

# Dillon Transportation, LLC

**"Service Second To None"**



**OFFICE / SHOP EMPLOYEE HANDBOOK**

Updated: May 2022

# Table of Contents

<b>Introduction Letter</b>	<b>Page 3</b>
<b>Equal Employment Opportunity</b>	<b>Page 4</b>
<b>Military Service</b>	<b>Page 4</b>
<b>Smoking Policy</b>	<b>Page 4</b>
<b>Safety Meetings</b>	<b>Page 4</b>
<b>Jury Duty</b>	<b>Page 5</b>
<b>Bereavement</b>	<b>Page 5</b>
<b>Payroll Procedures</b>	<b>Page 5</b>
<b>Sick Days</b>	<b>Page 6</b>
<b>Lateness or Absence</b>	<b>Page 6</b>
<b>Paid Parental Leave Policy</b>	<b>Page 6</b>
<b>College Scholarship</b>	<b>Page 7</b>
<b>Annual Bonus/Longevity Bonus</b>	<b>Page 7</b>
<b>Retirement Bonus</b>	<b>Page 7</b>
<b>Cell Phone Policy</b>	<b>Page 8</b>
<b>Holiday Schedule</b>	<b>Page 8</b>
<b>Break and Lunch Schedule</b>	<b>Page 8</b>
<b>Time Off From Work</b>	<b>Page 8</b>
<b>Vacation Time</b>	<b>Page 9</b>
<b>Insurance</b>	<b>Page 10</b>
<b>Personal Injury Reporting</b>	<b>Page 10</b>
<b>Family Medical Leave (FMLA)</b>	<b>Page 11</b>
<b>Electronic Mail, Internet Policy, &amp; Security Policies</b>	<b>Page 13</b>
<b>O,S, &amp; D and COMHECK Policies</b>	<b>Page 14</b>
<b>Shop Policy / DOT Physical &amp; Abilities Test</b>	<b>Page 15</b>
<b>Prohibited Conduct</b>	<b>Page 16</b>
<b>Harassment</b>	<b>Page 17</b>
<b>Substance Abuse</b>	<b>Page 18</b>
<b>Office &amp; Shop Dress Code &amp; Personal Appearance Policy</b>	<b>Page 20</b>
<b>Awards</b>	<b>Page 20</b>
<b>Notice Concerning Employment-At-Will</b>	<b>Page 21</b>

# Office /Shop Employee Handbook

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## **Welcome to Dillon Transportation, LLC...**

We acknowledge with great appreciation the many loyal, hard working, and dedicated employees that have contributed to the success of our organization. We hope your stay with Dillon Transportation will be long, safe, and prosperous.

This manual has been prepared in order to assist you in becoming acquainted with the established company policies and benefits at Dillon Transportation, LLC. This manual applies to all office and shop personnel. The policies set forth herein are not exclusive and the absence of a policy statement on a particular subject does not automatically authorize a specific activity. Any questions which may arise concerning interpretation or modification of the personnel policies should be presented to your immediate supervisor who will assist in answering any specific questions you may have, regarding any of the general personnel policies.

This handbook shall serve as a guide for employees of Dillon Transportation, LLC. The policies contained herein are in summary form. Therefore, Dillon reserves the right to make the final decision on questions that may arise as to the intent of these policies. The company also reserves the right to alter or amend these policies at any time, with or without notice. However, in case of policy or benefit changes, every effort will be made to give the employees prior notice of such a change. Nothing construed in the employee handbook should be construed as a guarantee of employment, promotion, advancement, or as conferring any specific enforceable rights to the employee. At all times, employment is at will by Dillon Transportation, LLC.

**-Dillon Transportation, LLC Management**

# Office /Shop Employee Handbook

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## **Equal Employment Opportunity**

It is Dillon Transportation's policy to make all employment decisions, including hiring, promoting, transferring, upgrading, laying off, demoting, or discharging, without regard to an individual's race, color, religion, sex, national origin, age, handicap, disability, veteran status or other legally protected group/status. This commitment is based upon morals as much as upon legal requirements.

In addition, it is Dillon Transportation's policy to prohibit harassment of our employees by another or by a supervisor or manager on the basis of age, race, color, national origin, religion, sex, handicap, disability, veteran status, or other legally protected group/status. Any employee who feels that they are the victim of harassment should report the matter to any member of Management at Dillon Transportation.

## **Military Service**

Employees who perform and return from military service in the United States Armed Forces, the Military Reserves, or the National Guard, shall have and retain rights of reemployment, seniority, vacation, layoffs, compensation and length of service pay increases; will be provided, by the laws of the United States. Dillon Transportation will pay the insurance contributions up to 14 days, for an employee on leave of absence for training in the National Guard or Military Reserves.

