



## Carter Express Driver Handbook

### Understanding this Guide

Welcome to the Carter Express family. We are delighted that you have chosen to begin or to continue your professional driving career with us. This manual will not only assist you as you attend our new driver orientation, but also provide a convenient reference for the future. Please note that the policies and information in the handbook will change over time. We will publicize any changes and provide amended copies when these changes take place. We hope you will find what you are looking for, both in this manual and at Carter Express.

We believe that our drivers are the most important people in this company. If at any time, we fail to make you feel that way, or if we can assist you in any way, please let us know.



We are excited to have you join our Carter Express family!



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# Carter Express Driver Handbook

## Chapter 1: Organizational Information & History

**Thank you for choosing Carter and welcome to the family!** You are joining a world class team of logistics professionals that have high goals and expectations for the future. With over 30 years of experience, six crossdock locations along the NAFTA highway, two fleet operations and over 1,200 employees, Carter is a leading logistics consulting company powered by its own assets & world-class drivers. We operate mainly in the automotive industry with customers such as Honda, Toyota, Tenneco and Faurecia but do provide services to some food and retail companies, such as Nestlé® and Ball Corporation. Our future looks bright as we continue to provide innovative, cost saving answers to our customers' shipping needs. We are excited to have you on board and look forward to working with you.

**Company Mission:** Carter's mission is to safely and profitably supply error-free logistics services to our customers in an innovative and efficient manner. Carter will complete this mission by obeying customer, statutory and regulatory requirements and continually reviewing quality objectives to ensure we are meeting and exceeding our customer's expectations and demands.

**Company History:** Carter Logistics, LLC and Carter Express, Inc.'s history began in the year 1955, when Myron "Duke" Paugh opened a light-duty truck dealership called Duke's GMC Inc. In 1974, his son John Paugh partnered with him before purchasing the dealership outright a few years later. In 1982 one of Paugh's customers, Will Carter, started a company called Carter Express. This newly formed company had only a few trucks and a contract to haul parts for General Motors. Paugh eventually bought into Carter's company in 1984 and became sole owner in 1992. At the time, Carter had 13 power units. Since then, Paugh has grown the company to a fleet of over 800 tractors, 1700 trailers and 8 locations in the US and one in Mexico.

The largest contributor to Carter Express' rapid growth was the 1993 creation of our Shared MilkRun logistics model as well as our proprietary split bill invoicing process. Our Shared MilkRun system allows our customers' freight to "share a ride" with other customers' goods. These parts usually come from common suppliers that the customers share. A typical route will leave in the morning, make multiple pick-ups at common suppliers and return to one of our crossdock locations. The freight is then unloaded and split into multiple shipments to different customers. Our customers only pay for their percentage of the weight on the shared trailer and therefore can get less-than-truckload service at rates comparable to full truckload shipments. The Shared MilkRun allows our customers to get small, frequent shipments at set window times. This enables our customers to become better equipped to efficiently manage their inventory as well as all of the associated supply chain costs.

In 2001, with the purchase of Tenneco's fleet operations, Carter opened its second location in Paragould, Arkansas. Meanwhile, our customers continued to demand our further involvement with their overall supply chain. In an effort to remedy the increasing customer demand, we created Carter Logistics, LLC. Carter Logistics, LLC started in 2002 and is a third party logistics company, or 3PL as it is commonly referred. We manage a carrier base of over 150 other carriers in this division. The Carter Logistics team manages our customers' entire supply chains, including all aspects spanning from their order cycles to the delivery of products.



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To help manage our shipments in and out of Mexico, Carter continued its expansion and opened a new terminal in Laredo, TX in 2005. To this day, Mexico shipments represent over 35% of our revenue and continue to be an area we work to expand. However, Mexican and Canadian shipments were just the start of our global expansion. In 2008 we formed a strategic alliance with Hitachi Transport Systems (HTS) and in 2009; HTS purchased controlling interest of the Carter group. John Paugh still holds 47% of the shares of Carter and operates as President and CEO of the Carter companies. This partnership allows us to offer global freight forwarding and overseas logistics services to our customers.

