

# 2023 IM Trucking Driver Expectations

## Attendance

- Check Your Humanity Schedule **Daily** (Driver must know their schedule at all times)
- All Drivers need to Clock in and Out on each day they work.
- Drivers must arrive at the terminal for their shift no later than 8:30 or communicate with a manager if running late.
- IMT Safety/Service/Accountability are all factors that are at risk if drivers show up later than the 8:30 start time.
- **No Call Offs unless TRULY SICK**, there will be no one to run the route for the day. All Driver Call offs will affect weekly bonus scoring.
- All **Vacation Requests** must be completed through the Humanity app and done so with a minimum of 2 weeks out. Vacation Requests are exactly that, they are "Requests", Until they are approved by a Manager **DO NOT** Assume the days off. *When putting in Requests for PTO please make sure you have checked your PTO hours available(On Pay stub-Intuit) before submitting to make sure there is enough to cover the requested time.*
- Drivers will be required to work a 6 day work week during our Peak Season stretch (3-5 weeks) to accommodate volume increase.

## Driver Safety

- Driver Safety measures need to be practiced daily.
  - Follow ALL safe driving techniques.
  - OFF DEVICES WHEN DRIVING
  - NO BACKING
  - NO ACCIDENTS!
  - NO ACCIDENTS!
  - ALWAYS WEAR YOUR SEATBELT

## Driving Safety and Unifroms:

- Failure to drive in a safe manner, wear a uniform or seatbelt will result in one warning and then a \$50 fine.

## Accident Protocol

- Call a manager ASAP, take pictures, document everything as detailed on accident protocol sheet in each truck.
- 1<sup>st</sup> accident – up to \$1000 repayment plus 2 days suspension
- 2<sup>nd</sup> accident – total cost and possible termination

**Pre-Trip Inspections(DVIR)** must be completed daily on the Beans app on the Ipad before heading to route. This is Vital to your own safety as well as the longevity of our trucks. Please mark off any issues with the vehicle on the pre trip sheet and notify a manager

**\*\*\*If Pre-Trip Inspection is not completed, Driver Forfeits Stop Incentive Pay for that week and the weekly bonus. These are EXTREMELY IMPORTANT and need to be taken seriously.**

### **Pre - Dispatch**

- **PRE TRIP INSPECTIONS!!!**
- All Packages on your truck are your responsibility, going through the truck in the morning is highly recommended for not only organization purposes but efficiency as well. This way any mis-loads found in the morning can be moved to the appropriate route. Same goes for Incorrect address or any other issues. Much easier to take care of things in the morning at the terminal than on route.
- All coded Packages left behind by the Driver on the belt from preload need to be manager approved before heading to route and either scanned off your truck or scanned with the appropriate code.
- Must Receive Manager Approval on the Belt(Greenlight) before leaving to route.
- **Know your Pickups and Call Tags Every Morning** before heading to route.

### **Delivery Protocol**

- Business Deliveries need to be prioritized by drivers, Drivers need to review their route before leaving
- In the mornings and be aware of all business deliveries on the truck each day.
  - Most Businesses close around 5pm and need to be delivered before then.
  - Plan your route accordingly on the heavier days and break route if needed to make sure everything gets delivered and preserves good service(ILS%)
- Pay attention to ALL delivery notes as well as any Door Codes that might be needed at a particular delivery. Good Service is a priority and needs to be kept at a high level at all times.

\*\*\*Refer to Dropbox for detailed codes and notes if not in Beans

- **All Packages need to be delivered, NO EXCEPTIONS!!!.**

- HD deliveries must be executed with quality pictures. Pictures of the label or pictures with no package in them are not valid.
- Only use “MET CUSTOMER” if you actually MET THE CUSTOMER. The proper disciplinary actions will be taken if this form of driver release is being abused.
- Any Coded Packages must have an applicable/legible **service cross** on the box and dropped in the cage by the doors if it is an (02,03,06,10,12). **Managers must be notified under any other circumstance.**
- Utilize **CPC** for Incorrect addresses on packages or Pickup window extensions or questions.
- 999's or 0 SIDS cannot be ignored. These are packages that need to be delivered. If you need help on where they fit within your route contact a manager to help you out.
- DO NOT Driver Release Business Deliveries, Signatures must be obtained
- ISR/ASR/DSR Packages must be attempted correctly. DO NOT FORGE SIGNATURES! This will result in the Driver being DQ'd from FedEx.

### **Daily Expectations**

- **“SUPPORT”** Position on the schedule means you're a clean up guy for the morning belt and when the small load is completed you need to be SUPPORT for your fellow drivers. This might mean assisting with pickups, taking additional stops from drivers, etc. Must verify with a manager before heading back to the Terminal.  
\*\*\*Drivers will NOT receive a full day pay if they do not check in with a manager prior to completing their small support load.
- Drivers Daily Pay is based on a minimum 8-hour day. We do not deduct pay for 4-5 hour days. Everyone will have lighter days and everyone will have heavier days.
- Routes need to be fully completed no matter the circumstance, route is not done until it's done.
- **If Deliveries are brought back or False 16's and 07's are found on the truck at EOD, the Driver Daily Rate will be adjusted to \$150 for the day.**

### **Support Through Group Chat or Direct Contact with Managers**

- Don't assume anything while on route. Always always always ask a Manager when a question arises.

