



## Gold US Transportation Inc DRIVER'S AND OWNER OPERATOR'S MANUAL (Ver. 2)

### Gold US Transportation Inc

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#### Fast delivery / Services Area

Deliver the freight to any of the lower 48 US states and Canada in a fast and reliable way in full accordance with all regulations

#### Wide range of services:

FTL/LTL/Refrigerated/Flatbed/Oversize/Special

#### 24/7 support

Each freight is handled personally by one of our skilled operators working to create the right solution at the right price



## **Gold US Transportation Inc**

# **DRIVER'S AND OWNER OPERATOR'S MANUAL (Ver. 2)**

### **About Gold US Transportation Inc**

Gold US Transportation Inc is a freight shipping Trucking Company, USDOT number is 3066079 and docket number is 58149. Was established in 2017, and since then we have enjoyed continued success based on our ability to be reliable, trustworthy and transparent. Our company offers over the road, dedicated, expedited and drop trailer services, and we also make adjustments to fit the unique requirements of our customers and drivers. We pride ourselves on constantly adding new technologies and improvements to our operations with real-time tracking and many more capabilities. Perfect service, safe and on time delivery provides a peace of mind to our customers. 24/7 dispatch, support and tracking by our technology and industry experts is our standard.

### **Using This Manual**

This manual is provided for your use as a ready reference and summary of company policies at Gold US Transportation Inc. If you need assistance in reading or understanding this manual, please contact Eugene (Fleet Manager, Phone: 331-300-0135, Email: [eugene@goldusgroup.com](mailto:eugene@goldusgroup.com)). This manual only highlights company policies and practices for your information and is not a contract or guarantee of employment. It does not address all employment issues or policy exceptions and is not intended to provide specific details in all areas. The employment policies and procedures are, at any time, subject to alteration, modification, revocation, suspension or termination by the company at their discretion. All updates will be made available to each Driver and Owner Operator by email. Gold US Transportation Inc is expecting all Drivers and Owner Operators to comply with all policies in this handbook. Failure to follow any company policy may result in disciplinary action(s) up to and including termination.

### **Thank you for choosing Gold US Transportation Inc!**

Here at Gold US, we pride ourselves in having the most passionate and hard working employees. We wouldn't come so far without our great team. We appreciate all the dedication and commitment they put into work and we want to reward it accordingly. We strongly believe that happy drivers are the most reliable ones, that's why we aim to offer the best work accommodations and a friendly environment.

### **Working at Gold US Transportation Inc**

It takes a team effort to provide quality service to our customers and to create a productive and welcoming work environment at Gold US Transportation Inc. Whether we are dealing with customers, other drivers or our shop and office employees, it is vital that we treat everyone with respect.



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## **CONTACT LIST**

### **OFFICE**

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Phone/Fax: 331-300-0138, Phone: 331-481-8778

Web: <http://drivegoldus.com>

Email: [goldustransportation@gmail.com](mailto:goldustransportation@gmail.com), [pod@goldusgroup.com](mailto:pod@goldusgroup.com)

#### **Aureliu (President)**

*Accidents, DOT inspections, all other safety related issues*

Phone: 331-300-0132

Email: [aureliu@goldusgroup.com](mailto:aureliu@goldusgroup.com)

#### **Eugene (Fleet manager)**

*Emergencies, breakdowns, truck maintenance, equipment, afterhours issues, tickets, permits*

Phone: 331-300-0135

Email: [eugene@goldusgroup.com](mailto:eugene@goldusgroup.com)

#### **Elena (Accounting manager)**

*Salary, payables, paperwork, cash advances and all other accounting related tasks & issues*

Phone: 331-300-0148

Email: [elena@goldusgroup.com](mailto:elena@goldusgroup.com)

### **DISPATCH**

#### **Andrew**

Phone: 331-300-0129

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## **1. DRIVER'S AND OWNER OPERATOR'S ATTITUDE AND EXPECTATIONS**

Please remember that as a Driver and/or Owner Operator for Gold US Transportation Inc, you are a representative of the company while out in the community. Create a favorable image of the company and yourself by following these principles:

- Abide by all customer safety rules, regulations and requests.
- Position your vehicle in a manner that will least likely interfere with a customer's business and /or flow of traffic.
- Be friendly and greet their employees with a smile and a handshake.
- Never argue with a customer or their employees. If a problem arises, call your dispatcher and explain the situation in a courteous manner.
- Always be neat, clean, well groomed and in appropriate, non-offensive attire.
- No clothing should be torn or have any offensive language on it. Proper footwear must be used at all times. Sandals or flip-flops are not allowed. Use good personal hygiene. Regular bathing and grooming is mandatory.
- Always wear Personal Protective Equipment (steel toe boots, protective eyewear, long sleeves and long pants, hard head) at all pick-up and delivery facilities.
- Conduct yourself in a professional manner.
- Maintain a positive attitude. Do not allow personal issues to get in the way of keeping a good attitude.

