



Driver Manual

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WELCOME

We are extremely happy to welcome you to USA Drivers, Inc. We want you to feel that your association with USA Drivers, Inc. will be a mutually beneficial and pleasant.

This manual is designed to provide a ready reference to our policies and procedures. We cannot list requirements for each job as they are different for each client. However, any questions you may have in these areas can be answered by any USA Drivers, Inc. representative.

The contents of this handbook are presented as a matter of information only. While USA Drivers, Inc. believes in the plans, policies, and procedures described herein, they are not conditions of employment. USA Drivers, Inc., reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures, in whole or in part, with or without notification. From time to time memos may be distributed and are meant to be additions or replacements for policies in this manual.

The language used in this handbook is not intended to create, nor is it to be construed to constitute a contract between USA Drivers, Inc. and one or all of its employees.

We are pleased to have you as one of our valued drivers and sincerely hope your employment with us is enjoyable.

Sincerely,

A handwritten signature in cursive script that reads "Andrew Shearer".

Andrew Shearer
President

USA Drivers, Inc.
Telephone Numbers

ATLANTA, GA

Office: (770) 368-4163

Fax: (770) 368-0464

On Call Dispatch: (404) 877-8478

BIRMINGHAM, AL

Office: (205) 661-0712

Fax: (205) 661-0716

On Call Dispatch: (205) 834-2154

ELKHART, IN

Office: (574) 522-3798

Fax: (574) 522-3171

On Call Dispatch: (574) 993-4111

*** If any emergencies arise after the close of our business day, a USA Drivers, Inc. representative can be reached via the on-call dispatch number.**

Sexual Harassment

It is the policy of USA Drivers, Inc. that all employees are hired, promoted, and retained solely on their abilities. We also believe that our workplace should maintain an atmosphere conducive to carrying out job responsibilities and duties without employees being subjected to offensive behavior.

USA Drivers, Inc. has a “zero tolerance” for any form of this activity that is conducted by any of its employees. USA Drivers, Inc. believes that all employees have a right to work in an environment free of discrimination, which includes freedom from harassment. The term “harassment” refers to, but is not necessarily limited to: slurs, jokes, or verbal, graphic or physical conduct relating to an individual’s race, color, sex, religion, national origin, age, political preference, or marital status. Harassment also includes unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature.

No manager or supervisor shall threaten or imply that an employee’s refusal to submit to sexual advances will adversely affect that person’s employment, compensation, advancement, assigned duties, or any other term or condition of employment. Employees are encouraged to report sexual harassment to their supervisor within 30 days of the incident. If this person is the cause of the offending conduct, the employee may report this matter directly to Andrew Shearer, President. Your complaint will be promptly and thoroughly investigated. Confidentiality of reports and investigations of sexual harassment will be maintained to the greatest extent possible. If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. All appeals should be submitted in writing to Andrew Shearer, President.

USA Drivers, Inc. will not, in any way, retaliate against any individual who makes a report of sexual harassment nor permit any employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately.

Any manager, supervisor, or employee who is found to have engaged in sexual harassment of another employee will be subject to disciplinary action, up to and including termination.

Drug and Alcohol Policy

USA Drivers, Inc. follows the guidelines mandated by the Federal Highway Administration and State Motor Carrier Safety Divisions as set forth in the Department of Transportation “procedure for Transportation Workplace Drug and Alcohol Testing Programs”. This is not limited to just new hires, but without warning, random testing on current drivers, drivers with “reasonable cause”, and post accident testing. An employee and/or driver must tell the testing personnel whether or not they have been on medication and what type has been taken so as to not affect the test.

USA Drivers, Inc. reserves the right to **not** hire any driver who has refused or failed a DOT drug screen, or who has had a citation for any of the following: DUI/ DWI, Open Container Violation, Driving while under a controlled substance, Violation of the Controlled Substance Act, Possession Charge of any Illegal Substance, and or Vehicular Homicide. If any driver who is qualified for USA Drivers, Inc. receives and is convicted for any of the prior mentioned citations, his/her eligibility for dispatch will be the sole discretion of the Regional Manager. Any driver who refuses or fails a DOT drug screen will no longer be eligible for dispatch and will be terminated.

