

2025 IM Trucking Driver Expectations

Our Company is continuously 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 and will go above and beyond rewarding drivers for giving 110% every day doing the job correctly and effectively but safely. If you have any concerns, notify a manager.

Drivers Understand:

- drivers understand that routes are unknown, and your route can change every day
- Terminals may be unorganized or inefficient, and days can be unplanned. Terminals may not scan packages accordingly. That is your responsibility to figure it out and get it done
- drivers understand that routes may be loaded from the floor. FedEx is not required to load our trucks.
- FedEx holds us accountable as a company therefore, you will be held accountable when expectations are not met
- drivers understand that they may deliver from vans, box trucks without shelves, or step vans with or without shelves in unexpected situations
- drivers understand that we work as a team; no one goes back without checking in with a manager.
 - TEAMWORK IS REQUIRED
- IM Trucking makes the best effort to streamline a driver's day and work with the terminal to reduce inaccurate or poor-quality loads.
drivers understand that there is no excuse EVER

IM Trucking requires the following from its drivers:

- Driving route as the schedule dictates
- Bringing up any issues with load quality or route as soon as possible
- **Know your Pickups and Call Tags Every Morning** Knowing what express packages you have and where they are on your truck.
MUST BE DELIVERED ON TIME!!!!
- Follow all FedEx and IMT requirements for delivery protocol
- Delivery of all packages, whether it belongs to your route or not
- Any delivery issues must be discussed with a manager before you return
- Scanner integrity- always code correctly.
- Correct coding for deliveries- Call/text group chat before coding
- Correct delivery procedure- Leave package at front door and out of street view. Take 3 steps back and take a picture excluding label/ address or another person.
 - Safe driving techniques
 - NO TOLL ROADS - you will be charged for these
- **PICKUPS MUST BE DONE ON TIME EVERY DAY. NO EXCUSE!!!**
- Pick Up procedure, coding and scanning
- Working in full uniform
- Do not risk deliveries that might cause damage to the truck or other vehicles or ones that might put your safety at risk.
- If you cannot get the vehicle down to the resident safely then you **MUST WALK THE PACKAGE**

■ **MUST RING DOORBELL AND OR KNOCK ON DOOR UPON DELIVERY**

Your day is only done after you verify with your manager

Drivers are expected to fully comply with all FedEx delivery protocols. Your salary assumes your delivery integrity. It will be adjusted if you continuously fail to follow FedEx delivery rules.

After ONE verbal warning, daily bonus will be deducted, after multiple warnings, the full week of daily bonuses will be deducted and or suspension from working.

- communicating with Managers for any questions or issues
- having an ILS of 99.6%
- delivering all packages
- no False 85's **EVERY PACKAGE NEEDS A SCAN**
- Code 07's and 04's must have Doortag scanned and proper photo taken at residence.
- reaching out to CPC and group chat with any delivery issues they/ we can address
- proper package placement
 - ie not at mailboxes or in front of garages
 - Everything goes to Front door unless Delivery Instructions say otherwise
- Following delivery instructions
 - Leave stop comment if unable to follow directions – ie dog in yard or dog sign AND leave comment in group chat or with manager directly
- NEVER forge deliveries- You will be Disqualified
- take proper pictures – 99.5%
- receiving RYDE comments of 4+
- no KI infractions
 - ie wear seatbelts, no blowing through stop signs
- NEVER TAMPER WITH VEDR EQUIPMENT
- being in uniform
- no smoking in trucks
- communicating with manager at end of day and other drivers on what else might still need to be done. WE ARE A TEAM

EARLY/LATE/MISSED PICKUPS ARE INEXCUSABLE

LATE EXPRESS DELIVERIES ARE INEXCUSABLE

Pick up issues can be resolved BY

1. Reaching out to your manager
 2. calling CPC
- failure to do so will result in a DOG HOUSE SHIFT of 60% of daily rate**

Safe Driving Practices

after 1st warning day rate reduced by \$50 and written up

after 2nd warning day rate reduced by \$ 50 a day & a 2 day suspension

after 3rd warning - termination

SAFETY

Safety measures need to be practiced daily.

- Follow ALL safe driving techniques.
- **STAY OFF ELECTRONIC DEVICES WHEN DRIVING**
- **DO NOT BACK UP**
- NO ACCIDENTS!
- **ALWAYS WEAR YOUR SEATBELT INBETWEEN STOPS AND TO AND FROM ROUTE**
- DO NOT TAMPER WITH VEDR EQUIPMENT

Accident Protocol

- Call a manager ASAP, take pictures, & document everything as detailed on the accident protocol sheet in each truck.
- 1st accident – up to \$1000 repayment
- 2nd accident – employee pays total cost and possible termination (\$5000 Deductible)

Support Through Group Chat or Direct Contact with Managers

- Don't assume anything while en route, always ask!
- The Group Chat is to make your life easier – ask questions as they arise.
- This includes communicating coded packages. All coded packages must be put in the group chat

Attendance

- **DRIVERS ARE EXPECTED TO ARRIVE AT THE TERMINAL NO LATER THAN 8:00 AM. UNLESS OTHERWISE AGREED UPON WITH THE MANAGER – FAILURE TO DO SO IS A \$50 DEDUCTION AND GROUNDS FOR TERMINATION.**
 - communicate with your manager if you are running late
- Check Your **NETCHEX Schedule Daily**
 - (Driver must know their schedule at all times)
- All Drivers need to Clock in and Out on each day they work.
- **No Call Offs** – there will be no one to run the route for the day.
- **Vacation Requests**
 - 1. must be completed through the NETCHEX app and
 - 2. done so with a minimum of 2 weeks out.

