**Attendance and Punctuality**

Attendance and punctuality are important factors for your success within our company. We work as a team and this requires that each person be in the right place at the right time.

If you are going to be late for work or absent, notify your supervisor as far in advance as is feasible under the circumstances, but before the start of your workday.

**Drivers**: Must plan time accordingly so that (s)he arrives at appointed destination safely and on time. At the point driver realizes (s)he may be delayed enough to have a possible late pick up or delivery, driver MUST contact operations to let them know and advise you of your options.

Failure to be on time and/or present for work as scheduled will result in disciplinary action up to an including termination. Tardiness and/or unexcused absences will remain on the associate’s record for one (1) year from the date of occurrence resulting in a continuous rolling year system. Four (4) tardies and/or three (3) unexcused absences within a year will result in termination of employment. Offenses will drop off an associate’s record after one (1) year from the date of the offense.

Personal issues requiring time away from your work, such as doctor’s appointments or other matters, should be scheduled during your nonworking hours if possible.

If you are absent for three days without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

**Business Hours**

Because of the nature of our business, your work schedule may vary depending on your job and department. Our normal business hours are:

Office: Monday through Friday: 8:00 a.m. to 5:00 p.m.

Shop: Monday 6:00 a.m. through Friday 10:30 p.m. and

 Saturday 8:00 a.m. to 12:00 a.m. (noon)

Dispatch: Sunday 10:00 p.m. through Friday 12:00 p.m. (Midnight)

GCM: Monday through Friday: 8:00 a.m. to 5:00 p.m.

Check with your supervisor if you have questions about your hours of work.

**Meal and Break Periods**

Break and meal periods are intended to give an associate a chance to renew attention and energy after working an extensive period so that he/she can remain productive and efficient in performing assigned tasks.

This policy clarifies the time allotments and requirements for scheduling meals and breaks for non-exempt associates under the Fair Labor and Standards Act.

This policy applies to all non-exempt associates.

**Meals:** An opportunity for an unpaid meal period of no less than 30 minutes for all shifts of more than six (6) hours will be provided. The actual time and length of the meal period will be scheduled by the supervisor. Meal periods are considered personal time, and associates are encouraged to leave the immediate work area in order to eat and relax. Time spent during the meal period is not considered work time for pay purposes unless specifically designated as a work period.

**Breaks:** Breaks are considered time worked. Most jobs do not require or lend themselves to scheduled breaks, since associates are allowed to take a break when the need arises as work permits; however, breaks may be scheduled, if necessary, due to the nature of a particular job which does not permit the opportunity for associates discretion or flexibility. Break time, whether scheduled or flexible, should not exceed 10 minutes in any four-hour work period. Breaks cannot be accumulated or saved. The intended purpose would not be fulfilled if breaks were not taken at the appropriate intervals; therefore, breaks may not be used to compensate for absences such as arriving late or leaving work early, or to extend meal periods.

Occasionally, due to operating requirements, supervisors may need to temporarily modify break and meal periods.

Department managers are responsible for scheduling and monitoring meal and break periods. Schedules for meal and break periods should be posted in a location available to all associates in that department, if applicable.

Policy is subject to change or be eliminated without prior notice; and supersedes any previous versions.

**Standards of Conduct**

Each associate has an obligation to observe and follow the company’s policies and to maintain proper standards of conduct at all times. If an individual’s behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the company. The company does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including discharge: violation of the company’s policies or safety rules; gregarious conduct such as, but not limited to, vulgar, obscene, threatening, intimidating, harassing, defamatory and/or unlawful discriminatory comments; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in company activities or in company vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; physical harassment; sexual harassment; disrespect toward fellow associates, visitors or other members of the public; performing outside work or use of company property, equipment or facilities in connection with outside work while on company time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on as assessment of all relevant factors.

**Nothing in this policy is designed to modify our employment-at-will policy.**

**Disciplinary Rebuttal Policy** (See Driver Manual Section 6, page 3)

Each associate has the right to refute/rebut a discipline they deem unfair and/or unjustified using the appropriate rebuttal procedures.

Initially, an associate may submit a rebuttal letter to the Human Resource Manager stating facts of why discipline was unjustified. The letter will be reviewed and all facts considered; and associate will be advised if discipline will be upheld or rescinded.

If discipline is upheld after review of rebuttal letter, associate may request a review board. Review board consists of peers and staff to review all facts of the associate’s case. Review board will decide based on overall facts to either uphold or rescind discipline.

Decision of the review board is final!

