

**COMPANY PROCEDURES,  
TRAINING AND ORIENTATION**

**Contractor name:** \_\_\_\_\_

**Date of training:** \_\_\_\_\_

**Conducted by:** \_\_\_\_\_

**Log Books:**

-All CTA trucks are equipped with fully FMCSA-compliant ELD devices. It is mandatory for all drivers to use the system implemented in our company and comply with all Hours of Service regulations. Drivers shall not unplug the devices from the OBD port at any time, if that happens, our system will automatically notify us and a penalty will be issued to the driver in accordance to Appendix E - Disciplinary Program. Drivers are subject to other company penalties for ELD-related violations, such as misuse of personal conveyance and unassigned miles (see Appendix L), falsification of logs, and other similar offenses.

-Please be responsible with the use of your log books. Note that any violations and citations issued on the Road Inspections by the DOT officers are issued under the driver's name only and are separate from the company. Drivers have previously received citations of over \$1000 per offense, even if they were minor. This is not in our control and we are here to warn you about it and help you stay compliant. If at any time you have a question or an issue, you can contact the ELD support team that is available 24/7, your dispatcher, or company safety manager. **All the contact information will be provided on the front page of your truck folder.**

-It is a DOT regulation to have a set of paper logbooks in the truck at all times in case your ELD malfunctions.

-ELD's are operated via an application on the driver's phone or tablet. A download link will be provided and all necessary training will be conducted prior to usage on the road.

**Dash Cameras:**

As a motor carrier, our top priority is the safety of our drivers and vehicles. The dash cameras are necessary to prevent false accusations, claims, and provide top protection to our drivers on the road. All drivers and owner operators are required to install the cameras. They are only road-facing and do not ever record any events happening inside the truck, therefore you do not have to fear for your privacy.

**Tablet Usage:**

When a tablet is provided by the company, you should only use that tablet for the purpose of navigating and using the ELD application, and in some rare case to sign documents or send BOLs (only if that is specifically requested by accounting or dispatch). There is a limit of 500MB per month on all tablets, if used for personal reasons, to watch movies or browse the internet, the speed will drop significantly as soon as the limit will be reached. Occasionally, the ELD application will require updates; please use Wi-Fi to download them.

**Transponders and Routes:**

-Most trucks are equipped with EZ-Pass and/or SunPass transponders. Please confirm what transponders you have in your assigned truck before leaving out on the road, note that if you do not have a transponder for certain tolls, you have to stop at the window to pay. We do not provide PrePass, i-Pass, or PikePass. If you are in Oklahoma, **DO NOT USE PIKEPASS ONLY** lane, if used, a citation will be issued by the state to the driver.

-Try to avoid tolls whenever possible. Do not use I-76. If crossing New York City, use 287 - Tappan Zee Bridge. If you are planning to take a longer route to avoid tolls, traffic or danger, please advise dispatcher. It is your responsibility to choose the appropriate route and use your own navigation system.

**-Height clearance is 14' NO LESS!**

**Dispatch:**

- Always report your status to dispatch.
- Text time in and time out upon pick-up and delivery.
- If you are waiting to get loaded or unloaded for more than two hours, please notify dispatch right away so they can request detention or have the broker speed up the process.
- In case of any emergency, breakdown, accident, inspection, etc report to dispatch IMMEDIATELY.
- DO NOT DISAPPEAR. Please notify dispatch if you will be out of reach for any reason.

**Detentions and Layovers:**

Detention rate is determined and paid by the broker. It is usually at a rate of \$15-\$25/hour, up to 6 hours, everything above that is usually considered a layover and the typical broker rate for that is \$150. Company may pay a break down layover to company drivers of \$50 per day if the truck is broken down on the road and the driver is sitting and waiting for it to get fixed.

**Lumpers:**

If there is a lumper fee, please notify your dispatcher right away, they will request a check from the broker. If the broker cannot pay for the lumper, company will open a cash advance or a money code. If neither of the above-mentioned options will work (sometimes they cannot accept checks or money codes), please pay for the lumper with cash and you will be reimbursed immediately via cash advance or money code. Try to always keep around \$100 cash with you for emergencies. Regardless of who paid for lumper, a receipt must be sent to accounting immediately along with the BOL for that load.

**Brokers:**

DO NOT TALK TO THE BROKERS unless otherwise specified. You have to accept Macro Point when necessary. You must not make any arrangements or discuss pay/compensation with brokers.