Carter not only expanded our global offerings in 2009, we also expanded domestically by opening crossdocks in Romulus, Michigan, Andersonville, Tennessee and Dayton, Ohio. Since then we have outgrown two of those facilities. We doubled the size of our Romulus crossdock in 2011 and built our largest facility yet in Vandalia, Ohio in 2012. The Vandalia facility is 143,000 square feet and has 138 dock doors. At the time of press of this handbook, we are planning to increase our Laredo, TX operations by building a new and much larger crossdock facility that will open in 2014.

Global expansion did not stop after we partnered with Hitachi in 2009. In June of 2013 Carter purchased Hitachi Sistema De Transporte Mexico, SA DE CV or TSX as we commonly refer to it. We opened a new office in Leon, Guanajuato, Mexico for the TSX operations and will now be able to offer intra-Mexico transportation services. TSX will have the authority to hire and pay Mexican carriers, something Carter could not do without a Mexican subsidiary company. Our customers will now receive one-stop shop transportation and billing anywhere in the continental US or Mexico.

Carter has experienced huge growth in the past 31 years by always leading the charge towards new technology and innovation as well as hiring and cultivating a team of leading logistics professionals. We strive to create an environment that encourages professional growth and promotes success. This model, coupled with our superior customer service will allow Carter to continue its growth.



Myron "Duke" Paugh



The Original Duke's Truck Center



One of Carter's Original Trucks & Drivers



John Paugh



Carter Express, Inc. Headquarters & Maintenance Facility – Anderson, IN



Current Carter Trucks & Drivers



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## Chapter 2: Driver Responsibilities

**Basic Driver Responsibilities:** We expect the following basic pillars of personal responsibility from all our employees:

- **Timeliness:** Show up ready to leave at your scheduled time. “Ready to Leave” means that you have completed your pre-trip inspections and all other preparations so that when your scheduled depart time arrives, you are ready to go. Arriving no earlier than 60 minutes and no later than 30 minutes prior to your scheduled departure provides adequate time to perform these duties.
- **Be Safe:** Drive safely and legally at all times, no exceptions.
- **Communicate Effectively:** Make your dispatcher aware of any issues that affect your load assignment or your job at Carter Express.

### Additional Responsibilities:

- **Annual Certification of Violations:** Every driver is required, during the month of January, to complete a listing of all citations for moving violations received during the previous 12 months. This listing is compared with an actual state driving record for the previous 12 months. Please be sure to sign and date the certificate of violations and return it to the safety department as soon as possible.
- **Notification of Citations:** Section 383.31 of the FMCSR requires each driver to notify their employer of any violations within 30 days of conviction. Failure to do so is a violation of the FMCSR.
- **Notification of Suspensions:** Section 383.31 of the FMCSR requires you to notify your employer of any suspension of your driving privileges for any reason. You are required to do this before the end of the business day, the day after you receive the notice.
- **Physical Examinations:** Every driver is required to pass a DOT physical prior to being qualified or prior to the expiration of the current physical in the case of a current driver. These examinations must comply with 391.41 and be completed by an approved company physician. Although the company will notify you thirty days in advance of an expiring physical, it is your responsibility to ensure its renewal prior to its expiration. Drivers cannot operate any equipment without a current medical certification.
- **HazMat Re-Certification:** If you have a HazMat endorsement on your CDL, you must be re-trained every three years. If you are not sure when your certification expires, check with the safety department. The safety team will not only know your expiration, but they will set you up for the training required for re-certification. There are new security regulations coming for HazMat renewals and it may take as much as 3 months to complete. Please check with the safety department.
- **CDL Renewal:** It is the responsibility of the driver to renew his/her CDL prior to its expiration. Although the company will notify you thirty days in advance of an expiring CDL, it is your responsibility to make certain it is renewed prior to its expiration. Remember, many states now require a copy of your current physical in order to keep your CDL valid.



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- Daily Record of Duty Status: It is the responsibility of every driver to turn in his/her logs with other required company paperwork. All logs must correspond with the paperwork being turned in and may be verified for date and time accuracy.
- Roadside Inspections: Every driver is required to send a copy of every inspection to the safety department within 24 hours of receipt. Any equipment related defects must be corrected and signed off by a certified mechanic.. You must log these inspections on line 4 (on duty, not driving) from the time the inspection starts until you are released. Failure to do so could be considered a false log and treated as such.
- Accident Reporting: All accidents, regardless of how minor, should be reported immediately to the company. Review the accident section of this manual for what you should and should not do at the scene of an accident.
- Injury Reporting: All injuries, regardless of how minor, should be reported immediately to the safety department. Review the injury section of this handbook for ways to avoid injuries.
- Daily Vehicle Inspection Report: Drivers are required to complete pre-trip and post-trip inspections for each trip.