## **Smoking Policy**

It is the policy of Dillon Transportation to discourage the use of tobacco. As it has been proven as a harmful health hazard, Dillon Transportation suggests that you do not smoke or chew tobacco for your personal well being.

Smoking, Chewing Tobacco, & E-cigarettes/Vaping are not allowed in any part of the Dillon offices or the shop and should be used outside in the designated locations at each terminal. Smoking, E-Cigarettes/Vaping, and/or chewing tobacco is only allowed during your assigned break times and lunch hour. Please dispose of your cigarette butts in the cigarette butt containers provided in the designated areas.

## **Safety Meetings**

Safety meetings will be held virtually 3 times a year. The meetings will be posted on the Team Members portal of the Dillon Transportation website. Upon viewing, contact the Safety Director to receive credit for attendance. The in-person safety meeting will be held in October on the last day of Driver Appreciation Week. All employees are encouraged to attend the safety meeting, and lunch will be served afterwards. If unable to attend the in-person Safety Meeting it will be posted virtually on the Team Members portal for viewing.

All office employees are required to attend each of these meetings. Shop employees will be notified if attendance is required. If for any reason there is a conflict in attending a safety meeting, authorization to not attend, must be granted by your direct Supervisor.

# Office /Shop Employee Handbook

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## **Payroll Procedures**

Once a person starts working with Dillon Transportation, that employee will receive their first pay check after their 2nd full week of work. Employees of Dillon Transportation will then be paid on a weekly basis, on the pay period, of two weeks prior. You must turn in any expense reports, with attached receipts, in a timely and accurate basis to avoid delays in payroll.

Payroll is distributed by direct deposit. A voided check stub from your bank, is required to be placed into your personnel file and kept on file while you are employed by Dillon Transportation. Your first pay check will be direct deposited into your account. A separate detailed pay stub, will be provided to each employee separately.

## **Jury Duty**

In the event an employee is summoned for jury duty, it is requested that the employee contact their Supervisor promptly. The Supervisor will have the work of that employee temporarily covered by other employees.

An employee serving on jury duty will receive their regular compensation during their period of service. The employee shall obtain a statement from the court substantiating the time served and amount received.

It is understood that any employee who is dismissed from jury service early or is not required to serve on any particular day, will contact their Supervisor and return to work.

## **Bereavement**

When a death occurs in an employee's immediate family (spouse, parents, grand parents, children, grand children, brothers, sisters, mother-in-law, father-in-law, brothers-in-law, sister-in-law, daughter-in-law, son-in-law, adopted children and half and step members) all regular full time employees may take up to three (3) days off with pay to attend the funeral or make funeral arrangements.

Dillon Transportation understands the deep impact that death can have on an individual or a family, therefore additional non-paid time off may be granted. The employee may make arrangements with his or her Supervisor for an additional four unpaid days off in the instance of the death of an immediate family member. Additional unpaid time off may be granted depending on the circumstances such as distance and the individual's responsibility for funeral arrangements.

# Office /Shop Employee Handbook

## **Sick Days**

Sick days are provided for illness of the employee, their spouse, or children.

All full-time employees will be eligible, for paid sick days after three (3) months of employment. After three (3) months of employment, employees will be eligible for one sick day for every four months worked from date of hire, with a maximum of three (3) days in their first year of employment.

Every succeeding calendar year, employees will be eligible for three (3) sick days. Sick days may be accumulated and carried over from year to year to a maximum of ten (10) days. All other unused sick days by the end of the year is forfeited. Unused sick leave will not be purchased upon termination of employment.

## **Lateness or Absence**

In the event an employee finds it necessary to be late or absent for any reason, the employee is to call the Office/Shop and speak to their immediate supervisor, as early as possible before the start of their shift.

If the employee determines during the day of absence that an additional day or days will be missed, their immediate supervisor should be notified, so as to coordinate work schedules. Lateness or absence beyond the control of the employee is understandable, however the same should not be abused by anyone.

**Excessive Absenteeism places an undue hardship on both your Supervisor and your fellow employees. Each employee is expected to report to work regularly and on time.**

1. An excused absence is ordinarily considered to be one caused by illness or a death in the employee's immediate family. A doctor's statement may be required for any absence due to illness if an employee's record is poor.
2. If any employee is absent for justifiable reasons, permission from their Supervisor should be received in advance.
3. If an employee is absent without permission in advance, that employee must call in and give notification to their Supervisor as soon as possible.
4. If an employee is absent from work for two (2) consecutive work days without proper notification, that employee will be regarded as having voluntarily resigned and his/her employment will be terminated unless there is a justifiable reason for failure to notify their immediate Supervisor.