**Access to Personnel Files**

Upon request, you may inspect your own personnel file up to two times each year. Inspections will be held on company premises in the presence of a company official. Contact the Human Resource Manager to arrange a time to view these records. You will be permitted to review, but not copy, the records in your personnel file related to your qualification for employment, compensation and disciplinary action. You are not permitted access to any letter of reference maintained by the company. If you disagree with the accuracy of any statement in the records and no correction can be agreed upon, you may submit an explanatory statement, which will be attached to the records.

You may request to inspect or receive a copy of your compensation records. For purposes of this policy, “compensation records” includes your name, address, occupation, pay rate, hours worked for each day (non-exempt associates only), and each amount paid. We will provide these records to you without charge. Likewise, we will provide your payroll records to a person acting on your behalf if you provide us with a signed, written statement authorizing us to release specific information to the designated person.

In addition, associates may request a copy of their medical records maintained by the company upon payment of reasonable copy costs.

For more information, contact the Human Resource Manager.

**Customer and Public Relations**

Our company’s reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every associate.

The opinions and attitudes that customers have toward our company may be determined for a long period of time by the actions of one associate. It is sometimes easy to take a customer for granted, but if we do we run the risk of losing not only that customer, but his or her associates, friends or family who may also be customers or prospective customers.

Each associate must be sensitive to the importance of providing courteous treatment in all working relationships. Conduct that is vulgar, obscene, threatening, intimidating, harassing, defamatory, and/or unlawful discriminatory comments and/or actions are prohibited.

An associate who is banned from a customer location and/or facility, for inappropriate conduct, (see Standards of Conduct, page 2), is subject to immediate termination of employment, after an assessment of all relevant facts.

**Solicitation and Distribution**

To avoid unnecessary annoyances and work interruptions, solicitation by an associate of another associate is prohibited while either person is on working time. Associate distribution of literature, including handbills, in work areas is prohibited at all times.

Trespassing, soliciting or distribution of literature by non-associates on these premises is prohibited at all times.

**Changes in Personal Data**

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the Human Resource Manager promptly.

**Care of Equipment**

You are expected to demonstrate proper care when using the company’s property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to your immediate supervisor at once. **Failure to report an accident, no matter how minor, is cause for immediate termination of employment.**

**Technicians:** Must provide their own tools necessary to properly work on all company equipment to include tractors, trailers, cars, etc. (See Mechanic Tool Bonus Program, Section 3, page 19 of this handbook).

**Company Vehicles**

**Cars/Pick-Up Trucks/Tractors Etc.**

* Operators of company vehicles are responsible for the safe operation and cleanliness of the vehicle. Failure to keep your assigned vehicle clean (inside and out) is subject to disciplinary action up to and including termination.
	+ Tractors
		- Blue Beacon available once every 30 days for truck wash
* It is the responsibility of each associate of a company vehicle to regulate the speed of the company vehicle to comply with state-posted speed limits, unless conditions dictate a slower rate of travel.
* Accidents involving a company vehicle must be reported to the Director of Safety and Risk Management immediately. Failure to report any accident, no matter how minor, is cause for immediate termination of employment.
* Associates are responsible for any moving and parking violations and fines that may result when operating a company vehicle. All violations must be reported to the Director of Safety and Risk Management Immediately.
	+ Driver Notification of Traffic Violations:
		- The Commercial Motor Vehicle Safety Act of 1986 requires that commercial drivers notify their employer and the state that issued their license of all moving violations, including those committed in a personal vehicle, for which the driver forfeited collateral or was convicted, within 30 days after conviction.
		- Because of this Act, Garner Transportation Group requires that all drivers notify the Safety Department of all moving violation convictions. This notification should include those violations committed in a personal vehicle as well as in a commercial vehicle. This information should be reported to the Safety Department as soon as possible, but no longer than 30 days from date of conviction. A Notification of Traffic Violation Form should also be completed and submitted, within 30 days, to the safety department.
* Company vehicles should be operated by the associate only.
* Company vehicles may only be used for job-related travel.
* Smoking is prohibited in company vehicles, as applicable.
* The use of seat belts is mandatory for operators and passengers of company vehicles.
* No animals allowed in any type of company vehicle at any time (i.e. dogs, cats, etc.).
* Misuse and/or abuse of company vehicles, to include, but not limited too, going out of route or personal use, is cause for disciplinary action up to and including termination. You may also be charge for the cost of fuel on out of route miles.

**Cars:**

* Check availability with Human Resource Office and reserve date needing to use.
* Do NOT take vehicle home unless is makes sense to do so.
	+ Plan to depart from office unless home location and direction of travel makes sense to take vehicle home.
* Remember to insure fuel tank in vehicle is at least half full.
	+ DO NOT park either vehicle with less than a half tank of fuel.
* You must document travel details on travel log located on the clipboard in each vehicle.
* MALIBU must remain in Hancock County!

