SEE INFORMATION ON SCALING UNDER "PERMITS"

A. Drivers are responsible for the legal operation of equipment. The driver will pay fines resulting from moving violations and illegal operation of equipment.

B. Scaling loads: Drivers are responsible for scaling a load ASAP after loading, or picking up a relayed load. It is also a driver's responsibility to know and comply with the regulations of each state the load must enter.

Example: A load is dispatched to pick-up in Toledo, OH and delivers in Los Angeles, CA. The first driver is dispatched to pick-up the load and drop at the West Side yard in Cedar Rapids, IA. The first driver should not only ensure that the load is legal to transport to Cedar Rapids, but all the way to destination by ensuring that the load is within the bridge law requirements of the most restrictive state that the load must pass through. (In this case, California)

The driver will pay any fine resulting from failure to comply with this section. Any load that is overweight is to be reported to dispatch ASAP.

LAYOVER

Solo drivers will receive \$60.00 for every 24 hours of layover.

Team drivers will receive \$60.00 per person for every 24 hours of layover.

Layover is not paid if the driver is under dispatch.

Owner Operators are not eligible for layover.

Layover pay is not paid if the driver is at home.

LODGING

Lodging will be provided only if the use of the sleeper berth is not possible. Dispatch, safety, or shop must provide authorization for motel rooms. The driver must provide a proper receipt for reimbursement.

LUMPER/DRIVER UNLOAD

ALL lumper unload must be authorized by dispatch and indicated as such on the bill of lading BY THE CONSIGNEE. West Side strives to inform drivers of all lumper situations at the time of dispatch. However, West Side is not always informed of this information by the customer. In such a case the driver must notify dispatch of any customers' requirement to have a lumper unload BEFORE THE UNLOADING BEGINS. West Side must contact the customer to verify & secure payment for the service before it begins.

RECONSIGNMENTS

In the event that you arrive at your destination and they request or instruct that you take the load to another facility, **PLEASE CALL DISPATCH BEFORE DOING SO.** Again, we must contact the customer to verify and secure payment for this service before we provide it.

SATELLITE

Orientation provides training on use of the Qualcomm satellite communication equipment. Drivers are required to follow and use the "circle of service" steps in the communication process. West Side provides network or on-line access to many of its customers and employs an automated service failure monitor, both of which depend on accurate and complete information being entered into the satellite system by the driver. Willful misuse or incomplete use of the satellite system can result in disciplinary action. Operations, safety, or orientation personnel can provide assistance.

DISCIPLINARY ACTIONS

LATE PICKUP OR DELIVERIES

The following is a description of the discipline of West Side policy when late pickups or deliveries are determined to be the result of a driver error

- 1st offense**– Verbal coaching
- 2nd offense**– Documented Conference Report and coaching meeting with Driver Manager
- 3rd offense**– Documented Conference Report, conference & coaching meeting with Driver Manager and Operations Manager
- 4th offense**– Documented Conference Report, conference & coaching meeting with Driver Manager & Operations Manager to determine future employment with West Side Transport.

NOTE- ANY DRIVER NEGLIGENCE-RELATED LATE DURING 90 DAY PROBATIONARY PERIOD WILL RESULT IN FINAL WRITTEN WARNING OR MORE SEVERE DISCIPLINARY ACTION UP TO & INCLUDING DISQUALIFICATION FROM COMPANY.

INSUBORDINATION

Refusal to accept any instruction given by a proper supervisor and/or refusal to perform a work assignment, when legally possible, may result in disciplinary action up to, and including, disqualification.

UNAUTHORIZED USE OF EQUIPMENT

Operating Company equipment out-of-route or without authorization will result in a deduction of \$1.50 per mile and will be deducted from your pay. It will also result in disciplinary action.

- 1st offense – written warning
- 2nd offense – final written warning and 12 month probationary period
- 3rd offense – disciplinary action up to and including disqualification from company

UNAUTHORIZED PASSENGER

West Side does offer a rider program. Any unauthorized passenger discovered in West Side equipment will subject the driver of that unit to immediate disqualification from company.

UNAUTHORIZED TRAILER DROPPING

West Side policy states that you do not unhook your trailer (loaded or empty) without authorization from dispatch or safety personnel. If problems occur due to unauthorized dropping, any recovery charges will be the responsibility of the

driver and may result in disqualification from company. See the safety department to locate an authorized drop location if necessary.

WILLFUL ABUSE OR DAMAGE OF COMPANY PROPERTY

Violations will result in immediate dismissal. Tampering with or altering satellite communication equipment will be treated as willful abuse of company property.

PHYSICAL/VERBAL ABUSE

Engaging in physical violence while on West Side property or the property of any West Side customer will result in disqualification from company, as will ANY assaults on, threats to or verbal abuse of ANY West Side personnel.

DROPPING DIRTY OR DEFECTIVE TRAILERS

Violations may result in clean-up costs being charged to the offending driver. (Example: the cost of paying another driver to clean a trailer that was dropped dirty is charged to the driver that dropped it). If a driver was paid to pull nails and didn't, that pay will be deducted as well.

MISCONDUCT

General misconduct or acts of insubordination will not be tolerated and will subject the employee to disciplinary action, up to and including disqualification from company.

FAILURE TO REPORT FOR DUTY

If a driver does not make contact with their direct supervisor for 48 hours, they will be subject to disqualification for failure to report to duty. If their assigned equipment is anyplace other than Glenwood, IL or Cedar Rapids, IA they will also be charged for Abandonment of Equipment.

TERMINATION OF EMPLOYMENT

Drivers are required to give a 2 week notice. If during that 2 week period the driver performance declines in any way we may choose to route you to a terminal immediately and accept your resignation early. If performance remains steady we will work you until the final day and then route you to Glenwood, IL, Columbus, OH. or Cedar Rapids, IA to turn in the truck. If you voluntarily resign from West Side Transport you are responsible for all costs associated with getting home from turning in the truck. We are able to book a bus ticket and deduct it from your final check as long as the funds to cover are available.

Cedar Rapids, IA and Glenwood, IL or Columbus, OH. are the ONLY locations for equipment to be left upon termination of employment, unless authorized by Operations personnel. Drivers will be charged \$1.50 per mile and a \$500.00 abandonment fee if the truck/truck & trailer are left at an unauthorized location. The \$1.50 per mile will be from the point of abandonment back to the terminal in Cedar Rapids, IA. It will also be reported on the drivers DAC report that they abandoned the equipment.

SOME TIPS FOR A SUCCESSFUL CAREER AT WEST SIDE

- If you are running late for a pick up or delivery you MUST contact your manager IMMEDIATELY via phone or satellite. Any delays need to be reported immediately.
- You must RUN LEGAL. All log violations will be reported to the Log Department and Safety.
- COMMUNICATION IS ESSENTIAL! Use your satellite or phone to do so. If you have no contact with your Driver Manager within 45 minutes of sending your empty or relay calls, you must check in and let him/her know you are available, just in case we have been trying to reach you but couldn't.
- URGENT satellite messages need to be read immediately as soon as you can safely pull over and stop. Regular satellite messages need to be read at your next convenient stop. (URGENT lights the dash light, NORMAL lights the keyboard only).
- Check and double-check your dispatch, trailer number, and bills to ensure all information is consistent and correct. If there are any errors or inconsistencies with any of these, call your Driver Manager or Dispatch IMMEDIATELY.
- Load Assignment commitments (Macro 12) and Preplan commitments (Macro 10) need to be sent in within an hour of reading dispatch or preplan. The Auto-Dispatch only works if you are committed to your preplan.
- The only 2 times you ever send an Empty Call (Macro 6) is when you are empty at a consignee or when you have dropped the loaded trailer at the final destination.
- If you get a delivery time that is 22:22, that means that there is no delivery appointment set at the time of dispatch. Give your manager your best ETA to the Consignee and he or she will try to set a delivery appointment according.
- If you know in advance that you will have less than two hours after you are empty, inform your Driver Manager of this at least 24 hours before your delivery appointment or ETA. This will help your manager to properly plan you according to your available hours and it will also help to ensure that no driver related service failures occur.
- Home time requests need to be clearly communicated to your Driver Manager at least a week before you need to be home. Please note that your Driver Manager needs a 24-hour period on the date that you want to get home to get you home. Your Remaining Days Out (RDO) is a number that counts down every 24-hours and this number represents when you want to be home (ex. If you want to be home in two weeks, your RDO is 14). Personal emergencies are taken on a case to case basis and we will do everything in our power to get a driver home if there is an emergency.
- Your Estimated Time of Arrival (ETA) will be your appointment time, or the time that you tell your
- Driver Manager that you can be at a stop or Consignee if the delivery time is a window or 24-hour drop and hook. If you give your Driver Manager your ETA, you need to be there at that time, or inform your manager of a change immediately. Use Macro 16!
- Your Projected Time of Availability (PTA) is the time that your manager estimates that you will be available to take another load. The planners plan your truck accordingly this PTA. This time MUST be correct in order for service failures to be eliminated and your miles to be maximized. If your PTA changes, you MUST inform your manager.
- You should always review and fully consider the route suggestion you receive with each load assignment. As you review the route, it is important to understand that the routing is not directly from the shipper to consignee. The route is from where the truck is sitting at the time you receive the load assignment, to the shipper and then to the consignee.

TIPS TO MAXIMIZE MILES

- Drivers who put themselves in position to run more miles normally do run more miles
- Send all Macros in the proper order, using the wallet card provided in Orientation which is the fastest way for the system to recognize where you are in load process & assists in proper payment of detention time.
- Try to keep your required breaks to 10 hours unless the delivery or pick up time requires it. The more we accomplish on yesterday's clock the more we have available on today's clock.
- Maintain a positive attitude if dispatched on a short run and remember that 2 or 3 short trips in a day may still be just as many or more miles as a longer run. It may be a bit more work but there is additional compensation for shorter trips.
- Arrive at consignee the night before or earliest possible time, especially on 1st come 1st serve deliveries.
- Leave the house early enough to allow time for break downs, weather or traffic and to allow completion of a ten hour break before your delivery time.
- Deliver all loads on time and use Macro 16 to update ETA as often as needed. Providing accurate ETA's and PTA's are absolutely critical to maximize miles.

INTERNATIONAL PAPER SAFETY POLICIES & PRECEDURES

- The use of cell phones (including hands free) is prohibited while driving on property.
- All traffic rules (speed, railroad crossings, intersection) must be obeyed.
- If applicable, turn CB radio to channel 1.
- No smoking or tobacco use is allowed on any of their sites.
- Tandems must be slid to the rear and locked in before dropping trailers.
- If trailer doors must be opened and the trailer contains cardboard scrap, a trailer door strap must be applied to hasps.
- Whenever leaving the cab, safety vests and safety glasses must be worn.
- Tandems should be adjusted forward prior to exiting the facilities.
- Gate passes must be presented when arriving with inbound load.

APPROVED SECURE TRAILER DROP LOCATIONS

STATE	CITY	LOCATION NAME	CODE
GA	CONLEY (Atlanta)	SECURED TRAILER LOTS 2952 MORELAND AVE SE CONLEY, GA 30288	STLCO
IA	CEDAR RAPIDS	WEST SIDE MAIN 4201 16TH AVE SW CEDAR RAPIDS, IA 52404 319-390-4466 EXT 500	WSTCR
IA	CEDAR RAPIDS	WEST SIDE SOUTH 550 WEST SIDE PLACE SW CEDAR RAPIDS, IA 52404	WSCR1
IA	DAVENPORT	INTERSTATE DETOIT DIESEL 8200 N. FAIRMONT STREET DAVENPORT, IA 52806 563-388-9988	IDDDA
IL	GLENWOOD	WEST SIDE TRANSPORT SOUTH CHICAGO TERMINAL 405 W. 194TH STREET GLENWOOD, IL 60439	SCTGL
IL	EAST ST LOUIS	TWIN LAKE TRUCKING 1 TWIN LAKE DRIVE EAST ST. LOUIS, IL 62203 800-288-6165	TWTESL
IN	INDIANAPOLIS	WEST SIDE TRANSPORT INDIANAPOLIS TERMINAL 909 W TROY AVE INDIANAPOLIS, IN 46225	WSTIN
KY	LOUISVILLE	PARKER COMMERCIAL STORAGE & DIST 2900 S. SEVENTH ST. RD. LOUISVILLE, KY 40216 502-636-5817 EXT. 123	PCSLO
MI	DETROIT	OASIS TRUCK CENTER 4195 CENTRAL AVE DETROIT, MI 48210	OTCDE

APPROVED SECURE TRAILER DROP LOCATIONS

STATE	CITY	LOCATION NAME	CODE
MN	MINNEAPOLIS/ST.PAUL	WEST SIDE TRANSPORT SOUTH SAINT PAUL TERMINAL 424 FARWELL AVENUE SOUTH ST. PAUL, MN 55075	WSTSSP
NJ	BORDENTOWN	MW TRAILER REPAIR 400 RISING SUN RD. #2 BORDENTOWN, N.J. 08505 609-298-1113	MWTBO
OH	COLUMBUS	WEST SIDE TRANSPORT COLUMBUS TERMINAL 1929 LONE EAGLE STREET COLUMBUS, OH 43228 614-491-6288	WSTCO
OH	LIMA	WEST SIDE TRANSPORT 3456 ST. JOHN'S RD. LIMA, OH 45804	WSTLI
OH	MONROE	BEI TRAILERS & CONTAINERS 750 LAKE VIEW RD MONROE, OH 45050 1-800-288-4995	BEIMO
OH	WALTON HILLS (Cleveland)	TSF ENTERPRISES LLC 7480 YOUNG DRIVE WALTON CREEK, OH 44146 440-232-4844	BTSWH
PA	MECHANICSBURG	NAPA TRANSPORTATION 4800 EAST TRINDLE RD MECHANICSBURG, PA 17050-3617 717-920-9840 or 717-920-9843	NAPME
TN	LEBANON (Nashville)	SECURE TRAILER LOTS 1420 TOSHIBA DR. LEBANON, TN 37087	STLLE
WI	FRANKSVILLE (Milwaukee)	SECURE TRAILER LOTS 2921 WEST FRONTAGE RD FRANKSVILLE, WI 53126	STLFR

DRIVER SERVICES

Director Ext. 176
Driver Services Assistant Ext 196

The Driver Services Department at West Side Transport is comprised of the Director of Driver Services and the Driver Services Assistant both of whom are devoted to driver satisfaction and training in creating the best truck driving job in the industry. Their main objective is to make certain all drivers understand what they need to do in order to be a safe driver while also making sure they are bringing home an excellent paycheck. The other critical function of Driver Services is to assist with any personal or work related issues a driver may be facing as our philosophy is that we are the best and we have invested in making sure we provide all the resources to our drivers so they are happy and safe.

The Director of Driver Services and the Driver Services Assistant are located in the front Lobby of the Cedar Rapids terminal. Drivers may contact anyone in Driver Services by phone any time during business hours and in an emergency situation can be reached at night through our 24 hour a day, seven days a week extension of 500.

Drivers may email any one in Driver Services by using the person's first name and the first letter of their last name at westsidetransport.com. An example would be Sue Smith whose email would be sues@westsidetransport.com.

Driver Services recommends documenting anything that is important on the QualCom using Macro 0 which allows Driver Services to go back and review the messages that pertain to an issue in question.

CHAIN OF COMMAND

West Side understands that the transportation is a passionate industry and realizes that problems that require resolution can develop at any time and therefore has established a chain of command in which driver should follow in addressing them.

1) Driver Manager 2) Operations Manager Ext. 7222 3) Director of Driver Services Ext 176

MANAGEMENT COMMITMENT

West Side management team and office members have accompanied drivers in the truck to learn what a day or week in the life of a truck driver is like on the road. Likewise, any driver is welcome and encouraged to spend a few hours in the Operations Department to listen to and observe their Driver Manager's efforts in working with their drivers as well as one of the Load Planners as they consider all the factors in determining which driver is assigned which load. Drivers can simply advise their Driver Manager when they would like to participate.

DRIVER MENTOR PROGRAM

Each Driver Manager has a few drivers within their respective fleets who have agreed to participate in our Driver Mentor Program. Those mentors are available to take new driver's phone calls and answer questions but the mentors do ask that new drivers be respectful of the time of day. A list of Driver Mentors will be provided during the Orientation Program.

THE PROFESSIONAL DRIVER

West Side Transport defines a professional driver as one whose is (1)on time for pick-ups and deliveries, (2)maintains clean hands a clean shirt when the presence of customers, (2)is friendly and courteous to customers and truck stop attendants, (3)is respectful of their fellow drivers when at yards or during relays, (4)keeps their truck clean(inside and out), (5)never leaves a defective or dirty trailer for another driver to deal with and (6)calls West Side immediately as soon as a problem or potential problem arises.

TECHNOLOGY

Like airplanes, truck engines contain a vast amount of information that can be extracted onto a computer at any time, but must likely following a serious crash. The reports from the computer show high speeds, hard brakes, stability control events, engine RPMs and much, much more information that often provides insight as to the habits of the driver. The information can and has been used against transportation companies in litigation following crashes. It is critical that you protect yourself and West Side by complying with all state and local traffic laws at all times as this technology will only become more extensive.

THIRTY DAY AND SEVEN DAY REVIEWS

Following seven days and thirty days of employment, drivers will be contacted by telephone or routed to Cedar Rapids to participate in a review with your Driver Manager and the Director of Driver Services. This is an opportunity for you to share with us how we are doing compared to what you were told during the recruiting process and Orientation. It also allows West Side to address any issues and answer any questions you may have and provide the driver with a little feedback on their performance.

COMPANY NEWSLETTER

The West Side newsletter is emailed to you each month and will keep you in the loop as it offers a significant amount of information on the latest news, current and upcoming events, driver awards, safety tips and much more. There are also hard copies available at our terminals. When you see the email from West Side Information Technologies in your inbox, that is not spam, it is your company update. We hope you read it and stay in the loop.