## Chapter 3: Communication

Our customers depend on each driver to perform their load assignment, as scheduled, every day. We understand that issues arise, both in and out of our

control. Therefore, communication is just as important as the load assignment itself. Things happen, and customers can understand that. They cannot, however, understand not being notified when these things affect their service. So if anything happens that will affect your load assignment, you must communicate to Dispatch. When speaking with Dispatch, you must get the name of the person with whom you spoke. We have included examples below that require a call to dispatch, however, the reasons to call dispatch is not limited to the things in this list:

- Late Arrivals
- Late Departures
- Being held by Supplier or Plant
- Overweight
- Paperwork
- Weather and/or Traffic Delays
- OS&D (Overage, Shortage & Damage)
- Refused Freight
- No Freight to Pick Up
- Breakdowns

## Chapter 4: Behavior & Dress Code

We expect all employees to carry themselves in a polite and professional manner at all times. We understand that you will encounter people in bad moods, that will antagonize you or are simply just not friendly people. We do not expect or want you to replicate or react to their behavior. It is



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uncomfortable, we know. No one wants to be treated badly for any reason. We must act and react in a professional manner, regardless. Do not let their bad day become your bad day.

If you need assistance or find yourself in an unsafe environment, please contact Dispatch immediately.

Drivers are to keep their personal dress, grooming, hygiene, and attitudes at a professional level that represents Carter Express in a positive manner to the public and customers. The driver dress code is as follows:

- Clothes will be kept neat and clean.
- Hair will be kept neat, clean and pulled back if long.
- Beards will be clean and neatly trimmed.
- Clothing should not display inappropriate language or graphics.
- Any jewelry that could present a safety hazard, such as long necklaces, or loose jewelry that could be caught on things, should not be worn.
- While on shipping docks, you should wear hard, rubber-soled shoes.
- Flip flop sandals are not permitted to be worn while driving.

## Chapter 5: Truck Assignment

Your truck will be assigned at the end of orientation. Trucks are required to be parked at the terminal at all times. Permission must be given and documented before taking a truck home. Unauthorized use of company equipment will result in disciplinary action.

If your truck is out of service, you are expected to use a loaner or rental until your truck is back in service. Most rental units are manual transmissions, so be prepared to drive one if needed.

Every tractor should contain the following items and be verified during your pre-trip:

- Permit Book –(the safety department can verify your book for current permits, registration and other documentation)
- Current Annual DOT Inspection
- Pre Pass Transponder (if missing, check with Safety)
- Fire Extinguisher (with full charge) secured in truck
- Functional Omnitracs unit (Maintenance)
- DOT Regulation Handbook (Safety)
- Hazmat Regulation Handbook (Safety)
- Emergency Response Handbook (Safety)
- Reflective Triangles (Maintenance)
- DOT Quick Reference Card (Safety)
- Blank Log Book (Safety)



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## Chapter 6: Load Assignments

For Anderson Board drivers, loads for the following week are assigned by your Driver Manager based on seniority. If you need information about your load or need a load and were not able to arrange with your DM, you may speak with a shift Supervisor. Proper trip planning is required. All appointment times are Eastern Standard, so keep this in mind when going to or from another time zone.

One-way freight will require a backhaul out of the area you deliver so we can get you home. It is always the responsibility of the driver to contact Dispatch if they have landed for a delivery without their next load assignment. **NEVER COME BACK EMPTY WITHOUT SUPERVISOR APPROVAL** or you will not be paid the miles and will likely be charged for the fuel. In some cases, you may be required to layover for your next load assignment. In these instances, you may qualify for layover pay.

Each driver is assigned a Driver Manager, Route Manager or OTR Manager. If you have any questions or issues, please communicate them to your assigned Manager.

## Chapter 7: In Cab Technology

All Drivers are required to use the in cab technology unit to complete their load assignments, Hours of Service requirements, DVIR's and any other requirements that are detailed during orientation and/or training.

## Chapter 8: Paperwork

Bills of lading, check sheets, etc. are the shipping documents that we must have in order to be paid for the work we do. Therefore, we must adhere to the items below to ensure the shipping documents are managed correctly.