**Loads and Trailers:**

- It is your responsibility to make sure load is safe and properly secured, even when it is a no-touch load.
  - If you notice something unusual with the load, if you feel it is not safely secured, the trailer feels tilted, or if there are any damages, etc – notify dispatch right away.
  - For power-only trailers and drop-and-hook loads, please fill out the inspection form as soon as trailer is picked up and before it is dropped off. The form is found online at [www.cta-fl.com/inspections](http://www.cta-fl.com/inspections)
  - If you take off without thoroughly inspecting your trailer and noting any damages, you may be responsible for any subsequent claims.
  - After getting loaded, please check your weight at the nearest scale. If you are overweight, notify dispatch immediately. If you did not scale your truck at the nearest location and received an overweight violation, you will be responsible for the full amount of the citation.
- DO NOT **EVER** BREAK THE SEAL!!!

**Maintenance, Pre-trip and Post-trip Inspections:**

PTI must be conducted DAILY. Please follow the PTI guide provided to you along with this orientation sheet. You must do a pre-trip inspection of truck and trailer on daily basis. Make sure to check tire pressure, breaks and lights. A weekly tire check must be conducted by every driver every Thursday at Love's Truck Stop. Failure to report any maintenance issues to dispatch or safety/maintenance departments in a timely manner may result in a penalty. If owner operator, failure to eliminate maintenance issues will result in a penalty. If there is any issue with the truck, even if you consider it minor, report to dispatch and maintenance manager immediately.

### **DOT Road Inspections:**

In the event of a DOT inspection, dispatch must be notified immediately. Picture of inspection report must be sent to company as soon as the inspection is over. Failure to provide a copy of inspection within one hour from the time of inspection will result in a penalty.

### **Accidents and Incidents:**

In the event of an accident or an incident, no matter what time of day, call dispatch IMMEDIATELY(unless 911 needs to be called first). DO NOT disclose ANY company documentation or insurance information to anyone until you receive further instructions from dispatch. Take as many pictures as possible of all the damages to your truck and other vehicles or objects involved, as well as pictures of other parties' license plates, driver's licenses, insurance information, etc. Even if an incident is minor and the other party does not want to make police report, notify dispatch and DO NOT make any decisions on your own. In most cases, police report MUST be filed. Incident report has to be completed as soon as possible. Link: [www.cta-fl.com/reports](http://www.cta-fl.com/reports)

### **BOLs and Paperwork:**

- **As soon the load is delivered drivers must send good legible clear copies of ALL PAGES of the BOL to Accounting IMMEDIATELY.**
- **Please send documents by e-mail, use CamScanner application and save in JPEG format.**
- **In the subject line of the email please put the lane for which this BOL is for (e.g.: FL-TX, PA-IN, etc)**
- **All corners of the page, addresses, signatures, dates and other letters or numbers on the paper must be visible. The lighting should be even across the sheet, make sure there are no bright sunrays or dark shadows falling on the paper.**
- **Failure to provide paperwork on time may result in a penalty.**

All original BOLs, fuel receipts, lumber receipts, repair invoices, inspections, scale tickets, receipts for reimbursement, logs etc must be sent via Trip Pak once a week. Trip Pak envelopes are prepaid and are given to you at the main office. There should be drop boxes for Trip Paks at all truck stops.

### **DO NOT SEND ANY BOL BY TRIP PAK UNTIL YOU SUBMITTED A PICTURE COPY TO ACCOUNTING!**

Penalty will be issued for any paperwork that was not submitted on time, as well as for any piece of lost or destroyed BOLs or any supporting documents.

**REIMBURSEMENTS will only be done when ORIGINAL receipt is provided to Accounting.**

Always keep pictures of all receipts for reimbursement in case original receipt gets lost or damaged.

### **Pay processing:**

Pay period starts on Monday and ends on Sunday. All loads delivered within this period will be considered. Payroll is done on Monday, 9 days after the pay period ends for the given week. You will receive payments on weekly basis as a direct deposit. If you use a personal Bank of America account, you will receive the funds same day, if you use any other bank account, you will receive it the following morning on Tuesday.

### **Reserve Escrow:**

A security deposit of \$1000 needs to be collected from contractors in the form of \$250 deductions over the course of first 4 full weeks on the road. Since we provide you valuable equipment for operations and due to the risks involved in this business, this amount must be maintained in the company and shall be held for at least 60 days after termination to ensure there have been no claims, shortages, damages, violations, fines or similar. Once the final calculation is complete and all payments have been received from the brokers, the deposited funds will be returned to you, given that you have provided a termination notice at least 30 days in advance and stayed with the company for at least 3 months.

