

Chapter 2: Contractor/Employee Expectations

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

1. High Quality Customer Service

EPL drivers and employees must ensure high quality customer service by the following:

- Professional (explained below): 100% of the time; no matter what! Even when dealing with rude customers.
- Punctual (explained below)
- Reliable: Truck well-maintained and consistently available for routes
- Consistently communicate with the office to ensure deliveries are on time and answer the phone when you are contacted.
- Utilize the Freight Tracking App so the office and customer can ensure timely delivery

2. Professionalism

a. Appearance:

- Contractors/employees must have a groomed and clean appearance.
- Contractors/employees must wear designated uniform or professional attire.
- Driver uniform: Company polo shirt and khaki shorts or pants. NO athletic wear.

b. Communication:

Contractors/employees must communicate in a professional manner with customers at pickup and drop-off locations.

- Customers
 - Upbeat, positive tone with a smile
 - No interacting with customers on a personal basis.
 - All conversations should be work-related.
 - No driver should be inside of customer's office space.
- Company staff
 - No informal, friend-like language (i.e. "Hey buddy.")
 - Professional respectful tone (verbal and written)

3. Punctuality

- a. Drivers must be at pick-up location **15 minutes early** based on agreed upon time when accepting a delivery contract (for example: confirmed pick up time 3pm- driver should be at pick-up location by 2:45 pm)

- b. Drivers must be at the delivery location no later than the scheduled time of delivery. (NO UNNECESSARY STOPS DURING ROUTES THAT WILL DELAY DELIVERY)
 - c. Scheduled office meetings or trainings: Arrive 15 minutes early to allot time for locating the building, parking, and signing in at the front desk. (Meetings start ON TIME)
4. **Be Safe:** Drive safely and legally at all times, no exceptions.
5. **Communicate Effectively:** Make your dispatcher aware of any issues that affect your load assignment or your job at EPL. Answer your phone when someone from the office is calling you.

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.
- 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.