Dispatch will provide all necessary information when offering a load to Drivers and Owner Operators.

If Driver and/or Owner Operator accepts the load, he can't refuse it afterwards. Gold US Transportation Inc does not cancel any load, unless something serious intervenes (ex: truck breakdown, extreme weather, discrepancy between Rate Confirmation information and actual load, etc).

Driver and/or Owner Operator should explain dispatch his work habits and expectations when starting to work together (ex: not driving to West Coast or certain states, max weight he can haul, etc.) and when offered a load, Driver and/or Owner Operator will refuse it only for a reasonable cause.

## **2. TRUCK MAINTENANCE REQUIREMENTS**

- Truck & Trailer Full Inspection is required every month in our shop or any other official dealership (ex: Volvo, Freightliner) or certified service provider (ex: Flying J, Petro). Driver and/or Owner Operator will provide a copy of the inspection.
- Pre Trip Inspection is required in the beginning of each working day (14 hours).
- Post Trip Inspections is required in the end of each working day (14 hours).
- Keep your truck clean, inside and out.



### **3. ELECTRONIC LOGGING AND GPS EQUIPMENT**

Gold US Transportation Inc transitioned to Electronic Logging and GPS Equipment as per latest DOT requirements. All Gold US Transportation Inc Drivers and Owner Operators will be provided with new Electronic Logging Devices (tablets, mounting, cables and AOBDR devices) as well as GPS equipment, and will get trained on how to properly use it.

The equipment must be used and operated in a careful and appropriate manner at all times. Electronic Logging Devices provided by Gold US Transportation Inc are for rental use only and will be returned in good repair and operating condition, allowing for reasonable wear and tear, upon Driver's and/or Owner Operator's resignation.

All Owner Operators are required to pay a monthly \$35-\$40 equipment service fee that will get deducted of their paycheck. GPS Equipment is for free.

In the event of damaging/losing any of the equipment, the Driver and/or Owner Operator will notify the Eugene (Fleet manager, phone: 331-300-0135, Email: [eugene@goldusgroup.com](mailto:eugene@goldusgroup.com)) immediately. Any expenses related to repairing or replacement of the equipment, will be deducted from Driver's and/or Owner Operator's paycheck, or if Driver and/or Owner Operator resigned, of their security deposit.

Drivers and/or Owner Operators that don't have any security deposit held by Gold US Transportation Inc, will be charged a \$300 security deposit for the Electronic Logging Equipment and \$150 for GPS Equipment.

### **4. INSURANCE & REGISTRATION**

#### **4.1. Cargo & Liability Insurance**

Cargo & Liability Insurance is mandatory and at Driver's and/or Owner Operator's expense. The price of insurance depends on Driver's and/or Owner Operator's driving record, and may vary between \$1100 to \$1500.

In case of loss, Driver and/or Owner Operator will be deducted \$2500 per policy and won't get paid for the load. In addition to that, insurance premium will increase to up to \$300 per month for a period of 12 months.

#### **4.2. Physical Damage**

All Drivers and Owner Operators must provide a certificate of Physical Damage Insurance upon hiring and renewal.

#### **4.3. Occupational Accident Insurance**

Occupational Accident Insurance is similar to worker's compensation in that it covers medical expenses related to accidents that may occur while at work. Occupational Accident Insurance is a Department of Labor requirement, which makes it mandatory to all Gold US Transportation Inc Drivers and/or Owner Operators.



Occupational Accident Insurance provides benefits to Drivers and/or Owner Operators or the families of Drivers and/or Owner Operators who are injured or killed in job-related accidents (ex: while tarping the load, Driver and/or Owner Operator slipped and fell of the trailer, injuring his leg) and non-occupational accidents (ex: while on vacation, Driver and/or Owner Operator went skiing and injured his leg).

Besides covering Driver's and/or Owner Operator's medical bills (limit per policy) due to an occupational or non occupational accident, the insurance provides disability benefits such as covering part of a disabled Driver's and/or Owner Operator's salary for a certain period of time (ex: Driver or Owner Operator injured his leg when fell of the trailer and is not able to work until recovered. Occupational Accident Insurance will pay part of Driver's and/or Owner Operator's salary for a certain period of time).

In some cases, if Driver and/or Owner Operator gets hurt on the job, their general health insurance will not cover the injuries. It also will not pay them salary if the injury puts them out of work for an allotted period of time. More than that, in the unfortunate case of Driver's and/or Owner Operator's death, Driver's and/or Owner Operator's family is eligible for benefits for up to \$50,000.00.