- All shipping documents must be signed and dated by the receiver, this serves as proof of delivery.
- If you cannot physically watch the trailer be loaded, make sure to sign the bills SLC (shipper load & count). Doing so relieves Carter Express of any liability for freight issues.
- To be eligible for detention pay, arrival and departure times must be written or time stamped by the customer on the shipping documents, and you must notify Dispatch when detention starts & ends.
- Please follow up with your Route Manager/Driver Manager to verify that your detention pay was approved.
- You must make sure that all paperwork is turned in to Document Control when you return to your home terminal.
- For any load that does not end at a Carter Express terminal, all paperwork must be sent in through Transflo. You can download the transflo app to do this from your smart phone.
- You should get a copy of all receipts you are turning in for company related expenses. Failure to provide proof of company expense could result in a payroll deduction.

## Chapter 9: Placard Process

Carter Express uses its own placard system to help organize the yard and identify trailer contents.





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- When arriving to the terminal, a member of Document Control will give you a placard that corresponds to your trailer, order number, and route. The placard must be placed in the nose bracket if you are dropping in the yard or the floor of the rear of the trailer if you are dropping on the dock.
- When you are leaving the cross dock to begin your route, you will need to give the document control clerk the trailer placard to receive your paperwork. The placard will be in the nose bracket if you are picking the trailer up from the yard or the rear of the trailer if you are picking up from the dock.
- Driver must check the trailer # and the seal # on the BOL to verify they match prior to departure.
- You should never depart with a loaded trailer from a Carter terminal, or a shipper, without a Bill of Lading that documents what is on the trailer and the consignee/delivery destination.

## Chapter 10: Pre & Post Trip Inspections

- Pre and Post trip inspections are required to be completed at the beginning and end of each trip. If you lose sight of your truck & trailer at any time, you must complete another inspection.
- Driver must check the trailer # and the seal # on the Bill of Lading to verify they match prior to departure
- Ensure all freight is secure prior to departure. Use load straps or bars if necessary. If the trailer is sealed, it cannot be broken without customer permission.
- Any issue discovered on the truck or trailer must be reported to both maintenance and Dispatch as soon as possible.

## Chapter 11: Scaling Loads

When departing from a terminal or shipper, you must scale your load, at a certified scale, as soon as you can. Carter covers the cost at all certified scales, but will not take responsibility for any overweight tickets. If you are not going to deliver the load that you scaled, please provide a copy of the scale ticket when returning your paperwork to Document Control for the next driver to reference.

## Chapter 12: Trailer Parking

Follow your specific terminal yard procedure.

- All empty trailers must be swept out.
- All reefers units must be fueled and set to the proper temperature requirement.

## Chapter 13: Truck Parking

Follow your specific terminal yard procedure. All trucks must be parked at each terminal's designated location. Approval must be given and documented for domicile parking.

## Chapter 14: Fueling

- Drivers should always fuel at the Anderson terminal when possible.
- Outside of Anderson, all drivers are required to fuel at approved network locations.
- Comchecks can be issued for fuel in emergency situations.



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## Chapter 15: Detention & Layover

If you experience a delay, through no fault of your own, you may be eligible for detention or layover pay. Detention is typically paid for delays at pickup or delivery. Layover is paid for having to wait for 24 hours, not including your home terminal, for your next load. Teams qualify for layover after the first 12 hours and then every 24 hours afterward. To qualify for detention, you must have arrived on time to your stop. Late arrivals will not qualify for detention.

Requests for layover & detention pay are to be made to your Driver Manager or Route Manager within 24 hours of the occurrence.

## Chapter 16: Safety Requirements

- Several of our customers have specific safety requirements (such as closed toe shoes, high visibility clothing or wearing long pants). You should be notified ahead of time and expect to comply with these requirements.
- At Carter Express terminals, everyone is expected to wear high visibility clothing when outside.
- A good plan of action is to prepare a bag with pants, a long sleeve shirt, high visibility vest and closed shoes to ensure you can operate in any situation.
- If you take prescribed medication, you should always carry it with you in case of unexpected delays.
- Report any and all injuries and accidents.

## Chapter 17: Payroll & Benefits

All drivers will have an assigned Payroll Specialist. You will receive a check every week. Each driver will receive a settlement, for the previous week's work. Our team makes every effort to ensure you are paid correctly, but it is your responsibility to review the settlement for accuracy. Any corrections to your pay must be reported by 3:00pm on the Monday after you receive your settlement to allow your Payroll Specialist to get this corrected before the check is issued.. Failure to do so could result in the correction being added to the following paycheck.

