

2026 IM Trucking Driver Expectations

Standards & Accident Protocol

Safety measures must be practiced daily, and all safe driving practices followed.

- **Driving Standards:** Stay off electronic devices while driving. Limit backing and always reverse first. Wear your seatbelt at all times between stops and to/from the route.
- **Warning System:** 1st warning results in loss of the daily bonus. 2nd warning results in loss of the daily bonus for the week, retraining, and possible suspension. 3rd warning results in termination.

Accident Protocol & Costs

- **Immediate Actions:** You are required to call a manager immediately, take photos, and document the incident using the protocol sheet kept in the truck.
- **First Accident:** The cost of the repayment is up to **\$1,000**.
- **Second Accident:** The employee is responsible for the total cost, which includes a **\$5,000 deductible**, and this may result in termination.

Repayment & Loan Structure

- **Immediate Repayment:** IM Trucking requires immediate repayment for the estimated cost of the accident.
- **0% Loan Offset:** To assist, IMT offsets that immediate cost with a **0% interest loan** to the employee.
- **Weekly Deductions:**
 - **Costs up to \$500:** Repaid at **\$20/week**.
 - **Costs over \$1,000:** Repaid at **\$60/week**.

Attendance & Scheduling

- **Punctuality:** Arrive at the terminal no later than 8:00 AM unless otherwise agreed upon with a manager. Failure to do so impacts your daily bonus, and repeated infractions are grounds for termination.
- **Communication:** Communicate with your manager if you are running late.
- **Scheduling:** Check your NETCHEX schedule daily and clock in/out for each shift.
- **Absences:** Call-offs are discouraged, unless due to illness or emergency, as there is no one else to run the route.
- **Vacation:** Requests must be submitted via NETCHEX at least 2 weeks in advance. These are requests only; do not assume days off until approved.

Daily Work Expectations

- **Uniforms:** All drivers must be in uniform.
 - **Team Support:** Support other drivers and check in with a manager before returning to the terminal. You are not done with your day until a manager dismisses you.
 - **Hours:** Daily pay is based on a minimum 6–12 hour day. Pay is not deducted for lighter 4–5 hour days.
 - **Task Refusal:** Refusal to take packages, support others, or run additional areas will not be tolerated. Routes must be fully completed regardless of circumstances.
 - **Returns:** No packages may be brought back without prior manager notification. Bringing back packages or recording false 85s/07s impacts your bonus and is grounds for termination.
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Pre-Dispatch

- **Inspections (DVIR):** Must be completed daily on the Beans app/GroundCloud iPad before starting the route. Mark issues on pre-trip and notify a manager; do NOT indicate defects on the scanner. Failure to do a proper inspection is grounds for suspension or termination.
 - **Organization:** Go through your truck in the morning for efficiency; all packages on the truck are your responsibility.
 - **Route Review:** Know your pickups, call tags, Express deliveries, and business locations before leaving.
 - **Errors:** Address misloads, incorrect addresses, or other issues at the terminal in the morning rather than on the route.
 - **Manager Approval:** All coded packages left on the belt must be manager-approved and scanned correctly before leaving. You must receive manager approval (Greenlight) on the belt before heading to the route.
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Delivery Protocol

- **Service Quality:** Maintain a service level (ILS%) above 99.6%.
- **Support:** Use the group chat or direct contact for help; don't assume anything. All coded packages must be posted in the group chat.
- **Prioritization:** Prioritize Business and Express deliveries. Most businesses close around 5:00 PM; plan your route and break it if needed to ensure timely delivery and preserve service levels (ILS% above 99.6%).
- **Accuracy:** Pay attention to delivery notes and door codes. Never change a business delivery to a residential delivery.
- **Standard Deliveries:** All packages must be delivered, including 999s, 0 SIDs, and unmanifested packages. If you cannot find where they fit, contact a manager.
- **Execution:** For Home Deliveries (HD), ring the doorbell or knock. Take quality delivery pictures containing the package; photos of just labels or empty spaces are invalid. Tell customers you must take a picture rather than using "Met Customer."
- **CPC:** Utilize CPC for incorrect addresses or pickup window extensions if you cannot resolve it yourself.
- **Signatures:** Signatures MUST be obtained for Business, HD ESP Liquor, and ISR/ASR/DSR packages. Forging signatures results in immediate disqualification from FedEx.
- **Closures:** Communicate any delivery closures via the group chat with a photo of the closed business.

Pick-ups and Sweeps

- **Timeliness:** Early, late, or missed pickups are not tolerated. The scanner provides a 60-minute warning for windows.
- **Scanning:** Pickups and Express stops must be scanned and closed at the location in real-time. Repeat offenders will be terminated.
- **Responsibility:** You are responsible for pickups on your route. If you finish early, you must arrange for the pickup to be moved to ensure it is completed in the window. Notify a manager of any arrangements made with other drivers.
- **Sweeps:** Pickup sweeps must be completed throughout the week; reach out to a manager when your route is done to see what sweeps are needed.

Weather

- **Communication:** Weather-impacted deliveries must be communicated to a manager with pictures sent to the terminal.
- **Safety:** Do not risk deliveries that could cause damage or put your safety at risk.
 - If you cannot drive to the resident safely, you **MUST** walk the package.

End of Day Procedures

- **Equipment:** Return trucks with at least 50% fuel. Use gas cards for work truck fuel only; fraudulent use results in termination. Toll roads are strictly prohibited.
- **Vehicle Care:** Ensure the dolly is locked, lights are off, and the truck is clean. **All trash and pee bottles must be removed.**
- **Scanners:** Log off, complete EOD on the scanner, and plug both the iPad and the scanner in to charge.
- **Coded Packages:** Any packages returned must have a manager's prior approval and a legible service cross on the box.

Additional Information

- **Fuel:** Gas cards are for work truck fuel only. Fraudulent use of a gas card results in termination and prosecution
- **Toll Roads:** Never use toll roads; you will be charged the cost plus a service fee.
- **Equipment:** Take care of company equipment; damage or loss will be charged to the driver.
- **VEDR Camera:** Do not tamper with, adjust, or unplug the camera system in any way; this results in automatic termination.