

# Milestone Transport Solutions Inc.

Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

## 1. Purpose and Scope

### Mission

To provide **safe, efficient, and reliable trucking services** across Saskatchewan, Canada, and U.S. operations while maintaining the highest standards of professionalism, customer satisfaction, and regulatory compliance.

### Vision

To become the **most trusted transport provider** by consistently delivering excellence in service, prioritizing safety, and fostering growth and development for all employees.

### Scope

This manual applies to:

- All **employees, drivers, and contractors** of Milestone Transport Solutions Inc.
- All Company-operated vehicles, equipment, and facilities.
- Activities conducted in Canada (Saskatchewan) and cross-border U.S. operations.
- Any operational duties, including driving, maintenance, logistics, and administrative support.

### Definitions

Term	Definition
Employee	Any individual employed by Milestone Transport Solutions Inc., including drivers, office staff, and management personnel.
Driver	Employees authorized to operate Company vehicles for transport operations.
Company Vehicle	Any truck, trailer, or vehicle owned, leased, or operated under the Company's authority.
Serious Violation	Critical breach of policy or law that may endanger safety, result in legal consequences, or damage Company reputation.
Minor Violation	Low-risk infraction with minimal safety or operational impact.
Major Violation	Medium-risk infraction with potential safety, financial, or operational impact.

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Term	Definition
Probation	Designated period during which a new or transferred employee's performance, compliance, and suitability are evaluated.

## Regulatory Framework

Milestone Transport Solutions Inc. operates under strict adherence to:

- **Saskatchewan Provincial Law:** Traffic Safety Act, Labour Standards, and Commercial Vehicle Regulations.
- **Canada Labour Code & Transport Canada Regulations:** HOS rules, vehicle safety standards, and occupational safety.
- **U.S. FMCSA Regulations (for cross-border operations):** 49 CFR Parts 390–399, 395, 396 for driver qualification, vehicle inspections, and HOS compliance.

## Manual Usage

- All employees must **read, understand, and follow** the policies outlined in this manual.
- The manual serves as a **guideline for safe operations, compliance, and employee conduct.**
- Updates or revisions will be communicated, and employees are required to acknowledge and comply with all changes.
- Supervisors and Safety Managers are responsible for ensuring employees **understand the content and procedures** outlined.

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## 2. Safety Policy

### General Policy

Milestone Transport Solutions Inc. is committed to providing a **safe working environment** for all employees, drivers, contractors, and the public. Safety is a **top priority**, and all employees are responsible for following established procedures, using proper equipment, and reporting hazards promptly.

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### Scope

This policy applies to:

- All employees operating or working around **Company vehicles and equipment**.
  - All drivers, including cross-border operations in Canada and the U.S.
  - Maintenance, warehouse, and office personnel in operational areas.
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### Key Safety Requirements

#### 1. Compliance with Regulations

- Saskatchewan Traffic Safety Act and provincial Commercial Vehicle Regulations.
- Transport Canada safety standards and occupational health regulations.
- FMCSA regulations (49 CFR) for U.S. cross-border operations.

#### 2. Vehicle Inspections

- **Pre-Trip:** Drivers must inspect brakes, tires, lights, steering, fluid levels, load securement, and emergency equipment.
- **En-Route:** Check tires, fluid leaks, cargo stability, and warning lights during long trips.
- **Post-Trip:** Inspect for defects and report issues to maintenance or Safety Manager.
- **Documentation:** Complete inspection forms daily; records are retained for audits.

#### 3. Fatigue Management

- Strict adherence to **HOS regulations** (Canada and U.S.).
- Mandatory rest periods: minimum 10-hour rest between shifts.
- Avoid driving if fatigued; report fatigue concerns to Dispatch or Safety Manager.

#### 4. Adverse Weather Procedures

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- Reduce speed and increase following distance during winter, rain, or fog.
- Use tire chains when required; ensure proper traction and load stability.
- Report hazardous conditions to Dispatch for route adjustments.

## 5. Reporting Unsafe Conditions

- Employees must immediately report hazards, unsafe practices, or equipment failures.
- Reporting can be done verbally or in writing to a **supervisor or Safety Manager**.
- Reports trigger investigations and corrective actions to prevent recurrence.

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## Safety Responsibilities

Role	Responsibilities
Drivers	Conduct inspections, follow HOS, wear PPE, report hazards.
Maintenance Staff	Perform timely vehicle repairs and preventive maintenance.
Safety Manager	Investigate incidents, provide training, enforce safety protocols.
Supervisors	Monitor compliance, coach employees, document safety issues.

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## Training and Awareness

- Mandatory safety orientation for all new hires.
- Ongoing refresher training: vehicle operation, HOS compliance, accident prevention, and emergency response.
- Safety performance is reviewed regularly during evaluations.

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## Consequences of Non-Compliance

- Minor infractions: verbal or written warnings, retraining.
  - Major or repeated infractions: suspension or probation.
  - Critical violations (impaired driving, reckless operation): immediate termination.
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## Summary

Milestone Transport Solutions Inc. prioritizes **safety above all**. Through regulatory compliance, employee training, hazard reporting, and structured procedures, the Company ensures **safe, efficient, and reliable operations** for employees and the public.

## 3. Drugs and Alcohol Policy

### General Policy

Milestone Transport Solutions Inc. maintains a **zero-tolerance policy** for alcohol, illegal drugs, and misuse of prescription medications while on duty or operating Company vehicles. The safety of employees, the public, and cargo is the **Company's top priority**, and all employees must comply with this policy.

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### Scope

This policy applies to:

- All employees, including drivers, dispatch staff, and maintenance personnel.
  - All Company vehicles, equipment, and operations.
  - Activities conducted at Company premises, customer sites, and during cross-border operations.
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### Prohibited Conduct

- Consumption of alcohol while on duty or within **8 hours before driving**.
  - Use of illegal drugs at any time.
  - Misuse of prescription or over-the-counter medications that **impair safe operation**.
  - Possession of illegal drugs or unauthorized alcohol in Company vehicles or premises.
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### Drug and Alcohol Testing

#### Types of Testing:

1. **Pre-Employment:** All new hires must pass drug and alcohol screening.
2. **Random Testing:** Employees are subject to unannounced testing throughout employment.
3. **Reasonable Suspicion:** Conducted if an employee exhibits signs of impairment or unusual behavior.

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4. **Post-Accident:** Required if involved in an accident causing injury, property damage, or regulatory reportable incidents.
5. **Return-to-Duty / Follow-Up:** Employees returning from suspension or rehabilitation may undergo testing.

## Testing Procedures:

- Samples collected by certified personnel using **DOT-approved procedures**.
- Results are reported confidentially to HR and Safety Manager.
- Employees have the right to **review and challenge** results according to policy procedures.

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## Consequences of Policy Violations

Violation Type	Consequence	Notes
First minor violation	Verbal warning and retraining	Documented in HR file
First major violation	Written warning, suspension, or mandatory rehabilitation	Depending on severity
Critical violation (impaired driving, illegal drugs)	Immediate termination	May trigger regulatory reporting
Refusal to test	Treated as positive test	Automatic disciplinary action

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## Employee Responsibilities

- Remain free of alcohol and drugs while on duty.
- Notify supervisor if taking medication that may impair performance.
- Participate in testing when required.
- Cooperate fully during investigations.

## Company Responsibilities

- Provide **training on substance abuse and safety risks**.
- Ensure testing is conducted according to legal and regulatory standards.
- Maintain **confidentiality of test results**.

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- Take prompt corrective action for violations.