**Excessive Absenteeism will be defined as: Two (2) or more absences without justifiable cause or reason.**

**Excessive lateness and/or absenteeism will be considered grounds for termination.**

## **Attendance Records**

An attendance record will be maintained for each employee, recording any absences, vacation days, and/or sick days. Please report time off requests to supervisor whom will inform payroll.

## **Paid Parental Leave Policy**

Dillon Transportation LLC will provide up to 8 weeks of paid parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. The purpose of paid parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, as applicable. This policy will be in effect for births, adoptions or placements of foster children occurring on or after January 1st, 2021. Eligible employees must have been employed with the company for at least 12 months, worked a minimum of 1250 hours in 12 months, be full or part time, and have given birth to or adopted a child. Please see Human Resources for more details on this policy.

# Office /Shop Employee Handbook

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## **Annual Bonus/Longevity Bonus:**

This benefit is designed as a bonus for continuing your employment with Dillon Transportation. All full time office & shop employees benefit from this bonus beginning at the end of their first year of employment.

This bonus is not based on the calendar year anniversary date, but by January 1st after the first year of employment. Office employees must be continuously and actively employed by Dillon Transportation thru the payment date of each calendar year to participate in this bonus program. Longevity pay is paid out quarterly for each year.

### **Schedule of Longevity Payments:**

- 2% of income - Jan. 1 after 1 year of service
- 4% of income - Jan. 1 after 2 years of service
- 6% of income - Jan. 1 after 3 years of service
- 8% of income - Jan. 1 after 4 years of service
- 10% of income - Jan. 1 after 5 years of service

After surpassing the 5 year plateau, your longevity bonus will remain at 10% each year thereafter,

## **Retirement Bonus**

Requirements for bonus:

Must be a minimum age of 62 years.

Must have worked for Dillon for a minimum of 10 years.

At full retirement, after meeting the requirements, the employee will receive 1% of their last year's base income (that is less any longevity bonus they receive) times the number of years they have been employed. The retirement bonus will be paid through payroll with payroll taxes withheld, and due to being considered taxable income.

## **College Scholarship**

Dillon Transportation, LLC offers a \$2,500 Scholarship Fund for any Child going to College, who's parent is a full time employee of Dillon Transportation. The \$2,500 is a one-time gift & each child must meet the following requirements:

1. A 500 word Essay submitted to Dillon Transportation explaining what they are going to school for & what they aspire to do with their college degree after graduation.
2. Provide an acceptance letter from the college that they will be attending.
3. A name & address at their college to send the \$2,500 check, so it is applied to their expense account.

Contact Human Resources to check eligibility and to begin the scholarship process.

# Office /Shop Employee Handbook

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## **Cell Phone Policy**

All Dillon Transportation employees must take personal cell phone calls during their designated break times and/or during their lunch hour

## **Holiday Schedule**

Dillon Transportation recognizes the following National Holidays...

- |                  |               |                   |
|------------------|---------------|-------------------|
| 1.) Memorial Day | 2.) July 4th  | 3.) Labor Day     |
| 4.) Thanksgiving | 5.) Christmas | 6.) New Years Day |

Dillon Transportation's offices will either be closed on these holidays or will be running a light office and shop staff. Several weeks prior to each one of these days, your department manager will notify you of the specific holiday schedule.

## **Break and Lunch Schedule**

All Dillon Transportation office & shop employees are given a specific break and lunch schedule. This ensures that all personnel receives their breaks in a staggered manner, so there is always someone in the office/shop to answer driver and customer calls.

Please follow this schedule on a daily basis. For any reason, you are unable to follow the break and lunch schedule, please see your department manager.

## **Time Off From Work & Personal Leave**

To operate efficiently there can only be a small portion of our staff, out of the office/shop, on any given day.

To guarantee our customers and drivers have efficient transportation resources at all times, we must ask that the proper request of three (3) weeks for time off, be given to your immediate supervisor. Once approved, your time off request will be placed on the official time off calendar.

Personal time off (for more than 3 days) requires a minimum three (3) week notice, which needs to be approved through your supervisor. For medical and doctors appointments, notice should be given as soon as possible. Personal leave will be counted under either vacation days, sick days, or without pay. A doctor's note will be required for any time off taken for appointments, please turn the doctor's note into Human Resources.



# Office /Shop Employee Handbook

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## **Vacation Time**

Dillon Transportation will provide vacation pay for its full time employees. Vacations require a minimum 3 weeks notice.