COMPANY STORE

The company store is located on the first floor next to the Driver Service. There are no set hours but Driver Services personnel are normally available to assist drivers when they want to shop. The store does not take credit cards but will take cash and will allow drivers to payroll deduct after 30 days of employment.

FREE WI-FI

West Side offers free WI_FI at all of our terminals but recommends drivers park as close to the building as possible.

WE ARE FAMILY

One of the most difficult aspects of many driver face is being away from family and friends for a week or two at a time during which a driver may miss a birthday, anniversary, wedding or funeral and finding time and resources to send flowers or a card can be complicated. Driver Services understands those situations and can assist the driver in keeping those important days remembered. Call Driver Services at Ext. 176 or Ext. 196 for assistance. A 2 day notice is appreciated. Drivers must be employed for 30 days to have flowers payroll deducted.

MIDWEST ATHLETIC CLUB

Drivers are welcome to work out and/or shower for free at the athletic club at 1220 Jacolyn Dr. SW in Cedar Rapids which is just 2 blocks from our yard in Cedar Rapids. Drivers must present their ID badge when entering the club. The club is open Monday–Thursday 5am to 10pm | Friday 5am to 9pm | Saturday. 7am to 7pm | Sunday 8am to 6pm

KEYS TO SUCCESS

Be safe, be legal, be on time and communicate, communicate, communicate. Never let your driver manager wonder where you are or what you are doing unless you are on home time.

WHY STAY WITH WEST SIDE TRANSPORT

Eligible for 401K, free money after 6 months

Paid Vacation after 12 months

Eligible for Family Medical Leave Act after 12 month

Eligible for Paid Holiday after 12 months

\$25,000 free Life Insurance

Health Insurance

Family Atmosphere

Increase Communication Skills by learning to work cooperatively with others to work through issues which is a skill that can be transferred to all aspects of life

SAFETY DEPARTMENT

Ext. 197, 198, 137

WEST SIDE SAFETY AWARDS PROGRAM

West Side Transport understands the importance of and is committed to recognizing drivers who take pride in their safety record and work hard day in and day out to keep it free of blemishes. To encourage and reward drivers for their safe driving efforts, West Side participates in the American Trucking Association Million Mile Awards Program. The ATA recognizes drivers when they reach 250,000, 500,000, 750,000 and one or more million miles of preventable collision free driving. Drivers who reach 500,000 or more will receive a West Side Transport letter jacket. Drivers who reach 1 million increments of safe miles will have Sargent's stripes added to the West Side letter jacket. Drivers who meet new levels of safe driving miles will also have their name included in safety meeting awards programs, satellite messages and company newsletters.

PASSING DOT ROAD SIDE INSPECTIONS

If a driver and his/her unit is inspected by a law-enforcement official and equipment defects are found, the driver must call the Safety Department and/or the shop (ext. 230) for instructions on getting repairs made. If a driver is placed Out of Service due to violations of Hours of Service Regulations or a mechanical defects, the driver must call the Safety Department immediately. If it is after hours, the driver must call dispatch to be transferred to the Safety on-call person. If a driver passes a DOT roadside inspection with no violations, they will be awarded company Store merchandise with a value of \$25.00 for the 1st inspection, \$50.00 for the second, and \$100.00 for 3 or more in the same calendar year.

WEST SIDE TRANSPORT COLLISION POLICY

Any driver involved in a collision, or cargo loss, is required to discuss the event with the Safety Director and from that conversation and collision investigation a ruling of preventability will be made. (NOTE: A preventable collision is any collision in which the driver did not make every reasonable effort to avoid.) If the driver disagrees with the ruling, they may within 90 days of the collision, request a review of their collision by the Collision Review Committee. The Review Board consists of the Director of Driver Services, the Claims Director, the Dispatch Manager, and three members of The Driver Council. If the driver disagrees with the ruling of the Review Board the driver may appeal to the Iowa Safety Council.

If the collision or cargo loss is ruled preventable and the damages, resulting from the collision or cargo loss exceeds, \$2500, the driver is subject to immediate disqualification. At fault rear end, side swipe, jackknife or rollover collisions subject the driver to immediate disqualification

All West Side trailers are 13 ft. 6 inches high and therefore drivers must demonstrate full awareness and extreme caution when approaching low bridges, low hanging wires or underpasses. Even if the bridge is marked 13 ft. 6 inches or higher does not guaranty the trailer will not strike it. Drivers must approach low bridges or other overhead objects slowly and stop and call police for help if necessary. Striking a bridge, overpass or any overhead objects is normally ruled preventable and subjects the driver to disciplinary action that could include disqualification from the company.

WEST SIDE SAFETY POLICIES & PROCEDURES

Drivers who fail to comply with West Side Safety Policies or are involved in preventable crashes resulting from failure to comply with same are subject to disciplinary action up to and including disqualification from company.

Section 392 .2 of the Federal Motor Carrier Safety Administration and West Side Transport require drivers to operate their vehicle in accordance with the laws, ordinances and regulations of the city, county or state in which they are operating. **A driver who is cited or warned for driving 11 mph or more over the posted speed limit is subject to disciplinary action up to and including disqualification.**

Section 392.71 of the FMCSA regulations and West Side Transport strictly prohibits the possession or use of any radar detector in a commercial motor vehicle.

Section 392.16 of the FMCSA & West Side Transport require all drivers to wear seat belts at all times while operating a commercial motor vehicle. **Violations of seat belt laws subject the driver to disqualification from company.**

Section 395 of the FMCSA regulations and West Side Transport requires drivers to operate a commercial motor vehicle in accordance with hours of service regulations and to never operate while too fatigued to drive safely.

West Side Transport Policy strictly prohibits drivers from completing illegal U-turns at any time and in any location.

West Side Transport Policy prohibits parking on shoulder of any highway except in emergencies.

Drivers must call Safety immediately if placed out of service by any law enforcement officer. **If a driver is inspected by a trooper or a DOT officer they must scan or mail the inspection report form to the Safety Department immediately, within 24 hours) as the form must be completed and returned to the State DOT Office.** A driver who is placed out of service by the Department of Transportation (DOT) for any reason or fails to send the form to West Side will be subject to corrective action up to and including disqualification from company.

The speed limit in all West Side terminals and secured trailer drop yards is 10 mph.

Federal regulations prohibit drivers from texting or using any hand held mobile device while operating a commercial vehicle and West Side policy requires drivers to avoid talking on any mobile phone, including hands free devices, while driving a West Side truck. Failure to comply with these regulations subjects the driver to immediate disqualification.

West Side uses the Speed Gauge Program to monitor drivers' speed. The program uses the time between each position update to calculate the speed. Signs posted along a highway is the speed limit and the maximum speed your vehicle should be traveling. West Side emphasizes the importance of drivers maintaining a regulated speed by utilizing the Speed Gauge report on a daily basis. The report will show the exact location at which the drivers are exceeding the posted speed limits and records speeds even during short periods of time. If you receive a message from the Safety Department advising you of a Speed Gauge report you must understand that it is a significant event and must be taken seriously as West Side has a 3 strike program before disqualification.

ALL SAFETY VIOLATIONS ARE AS FOLLOWS:

1st Violation– A warning issued via the Qualcom

2nd Violation– A warning issued by the driver manager

3rd Violation– Written warning issued by the Safety Department

4th Violation– Disciplinary action up to and including disqualification from company

Due to the enormous liability & potential safety issues, West Side does not allow guns or any other type of weapon in or on company property. (Knives with blades over 4" in length are considered weapons). Violations of the policy will result in disciplinary action up to & including disqualification.

West Side does not accept responsibility for the driver's personal belongings. Please keep the truck locked at all times and take all necessary precautions to protect your belongings.

Any occurrence of verbal or physical abuse, inappropriate language, threats or harassment will subject the driver involved to disciplinary action, up to and including disqualification from company.

Drivers who leave personal vehicles on West Side property must register vehicle with the Safety Department. West Side is not responsible for damages that may occur to a vehicle while parked at our facilities.

All West Side office and shop facilities are non-smoking environments except for the designated smoking area. **DO NOT smoke at or near the fuel island at any time or in front of the buildings.**

All drivers entering the Cedar Rapids, South St. Paul or Glenwood terminals must drive their equipment through the inspection lane. We want to keep our equipment in the best shape possible and your compliance with this policy will assist us in accomplishing this goal. A driver, who does not comply with this policy and is subsequently fined for an equipment defect that would have been discovered in the inspection lane, may be responsible for the fine.

All drivers are subject to Federal Motor Carrier Safety Administration's rules governing disqualifications. Following too closely, unsafe lane change and railroad crossing violations as well as careless, reckless, negligent or intoxicated driving subjects the driver to disciplinary action up to and including disqualification from company.

CDL general information (Per the Homeland Security Act) – All CDL drivers must possess a valid CDL issued by the state in which they reside. Drivers must transfer their out-of-state CDL to their new home state within **60 days** of moving to that new state. **All drivers must work cooperatively with the West Side Safety Dept. to assure their CDL & Medical Card are valid at all times.**

All drivers must wear closed shoes when driving. No flip-flops, sandals or anything similar are unsafe and not allowed.

Per Section 392.5 of the Federal Motor Carrier Safety Regulations, no driver shall have any alcoholic beverage in their possession in a commercial vehicle unless the beverages are being transported in the trailer and are listed on the bill of lading.

West Side does not allow cats and only approved dogs in our trucks. Failure to comply with the pet policy subjects drivers to disciplinary action up to and including disqualification from company.

WEST SIDE TRANSPORT SECURITY

Every employee has a responsibility to insure that the company's equipment and customers' cargo are protected from theft. The West Side Security program is designed to protect the properties of our customers, our employees and our company. All drivers are expected to comply with these policies and procedures and failure to do so subject the driver to disciplinary action, up to and including disqualification from the Company and civil charges will follow any investigation that shows any irregularities with regard to driver integrity. To protect West Side & yourself, we ask that you take the following steps to prevent cargo and equipment loss.

- Company policy requires that the doors of all loaded trailers be sealed and padlocked, no exceptions. To prevent unauthorized people from entering our trailers we also require drivers to leave the padlock applied while pulling an empty trailer. West Side requires all drivers to purchase a heavy-duty padlock through our company. The cost of the padlock will be payroll deducted in two payments. If, upon termination of employment, the driver chooses to return the padlock to West Side, the cost of the lock will be refunded to the driver.
- To prevent the theft of tractor, trailer and load, company policy also requires all drivers to keep in your possession and use, a brake valve (air cuff) lock whenever the vehicle will be out of the drivers' sight.. Under no circumstances are drivers allowed to unhook from a trailer unless approved by your Driver Manager or Safety Director. If authorized, you must back the trailer up against a fixed object and apply a kingpin lock. If approval is given the drivers must purchase the kingpin lock.
- If your trailer is broken into, you are to notify the local authorities immediately and call the Safety Department. If it is after hours, the Operations Department at ext. 500 will reach the on-call person immediately.
- Always shut the engine off before you lock your tractor, and take the keys with you. West Side has had tractors, trailers and loads stolen and in most of those cases it was a result of our not following all of the policies and procedures.

SAFETY & SECURITY OF EQUIPMENT & CARGO

The majority of losses due to theft occur when the driver takes a high value load home or to a family member or friend's home for their time off. If a driver is authorized to take the tractor and trailer home for time off they must have an established legal parking location for the unit. The driver will be responsible for any parking tickets and/or tows. Compliance with these procedures will minimize any potential loss and liability exposure against theft, vandalism, and public liability. Additional restrictions shall be implemented involving special commodities as the case may be.

****See APPROVED SECURE TRAILER DROP LOCATIONS on pages 28 and 29 of this manual.**

INJURY PREVENTION POLICIES

TRUCK ENTRY AND EXIT

To prevent injuries West Side requires all drivers to use three-point contact when entering or exiting the cab, the deck plate between the tractor and trailer and trailer. Three point contact involves maintaining one foot and both hands, or both feet and one hand in contact with the vehicle at all times. Drivers must always face the vehicle when exiting the tractor and trailer.

SLIPS, TRIPS AND FALLS

To avoid drivers being injured from slipping on ice or snow, we ask that all drivers use appropriate footwear and take extra time when walking during adverse conditions.

TRAILER DOOR/WIND

Drivers must use extra caution when opening the trailer doors on windy days. West prefers to let the trailer door strike a fixed object rather than have the driver attempt to stop it and risk the chance of an injury

TWISTING YOUR BACK

More drivers injure their backs by twisting and turning improperly than by lifting. Use your feet to turn rather than twisting your torso (your back).

FIFTH WHEEL RELEASE AID

West Side requires drivers to use a hooking device to pull the fifth wheel release arm and the trailer tandem slider release mechanism. If the truck does not have a fifth wheel pulling device contact the Safety Department and one will be provided.

A driver must never open the doors of a trailer that contains bales of scrap cardboard unless a containment strap provided by the customer is applied to the hasps on the trailer doors. Shifting of the load during transit and failing to apply the containment strap may allow a bale to fall out of the trailer and injure the driver.

FALLING FREIGHT

Drivers must be extremely cautious when opening trailer doors. If, at any time, freight falls from the trailer when the door is opened or falls from a stack of freight inside the trailer, NEVER attempt to catch it or stop it from falling. Let it fall. We would much rather have a damaged piece of cargo than an injury to a driver. If the trailer is equipped with an inspection door, look inside to check on the freight before you open the door.

REMOVING CHOCKS OR BLOCKS

Customers like Toyota use blocking or bracing to secure freight. It is the driver's responsibility to remove these blocks, chocks or braces. West Side drivers are never authorized to operate any customer's forklift or motorized pallet jack to unload or load freight. The safest manner in which to remove blocks is to use a sledge hammer provided by the consignee to knock the blocks loose and then use the nail puller also supplied by the consignee to pull the nails. If nails do not come up with the block use a 2 x 4 block as a fulcrum next to the nail and pull the nail with either the hammer or bar. In the event the nail head breaks off and the nail cannot be pulled, hook the nail with the claw of the hammer & bend the nail back & forth until the nail breaks off near the floor. Then use the hammer to drive the nail straight down into the floor until it is completely flush. When driven straight in, there will be no part of the nail protruding from the floor. NEVER just bend a nail over and/or try to merely hammer it flat with a hammer.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Many customers require drivers to wear PPE such as hard hats, safety glasses and reflective vests while in their facilities. West Side drivers are required to comply with these procedures.

DRUG/ALCOHOL ABUSE POLICY (SEE ORIENTATION BOOKLET)

West Side is a NO TOLLERANCE company and committed to maintaining a safe work place for our drivers and other users of the highways, therefore, the following policy has been established: **ANY WEST SIDE DRIVER WHO TESTS POSITIVE (INCLUDING REFUSAL TO TEST) FOR ALCOHOL OR CONTROLLED SUBSTANCES IS SUBJECT TO IMMEDIATE DISQUALIFICATION.**

West Side will comply with all requirements of the Federal Highway Administration Regulations on Drug and Alcohol testing and will forbid any unlawful use or possession of alcohol or controlled substances. As part of our continuing policy to ensure fair and equal treatment of our employees, we understand there may be questions or concerns involving our compliance with drug and alcohol testing programs. **West Side has designated the Director of Human Resources, Extension 164, as the Company Representative for the drug and alcohol testing. You may also contact the Area Substance Abuse Council at (319) 390-4611.** West Side Transport is required to and does provide information on the effects of drugs and alcohol to all drivers during the Orientation Program as required by Federal Motor Carrier Administration.

All West Side Transport drivers are subject to alcohol and drug testing. This includes pre-employment, reasonable suspicion, random (25% for illegal drugs and at least 10% for alcohol) and post-accident testing per Federal Motor Carrier Safety Regulations 49 CFR 382.303. Post-accident alcohol and drug testing are required within 8 hours and 32 hours, respectively, of any accident if one of the following has resulted:

1. Death of a human being
2. Bodily injury to a person who, as a result of the bodily injury, received immediate, medical attention, away from the scene of the accident & the driver is issued a citation.
3. A vehicle involved in the accident is towed from the scene and the driver is issued a citation.

West Side Human Resources or Safety Department will direct the driver to the nearest medical facility that can administer the drug and alcohol testing. **Federal Law states that the Alcohol Test must be completed before the Urine collection for the Drug Test.** The driver must contact the West Side Safety Department immediately after the tests are completed.

Any person confirmed to be positive for the use of a controlled substance or alcohol will be considered, by the DOT regulations, a medically disqualified. Federal Regulations state that a driver shall not use alcohol when performing safety sensitive functions or within 4 hours of performing a safety sensitive function but West Side policy is stricter than the federal policy and states that a driver must not perform a safety sensitive function within 8 hours of using alcohol. All alcohol testing will be done while the driver is performing a safety sensitive function, just before the driver is to perform a safety sensitive function, or just after the driver has ceased performing a safety sensitive function. A driver shall not report for duty, or remain on duty in any position that requires performance of any safety sensitive function, after that driver has either used, or has tested positive for, alcohol or controlled substances.

A DRIVER IS PERFORMING A SAFETY SENSITIVE FUNCTION WHEN:

1. Waiting at a terminal, facility, or other property to be dispatched, unless the driver has been relieved from duty by the motor carrier.
2. Performing pre-trip inspections or servicing the motor vehicle.
3. Driving the motor vehicle.
4. Loading or unloading the vehicle, supervising loading or unloading, giving receipts for the load or remaining in readiness to operate the vehicle.
5. Performing duties and services at an accident scene
6. Repairing, obtaining assistance, or remaining in attendance of a disabled vehicle.

NO DRIVER SHALL:

1. Report for, or remain on, duty performing safety sensitive functions while having a blood alcohol concentration of .01 or greater.
2. Use alcohol while performing safety sensitive functions.
3. Be on duty or operate a commercial motor vehicle while possessing alcohol unless the alcohol is manifested and transported as part of the shipment.
4. Perform safety sensitive functions within 8 hours of using alcohol.
5. Use alcohol for 8 hours following an accident unless the driver has been given a post-accident alcohol test prior to any use of alcohol.
6. Refuse to submit to a required alcohol and/or drug test involving post-accident, random, reasonable suspicion or follow-up testing.