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## Flowchart of Testing Process

[Trigger for Testing: Pre-Employment / Random / Reasonable Suspicion / Post-Accident]



[Employee Directed to Testing Facility / Certified Collector]



[Sample Collection]



[Laboratory Analysis]



[Results Sent to HR / Safety Manager]



[Action Taken: Warning / Rehabilitation / Termination]

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## Training and Awareness

- All employees receive **drug and alcohol awareness training** during onboarding.
- Annual refresher courses reinforce:
  - Policy compliance
  - Recognition of impairment signs
  - Reporting procedures
  - Regulatory obligations (Canada & U.S.)

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## Summary

This policy ensures that Milestone Transport Solutions Inc. maintains a **safe, drug- and alcohol-free workplace**. Strict adherence to testing, reporting, and corrective action procedures protects employees, the public, and the Company's operational integrity.

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## 4. Hours of Service (HOS) Policy

### General Policy

Milestone Transport Solutions Inc. strictly adheres to **Canada and U.S. HOS regulations** to ensure driver safety, prevent fatigue, and maintain regulatory compliance. Drivers must operate within legal driving and on-duty limits at all times.

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### Scope

This policy applies to:

- All drivers operating Company vehicles in **Canada and the U.S.**
  - Company management responsible for monitoring HOS compliance
  - Dispatch personnel coordinating schedules and assignments
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### Canada HOS Regulations (Canada Labour Code & Transport Canada)

- **Maximum Daily Driving:** 13 hours
  - **Maximum On-Duty Hours:** 14 hours
  - **Mandatory Rest:** Minimum 10 consecutive hours
  - **Cycle Limits:** Weekly limits as defined under Transport Canada regulations
  - **Log Requirements:** Daily logs must be accurately maintained; falsifying logs is strictly prohibited
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### U.S. HOS Regulations (FMCSA 49 CFR Part 395)

- **Property-Carrying Drivers:**
  - Maximum 11 hours driving after 10 consecutive off-duty hours
  - 14-hour limit on duty per day
- **Passenger-Carrying Drivers:**
  - Maximum 10 hours driving after 8 consecutive off-duty hours
- **70/60 Hour Limits:** Maximum hours on duty over 7 or 8 consecutive days

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- **Electronic Logging Device (ELD):** Required for all cross-border operations; drivers must ensure ELD accuracy
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## Prohibited Practices

- Falsifying logs or misuse of **Personal Conveyance**
  - Driving beyond daily or weekly limits
  - Failure to take mandatory rest breaks
  - Operating a vehicle while fatigued
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## HOS Compliance Procedures

1. **Pre-Trip Review:** Drivers verify previous day's logs and rest periods.
  2. **During Trip:** Monitor on-duty hours, breaks, and ELD alerts.
  3. **Post-Trip:** Submit logs to Dispatch for review and recordkeeping.
  4. **Auditing:** Safety Manager conducts regular reviews of HOS logs for compliance.
- 

## Example HOS Schedule (Canada)

Time	Status	Notes
06:00 – 07:00	Pre-Trip Inspection / On Duty	Vehicle check
07:00 – 12:00	Driving	5 hours driving
12:00 – 12:30	Rest / Meal Break	Mandatory
12:30 – 15:30	Driving	3 hours driving
15:30 – 16:00	Rest Break	Mandatory
16:00 – 19:00	Driving	3 hours driving
19:00 – End of Day	Off Duty	Minimum 10-hour rest

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## Example HOS Schedule (U.S.)

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Time	Status	Notes
05:00 – 06:00	Pre-Trip Inspection / On Duty	Vehicle check
06:00 – 11:00	Driving	5 hours driving
11:00 – 11:30	Rest / Meal Break	Mandatory
11:30 – 14:30	Driving	3 hours driving
14:30 – 15:00	Rest Break	Mandatory
15:00 – 17:00	Driving	2 hours driving
17:00 – End of Day	Off Duty	Minimum 10-hour rest

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## Employee Responsibilities

- Monitor own HOS and take rest breaks as required.
- Accurately maintain logs (paper or ELD).
- Report any HOS violations or fatigue issues immediately.
- Cooperate with internal audits and regulatory inspections.

## Company Responsibilities

- Provide tools and training for HOS compliance.
  - Monitor logs and enforce corrective actions for violations.
  - Adjust schedules to allow safe driving and mandatory rest.
  - Maintain HOS records for regulatory and internal audits.
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## Consequences of Non-Compliance

- **Minor Violation:** Verbal warning, retraining
  - **Major Violation:** Written warning, suspension
  - **Critical Violation (Falsifying Logs / Driving Beyond Limit):** Termination, regulatory reporting
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## **Summary**

Milestone Transport Solutions Inc. enforces HOS regulations rigorously to **ensure driver safety, prevent fatigue-related incidents, and comply with both Canadian and U.S. laws**. Accurate recordkeeping, monitoring, and adherence to schedules are mandatory for all drivers.

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## 5. Training and Development Policy

### General Policy

Milestone Transport Solutions Inc. is committed to the **continuous development and professional growth** of all employees. Effective training ensures compliance with regulations, enhances operational efficiency, and promotes a safe and productive work environment.

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### Scope

This policy applies to:

- All drivers, dispatchers, maintenance personnel, and office staff.
  - Onboarding of new hires and periodic refresher training for all employees.
  - Training related to safety, regulatory compliance, customer service, and operational procedures.
- 

### Objectives of Training

1. Ensure **compliance** with federal, provincial, and U.S. regulations (e.g., Transport Canada, FMCSA, Saskatchewan Traffic Safety Act).
  2. Promote **safe driving practices** and reduce accidents.
  3. Develop employee **technical skills and operational knowledge**.
  4. Enhance employee **career growth and long-term retention**.
  5. Maintain **audit readiness** by ensuring employees understand recordkeeping and documentation requirements.
- 

### Training Programs

Program Type	Description	Frequency	Responsible Party
<b>Onboarding &amp; Orientation</b>	Company policies, safety, HOS, vehicle operations, communication protocols	First week of employment	HR & Safety Manager
<b>Safety &amp; Compliance Training</b>	Defensive driving, vehicle inspections, emergency response, TDG awareness, HOS rules	Quarterly	Safety Manager

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Program Type	Description	Frequency	Responsible Party
<b>Regulatory Compliance</b>	FMCSA, Transport Canada, and Saskatchewan regulations	Annual / As required	Compliance Officer
<b>Skills Development</b>	Advanced driving, equipment handling, maintenance, customer service	Bi-annual / As needed	Training Coordinator
<b>Soft Skills &amp; Leadership</b>	Communication, teamwork, problem-solving, leadership development	Annually	HR / Management

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## Delivery Methods

- **Classroom Training:** In-person sessions covering regulations and company policies.
  - **On-Road / Practical Training:** Hands-on training for new drivers and skill upgrades.
  - **Online Modules:** Regulatory updates, safety courses, and refresher courses.
  - **Mentorship Programs:** Pairing inexperienced drivers with experienced mentors.
- 

## Evaluation and Certification

- Employees must **pass written or practical evaluations** after training.
  - Certificates and records are maintained in the employee's HR file.
  - Performance assessments include **knowledge application, safety adherence, and operational skills**.
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## Responsibilities

Role	Responsibility
Employee	Attend all required training, complete evaluations, apply learned skills, maintain certifications.
Supervisor	Monitor employee participation, provide coaching, and ensure compliance with training requirements.

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Role	Responsibility
HR Department	Maintain training records, schedule sessions, and track certification renewals.
Safety Manager	Conduct safety-specific training, assess risk mitigation, and update procedures.

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## Continuous Improvement

- Training programs are **reviewed annually** to incorporate new regulations, technologies, and operational best practices.
- Employees are encouraged to **provide feedback** on training programs to enhance learning effectiveness.

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## Summary

Milestone Transport Solutions Inc. ensures employees are **well-trained, knowledgeable, and compliant with all safety and regulatory standards**. Continuous development programs foster a culture of safety, operational excellence, and employee growth, supporting the Company’s mission and long-term vision.