**Tractors:**

* The fluid levels on all tractors needs to be properly maintained. As a result, drivers need to check all fluid levels and add oil or antifreeze as needed.
* $100.00 will be deducted from your pay if the company has to clean out your assigned vehicle before assigning to another associate or upon your termination of employment.

**Riders/Passengers** (See Driver’s Manual, Section 6, page 12)

We at Garner Transportation Group realize the value of cooperating with our associates to make everyone’s employment meaningful and profitable. Having a passenger program has been an important part of that cooperation in the past and we have disciplined ourselves by various methods. Our company feels that having a passenger program is our way of showing confidence in the driver’s/associate’s ability to drive safely.

**Our company uses the following criteria to permit passengers in specific situations, as follows:**

Each driver/associate may have only one (1) passenger per calendar month for one (1) trip. A “trip” is defined as the working period beginning and returning to the parking location (not to exceed a 70 hour work week).

Each driver/associate must purchase an additional insurance policy for each “trip” as defined above. The cost, which is subject to change by the insurance company from year to year, will be deducted from driver/associate payroll.

* The driver/associate who is requesting a passenger permission slip must:
* Be employed with our company a minimum of 6 months if experienced or 1 year if hired as trainee/driver.
	+ Have a minimum of 1 year over-the-road experience.
* Have no more than two (2) violations or less on their MVR.
	+ Be in “good standing” with the company, i.e. deliveries on time, paperwork correct & on time, and obey ALL company policies.
	+ Sign and file with the company a release form, prior to each trip. The original signed form must be available in the vehicle for the duration of the “trip.” A copy must be on file with the Safety Department prior to each trip.
	+ Never permit the passenger to perform any of the duties that are to be performed by the driver/employee.
	+ Wear their seat belt at all times.
* The passenger must:
* Be at least 18 years of age.
* Be a member of the driver’s/associate’s immediate family.
* Sign and file the company release form with the company prior to each trip.
* Follow the dress code of our company as set forth in the driver’s manual.
* Understand that he/she is a guest and not attempt to perform any of the duties of a driver/associate.
* All passengers will verify that they are in good health and if there are any medical problems whatsoever, they will provide a medical release form from their physician that certifies their ability to ride as a passenger.
* Wear their seatbelt at all times.

Failure to obtain the proper authorization and insurance policy for a passenger is cause for immediate termination of employment.

**Employment of Relatives**

A supervisor may not hire or supervise an individual if that individual and the supervisor have an on-going romantic relationship, including but not limited to, marriage, or if that individual is a member of the supervisor’s immediate family. The term “immediate family” refers to spouses, parents, children, sisters, brothers, nieces, nephews or other family members residing in the same household.

In the case of marriage of persons within the same department, an effort will be made to assign comparable job duties so as to minimize problems of supervision, safety, security and morale.

**Personal Property** (See Driver Manual Section 3, page 12)

The company is not responsible for loss or damage to personal property. Valuable personal items, such as purses, tools, CB radios, bedding, clothing, and any other miscellaneous items, should not be left unsecured or in areas where theft might occur.

**Severe Weather**

Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Extra travel time will be necessary to insure you make it to your destination safely and on time.

Except in cases of severe storms, we are all expected to work our regular hours. If extreme weather conditions require closing of the building, you will be notified by your immediate supervisor. Trucks will still be moving. Any driver issues will be communicated with your driver manager or the Director of Operations.

Information concerning the severe weather threat levels is as follows:

**LEVEL 1 ALERT:** Roadways are hazardous, drive with extreme caution.

*The office will be open and trucks will be running. All employees are required to report to work.*

**LEVEL 2 ADVISORY:** Roadways are extremely hazardous with blowing and drifting snow and/or flooding. Only those who feel it necessary to travel should be on the roadways.

*The office will be open and trucks will be running. All employees are required to report to work.*

*Office staff who report to work within two (2) hours from the beginning of their scheduled shift will not receive a tardy. Leaving work early may become necessary if the weather condition moves to a Level 3 Emergency. If leaving work early is needed, you will be informed by your immediate supervisor.*

*Drivers must communicate any issues with their driver manager immediately; however, on-time deliveries are still expected; and possible with planning. Drivers may need to leave earlier than expected to reach destinations safely and on-time. Drivers must also adhere to all DOT HOS rules and regulations and may need to take their reset over-the-road.*

**LEVEL 3 EMERGENCY:** Most roadways are closed and extremely hazardous/flooded. Employees should comply with workplace policies or contact their employer. Violators may be cited.