NOTE: Alcohol testing will be done through a breath testing machine or a saliva swab. Any driver who tests at .01 or higher on the screening test must wait 15 minutes and complete a confirming test with a breath-testing machine to determine the blood alcohol level. The 15 minutes is to ensure that any mouth alcohol from recent use of food, tobacco or hygiene products does not affect the test results.

If, for some reason, a driver chooses to leave West Side for another carrier, West Side is required to provide his prospective employer with a three-year history of his/her drug and alcohol testing. West Side will not be able to provide this information without a signed release from the driver.

The Federal Motor Carrier Safety Regulations provide that a driver shall not refuse to submit to a drug or alcohol test. Refusing to drink fluids to assist in providing an adequate urine sample is considered a refusal to test and is treated as a positive result for the drug test.

No motor carrier shall permit a driver, who refuses to submit to a required test, to perform or continue to perform safety sensitive functions. In alcohol testing, the refusal to sign the certification in Step 2 of the form is regarded as a refusal to take the test. Not providing an adequate amount of breath may, under certain conditions, be regarded as a refusal to test. Like the drug testing, West Side policy states that any driver who tests positive for the use of alcohol will be subject to disciplinary action, up to disqualification.

“The FMCSA requires drivers who are involved in DOT Reportable crashes and receive a citation from the investigating officer, to be drug and alcohol tested. The DOT sets the minimum standard, but Motor Carriers can establish company policies that are more stringent than the FMCSA requirements.

PRE-PASS

All West Side Transport units have a pre-pass device in them. The device is approximately 3 inches square and will be located on the passenger side window upper left-hand corner. This device allows our trucks to by-pass DOT scales when authorized. Use of the device is very easy. When you are approaching a DOT scale, the device will give you a green light if you are authorized to by-pass. If you are given a red light, you must stop. If you do not get any light at all and the scale is open, you must stop. If your device does not give you any lights and the scales have active by-pass systems, then you should call West Side to verify that your pre-pass device has been activated.

West Side Transport participates in the pre-pass scale program and our ability to capitalize on the program through reduced stops and detainment at scales and is based directly on the results of the drivers that get inspected. The Federal Office of Motor Carriers keeps very detailed records on collisions and driver, equipment out of service inspection on every trucking company and these results are readily available to shippers, insurance companies, plaintiff attorneys and competitors via the Internet. Since this information is so easy to obtain, paints a very clear picture of our safety status and is an indicator of which companies are inspected on site by the Office of Motor Carriers, we refer to them as our vital signs and must do the following to keep them favorable:

- 1.** We must avoid out of service driver inspections by keeping the logs current and working closely with the fleet manager and the safety department in running all loads legal. Be sure any tickets and child support are paid in a timely manner so your license is not suspended without your knowledge. Comply with any physical restrictions such as vision. If you are restricted to corrective lenses on your physical but not on your CDL, the physical supersedes the CDL.
- 2.** We must avoid out of service equipment violations by doing thorough equipment inspections, concentrating on tires, brakes and lights. Drivers must have a process to check the trailer brake lights to be sure they work, do a brake check to be sure there are no leaks in the system, do a brake pump down which adjusts the brakes and allows the driver to check for an operative emergency alarm. Any out of service defect must be repaired before the truck can move.

AUTHORIZED PASSENGER PROGRAM

All of us at West Side Transport understand that, from time to time, it is appropriate to have a passenger ride along. However, allowing a passenger to ride along brings with it certain risk not only to the passenger, but also to the driver, the cargo and to efficient operations. In an effort to create a mutually convenient authorized passenger program, the following guidelines shall apply:

- 1.** Drivers may be eligible to have a passenger ride along if the following conditions are met:
 - a. Employee has had no preventable accidents during the past 12 months (driving records from prior employers will be considered)
 - b. No CDL violations during that same 12-month period.
- 2.** Passengers age 18 to 70 may ride with employees who have satisfied the requirements listed above and who sign the Driver & Passenger Request & Release Form and agree to and sign the Conditions of Riding as a Passenger form.
- 3.** Children of the employee who are between the ages of 10 and 17 will be allowed to travel as a passenger between Memorial Day and Labor Day provided the following conditions have been met:
 - a. A certified copy of the child's birth certificate is provided
 - b. The employee has provided the necessary written authorization from parent/ guardian(s) of the child in a form satisfactory to West Side Transport.
 - c. Passengers age 10 to 17 are NOT allowed at International Paper facilities.
- 4.** If during the course of employment, the employee is involved in a preventable accident or is issued a moving violation the company will review each situation and issue a decision on whether or not to revoke the passenger privileges of that employee. If passenger privileges are revoked the revocation will remain in place until the employee has complied with the following:
 - a. Having had no preventable driving accidents for a period of 12 consecutive months and,
 - b. Having had no CDL moving violations during the same 12 consecutive month period.
- 5.** No passenger who has recently received or is expecting the need to receive any type of health care, during the trip, will be allowed to ride until such time as the condition for which medical treatment is necessary, has been resolved. If a medical condition arises while traveling as passenger, the employee will notify West Side Transport of the situation immediately. Failure to do so can result in a revocation of the rider privilege.
- 6.** Employees who desire to have a passenger ride along are responsible for payment of passenger insurance premiums, which will be payroll deducted per current rate.
- 7.** Hitchhikers or any other riders not carrying a valid West Side passenger authorization form are NOT permitted in West Side vehicles
- 8.** Driver and passenger must have prior written authorization from the West Side Transport Safety Department in their possession at all times. Signature of the driver and passenger on the authorization form represents affirmation that all the information (driver and passenger name, passenger age and relationship to driver and dates of authorization) thereon is true and correct.
- 9.** Authorizations shall be extended to only one passenger at any time. Eligibility and authorization shall be subject to the final, binding discretion of the West Side Transport Safety Department.
- 10.** West Side reserves the right to change any terms or condition of the Authorized Passenger Program at any time, at will, with or without cause.

EFFECTIVE DATE

Coverage begins when the Insured Person boards the tractor for the trip. Coverage ends when the insured person arrives at the return destination point or at 11:59 P.M. on the final day of coverage, whichever occurs first.

PASSENGER AUTHORIZATION FORM

In compliance with Federal Motor Carrier Safety Regulation 392.60, West Side Transport, Inc., as the owner/lessee of Unit No. _____ authorizes _____ (Passenger) to ride as a passenger for the period ____/____/____ to ____/____/____ in the vehicle driven by _____ (Driver Code _____) over routes authorized by West Side Transport, Inc.

Authorized by West Side Unlimited Corporation
d/b/a West Side Transport, Inc.

By: _____
Title: _____
Dated: _____

KEEP A COPY OF THE SIGNED AUTHORIZATION IN TRUCK AT ALL TIMES

Driver Signature _____ Date _____

ANY DRIVER FOUND TO HAVE AN UNAUTHORIZED PASSENGER IN THE WEST SIDE TRUCK WILL BE SUBJECT TO IMMEDIATE DISCIPLINARY ACTION UP TO AND INCLUDING DISQUALIFICATION FROM THE COMPANY. THE DRIVER AND PASSENGER WILL BE RESPONSIBLE FOR FINDING THEIR OWN TRANSPORTATION HOME.

CONDITIONS OF RIDING AS A PASSENGER

I, _____, AS A PASSENGER WITH DRIVER
_____ UNDERSTAND AND AGREE THAT PASSENGER SHALL REFRAIN FROM

	PASSENGER INITIALS	DRIVER INITIALS
1. Driving West Side Transport equipment,	_____	_____
2. Assisting with loading or unloading of freight,	_____	_____
3. Providing lumper services,	_____	_____
4. Dollying the trailers,	_____	_____
5. Performing mechanical work on West Side equipment,	_____	_____
6. Interfering with the drivers compliance,	_____	_____
7. Violating any company procedures,	_____	_____
8. Violating any customer rules or policies,	_____	_____
9. Interfering with the personal safety of the driver,	_____	_____
10. Sliding or assisting in the sliding of tandems,	_____	_____
11. Assisting with any and all other duties or responsibilities, not otherwise listed herein	_____	_____

DRIVER AND PASSENGER ALSO UNDERSTAND AND AGREE THAT PASSENGER

1. Will be buckled up at all times that the truck is moving, whether in the passenger seat or the bunk	_____	_____
2. Will face the cab and use the 3 point contact when exiting the truck.	_____	_____
3. Will never jump from cab when exiting truck	_____	_____

DRIVER & PASSENGER REQUEST & RELEASE FORM

Driver and passenger state as follows:

1. Driver and passenger request permission to allow passenger to ride along with driver from ____/____/____ to ____/____/____. (Length of time passenger is allowed to ride without re-qualifying is 91 days.)
2. Passenger is between the ages of 18 and 70 years of age or a minor child of the driver age 10 or over and has satisfied all of the requirements to travel with the driver.
3. Passenger has not recently received nor is expecting a need to receive any type of health care during the time frame listed above.
4. Driver and passenger agree that the passenger shall fully comply with the Conditions of Riding as a Passenger, which, by reference, is incorporated herein.
5. Upon expiration of the authorized period, the passenger will vacate the vehicle immediately.
6. Driver agrees to a payroll deduction to cover passenger insurance premiums under the Passenger Accident Policy. Passenger understands and agrees that any benefit provided by the Passenger Accident Policy will be paid directly to passenger or passenger's estate unless otherwise designated at the time coverage is issued. No pro-rated premiums or refunds.
7. Driver and passenger understand that this authorization may be revoked with or without cause, with or without notice, and any monies paid to that point will be deemed forfeited.
8. All information provided by passenger and/or driver is true and correct.
9. Driver is responsible for the acts and omissions of a passenger at all times.
10. Passenger hereby releases, acquits, and forever discharges West Side Transport, Inc. and its parent, subsidiaries, and affiliates, their officers, directors, agents, representatives, employees, and all other persons from any claims, demands or damages of any kind, whether due to personal injury, death, property damage or loss and which arise, directly or indirectly, as a consequence of passenger's participation or request to participate in this passenger program.

PASSENGER*: _____
signature date

DRIVER: _____
signature date

****If Passenger is a minor, the Parent/Guardian Authorization/ Release Form is required.***

PARENT/GUARDIAN AUTHORIZATION AND RELEASE

1. I, _____, am the custodial parent; non-custodial parent; legal guardian of _____, (hereinafter "minor child") age _____.
2. _____ (hereinafter "Driver") is the minor child's father; mother; step-father; step-mother; legal guardian.
3. I have carefully read and understand the terms and conditions contained in the Authorized Passenger Program.
4. I authorize the minor child to ride as a passenger with Driver in equipment owned/leased by West Side Transport, Inc. or any of its affiliated companies (hereinafter "West Side"). I understand that I can revoke this Authorization and Release by proving written notice to the Claims Department at West Side Transport, Inc. 4201 – 16th Avenue SW, P.O. Box 9192, Cedar Rapids, IA 52409-9129.
5. The minor child has not recently received nor is expecting a need to receive any type of health care during the timeframe that the minor child will be a passenger.
6. The minor child requires the following prescription medication(s) on a daily bases: Medication(s): _____ Frequency: _____.
7. I understand that by riding along with Driver, the minor child may be exposed to and in fact may sustain personal injuries and even death.
8. If there is an emergency, the following person should be contacted at the following number: NAME: _____ NUMBER: (____) _____, (____) _____.
9. I, on behalf of myself and the minor child, hereby release, acquit and forever discharge West Side Transport, Inc., and its parent, subsidiaries and affiliates, their officers, directors, agents, representatives, employees and all other persons from any claims, demands or damages of any kind, whether due to personal injury, death, property damage or loss to the minor child and which arise, directly or indirectly, as a consequence of the minor child's participation in West Side's Passenger Program, as well as the consequence of any negligence or fault on the part of West Side Transport, Inc., its officers, agents or employees.

Parent/Guardian Signature: _____ Telephone #: _____
(Date)

Residence address: _____

Driver Signature: _____
(Date)

To be verified and signed by an authorized agent of West Side:

Passenger insurance premiums are being deducted from Driver's payroll effective: _____.

A certified copy of the minor child's birth certificate has been provided to West Side.

Signature: _____ Date: _____

CARGO CLAIM PREVENTION

Like collisions, cargo claims do affect the profitability of all transportation companies. Minimizing losses due to cargo claims requires your cooperative effort in the safe operation of all equipment and timely reporting of any potential cargo claims. Your cooperation will help keep West Side an efficient and profitable employer. All policies and procedures included in this section have been implemented to help the West Side professional driver do their part in the safe transportation of our customer's freight.

Drivers are responsible for the manner in which the trailer is loaded. Please use your expertise and knowledge in observing proper loading patterns (stair stepping, blocking and load straps). Please contact the Safety Department if you have any questions or concerns on the way cargo is loaded.

LOAD SECUREMENT STRAPS

Since many cargo claims, collisions are a result of unsecured cargo, West Side Policy requires all loads to be secured with at least two load straps. Due to the soft sides on the Wabash trailers, West Side does not issue load locks to drivers. When applied, the load locks push the soft sides of the trailer outward and then fall to the floor. All drivers are issued four load straps and when necessary, additional straps can be picked up at any West Side Terminal or can be purchased at any truck stop with a purchase order from our shop office. You must never be without a set of straps. If the driver are not allowed on the dock, the driver should communicate with the shipper and offer them straps to anchor to the trailer walls prior to loading the last 2 pallets.

IF THE LOAD CAN MOVE, YOU CANNOT!

West Side's customer base includes companies like Toyota who ships fork lifts, several paper companies who ship large rolls of paper and other companies that ship product on pallets, loaded down the middle or divided in half between the front and rear of the trailer. For obvious reason, these loads and all loads similar to them must be secured to prevent any shifting during transit. Toyota does an excellent job using wooded blocks in securing their cargo inside the trailer and the paper companies use non-skid mats to prevent the rolls of paper from shifting. Other companies use inflatable air bags to secure cargo. Occasionally a company may load coils of metal, large bulk bags or totes down the center of the trailer and not properly block and brace the cargo to keep it from moving. If the shipper ever loads cargo down the center of the trailer and has not blocked and braced it with 2 x 4s or blocks you must contact the Safety Department before leaving the shipper. We will either refuse the load or make arrangements to secure it properly.

OTHER SECUREMENT PROCEDURES

If pallets or other cargo is split between the front and rear of the trailer, there must be adequate blocking and bracing to keep the product at the rear of the trailer from moving forward.

If the shipper does not have blocking and bracing materials but offers you a hammer nails and some blocking material, please call the Safety Department so we can either refuse the load, find a third party to secure the cargo.

SECURING LOADS OF ROLLS OF PAPER

West Side serves several companies that ship large rolls of paper. These shippers understand the importance of securing these rolls inside the trailer and therefore in accordance with section 393.122 of the Federal Motor Carrier Safety Administration Regulations, place an **anti-skid mat** under each of the rolls of paper as they are loaded into the trailers.

When transporting rolls of paper or loads that have one half of the cargo at front of trailer and the other half at the rear of the trailer, it is critical to adjust your driving to compensate for the adverse load conditions. West Side policy requires drivers, who transport rolls of paper, to reduce speed to one half the posted speed limits, prior to entering curves and ramps and when being passed, anticipate the other driver cutting directly in front. This will allow drivers to use squeeze braking rather than hard braking, and prevent the cargo at the rear of the trailer from breaking loose and sliding forward. The presence of load straps and blocking and bracing tell both the shipper and consignee that we are making every effort to transport their product safely and securely. They are also a positive support if a claim is filed on damaged product.

LOADING THE TRAILER

Always check the trailer for possible leaks, nails, closed vents, or damage and work cooperatively with our shop on repairs, prior to loading. This process is the most effective way to prevent cargo claims.

NEVER LOAD A TRAILER THAT HAS A LEAK OR WET FLOORS/ WALLS

If your trailer has vent doors on the front and rear, make sure they are closed properly before you move any load that does NOT require that they be open during transit.

When you are allowed on the dock, please be there to watch the shipper load the trailer. If you are responsible for the counting, you must be present to count the product and protect our interests.

If you find a discrepancy in the count, you must contact the Claims Department at ext. 150/250.

Never sign for a count unless you were present and actually counted the product and have contacted the cargo exception department.

If you see any damaged product, ask the shipper for a different pallet, piece or container.

If the shipper does not replace the product, contact the Claims Department at ext 150/250 to report the exception. Also note the damage on the bill of lading.

If you are not allowed on the dock while loading or if you pick up a preloaded trailer, please write “shipper load and count” or “said to contain” on the bills before signing for it. If the shipper objects to one of these notes, please contact Claims @ ext. 150/175.

INTERNATIONAL PAPER GATE PASSES

The paperwork for all scrap cardboard loads in bound to the Cedar Rapids Mill must include a GATE PASS. If the shipper does not offer you this pass, you must contact the driver manager prior to leaving the shipper.

TRAILER COLORED CARD SYSTEM

West Side uses 2” by 6” colored cards to assist in identifying the status of different trailers. The cards are normally placed in the electrical out let receptacle of the trailer or in the aluminum bill box at the front of the trailer. Blue cards are found on loaded trailers, orange cards on empty trailers & white cards on empty trailer that has been prepared for a food grade loads.

FOOD GRADE LOAD CHECK LIST

CUSTOMER _____

CONFIRM # _____

LOCATION _____

DATE _____

TRUCK _____

PRODUCT _____

LOT NUMBERS _____

BAG COUNT _____

PRELOADING

CIRCLE ONE

- | | | |
|---|-----|----|
| 1. Is the inside of the trailer clean, dry, and odor free? | YES | NO |
| 2. Is the roof OK (No daylight showing or visible damage)? | YES | NO |
| 3. Are the inside sidewalls OK (No protruding nails, large wooden splinters or visible damage)? | YES | NO |
| 4. Is the floor OK (dry, broom clean no protruding nails or visible damage)? | YES | NO |
| 5. Are doors OK (proper seal, no visible damage)? | YES | NO |
| 6. Is the trailer free of visible insect or rodent activity? | YES | NO |
| 7. Is the trailer free of metal and/or glass? | YES | NO |

INSPECTED BY: _____

All questions must be answered "YES", if not, DO NOT LOAD the trailer and call Analytical Services or Quality Assurance immediately.