Minimal Driver Qualifications

As a driver for USA Drivers, Inc, you have met the following minimal requirements that allow you to be dispatched and employed by USA Drivers, Inc:

1. You have a current and valid CDL
2. You are at least 21 years old
3. You have a minimum of 2 years verified driving experience utilizing your CDL

4. You do not have more than 3 moving violations in the past 3 years on your MVR
5. Felonies, DUI's/DWI's are no less than 10 years old

Driver Referral Bonus Program

When you refer a CDL driver that meets USA's minimal requirements for employment, completes an application and we decide to hire them, you will be rewarded with a \$100.00 bonus. The program is simple, and there is no limit to the number of drivers you may refer. This bonus will be paid to you the following payroll after the driver has completed their first assignment.

License Information

All drivers must have in their possession a valid commercial driver's license. You will not be placed on assignment for a job that requires you to operate a vehicle that does not meet your endorsements. If your license becomes expired, you will not be eligible for dispatch until a copy of this license has been received and placed in your personnel file.

Notification of License/Medical Card Suspension

[Sections 391.15\(a\) and 391.41\(a\)\(1\)\(i\) of the Federal Motor Carrier Safety Administration prohibits us from dispatching a driver who does not have a current CDL drivers' license or current medical examiner's certificate. If one or both of these documents become suspended or otherwise invalid for any reason whatsoever, sections 383.31 and 383.33 of the Federal Motor Carrier Safety Administration regulations requires you to notify us the NEXT BUSINESS DAY. Failure to do so or to stay in compliance with these or any other FMCSA regulation could result in termination for cause.](#)

Notification of Convictions for Driver Violations

Each driver who operates a commercial motor vehicle, who has a commercial drivers license and who is convicted of violating, in any type of motor vehicle, a state or local law relating to motor traffic control (other than parking violations), must notify USA Drivers, Inc. of such violations. The notification must be made immediately and no more than 5 days after the person has been convicted. If you fail to report this violation you will be reprimanded in accordance with USA Drivers, Inc. reprimand policy.

Personal Appearance

As an employee for USA Drivers, Inc. your appearance must be professional each and every time you are on assignment. Our personal appearance policy has been designed to accommodate the client's needs. You can gain or lose respect by your appearance. Appropriate dress and a neat appearance will nearly always command respect. A neat professional appearance goes a long way. USA Drivers, Inc. adheres to the following dress code:

Required Attire for Dispatch

Safety Shoes
Long pants (blue jeans / Dickies)
Dickies type shorts
Shirts with sleeves

Prohibited Attire for Dispatch

Tennis shoes, flip flops, sandals
Sweat pants, jogging pants
Athletic / gym shorts
Tank Tops, provocative shirts
No visible piercing. (Ear, nose, tongue, etc...)

Remember to always check with your local representative if you have any questions regarding the dress code.

Customer Relations

Your daily contact with the public and with customers can produce greater rewards and contribute more to our success and yours as well. Due to various reasons situations occur where you are asked to perform duties which are not part of your driving duties. Never argue with the customer. If any situation should arise that you are not comfortable with, or feel is inappropriate, you must contact a USA Drivers, Inc. representative for assistance.

Driver / Client Employment

While employed at USA Drivers, Inc. and for a period of twelve months after your resignation or termination from USA Drivers Inc., you are not allowed to accept any part time or full time employment directly with any of our clients that USA Drivers, Inc. has assigned you to. This employment would be in direct conflict with our contractual relationship between USA Drivers Inc. and our client.

Payroll Information

Our pay week is Sunday through Saturday. Time sheets are available to be picked up in our office. It is your responsibility to keep track of your time on a daily basis. You will be paid for the number of hours or miles signed for by the customer. Any discrepancies with your time or mileage resolved after 5:00 p.m. on Monday will be paid in the following week's paycheck.

Paychecks

USA pays all drivers weekly and the payday is Friday. All drivers will receive their weekly compensation either through direct deposit or through a Skylight Financial pay card. You will be asked to choose between these options and fill out the appropriate enrollment forms upon your hiring. Once submitted, any changes to your direct deposit account cannot be completed by phone. You must return to the office and complete a new direct deposit form. If for whatever reason a customer does not accurately remit your hours worked, we will get you the appropriate amount either by adding the correct amount to the following week's payroll.