Occupational Accident Insurance costs \$170 per month and is at Driver's and/or Owner Operator's expense. Drivers and/or Owner Operators willing to suspend their insurance, while NOT working for 30 and/or more days (Drivers and/or Owner Operators will not receive any non-occupational benefits in case of an accident), should give Eugene (Phone: 331-300-0135, Email: [eugene@goldusgroup.com](mailto:eugene@goldusgroup.com)) a 7 days' notice, in order to avoid the \$170 per month charge. Drivers and/or Owner Operators should call Eugene if they sustain injuries due to occupational or non occupational accidents and need Occupational Accident Insurance coverage. Also, please contact Eugene if you have any questions or concerns regarding Occupational Accident Insurance.

#### **4.4. Registration**

All Drivers and/or Owner Operators owning their equipment must provide a certificate of Truck and Trailer Registration upon hiring and renewal. Drivers and/or Owner Operators that purchased equipment from Gold US Transportation Inc will be deducted money from payroll for equipment Registration. The amount will be prorated based on Driver's and/or Owner Operator's hiring date.

#### **4.5. IFTA**

Owner Operators calculating IFTA through Gold US Transportation Inc, will be deducted \$75 for services, per quarter. IFTA will be calculated based on Driver's and/or Owner Operator's Trip Report information only. Please check the accuracy of your Trip Report, before you submit it. Drivers and/or Owner Operators calculating IFTA on their own, will provide an IFTA Certificate.



#### **4.6. Heavy Highway Use Tax**

All Owner Operators paying their Heavy Highway Use Tax through Gold US Transportation's Inc authority, will be deducted \$550, plus a processing fee.

### **5. PAPERWORK & TRIP RECORDS**

#### **5.1. Paperwork**

Owner Operators will be deducted:

- 10% for Dry Van dispatch services.
- 12% for Flatbed/Conestoga dispatch services.
- 12% for Step Deck dispatch services.
- 10% for Reefer dispatch services.

Drivers and/or Owner Operators are responsible for the accuracy and timely submission of bills of lading and other shipment paperwork. To ensure this, Gold US Transportation Inc has established the following procedures:

- At the shipper's facility, Drivers and/or Owner Operators are required to make sure the bill of lading and other paperwork matches the actual loaded cargo, and is signed by a responsible shipping party.
- Drivers and/or Owner Operators are responsible to make sure the Bill of Lading information (Cargo Type, Weight, Piece Count, Shipping and Delivery addresses) match the load information provided in the Rate Confirmation and the actual loaded cargo.

Gold US Transportation Inc does not consider any shipment to be complete until the paperwork associated with that shipment (specifically the bill of lading) is signed by the responsible consignee or receiving party. Missing paperwork may result in applicable charges or Driver's and/or Owner Operator's pay reduction.

All Drivers and Owner Operators are required to send a good picture of the BOL immediately after delivery. Please send the BOLs to [pod@goldusgroup.com](mailto:pod@goldusgroup.com) and your dispatcher, including your full name, truck#, date and lane in the Email Subject Line.

#### **5.2. Trip Records**

You must submit a Trip Report for each completed trip to receive pay and reimbursements for trip expenses. Follow these steps to ensure your payroll is processed accurately and without any delays.

- a. Present to your dispatcher and Elena (Accounting manager, Phone: 331-300-0148, Email: [elena@goldusgroup.com](mailto:elena@goldusgroup.com)) the Trip Report, including Detention/Layover or any other expenses, otherwise there may be a delay in calculating your salary.
- b. Scan and present to your dispatcher and Elena the following items with your Trip Report:
  - Receipts for any expenses including lumper service, pallets and miscellaneous items.
  - Signed copies of customer Bills of Lading.
- c. Present all the documents in physical format to Elena within 21 days of the delivery.





## **6. PAYROLL**

Gold US Transportation Inc seeks to provide timely and accurate payments to all Drivers and Owner Operators. If you have a question or concern regarding your compensation or payroll procedures, please contact the Elena (Accounting manager, Phone: 331-300-0148, Email: [elena@goldusgroup.com](mailto:elena@goldusgroup.com)). Payroll policies and procedures are made by Gold US Transportation Inc and can be modified at any time.

Your payday is a week (7 days) after you submit your Trip Report. This may change on occasion due to Federal holidays. If this happens, you will be notified by email or phone.

All Gold US Transportation Inc Drivers and/or Owner Operators will be required to register a business entity and possess a valid FEIN#. Salary will be deposited to a business type bank account ONLY.

## **7. SECURITY DEPOSIT**

A security deposit of \$2500 will be held from all Drivers and/or Owner Operators. The amount of \$2500 may be paid in full or split in two payments, and will be deducted of Drivers and/or Owner Operators first 2 paychecks. In case of Driver's and/or Owner Operator's resignation, the deposit will be refunded in up to 30 business days.