SEALS

ALWAYS SEAL AND PADLOCK YOUR LOAD. All loaded trailers must be sealed and padlocked prior to leaving the shipper. There are no exceptions or excuses to this policy. Claims lacking proper seal records are difficult to deny and can affect your performance bonus and the profitability of West Side.

“Do not leave the shipper until the seal is applied to trailer, the seal number is noted on the bills and a representative of the customer signs the bills by the seal number. If they do not want to sign call cargo exception immediately. On multi-stop pickups or drops, enter the seal and reseal numbers on the bill of lading and ask customer to sign.”

If the shipper does not have a seal, you must use a West Side seal. You must always have extra seals with you. Additional seals can be picked up at a terminal or purchased at a truck stop with shop approval.

It is critical that you never break the seal without authorization. If you feel you must break the seal in transit, call the **Claims Dept. @ 150/197 or Safety**, for permission before you break it. Reseal the load, note the new seal number on the bill of lading and call the new seal number into your Driver Manager. If the DOT authorities break the seal, make sure that the officer reseals the load and notes the new seal number on your bill of lading. **Call your Driver Manager or Safety and report the change.**

When you arrive at the consignee, prior to breaking the seal, they must verify the seal number. Write “**VERIFIED SEAL INTACT**” on the **bill of lading** and have the customer physically verify it is intact and have them sign the bills as such. If the customer does not want to verify the seal and sign the bills, **please contact Safety or the Claims Department at ext. 150/197.** The same is true on multi-stop, pick up, or delivery loads. The only difference is that the customer must verify the seal intact before it is broken and then verify the new seal is applied and intact before you leave for the next stop. A padlock is not a substitute for a seal. You must use both.

UNLOADING

Always have someone at the consignee watch you break the seal, or break it themselves, and note on the BOL “Verified Seal Intact”. If the consignee allows you on the dock, please be there to watch the unloading process and if you see the consignee damage any product, call ext 150 or 197 to report the damage and note it on bills. If the consignee breaks the pallets down before you leave, and discovers damage in the center of the pallet, be sure this is noted on the bills as concealed damage. Concealed damage means you could not have detected it during the loading process.

If the consignee finds damage that obviously occurred prior to or while loading (speared by forklift, crushed by squeeze machine etc.) note it as pre-load damage & advise the Claims Department.

Any cargo exception must be reported to ext. 150 or 197 immediately and preferable before you move your truck from the dock. Occasionally the consignee will reject product due to damage or overage. If this occurs, leave your unit at the dock, if possible, and with the bills in hand call the Overage, Shortage & Damaged Cargo Department at ext. 150 or 197 for assistance. We will contact the shipper and determine if the consignee will accept the overage, or if it will be taken to a less than truckload carrier for return to the shipper. You will be compensated for any miles driven during this process.

DO NOT send in your EMPTY CALL on QualCom until OS&D has resolved all refused cargo issues.

West Side Transport has many customers that ship foodstuff and these shippers expect a clean trailer to load. After unloading, it is critical that you clean out the trailer so we are looked favorable upon by the next shipper. Many shippers judge West Side by the conditions of the trailers we present. Due to the ever-present threat of food loads being tampered with, customers may refuse a load if the seal has been broken and West Side could be held accountable for the cost of the load.

Toyota Forklift Company loads contain extensive blocking and bracing nailed to the trailer floor. Drivers are paid to pull the nails out of the floor and it is very important that the nails are pulled prior to loading the next load. If a driver is paid for pulling the nails and it is later determined that they were not pulled, the money will be charged to the driver who failed to pull the nails and paid to the driver who completed the task.

HAZARDOUS COMMUNICATION RIGHT TO KNOW LAW

Your right to know begins with the chemical manufacturers who must determine the physical and health hazards of each product they produce. A PHYSICAL HAZARD is a chemical for which there is evidence that it is combustible, flammable, explosive, radioactive or reactive. A HEALTH HAZARD is a chemical for which there is evidence that an acute or chronic health effect may occur upon exposure.

All users, like us here at West Side, must be advised of these physical and health hazards through LABELS applied to the outside of containers (containers can be drums, boxes, canisters, bags, barrels, cans, bottles, or tanks) or through

MATERIAL SAFETY DATA SHEETS (MSDS) (SEE PAGES 54 – 56)

Information is the heart of “right to know” and West Side must advise all associates about the Hazardous Communication Standard, how it works in-house, how to recognize hazardous chemicals and their applicable labels, how to read and understand Material Data Sheets and how to safely work with hazardous chemicals. YOU ALSO HAVE A RESPONSIBILITY to help West Side protect you. You must read all labels and follow instructions and warnings. The data has been researched by the manufacturers and is there for your benefit. **Any Material Data Sheet will be provided to any West Side Employee immediately upon request.**

LABELS

The manufacturer must label every container of hazardous chemicals. The format will differ from company to company, but the label must contain specific information:

1. The name of chemical.
2. The name, address & emergency phone number of manufacturer.
3. The physical hazards such as flammable, explosive or reactive.
4. Storage and/or handling instructions
5. Health hazards (is it toxic or could it cause cancer)
6. Recommended protective clothing, equipment or procedures.

Before you move, handle, or open a chemical container, read the label and follow the instructions– yes, even on whiteout. If you have questions or are not sure about what to do, contact the Safety Department.

The MSDS contains all the information you need to know about a chemical. It communicates all details on chemical and physical dangers, safety procedures and emergency response techniques. The MSDS is divided into nine sections and each section must provide the following data:

1. Product & manufacturer identification.
2. Composition/information on ingredients
3. Hazards identification– how the chemical can enter your body (inhalation, swallowing) and symptoms of exposure (such as eye irritation, nausea, dizziness, skin rash or headaches) plus emergency first aid in the event of an incident.
4. First Aid measures
5. Fire-fighting measures
6. Accidental release measures
7. Handling & storage – procedures for safe handling, storage and use, what to do if the product spills, how to dispose of the waste, and equipment needed to clean it up.
8. Exposure controls/Personal protection – how to reduce harmful exposure through use of respirators, gloves, and personal protective equipment (PPE), and special work or hygiene practices.
9. Physical & chemical properties
10. Stability & reactivity with other chemicals
11. Toxicological information

12. Ecological information
13. Disposal considerations
14. Transportation information
15. Regulator information
16. Other information (National Fire Prevention Assoc. Rating etc.)

Most of the hazardous chemicals are found in the West Side shop. The information center, which contains a book with all of the Material Safety Data Sheets for chemicals we use, a list of those chemicals, and a written copy of our hazardous communication program, has been centrally located in the main hallway inside the main entrance to the shop. This is where you will also find the safety glasses that must be worn by anyone entering the shop. Henceforth, this policy will be monitored and enforced.

In the event of a spill involving a chemical, the employee can go to the MSDS book or computer in shop, locate the appropriate data sheet, and have the information available for emergency use (i.e. first aid treatment). West Side is located less than a minute from a fire station at Wiley and 1st Ave., and in the event of any chemical spill or any type of emergency, the first thing we must do is to call 911.

LABELING SYSTEMS

GENERAL WARNINGS/SUMMARY

Special signal words like DANGER; WARNING & CAUTION are used on warning labels. DANGER indicates the most severe hazard. WARNING indicates that the chemical can cause serious injury or death, and CAUTION indicates that the chemical can cause moderate injury.

Some symbols are used on labels to communicate the hazard. Flames obviously represent flammability, skull and crossbones = poison, and a hand being dissolved by a chemical – corrosive. Some examples are:

DON'T BREATHE VAPORS, AVOID CONTACT WITH EYES & SKIN, OR KEEP AWAY FROM FLAMES.

Safety is everyone's business. West Side and the Safety Department can lead you to the data but we can't make you think. Only one person can keep you totally safe and that is you. Please make the following common sense rules a regular part of your work life:

1. Identify hazards before you start a job.
2. Don't take chances and respect all cautions.
3. Call Safety if in doubt.
4. Know in advance what could go wrong and what to do if it does.
5. Know how and where to get help.

Remember, you have the right to know, but hazard communication can protect you only if you:

1. Read and follow instructions on labels and the MSDS.
2. Know where to find the information on the chemicals in our facility.
3. Follow warnings and instructions.
4. Use protective clothing and equipment when dealing with hazardous chemicals.
5. Learn emergency procedures and practice sensible, safe work habits.
6. Report non-labeled containers, unreadable labels, or labels that are not in English.
7. Do not use any chemical that does not have a label.
8. Read and follow instructions on other types of labels like signs, placards, banners, and tags.
9. NEVER SMOKE WHERE FLAMMABLE MATERIAL IS STORED OR USED.



Superior Solutions

ZEP Inc.
11627 178th Street
Edmonton, Alberta T5S 1N6
1-877-1-BUY-ZEP (428-9937)
www.zep.com

Material Safety Data Sheet

Section 1. Chemical Product and Company Identification

Product name CHERRY BOMB
Product use Liquid Hand Cleaner
Product code 0951
Date of issue 3/8/2015 **Supersedes** 11/18/09

Emergency Telephone Numbers

For MSDS Information:

Technical Services Group
Telephone (780) 453-8100
(Business Hours 8:00am - 5:00pm)

For Medical or Transportation Emergency

CANUTEC (24 Hours)
(613) 996-6666 - Call Collect

Prepared By

Technical Services Group
11627 178th Street
Edmonton, Alberta T5S 1N6

Printing date: 20/11/09

Section 2. Hazards Identification

Emergency overview

CAUTION!

MAY BE HARMFUL IF SWALLOWED. MAY CAUSE EYE IRRITATION.

Do not get in eyes.

NOTE: MSDS data pertains to the product as delivered in the original shipping container(s). Risk of adverse effects are lessened by following all prescribed safety precautions, including the use of proper personal protective equipment.

Acute Effects

Routes of Entry

Eye contact Ingestion

Eyes May cause eye irritation. Inflammation of the eye is characterized by redness, watering and itching.
Skin No known acute effects of this product resulting from skin contact.
Inhalation No known significant effects or critical hazards.
Ingestion May be harmful if swallowed. Can cause gastrointestinal disturbances.

Chronic effects

Prolonged or repeated contact may dry skin and cause irritation.

Additional Information: See Toxicological Information (Section 11)

Section 3. Composition/Information on Ingredients

Name of Hazardous Ingredients

CAS number

% by Weight

ODORLESS ALIPHATIC NAPHTHA; heavy alkylate petroleum naphtha; odorless mineral spirits	64741-65-71	0 - 30
NONYLPHENOXY POLY(ETHYLENEOXY) ETHANOL - npe; poly(oxy-1,2-ethanediyl) alpha-(nonylphenyl)-omega-hydroxy	9016-45-97	- 13

Section 4. First Aid Measures

Eye Contact Check for and remove any contact lenses. Immediately flush eyes with plenty of water for at least 15 minutes, occasionally lifting the upper and lower eyelids. Get medical attention immediately.

Skin Contact Rinse with plenty of running water. Get medical attention if irritation develops.

Inhalation Move exposed person to fresh air. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. Get medical attention immediately.

Ingestion Wash out mouth with water. Do not induce vomiting unless directed to do so by medical personnel. Never give anything by mouth to an unconscious person. Get medical attention immediately.

Section 5. Fire Fighting Measures

Flash Point	Closed cup: >93.3°C (200°F) (Tagliabue.)
Flammable Limits	Not determined.
Flammability	Structure inhibits combustibility of solvent.
Auto-ignition Temperature	
Fire-Fighting Procedures	Use an extinguishing agent suitable for the surrounding fire.
Fire hazard	In a fire or if heated, a pressure increase will occur and the container may burst.
Products of Combustion	carbon oxides (CO, CO ₂) May emit toxic fumes under fire conditions.
Explosion hazard	Not available.

Section 6. Accidental Release Measures

Spill Clean up	Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.
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Section 7. Handling and Storage

Handling	Avoid contact with eyes. Do not ingest. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Empty containers retain product residue and can be hazardous. Do not reuse container.
Storage	Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see section 10) and food and drink. Store between the following temperatures: 40°F - 120°F (4.4°C - 49°C). Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Keep out of the reach of children.

Section 8. Exposure Controls/Personal Protection**Product name**

Odorless Aliphatic Naphtha

Exposure limits**OSHA PEL (United States).**

TWA: 500 ppm 8 hour(s).

ACGIH TLV (United States).

TWA: 100 ppm 8 hour(s).

Personal Protective Equipment (PPE)

Eyes	No special protection is required.
Hands and Body	No special protective clothing is required.
Respiratory	No respiratory protection needed under normal use conditions.

Section 9. Physical and Chemical Properties

Physical State	Viscous liquid.	Color Red.
pH	7.0 - 8.0	Odor Cherry
Boiling Point	Not determined.	Vapor Pressure Not determined.
Specific Gravity	0.96	Vapor Density Not determined.
Solubility	Emulsifies in water.	Evaporation Rate Not determined.
Freezing Point		VOC (Consumer) 8.34 g/L 0.87%

Section 10. Stability and Reactivity

Stability and Reactivity	The product is stable.
Incompatibility	Reactive or incompatible with the following materials: oxidizing materials.
Hazardous Polymerization	Under normal conditions of storage and use, hazardous polymerization will not occur.
Hazardous Decomposition Products	Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological Information

Carcinogenicity Ingredients: Not listed as carcinogen by OSHA, NTP or IARC.

Acute Toxicity

Product/ingredient name	Result	Species	Dose	Exposure
Odorless Aliphatic Naphtha	LD50 Oral	Rat	>18800 mg/kg	-
	LC50 Inhalation Vapor	Rat	>5900 mg/m ³ 4	hours
Nonylphenoxypoly(Ethyleneoxy)EthanoL	D50 Dermal	Rabbit	2000 mg/kg-	
	LD50 Oral	Rat	3310 mg/kg-	

Section 12. Ecological Information

Environmental Effects No known significant effects or critical hazards.

Aquatic Ecotoxicity

Not available.

Section 13. Disposal Considerations**Waste Information**

Waste must be disposed of in accordance with applicable regulations. Consult your local or regional authorities for additional information.

Waste Stream Code: - (None.)

Classification: - (Non-hazardous waste)

Section 14. Transport Information

Regulatory information	UN numberP	proper shipping nameC	classesP	G*	Label	Additional information
TDG Classification	Not regulated.	-	-	-		-
IMDG Class	Not available.	Not available.	Not available.	-		-

NOTE: DOT classification applies to most package sizes. For specific container size classifications or for size exceptions, refer to the Bill of Lading with your shipment. Limited Quantity: Small quantities of controlled goods are not regulated as Dangerous Goods according to TDG regulations.

PG* : Packing group

Section 15. Regulatory Information**Canada****WHMIS (Canada)**

Not controlled under WHMIS (Canada).

This product has been classified in accordance with the hazard criteria of the Controlled Products Regulations and the MSDS contains all the information required by the Controlled Products Regulations.

Section 16. Other Information

*To the best of our knowledge, the information contained herein is accurate. However, neither the above named supplier nor any of its subsidiaries assumes any liability whatsoever for the accuracy or completeness of the information contained herein.
Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution.
Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.*

COLLISION REPORTING PROCEDURES

Ext. 150

WHAT IS A COLLISION?

An event that takes place & causes damage to company property, someone else's property, or injury to you or another person. You must report all accidents to safety. Dispatch and the shop are not in claims. You may discuss an accident with the shop or dispatch but ultimately you must report the accident to a claims person. Alleged damage to someone else's property must also be reported as soon as possible.

WHAT DETERMINES A DOT REPORTABLE COLLISION?

If a vehicle involved in the accident has to be towed from the scene.

If a person has to be transported to the hospital immediately from collision scene.

There is a death. (Post-crash drug test is required even if driver is not cited)

WHAT TO DO AT THE SCENE OF COLLISION

What may seem unimportant is often very important later. Things you need to have in your tractor:

- A. An Accident Packet to document all details of the crash.
 - a. Note the date, time, place, people, and any other details that are relevant to the accident
 - b. Document any injuries. If so, what ages, who was injured, how many?
 - c. Note any damage to property and the extent of damage.
 - d. Write down names and other identifying information of persons who received citations.
 - e. If you need more space for information, use separate sheets of paper if you need to.
- B. Make sure you have the proper safety equipment.
 - a. 10 - BC fire extinguisher.
 - b. Triangles.

STEPS TO TAKE WHEN INVOLVED A COLLISION

1. Secure the scene. Stop, shut vehicle off, put emergency flashers on and take a minute to calm down. Get your accident packet out and follow the checklist.
2. Put out triangles within ten minutes. Check your logbook for information on how to properly place your triangles correctly.
3. Assist the injured as best you can, but don't move the injured person unless it is a life-threatening situation and keep the person warm and as still as possible.
4. Never state that you are responsible for an accident or that you are "sorry an accident happened". Responsibility & fault are legal issues to be determined during the investigation of collision.
5. Notify
 - A. Report crash or incident to authorities even if on private property
 - B. Call West Side at 1800 373 2957 ext.150 days and Ext 500 after hours to report a collision.
 - C. Call 911. If you cannot do it yourself, ask someone else to do it for you.
 - D. Try CB channel 9 to pass on word of the accident.
 - E. If the accident involves a fuel spill call 911 for Fire Department.
 - F. Use satellite if no phone is available
 - G. If satellite is disabled, stop a motorist and ask him/her to contact West Side
6. **DO NOT LEAVE THE SCENE UNTIL RELEASED BY OFFICER & WEST SIDE.**
7. **BE COURTEOUS**
8. Don't sign any forms OR give any statements to anyone.
9. Exchange insurance information with other drivers: the permit book in your truck contains a copy of our proof of insurance.