Overtime Pay

Section 13(b)(1) of the Fair Labor Standards Act exempts from its overtime pay requirements any driver whose duties are involved in the transportation of interstate goods. Therefore, many of our clients are not required to pay overtime and therefore you will not be paid overtime. If you do perform services for those customers who are required by law to pay overtime, you will be paid overtime at the regular rate plus one half.

Holiday Pay

There will be 5 paid holidays a year:

1. Memorial Day
2. July 4th
3. Labor Day
4. Thanksgiving Day
5. Christmas Day

To qualify for Holiday Pay you must be an employee for more than 90 days and have worked more than 120 hours within the four weeks leading up to the holiday. You cannot have any no-shows, late arrivals, accidents, or run refusals during that same four week period. You will be paid \$104.00 for the holiday.

Employee Fees

The following fees, when incurred, will be deducted from your paycheck:

Drug Screen	\$50.00	DOT Physical	\$100.00
Post Accident	\$60.00		

Prices are subject to change at any time without notice.

USA Drivers, Inc. Company Rules

Any violation of company rules by an employee will be sufficient grounds for disciplinary action by USA Drivers, Inc. in the form of a verbal warning, letter of acknowledgement or termination depending on the frequency and seriousness of the offense. Termination for cause may result in the denial of unemployment benefits.

The following actions or any related offenses will result in the above mentioned disciplinary procedures:

1. Possession of unlicensed weapons, explosives, or other prohibited property on company or customer premises.
2. Theft or possession without the proper authority of company or customer property or property of another employee.
3. Commission of a crime.
4. Concealing or failure to report being involved in an accident.
5. Disregard of safety rules and common safety practices.
6. Failure to observe posted speed limits, stop signs, or parking regulations on company or customer premises, or violation of public laws while operating customer equipment.
7. Horseplay, scuffling, running, pushing, or throwing objects on company or customer premises.
8. Threatening, intimidating, coercing or otherwise interfering with other employees on company or customer premises at any time, including lunch periods.
9. Smoking in prohibited areas or at prohibited times.
10. Eating or drinking in prohibited areas or at prohibited times.
11. Disregard of dress policy.
12. Inappropriate dress or appearance.
13. Willful abuse or deliberate damage to company or customer property or to the property of other employees.
14. Carelessness resulting in damage, destruction, or delay to work in progress, materials, or company property, customer property, or the property of their employees.
15. Unauthorized operation, repair of, or attempt to repair machines or other company or customer equipment.
16. Doing personal work on company time, on company equipment, or with company material.

17. Creating or contributing to unsanitary conditions.
18. Fighting on company or customer premises.
19. Possessing, drinking, using, or being under the influence of illegal drugs and alcoholic beverages on company or customer premises.
20. Insubordination. Refusal to obey orders of management, or refusal to perform job assignments.
21. Immoral conduct or indecency.
22. Sleeping on the job.
23. Loafing or deliberately restricting production. Loitering or wasting time on any part of the company or customer premises during working hours or deliberately restricting production or inciting others to do so.
24. Leaving department or company premises without permission during working hours.
25. Intentional falsification of personnel records or other records, including statements made or omitted on employee applications, and/or other company forms which may disclose false assertions or uncover the willful withholding of pertinent information.
26. Absence of three or more consecutive working days, without notification and reason satisfactory to the company.
27. Repeated unexcused absences.
28. Refusing three or more dispatches within any 30 day period.

Each employer will be responsible for implementing and enforcing the company rules and exercise discretion with regard to disciplinary action following the guidelines and policies of the company. A written record of all policy violations is maintained in each individual's personnel file.

Driver Accountability and Corrective Measures

As a driver for USA Drivers, Inc. you will be held accountable for all aspects of reporting to your assignment, performance at the assignment, performance during the assignment and closing out your assignment.

Sliding Pay Scale: If a client reports to USA Drivers, Inc. that your performance was below satisfactory, your pay for that assignment could be as low as minimum wage as determined by the United States Department of Labor.

Corrective Measures for Rules Violation: USA Drivers, Inc. utilizes a tiered corrective action system to provide disciplinary actions and council. As a driver, you may receive one or all of these corrective actions based on the severity of the offense.

Verbal Warning: You will receive a verbal warning that will be documented and put into your permanent file.