## **8. FUEL CARDS AND CASH ADVANCE**

All Drivers and/or Owner Operators are given Fuel Cards when hired. Drivers and/or Owner Operators are allowed to fuel at Pilot, Flying J and Love only. In case of emergencies, Drivers and/or Owner Operators can use Petro and TA truck stops too. Drivers and/or Owner Operators are required to notify Elena (Accounting manager, Phone: 331-300-0148, Email: [elena@goldusgroup.com](mailto:elena@goldusgroup.com)) if they change trucks or lose the Fuel Card immediately.

Drivers and/or Owner Operators using their own Fuel Card or cash on fueling, are required to provide full login account information to Eugene (Fleet manager, Phone: 331-300-0135, Email: [eugene@goldusgroup.com](mailto:eugene@goldusgroup.com)) and Elena.

Losing a Fuel Card will result in \$100 charge.

Drivers and/or Owner Operators needing Cash Advances should contact Elena. There is a \$2 fee for Cash Advance processing.

## **9. TIME OFF**

Taking more than 5 consecutive days off is considered vacation time and requires advanced notice to your dispatcher. Also, please let your dispatcher know ahead of time (as much as possible) if you need to get to a specific destination, so they can plan your trip accordingly.



## **10. DRIVER'S AND OWNER OPERATOR'S AVAILABILITY**

You are expected to report for duty at the time and on the day you have committed to being available. Gold US Transportation Inc defines "available" as being at or near domicile location, or at or near assigned tractor if at home, ready to perform assigned duties/work. This expectation applies to all Drivers and/or Owner Operators whether coming off vacation, personal time off, or when Driver and/or Owner Operator is in an on-call status. Based on available work/loads, you may, at times, be placed in on-call status.

Drivers and/or Owner Operators in on-call status will generally be at their domicile terminal location, or at home awaiting instructions. In these situations, your dispatcher will contact you as available work/loads are received.

Gold US Transportation Inc understands that due to unexpected personal issues such as illness and nonwork related injury, Drivers and/or Owner Operators may find it necessary to call in as unavailable. When this occurs, Gold US Transportation Inc requires the Driver and/or Owner Operator to communicate his situation as soon as possible, especially if the Driver and/or Owner Operator is under dispatch or other work assignment so the company can make proper arrangements.

## **11. WORK PROGRESS UPDATES**

All Gold US Transportation Inc Drivers and/or Owner Operators are required to update dispatch on their work progress with short text messages all the time.

- As soon as you receive the rate confirmation, please confirm you got it. **Ex: Received.**
- When driving to shipper/receiver, send an ETA (Estimated Arrival Time). **Ex: ETA shipper 10.15.**
- When driving to receiver, please text your dispatch an ETA the morning of arrival. **Ex: ETA receiver 9.00.**
- When at shipper/receiver. **Ex: at shipper/receiver.**
- When getting loaded/offloaded. **Ex: loading/unloading.**
- When finished loading/offloading and ready to go. **Ex: loaded/empty.**

All Drivers and/or Owner Operators are REQUIRED to perform all actions listed above **ALL THE TIME.**

## **12. DETENTION PAY**

Detention occurs when a Driver and/or Owner Operator arrives on time at the customer site and is detained after the scheduled appointment time at either a shipper or receiver. Customers are expected to load/offload the truck within 2 hours of arrival.

Detention Pay is a common sense rule in trucking business, but is not a federal regulation and carriers do not receive detention ALL the time. However, if timely requested and providing proving paperwork, detention pay is achievable.



Follow these steps to receive detention pay:

- Always send an ETA for shipper/receiver to your dispatcher.
- If you have set an appointment for pick up/delivery, do not be late.
- Notify your dispatcher of arrival at customer's facility.
- If delayed for an (1) hour, text your dispatcher (try to find out reason of delay for better communication).
- If delayed for almost 2 hours, text your dispatcher again.
- After 2 hours delay, your detention time starts. If you fail to let your dispatch know you're getting delayed at shipper/receiver in the first 2 hours, we can't ask for any detention money out of the broker.
- Make sure you have Time In (arrival time) and Time Out (time when loaded) on your BOL and have it signed by shipper/receiver.
- Drivers and/or Owner Operators failing to perform any of the actions listed above, may not get any Detention Pay.

### **13. PHOTO UPDATES**

All Drivers and/or Owner Operators are REQUIRED to send photos of the freight, to their dispatch, before leaving the shipper's facility. Photos should include customer's facility background. Taking multiple photos of the freight, at shipper/receiver, is ensuring drivers in case of a potential claim. Please see below a brief description of what kind of photos you should send to your dispatch. If you don't understand what is required from you, please ask your dispatcher for help.