\* 1 year = 1 week of paid vacation

\* 4 years = 2 weeks of paid vacation

\* 2 years = 2 weeks of paid vacation

\* 5 years = 3 weeks of paid vacation

\* 3 years = 2 weeks of paid vacation

Vacation time eligibility is based on your hire date. Each year after five years with the company, you will continue to receive 3 weeks of paid vacation. Vacations are to be used by the last day of the employees anniversary date. Any unused time will be forfeited for that year.

## **Health Insurance**

Dillon Transportation provides major medical, vision, and dental insurance. CIGNA is the sponsor of your policy. Dillon Transportation has 1 Medical plan to choose from, plus Dental and Vision. There is also a Health Equity Option and Teladoc services available at no cost to Dillon employees.

Medical insurance is for full time employees who have completed sixty (60) days of uninterrupted full time employment. Insurance coverage begins the 1st day of the month following 60 days of employment.

Group medical insurance may be provided for all eligible dependents of regular employees in accordance with the terms and conditions established by the insurance carrier. Dillon Transportation will not be responsible to place any employee on its plan if the employee fails to submit a properly completed insurance application. Dillon Transportation assumes no responsibility of its insurance carrier, if it deems to decline coverage on an employee or dependent.

Any employee contribution to the group medical plan will be made through a weekly payroll deduction. Dillon Transportation reserves the right to adjust the employee's payroll deduction to offset increases in insurance premiums. See insurance documents included in your new hire paperwork packet, for specifics of plans, prices, etc.

## **COBRA Insurance**

Dillon Transportation employees will be offered the opportunity to continue temporary group health care coverage under their employer's plan if their coverage is ceased due to resignation, termination, layoff, or other change in employment status. This coverage will be offered through COBRA. Dillon Transportation's group health care provider will send the employee all COBRA pertinent information.

If an employee takes FMLA medical leave and has not returned to work after the 12 week allotted period, then that employee will be removed from Dillon's insurance plan and given the opportunity to continue temporary coverage with COBRA.

If an employee takes the FMLA medical leave and is over 30 days late on payment of their premium portion, the employee will be removed from Dillon's insurance plan and given the opportunity to continue temporary coverage with COBRA.

If and when the employee returns to work, the employee will be reinstated to Dillon's current health insurance plan.

# Office /Shop Employee Handbook

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## **Life Insurance**

Dillon Transportation offers Life Insurance to all full-time employees.

**Benefit:** \$20,000.00 AD & D      **Cost:** Paid for by Dillon Transportation.

There is an option to buy more Life Insurance for yourself, spouse or child. See Life Insurance documents included in your new hire paperwork packet, for specifics of plans, prices, etc.

## **Long-Term Disability Insurance**

Dillon Transportation offers Long-Term Disability to all full-time employees.

**Cost:** Paid for by Dillon Transportation.

## **Short-Term Disability Insurance**

Dillon Transportation offers short-term disability insurance to all full-time employees, but it is at the expense of the employee.

See Short Term Disability Insurance documents included in your new hire paperwork packet, for specifics of plans, prices, etc.

## **Personal Injury Reporting**

Dillon Transportation provides at no cost to its employees, fully paid workers' compensation insurance.

Each and every workers' compensation claim will be carefully reviewed for legitimacy, and any employee filing a fraudulent claim will be subject to disciplinary action up to and including termination.

Personal injuries suffered on the job must be reported to your department manager & Safety Director within 24 hours of its occurrence, or sooner.

Dillon Transportation will not be responsible for injuries that occur off duty or with unauthorized use of Dillon Transportation's equipment.

## **Notice of Resignation**

If you resign or otherwise terminate your employment at any time, you must furnish at least a two (2) weeks written notice.

# Office /Shop Employee Handbook

## **Family Medical Leave (FMLA)**

All full-time employees who have completed one full year of continuous employment and have worked at least one thousand two hundred and fifty (1,250) hours during the previous twelve (12) month period are eligible for FMLA. FMLA Leave is to be used in cases within twelve (12) months of where a child is born to the employee or placed with the employee for adoption or foster care beginning with the date of such birth or placement and for purposes of caring for the child. It may also be used in cases where the individual has a serious health condition (i.e., an illness, injury, impairment, or physical or mental condition which involves in-patient care or continuing treatment by a health care provider) and which renders the employee unable to perform the functions of her or his job. In addition, Family Leave is possible where the employee must care for a spouse, child, or parent who suffers from a serious health condition.