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## 6. Hiring Fresh or Inexperienced Drivers

### General Policy

Milestone Transport Solutions Inc. is committed to **recruiting, training, and developing safe and competent drivers**, including those with little or no prior experience. Fresh or inexperienced drivers receive **structured onboarding, mentorship, and probationary oversight** to ensure operational safety and compliance.

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### Scope

This policy applies to:

- All new driver hires, including those without prior commercial driving experience.
  - Mentorship programs involving experienced drivers.
  - HR and Safety Manager oversight during the probationary period.
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### Recruitment Process

#### 1. Application Screening

- Verify identity, legal eligibility to work, and basic qualifications.
- Check educational background and any prior driving records.

#### 2. Pre-Employment Testing

- Written knowledge test on traffic rules, HOS, safety, and Company policies.
- Basic driving assessment in controlled conditions.
- Drug and alcohol screening.

#### 3. Interview and Assessment

- Evaluate attitude, responsibility, willingness to learn, and communication skills.
  - Assess safety awareness and commitment to compliance.
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### Probationary Period

- **Duration:** Minimum 6 months
- **Objectives:**



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- Evaluate driving skills, safety adherence, HOS compliance, and professionalism.
  - Monitor ability to follow procedures, communicate effectively, and maintain records.
  - **Monitoring:**
    - Frequent ride-alongs with mentors or supervisors.
    - Daily review of logs, inspection reports, and operational behavior.
  - **Evaluation:**
    - Written and practical assessments at the midpoint and end of probation.
    - Decision to confirm employment, extend probation, or terminate if standards are not met.
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## Mentorship Program

- Fresh drivers are paired with experienced Company drivers.
  - Mentors provide:
    - Guidance on safe driving practices and Company policies.
    - Assistance with route planning, HOS compliance, and recordkeeping.
    - Feedback and coaching during the probationary period.
- 

## Training and Development

- All new drivers attend **mandatory onboarding and safety training**.
  - Continuous learning during probation includes:
    - Vehicle inspection procedures
    - Cargo securement
    - Fatigue management and HOS regulations
    - Accident and incident reporting
  - Additional support for areas where improvement is identified.
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## Performance Monitoring

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Metric	Evaluation Method	Frequency
Driving Skills	Ride-alongs, practical tests	Weekly / Monthly
HOS Compliance	Log review, ELD monitoring	Daily
Safety Adherence	Incident reports, observation	Ongoing
Professional Conduct	Supervisor feedback, mentorship reports	Weekly

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## Employee Responsibilities

- Follow guidance from mentors and supervisors.
- Complete all training modules and tests.
- Maintain accurate logs and vehicle inspections.
- Report safety concerns and comply with all policies.

## Company Responsibilities

- Provide structured mentorship and supervision.
  - Offer comprehensive training and development programs.
  - Monitor progress, provide feedback, and document performance.
  - Make employment decisions based on performance and compliance.
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## Summary

Milestone Transport Solutions Inc. ensures that fresh or inexperienced drivers receive **comprehensive support, supervision, and training** to become safe, compliant, and productive members of the team. This structured approach promotes long-term retention and operational excellence.

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## 7. Long-Term Commitment Policy

### General Policy

Milestone Transport Solutions Inc. values employees who demonstrate **long-term commitment, reliability, and adherence to company policies**. The Company promotes loyalty through incentives, career development, and opportunities for growth, while expecting consistent performance and compliance from employees.

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### Scope

This policy applies to:

- All drivers, dispatchers, maintenance personnel, and office staff.
- Employees who have completed probation and are confirmed as regular staff.
- Programs relating to retention, benefits, and career progression.

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### Employee Expectations

Employees are expected to:

1. Maintain **consistent attendance and punctuality**.
2. Follow all **Company safety and operational policies**.
3. Demonstrate **professionalism, integrity, and accountability**.
4. Engage in **continuous learning and training** opportunities.
5. Commit to a **minimum employment period** if receiving Company-sponsored benefits or programs (e.g., immigration support).

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### Company Incentives for Long-Term Employees

Incentive	Eligibility Criteria	Frequency / Notes
Loyalty Bonus	Completed 1, 3, 5+ years with clean safety record	Annual payout
Safety Bonus	Zero preventable accidents during evaluation period	Bi-annual

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Incentive	Eligibility Criteria	Frequency / Notes
Career Advancement	Promotion eligibility based on tenure, performance, and compliance	Ongoing
Immigration Support	Only for employees meeting performance and compliance standards	As applicable
Additional Benefits	Enhanced healthcare, retirement contributions, and vacation	After 3 years of service

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## Performance Recognition

- Regular **performance evaluations** assess reliability, safety compliance, HOS adherence, and operational efficiency.
  - High-performing employees may receive **additional incentives**, such as flexible scheduling, leadership opportunities, and special recognition awards.
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## Retention Strategies

1. **Mentorship Programs:** Experienced employees mentor newer hires to foster loyalty and engagement.
  2. **Professional Development:** Training programs and certifications to enhance career growth.
  3. **Open Communication:** Regular feedback sessions, town halls, and recognition of employee contributions.
  4. **Support Services:** Assistance with work-life balance, wellness programs, and immigration documentation for eligible employees.
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## Employee Responsibilities

- Commit to Company policies and safety standards.
- Maintain a strong attendance and performance record.
- Participate in training, mentoring, and development opportunities.
- Provide advance notice for resignations or job changes in accordance with Company policy.

## Company Responsibilities

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- Provide clear expectations for long-term employment.
  - Offer competitive incentives to encourage loyalty.
  - Support employees through training, professional development, and wellness programs.
  - Recognize and reward consistent performance and compliance.
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## Consequences for Non-Compliance or Early Termination

- Employees leaving voluntarily without notice may **forfeit loyalty bonuses** and become ineligible for immigration sponsorship.
  - Employees failing to meet safety or performance standards may **lose eligibility for long-term incentives**.
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## Summary

The Long-Term Commitment Policy ensures that Milestone Transport Solutions Inc. fosters **a stable, motivated, and skilled workforce**. By aligning employee performance with incentives, career growth, and recognition, the Company promotes loyalty, operational excellence, and overall organizational success.

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## 8. Employee Resignation and Notice Requirements Policy

### General Policy

Milestone Transport Solutions Inc. values **professional conduct and operational continuity**. Employees who choose to resign must provide adequate notice to allow smooth transition and handover of responsibilities. Failure to comply with notice requirements may affect eligibility for benefits, references, or Company-sponsored programs.

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### Scope

This policy applies to:

- All employees, including drivers, office staff, and management.
  - Resignations of any type, whether voluntary or as part of retirement.
  - Handover of Company property, documentation, and operational responsibilities.
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### Notice Requirements

#### 1. Standard Notice:

- Minimum **two (2) weeks' notice** for general employees.
- Minimum **four (4) weeks' notice** for drivers or key operational staff.

#### 2. Written Resignation:

- Employees must submit a **formal resignation letter** indicating last working day.

#### 3. Handover Responsibilities:

- Return Company property (keys, vehicles, tools, documents).
  - Complete all pending reports, logs, or tasks.
  - Provide transition instructions for successor or supervisor.
- 

### Company Procedures Upon Resignation

1. **Acknowledgment:** HR acknowledges receipt of resignation in writing.
2. **Exit Interview:** Conducted to discuss:
  - Reasons for leaving

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- Feedback on operations or policies
- Handover of responsibilities

### 3. Final Payroll and Benefits:

- Settlement of outstanding wages, accrued vacation, or benefits.
- Removal from Company systems, access, and insurance programs.

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## Consequences of Quitting Without Notice

- Forfeiture of any pending **loyalty or safety bonuses**.
- Ineligibility for **immigration sponsorship** or Company-provided benefits.
- Negative reference in future employment verifications.
- Possible documentation in HR records for compliance purposes.