- 10.** Protect your vehicle from further damage & theft don't move your unit until police arrive at scene
- 11.** If the other driver admits fault, ask them to sign an exoneration card.
- 12.** Get as many witnesses as possible to fill in forms. Each person will have a little different view of the accident. The more witnesses we have, the better able we will be to get an accurate picture of the accident. If witnesses are reluctant to sign, get license plate info so they can be contacted later.
- 13.** Fill in the accident report ASAP. The sooner you can fill it in the more accurate and complete it will be. The longer you wait, the less you will be able to accurately remember. Get all the information you can get from the investigating officer.
- 14.** Only speak to the investigating officer, our company representative, or a representative of our insurance company. Get an ID if you are not sure it's OUR insurance company.
- 15.** If the collision investigation will cause your delivery or pick-up to be late please notify your Driver Manager as soon as possible, so the customer can be notified.
- 16.** If you are injured in the collision, you must report the injury to the Human Resources Dept. @ ext. 164 as soon as possible so you may have proper medical care.
- 17.** If the equipment is damaged you are required to report the damage to the shop office for repairs
- 18.** Cargo damage requires a coordinated effort between the driver, Claims, Safety, and Operations. If possible, be prepared to report in with a good visual description of the extent of cargo damage.
- 19.** If you receive a citation, do not plead guilty without consulting the Claims and Safety Departments.
- 20.** If the other party contacts you, their insurance company or attorney, do not give them a statement of any kind, simply refer them to the Claims Department. Any correspondence pertaining to a collision you receive at home should be forwarded, via mail, to the Claims Department.
- 21.** Remain at the scene until released by West Side.

COLLISION SCENE PHOTOGRAPHS

Experts recommend using a good camera and shooting photographs that show the entire collision scene. Also zero in on details, such as steering gears, brakes and tires. Photographs provide a quick, easy, permanent record so that evidence remains hard and fast and proper decisions can be made based upon the information. However, one must know the techniques of proper and effective photography so that important evidence will not be missed. Since collision investigators are sometimes unable to get to the scene while the vehicles involved are still present, you should know how to properly take the photographs.

HOW TO CAPTURE THE FACTS ON FILM - PHOTOS SHOULD TELL THE STORY OF COLLISION

According to the ATA, the following are several important techniques, which should be utilized by the driver and/or company-appointed collision investigator when photographing collision scenes.

- 1.** Get different angles that show not only the damage, but also the angle & path of each vehicle into the collision scene plus any other items you think will be important in reconstructing the accident.
- 2.** Avoid taking pictures showing of blood or injured people.
- 3.** Take photos of the other people involved if they show being in good spirits, good health, etc.
- 4.** Photograph the entire collision scene.
- 5.** Take a series of photographs from a point of origin of the event through to the final vehicle positions. Take the photographs so they overlap to ensure that every part of the collision scene has been photographed.
- 6.** Take a series of photographs showing the driver's view of the scene as each vehicle approached the crash area.
- 7.** Take photographs of traffic control devices such as signals, signs and road markings.
- 8.** Photograph the roadway surface to show if it is rough, rounded or flat, and other features.
- 9.** Take photographs of any and all obstructions, with particular emphasis on the angle you had when your view was impeded by this obstruction. Often signs, trees, and general topography will create an obstruction.
- 10.** Include photographs of any evidence left on the roadways, such as tire marks, roadway scratches, gouges and grooves and broken glass on the roadway. As soon as possible photograph any temporary evidence, such as vehicle resting positions and other elements which are apt to disappear or change in a short period of time.

- 11.** Photograph all parts of every vehicle involved in the collision, including undamaged areas of the vehicles.
- 12.** Photograph the position of the interior of adverse vehicles, including the position of all light switches, the speedometer and the gearshift.
- 13.** Take photographs from any witnesses' position(s) to show what the witness could or could not see.
- 14.** Try to take photograph of or any witness and their license plate if they are leaving the scene without offering a statement.

UNATTENDED VEHICLES

In the event that the accident involves hitting an unattended vehicle, attempt to locate the owner of the unattended vehicle, then follow the steps outlined above. If you pick up a trailer that has damage or equipment defects, please report this to the Safety Department. It will not be placed on your record.

IF YOU ARE A WITNESS

If you are a witness to an accident, but are not involved, get your vehicle safely off the road and find the investigating officer. Tell him that you are not involved in the accident, but you are a witness and are available to give a statement and to help if you can. If you are not the first person on the scene and/or it is not necessary to stop and/or if it is NOT safe; do not stop. You may cause further traffic hazards or even another accident.

AFTER THE COLLISION

Send all collision information and the camera to the Claims Department by mail or deliver in person. We must have the report immediately in order to comply with the various states reporting deadlines. If applicable, please include the receipt for a new camera so we can reimburse you. You must have a camera at all times in your truck whether it's a company-issued camera or your own personal camera or cell phone that you can take pictures with.

ADDITIONAL COLLISION RESPONSIBILITIES

In order to protect West Side from unnecessary exposure and loss, drivers must report every collision, incident or accusations, regardless of liability or severity. Someone in the Safety Department is on call 24 hours a day, 365 days a year. The Shop & Dispatch are not in Claims Department.

FAILURE TO REPORT A COLLISION OR INCIDENT OR ATTEMPTING TO SETTLE A COLLISION WITH OUT ADVISING WESTSIDE SUBJECTS THE DRIVER TO DISCIPLINARY ACTION, UP TO AND INCLUDING DISQUALIFICATION FROM THE COMPANY

10 HOURS OF SERVICE

COMPLIANCE COORDINATOR – EXT 166

West Side Transport, for the safety of its drivers and the elimination of enforcement action by the Federal Office of Motor Carriers, must prepare all paper & electronic logs and operate all vehicles in compliance with the hours of service regulations. At the upper right hand corner of the Log Book, it is stated “West Side policy requires all loads to be run legally. If load schedule and hours available do not allow you to do so, contact your Driver Manager immediately.

Drivers who fail to comply with the hours of service regulations are subject to disciplinary action up to and including disqualification.

The most common reason for Out of Service orders and steep fines on paper logs is for simply failing to keep the log current. You are required to keep your log current to the last change of duty status at all times.

Drivers who do not submit paper logs to the Log Department within 5 days will be removed from dispatch. The Driver Managers also keep aware of their driver’s daily hours.

When required to complete paper logs the driver’s total commitment is required when submitting current and complete hours of service, via satellite, to the Driver Manager. Based on these hours, the Operations Department will work to ensure that sufficient delivery time is available for every load. If you ever find that you have been dispatched on a load for which you feel you do not have sufficient hours to run legally, enter an “N” in the load confirmation screen on the satellite and call your Driver Manager immediately. Options such as relays, first come first serve deliveries, and rescheduled appointments will be considered.

Your Driver Manager will not dispatch you on a load that you cannot do legally without having a plan in place to keep your log hours legal. The planners will also lend a hand in this process to ensure that you will be kept in compliance as far as logs are concerned.

The sooner you advise us of any problems, the sooner we can react to them and communicate with the customer. If a driver knows that he or she will have less than two hours available when empty, contact needs to be made to the Driver Manager IMMEDIATELY to ensure that that driver is not dispatched or preplanned on a load that they cannot legally do.

West Side must depend on our drivers for hours of service compliance when they are dispatched on loads that take them home. West Side understands the importance of home time and will do everything possible to assure that the drivers have sufficient time to be with family and address personal issues. Although it is in some cases tempting to do so, drivers may not exceed the hours of service or falsify logs at any time.

HOURS OF SERVICE RULES & REGULATIONS

Any driver operating a property-carrying commercial vehicle in excess of 10,000 lbs. in intrastate, interstate, or foreign commerce must comply with these regulations. The regulations are in place to protect the life of the driver as well as public safety. The Federal regulations on hours of service help to eliminate fatigue which is the leading cause of accidents where a commercial truck driver is at fault. The regulations that follow are intended to limit the number of hours a commercial truck driver can operate without resting:

- 1. 11 hour rule:** Drivers are permitted to DRIVE for up to eleven hours after a 10 hour break, but you cannot DRIVE again until after you have taken another 10 hour break.
- 2. 14-hour rule:** Drivers cannot DRIVE after the 14th hour from the point you first came on-duty following ten consecutive hours in an off-duty status. You may DRIVE again only after you have taken a 10-hour break. Please note also that you can spend an UNLIMITED amount of time on line 4, but cannot DRIVE again until you have taken a 10-hour break.

You may reset your eleven-hour and 14 hour clock in 3 ways:

10 continuous hours on line one (off duty)

10 continuous hours on line two (sleeper berth)

10 continuous hours on line one and two combined.

- 3. 70-hour rule:** Drivers cannot DRIVE if your hours (on line 3 & 4) meet or exceed 70 hours in any 8 consecutive day period.
- 4. 34-hour restart:** A driver may reset his 70 hours in 8 days after taking 34 consecutive hours in off-duty, sleeper berth or a combination of off duty and sleeper status unbroken by any on duty time.
- 5. 8-Hour Rule:** After starting a new 14 hour clock a driver may not drive after 8 hours of clock time until the driver has completed a 30 minute rest period in the sleeper, off duty or in a combination of sleeper berth and off duty

SPLITTING 10 HOUR BREAKS

When using paper logs, West Side asks that drivers take their breaks in 10 consecutive hour periods and not split them, as the laws pertaining to splitting them can be confusing. If a driver takes their breaks in 10 consecutive hour periods they can split the 10 hours in any combination between in the berth and off duty. If a driver is using electronic logs believes splitting the break into to two periods is beneficial in serving our customers or getting home earlier, they must contact the Safety Department or Dispatch to discuss the options. If a driver is authorized to split the break into 2 periods they must understand that the laws strictly dictate how the 10 hours of break time can be accumulated. One of the periods **MUST** be 8 consecutive hours in the sleeper berth. No exceptions. The second period must be a minimum of 2 hours and can be in the sleeper, off duty or any combination of sleeper and off duty. It is critical that drivers understand that only the 8 consecutive hours in the sleeper berth can extend their 14 hour-clock and the second 2-hour break does not. Please review the Sleeper Berth Option at www.westsidetransport.com

GENERAL LOGGING RULES

- 1.** You must log your hours the way you do it. For example: We know that from Cedar Rapids, IA to Elk Grove Village, IL is 213 miles. It takes five hours however, to get there. The speed limits, traffic, and lights prohibit a four-hour transit. Do not compress your log to show a run being made in 4 hours when it actually took 5 hours to drive it
- 2.** You must sign your logbook or approve your logs at the end of each day.
- 3.** Log Central Time on your logbook. Your home terminal is located in the Central Time Zone, so you must log it as such. But you must remember that all pick-up and delivery times are local times that relate to the specific time zone that you are in.
- 4.** Print your driver code in all CAPS behind your signature.
- 5.** You may abbreviate the state, but may not abbreviate the city unless it is abbreviated on a map.
- 6.** Flag your lines to the nearest exact city and state.
- 7.** All log entries must be made in blue or black ink. This is company policy.
- 8.** All corrections to the logs need to be "X'ed" out and initialed. Do not use white out.
- 9.** You may log successive days off duty on one log page as long as the days fall into the same calendar month.
- 10.** If you are empty and off duty and you are going home, you may do so unless you are out of hours. Even though you are not in a position of responsibility, if you get into a situation where you are out of hours going home our policy is that you take your break, gain back your hours, and then go home.
- 11.** Your "Off Duty Authorization" is located on the inside cover of your logbook.
- 12.** Log accidents on line four until the investigating officer relieves you.
- 13.** Toll receipts must have the current time that you entered the tollbooth.
- 14.** Scale receipts must be the originals with no alterations.
- 15.** Log a minimum of 15 minutes for fueling, loading, drug or alcohol testing, law enforcement detainment.
- 16.** If you are inspected by DOT inspection, you must log it on line four. If you pass it, send it in a trip envelop and you will receive twenty-five dollars in merchandise from company store.
- 17.** West Side requires that when using a paper log that the 7-day recap is to be completed each day. Upon completion of a 34-hour reset of your 70 hours, West Side wants you to show "70" under "hours available"

today” and leave the rest of the recap numbers above it blank.

18. Note the Trip Number on each day’s log for each day you are under a load.
19. Post-trip and pre-trip inspections are required to be logged on line four for a minimum of 15 minutes. **The post trip inspection report (DVR) does not need to be completed if no defects are found.**
20. Federal Motor Carrier Safety Administration requires drivers to log any part-time work they do on weekends as on-duty time. The part time work must also be counted in the 70 hour recap & will affect a 34 hour reset.
21. West Side teams are allowed to log 2 hours in the passenger sheet as off duty as long as it is immediately before or immediately following an 8 hour rest break in the sleeper berth.

SCANNING LOGS:

To be sure you receive credit for all logs scanned to West Side you must clearly print your driver code in capital letters and the date in the appropriate boxes. When entering the date and when appropriate, please leave a box blank instead of entering a zero before the number indicating the month and day. Example: for January 7, 2016 you would leave the first box blank, enter a one, leave the next box blank, enter a seven & then enter the 16 for the year..

When entering your driver code, daily miles, tractor, trailer and trip numbers you will find that the log may contain more boxes than needed. Please enter your information as far to the right as possible and leave any blank boxes to the left. Do not enter any dashes (-) or zeros in empty boxes, just leave them empty.

Since the scanner has difficulty reading them we ask that you carefully & neatly close your nines, eights, sixes & zeros.

Some drivers have gotten in the habit of drawing vertical lines through their zeros and/or horizontal lines across their sevens. We ask that you not do so, as it will confuse the scanner and may cause it to read it as a different number.

The scanner will audit your logs down to the quarter hour and therefore the lines you draw on the grid must be neat and accurate. Please always use a ruler and be sure your lines are drawn directly on the quarter hour indicators. If not entered properly the scanner could misread the log and show an hours of service violation when one did not occur. Please do not add any unnecessary lines any place on the log, as the scanner will attempt to read them.

When adding up the total hour’s section for off duty, sleeper berth, driving and on duty not driving at the right side of the grid we want you to use the minimum amount of zeros, leaving as many of these boxes blank as possible. Examples: If you drive nine and one half hours and want to enter them in the four boxes provided, you would leave the first box blank, enter a nine in the second box, enter a 5 for the half hour in the third box and leave the fourth box blank.

The scanner will read it as nine and one half-hour. If you drove 10 hours you would enter a one in the first box and a zero in the second box, as the zero is part of the number ten. You would then leave the last 2 boxes empty and the scanner will read it as a ten. If you had one half-hour of on duty not driving all you would enter would be a 5 in the third box.

Be sure to print all numbers and letters small enough so they are completely inside the boundaries of the boxes.

DUTY STATUS DEFINITIONS

Since some drivers are not clear on the correct use of the four different Duty Status lines in the logbook, below you will find the definitions of each line. Remember; **LOG IT AS YOU DO IT.**

LINE ONE: Off Duty - When driver is relieved of all responsibility by West Side. It is used for time such as: Waiting in company or customer lounge, days off, vacation, and eating or taking a shower at truck stop

LINE TWO: Sleeper Berth - Any time spent in the sleeper berth even if you are not sleeping

LINE THREE: Driving - Any time spent in control of the vehicle. Drivers should use their watch to calculate driving time.

LINE FOUR: On-Duty Not Driving - Use when performing work like loading or unloading the trailer, riding in the passenger seat while your co driver is driving, inspecting the vehicle, drug testing, time spent at collisions scene and detainment by law enforcement detainment, equipment breakdown and fueling the truck.

CORRECTIVE ACTION

1. Log Falsification and Hours of Service Violations (8, 11, 14 & 70 hour rules)

1st Offense: Warning and conference

2nd Offense: Warning letter, conference and retraining

3rd Offense: Subject to disciplinary action up to & including disqualification from company.

2. Out of Service Orders by State or Federal DOT (roadside inspections)

1st Offense: Subject to disciplinary action, up to & including disqualification from company.

3. Flagrant Log Falsification

1st Offense: Subject disciplinary action, up to & including disqualification from company.

Drivers who choose to use the per day meal expense deduction (per diem process) when they file their income taxes, must download, print and keep copies of their logs for up to 7 years. If a driver is audited, an IRS auditor would require documentation that demonstrates the driver was away from home for the number of days the driver the driver is claiming the deduction. The logs can be accessed through the website:

URL: <https://dhos.omnitracs.com/dhm/>

Once in the program, select Reports and then chose the dates for which you want to find your logs. Then click on “Rn Report”. There could be a slight delay as system locates your log ELECTRONIC LOG INFORMATION

ELECTRONIC LOG INFORMATION

While using the electronic log you must have a paper log book to use if the Qualcomm malfunctions & a visor card with instructions on the operation of the Qualcomm for an officer to use if you are not available to provide the information

From the home screen select “LOGIN”. On the home screen, enter your driver code and then your password which is simply your driver code and the number 1. Tap the OK button.

The next screen advises you of the “Unassigned Driving Time” and asks if you want this time credited to your account and you must always say no.

The next screen will show that you are active in the system and you should tap the home screen button which will take you to the home page. You will then tap the hours of service and will see the seven functions of the hours of service section:

- | | |
|------------|--------------|
| 1) STATUS | 5) 8 DAY LOG |
| 2) SUMMARY | 6) APPROVE |
| 3) GRAPH | 7) LOAD |
| 4) DAY LOG | |

STATUS

Each time you log into the QualCom and each time you apply the parking brakes the duty status on the log automatically changes to “On Duty Not Driving” so whenever you do log in or set the brakes you must complete one of two options.

If you are not going to remain on-duty you should tap “change” near the bottom of the screen and you will then tap on the circle with the duty status to which you want to switch. “Off” is for off duty, SB is for sleeper berth. If you do not change the status your log will continue on-duty not driving.

If you are going to stay on duty and complete an activity you must tap the “Remark” tab and two down arrows will appear on the screen. When you tap one of the down arrows you will see the list of activities from which you can choose

to note what activity you will be performing. If you are completing two activities like fueling and pre-trip inspection at the same time you can tap the other down arrow and note the second activity you are performing. If there is not a choice for the activity you are performing (like broke down) you can tap box and just type the remark in. West Side recommends not logging out of the QualCom unless someone else may be driving your truck. We have a shop order for it, or was given permission to do so by Safety. There are tabs at the bottom of the Status Screen showing Clock In and Clock Out which are only used by city drivers who stay within 100 mile radius & are paid by the hour. The miles driven for the day and the hours that you gain on your 70 hour clock at midnight tonight and at midnight tomorrow night also are shown in the Status screen.