The maximum period is up to twelve (12) weeks in any twelve (12) month period. To determine the twelve (12) month period in which the twelve (12) weeks of leave entitlement occurs for the family or medical leave purposes, Dillon Transportation elects to use a "rolling" twelve (12) month period measured backward from the date an employee uses any FMLA Leave.

Dillon Transportation requires that employees who have been with Dillon Transportation for at least one (1) full year first utilize all available paid leave which will be counted against the twelve (12) week FMLA Leave period and which will not extend the FMLA Leave period. Where Leave is foreseeable, we ask that the employee provide the company with at least thirty (30) day's notice of the beginning of the Leave.

Likewise if Medical Leave if foreseeable based upon planned medical treatment, we request that the employee make a reasonable effort to schedule the treatment (subject to the approval of his or her doctor) so as not to disrupt the company's operations, and shall also provide at least a thirty (30) day notice, if foreseeable, may result in delay of the Leave unless there exists a reasonable excuse.

**If the Leave taken is medical, verification of the Leave by the health care provider shall be required. The verification shall state:**

1. The date in which the health condition commenced.
2. The probable duration of the condition.
3. The appropriate medical facts within knowledge of the health care provider regarding their condition.
4. If the purpose of the Leave is to care for a family member with a serious health condition (i.e., spouse, child, parent), a statement that the employee is needed to care for the family member and an estimate of the amount of time that is needed for the employee to care for the family member
5. If the Leave is due to the serious health condition of the employee, a statement that the employee is unable to perform the essential functions of the employee's position.

If the Leave requested is for the birth or placement of a child for adoption or foster care, you must provide satisfactory documentation of the birth or placement. Intermittent leave normally will not be permitted unless the parent or child suffers from a serious medical condition.

If there is reason to doubt the validity of the health care provider's verification, Dillon Transportation reserves the right to have the employee examined by a physician of its choice. If the second opinion conflicts with that provided by the employee's provider, Dillon Transportation reserves the right to obtain a third opinion by a health care provider jointly designated and approved by Dillon Transportation and the employee.

# Office /Shop Employee Handbook

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## **FMLA - Continued...**

Additional certifications and notices may be required during your Leave and at the time you return to work. Failure to provide requested certifications within fifteen (15) days, if doing so is practical, may result in delay of further Leave until they are provided. During FMLA Leave of absence, Dillon Transportation will continue to pay its portion of the health insurance premiums and the employee must continue to pay his/her share of the premiums or dependent coverage charges, if applicable. This amount shall include the employee's share of any increases which may occur while he or she is on Leave. If paid Leave is substituted for unpaid FMLA, Dillon Transportation will deduct the employee's share of the premium as a regular payroll deduction.

If the FMLA Leave is unpaid, the employee must pay his/her share of the premium by submitting payments each month to 974 Tennessee Waltz Pkwy, Ashland City, TN 37015, made payable to Dillon Transportation. Loss of coverage will result if an employee's premium payment is more than 30 days late.

During the Leave, the employee shall not accrue employment benefits, such as vacation pay, sick pay, bonus, etc. Employment benefits accrued (if any) by the employee up to the day on which the Leave of absence begins will not be lost and eligibility for any additional benefits shall be determined at the time of reinstatement in accordance with the benefit plan or policy of Dillon Transportation. Application for FMLS Leave of Absence, must be submitted in writing whenever possible.

Eligible employees will generally be reinstated at the expiration of the FMLA Leave to the same or an equivalent pay and benefits. However if changes in our business occurred during an employee's Leave and the employee would have been laid off or reassigned had the employee been on active status, the employee is not guaranteed reinstatement.

Leave because of a serious health condition may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced Leave schedule (reducing the usual number of hours you work per workweek or workday) if medically necessary. If Leave is unpaid, Dillon Transportation will reduce your salary based on the amount of time actually worked. In addition while you are on an intermittent or reduced schedule Leave, Dillon Transportation temporarily may transfer you to an available alternative position which better accommodates your recurring Leave and which has equivalent pay and benefits.

If you have been on Leave because of your own medical condition, you must provide a fitness for duty certification before resuming work. The fitness for duty certification shall be completed by a health care provider and shall state that you are able to return to work and perform your duties. You must provide the certification to your supervisor on or before the date on which you are to return to work. Failure to provide the certification before or upon your return will preclude you from being able to work.

Employees on FMLA Leave are required to notify their supervisor every three weeks as to their status and intention to return to work. If circumstances change during your Leave and you desire to return to work early, we will attempt to accommodate you, provided advance notice is given. After the allotted time on FMLA the employee must return to work or be termed. If termed, the employee must qualify and be re-certified to regain employment.