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## Exceptions

- Resignations due to emergencies (medical, family, or relocation) may be considered with supporting documentation.
- HR and management may **negotiate notice period** in exceptional cases.

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## Employee Responsibilities

- Provide written notice per policy requirements.
- Ensure smooth handover of duties and Company property.
- Communicate professionally with supervisors and colleagues.

## Company Responsibilities

- Acknowledge resignations and document notice periods.
  - Conduct exit interviews and facilitate transition.
  - Ensure timely processing of final payroll and benefits.
  - Maintain records of compliance and exceptions.
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## Summary

This policy ensures Milestone Transport Solutions Inc. maintains **professionalism, operational continuity, and fairness** during employee transitions. Clear notice requirements protect the Company's operations and preserve eligibility for benefits, recognition, and sponsorship programs.

## 9. Employee Immigration Support and Sponsorship Policy

### General Policy

Milestone Transport Solutions Inc. is committed to supporting **long-term, safe, and reliable employees** in obtaining immigration status when eligible. Immigration sponsorship is a **privilege contingent on performance, compliance, and adherence to Company policies**. This ensures both employee success and Company operational integrity.

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### Scope

This policy applies to:

- Employees eligible for immigration support programs in Canada.
  - Long-term employees who have completed probation with **clean driving and compliance records**.
  - All operational and administrative personnel involved in sponsorship processes.
- 

### Eligibility Criteria

1. **Employment Tenure:** Completion of the **probationary period** (minimum 6 months).
2. **Performance Standards:** Consistent adherence to:
  - Safety policies
  - HOS compliance
  - Vehicle care and operational procedures
  - Attendance and professional conduct
3. **Safety Record:** Free from major preventable accidents or violations.
4. **Regulatory Compliance:** No criminal offenses or regulatory infractions affecting eligibility.



# Milestone Transport Solutions Inc.

Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

5. **Company Discretion:** Sponsorship granted based on business needs, operational requirements, and employee reliability.
- 

## Company Responsibilities

- Provide **documentation, verification, and guidance** required for immigration applications.
  - Assist employees in understanding immigration program requirements and timelines.
  - Ensure compliance with **provincial and federal regulations** during sponsorship.
  - Maintain confidentiality of personal and legal documents.
- 

## Employee Responsibilities

- Submit complete and accurate documentation for immigration processes.
  - Cooperate fully with Company guidance, legal counsel, and government authorities.
  - Maintain **high performance, safety, and compliance standards** during sponsorship.
  - Understand that sponsorship may be **revoked** if performance or compliance declines.
- 

## Limitations and Conditions

- Sponsorship is **not guaranteed**; approval depends on eligibility, regulatory compliance, and Company discretion.
  - Employees who resign, quit without notice, or receive disciplinary action may **forfeit sponsorship eligibility**.
  - Any falsification of records or misrepresentation may result in **termination and legal consequences**.
- 

## Process Flow

[Employee Eligibility Assessment]

↓

[Submission of Required Documents]

↓

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Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

[Company Verification & Support]



[Application to Immigration Authorities]



[Monitoring & Compliance During Sponsorship]



[Approval / Denial by Authorities]

---

## Summary

Milestone Transport Solutions Inc. provides structured support to employees seeking immigration sponsorship while ensuring that only **reliable, safe, and compliant employees** are considered. This policy balances employee opportunity with Company operational and regulatory integrity.

## 10. Traffic Violations Management and Corrective Actions Policy

### General Policy

Milestone Transport Solutions Inc. is committed to **maintaining safe driving standards** and ensuring compliance with all traffic laws and regulations. Any traffic violation incurred by employees while operating Company vehicles will be addressed promptly through **structured corrective actions** to prevent recurrence and protect Company reputation.

---

### Scope

This policy applies to:

- All drivers operating Company vehicles in Canada and the U.S.
  - Violations occurring during work-related activities, whether on Company property, public roads, or customer sites.
  - Employees subject to probation, regular performance evaluation, and disciplinary review.
-

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Unit#5- 1030 Kearns Crescent  
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## Classification of Traffic Violations

Violation Type	Examples	Corrective Action
<b>Minor Violation</b>	Speeding <15 km/h over limit, improper lane change, failure to signal	Verbal warning, retraining, documentation in HR file
<b>Major Violation</b>	Speeding >15 km/h over limit, reckless driving, improper cargo securement	Written warning, retraining, probation review
<b>Critical Violation</b>	Impaired driving, hit-and-run, criminal traffic offenses	Immediate suspension or termination, regulatory reporting

---

## Reporting Procedures

### 1. Immediate Reporting:

- Drivers must report all traffic violations to their supervisor or Safety Manager within 24 hours.

### 2. Documentation:

- Complete a **Traffic Violation Report Form** including date, location, violation type, and any mitigating circumstances.

### 3. Investigation:

- Safety Manager reviews the incident, verifies details, and determines corrective action in consultation with HR.

### 4. Recordkeeping:

- All violations and actions are documented in employee HR files for audit and compliance purposes.
- 

## Corrective Action Framework

- **First Minor Violation:** Verbal warning and retraining.
- **Second Minor or First Major Violation:** Written warning and additional monitoring.
- **Repeated Major Violations:** Suspension, probation review, or demotion.
- **Critical Violations:** Immediate termination and potential legal or regulatory reporting.

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Regina, SK S4K 0A1

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---

## Preventive Measures

- Regular **driver training and refresher courses** on traffic laws and safe driving practices.
  - Use of **telematics, GPS tracking, and vehicle monitoring systems** to identify risk areas.
  - Mentorship for new drivers to reinforce compliance with traffic and safety regulations.
- 

## Employee Responsibilities

- Drive safely and comply with all traffic laws and Company policies.
- Report any violations immediately, providing full details.
- Participate in corrective training or disciplinary actions as required.

## Company Responsibilities

- Monitor compliance through audits, telematics, and supervision.
  - Provide corrective training and enforce progressive discipline.
  - Maintain accurate records of all traffic violations and associated actions.
- 

## Summary

This policy ensures that Milestone Transport Solutions Inc. **proactively manages traffic violations** and takes structured corrective actions to maintain driver safety, regulatory compliance, and Company reputation. Progressive discipline and preventive measures help reduce repeat offenses and promote a culture of safe driving.

## 11. Accident, Hazard, and Emergency Reporting and Investigation Policy

### General Policy

Milestone Transport Solutions Inc. prioritizes the **safety of employees, the public, and Company property**. All accidents, hazards, and emergency situations must be reported immediately. Prompt reporting and thorough investigation enable the Company to **prevent recurrence, ensure regulatory compliance, and maintain operational integrity**.

---

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Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

## Scope

This policy applies to:

- All employees, drivers, contractors, and visitors on Company premises or operating Company vehicles.
- Accidents, hazards, or emergency situations occurring on public roads, customer sites, or Company property.
- Both minor and major incidents, including near-misses.

---

## Definitions

Term	Definition
Accident	Any unplanned event causing injury, vehicle damage, cargo loss, or property damage.
Hazard	Any unsafe condition, practice, or behavior that could result in injury, damage, or regulatory violation.
Emergency Situation	Events that pose immediate risk to health, safety, or environment (e.g., fire, chemical spill, severe weather).
Near-Miss	An event that could have resulted in injury or damage but did not, often due to luck or timely intervention.

---

## Employee Reporting Responsibilities

1. **Immediate Action**
  - Ensure personal safety and safety of others.
  - Contact emergency services if required (police, fire, ambulance).
2. **Notification**
  - Inform supervisor or Safety Manager immediately, or as soon as safely possible.
  - Provide full details of the incident, including time, location, and parties involved.
3. **Documentation**
  - Complete **Accident / Hazard / Emergency Report Form** within 24 hours.