It is important to remember that if you do not remain in a status for at least 5 minutes the status change will not be recognized by the Qualcomm & will revert back to the previous status.

SUMMARY

The summary screen advises you how many hours you have remaining before you must take your thirty minute break for the eight hour rule, how many hours before you must take a ten hour break for the eleven and fourteen hour rules and how many hours you have remaining before you reach your seventy hour limit in the past eight consecutive days. When you start driving the full QualCom screen will show the hours and minutes remaining until the next violation will occur.

GRAPH

The Graph function serves the same purpose as the grid on a paper log as it records every change of duty status you have made during the day and how many hours you spent in each status. It also notes on the bottom or right side of the screen the activity you were performing when ON-Duty.

DAY LOG

The Day Log function shows every change of duty status you have made including the time you started in the status and the hours and minutes spent in that status since midnight. If you touch any of the on duty not driving lines on the screen, the “Remark” tab in the lower right corner will light up. If you tap the “on-duty” line and the remarks button does not light up, that means there is no remark noted and you must call the Log Dept. at ext. 166 to advise them of what activity you were performing at that time. The DOT officers are looking closely at these remarks.

8 DAY LOG

The 8 day log is a recap showing your hours driving and on-duty not driving for today and each of the previous seven days. This function also allows you to fax or email your logs to a DOT officer if requested. To fax the logs, tap the fax/email button in the bottom right hand corner and enter the fax or email. If you scroll to the very bottom of the screen which is the eighth day you can see how many hours you will pick up at midnight for the next day.

APPROVE

The Approve function of the E-log is the same as signing a paper log and it must be done each day, certifying the all of the entries on the log is true and correct. Simply tap the “Approve” tab and a new tab “Approve All” will appear and when you tap that tab you will be asked if you want to approve them and you will tap “yes”.

LOAD

The load function which is required by the DOT, allows you to enter the load number, pick up and deliver dates, bill of lading number and trailer number. When you tap the load button a “new load” tab will appear. When you tap “new load” the screen on which the load information is entered will appear. The load or trip number is the first number you see when you receive a trip plan or load assignment and is unique to that trip and trip only. The calendar allows you to enter the pick-up and delivery dates. The bill of lading and trailer numbers must also be entered. There are three entries for trailers but those are for carriers that pull double and triple trailers. This screen is completed each time you pick up a new load at a shipper, at a West Side yard or from another West Side driver in a relay.. When complete, the load will become part of load history which can be accessed by tapping on the “Load History” tab. The DOT officers are also looking at the New Load entries during road side inspections.

Even when you are operating on your electronic log, you must still have the paper log available in case the QualCom malfunctions. If you cannot produce the paper log during a road side inspection the officer will document it as a

violation of the regulations. You do not keep a paper log at the same time you are logging on the electronic log, you only must have it in your possession.

VEHICLE INSPECTION REPORT (VIR)

The Vehicle Inspection Report allows drivers to advise West Side of vehicle defects on equipment and document that the appropriate repairs were completed. Remember that if you do not find any equipment violations during your post trip inspection you do not have to fill out the Vehicle Inspection Report.

If you drop a trailer at a customer or at a West Side drop yard and find any significant defects you should tap the VIR tab and a screen with a choice of Vehicle or Trailer Inspection will appear. You will tap the Trailer Inspection tab and the next screen will ask if you found a defect to which you will respond “yes”.

You can then select the system on which the defect is found and tap the next tab where you will explain the defect, enter your driver code and trailer number and tap done. The report will go to the West Side Shop and Safety. West Side also recommends calling the shop to offer more information or answer any questions they may have regarding the defect.

If you find a defect on the tractor during your post trip inspection you will tap the VIR tab and then the Vehicle Inspection tab and you will see the screen noting yes there is a defect and a list of equipment components from which to choose. You will tap the yes tab and the component or components on which you found the defect and select “next screen. You will describe the defect and enter your tractor number and tap the done tab. This report will also be received by the Shop and Safety. When the defect is repaired you must call the Log Department and advise that the defect has been repaired. The Log Department will then send you a message asking if the defect has been repaired and if it is safe to drive. If the defect has been repaired you will enter that response and the defect will be closed out.

It is important to remember that if you have an open defect on your tractor you will not be able to report another defect on your tractor until the open defect is closed. The open defect will not prevent you from driving but will prevent you from reporting another defect on the tractor.

RED EXCLAMATION MARK

When you see the Red Exclamation Mark at the top of the Status Screen, the system is alerting you that there is some important information for you and you should tap the mark and read the alerts provided. When complete you can clear them out.

VEHICLE INSPECTION

DRIVER SHOULD REFER TO THE TRACTOR TRAILER VEHICLE INSPECTION PROCEDURES FOUND ON PAGE A-5 WHICH IS LOCATED AT THE FRONT OF THE RAND MCNALLY MOTOR CARRIER ROAD ATLAS.

BRAKE CHECK

Place manual transmission in lowest gear or chock wheels if in an automatic transmission

Build air pressure up to 120 PSI

Turn off engine

Release the parking brake.

After air pressure stabilizes wait 1 minute. Air Pressure should drop no more than 3 PSI in a minute

Hold the brake pedal down firmly. After pressure stabilizes wait 1 minute. Air pressure should drop no more than 3 PSI in one minute (tractor only) or 4 PSI in 1 minute if combination unit

Turn on the ignition switch but not the engine.

Pump the brake pedal until the low air warning buzzer sounds at 60 PSI. Continue to pump brake pedal until the red brake button pops out between 20 & 45 PSI.

With trailer brakes applied and tractor brakes released, complete 2 firm tug tests to be sure the trailer brakes are properly adjusted and hold against the tug.

When the truck is in motion apply the service brakes to be sure they are operational

Be sure to have all required documents, permits etc.

OUT-OF-SERVICE VIOLATIONS

Of the Federal Motor Carrier Safety Regulations

Violation Code	Violation	Violation Code	Violation	Violation Code	Violation
LIGHTING REGULATIONS		TIRES AND WHEELS		INSPECTION, REPAIR AND & MAINTENANCE	
393.3	Operating a vehicle without at least one lamp operative on low beam	393.75B	Steering axles tires have less than 4/32 inch tread groove pattern depth	396.3A5	Steering defects – turning excessive lash or missing or loose bolts or parts
393.3A	Operating a vehicle without at least one steady burning red lamp on the rear	393.75D	Bus with regrooved, recapped or retreaded tire on steering axle	396.3L	Defects to axle positioning parts permitting displacement of axle
393.3B	Operating a vehicle without a steady burning lamp on a projected load	393.75E	Tire is flat or has audible leak	396.3M1	Spring leaf or leaves cracked, broken or missing
393.3C	Operating a vehicle without at least one operative stop lamp on the rearmost unit	396.3H	Wheel or rim bent, sprung or mismatched	396.3M2	Spring leaf defects permitting shifting or spring leaf contacting tire
BRAKES		396.3I	Disc wheel cracked or having elongated stud holes	396.3M4	Cracked, broken or missing parts on torsion arm assembly
393.42a	Failing to equip vehicle with required brakes	396.3J	Cast wheel cracked or with wear or slippage in clamp area	396.3S	Frame cracked or broken
393.45A	Failing to secure brake hose or tubing against chafing, kinking or other damage	396.3K	Wheel bolts, nuts or clamps which are loose, broken or missing	396.3T	Frame or body contacting tire or wheel
393.46A	Leaks, constructions or other defects – brake, hose, or tubing connections	HOURS OF SERVICE		396.3U	Locking pins missing on adjustable axle assembly
393.47A	Failing to equip vehicle with adequate brake linings	395.3A1	Requiring or permitting driver to drive more than 11 hours	FUEL SYSTEMS	
393.48A	Failing to equip vehicle with operative brakes (use if brakes don't work)	395.3A2	Requiring or permitting driver to drive after having been on duty 14 hours	393.65C	Failing to securely attach fuel tank to a motor vehicle
393.51A	Failing to equip brake system with warning device	395.3B	Driving after being on duty 60 or 70 hours in 7 or 8 consecutive days	393.67C	Failing to equip fuel tank with a securely fitted cap
396.3A1	Operating a vehicle with cracked brake drums or disks	395.8A1	No duty status record in driver's possession	393.67D	Failing to equip vehicle with a fuel tank free of leaks
EXHAUST SYSTEMS		395.13A	No duty status record for first 5 days of current 7 day period	HAZARDOUS MATERIALS	
393.83B1	Gas powered bus with exhaust discharging less than 6 inches back or rear	MISCELLANEOUS		173.33	Transporting HM in an unauthorized cargo tank
393.83B2	Diesel bus exhaust discharging less than 15 inches from the rear	393.78	Failing to equip bus, truck or truck-trailer with two windshield wipers	177.801A	Transporting or accepting shipment of HM not in proper condition for transportation
				177.823A1	Failing to placard motor vehicle

FUEL DEPARTMENT

Contact your Driver Manager

FUEL CARD

West Side Transport uses the COMDATA card for purchasing fuel and oil and CAT Scales. Your card is activated for the unit you are driving. When authorizing a transaction you must give the unit #, trip #, driver code, and mileage. This information must be given accurately or the transaction may not be authorized. Your Fuel Card is active only when under dispatch.

OVER THE ROAD FUEL

West Side Transport uses a computer generated fuel stop locator. You will receive a Fuel Solution with your load assignment. Using the fuel solution helps save money & is required to qualify for the monthly bonus. The only times we will change the fuel solution that goes out with your dispatch is if you think you will run out of fuel or if your route changes. You should also make sure the fuel solution is on the agreed upon route in regards to tolls. NEVER RUN OUT OF FUEL. If you need fuel, stop and get fuel.

TERMINAL FUEL

Fuel is available at both Cedar Rapids, Iowa terminals. Use our terminals fuel as you would use any other truck stop location. When you are at the terminals you should fuel your truck with the maximum gallons weight will allow regardless of any fuel solution you may have received; you will always be in compliance if you fuel at the West Side yards.

FOLLOW YOUR FUEL SOLUTION.

However, fuel at the West Side terminals have the best priced fuel so we encourage you to top off your tanks whenever you are in the yards. No matter what fuel solution you receive, you will always be in compliance if you fuel at West Side. Your COMDATA card will activate the fuel pumps in Cedar Rapids the same as they do in all other truck stops.

FUEL RECEIPTS

When you use the COMDATA card for your fuel purchase, you do not scan fuel receipt. If you purchase with a Com Check or cash, then you need to turn in a receipt with your trip paperwork. It is also advisable for the Company drivers to get a P.O. from a dispatcher if you purchase fuel with cash. ALL TA's or TCA locations are paperless with West Side Transport. If you are just purchasing fuel, you do not need to go into the location to sign a receipt. Some Pilot locations are also paperless.

FUEL COMPLIANCE

West Side expects 100% fuel solution compliance from every driver. If you have a problem following a fuel solution, you should call your dispatcher or the fuel department and we will help you. If you receive a fuel solution that is on a different route than you are planning to take, simply call in to dispatch and let them know your intended route. They will issue you a new solution to keep you 100% compliant. Please communicate any concerns or problems you may encounter. Refusing to follow the fuel solutions may result in corrective action.

DEF

Diesel Exhaust Fluid is necessary for operation of our Volvos, Freightliners and Internationals. DEF uses separate 18 gallon tank and is used at a 2.5 to 1 ratio or approximately 300 miles per gallon. If a truck runs out of DEF the truck will slow down to 5 mph and when the truck shuts off it will not restart. Never allow the truck to run out of DEF and NEVER, EVER put DEF in the diesel tank as repairs to the tank and engine can exceed \$13,000. Drivers have 3 different options of how to purchase DEF

- West Side Terminals in Cedar Rapids, IA and Glenwood, IL.- This is our cheapest price & want drivers to fill their DEF tanks anytime they are in one of our Cedar Rapids terminals.
- Pilot and Love's at the Pump - This is the 2nd best option based on price.
- With the increase in availability at truck stops, West Side no longer allows drivers to purchase the 2 gallon jugs of DEF at truck stops - This is the most expensive option and we would prefer this be used as a last resort.

DEF is available in the Inspections Lanes at the Main Terminal in Cedar Rapids and in Glenwood. It is also available at the fuel island at the south yard in Cedar Rapids. When topping off with DEF at the new south yard drivers must swipe the comdata card twice, once for fuel and once for DEF. Drivers must remain in control of the nozzle during the whole process as the nozzles do not turn off automatically.

EMPTY CALL

In order for the fuel solution to work it has to know how much fuel is in the tanks. When you send in your “EMPTY CALL” macro #6, or a “DROPPED TRAILER CALL” macro #14, or a “RELAY COMPLETE CALL” macro #18, you will be asked to put in a fuel level. Your response to this will tell the computer how many gallons of diesel fuel are in the tanks. The acceptable responses are a one-digit number from 1 to 8. 1/8th a tank is (1). 2/8th or ¼ is (2). 3/8th are (3). 4/8th or ½ or half full is a (4). 5/8th are a (5). 6/8th or ¾ is (6). 7/8th are (7). 8/8th or full is (8). Never put in (0), as this will tell the computer to not generate a fuel solution.

MILES PER GALLON (MPG)

All West Side Transport units are expected to maintain average miles per gallon or better. If your unit mpg falls, you may receive a message advising you of your current MPG and what is expected. You are required to make adjustments to bring the MPG back up to an acceptable level. Be sure the maintenance is current for your unit, tire pressure is at 100 PSI; air filters clean; engine fan is off; cruise control is used often; and engine idle time is kept to a minimum. MPG is calculated regularly & extremely high fuel usage could result in the tractor governed at a lower speed. Drivers who fail to maintain acceptable fuel economy levels may be required to go through remedial assessment of skills and retraining to help improve your mileage.

FUEL SPILLS

When fueling never leave a fuel nozzle unattended as fuel spills are very expensive to clean up and are damaging to the environment. If you have a fuel spill we ask that you do whatever it takes to contain it & not allow the fuel to enter a water drain or the soil. If you have no container, use your mattress(s).

TOLL ROADS

All toll roads must be authorized by dispatch. If dispatch has not authorized use of a toll road, then you will not be reimbursed those tolls.

PRIMING THE FUEL PUMP

1. Swipe the comdata card in the reader and enter the pump number, your truck number, odometer reading and driver code and wait for the screen to say FUEL.
2. Remove the nozzle from the pump, turn the pump on, place the nozzle in the tank but do not squeeze the lever to start to fuel. Complete the same process on the satellite pump.
3. Wait 40 to 45 seconds for the pumps to prime and then squeeze the levers to fuel. Following this process will allow maximum fuel flow

QUALCOM

West Side Transport realizes that communication is a critical component to success. In an effort to improve a driver's ability to communicate, West Side Transport Uses the Qualcomm Mobile Communications system.

MESSAGES

FREE FORM MESSAGES

There are two types of messages that can be sent via Qualcomm. The first type is a "Free Form Message." The free form message allows you to create your own text messages just like typing a letter. You should use free form messages only when absolutely necessary and only when a Macro is unavailable.

1. Select the 0 Macro
2. You can now type the message you wish to send.
3. When you have completed your message press SEND.
4. To send the message press Y or, to edit the message before sending press N.

Free form messages should be short and to the point. Abbreviate any words you can such as "msg" for message or "thx" for thanks.

MACRO: MESSAGES ALLOWING COMMUNICATION REGARDING OPERATIONS

West Side Transport has compiled a list of "fill-in-the-blank" or macro messages that will help you with sending messages that are used in the course of picking up and delivering a load. These messages are used on each and every load. Please refer to your Circle of Service diagram for a quick reference guide when to send which message.

The following pages will contain a message by message explanation for each of the macros you will use along with instructions on how to use each form and what information to "fill-in-the-blanks." Some macros do not require any text to be entered in order to send the message.