The facilitator for your orientation will go over the specific details of our current benefit programs and when you are eligible for each of them. We are constantly evaluating our benefits and programs to make sure we are offering the best programs for the lowest cost. The Human Resources department is available to answer any questions you may have about specific benefits.

## Chapter 18: Time Off

Drivers who have a dedicated route are expected to run their route as scheduled, unless they have approved time off. If they have hours available, they may be asked to help out with an additional route, as long as it does not interfere with their next scheduled load.

Drivers who do not have a dedicated route are expected to be available to run as long as they have available hours.



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Time off is classified into four categories:

- Vacation - paid vacation days are available 1 year after your hire date. Vacation days must be approved in writing by dispatch at least 48 hours in advance.
- Excused Absence – each driver receives two excused absences (non-paid) per quarter. These days must be approved in writing by dispatch at least 48 hours in advance.
- Unexcused Absence – anytime you call off of your next scheduled load assignment more than 4 hours but less than 48 hours, it will be considered unexcused and subject to appropriate discipline. Please note, if you have already used your two Excused Absences for the quarter, and take a third or more unpaid day, it will also be considered unexcused.
- Call Off – anytime you call off of your next scheduled load assignment less than 4 hours before its scheduled departure, it will be considered a Call Off and subject to appropriate discipline.

All time off requests must be submitted via a Driver Time Off Request Form and turned in and approved by your Driver Manager or Route Manager. You must get a signed copy back from your Driver Manager or Route Manager to verify that your time off is approved.

Driver time off requests may be denied if excused absences are exhausted and/or vacation days are not available. Time off may also be denied due to heavy freight volume or if there is already a large number of drivers taking time off.

We are open and operate 24 hours a day, 365 days a year. Please do not assume that holidays are automatic days off. We operate in Canada and Mexico and they do not observe the same holidays as the U.S.

Work with your Route Manager/Driver Manager for all time off requests.

## Chapter 19: Discipline

Carter Express has a progressive discipline policy to ensure offenders are handled appropriately. Examples of actions requiring discipline are listed, but not limited to, the actions below:

- Excessive excused absences
- Unexcused absences
- Call-Offs
- No call, no show
- Failure to depart on time
- Refusal to run with available hours
- Customer complaints
- Rude or disrespectful behavior to Carter Express employees
- Miscellaneous Disciplinary performance
  - Discretionary use by the company for any performance or behavioral issue not specifically described above



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## Chapter 20: Workplace Violence

Carter strongly believes that all employees should be treated with dignity and respect. Acts or threats of violence will not be tolerated; this includes any conduct that threatens, intimidates, harms or coerces another employee, a customer, a vendor or a member of public while on the job. You are expected to refrain from conduct that may be dangerous to others, such as fighting, taunting and “horseplay” while on the job. You are not allowed to carry firearms, weapons, or other dangerous devices or substances, or to use an instrument or device as a weapon, while on the job, except as may otherwise be provided by law.

All threats or acts of violence, direct or indirect, must be reported to the employee’s supervisor and/or the Human Resources and Safety Departments immediately. Do not place yourself in danger, if you see or hear a commotion or disturbance do not interfere, alert the appropriate individuals, including law enforcement if deemed necessary. All complaints will be fully investigated and the Company will promptly respond to any incident or suggestion of violence. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees, either with or without pay as appropriate, pending investigation. Anyone determined to be in violation of this policy will be subject to immediate disciplinary action, up to and including discharge. If the circumstances warrant, the employee may also be reported to the proper law enforcement officials.

Carter encourages employees to bring disputes or differences with other employees to the attention of their supervisor or Human Resources before the situation can escalate into potential violence.

The company will assist in the resolution of disputes without disciplining employees for raising the concern. For purposes of this policy, “on the job” refers to inside the facilities and offices, in the parking lots, or in the immediate vicinity of our facilities. It also means away from the premises if the individual is on business or acting on a business-related matter. Violation of this policy will lead to immediate disciplinary action, up to and including termination.