## **Military FMLA Addendum**

Eligible employees are entitled to up to 12 weeks of Leave because of "any qualifying exigency" arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation. Certification will be required to take FMLA Leave for active duty. An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty while on active duty is entitled to up to 26 weeks of Leave in a single 12-month period to care for the service member. This military caregiver Leave is available during "a single 12-month period" during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA Leave.

# Office /Shop Employee Handbook

## **Electronic Mail and Internet Policy**

This policy describes Dillon Transportation's guidelines with respect to access to and disclosure of electronic mail messages sent or received by Dillon Transportation employees with the use of the company's email system, as well as the use of the company provided Internet access tools. Dillon Transportation respects the individual privacy of its employees. However, employee privacy does not extend to the employee's work related conduct or to the use of company provided equipment or supplies. You should be aware that the following guidelines may affect your privacy in the work place. Dillon Transportation is responsible for ensuring the security of its network and computer systems against unauthorized access and/or abuse. Dillon has installed electronic mail tools and an Internet gateway that provides employees with capabilities to browse the World Wide Web and/or communicate electronically. These electronic capabilities are to only be used for business purposes only.

Although each employee has an individual password to access the system, it belongs to Dillon Transportation and the contents of e-mail communications are accessible at all times by Dillon Transportation management for any business purpose. Since your personal messages can be accessed by management without prior notice, you should not use email to transmit any messages you would not want read by a third party. These systems may be subject to periodic unannounced inspections and should be treated like other shared filing systems. The password to log into the system, are to only be used to log-in during business hours at the physical Ashland City location. Any off-site logins are only authorized by your immediate supervisor.

Dillon's information systems, email, or Internet tools may not be used for any purpose that is illegal, or contrary to Dillon's policies and/or the interests of the company. This includes hardware, software, network, and data that is intended for exclusive company business. The misuse of these services will constitute grounds for disciplinary action, up to and including termination. Additionally, any information and, or data transmitted by, received from, or stored in these systems are the property of Dillon and may be monitored at any time. Reading, copying, modifying, and/or deleting other employee's e-mail messages is prohibited, unless authorized by appropriate management personnel.

Using company Internet or e-mail capabilities to access, store, and /or distribute any sexually explicit, discriminatory, threatening, or inappropriate material; some examples of which are, but not limited to, material that contains vulgarities, obscenities, sexual comments, racial slurs, gender specific comments, sarcasm or exaggeration, or which would be a violation of Dillon Transportation's non-harassment policy, is a violation of this policy and is grounds for immediate discipline, up to and including termination of employment.

## **Innovative AS400 Security**

All Dillon Employees are responsible for their assigned DT login number and password, to access Dillon Transportation's Innovative AS400 system. Dillon Transportation is able to monitor login and log-out times for each employee. Each employee must logout of their DT session at the end of their shift and reset their Innovative DT password on a regular basis. **Do not give your DT login password to any other employee, except your immediate supervisor if requested.** The misuse of the Innovate AS400 System will constitute grounds for disciplinary action, up to and including termination. Dillon employees will be held responsible for any malicious or illegal activity that occurs under their employee DT login number and password. Dillon Transportation will prosecute any such activity to the fullest extent of the law.

# Office /Shop Employee Handbook

## O, S, & D Policy

### **Protocol to follow on any Overages, Shortages, & Damages.**

1. The driver must report any O, S, & D when it occurs and is not to leave the shipper and/or consignee whichever applies until he/she has authorization from our dispatch department on what to do with the product. That answer to that question will come from the broker or customer. In order to process the O, S, & D, we will need from the driver a description of the O, S, & D, along with the product number, case count and or total number of pieces. Customer Service will then call the broker or customer to report the O, S, & D and will advise dispatch once they have been informed on how to proceed forward with the damage. Customer Service will submit the incident onto our Dillon Website under Safety and stay in contact with our Safety department throughout the process to provide contact information, conversations had, etc.
2. The driver must have the bills of lading signed by the shipper and or receiver whichever applies what product on the trailer had incurred the overage, shortage, or damage and if refused, why?
3. If the seal was intact upon arrival to the consignee, the driver must make sure the BOL's are signed by the receiver seal was intact.
4. If damage has occurred, have the driver take photos of the damaged goods, the trailer inside and outside and where the damage occurred. Forward the pictures to [safetyfirst@dillontransportation.com](mailto:safetyfirst@dillontransportation.com)
5. If the damage will require a claim, the driver must return the damaged goods to either our Ashland City or Kingman terminal or verify with our Safety Department where to store the damaged product at.
6. Once the damaged goods arrive at the designated location, our Safety Department will proceed forward with all claims or potential claims. Do not tamper with or remove any damaged goods until you've been given an all clear to do so.