Letter of Acknowledgement: You will be required to come into our office at a designated time to review the offense and sign a "Letter of Acknowledgement" outlining the offense. If you do not show up for this meeting at the assigned time, you will receive a financial penalty of \$100.00 for a no show and you may be terminated and a negative report sent to DAC services.

Termination: A letter stating that you have been terminated for violation of company policy. A copy of this letter will be sent to the states Department of Labor and/or Industrial Relations.

Money / Product Shortage: If you are given currency in any form from a client or their customer you will be held accountable. If any of the loaded product is considered "missing" by the client while under your responsibility, you will be held accountable for:

- The amount of currency that was missing.
- The retail cost of all the products that were missing.
- The amount of the total invoice that would have been billed to the client for your run.

Any liability determined to be your responsibility will be deducted from your next paycheck. You will also be turned over to local authorities and prosecuted to fullest extent of the law as governed by the state statutes of each state. You will also be reported to DAC Services for theft of property, misuse of equipment and misconduct.

No Show Policy

A fine of **\$100.00** will be charged to any driver who fails to show up at an assignment unless notice is given at least 2 hours prior to the scheduled arrival time, and your employment with USA Drivers Inc. may be terminated. When on an assignment for USA Drivers, Inc., you are the most important representative we have. You are a reflection of our company and your professionalism is what determines our success as well as your own. Once you have accepted an assignment, we are counting on you to be there on time. Should you have an emergency or can't make it to your assignment it is your responsibility to give us adequate notification so that we will have ample time to find a replacement for you. A No Show without a phone call will NOT be tolerated.

Attitude

Your professionalism, appearance and attitude are all judged by our clients. At times we understand there may be personal problems that you are dealing with. We ask that you leave your personal problems at home when on assignment for one of our clients. Our clients are not the cause for the problem. Carrying over this problem into the workplace will reflect negatively on USA and cause a possible "don't send back" request from the client, which will limit you to assignments.

Other Rules and Regulations

- **You must call the office every weekday morning between 7:00 a.m. and 9:00 a.m. when you are not under dispatch.** In the event no contact is made in ten (10) days we will presume you have voluntarily terminated your employment with USA Drivers, Inc.
- No riders, even if the customer says it is okay.
- You must not take the truck home, even if the customer says it's okay.
- No trucks are allowed in any USA Drivers, Inc. parking lot.
- DOT requires a permanent street address and telephone number. No post office box numbers.
- You **MUST** be able to be contacted for work on a timely basis and must be able to get to work on time.

Walk Around Inspections

All drivers must complete a walk around inspection to check the following items:

- Placards (if applicable)
- Coupling devices
- Landing gear up
- Locks and seal on trailer door(s) if needed
- General condition of the vehicle
- The load being secure.

This inspection is required each time a driver returns to a vehicle which has been unattended for any period of time.

Pre and Post Trip Inspection

No motor vehicle will be driven unless the driver is satisfied that the following parts and accessories are in good working order:

- Service brakes, including trailer brake connections
- Parking (hand) brake
- Steering mechanism
- Lighting devices and reflectors
- Tires
- Horn (city and air if applicable)
- Windshield wipers (both sides)
- Rear vision mirrors
- Coupling devices
- Suspension
- All fluid levels
- All lug nuts
- Truck body damage

If any damage or problems vital to the safe operation of the vehicle are found, it must be noted and reported to the customer immediately.

A pre-trip inspection must be completed:

- The first duty status change after midnight
- Each time a driver drops/unhooks a trailer

If you do not perform the pre-trip inspection, any fines received as a result of this oversight will be your responsibility.

Hours of Service (100 air-mile radius sec 395.1 (e).)

According to the Federal Motor Carrier Safety Regulations, a driver is exempt from the requirements of section 395.8 (log book) if: The driver operates within a 100 air-mile radius of the normal work reporting location; the driver returns to the work reporting location and is released from work within 12 consecutive hours. Drivers may drive up to 11 hours, but are limited to 14 hours in a duty period. Each duty period must begin with at least ten hours off-duty, and the driver must take a 30 minute break after 8 hours on-duty. Total 60 hours on-duty in 7 consecutive days, or 70 hours on-duty in 8 consecutive days, but drivers can "restart" the 7/8 period by taking at least 34 consecutive hours off-duty.