*The office will be open and trucks may be running in some areas. All employees who can safely report to work may do so. Drivers must communicate any issues with their driver manager immediately. Drivers must adhere to all DOT HOS rules and regulations and must be prepared to possibly take their reset over-the-road if weather conditions so dictate.*

**Tips to Help Drivers Be Prepared for Severe Weather Conditions:**

* Leave earlier and allow extra time to reach your destination safely
* Pack extra water, food, clothing, and medications in case you are stranded
* Insure you have winter attire to include a coat, boots, gloves, hat and blankets
* Keep fuel and windshield washer solvent tanks full
* Keep the fifth-wheel greased
* Keep extra antifreeze, oil, grease packs, and windshield washer solvent in your side box

Time taken off due to poor weather conditions while the business remains open is unpaid unless you have available paid time off (i.e. vacation, paid personal time) to use.

Exempt associates may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

**Natural Disasters**

Natural disasters, including earthquakes, hurricanes, mudslides, floods and fires are to be expected from time to time. Although driving may be difficult in some areas due to damaged freeways and streets, when caution is exercised the roads are normally passable or alternate routes are available. Except in severe cases, we are all expected to work our regular business hours. Time taken off due to natural disasters while the business remains open is unpaid.

Exempt associates may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by your immediate supervisor.

**Personal Telephone Calls**

It is important to keep our telephone lines free for customer calls. Although the occasional use of the company’s telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

**Cellular Telephones**

Associates in certain positions are issued company cellular telephones or PDAs so they may maintain contact with customers and co-workers when they are out of the office on business.

Associates are encouraged to take appropriate safety precautions when using their cellular telephone or PDA. The use of handheld cellular telephones or PDAs while driving is prohibited. Associates are expected to comply with applicable state laws regarding the use of cellular telephones or PDAs.

Company cellular telephones are for business purposes. Although the occasional use of your company cellular telephone for personal calls may be necessary, incoming and outgoing personal calls should be kept to a minimum.

The use of cellular telephones or PDAs is not a work requirement for most associates. Associates who are not issued a company cellular telephone will not be reimbursed for the use of their personal cellular telephones and are expected to make business calls from the office.

Associates are expected to demonstrate proper care of their cellular telephones or PDAs. If you lose, break or damage your company cellular telephone or PDA, report it to the IT Manager at once. All cellular telephones or PDAs issued by the company must be returned upon leaving our company or upon transferring to a position that does not require a company cellular telephone or PDA.

*A violation of this policy may result in disciplinary action.*

**Driver Cellular Telephones** (See Driver’s Manual, Section, 3, page 6)

Under current Federal Motor Carrier Safety Administration (FMCSA) rules and regulations they have banned the use of handheld cell phones by commercial interstate vehicle drivers while driving (operating a commercial motor vehicle on a roadway). Garner Transportation Group mandates that for the safety of our drivers and the general public all drivers adhere to and follow the regulation.

**Prohibited Use of a Cell Phone Includes**

* Using at least one hand to hold a phone to conduct a voice communication.
* Dialing a phone by pressing more than a SINGLE button
* Reaching for a mobile phone in a manner that requires the driver to move beyond seated position while restrained by a seatbelt.

**Allowed Usage**

The regulation/rule ALLOWS commercial drivers to use completely hands free and voice activated phones. However, for safety purposes it is suggested that a “safe haven” (a place protected and safe from highway traffic; examples are truck stops, shippers and receivers) should be utilized whenever possible to make any calls. It is illegal and very dangerous to just pull over or park along the highway. Using a CB radio is still authorized under the regulation/rule and company policy. Hands free usage is important to communicate with dispatch, customers, emergency personnel or other necessary reasons but should be kept to a minimum to reduce distractions.

**Penalties**

Employers who fail to require their drivers to comply with this regulation/rule (by mandating that drivers ONLY use **hands free** phones in the cab) could be fined a federal civil penalty up to $11,000.00 for each violation. Drivers may be fined up to $2,750.00 and the violation is considered a “Serious Traffic Violation” under 49 CFR 383.5. Any driver who violates this rule two (2) times in a three (3) year period would be disqualified for sixty (60) days from driving a CMV by the state in which they are licensed. Drivers that commit three (3) violations in a three (3) year period under this rule would be subject to disqualification for at least one hundred twenty (120) days.

**“Serious Traffic Violations”**

**(Any two (2) or combination of these)**

* Speeding excessively (15 mph) or above the posted speed limit
* Driving recklessly (as defined by State or local law) or in willful or wanton disregard for the safety of person or property
* Making improper or erratic traffic lane changes
* Following the vehicle ahead too closely
* Violating State or local law relating to motor vehicle traffic control arising in connection with a fatal accident
* Driving a commercial vehicle without a CDL
* Driving a commercial vehicle without proper endorsements for the specific vehicle group
* Driving a commercial vehicle while using a hand held phone
* Driving a commercial vehicle while texting on a phone

**Disciplinary Action**

Any violation(s) of this regulation/rule will result in immediate disciplinary action up to and including termination or loss of driving privileges from the State that issued your license.