To send a macro message:

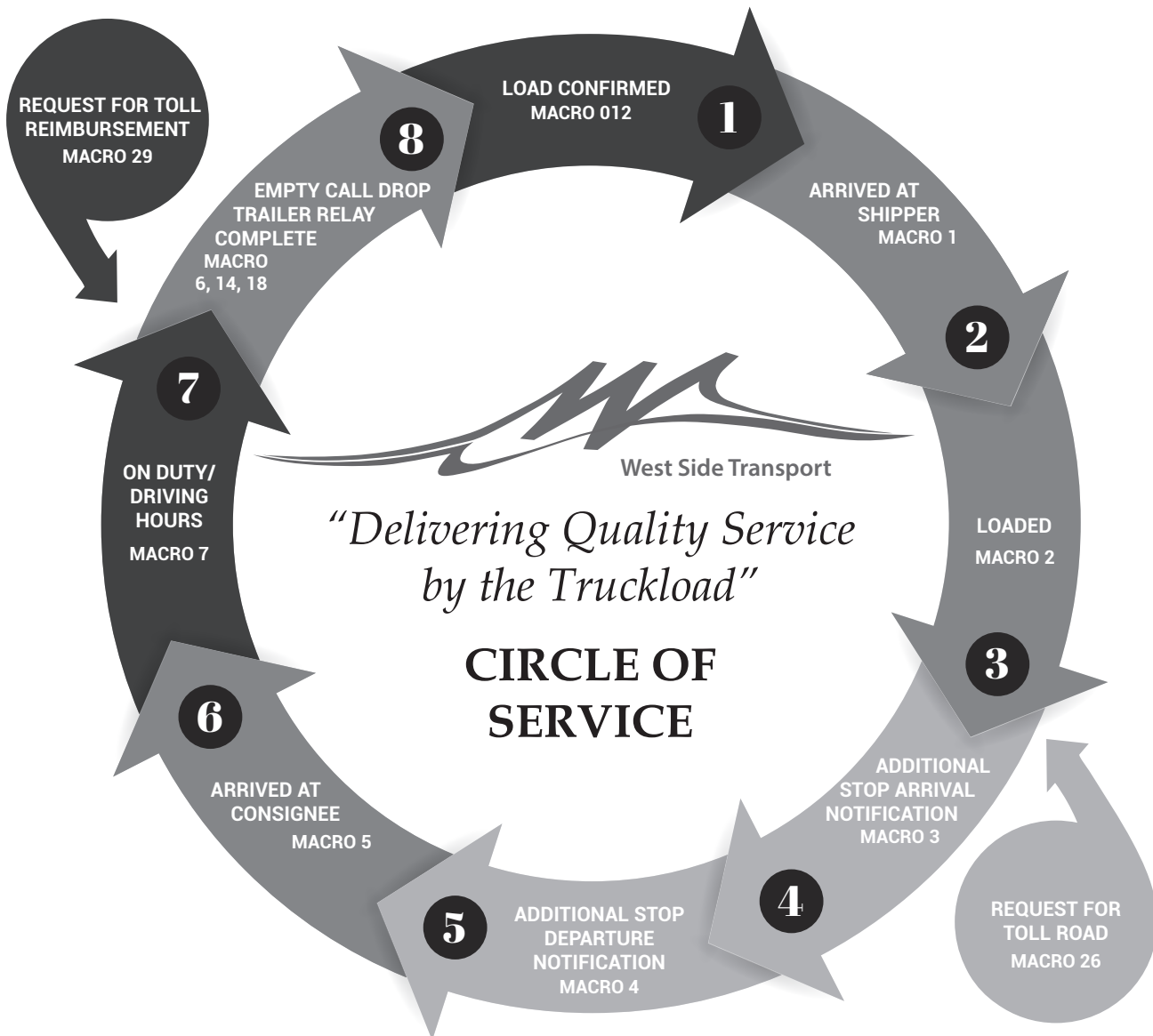
1. From the main screen touch the Messaging option
2. Select the "Compose" tab at the top of the screen
3. Type the macro message two digit number in upper right hand corner or scroll down until you locate the macro and touch the line.
4. Begin filling in the blanks. If there is no text to enter, skip to step 4.
5. After the entries of the macro are "completed", press SEND. If you do not have all required data entered in to the macro the send button will not light up and allow you to send the macro
6. To send the message press Y or, to edit the message before sending press N.

It is extremely important that all data on macro messages be correct and accurate. These messages allow the data to be entered into our computer system. Incorrect data will must be corrected by the Driver Manager, so we ask that drivers please take the time to make sure all information is correct before sending a message.

FOLLOWING THE “CIRCLE OF SERVICE”

A typical dispatch, pickup and delivery process will require the following series of messages:

1. “Load Assignment” message is sent to driver by dispatch.
2. Driver reviews load times & plans the trip to determine if he/she can haul load within hours of service.
3. “Load Acknowledgement” macro 12 is sent stating the driver can or cannot accept the load, giving reasons why he/she can’t.
4. Send Macro 58 to Request Drive Functions to Customer.
5. Driver goes to shipper to pick-up load and sends macro 1 upon arrival.
6. Once loaded, driver sends macro 2 to notify dispatch he/she is loaded & is enroute to deliver.
7. If applicable, the driver will send macro 26 to request approval for toll roads.
8. During the trip, if the ETA changes from the initial estimate, driver sends macro 16 to update dispatch with accurate ETA (Estimated time of arrival at consignee).
9. If the load requires stopping for pickups or deliveries before the final consignee, the driver will send macro 3 upon arrival at each stop off and then macro 4 prior to leaving each stop off.
10. Driver sends in macro 5 once arrived at final consignee.
11. If the driver paid for tolls, macro 29 is sent listing the amount spent on tolls for the trip
12. Once empty and bills are signed, driver sends macro 6.



MACRO # 01

Arrived at shipper

This macro is one of the easiest yet one of the most important available to you. This macro is sent immediately at the time you arrive at the shipper. This message is part of the Circle of Service.

***** ARRIVED AT SHIPPER ***** Steps to send Macro 1:

Press Enter **1**. You do not have to enter any information.

Press **SEND**

Press Y or N to confirm that you want to send the message

It is important that you send your arrival message as soon as you get to the shipper. You will not qualify for detention pay if this message is not sent or is sent after your pickup appointment.

MACRO # 02

Loaded Call

The loaded call message has multiple functions. Primarily, it lets dispatch know that you have completed work at the shipper. Secondly, it signifies that you are underway to make your delivery. This message should be sent each time you are loaded at a shipper, pick up a load from a drop yard, or get a load from another West Side driver through a relay. This message helps dispatch make sure that you are picking up the correct trailer with the load information. This message is part of the Circle of Service.

**** LOADED CALL ***** Steps to send macro 2

DRIVER LOAD (Y/N): _

B/L #: _____

SEAL: _____

WEIGHT: _____ **PIECES:** _____

HUB: _____

DROP TRAILER 1 _____ (leave blank if dropped a loaded trailer at same customer)

CURR TRAILER 1 _____

COMMENTS: _____

EXACT ARRIVAL TIME: __: __

EXACT LOADED TIME: __: __

ETA: __/ __ __: __

DRIVER LOAD (Y/N):

Enter Y if you had to load/assist loading, enter N if you did not.

B/L #:

This is the bill of lading number from the paperwork. You should type in the # as you see it on the bills.

SEAL:

Enter the seal # of the shipper seal, the # of the seal that was on the trailer when you arrived, or the # of the West Side seal you put on the trailer.

WEIGHT:

Enter the total weight of the load as it appears on the bills.

PIECES:

Enter the total piece count as it appears on the bills.

HUB:

Enter the mileage from your odometer.

DROP TRAILER 1:

If you brought a trailer to the shipper and dropped it, enter that trailer # here. If you did not bring a trailer to the shipper or you are not dropping the trailer you brought then leave this space blank.

CURR TRAILER 1:

Enter the trailer # that is loaded and you are leaving with.

COMMENTS:

Make any comments that dispatch should know about pertaining to the load.

EXACT ARRIVAL TIME:

Enter the time you arrived at the shipper/pickup location.

EXACT LOADED TIME:

Enter the time you were loaded.

ETA:

Enter the date (MM/DD) and time (HH:MM) you expect to be able to arrive at your consignee. If you will arrive at the appointment time for delivery, then enter that here. If you can be there earlier than the appointment, you should put enter that date/time instead of the appointment time. Remember good ETA's lead to better planning which leads to better miles.

MACRO # 03

Arrived at Stop Off

All loads have a shipper and all loads have a consignee. Anything in between those two points is called a stop off, regardless of whether it is a pickup or delivery. You will know when you have multiple stops from your load assignment. After the initial load assignment, you will be given an additional message for each stop location after the initial shipper. Each of those stops will be numbered 1, 2, etc. Note: you will always go to your shipper first, then proceed to stop 1, then stop 2, and so on. You will need to send in a macro 03 and macro 04 for each stop off that is part of the load. This message is part of the Circle of Service.

***** ARRIVAL AT STOP: ____ ***** Steps to send macro 3

Enter the # of the stop off you have arrived at.

As is the case with all arrival and departure messages, it is imperative that you enter this message as soon as you arrive. Also, if you enter the incorrect stop off number the computer system in dispatch will not recognize the message and will stop accepting any information on further messages pertaining to the load. Please make sure your information is accurate.

MACRO # 04

Depart Stop Off

This message is similar to macro 2 and 6. Here you give the details of what was done at the stop off. This message is part of the Circle of Service.

***** LOADING/UNLOADING COMPLETE **** Steps to send Macro 4

DEPARTED FROM STOP# : ____

DRIVER LOAD/UNLOAD (Y/N) : ____

B/L # : _____

WEIGHT : _____ PIECES IN/OUT : _____

SEAL # : _____

DROP TRLR 1: _____

CURR TRLR 1: _____

DEPARTED FROM STOP#:

Enter the # of the stop off you are departing.

DRIVER LOAD/UNLOAD (Y/N):

Enter Y if you loaded/unloaded part of the load, enter N if you did not.

B/L #:

This is the bill of lading number from the paperwork for the first stop. You should type in the number as you see it on the bills. Some multiple stop loads will have a bill of lading for each stop, others will not. Please verify your paperwork and make sure the information is accurate.

WEIGHT:

Enter the total weight that was put on or taken off at the stop off.

PIECES:

Enter the piece count that was put on or taken off at the stop off.

SEAL:

Enter the seal # of the shipper seal, the # of the seal that was on the trailer when you arrived, or the # of the West Side seal you put on the trailer.

DROP TRAILER 1:

If you brought a trailer to the stop off and dropped it, enter that trailer # here. If you are not dropping the trailer you brought then leave this space blank.

CURR TRAILER 1:

Enter the trailer # that is loaded and you are leaving with.

MACRO # 05**Arrived at Consignee**

Like macro 01 and 03, this message does not require you to enter any information but must be sent as soon as you arrive at the consignee. This message is part of the Circle of Service.

MACRO # 06**Empty Call**

Once you have arrived at your final consignee and are empty, send this message to notify dispatch that you are ready for your next load assignment. There are only two times to send an empty call:

When you have arrived at your final consignee and the trailer you brought in is empty.

When you have arrived at your final consignee and you are dropping your trailer and hooking to a different empty or leaving bobtail.

If you are dropping your load at a company terminal, a drop yard or a customer facility other than your final delivery location, you do not send an empty call. If you are relaying the load to another driver, you do not send an empty call.

EMPTY CALL ** FINAL DESTINATION ** Steps in completing Macro 6

DRIVER UNLOAD (Y/N): ____

B/L #: _____

SEAL # _____

WEIGHT _____ **PIECES OUT** _____

HUB READING: _____

DROP TRAILER 1 _____

CURR TRAILER 1 _____

POD: _____

HRS: _____

EXACT ARRIVAL TIME: ____:____

EXACT EMPTY TIME: ____:____

DID YOU CLEAN THE TRAILER? (Y/N) ____

FUEL GAUGE IN EIGHTHS: __ (1:8) 1 = 1/8, 2 = 1/4, 3 = 3/8, 4 = 1/2, 5 = 5/8, 6 = 3/4, 7 = 7/8, 8 = Full

DRIVER UNLOAD:

Enter Y if you unloaded part of the load, enter N if you did not.

B/L #:

Enter in the # as you see it on the bills.

SEAL:

Enter the seal # of the shipper seal, the # of the seal that was on the trailer when you picked it up, or the # of the West Side seal put on the trailer.

WEIGHT:

Enter the weight for the portion of the load delivered to the final consignee. If there was no stop off, then it should match what appears on the bills.

PIECES:

Enter the piece count for the portion of the load delivered to the final consignee. If there was no stop off, then it should match what appears on the bills.

HUB READING:

Enter the mileage from your odometer.

DROP TRAILER 1:

If you are dropping your loaded trailer, enter that trailer # here. If you are not dropping the trailer you brought then leave this space blank.

CURR TRAILER 1:

Enter the trailer # that you are leaving with. If you are bobtail and not taking an empty trailer with you, leave this space blank.

POD:

This stands for Proof of Delivery and is the name of whoever receives the load and signs for it on the bills. This is a critical piece of information for the billing department. If the signature on the bills is illegible or difficult to understand, please ask the person signing to print their name as well.

HRS:

Enter the number of hours remaining before you must shut down for a 10 hour break.

EXACT ARRIVAL TIME:

Enter the time you arrived at the final consignee. This should match the time you sent macro # 05.

EXACT LOADED TIME:

Enter the time you were empty.

DID YOU CLEAN THE TRAILER:

Mark Y if you cleaned out the trailer, N if you did not.

FUEL GAUGE IN EIGHTHS:

Enter your fuel level as it appears on your fuel gauge. Use the following explanation for the correct number to enter: 1 = 1/8, 2 = 1/4, 3 = 3/8, 4 = 1/2, 5 = 5/8, 6 = 3/4, 7 = 7/8, 8 = Full

The fuel level is used to generate the fuel solution on your next load so accuracy is important.

MACRO # 09**Payroll Request**

This message is used to check what your net pay is/will be on any particular pay date. By sending this message, an automatic reply will be generated displaying your gross pay, net pay and miles on the trips for that pay date: Payroll generally will have the current week's paycheck numbers ready on the Wednesday before payday. Before that time, this message will only work for previous pay dates.

***** PAYROLL INQUIRY ***** Steps in completing Macro 9

DRIVER CODE: _____

SOCIAL SECURITY NUMBER: _ _ _ _

PAYCHECK DATE (MM/DD): ____/____

Driver Code:

Enter your driver code

SSN#:

Enter last 4 digits of Social Security number.

PAYCHECK DATE:

Enter the payroll date for which you are requesting information. This will always be a Friday unless payroll advises you differently.

MACRO # 10

Preplan Commitment

Your driver manager will send you a preplan message to advise you of what your next load assignment(s) will be. Once you receive the preplan message you should consider the load and then notify your driver manager that you can or cannot pickup and deliver the preplan after you complete your current load assignment.

***** PREPLAN COMMITMENT ***** Steps in completing Macro 10

PREPLAN COMMITTED (Y/N) ___

FOR LOAD# _____

IF NO, STATE REASON BELOW:

Y/N: If you can commit to the preplan as it has been sent, type Y. If you cannot commit to the preplan, for any reason, type N.

LOAD #: Enter the load # found at the top of the preplan message.

REASON:

State the reason you are unable to commit to the preplan. This message will most likely require follow up communication by phone or additional messages. Do not refuse a load the delivers out of your region as your driver manager will plan a relay at some point during the trip.

Note: Drivers may receive multiple preplans & a preplan commitment must be sent for each load.

MACRO # 12

Load Confirmation

The load assignment message is the dispatch information for the load you are currently picking up and delivering. Once you receive a load assignment, a fuel solution message will follow. Note that a driver can have multiple preplans at a time. You can only have one load assignment however. Upon completion of a load assignment, your preplan will then be sent to you as a load assignment. This message is part of the Circle of Service.

*****LOAD CONFIRMED***** Steps in completing Macro 12

ALL LOAD INFO HAS BEEN RECEIVED &

ETA IS ACCEPTABLE (Y/N) : ___

IF NO, EXPLAIN: _____

Y/N:

If you can do the load as it has been sent type Y. If not, type N.

EXPLANATION:

If you cannot do the load, type the reason(s) so dispatch can make adjustments or give further explanation. This message may require further communication by phone or messages.

MACRO # 14

Dropped Trailer

When a driver is loaded and taking a trailer to a location to drop it and “terminate” the load but not “empty out” at the final consignee, this message should be used to communicate that the load has been dropped. This message is part of the Circle of Service.

*****I HAVE DROPPED A LOADED TRAILER***** Steps in completing Macro 14

#_____AT YARD: _____. Yard codes are on page 28 & 29 of Operations Manual

I NOW HAVE EMPTY TRAILER #: _____

HRS: _____

FUEL GUAGE IN EIGHTS: __ (1:8)

TRAILER #:

Type the number of the loaded trailer you dropped.

YARD:

Type the yard code for the yard in which you are dropping the loaded trailer. The yard codes can be found in the far right column of West Side Drop Yards found on pages 30 & 31, in the West Side Operations Manual.

EMPTY TRAILER#:

Type the trailer # you hooked to after you dropped the loaded trailer. By providing this trailer in this message helps prevent the need to send a second message and keeps your driver manager from having to make two entries in the computer.

HRS:

Enter the number of hours remaining before you must shut down for a 10 hour break.

FUEL GAUGE IN EIGHTHS:

Enter your fuel level as it appears on your fuel gauge.

MACRO # 15**Current Trailer**

There may be situations in which you are pulling empty trailer to a location to pick up a load or you need to confirm your trailer number with dispatch. In these situations you should use this Macro.

*****ANSWER FROM DRIVER: CURR TRLR # ***** Steps in completing Macro 15
MY CURRENT TRAILER NUMBER IS: _____

MY CURRENT TRAILER IS:

Enter the empty trailer to which you are coupled.

MACRO # 16**ETA to Consignee**

The importance for timely communicating changes in your ETA cannot be stressed enough. For this purpose there is a macro to give your driver manager an updated ETA which may have changed from the ETA you entered at the time you were loaded. When you hook to a loaded trailer a drop yard, or relayed loads with another driver, you should provide dispatch with an accurate ETA. Your ETA should reflect the time you can arrive at your consignee. If you can be there earlier than your delivery appointment, you should indicate so on your ETA message. If your ETA changes to a time later than your appointment, please follow up that message with an explanation as to why you will be late. Additionally, you should provide the hours you will have upon arrival. Your ETA and available hours upon arrival will help your manager and planning set up appropriate preplan loads. This message is part of the Circle of Service.

*****BEST ETA TO CONSIGNEE***** Steps in completing Macro 16
TIME - __:__ DATE - __/__
I WILL HAVE _____ REMAINING HOURS OF
SERVICE AVAILABLE UPON ARRIVAL.

TIME:

Enter the time you estimate arriving at your consignee. Time should be in the military 24-hour clock format.

DATE:

Enter the date you estimate arriving.

REMAINING HOURS:

Enter the remaining hours you expect to have once you arrive at the consignee. This should be as accurate as possible since it will be part of determining what load your driver manager and planning find for you.

MACRO # 17

ETA to Shipper

Not as frequently used as macro #16, this macro helps communicate with dispatch your estimated time of arrival to the shipper.

BEST ETA TO SHIPPER

TIME - ____:____ DATE - ____/____

MACRO # 18

Relay Complete

From time to time your driver manager will set up relays with other drivers. There are a number of reasons for relays, each of which helps keep the wheels rolling on the trucks in the direction the trucks need to be moving. Once you have met with the other driver who you are relaying with, swapped loads and have exchanged all the paperwork for the loads, send this macro in to notify dispatch that the relay is completed. This message is part of the Circle of Service.

ANSWER TO QUESTION: RELAY COMPLETE?

ANSWER: _____

HRS: _____

FUEL GAUGE IN EIGHTHS: __ (1:8)

ANSWER:

Enter any comments that need to be sent signifying that the relay is complete. It is helpful to night and weekend dispatch to include the truck with whom the relay was done.

