

# JAK Logistics LLC Business Rules for Managers

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## 1. Leadership & Accountability

- Managers are responsible for setting a positive example in professionalism, ethics, and communication.
- Must ensure that all departments and team members operate within company policies and procedures.
- Establish and maintain a culture of safety, integrity, and continuous improvement.
- Hold direct reports accountable for performance, attendance, and compliance.

## 2. Operational Oversight

- Ensure daily dispatch operations run efficiently and on schedule.
- Monitor KPIs such as on-time delivery, fuel efficiency, deadhead miles, and driver availability.
- Resolve operational bottlenecks and service failures immediately.
- Coordinate with safety, HR, and maintenance to reduce downtime and incident rates.

## 3. Financial Responsibility

- Managers must monitor cost control metrics, including CPM, OR, and maintenance spending.
- All vendor relationships and expenditures must be pre-approved and recorded in the company ledger.
- Ensure collections and billing processes follow proper timelines and accuracy.
- Assist leadership in developing annual budgets and quarterly forecasts.

## 4. Staff Supervision & Retention

- Oversee daily driver and staff scheduling to ensure full coverage and compliance.
- Conduct regular performance reviews and provide timely coaching or discipline when necessary.
- Implement engagement programs to increase retention and reduce turnover.
- Ensure new hires are properly onboarded, trained, and evaluated.

## 5. Safety & Compliance

- Ensure all operations comply with FMCSA, DOT, OSHA, and internal safety standards.

- Review safety incidents, logbooks, and driver qualifications monthly.
- Immediately report any violations, crashes, or near-misses to upper management.
- Support internal audits and work with safety officers to maintain compliance scores.

## **6. Customer & Carrier Relations**

- Support customer satisfaction by ensuring timely, professional service.
- Serve as point of escalation for service failures or major shipper concerns.
- Work with sales to review account performance and delivery metrics.
- Assist in onboarding of new carrier partners, vendors, or large customers.

## **7. Communication & Reporting**

- Participate in daily operations meetings and weekly KPI reviews.
- Ensure all assigned reporting tasks are submitted accurately and on time.
- Maintain updated documentation, SOPs, and departmental logs.
- Serve as liaison between frontline staff and executive leadership.

## **8. Technology Usage**

- Managers must ensure proper use of the TMS, ELD, maintenance software, and KPI dashboards.
- Ensure all staff are trained on system updates and reporting procedures.
- Identify and escalate software issues or adoption problems to IT or leadership.

## **9. Ethics & Conduct**

- Managers must enforce ethical conduct, confidentiality, and conflict resolution standards.
- No favoritism, harassment, or retaliation will be tolerated in staff relations.
- All disciplinary actions must be documented and reported through HR channels.
- Report any suspected fraud, theft, or policy violations to ownership immediately.