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- Include photographs, witness statements, and other supporting documentation.
- 

## Investigation Procedures

### 1. Initial Assessment

- Supervisor or Safety Manager assesses severity and initiates immediate corrective actions.

### 2. Investigation Team

- Assigned based on incident type (Safety Manager, HR, Compliance Officer).
- Collects evidence, reviews logs, interviews witnesses, and examines vehicles or equipment.

### 3. Root Cause Analysis

- Identify the underlying cause(s) of the incident.
- Determine contributing factors such as fatigue, mechanical failure, or procedural gaps.

### 4. Corrective Actions

- Implement changes to policies, procedures, or training to prevent recurrence.
  - Communicate lessons learned to employees and supervisors.
- 

## Preventive Measures

- Conduct **regular vehicle inspections and maintenance**.
  - Provide **hazard recognition and emergency response training**.
  - Maintain **emergency equipment** (fire extinguishers, first aid kits, spill kits) in all vehicles and facilities.
  - Encourage **reporting of near-misses** to proactively address hazards.
- 

## Recordkeeping

- Maintain detailed records of all incidents, investigations, and corrective actions in HR and Safety files.
- Ensure compliance with **Saskatchewan, Canadian, and FMCSA reporting requirements**.

# Milestone Transport Solutions Inc.

Unit#5- 1030 Kearns Crescent  
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Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

- Use records for **audits, insurance, and regulatory inspections.**

---

## Responsibilities

Role	Responsibilities
Employee	Report all incidents, hazards, or emergencies; cooperate with investigation; follow corrective actions.
Supervisor	Ensure immediate reporting, secure the scene, support investigation, and communicate updates.
Safety Manager	Lead investigations, implement corrective measures, provide training, and maintain documentation.
HR Department	Maintain records, track trends, and ensure policy compliance.

---

## Flowchart: Accident / Hazard Reporting

[Incident Occurs]



[Ensure Safety & Contact Emergency Services if needed]



[Notify Supervisor / Safety Manager Immediately]



[Complete Report Form / Gather Evidence]



[Investigation & Root Cause Analysis]



[Corrective Actions Implemented]



[Recordkeeping & Communication of Lessons Learned]

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Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

---

## Summary

This policy ensures Milestone Transport Solutions Inc. **responds effectively to accidents, hazards, and emergencies**, minimizes risk, ensures compliance, and fosters a culture of safety. Proactive reporting and investigation help prevent future incidents and protect employees, the public, and Company assets.

## 12. Employee Disciplinary, Conduct, Abuse, and Workplace Behavior Policy

### General Policy

Milestone Transport Solutions Inc. is committed to maintaining a **professional, safe, and respectful workplace**. Employees are expected to adhere to all Company policies, laws, and ethical standards. Misconduct, harassment, bullying, abuse, or any form of inappropriate behavior will **not be tolerated** and may result in disciplinary action, up to and including termination.

---

### Scope

This policy applies to:

- All employees, drivers, contractors, and temporary staff.
  - Workplace behavior including interactions with colleagues, supervisors, customers, and the public.
  - Compliance with Company policies, safety standards, regulatory requirements, and ethical conduct.
- 

### Types of Misconduct and Abuse

Category	Examples
Performance Violations	Repeated lateness, negligence, failure to follow procedures, non-compliance with HOS
Behavioral Violations	Verbal abuse, bullying, intimidation, disrespect, gossip, unprofessional communication



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Regina, SK S4K 0A1

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Category	Examples
<b>Harassment and Discrimination</b>	Harassment based on race, gender, religion, disability, age, sexual orientation, or any protected class
<b>Abusive Behavior</b>	Physical aggression, threats, intimidation, coercion, or any behavior that creates a hostile work environment
<b>Safety Violations</b>	Impaired driving, reckless operation, failure to follow safety protocols, neglect of vehicle inspections
<b>Ethical Violations</b>	Theft, fraud, falsification of records, misuse of Company property, conflict of interest
<b>Legal Violations</b>	Criminal activity, regulatory non-compliance, serious traffic offenses

---

## Harassment, Abuse, and Workplace Conduct

- **Harassment:** Any unwelcome or offensive conduct that interferes with work performance or creates a hostile work environment.
  - **Abuse:** Includes physical, verbal, emotional, or psychological harm caused to colleagues or subordinates.
  - **Bullying:** Repeated negative actions that humiliate, intimidate, or degrade employees.
  - **Reporting:** Employees must **report harassment, bullying, or abuse immediately** to HR, supervisors, or Safety Manager.
  - **Confidentiality:** All reports will be handled **confidentially and professionally**.
- 

## Progressive Discipline Framework

1. **Verbal Warning** – Initial informal counseling for minor violations.
  2. **Written Warning** – Documented notice for repeated or more serious violations.
  3. **Retraining / Coaching** – Targeted training to correct behavior or performance issues.
  4. **Suspension** – Temporary removal for serious or repeated violations.
  5. **Termination** – For severe misconduct, abuse, or violations of law or safety regulations.
-

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Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

## Immediate Termination Causes

- Physical abuse or threats of violence.
  - Sexual harassment or severe discrimination.
  - Impaired driving, illegal drug/alcohol use, or gross negligence.
  - Theft, fraud, or misuse of Company property.
  - Repeated unsafe driving violations or serious traffic offenses.
- 

## Reporting and Investigation Procedures

1. **Employee Reporting:** Submit complaints to HR, supervisor, or Safety Manager.
  2. **Documentation:** Complete **Incident / Disciplinary Report Form** including all details, dates, and witnesses.
  3. **Investigation:** HR and management conduct confidential and thorough investigations.
  4. **Corrective Action:** Based on severity, history, and regulatory requirements.
  5. **Appeals Process:** Employees may appeal disciplinary decisions to HR or senior management within a specified timeframe.
- 

## Recordkeeping

- All disciplinary actions and abuse/harassment reports are **documented in HR files**.
  - Records include incident details, investigation notes, actions taken, and employee responses.
  - Maintained for compliance, audits, and legal purposes.
- 

## Preventive Measures

- Annual **harassment, abuse prevention, and workplace conduct training**.
  - Clear communication of expectations during onboarding and performance reviews.
  - Open-door policy for reporting concerns without fear of retaliation.
  - Regular monitoring of workplace interactions and behavior patterns.
-

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Regina, SK S4K 0A1

Phone: 6395710993  
Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

## Responsibilities

Role	Responsibilities
Employee	Maintain professionalism, report misconduct or abuse, comply with Company policies.
Supervisor	Enforce policies, counsel employees, escalate issues as needed, support investigations.
HR Department	Investigate complaints, maintain records, ensure compliance, guide management.
Management	Apply disciplinary actions fairly, support a safe and respectful work environment, monitor trends.

---

## Summary

This policy ensures Milestone Transport Solutions Inc. **maintains a safe, respectful, and professional workplace**. Addressing misconduct, harassment, abuse, and other inappropriate behavior through progressive discipline, reporting, and preventive measures protects employees, the public, and Company operations.

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Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

## 13. Equipment, Vehicle Maintenance, and Asset Management Policy

### General Policy

Milestone Transport Solutions Inc. is committed to maintaining all Company equipment, vehicles, and assets in **optimal condition** to ensure **safety, operational efficiency, and regulatory compliance**. Employees are responsible for the proper use, care, and reporting of equipment and vehicles.