- The Group Chat is to make your life easier – ask questions as they arise.

### **Closures**

- Driver need to communicate any delivery closures via the Group Chat

### **Pickups and Sweeps**

- Early/Late/Missed Pickups WILL NOT BE TOLERATED AT IM TRUCKING! Scanner will give you a 30 min warning about pickup windows. No Excuse!
- Pick up Sweeps need to be completed throughout each week by drivers. Reach out to a manager when your route is completed each day to see what sweeps might be needed.
- Each Driver is responsible for the pickups on their route each day. If a driver completes the route early they are in charge of making other arrangements for the pickup to be moved off of them, this will make sure they will still be completed on time and in the desired pickup window.  
\*\*\*Notify a Manager about any pickup arrangements made with the late pick up guy/other driver so the pickup can be moved appropriately.

### **End of Day Procedures:**

- Always make sure dolly is locked up
- Driver has clocked out on beans and logged out
- Truck is off as well as any lights
- Notify Manager of any truck defaults noticed at the end of the day during post trip inspection.
- iPad and scanner are plugged in
- Driver does a complete EOD on their scanner.
- All Trash is removed**

### **Routes**

- **ROUTE AREAS ARE NOT PERMANENT** , depending on volume/weather/staffing/available space in trucks, routes can be adjusted on any given day to ensure a smooth operation.
- No single route is **Guaranteed** to a driver permanently. Changes can be made at any given time.
- If a Driver has any issues come about please reach out to a manager. If it is an issue we cannot solve, we will speak with Mara(Owner) on your behalf.

### **Gas**

- All gas cards are to be allocated to each driver.
- Gas cards are only to be used for FUEL

## **Weather**

Weather impacted deliveries need to be communicated with a manager in order to notify the terminal. Do not risk deliveries that might cause damage to the truck or other vehicles or ones that might put your safety at risk.

## **Toll Roads**

- **NO TOLL ROADS! EVER!** You will be charged for ALL TOLLS.

## **Company Equipment**

- Please take care of Company Equipment. Loss of equipment such as a dolly the driver will be charged.
- VEDR Camera system in Trucks is not to be tampered with, adjusted, unplugged, etc in any way. (This will result in automatic loss of Bonus and a write up)

## **Disciplinary Actions are as Follows:**

\*\*\*First (60) Days of Employment

1. (1) Written Warning
2. **Termination**

\*\*\*After (60) Probation Period

1. **Verbal Warning**-This sheet is Everyone's Verbal Warning
2. **Written Warning**- Documented Written Warning
3. **Suspension**- Can Range between 1-5 days NO Pay
4. **Termination**- Employment with IM Trucking will END

- Feel Free to reach out to Managers with any other questions you might have.

**Our Company is Continually Growing and reaching new heights! For the continued success of IM Trucking we need Everyone on board and holding each other accountable for the above expectations. Your hard work does not go unnoticed! IMT prides itself on being the best in the business and will go above and beyond rewarding drivers for doing the job correctly and in an effective but safe manner. Any concerns at all notify a manager. Thank you for all you do**

## **BONUS**

**\*Drivers Must Be Employed at Time of Bonus Payout.**

**\*\*Drivers become eligible for the stop-pay bonus once they are able to run routes on their own.**

**\*\*\* Drivers become eligible for the weekly bonus after 30 days.**

## PERFORMANCE BONUS ARE EARNED NOT GIVEN

### Performance Bonus Criteria includes

1. Accident/Damage Free
2. **Following Company Policies**/Attendance/Assisting the Team when needed/Completing all Safety Videos
3. **Truck Care**(Pre-Trip/Post Trip Inspections, Fill up Tanks when truck is below 40%, Notifying Managers of Truck Issues, Driving with Care(No VEDR violations), Keeping Trucks free of Trash)
4. Wearing of Seat Belt
5. Wearing of Uniform
6. **TOLL ROADS NEVER**

### Following Company Policies/Attendance

- Failure to run a full day will result in an hourly rate at the city minimum wage for the hours work.
- I understand that the failure to comply with company policy that results in a chargeable offense will be deducted from my weekly paycheck.
- No call-ins, packages coded correctly at all times, no missed pickups, sweeps, taking everything assigned to them each day, Arrival to the Terminal each day No later than **8:30 am**, No VEDR Violations.

*\*Each Month Drivers will receive One of the Three Scores:*

- 100% (\$125)**- Driver Meet or Exceeded all above Categories
- 50% (\$62)**- Driver Failed to meet some of the above Categories
- 25% (\$31)** - Driver Failed to meet most of the above Categories
- 0%(\$0)**- Driver was below average with meeting the bonus qualifications above.

**\*\*\*Note:** If Driver grades below 51% - (2) consecutive weeks a **50%** Reduction will be applied to their Stop Incentive Bonus for that month and a written warning. 2 additional weeks of below average performance means a loss of stop pay for a month and risk of termination.