A report should be kept on the following:

1. the time the driver reports for duty each day
2. the total number of hours the driver is on duty each day
3. the time the driver is released from duty each day
4. the total time for the preceding seven days

As a CDL driver you MUST follow all of the DOT Hours – of – Service regulations. There are additional requirements not listed in this handbook that you are responsible for knowing and following.

If you are running out of hours, you must call the customer and USA Drivers, Inc. to inform us of the situation. Driving over hours will not be tolerated. Driving out of route miles will not be tolerated....you could be charged for them. Per DOT regulations, you must notify us of any traffic tickets or license suspensions immediately.

Cell Phones

On January 3, 2012 the U.S. Department of Transportation set in place a ban on hand held cell phones for commercial motor vehicle drivers. The rule states that Commercial Motor Vehicle (CMV) drivers cannot use a hand held mobile telephone while driving a CMV.

Use of Hand Held Mobile Telephone Means:

- Using at least one hand to hold a mobile telephone to conduct voice communication.
- Dialing or answering a mobile telephone by pressing more than one button.
- Reaching for a mobile phone in a manner that requires a driver to maneuver so that he or she is no longer in a seated position.
- Push to talk mobile telephones are subject to the ban.
- Drivers may only use a compliant hands free mobile telephone devices to conduct voice communications.

When Can a Driver Use a hand Held Mobile Telephone?

- It can be used if you move your vehicle to the side of, or off of the highway. It cannot be used if stopped in traffic, at a traffic control device, or other highway delays.
- It can be used when necessary to communicate with law enforcement or other emergency services.

Drivers who violate the new ban will face Federal and Civil penalties up to \$2,700 for each offense and disqualification for multiple offenses. Under this new rule a second conviction within 3 years would result in a 60 day disqualification, and 120 days after three convictions.

In Case of a DOT Reportable Accident

IF YOU ARE INVOLVED IN AN ACCIDENT, remember that you are a professional driver and must conduct yourself accordingly. Do not make any statements concerning assumption of liability or discuss the accident except with the proper agency.

1. Stop your vehicle and turn off the ignition. Protect the scene by placing the emergency warning devices in their proper location.
2. Check occupants of other vehicle or pedestrians for injury. Assist the injured, but DO NOT MOVE AN INJURED PERSON UNLESS ABSOLUTELY NECESSARY.
3. Call the police/emergency service by calling 911. If an ambulance is required, tell the police at the time you call.
4. Call USA Drivers to notify them of the accident. USA Drivers will call the customer to notify them of the accident, then conference the driver in on the call. Carefully follow the directions given by the customer. A drug screen must be performed within 2 hours, and an alcohol screen within 3 hours of an accident.
5. Follow the directions of the responding police officer and be sure a police report is completed. Provide factual information, limiting responses to the questions asked.
6. Obtain the following information from other driver: name, address, phone number, driver's license number & state, insurance company name & policy number, type of vehicle (car, truck, etc), make, model, license plate number. If there were any occupants get their names, addresses and phone numbers. Identify witnesses and obtain their names, addresses and phone numbers as well.

7. Do not talk about the accident to anyone except the police officer. Do not place blame or admit fault to anyone, or make any statements about USA Drivers or the customer you are assigned to.
8. If a citation is issued, a copy must be brought to USA Drivers, Inc.

Driver Caused Damage

It is essential that you immediately report to the client and USA any incident that might have caused any physical damage to the vehicle you were driving, or any damage caused by that vehicle no matter how small. Failure to do so could result in immediate termination. It's also possible that you may also be held personally accountable for any damage caused by such an incident. Your wages will be garnished over a period of time or immediately to cover such costs.

If You Are Injured on the Job

In the event you cannot notify us immediately of an injury, please call your USA Drivers, Inc. dispatch office no more than 48 hours after the incident has occurred. We will give you further instructions at that time.

We believe in the dignity and importance of the individual. We hope that you will take great personal satisfaction from your experience with USA Drivers, Inc., and we look forward to working with you.

Receipt for USA Drivers, Inc. Driver Manual

My signature below represents that I have read all 14 pages of this driver handbook that was revised as of January 2014 and I have had all questions answered to my satisfaction. I also state that I may not necessarily agree with the conditions, but I do have a thorough understanding of the rules and regulations that govern me as a driver for USA Drivers, Inc. I also understand that if I fail to comply with any of these procedures it could result in my termination and the denying of unemployment benefits.

Signature

Date