---

### Scope

This policy applies to:

- All Company-owned or leased vehicles and equipment.
  - Drivers, maintenance staff, and employees handling Company assets.
  - Inspections, maintenance, repairs, and recordkeeping.
- 

### Vehicle and Equipment Responsibility

- Employees must operate equipment safely and according to manufacturer guidelines and Company procedures.
  - Vehicles and equipment must be inspected **pre-trip, en-route, and post-trip**.
  - Any malfunction, damage, or safety concern must be reported immediately to a supervisor or Safety Manager.
- 

### Maintenance Procedures

1. **Scheduled Maintenance:**
  - Preventive maintenance conducted according to manufacturer recommendations and Company schedule.
  - Includes engine checks, brakes, tires, lights, suspension, and fluid levels.
2. **Unscheduled Repairs:**
  - Promptly address breakdowns, malfunctions, or safety hazards.
  - Document all repairs, including cost, date, and service provider.
3. **Inspections:**

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Regina, SK S4K 0A1

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Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

- Pre-Trip Inspection: Vehicle condition, safety equipment, and cargo securement.
- En-Route Inspection: Spot checks for mechanical issues or hazards.
- Post-Trip Inspection: Record any maintenance needs or damage.

---

## Asset Management

- All Company property, tools, and equipment must be used for **authorized purposes only**.
- Employees are responsible for safeguarding equipment from **loss, theft, or misuse**.
- Any damage or loss must be reported immediately with full documentation.
- The Company maintains an **asset register** tracking ownership, maintenance history, and location.

---

## Sample Vehicle Inspection Checklist

Component	Check	Status
Engine Oil	Level & Leaks	Pass/Fail
Brakes	Function & Wear	Pass/Fail
Tires	Pressure & Tread	Pass/Fail
Lights	Headlights, Brake, Indicators	Pass/Fail
Safety Equipment	Fire Extinguisher, First Aid, Cones	Pass/Fail
Cargo Securement	Properly Fastened	Pass/Fail

---

## Preventive Measures

- Regular training on **safe vehicle operation, cargo securement, and equipment handling**.
  - Use of **telemetry or GPS monitoring** to identify misuse or inefficiency.
  - Scheduled **internal audits** of asset condition and maintenance records.
  - Immediate **corrective action** for non-compliance or unsafe operation.
-

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Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

## Employee Responsibilities

- Conduct inspections and report issues promptly.
- Follow safe operating procedures and use equipment responsibly.
- Complete required maintenance or inspection documentation accurately.
- Cooperate with audits and preventive maintenance programs.

## Company Responsibilities

- Maintain vehicles and equipment in safe working condition.
- Provide training and resources for proper use and maintenance.
- Ensure maintenance schedules, inspections, and repairs are documented and tracked.
- Investigate and address incidents of equipment misuse or damage.

---

## Summary

This policy ensures Milestone Transport Solutions Inc. maintains **safe, reliable, and well-managed vehicles and equipment**. Through regular inspections, preventive maintenance, and responsible asset management, the Company safeguards employees, assets, and operational efficiency.

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Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

## 14. Confidentiality, Data Protection, and Information Security Policy

### General Policy

Milestone Transport Solutions Inc. is committed to protecting **confidential information, personal data, and company records**. Employees must handle all sensitive information responsibly to ensure **regulatory compliance, operational security, and trust** with clients, employees, and business partners.

---

### Scope

This policy applies to:

- All employees, contractors, and temporary staff.
  - Information stored in **digital, physical, or verbal formats**, including Company records, client data, employee data, and operational information.
  - Compliance with **Canadian privacy laws (PIPEDA), Saskatchewan privacy regulations, and applicable U.S. privacy laws** for cross-border operations.
- 

### Definitions

Term	Definition
<b>Confidential Information</b>	Any information not publicly available, including client data, business strategies, financial records, and employee details.
<b>Personal Data</b>	Employee or client personal identifiers, contact details, social insurance numbers, and immigration records.
<b>Sensitive Operational Data</b>	Vehicle logs, HOS records, shipment details, and route information that impact Company operations or safety.

---

### Employee Responsibilities

- Maintain **strict confidentiality** of all sensitive information.
- Access confidential data **only for work-related purposes**.
- **Do not share** confidential information with unauthorized personnel or external parties.
- Report any **suspected data breaches** immediately to HR or the IT/Security team.

# Milestone Transport Solutions Inc.

Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

- Properly store or dispose of confidential documents, including secure shredding of paper files.
- 

## Information Protection Measures

### 1. Digital Security:

- Use strong passwords and multi-factor authentication for systems and accounts.
- Ensure computers, mobile devices, and ELDs are **secure from unauthorized access**.

### 2. Physical Security:

- Store documents in locked cabinets.
- Limit access to offices and storage areas to authorized personnel.

### 3. Data Retention and Disposal:

- Retain records according to regulatory and Company requirements.
  - Dispose of sensitive information securely, following **document destruction protocols**.
- 

## Reporting Breaches or Misuse

- Any **accidental or intentional data breach** must be reported immediately.
  - HR and IT/Security team will conduct an investigation and determine corrective measures.
  - Violations may result in **disciplinary action, including termination**, and may involve legal reporting requirements.
- 

## Compliance Requirements

- Adhere to **PIPEDA, Saskatchewan privacy regulations, and U.S. privacy regulations** for cross-border operations.
  - Maintain compliance with **FMCSA recordkeeping and ELD regulations** for driver logs and shipment data.
  - Employees must **acknowledge and sign** understanding of confidentiality policies during onboarding and periodically thereafter.
- 

## Training and Awareness



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Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

- Annual training on confidentiality, data protection, and information security.
  - Guidance on secure handling of digital systems, ELDs, and Company communications.
  - Updates and refresher sessions whenever regulations or systems are updated.
- 

## Summary

This policy ensures Milestone Transport Solutions Inc. **protects sensitive information and maintains trust** with employees, clients, and regulatory authorities. Employees' diligence in confidentiality and data security safeguards operational integrity and legal compliance.

## 15. Communication, Reporting, and Coordination Policy

### General Policy

Milestone Transport Solutions Inc. emphasizes **clear, accurate, and timely communication** across all levels of the organization. Effective communication ensures **operational efficiency, safety compliance, and positive relationships** with clients, employees, and regulatory authorities.

---

### Scope

This policy applies to:

- All employees, drivers, dispatchers, supervisors, and management.
  - Internal communications, including emails, phone calls, meetings, and digital platforms.
  - External communications with clients, regulators, emergency services, and the public.
  - Reporting of incidents, hazards, violations, or operational issues.
- 

### Internal Communication Guidelines

1. **Chain of Command:**

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Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

- Employees should report issues, questions, or updates through their immediate supervisor unless otherwise directed.
  - Supervisors escalate issues to Safety Manager, HR, or Operations Manager as appropriate.
2. **Clarity and Professionalism:**
- Use professional language in all communications.
  - Ensure messages are clear, concise, and accurate.
3. **Documentation:**
- Important discussions, instructions, or decisions should be documented via email or log forms for reference.
4. **Meetings and Briefings:**
- Regular operational and safety meetings are conducted to review performance, incidents, and updates.
  - Drivers receive pre-trip briefings when necessary for route, cargo, or safety updates.

---

## External Communication Guidelines

- Employees must **represent the Company professionally** in all interactions with clients, regulators, and the public.
- Only designated personnel may provide statements to media or external parties.
- All official communications regarding safety incidents, accidents, or legal matters must go through **Safety Manager, Operations Manager, or HR.**

---

## Reporting Responsibilities

1. **Incidents and Accidents:**
- Immediate reporting to supervisor/Safety Manager.
  - Complete Accident / Hazard Report forms as per Section 11.
2. **Traffic Violations:**
- Report traffic violations immediately for investigation and corrective action.
3. **Operational Issues:**

# Milestone Transport Solutions Inc.

Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

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- Report equipment malfunctions, cargo issues, or delivery delays promptly.

#### 4. Compliance or Policy Violations:

- Employees should report violations of Company policies, laws, or ethical standards without delay.