HRS:

Enter the number of hours remaining before you must shut down for a 10 hour break.

FUEL GAUGE IN EIGHTHS:

Enter your fuel level as it appears on your fuel gauge.

MACRO # 19

Lumper Approval Request

Certain customers will require the services of lumpers. Most of the time this will be communicated through the comments of the load assignment. Please be sure to read all comments. When you know how much the lumper will charge, use this macro to notify your driver manager. The Driver Manager will check with customer service to verify the amount is correct and will send you a message which will include the express code for a com-check that you will enter on to the com check and give to the lumper for their services.

You must complete and scan the receipt for the lumper with the bill of lading and trip sheet for the load.

*****PLEASE AUTHORIZE LUMPER FOR: \$_____***** Steps in completing Macro 19

\$ Enter the amount the lumper is charging for their services.

MACRO # 20

Breakdown

If experience a mechanical breakdown, use this macro to alert dispatch of your situation. Note that the maintenance road coordinator will not see this message. You must follow this message with a phone call to maintenance & always keep your Driver Manager informed of your status as road service tends to the repairs. You must also remember to update your ETA (Macro 16) once are repaired and can get rolling again.

BROKE DOWN – PLEASE SEND HELP

ROUTE: ____ STATE: ____ MILE MARKER ____

REASON: _____

ROUTE:

Enter the highway number you are broke down on.

STATE:

Enter the state in which you are broke down.

MILE MARKER:

Enter the mile marker closest to your where you broke down at.

REASON:

Enter a brief explanation of what is wrong with the equipment.

MACRO # 21**Shutdown for Weather**

Similar to macro 20, this macro is intended to notify dispatch of a delay in your trip due to bad weather that has required you to shut down. Once the weather situation has improved enough to let you start rolling again, be sure to update your ETA with dispatch.

*****SHUT DOWN DUE TO BAD WEATHER***** Steps in completing Macro 21

ROUTE: ____ STATE: ____ MILE MARKER: ____

ROUTE:

Enter the highway number you are broke down on.

STATE:

Enter the state you broke down in.

MILE MARKER:

Enter the mile marker closest to your where you broke down at.

MACRO #23**Message To:**

Macro 23 is the macro a driver should use when communicating generally with Dispatch as they are less expensive than sending free form messages with Macro 0. Macro allows drivers to send simple text test messages. A driver can specify the intended office individual to which they want to send the message.

MESSAGE TO USER: _____

MESSAGE _____

USER: Type the name of the individual to whom your wish to send the message

MACRO # 26**Toll Request**

From time to time it may be necessary to use toll roads to get from point A to point B. When that need arises, drivers are required to get authorization from the driver manager. Simply send this macro listing the toll roads you would like to travel on. Sending this message does not guarantee the approval of the desired tolls. Your driver manager will reply with an authorization message.

*****PLEASE AUTHORIZE TOLLS FOR:***** Steps in completing Macro 26

____ / ____ / ____ / ____ / ____

Enter the state in which you need tolls authorized.

MACRO #29

Toll Reimbursement

When you request a toll using macro 26 and it is approved, you will receive a PO from your Driver Manager for that toll. The PO number will need to be written on the toll receipt you turn in with your paperwork. At the end of your trip BEFORE you send in your empty call, you will send in macro 29, which is the total dollar amount of all approved tolls for that trip.

TOLL REIMBURSEMENT REQUESTED: \$ _____

MACRO # 58

Request for Directions

Customers provide directions to Operations. These directions are entered into our computer database based on the location of that customer. Most customers will have multiple locations and therefore the directions are location specific. To get directions simply use this macro and specify which location you want directions to go to for that load. You cannot request directions for locations other than those you have been dispatched to pick-up or deliver at.

REQUEST FOR DIRECTIONS CODE: ____
(ENTER S=SHIPPER, C=CONSIGNEE,
B=BOTH SHIPPER AND CONSIGNEE OR
1-90= ADDITIONAL STOPS)

Enter S if you need directions to your shipper, C if you need directions to your consignee, B if you need directions to both the shipper and consignee. If you need directions to a stop off point in between your shipper and consignee, enter the stop number. See macro # 03 for additional information about stop offs.

QUALCOM TIPS FOR SUCCESS

Drivers may be sent several load pre-plans at a time and must respond yes or no to each.

When a driver receives a new load assignment there are normally three messages included. One is the load assignment, the second is the fuel solution and the third is the route suggestion. Drivers should review each of the three messages prior to sending the Load Acknowledgment (Macro 12).

Macros 6- Empty message, Macro 14- Drop Loaded Trailer message and Macro18- Relay Complete message all separate the driver from the load in our computer system and to avoid any delays in processing toll reimbursements, drivers should send macro 29- Toll Reimbursement message before sending Macros 6, 14 or 18.

If a driver does not remain in a duty status for at least 5 minutes the hours of service will automatically return to the previous status.

FUEL CONVERSION CHART

8/8	=	FULL TANK
7/8	=	BETWEEN FULL & 3/4 TANK
6/8	=	3/4 TANK
5/8	=	BETWEEN 3/4 & 1/2 TANK
4/8	=	1/2 TANK
3/8	=	BETWEEN 1/2 & 1/4 TANK
2/8	=	1/4 TANK
1/8	=	ALMOST EMPTY

MILITARY TIME CONVERSION CHART

Regular Time	Military Time	Regular Time	Military Time
Midnight	0000	Noon	1200
1:00 AM	0100	1:00 PM	1300
2:00 AM	0200	2:00 PM	1400
3:00 AM	0300	3:00 PM	1500
4:00 AM	0400	4:00 PM	1600
5:00 AM	0500	5:00 PM	1700
6:00 AM	0600	6:00 PM	1800
7:00 AM	0700	7:00 PM	1900
8:00 AM	0800	8:00 PM	2000
9:00 AM	0900	9:00 PM	2100
10:00 AM	1000	10:00 PM	2200
11:00 AM	1100	11:00 PM	2300

CSA SELF STUDY QUIZ

CSA COMPLIANCE, SAFETY, ACCOUNTABILITY FOR CMV DRIVERS

WHAT IS CSA?

CSA is an important initiative to improve the efficiency and effectiveness of FMCSA's enforcement and compliance program to achieve the agency's mission to reduce commercial motor vehicle (CMV) crashes, fatalities, and injuries.

WHAT HAS CHANGED?

- **The way FMCSA assesses carrier safety.**
- Identifies unsafe carrier **and driver** behaviors that lead to crashes
- Uses **all** safety-based roadside inspection violations
- Evaluates/tracks driver performance individually
- **How FMCSA addresses carrier safety issues?**
- Reaches more carriers earlier and more frequently
- Improves efficiency of investigations
 - Focuses on specific unsafe behaviors
 - Identifies root causes
 - Defines and requires corrective actions

CSA INTRODUCED THREE NEW COMPONENTS TO FMCSA'S ENFORCEMENT AND COMPLIANCE MODEL:

- The Safety Measurement System (SMS) replaces SafeStat.
 - DSMS: Driver Safety Measurement System
 - CSMS: Carrier Safety Measurement System
 - New approach to the Safety Fitness Determinations (SFD)

HOW DO THE MEASUREMENT SYSTEMS WORK?

- They evaluate safety of carriers and CMV drivers on a monthly basis which is used to determine the unsafe behaviors that lead to crashes.
- Calculates safety performance based on seven Behavior Analysis and Safety Improvement Categories (BASICS)
- Weights time and severity of violations based on relation to crash risk
- Uses crash records and all safety-based violations found at roadside inspections.
- Measures carrier safety performance.
- Includes a new tool for use by Safety Investigators to assess driver safety performance.
- *In the future, measurement results will support future Safety Fitness Determinations

*Now in rulemaking; success of CSA not dependent on rule

CSA SELF STUDY QUIZ

7 DRIVER BASICS

UNSAFE DRIVING (CFR PARTS 392 AND 397)

following too close and failure to obey a traffic device -5 points, failure to wear seatbelt -7 points, violating an out of service order, texting while driving, bypassing a scale and reckless driving -10 points.

FATIGUED DRIVING (HOURS OF SERVICE) (CFR PARTS 392 AND 395)

failure to include driver signature on log -2 points, failure to maintain 7 days previous logs and failure to keep change of duty status current -5 points, 11/14/70 hour driving violation -7 points, operating a commercial motor vehicle while ill or fatigued -10 points. (Fatigued Driving will be changed to Hours of Service, Dec. 2012)

DRIVER FITNESS (CFR PARTS 383 AND 391)

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 commercial driver's license and being medically unqualified to operate a CMV.

CONTROLLED SUBSTANCE/ALCOHOL (CFR PARTS 382 AND 392)

Operation of CMVs by drivers cited in roadside inspections for impairment due to alcohol, illegal drugs, and misuse of prescription or over-the-counter medications.

VEHICLE MAINTENANCE (CFR PARTS 393 AND 396)

Failure to properly maintain a CMV. Example violations: brakes, lights and other mechanical defects, and failure to make required repairs.

CARGO RELATED (CFR PARTS 392, 393, 397 AND HAZARDOUS MATERIALS)

Failure to properly prevent shifting loads, spilled or dropped cargo and unsafe handling of hazardous materials on a CMV. Example violations: improper load securement, cargo retention, and hazardous material handling. (Cargo will be added to the Vehicle Maintenance category and replaced with a Hazmat category)

CRASH INDICATOR (REPORTABLE CRASHES)

Histories or patterns of high crash involvement, including frequency and severity, based on information from state-reported crash reports.

ALL VIOLATIONS COUNT TOWARD A CARRIER'S SCORE.

If received while driving for *that* carrier.

CLEAN INSPECTIONS ARE POSITIVE POINTS FOR BOTH THE CARRIER AND DRIVER.

ONLY VIOLATIONS WITHIN THE CONTROL OF THE DRIVER (AS DEEMED BY THE AGENCY) COUNT TOWARD A DRIVER'S SAFETY PROFILE.

For example: speeding, Hours-of-Service violations, etc.

CSA SELF STUDY QUIZ

CARRIERS CANNOT SEE THE HISTORIC DRIVER SAFETY PROFILE.

Carriers can only see the violations received while the driver was employed by the driver's current company.

VIOLATIONS FOR CARRIERS ARE TIME WEIGHTED FOR 24 MONTHS.

- 0 - 6 months = Severity x3
- 6 - 12 months = Severity x2
- 12 - 24 months = Severity x1

VIOLATIONS FOR DRIVERS ARE TIME WEIGHTED FOR 36 MONTHS.

- 0 - 12 months = Severity x3
- 12 - 24 months = Severity x2
- 24 - 36 months = Severity x1

WEST SIDE TRANSPORT AND ITS DRIVERS MUST CONTINUALLY FOCUS ON A REDUCTION IN ALL BASIC'S CATEGORIES.

Drivers can accrue points for both the carrier and their self.

An inspection with "no violations found" or "clean inspection" count as positive points for both the carrier and driver.

Drivers will receive a \$25 Company Store bonus for the first clean inspection. 2nd - \$50, 3rd - \$100 per calendar year. To receive the bonus it must be sent via Transflo or fax to Safety and Driver Services (Sue or Betty) within 24 hours. The inspection must be logged on-duty, state clean inspection or no violations found.

ALL INSPECTIONS MUST BE SENT TO SAFETY WITHIN 24 HOURS.

SPEEDING IS CATEGORIZED INTO 5 SECTIONS AS FOLLOWS. IA, IN AND OH ARE THE TOP 3 STATES THAT ISSUE SPEEDING TICKETS/WARNINGS TO WEST SIDE TRANSPORT DRIVERS.

- Speeding 1 - 5 MPH > limit; Severity weight 1 point (to be eliminated in Dec 2012).
- Speeding 6 - 10 MPH > limit; Severity weight 4 points.
- Speeding 11 - 14 MPH > limit; Severity weight 7 points.
- Speeding 15+/Workzone; Severity weight 10 points.
- Speeding related - radar detector; Severity weight 5 points.

Remember for a driver the severity scale is as follows:

- 0 - 12 months x3
- 12 - 24 months x2
- 24 - 36 months x1

CSA SELF STUDY QUIZ

A 10 point violation will be a value of 30 for the first 12 months.

WEST SIDE TRANSPORT CONSIDERS A DRIVER TO BE ON ALERT STATUS WITH A SCORE OF 100 OR MORE. THIS CAN RESULT IN A FINAL WARNING OR TERMINATION.

MORE EXAMPLES OF POINT VALUES

- Seat belt violations - 7 points
- Texting while driving - 10 points
- Bypassing a scale - 10 points

INDIVIDUAL DRIVER SAFETY PROFILES ARE USED BY INVESTIGATORS DURING CARRIER INVESTIGATIONS ONLY.

- To identify drivers with safety problems
- To prioritize driver sample during carrier investigation
- To issue Notice of Violations (NOVs)/Notice of Claims (NOCs) to individual drivers based on this driver investigation as appropriate.

THE SMS BASICS REPLACE SAFESTAT SAFETY EVALUATION AREAS (SEAS) DATA SENT TO ROADSIDE INSPECTORS.

- Assist in determining level of inspection.
- North American Standard (NAS) Inspection procedure does not change.

KNOW AND FOLLOW SAFETY RULES AND REGULATIONS.

- Check out web-based commercial motor vehicle (CMV) safe driving tips at <https://www.fmcsa.dot.gov/>

KEEP COPIES OF INSPECTION REPORTS.

LEARN ABOUT EMPLOYERS' SAFETY RECORDS.

- Visit the CSA Website <https://www.fmcsa.dot.gov/> and subscribe to the RSS feed or email list to stay up-to-date on CSA news and information.
- Carriers are required to keep copies of all roadside inspections.

WHAT KINDS OF DRIVER SAFETY PERFORMANCE DATA IS CSA LOOKING AT?

- The program focuses on driver enforcement for serious rule violations, such as:
 - Driving while disqualified.
 - Driving without a valid commercial driver's license.
 - Making a false entry on a medical certificate.
 - Committing numerous Hours-of-Service violations.

CSA SELF STUDY QUIZ

WHAT IS THE DETAILED PROCESS FOR DRIVERS TO CONTEST INFORMATION CONTAINED IN THEIR FMCSA DRIVER RECORDS?

- Driver's should use FMCSA's DataQs system to make a request for Data Review (RDR) in FMCSA databases. To do this, drivers can go to the DataQs registration page at <https://dataqs.fmcsa.dot.gov/>, select "Register Online" as a general public user, and create a DataQs account profile. Once registered, drivers can request a review of their data by following detailed instructions in the help menu.

WHAT CSA MEANS TO DRIVERS

ALL VIOLATIONS FOUND DURING ROADSIDE INSPECTIONS COUNT TOWARD CARRIER AND DRIVER SAFETY MEASUREMENT ACCORDING TO VEHICLE OR DRIVER VIOLATION TYPE.

BASIC INFORMATION/SCORES ARE SENT TO ROADSIDE INSPECTORS AS A TOOL IN THE DECISION OF WHETHER TO INSPECT AND WHAT LEVEL TO INSPECT A SPECIFIC CMV.

- Roadside inspectors see carrier information/scores
- Roadside inspectors do not see driver measurement information.

SAFETY INVESTIGATORS WILL BE ABLE TO SEE THE SAFETY PERFORMANCE HISTORY OF DRIVERS WHEN THEY ARE CONDUCTING A CARRIER INVESTIGATION.

- This information is not available to carriers
- Safety profile includes the entire history of the driver
- Safety profile is a tool for investigators to use in sampling and to issue NOCs/NOVs to drivers based on performance
- Drivers are not rated (i.e. unfit) under CSA

"DRIVER PROFILES" FROM FMCSA'S DRIVER INFORMATION RESOURCE (DIR) ARE AVAILABLE TO CARRIERS THROUGH PSP. THE PSP PROGRAM WAS MANDATED BY CONGRESS TO ALLOW CARRIERS ACCESS TO DRIVER'S ROADSIDE DATA.

PSP IS CURRENTLY AVAILABLE TO DRIVERS. ACCESS AND ADDITIONAL INFORMATION CAN BE FOUND AT WWW.PSP.FMCSA.DOT.GOV

BECOME KNOWLEDGEABLE ABOUT THE NEW BASICS AND HOW FMCSA EVALUATES SAFETY UNDER CSA.

CSA SELF STUDY QUIZ

FREQUENTLY ASKED QUESTIONS

DOES CSA GIVE FMCSA THE AUTHORITY TO PUT DRIVERS OUT OF WORK?

- No. CSA does NOT give the agency the authority to remove drivers from their jobs. A change of that magnitude would require rulemaking and no such effort is underway.

DOES CSA GIVE FMCSA THE AUTHORITY AND PROCESSES TO RATE DRIVERS AND REVOKE THEIR CDLS?

- No. Driver safety profiles are available to investigators but these are not used to rate drivers and/or revoke CDLs; State licensing agencies perform that function.

Carriers will review driver profiles and make employment decisions based upon their findings.

DO TICKETS OR WARNINGS THAT DRIVERS RECEIVE WHILE OPERATING THEIR PERSONAL VEHICLES IMPACT THE SAFETY MEASUREMENT SYSTEM?

- No.

IS THERE A WAY TO REQUEST A DATA REVIEW OF POTENTIALLY ERRONEOUS OR IMPROPER VIOLATIONS ON CARRIER AND/OR DRIVER RECORDS?

- Yes. The DataQs program (<https://dataqs.fmcsa.dot.gov/>) allows carriers and drivers to request a data review of information that resides in FMCSA databases such as crash and inspection reports.

IS IT CONSIDERED AN INSPECTION EVERY TIME I TALK TO AN INSPECTOR AT A WEIGH STATION?

- Not necessarily. Law enforcement performs two types of actions at the roadside: a screening and an inspection. A screening evaluates a CMV to determine if that driver and/or vehicle warrants an inspection. Screening methods may vary by jurisdiction. A screening does not constitute an inspection and an inspection report would not be generated.

Advocate for safety among all professional drivers.

For more information, visit <https://csa.fmcsa.dot.gov/>.



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