## COMCHECKS

During normal business hours 0700 AM—1800 PM, COMCHECKS are issued by our maintenance department. Afterhours, weekends, &/or holidays, dispatch will need to follow the procedures outlined below.

1. Speak with our Driver about the Breakdown.
2. Call & Schedule a vendor for the repair (make sure you get a name of who you speak to & a phone number and note both on the website breakdown form.)
3. Post the Breakdown on the Dillon Website. Fill it out in full.
4. Upon completion of the repair, you **MUST** speak with your Driver to ensure the repair has been completed upon satisfaction.
5. Have the vendor fax the invoice to 615-792-9470. Once the invoice arrives from the vendor, you may issue the COMCHECK (but only after you've spoken with your driver to verify the repair was done). If the vendor doesn't have access to fax the invoice, ask them to take a photo of the invoice &/or scan it & email the invoice to [operations@dillontransportation.com](mailto:operations@dillontransportation.com). No Invoice = No Check.
6. Complete the update form for the breakdown on the Dillon Website.
7. Fill out the dispatch COMCHECK log & give the invoice to our Maintenance Dept.

**No Verification from the Driver on the Repair & No Invoice = NO COMCHECK!!**

# Office /Shop Employee Handbook

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## **Shop Policy**

Maintenance & Shop personnel only are permitted within the work zones of the shops. If you must walk through the shop, remember to stay behind the marked yellow lines & protective eyewear & closed toe shoes are required when working in or passing through actively worked maintenance zones. When going to the break room above the maintenance department in Ashland City, TN or to the smoking section, do not pass through the shop to get to your destination.

## **DOT Physical Examinations & Abilities Test Requirements**

Dillon Transportation will pay for a DOT physicals for any shop employee with a Class A CDL. They must be performed at a facility designated & approved by Dillon Transportation.

Dillon Transportation will require each shop employee (with a CDL or Not) to pass a Physical Abilities Test when hired &/or returning to active work status from extended time off.

**The physical & mental requirements of a Dillon Transportation, LLC Shop Employee are as follows:**

- Raising & Lowering a Tractor Hood
- Entering & Exiting a Tractor
- Entering & Exiting a Trailer
- Cranking Down & Up Landing Legs
- Properly Lift & Carry Brake Drums up to 125 lbs.
- Properly Lift & Carry Battery up to 75 lbs.
- Properly Mount & Dismount 275 mm Tire up to 150 lbs.
- Properly Mount & Dismount 445mm Tire up to 220 lbs.
- Squatting
- Safely Maneuver Around Pit Area
- Avoid Low Hanging Parts While Working in Pit
- Sweeping Shop

# Office /Shop Employee Handbook

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## **Prohibited Conduct**

When an employee acts in a manner which, in the sole judgment of Dillon Transportation, is unacceptable or contrary to the best interests of Dillon Transportation, such employees may be subject to corrective or disciplinary measures. Various measures are designed to correct whatever problems may exist and/or to make employees aware of the importance of abiding by our policies, procedures, and standards of conduct and behavior which we believe are essential to the well being of all Dillon Transportation employees and customers. In certain cases, it may be necessary to suspend or dismiss an employee because of the seriousness of behavior which Dillon Transportation finds unacceptable.

All employees are expected to follow these rules. Violations will subject employees to discipline, up to and including termination. Dillon Transportation reserves the right to take disciplinary action based on conduct which is not specifically listed in this policy.

### **The following are examples of some prohibited conduct:**

1. Theft or attempted theft of property belonging to Dillon Transportation, a fellow employee, or customer.
2. Fighting
3. Falsification of company records, including time sheets, employment and benefit applications.
4. Insubordination
5. Immoral, indecent, or unlawful conduct
6. Destruction of or damage to Dillon Transportation property
7. Failure to cooperate with fellow employees and/or customers
8. Waste of materials or mishandling of supplies or equipment
9. Failure or refusal to comply with the alcohol and drug policy
10. Carrying or possessing a weapon of any kind on Dillon Transportation property
11. Sleeping on the job
12. Defacing walls, bulletin boards, or other Dillon Transportation property
13. Violation of safety regulations
14. Use of abusive or threatening language
15. Excessive lateness or absenteeism
16. Absence for two (2) consecutive workdays without notification will be considered a voluntary resignation
17. Failure to report an absence
18. Creating hazardous or unsafe conditions
19. Repeated failure to produce quality work
20. Unauthorized disclosure, use of theft of Dillon Transportation's confidential information



# Office /Shop Employee Handbook

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## **Harassment**

Dillon Transportation is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, we will not tolerate harassment of any Dillon Transportation employee by anyone, including any supervisor, co-worker, vendor, or customer of Dillon Transportation, regardless of whether such harassment occurs during working hours.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, handicap, disability, veteran status, citizenship status, or other protected group status.