**Cell Phone Discount** (See Driver’s Manual, Section 3, page 7)

Currently Verizon Wireless offers a 19% discount to all Garner Transportation Group associates who maintain a personal Verizon Wireless account. Please see Human Resources for details.

**Electronic Mail and Monitoring**

We recognize your need to be able to communicate efficiently with fellow associates and customers. Therefore, we have installed an electronic mail (e-mail) system to facilitate the transmittal of business-related information within the company and with our customers.

The e-mail system is intended for business use only. The use of the company’s e-mail system to solicit fellow associates or distribute non job-related information to fellow associates is prohibited to the extent allowed by applicable law.

Our company’s policies against sexual and other types of harassment apply fully to the e-mail system. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, associates are also prohibited from the display or transmission of sexually-explicit images, messages, ethnic slurs, racial epithets or anything that could be construed as harassment or disparaging to others.

Associates shall not use unauthorized codes or passwords to gain access to others’ files.

All e-mail passwords must be made available to the company at all times. Please notify the IT Manager if you need to change your password.

Violation of this policy may result in disciplinary action, up to and including discharge.

For business purposes, management reserves the right to enter, search and/or monitor the company’s private e-mail system and the files/transmissions of any associate without advance notice and consistent with applicable state and federal laws. Associates should expect that communications that they send and receive by the company’s private e-mail system will be disclosed to management. Associates should not assume that communications that they send and receive by the company’s private e-mail system are private or confidential.

**Internet Usage and Monitoring**

As a growing company, we recognize the need to stay on the cutting edge of technology. This is one of the reasons we allow associates to have access to the Internet.

The Internet is intended for business use only. Use of the Internet for any non-business purpose, including but not limited to, personal communication or solicitation, purchasing personal goods or services, gambling and downloading files for personal use, is strictly prohibited.

Our company’s policies against sexual and other types of harassment apply fully to Internet usage. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, associates are also prohibited from displaying, transmitting and/or downloading sexually explicit images, messages, ethnic slurs, racial epithets or anything that could be construed as harassment or disparaging to others.

Consistent with applicable federal and state law, the time you spend on the Internet may be tracked through activity logs for business purposes. All abnormal or inappropriate usage will be investigated thoroughly. For business purposes, management reserves the right to search and/or monitor the company’s Internet usage and the files/transmissions of any associate without advance notice and consistent with applicable state and federal laws. Associates should expect that communications that they send and receive by the Internet will be disclosed to management. Associates should not assume that communications that they send and receive by the Internet are private or confidential.

Associates learning of any misuse of the Internet shall notify a member of management.

Violation of this policy may result in disciplinary action up to and including discharge.

**Acceptable Use of Electronic Communications**

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using company communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. “Electronic Communications” include, among other things, messages, images, data or any other information used in e-mail, instant messages, voice mail, fax machines, pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as “Systems.”

Associates may use our Systems to communicate internally with co-workers or externally with customers, suppliers, vendors, advisors, and other business acquaintances for business purposes.

All Electronic Communications contained in company Systems are company records and/or property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the company. The Systems and Electronic Communications are accessible to the company at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Our Systems and Electronic Communications are not confidential or private. The company’s right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to associate-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Although incidental and occasional personal use of our Systems that does not interfere or conflict with productivity or the company’s business or violate policy is permitted, personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the company at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, associates should not use our Systems for communication or information that associates would not want revealed to third parties.

Associates may not use our Systems in a manner that violates our policies including but not limited to Non-Harassment, Sexual Harassment, Equal Employment Opportunity, Protecting Company Information, Solicitation and Distribution, Electronic Mail and Monitoring, and Internet Usage and Monitoring. Associates may not use our Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of prohibited uses include, but are not limited to, sexually-explicit drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs, threats, or derogatory comments; or any other message or image that may be in violation of company policies.

In addition, associates may **not** use our Systems:

* To download, save, send or access any defamatory, discriminatory or obscene material;
* To download, save, send or access any music, audio or video file;
* To download anything from the internet (including shareware or free software) without the advance written permission of the Systems Supervisor;
* To download, save, send or access any site or content that the company might deem “adult entertainment;”
* To access any “blog” or otherwise post a personal opinion on the internet;
* To solicit associates or others;
* To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the company or any other person or entity; in connection with any infringement of intellectual property rights, including but not limited to copyrights; and in connection with the violation or attempted violation of law.