---

### Coordination Procedures

- **Dispatch Coordination:** Drivers must maintain regular communication with dispatch for updates, schedules, and emergency notifications.
- **Cross-Functional Coordination:** HR, Safety, and Operations departments collaborate to address incidents, training, and compliance issues.
- **Escalation Protocols:**
  1. Minor issues – Supervisor
  2. Moderate issues – Safety Manager / Operations Manager
  3. Critical issues – Senior Management / HR / Regulatory Authorities

---

### Communication Tools and Channels

- Company email and phone systems for internal and external communication.
- Digital platforms (e.g., ELD apps, logistics software) for operational updates.
- Bulletin boards, meetings, and newsletters for Company announcements.

---

### Employee Responsibilities

- Maintain timely, accurate, and professional communication.
- Report incidents, hazards, and operational issues as per policy.
- Follow reporting hierarchy and escalation procedures.
- Document communications when required for compliance or audits.

### Company Responsibilities

- Ensure clear communication channels and procedures.
- Provide training on reporting protocols and communication tools.

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Unit#5- 1030 Kearns Crescent  
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Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

- Respond promptly to reports, incidents, and employee inquiries.
  - Maintain records of communications and reports for compliance purposes.
- 

## Summary

This policy ensures Milestone Transport Solutions Inc. **maintains effective communication and coordination** across all levels of operations. Timely reporting, proper documentation, and adherence to communication protocols support safety, regulatory compliance, and operational excellence.

## 16. Employee Performance Evaluation and Development Policy

### General Policy

Milestone Transport Solutions Inc. is committed to **continuous employee development and operational excellence**. Performance evaluations are conducted regularly to assess employee performance, identify areas for improvement, and provide opportunities for career growth.

---

### Scope

This policy applies to:

- All employees, including drivers, office staff, and management.
  - Performance evaluation, skills assessment, training, and career development programs.
  - Compliance with Company standards, safety regulations, and operational requirements.
- 

### Performance Evaluation Criteria

Evaluation Area	Metrics / Examples
Safety Compliance	HOS adherence, vehicle inspections, accident/incident record
Operational Efficiency	On-time deliveries, route optimization, cargo handling
Professional Conduct	Communication, teamwork, adherence to policies, workplace behavior
Regulatory Compliance	Compliance with Saskatchewan, Canadian, and FMCSA regulations
Attendance and Punctuality	Attendance records, lateness, leave management

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Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

Evaluation Area	Metrics / Examples
Training and Skill Development	Completion of training programs, certifications, skill enhancement

---

## Evaluation Process

- Frequency:**
    - Annual performance reviews for all employees.
    - Quarterly or semi-annual evaluations for drivers and high-risk roles.
  - Assessment Methods:**
    - Supervisor or manager evaluation forms.
    - Self-assessment by employees.
    - Review of operational data, logs, and compliance records.
  - Feedback Sessions:**
    - Employees meet with supervisors to discuss performance results.
    - Constructive feedback is provided, with goals and expectations for improvement.
- 

## Employee Development Programs

- Training & Certification:** Safety, regulatory compliance, HOS, cargo handling, and technology use.
  - Mentorship Programs:** Pairing new or junior employees with experienced staff.
  - Career Advancement:** Promotions, role expansion, and leadership opportunities based on performance.
  - Incentive Programs:** Safety bonuses, loyalty rewards, and recognition awards for high performers.
- 

## Documentation and Recordkeeping

- Maintain **performance evaluation forms, training records, and improvement plans** in HR files.

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- Use records to track employee progress, eligibility for promotions, and participation in development programs.
  - Ensure compliance with privacy and data protection regulations (see Section 14).
- 

## Employee Responsibilities

- Participate actively in performance evaluations and development programs.
- Accept constructive feedback and work on areas requiring improvement.
- Engage in training, mentorship, and skill development opportunities.

## Company Responsibilities

- Conduct fair, objective, and consistent evaluations.
  - Provide resources for training and professional development.
  - Recognize and reward high performance and compliance.
  - Maintain records for compliance, audits, and career progression.
- 

## Summary

This policy ensures Milestone Transport Solutions Inc. **assesses and develops employees systematically**. By evaluating performance and offering development opportunities, the Company enhances operational efficiency, safety, employee satisfaction, and long-term retention.

## 17. Employee Code of Conduct and Ethics Policy

### General Policy

Milestone Transport Solutions Inc. is committed to fostering a **professional, ethical, and respectful workplace**. All employees are expected to demonstrate integrity, responsibility, and professionalism in all interactions, both within the Company and with external stakeholders.

---

### Scope

# Milestone Transport Solutions Inc.

Unit#5- 1030 Kearns Crescent  
Regina, SK S4K 0A1

Phone: 6395710993

Email: [safety@milestonetransport.ca](mailto:safety@milestonetransport.ca)

This policy applies to:

- All employees, drivers, contractors, and temporary staff.
- Workplace behavior, communications, and interactions with colleagues, clients, regulators, and the public.
- Compliance with Company policies, federal and provincial laws, and ethical standards.

---

## Core Principles

Principle	Description
<b>Integrity</b>	Conduct all work honestly and transparently. Avoid conflicts of interest and unethical practices.
<b>Respect</b>	Treat all colleagues, clients, and stakeholders with dignity and professionalism. Avoid harassment, bullying, or discrimination.
<b>Accountability</b>	Take responsibility for actions, decisions, and performance outcomes. Report errors or incidents promptly.
<b>Compliance</b>	Adhere to all Company policies, safety regulations, driving standards, and legal requirements.
<b>Confidentiality</b>	Protect sensitive Company, client, and employee information (see Section 14).
<b>Safety and Environmental Responsibility</b>	Follow safety protocols, maintain equipment, and act responsibly toward environmental sustainability.

---

## Behavioral Expectations

- Employees must **avoid abusive, discriminatory, or offensive behavior**.
  - Harassment, threats, or violence in any form are strictly prohibited.
  - Employees should **report any misconduct or ethical concerns** to HR, Safety Manager, or management.
  - Avoid personal use of Company resources that could compromise operational efficiency or security.
-

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## Conflict of Interest

- Employees must disclose any **personal, financial, or business relationships** that could conflict with Company interests.
  - Employees should **avoid accepting gifts or favors** that could influence business decisions or create the appearance of bias.
- 

## Compliance and Reporting

- Employees must comply with **all applicable laws, regulations, and Company policies**.
  - Violations of the Code of Conduct may result in **disciplinary action, including suspension or termination**.
  - Employees are encouraged to use **confidential reporting channels** for ethical concerns or policy violations.
- 

## Training and Awareness

- All employees receive **Code of Conduct training during onboarding**.
  - Annual refresher sessions are provided to reinforce ethics, professionalism, and compliance.
  - Specialized training may be provided for drivers, management, and HR personnel on safety, ethics, and regulatory compliance.
- 

## Responsibilities

Role	Responsibilities
Employee	Uphold ethical standards, report violations, maintain professionalism, and comply with policies.
Supervisor	Monitor employee conduct, enforce policies, provide guidance, and escalate concerns.
HR Department	Investigate ethical concerns, maintain records, and ensure compliance.
Management	Promote ethical culture, enforce discipline, and support employee reporting.

---



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## **Summary**

This policy ensures Milestone Transport Solutions Inc. maintains a **culture of integrity, respect, and accountability**. By following the Code of Conduct, employees contribute to a safe, professional, and legally compliant workplace that supports Company operations and stakeholder trust.

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## 18. Strategic Compliance, Operational Excellence, and Continuous Improvement Policy

### Purpose

Milestone Transport Solutions Inc. is committed to **achieving operational excellence through rigorous compliance, proactive monitoring, and continuous improvement**. This policy ensures that all operations meet or exceed regulatory requirements while fostering a culture of accountability, efficiency, and ongoing enhancement.