#### **13.1. Flatbed/Step Deck Drivers/Owner operators:**

No Tarps Required: Driver/Owner operator will send photos of the secured freight, while at pick up, on customer's facility background (at least 2 angles).

Tarps Required: Driver/Owner operator will send photos of the secured load before putting tarps on, and after fully tarping the freight, on customer's facility background (at least 2 angles). In case of an wet/untarped load claim, Driver and/or Owner Operator has to provide photos of the tarped load, clearly showing customer's facility. Failure to do so, may result in a claim denial by our insurance company and the Driver and/or Owner Operator will be held responsible for paying 100% of damages. Dispatch will notify Safety Department immediately if the driver poorly tarped the load or if there's any holes in the tarps. Also, if you're dispatch didn't specify if load requires tarps or not (ex: "4' tarps" or "no tarps"), please make sure you ask.

#### **13.2. Conestoga Drivers/Owner operators:**

Driver/Owner operator will send photos of the secured freight on the open deck, while at pick up, on customer's facility background (at least 2 angles).



### **13.3. Dry Van Drivers/Owner operators:**

Seal On: Driver/Owner operator will send photos of the seal on trailer, while at pick up, on customer's facility background.

No Seal: Driver will send photos from inside the trailer, to show proper load securement, and of the padlock on the trailer, while at pick up, on customer's facility background.

Please note that the penalty for not tarping, not sealing or not locking the freight is \$500. Drivers and/or Owner Operators failing to send Photo Updates from pick up location, are subject to a \$25 penalty.

## **14. CARGO HANDLING**

Gold US Transportation Inc is committed to safe and efficient handling and transporting of our customer's products. Our goal is to incur zero cargo loss or damage and to deliver all cargo in a safe and timely manner. It is the responsibility of all Drivers and/or Owner Operators to load and secure all freight properly.

### **14.1. Loading and Unloading Schedules**

Gold US Transportation Inc Drivers and/or Owner Operators must carefully read and understand all Rate Confirmation information and requirements, as soon as they receive it. If Drivers and/or Owner Operators cannot meet any of the Rate Confirmation requirements (ex: necessary equipment, appointment time), Drivers and/or Owner Operators must notify their dispatch immediately.

Drivers and/or Owner Operators should schedule load or unload appointments or ask their dispatch to do so. When a scheduled pickup or delivery appointment cannot be met for any reason, the Driver and/or Owner Operator must contact his dispatcher immediately.

### **14.2. At Shipper**

Upon arrival at the shipper, the Driver and/or Owner Operator will check in with the responsible shipping personnel and will receive paperwork and loading instructions. The Driver and/or Owner Operator will make sure the Bill of Lading information (Cargo Type, Weight, Piece Count, Shipping and Delivery Addresses) match the load information provided in the Rate Confirmation and the actual loaded cargo.

The Driver and/or Owner Operator will follow shipper's loading instructions and obey all safety rules. Once assigned a loading dock or location, and the loading started, the Driver and/or Owner Operator will supervise the process. The Driver and/or Owner Operator will inspect the freight for any damage. If there's any damage (ex: rust, moisture, broken crate or box), the Driver and/or Owner Operator should notify his dispatch immediately. If needed, the Driver and/or Owner Operator should ask the shipper to write a note on the bill of lading about the condition of the load (ex: rust detected on steel plate at shipper, not Driver's or Owner Operator's fault).



The Driver and/or Owner Operator will keep a piece count of all freight and will verify the quantity listed on the bill of lading. If there is a discrepancy, the Driver and/or Owner Operator must not sign the bill of lading and must contact his dispatcher immediately for instructions.

The Driver and/or Owner Operator will secure the load by all standards. If there's any special loading instructions, Driver and/or Owner Operator is required to follow them (ex: Block and Stage for Dry Van or using Pipe Stakes for Flatbed).

Upon completion of the loading process, Driver and/or Owner Operator must verify that the cargo is secure from shifting, falling, or collapsing while in transit.

All Flatbed Drivers and/or Owner Operators will properly tarp the load (if required). All Dry Van Drivers and/or Owner Operators will lock trailer's doors with a padlock and will always put the seal on (if required). All Drivers and/or Owner Operators are required to send photos of the tarped load and locked/sealed trailer to their dispatch. Drivers and/or Owner Operators should NEVER leave shipper's facility without doing any of the above. Taking multiple photos of the freight, at shipper/receiver is ensuring you in case of a potential claim.

### **14.3. In Transit**

Unless inspection is impractical due to the trailer being sealed, the Driver and/or Owner Operator will inspect the integrity and securement of their cargo within the first 50 miles of their trip. They will also inspect their cargo at each change of duty status, after driving for 3 hours, or after driving 150 miles, whichever comes first.