Any associate may not misrepresent, disguise, or conceal his or her identity or another’s identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person’s account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Associates must always respect intellectual property rights such as copyrights and trademarks. Associates must not copy, use, or transfer proprietary materials of the company or others without appropriate authorization.

All Systems passwords and encryption keys must be available and known to the company. Associates may not install password or encryption programs without the written permission of your supervisor. Associates may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to Electronic Communications. The company will comply with applicable laws. Associates also must comply with applicable laws and should recognize that an associate could be personally liable and/or subject to fine and imprisonment for violation of applicable laws

Violations of this policy may result in disciplinary action up to and including discharge as well as possible civil liabilities or criminal prosecution. Where appropriate, the company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our Systems or the content of Electronic Communications, ask the IT/MIS Manager for advance clarification.

**Social Media**

Associates may not use, engage in, and/or initiate discussion on social media, to include, but not limited to Facebook, MySpace, Twitter, etc., that is vulgar, threatening, intimidating, harassing, defamatory, and/or unlawful discriminatory comments about customers, co-workers, and supervisors/management. Associates are also prohibited from making defamatory comments about the company, its associates, or its customers and/or disclosing confidential information that is protected by Federal law.

**Travel Policy**

All associates required to travel for work must obtain prior approval for any travel expenses to include, airfare, train fare, and hotel reservations, car rental and any other travel expenditures from the Company President.

In addition, any associate who has work related travel expenses must submit an expense report to their supervisor for approval after the completion of each work related travel event. Supervisors must submit the completed/approved expense report to the Finance Director. The expense report must include receipts for all expenditures being claimed.

Failure to obtain prior approval or provide receipts for work related travel could deem those expenses non-reimbursable and those expenditures to be deducted from the associate’s pay.

**Credit Card Policy**

**Company Credit Card Usage**

Company credit cards are to be used as follows:

* Company credit cards may only be used for entertaining customers or drivers.
* Hotel costs, airfare, meetings etc., must have supervisor approval prior to incurring the charge.
* Failure to obtain approval will result in the charge being deducted from your pay.
* If traveling, one meal per day is authorized with a limit of $15.00.
* Meals should not be charged on the company credit card.
* Meals are a reimbursement expense and should be submitted as such (see  *Garner Employees/Garner Forms/Expense report*).  For reimbursement, submit any meal, mileage and any other applicable expenses, to include any work related charges on your personal credit card or other payment means, using Form *Garner Employees/Garner Forms/Expense report.*

**See below Policy and Procedures for Reimbursement Policies:**

**Meal Reimbursement Policy**

Per IRS regulations, the value of employer-provided meals and reimbursement for meals are included in the taxable income of the associate, unless there is some provision that allows for the meal to be excluded from taxable income. A meal may be excluded from the taxable income of the associate if the meal is a result of the associate traveling away from home overnight on business. A meal may also be excluded from the taxable income of the associate if the meal is for the convenience of the employer. For meals to be excludable from taxable income, the amount reimbursed for a meal must be paid under an accountable plan. The accountable plan must meet the following: there is a business connection, the associate must substantiate the expense, and the associate must return any excess amounts. “For IRS information about meal reimbursements see Circular E, Employer’s Tax Guide (Publication 15), Employer’s Tax Guide to Fringe Benefits (Publication 15-B, and Publication 463, Travel, Entertainment, Gift, and Car Expense.”

It is the policy of Garner Transportation Group to reimburse associates for actual meal expenses incurred while traveling away from home overnight on company business and for actual meal expenses that are for the convenience of the associate, such as attending a meeting that is conducted during a meal. This policy establishes the maximum amounts of reimbursement for meal expenses, what is needed from the associate for reimbursement of a meal expense, when a meal is eligible for reimbursement, what Garner Transportation Group will not reimburse for, when a reimbursement request may be reviewed, and how this policy relates to an individual and company policy.

**Maximum amount to be reimbursed:**

Garner Transportation Group will reimburse for one meal a day and will be capped at $15.00 per meal. This amount includes taxes and tips. Any amounts over this maximum will be the responsibility of the associate. Meals will need to be submitted to your supervisor for approval and the applicable form needs to be filled out in its entirety with appropriate detailed receipt as documentation.

**What is needed to substantiate the meal and request a meal reimbursement:**

Associates must submit **original** detailed receipts with their reimbursement request using the expense report. The receipt should show the line item detail amount of the expense, the date of the expense, the time of the expense, the location of the expense, and business reason for the expense. These receipts must be the **original** receipt identifying what was purchased and from whom. Tips may be added to the receipt and are included in the maximum amount listed above. Meals that you have with customers can be put on the company credit card. The meal needs to be approved by your supervisor using the expense report and all aforementioned documentation needs to be supplied. If the appropriate detail is not attached, the meals may be treated as taxable income and/or not reimbursed.