---

### Scope

This policy applies to:

- All employees, drivers, contractors, and temporary staff.
  - All operational areas including safety, HR, vehicle maintenance, and logistics.
  - Compliance with Saskatchewan provincial laws, Canadian federal regulations, and U.S. FMCSA requirements.
- 

### Core Objectives

#### 1. Regulatory Compliance

- Ensure adherence to Saskatchewan Traffic Safety Act, Canada Labour Code, Transport Canada regulations, and FMCSA standards.
- Maintain valid driver licenses, certifications, HOS logs, vehicle inspections, and equipment compliance.

#### 2. Operational Monitoring

- Track key operational metrics including accidents, traffic violations, maintenance performance, and safety incidents.
- Analyze trends to identify potential risks or inefficiencies.

#### 3. Internal Audits and Inspections

- Conduct scheduled and unscheduled audits across safety, operational, and HR processes.
- Document findings and implement corrective actions to maintain compliance.

#### 4. Corrective and Preventive Actions

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- Develop and implement action plans to address deficiencies identified during audits or incident reports.
- Update policies, procedures, and training programs to prevent recurrence of issues.

## 5. Continuous Improvement

- Encourage employees to provide **feedback and suggestions** for operational enhancements.
- Integrate industry best practices, lessons learned, and regulatory updates into Company procedures.
- Review policies and processes **annually** to ensure effectiveness and alignment with organizational goals.

---

## Roles and Responsibilities

Role	Responsibility
Employee	Comply with all regulations, follow Company procedures, and report issues proactively.
Supervisor	Monitor team compliance, conduct inspections, escalate issues, and support corrective actions.
Safety / Operations Manager	Lead audits, analyze operational metrics, implement improvements, and report trends to management.
HR Department	Maintain compliance records, track employee training and certifications, and ensure policy adherence.
Senior Management	Oversee strategic compliance, approve corrective measures, allocate resources, and promote continuous improvement culture.

---

## Monitoring and Reporting

- Monthly and quarterly reports on safety, operational performance, and compliance trends are submitted to senior management.
- Key metrics include accident frequency, HOS violations, equipment failures, and policy compliance rates.
- Action plans are tracked to ensure timely resolution and accountability.

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## Summary

This policy ensures Milestone Transport Solutions Inc. maintains **strategic compliance, operational excellence, and a culture of continuous improvement**. By proactively monitoring operations, implementing corrective measures, and promoting innovation, the Company safeguards employees, enhances efficiency, and strengthens regulatory and client trust.

## 19. Employee Benefits, Incentives, and Accountability Policy

### Purpose

Milestone Transport Solutions Inc. is committed to **rewarding high performance, ensuring safety compliance, and promoting employee satisfaction**. This policy outlines benefits, incentive programs, and accountability measures, including pay reductions for drivers receiving violations, to maintain operational excellence.

---

### Scope

This policy applies to:

- All employees, including drivers, office staff, and management.
  - Benefits, incentives, and accountability measures related to safety, performance, and compliance.
  - Compliance with Saskatchewan, Canadian, and FMCSA regulations.
- 

### Employee Benefits

#### 1. Health and Insurance Benefits:

- Medical, dental, and vision coverage (as applicable).
- Life and disability insurance programs.

#### 2. Paid Time Off (PTO):

- Vacation days, statutory holidays, and sick leave.
- Eligibility and accrual based on tenure.

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## 3. Retirement / Pension Plans:

- Optional participation in Company-sponsored retirement programs.
- 

## Incentives and Recognition Programs

### 1. Safety Incentives:

- Bonuses for accident-free periods (e.g., quarterly or annual).
- Recognition awards for adherence to HOS, safe driving, and vehicle care.

### 2. Performance-Based Incentives:

- Rewards for on-time deliveries, high client satisfaction, and operational efficiency.
- Recognition of exceptional teamwork and professionalism.

### 3. Loyalty and Tenure Rewards:

- Long-term service awards for employees completing 1, 3, 5, and 10+ years with the Company.
- 

## Accountability Measures

### 1. Traffic Violations and Pay Reduction:

- Any driver receiving **traffic violations or citations** while operating a Company vehicle may be subject to a **deduction in performance-related pay or safety bonus**.
- The severity and type of violation determine the **amount of pay adjustment**, aligned with Company safety and compliance standards.
- Repeated violations may result in **progressive disciplinary action** as outlined in Section 12.

### 2. Safety and Compliance Monitoring:

- Drivers' HOS, accident records, and traffic violations are reviewed **monthly and quarterly**.
- Feedback and corrective action plans are provided to maintain accountability.

### 3. Corrective Measures for Non-Compliance:

- Mandatory retraining on safety, regulations, or operational procedures.

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- Temporary suspension from incentive programs until compliance is achieved.
  - Possible termination for repeated serious violations.
- 

## Documentation and Reporting

- HR and Safety Manager maintain **records of benefits, incentive eligibility, and pay adjustments**.
  - Pay reductions and corrective actions are documented in employee files.
  - Employees are notified in writing of any adjustment to pay or incentive eligibility.
- 

## Summary

This policy ensures Milestone Transport Solutions Inc. **balances employee rewards and accountability**. By offering comprehensive benefits and recognizing safe, high-performing employees while implementing pay reductions for violations, the Company maintains safety, compliance, and operational excellence.

## 20. Employee Acknowledgment and Agreement

### Purpose

The purpose of this section is to **formally acknowledge that all employees have received, read, and understood the policies and procedures outlined in the Milestone Transport Solutions Inc. Employee Manual**. This acknowledgment ensures accountability, reinforces compliance, and documents that employees are aware of their rights, responsibilities, and Company expectations.

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### Scope

This acknowledgment applies to:

- All employees, drivers, contractors, and temporary staff.
- Confirmation of understanding of **safety, HOS, drugs and alcohol, disciplinary, benefits, pay adjustments, and regulatory compliance policies**.

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- Receipt of **training and policy documents** provided by the Company.

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## Acknowledgment Statement

By signing this form, I acknowledge and agree to the following:

1. I have received and read the **Milestone Transport Solutions Inc. Employee Policy Manual**.
2. I understand all policies regarding **safety, drugs and alcohol, HOS compliance, harassment, abuse, vehicle maintenance, confidentiality, reporting procedures, and workplace conduct**.
3. I understand that **violations of Company policies, regulations, or laws** may result in disciplinary actions, including **pay reductions, suspension, or termination**.
4. I understand my responsibilities regarding **emergency reporting, accident reporting, hazard identification, and communication protocols**.
5. I acknowledge receipt of information regarding **benefits, incentives, and eligibility criteria**, including the consequences of traffic violations or non-compliance.
6. I understand that the Company **reserves the right to update policies and procedures**, and I agree to comply with any future changes communicated to me.
7. I understand that maintaining **professional, ethical, and safe behavior** is mandatory and that I am accountable for my actions.
8. I have had the opportunity to ask questions and receive clarification on any policy within the manual.
9. I acknowledge that this acknowledgment will be retained in my **HR and compliance records**.

---

## Employee Agreement

**Employee Name Position Department Employee Signature Date**

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## Supervisor / HR Verification

**Supervisor / HR Name Position Signature Date**

---

## Additional Points / Optional Clauses

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- **Policy Updates Acknowledgment:** Employees will acknowledge receipt of any future policy updates.
- **Training Confirmation:** Employees confirm participation in mandatory **safety, HOS, harassment, and confidentiality training.**
- **Emergency Contact Confirmation:** Employees provide updated emergency contact information for HR records.
- **Company Resources Use Acknowledgment:** Employees confirm understanding of proper use of Company vehicles, equipment, and digital systems.

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## Summary

This section serves as **formal documentation that employees have received, understood, and agreed to all Company policies and procedures.** It reinforces accountability, compliance, and commitment to operational excellence at Milestone Transport Solutions Inc.