In case There Is a seal placed on trailer when loaded, under no circumstances is it supposed to be taken off by the Driver and/or Owner Operator (ex: even if you ran a pothole and the trailer jumped/tipped, even if you had to brake hard and you think the load had shifted).

If a problem is found at any time, the Driver and/or Owner Operator will make necessary adjustments to assure continued safety of the load. If damage occurs or if any problem will cause a delay in delivery, the Driver and/or Owner Operator will contact his dispatcher immediately.

### **14.4. At Receiver**

Upon arrival at a stop off or the final destination, the Driver and/or Owner Operator will check in with the receiver and get unloading instructions. The Driver and/or Owner Operator must follow receiver's unloading instructions and obey all applicable safety rules. Once permission to unload has been given, the Driver and/or Owner Operator should proceed to the unloading location or dock and secure the vehicle. Dry Van Drivers and/or Owner Operators will take the seal off only under receiver's supervision and will leave the used seal with the receiver.

Flatbed Drivers and/or Owner Operators should only take tarps off when confident the offloading process will start soon and should not leave the load unattended, especially in rainy weather conditions.



When unloading, Drivers and/or Owner Operators will keep a piece count of all freight and verify the quantity listed on the bill of lading. If there is any discrepancy in the paperwork, the Driver and/or Owner Operator will contact his dispatcher for further instructions.

Drivers and/or Owner Operators are advised to take photos of the tarped/untarped freight and sealed trailer, as proof in case of a potential claim.

Upon completion of the unloading process, the Driver and/or Owner Operator must have the receiver sign the bill of lading and obtain any other paperwork related to the load. Drivers and/or Owner Operators will make sure the bill of lading and other paperwork is clean and doesn't have any notes besides receiver's signature. If the receiver left any note on the bill of lading, the Driver and/or Owner Operator will notify dispatch immediately and will not leave the facility until instructed.

In the event of cargo damage, overage, or shortage, the Driver and/or Owner Operator must not sign the bill of lading or any other paperwork and must contact his dispatcher immediately.

#### **14.5. Scaling of Loads**

It is the responsibility of the Driver and/or Owner Operator to be sure that his load is loaded correctly and that there are no weight issues prior to proceeding with the load.

Upon arrival at the shipper, the Driver and/or Owner Operator will ascertain the weight of the freight and make any equipment adjustments necessary to accommodate the load such as moving the 5th wheel, sliding the trailer axles, pre-determining freight positioning, etc.

Once the freight is loaded and properly secured, the Driver and/or Owner Operator will proceed to the nearest scale and weigh the vehicle to determine total gross weight as well as axle weight. This should be done at the shipper's facility if possible. If a scale is not available at the shipper, the Driver and/or Owner Operator should not go any further than necessary to find a scale since there may be a need to return to the shipper for load adjustment.

After scaling the vehicle, if an overweight problem exists, the Driver and/or Owner Operator will contact his dispatcher and return to the shipper for weight adjustments. If the Driver and/or Owner Operator chooses to continue with the load without returning to have the weight adjusted, having not received authorization to do so, the Driver and/or Owner Operator will be responsible for any resulting citation or fine issued. In addition, if any Driver and/or Owner Operator does not scale their load and receives an overweight fine while in transit, the Driver and/or Owner Operator will be responsible for that fine.

#### **15. FREIGHT CLAIMS MANAGEMENT**

All cargo claims will be addressed through the company's Safety Department and any questions pertaining to damage, loss, undercharge, or overcharge of freight claims will be directed to them.



No employee (including Drivers and/or Owner Operators) is authorized to discuss any claims matter with any customer at any time. The employee must refer the person inquiring into any claim in question directly to the Safety Department.

In the event of a cargo claim for loss, damage, shortage, or overage, you should contact your dispatcher immediately. The dispatcher will assess the situation, contact the Safety Department immediately and instruct you what actions to take. You should not leave the scene, or engage in any conversation pertaining to the freight in question, without receiving specific instructions from your dispatcher to do so.

Upon notice of a freight claim, the Safety Department will investigate the claim and determine what the outcome should be, and if additional information and/or action is requested of the Driver and/or Owner Operator.

Any Driver and/or Owner Operator found not reporting a freight claim per the guidelines stated above could be subject to disciplinary action and may be held responsible for payment of the associated freight claim.

Freight damage claims will result in \$2500 deductible per policy. The money will be deducted of Driver's and/or Owner Operator's paycheck as soon as the incident happens and will be held by Gold US Transportation Inc until further clarifications. If Driver and/or Owner Operator is found responsible for the damage and a claim is filed, Gold US Transportation Inc will not reimburse anything to the Driver and/or Owner Operator. If Driver and/or Owner Operator is found responsible for the damage, but the expenses do not exceed \$2500 and a claim is not filed on this matter, Gold US Transportation Inc will reimburse the difference, after deducting money for expenses related to the damage. If Driver and/or Owner Operator is found not responsible for the damage and a claim is not filed on this matter, Gold US Transportation Inc will reimburse \$2500 to the Driver and/or Owner Operator.