**What constitutes a reimbursable meal:**

A meal that an associate purchases when the associate has received overnight travel approval from their supervisor and does in fact stay away from home overnight for a work related event. A meal that an employee purchases when attending a meal meeting for the convenience of the employer, whose main purpose of the meeting is the active conduct of business, which means, business is being discussed during the entire meal process.

**What is not reimbursable:**

Associates will not be reimbursed for the purchase of alcoholic beverages or snacks.

**When may a reimbursement request be reviewed:**

Reimbursement requests may be reviewed by Management prior to issuance of check, during internal audit, and/or by the finance department for compliance with this policy. Reimbursement request may be reviewed by IRS auditors for compliance with IRS regulations. These reviews may involve review of: receipts for location of vendor, time receipt was issued by vendor, items to be reimbursed, advance travel authorization, the business purpose, and may involve obtaining further clarification from the department head and/or the associate.

**Other non-meal related items**:

Hotel, airfare, meetings etc., will need company President and supervisor approval in order to use the company credit card.

If approval is granted, associates must submit **original** detailed receipts with their reimbursement request. The receipt should show the line item detail amount of the expense, the date of the expense, the time of the expense, the location of the expense, and business reason for the expense. These receipts must be the **original** receipt identifying what was purchased and from whom. **Debit card receipts or charge card receipts are not acceptable**. If not approved to utilize the company credit card and your personal card is used instead, you will be reimbursed through payroll if you submit the appropriate reimbursement forms. (See *Garner Employee/Garner Forms/Expense report*).

If the appropriate detail is not attached, the expense may be treated as taxable income and/or not reimbursed.

**Dress Policy**

Associates are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

Our customer’s satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct customer contact, you represent the company with your appearance a well as your actions. The properly attired individual helps to create a favorable image for the company, to the public and fellow associates.

The company maintains a business casual environment. All associates should use discretion in wearing attire, such as dress slacks, dresses, jeans, etc., that is appropriate for the office and customer interaction. However, the following items are **prohibited:**

* Offensive Logos
* Sleeveless Shirts
* Sweat Pants and/or Sleep Pants
* Sandals: The protection of feet and toes is necessary for certain associates due to the nature of their particular job function. These associates (i.e. drivers, technicians and grounds crew) must wear closed toed shoes and/or steel toed shoes as required (See Section 3, page 21, Uniforms). Flip flops should not be worn by any associate, to include office staff, at anytime while at work.

Failure to comply with the dress code policy is subject to disciplinary action up to and including termination.

**Personal Hygiene**

Maintaining a professional, business-like appearance is very important to the success of our company. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.

**Drivers:** Garner Transportation Group pays for two (2) showers per week while out over-the-road. Receipts for showers must be included in your weekly payroll or those expenses could be deemed non-reimbursable and deducted from associate’s pay.

**Reference Checks**

Our company will not honor any oral requests for references. All requests must be in writing and on company letterhead. Generally, we will only confirm our associates’ dates of employment, salary history and job title.

Under no circumstances should an associate provide another individual with information regarding current or former associates of our company. If you receive a request for reference information, please forward it to the Human Resource Manager.

**Protecting Company Information**

Protecting our company’s information is the responsibility of every associate, and we all share a common interest in making sure information is not improperly or accidentally disclosed. The company’s confidential business must remain confidential within the company/staff/department that uses it to carry out the business of the company. In addition, confidential company information should never be discussed with anyone who does not work for us.

All telephone calls regarding a current or former associate’s position/compensation with our company must be forwarded to the Human Resource Manager.

The company’s address shall not be used for the receipt of personal mail.

After normal business hours, and/or between the hours of 5:00 p.m. to 7:00 a.m., all doors to the office building, to include, but not limited to, the front, hallway, and warehouse doors, must remain locked to insure the safety of our after hours staff and maintain building security along with the information it contains.

**Conflict of Interest/Code of Ethics**

A company’s reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other associates. Therefore, associates must never use their positions with the company, or any of its customers, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

The company adheres to the highest legal and ethical standards applicable in our business. The company’s business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each associate is of utmost importance.

Associates of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

**Parking** (See Driver Manual Section 7, page 7)

Free parking facilities are available to associates. You are required to park as directed.

The company is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you lock your car doors.

If you are authorized to take a company vehicle home, parking location of vehicle must be provided to the Safety Department. In addition, if vehicle is parked on another’s property, authorization from owner of property must be given; and signed authorization submitted to the Safety Department.