Vacation Requests are exactly that: they are “Requests.”, until approved,
DO NOT assume the days off.

Gas

- Gas cards are only to be used for FUEL in work truck
- Truck cannot be returned with a tank less than 50% full
- **TERMINATION FOR FRADULANT USE OF GAS CARD**

Pre-Trip Inspections(DVIR)

must be completed daily on the Beans app/ GroundCloud 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 do NOT INDICATE DEFECTS ON SCANNER

*****If Pre-Trip Inspection is not completed, Driver may be suspended or terminated.**

Pre - Dispatch

• **PRE TRIP INSPECTIONS!!!**

- All Packages on your truck are your responsibility;
 - go through the truck in the morning for organization and efficiency. This way, any mis-loads found in the morning can be moved to the appropriate route. Otherwise it is on you to get the package delivered. The same goes for incorrect addresses or any other issues.
 - Taking care of things in the morning at the terminal is much easier than on route.
- All coded Packages left behind by the Driver on the belt from preload must 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.
- **Know WHAT AND WHERE YOUR EXPRESS DELIVERIES ARE Every Morning** before heading to route. These are inexcusable to not have delivered on time
- **MISSED/EARLY/LATE EXPRESS AND PICKUPS WILL NOT BE TOLERATED!!!**
- **Failure to do a proper Pre Trip Inspection can result in longer days! It's not worth it**

Delivery Protocol

- Business and Express Deliveries need to be prioritized by drivers;
- Drivers need to review their route before leaving in the mornings and be aware of all express and 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 and any Door Codes that might be needed at a particular delivery. Good Service is a priority and must always be kept above 99.6%.
- NEVER change a business delivery to a residential delivery
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. **DO NOT PUT MET CUSTOMER. LET CUSTOMER KNOW YOU HAVE TO TAKE A PICTURE.** The proper disciplinary actions will be taken if this form of driver release is being abused.
- Must ring the doorbell or knock if no signature is required.
- Any Coded Packages must have an applicable/legible **service cross** on the box.
- Utilize **CPC** for Incorrect addresses on packages if you cannot figure it out yourself or Pickup window extensions or questions. If CPC is not useful contact a manager and they will help you get it corrected. NO EXCEPTIONS
- 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.
- UnManifested packages are to still be delivered. NO EXCEPTIONS!!!
- **DO NOT Driver Release Business Deliveries, Signatures must be obtained**
- **DO NOT FORGE HD ESP LIQUOR Deliveries, Signatures must be obtained**
- ISR/ASR/DSR Packages must be attempted correctly. **DO NOT FORGE SIGNATURES!** This will result in the Driver being **DISQUALIFIED** (DQ'd) from FedEx.

Daily Expectations

- DRIVERS ARE REQUIRED TO SUPPORT OTHER DRIVERS AND CHECK IN WITH A MANAGER BEFORE HEADING BACK TO THE TERMINAL – WE ARE A TEAM BASED COMPANY. **YOU ARE NOT DONE WITH YOUR DAY UNTIL A MANAGER DISMISSES YOU**
- Drivers' Daily Pay is based on a minimum 8 - 10 hour day. We do not deduct pay for 4-5 hour days. Everyone will have lighter days, and everyone will have heavier days.
- Drivers may have to go back to the terminal to complete a route if packages are not all able to fit on the truck. This is part of a normal workday.
- Refusal to take packages, support other drivers or run additional areas will not be tolerated.
- Routes need to be fully completed no matter the circumstance; route is not done until it's done. No packages are to be brought back without notifying a manager prior
- **If deliveries are brought back or False 85's and 07's are found on the truck at EOD, the Driver Daily Rate will be adjusted to 60% of daily rate for the day.**

Closures

- Driver need to communicate any delivery closures via the Group Chat
- Take picture of closed bus and post to Group Chat

Pickups and Sweeps

- Early/Late/Missed Pickups WILL NOT BE TOLERATED AT IM TRUCKING! Scanner will give you a 60 min warning about pickup windows. No Excuse!
- **CPC CAN CONFIRM WITH THE CUSTOMER ON EARLY PICKUP EXEMPTIONS**
- **PICKUPS MUST BE SCANNED AND CLOSED AT THE PICKUP LOCATION IN REAL TIME NO EXCEPTIONS!!!**
- **EXPRESS MUST BE SCANNED AND CLOSED AT THE LOCATION IN REAL TIME NO EXCEPTIONS!!!**
- **REPEAT OFFENDERS WILL BE TERMINATED**

- 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 if there is a late pick up person.

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 INCLUDING PEE BOTTLES**

Weather

- Weather impacted deliveries need to be communicated with a manager in order to notify the terminal. And pictures need to be sent to terminal
- Do not risk deliveries that might cause damage to the truck or other vehicles or ones that might put your safety at risk.
- If you cannot get the vehicle down to the resident safely then you **MUST WALK THE PACKAGE**

Toll Roads

NO TOLL ROADS! EVER! YOU WILL BE CHARGED PLUS A SERVICE FEE

Company Equipment

- Please take care of Company Equipment. Loss of and damage of equipment will be charged to the driver.
- VEDR Camera system in Trucks is not to be tampered with, adjusted, unplugged, etc, in any way. (This will result in automatic termination)