Freight damage claims caused by driver's negligence or failure to follow loading/hauling instructions (ex: not tarping the load, taking off seal during transit, etc) may result in insurance coverage denial and the Driver and/or Owner Operator will be held responsible for paying 100% of damages.

## **16. PENALTIES LIST**

All Gold US Transportation Inc Drivers and/or Owner Operators are required to follow company's rules and regulations and to comply with all policies in this handbook. Failure to follow any of the above, may result in penalties up to and including termination.

A list of penalties is attached below. Gold US Transportation Inc reserves the right to add, modify or terminate any of the penalties, at any time. All updates will be made available to each Driver and/or Owner Operator by email.



**Penalties Table:**

Type	Description	Penalty
<b>Failure to fill in ELD Trip Inspection</b>	Driver and/or Owner Operator does not fill in ELD trip inspection	\$25 per day
<b>Unauthorized Passenger 392.60(a)</b>	Unauthorized Passenger on board CMV	\$100
<b>Failure to turn in Roadside Inspection</b>	Driver and/or Owner Operator does not turn in Inspection or ticket to company within 24 hours of inspection	\$150
<b>Failure to turn in Accident Report</b>	Driver and/or Owner Operator does not turn in Inspection to company within 24 hours of inspection	\$500 and Termination
<b>Failure to wear PPE equipment</b>	Driver and/or Owner Operator does not wear Personal Protective Equipment at the pick-up or deliveries	\$100
<b>Trip Report</b>	Failure to properly fill out and submit Trip Report	\$50
<b>Unqualified or unauthorized Driver and/or Owner Operator</b>	Driver and/or Owner Operator allows an unqualified or unauthorized Driver to drive	\$50 per day/Loss of pay
<b>Failure to report company of suspended license</b>	Driver and/or Owner Operator does not notify company of suspended license	\$100 and Termination
<b>Failure to turn in PODs</b>	Driver and/or Owner Operator does not send to dispatcher and Elena scans of paperwork immediately after delivery	\$25
<b>Failure to turn in original paperwork</b>	Driver and/or Owner Operator does not present to Elena originals of paperwork in 21 days after delivery	\$50
<b>Missing Paperwork</b>	Driver and/or Owner Operator loses BOLs, resulting in broker refusal to pay Gold US for the load hauled	Loss of Pay
<b>Failure to send Photo Updates</b>	Driver and/or Owner Operator does not send photos of the load, strapped load and tarped load to his dispatcher immediately after pick up	\$25
<b>Failure to send Work Updates</b>	Driver and/or Owner Operator does not send updates about its work performance to his dispatcher Example: ETA, when empty or loaded	\$25
<b>Missing Check Calls</b>	Driver and/or Owner Operator ignores broker's check calls	\$25
<b>Failure to report delays</b>	Driver and/or Owner Operator does not notify dispatcher of delays at pickup or delivery in the first 2 hours	Loss of Detention
<b>Failure to tarp the load</b>	Driver and/or Owner Operator does not tarp the load or leaves shipper's facility without tarps on	\$500
<b>Failure to seal the trailer</b>	Driver and/or Owner Operator leaves shipper's facility without sealing the trailer	\$500
<b>Failure to lock the trailer's doors with a padlock</b>	Driver and/or Owner Operator leaves shipper's facility without locking the trailer with a padlock	\$500
<b>Late pickup or delivery</b>	Driver and/or Owner Operator arrives for pickup or delivery later than expected due to Driver's and/or Owner Operator's negligence	\$200
<b>Failure to follow customer's instructions</b>	Driver and/or Owner Operator does not obey customer's rules and instructions, which impacts Gold US's reputation	\$250