**Media Relations** (Effective 7/1/2015)

**Non-Controversial Issues:**

The following guidelines provide best practices for working with the media, to include online blogs, when the issue is non-controversial and related to the staff member's area of expertise:

1. Honesty and timeliness are best when working with the media or online blogs. Return messages as soon as possible if you receive a voicemail or e-mail.
2. When contacted by a reporter or online blogger, one should be aware that:
	1. Nothing is ever “off the record.” Anything you say could be quoted. Avoid sharing “off the record” or “background” information if you do not wish for such information to be published or attributed to you.
3. Limit your responses to areas within your area of expertise or responsibility.
4. Be collegial with regard to colleagues or other organizations.
5. When contacted by telephone unexpectedly, you can ask for time to prepare a response.
6. Never answer with “no comment.”
7. Be sure you understand a reporter or blogger’s question before answering. If you feel you cannot answer or are uncomfortable, tell the reporter/blogger that someone who can provide the information will contact him/her as soon as possible.
8. Never “guess” or speculate when asked a question. While it is important not to underestimate a reporter’s intelligence, make sure the reporter understands your responses. Be willing to provide your phone number and/or e-mail address for follow-up questions.
9. Remember that in responding to the media, you can be seen as representing and speaking for Garner. Personal opinions should be clearly and carefully identified as such.

**Controversial, Disastrous, and/or Serious Incident/Accident:**

The following guidelines provide best practices for working with the media or online blogger when the issue is controversial, disastrous, or a serious incident/accident:

1. In the event of a disaster or serious accident involving a Garner driver:
2. After hours: If dispatch receives a call after hours, **forward all necessary information to the Safety Director.**
3. Business Hours: If a call comes in during normal business hours calls will be immediately directed to the Safety Director. If Safety Director is not available calls will be passed to the Company President/CEO.
4. The Safety Director will notify the Company President/CEO with details as they are available. Once details are available and confirmed, the Company President/CEO will notify the management team. The management team will be responsible for sharing details with department level staff as appropriate.
5. If someone from the media or press contacts the Garner office prior to a formal statement being issued:
6. Do not answer any questions directed from the media outlet – “You are not able to comment at this time”.
7. Request the name of the reporter, his/her media organization and contact information. Remember that nothing is ever “off the record.” Anything you say could be quoted. Avoid sharing “off the record” or “background” information.
8. **Notify the Safety Director** by email and phone as soon as possible with the media contact information.
9. The priority will be on maintaining accurate, timely and open communications with the media, providing that information that has been confirmed by the authorities regarding the emergency situation.

**NOTE:** No associate is authorized to make statements to the media without authorization from the Company President/CEO. The above procedures must be followed concerning all media inquiries regarding the company and its operations.

This policy may be changed or revoked without prior notice.

**Office Supplies**

Each department should maintain a stock of basic office supplies such as pens, paper clips, staples, note pads, etc. necessary for departments to conduct day-to-day business.

If and when you need replacement and/or additional items, please send an e-mail to the Administrative Assistant requesting items you would like ordered.

All office supplies are for business use only and should not be removed from the office for non-business use. Violations of this policy may result in disciplinary action up to and including discharge.

**If You Must Leave Us**

Should you decide to leave your employment with us, we ask that you provide your supervisor with at least two weeks’ advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Associates, who are rehired following a break in service in excess of 90 days, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such associates are considered new associates from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.

Generally, we will confirm upon request our associates’ dates of employment, salary history and job title.

All company property, including this Associate Handbook, must be returned upon termination. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

Eligible associates who provide at least two (2) weeks advance notice of their resignation will be paid for accrued but unused vacation, unless state law dictates otherwise. If employee does not give advance notice of resignation, the employee will not be paid for accrued but unused vacation time upon termination.

If you leave your employment with us within the first 90 days of employment, you will be charged for the cost of your post-offer/pre-employment drug screen and physical, if applicable.

In addition, if you leave employment with us within 30 days from the date of a re-certification physical, you will be charge for the cost of that physical, if applicable.

All incurred charges will be deducted from you final settlement, if applicable.

**YOU SHOULD NOTIFY THE COMPANY, IF YOUR ADDRESS CHANGES DURING THE CALENDAR YEAR IN WHICH TERMINATION OCCURS, SO THAT PERTINENT INFORMATION CAN BE SENT TO THE PROPER ADDRESS. REMEMBER TAX INFORMATION, SUCH AS W-2’S CAN BE ACCESSED VIA THE PAYCOR SECURE ONLINE NETWORK. IF YOU NEED ASSISTANCE, CONTACT THE HUMAN RESOURCE DEPARTMENT.**