**Home Time, Termination, Check-In/Check-Out:**

- Dispatch or management must be notified about home time, event, or termination at least 2 weeks prior.
- At the end of the trip you must return all company equipment (truck, trailer, paperwork, tablet, ELD) to the yard and check in at the office to complete all required paperwork, post-trip inspection, etc. Keys from the truck must be given to dispatch or safety manager.
- If the truck or trailer is left anywhere else other than the yard you will be responsible for all recovery costs, unless you received a written requested to do so from management or dispatch.
- When going back out on your next trip, even if the truck is being picked up at a different location than the company yard, you must still come to the office or talk to safety manager before checking out.

**Parking:**

If you need to park the truck, please consult with dispatch about where it is appropriate to park it. Do not leave equipment unattended in improper parking zones at any time! If equipment is towed, all towing and recovery expenses will be the driver’s responsibility! If leaving truck at a paid parking location, you must get authorization from the company. If no authorization was given, parking expense will be driver’s responsibility.

**Equipment in the truck:**

You should not take any equipment (such as toll transponders, ELD, tablet, fridge, microwave, inverter, etc) out of the truck unless otherwise specified. You are responsible for all equipment while on the road, full cost of any damaged, lost or stolen devices will be deducted from the pay settlement and/or escrow.

**Passenger & Pet Policy:**

Passengers are absolutely NOT permitted to be transported in ANY vehicles at any time, no matter the circumstances. Passengers possessing a valid CDL Class A license or CDL permit may be allowed only for authorized trips as long as they are set up and signed on with the company. Pets are allowed.

**Fueling & Fuel Cards:**

A company Fleetone/EFS fuel card will be given to you when you are ready to go on the road. You can only use it at truck stops! So please plan your fuel stops accordingly. If you fuel up at a regular gas station (Shell, Sunoco, etc) they will not accept the fuel card, and most of them do not take payment over the phone either so you will be forced to pay with your personal funds. Please ONLY fuel up at truck stops such as Pilot, Flying J, Petro, Love’s, TA, etc. Pilot and Flying J truck stops are preferred.

**Your Driver ID is the last 4 digits of your cellphone:** \_\_\_\_\_

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**Contractor Certification:** I certify I received the training indicated above.

\_\_\_\_\_  
Contractor Signature

\_\_\_\_\_  
Date signed

**Supervisor Certification:** I certify that this training was received by the individual(s) listed above.

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date signed

\_\_\_\_\_  
Title

## **COMMUNICATION:**

All important announcements and updates such as holidays, changes in payroll, changes in FMCSA regulations, ELD-related updates, and other important announcements will only be sent by text via a corporate message service number: **210-00**

- When you are added to the system, you will receive a text message from this number stating “You've opted to get texts from Cargo Transport Alliance. Up to 6 msgs/mo Reply STOP to cancel or HELP for help Msg/data rates may apply”
- **DO NOT REPLY “STOP”!!!** it is a free messaging service, all costs are covered by CTA, your phone provider will not be charged with any additional data rates.
- If you accidentally opted out of this service, please text the word “**TRUCK**” to the same number – **210-00**.

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Load-related questions: **contact your Dispatcher**

For Statement questions, such as:

Detentions, layovers, bonuses, missing miles, missing loads: **contact your Dispatcher**

For Other Statement questions, such as:

Reimbursements, deposits, escrow: **email the question to Accounting, follow up by email only**

BOLs and Paperwork: **submit all BOLs upon delivery immediately using Samsara Driver App or by email to Accounting. Send all original paperwork by Trip Pak every week.**

If you did not receive your statement: **write an email to Accounting**

For Cash Advances: **contact Accounting or Dispatch by text message**

For Maintenance Issues: **contact Maintenance and Dispatch**

For ELD issues: **contact ELD 24hr support line or Safety**

DOT Road Inspections: **contact Dispatch and send the inspection report to Safety immediately**

Accidents and Incidents: **contact Dispatch by phone immediately, fill out report [www.cta-fl.com/reports](http://www.cta-fl.com/reports)**

Power Only Trailers: **fill out trailer inspection upon pick up and upon delivery [www.cta-fl.com/inspections](http://www.cta-fl.com/inspections)**

Home Time, Termination: **notify Dispatch in advance about any plans for home time or termination**

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**I understand CTA communication policies and will follow them accordingly.**

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Contractor Name

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Contractor Signature

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Date Signed