<b>Littering on Gold US Transportation's Inc property</b>	Driver and/or Owner Operator disposes garbage on Gold US Transportation's Inc property, outside of designated area	\$50
<b>Calling customers or brokers without permission</b>	Driver and/or Owner Operator calls broker or customer without dispatcher permission	\$100
<b>Using customers/brokers contact information</b>	Driver and/or Owner Operator uses customers/brokers contact information if not dispatched or in personal interest	\$200
<b>Pulling Unreported &amp; Unauthorized broker loads</b>	Driver and/or Owner Operator hauls unreported or unauthorized broker loads	\$1000 and Termination
<b>Use of Company Equipment</b>	Driver and/or Owner Operator damages or loses company owned equipment	Driver and/or Owner Operator pays Repairs or Replacement
<b>Switching license plates or parts from other trucks/ trailers</b>	Driver and/or Owner Operator changes license plates or parts from other trucks/ trailers	\$1000 and Termination
<b>Expired Permits or Annual truck/trailer inspections</b>	Driver and/or Owner Operator does not report expired permits or annual truck/trailer inspections	Driver and/or Owner Operator pays ticket
<b>Failure to notify of Change of Status or Change of truck</b>	Driver and/or Owner Operator does not notify Elena and/or Eugene of Change of Status(vacation leave, disqualification, out of service, return to service) or change of truck within 24 hours	\$50 per day
<b>Failure to notify management when dropping or switching trailers</b>	Driver and/or Owner Operator does not notify when dropping or switching trailers	\$50
<b>Failure to turn in trailer/truck Annual Inspection</b>	Driver and/or Owner Operator does not report trailer/ truck Annual Inspection to Eugene, as required	\$50 per day
<b>Failure to pass Monthly Full Truck and Trailer Inspections</b>	Driver and/or Owner Operator does not pass a Monthly Full Truck and Trailer Inspection in our shop or any other official dealership/certified service provider (copy of inspection is required).	Restriction to work until issues fixed

## 17. DOT TRAFFIC VIOLATIONS PENALTIES LIST

Due to an increased number of Speeding and Weigh Station By pass violations and being the most committed ones in the last months, we are forced to raise the penalty charges for these violations, as they severely affect our Safety Score. We sincerely hope that strict rules and penalties we'll make Drivers and/or Owner Operators think twice when consciously committing Moving Violations.

A list of Moving Violations and Violation Severity Weight is attached below, or you can access the link <https://csa.fmcsa.dot.gov/Documents/SMSMethodology.pdf>



**Violations penalties Table:**

<b>Moving Violations</b>	ALL VIOLATIONS 1st Violation \$100 per point	2nd Violation in less than 12 months \$200 per point and termination
	SPEEDING 1st Violation \$300 per point	2nd Violation in less than 12 months \$300 per point and termination
	WEIGH STATION BYPASS 1st Violation \$300 per point	2nd Violation in less than 12 months \$300 per point and termination
<b>Hours of Service (Log Books)</b>	1st Violation \$100 per point	2nd Violation in less than 12 months \$150 per point
<b>Vehicle Maintenance</b>	\$100	Violations for less than 3 points and Out of Service, will be charged for Out of Service only
Out of Service \$500 plus points according to table above		

Drivers and/or Owner Operators are advised to ask for a ticket when given a warning by an officer due to a traffic violation. Tickets can be contested in court by a lawyer and can be removed from Driver's and/or Owner Operator's Driving Record, while warnings cannot be contested and will affect both Driver's and/or Owner Operator's and company's Safety Record.

Gold US Transportation Inc will reimburse the money deducted of Driver's and/or Owner Operator's paycheck as penalty for DOT traffic violations if Driver and/or Owner Operator will hire a lawyer to contest it in court and will bring prove that the ticket was fully dismissed. Example: Driver and/or Owner Operator got a ticket for speeding (5-10 mph over- 4 points). Gold US Transportation Inc charges the Driver and/or Owner Operator \$1200 penalty. Driver and/or Owner Operator is hiring a lawyer to contest the ticket in court. Driver and/or Owner Operator is responsible for lawyer's service costs and tickets cost. Once Driver and/or Owner Operator turns in proof of tickets full dismissal, Gold US Transportation Inc reimburses the Driver and/or Owner Operator the money charged as penalty (\$1200).



## **18. BONUS PROGRAM**

Gold US Transportation Inc appreciates all the dedication and commitment Drivers and/or Owner Operators put into work and wants to reward it accordingly.

Therefore, Gold US Transportation Inc implemented few incentives programs to thank Drivers and/or Owner Operators for their hard work.

- Clean DOT Inspections (\$300).
- Referral Bonuses (Referring a Driver and/or Owner Operator, who is eventually recruited by the company and has worked for the company for at least 1 months, will result in a \$1000 bonus).
- Driver of the Month Award (Granted every month \$500 for outstanding performance and clean driving record).



**DRIVER'S AND OWNER OPERATOR'S MANUAL ACKNOWLEDGMENT**

I, \_\_\_\_\_, CDL no. \_\_\_\_\_

Phone: \_\_\_\_\_, Email: \_\_\_\_\_

acknowledge I have received a copy of Gold US Transportation Inc Driver's and Owner Operator's Manual (Ver. 2) and it was read and understood by me. I agree to comply with all policies in this manual. I understand failure to follow any company policy may result in disciplinary action(s) up to and including termination. I further understand that the employment policies and procedures are, at any time, subject to alteration, modification, revocation, suspension or termination by the company at their discretion. All updates will be made available to each Driver and/or Owner Operator by email.

**Date**

**Signature**

\_\_\_\_\_

\_\_\_\_\_