## Chapter 21: Weapons Policy

It is Carter’s policy to maintain a safe work environment. Therefore, the Company prohibits wearing, transporting, storage, presence or use of dangerous weapons on company property, regardless of whether or not the person is licensed to carry the weapon, except as otherwise provided by state and/or federal law. Property covered by this policy includes company-owned or leased buildings and company-owned or leased vehicles. Any employee who violates this policy is subject to disciplinary action, up to and including termination. A client or visitor who violates this policy will be removed from the property and reported to police if deemed necessary. This policy does not apply to law enforcement personnel, security personnel, or employees specifically authorized, in writing, by the Company’s President while engaging in official duties.

Weapons include but are not limited to, handguns, firearms, explosives, knives and other weapons further defined by state statute or local ordinance.



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If employees have a question as to whether an item is covered under this policy, they should contact Human Resources. Employees have the responsibility to ensure that any item in their possession is not prohibited by this policy.

The Company reserves the right at any time and for reasonable cause to search all company-owned or leased vehicles and all packages, containers, purses, lockers, desks and people entering company property, for the purpose of determining whether any dangerous weapon has been brought onto the premises. Violations of this policy, including refusing to promptly permit a search under this policy, will be subject to discipline, up to and including termination.

## **Chapter 22: Miscellaneous**

- While Carter Express makes every effort to provide a safe working environment, they are not liable for lost or stolen items on company property.
- Always keep comchecks, TransFlo scanning sheets, DOT Log books, DOT Inspection books in your truck.
- You must turn in all receipts for all job related expenses. We strongly suggest that you keep a copy of all receipts for job related expenses. Failure to provide a receipt may result in the company refusing to reimburse.
- You are allowed two cash advances, up to \$75.00, via Comcheck during your time with Carter Express. These are typically given in the first couple of weeks, until you receive your first paycheck.
- Casual Status is an option for drivers that want to work on their own schedule. As a casual driver, you work when you want but must make at least one trip each month. Benefits are not extended to casual drivers, as well as any current bonus programs.
- If anything in your life changes, please communicate with your Route Manager/Driver Manager so we can complete a Driver Status Change. Things like address and phone numbers are most common.
- If you want to bring a friend or family member along on a trip with you, you must complete a Passenger Authorization form. Get with your Route Manager/Driver Manager for details, limitations and fees.
- Any pet carried aboard a Carter Express truck must comply with the company's pet policy.
- Unauthorized use of company equipment is an issue we take very seriously. Any use of company equipment, outside of the normal scope of work and routing, is subject to disciplinary action, up to and including termination.
- SAFETY BELT USE IS MANDATORY! It is Carter Express policy that every operator and occupants of our equipment (leased, rented or owned) must wear safety belts at all times.
- Drivers must wear lap and shoulder belts when operating a motor vehicle. (FMCSR, Part 392.16)
- Bunk restraint policy - For sleeper berths, occupant restraint systems installed by the manufacturer must be used, whether the system is at the entry point of the berth or incorporated as a belt-type restraint within the berth itself, when the vehicle is in motion.



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- Cell phone policy – Effective January 3, 2012, the Federal Motor Carrier Safety Regulations will prohibit the use of a hand-held mobile telephone by drivers operating commercial motor vehicles (“CMVs”). The rule prohibits the following actions while driving a CMV:
  - Using at least one hand to hold a mobile telephone to conduct a voice communication;
  - Dialing or answering a hand held mobile telephone by pressing more than a single button;  
or
  - Reaching for a mobile telephone in a manner that requires a driver to maneuver so that he or she is no longer in a seated driving position, restrained by a seat belt that is installed in accordance with federal regulations that has been adjusted in accordance with the manufacturer’s instructions.
- Equipment Standards - We strive to keep our equipment in a good, clean working condition. We expect that you will keep your assigned or substitute equipment in a good, clean working condition. Failure to do so is subject to disciplinary action, up to and including termination.
- Personal Belongings - Carter Express, Inc. will not be held responsible for any personal belongings left in the company equipment or on company property, for personal or professional use. This means that any personal belongings must be removed when the truck is parked or unattended, at any location. You are not required to remove personal property left in or on Carter property, but such property is left solely at the risk of its owner, not Carter Express.
- Personal Hygiene - Because of the amount of personal interaction you will have on a daily basis, personal hygiene is important. This is a topic that does not come up often, but reports of unsatisfactory personal hygiene may be subject to disciplinary action, up to and including termination.