Dillon Transportation will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive working environment.

Sexual harassment, is described as unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex. Sexual harassment is when:

1. Submission to the conduct is an explicit or implicit term or condition of employment,
2. Submission to or rejection of the conduct is used as a basis for an employment decision, or
3. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment includes explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing", practical jokes, jokes about gender specific traits, foul or obscene language or gestures, displays of foul or obscene printed or visual material, and physical contact such as patting, pinching, or brushing against another's body.

All employees are responsible for helping to maintain a harassment free environment. If you feel you have experienced or witnessed harassment, you should inform Human Resources of the situation. If you feel uncomfortable talking to Human Resources you can disclose the harassment to another supervisor that you feel comfortable talking to.

The company cannot deal effectively with harassment, until it is informed. Employees are assured that there will be no retaliation against anyone who submits a truthful complaint or participates in an investigation regarding a complaint.

Dillon Transportation's policy is to investigate all such complaints thoroughly and promptly. The fullest extent practicable, Dillon Transportation will keep complaints and the terms of its resolution confidential.

Dillon Transportation will review its findings with the complaining party at the conclusion of the investigation. If the investigation confirms that harassment has occurred, Dillon Transportation will take appropriate corrective action, up to and including immediate termination of employment, as is appropriate. If the validity of the complaint cannot be determined, immediate and appropriate action will be taken to assure that all parties are reacquainted with this anti-harassment policy to avoid harassment in the future.

# Office /Shop Employee Handbook

## **Substance Abuse**

Dillon Transportation is a drug-free workplace, which means a zero tolerance policy is in place. The use, possession, transfer, or sale of alcoholic beverages, or illegal drugs by an employee while on the property of Dillon Transportation, and/or during working hours, will result in termination. This policy does not apply to medications prescribed by a licensed physician and taken in accordance with the physician's instructions.

Any illegal substances found on Dillon Transportation property will be turned over to the appropriate law enforcement agencies and may result in criminal prosecution.

Any employee unavailable for work due to detainment by a law enforcement agency on a drug or alcohol related charge and convicted of such charges, will be terminated.

### **Substance screening of employees will be performed under the following guidelines:**

1. Any employee involved in a job-related accident or incident requiring immediate medical attention, or performance of an unsafe act which did or could have resulted in injury to a person or property damage.
2. In cases in which an employee is acting in an abnormal manner and Dillon Transportation has "reasonable cause" to believe that the employee is impaired because of controlled substances, illegal drugs, and/or alcohol.

Prior to being tested in any of the above circumstances, the employee will be asked to sign a release form, consenting to the testing and also specifying any prescribed or non-prescribed medication or other substances being taken which may affect the test.

Any employee refusing or failing to cooperate in signing the consent and release forms, shall constitute a presumption of impairment and the employee will be terminated.

An employee's wallet, purse, outer clothing, thermos, private vehicle (on Dillon Transportation property), lunch box, locker, closet, work area, desk, files, or similar area is subject to inspection at any time on a random or other nondiscriminatory basis, without cause for purposes of this policy or at any time upon reasonable evidence to suspect a violation of this policy.

Our intention is for Dillon Transportation to be a Drug Free Workplace. This will be accomplished by strict adherence to our drug testing policy.

The specific terms of this policy are contained in a separate policy statement and will be communicated to all applicants for employment and to all current employees.

### **Employee Responsibilities:**

Any employee who witnesses the following, needs to offer a first-person account to their Immediate Supervisor or Department Manager ...

1. Witnesses another employee consuming alcohol &/or drugs at the workplace or while working.
2. Suspects a fellow employee is impaired at the work place or while working.
3. Witnesses another employee possessing alcohol, drugs, &/or drug paraphernalia at the work place or while working.

Your identity as a reporter can be kept confidential, but a written report will be needed.

# Office /Shop Employee Handbook

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## **Office Dress Code & Personal Appearance Policy**

It is the policy of Dillon Transportation, LLC to present a conservative and professional image to the clients we serve. Because every employee may at one time or another come in contact with our clients, it is important for all office staff members to be dressed appropriately at the office every day. If an employee dresses inappropriately, he or she will be counseled by a Supervisor. If the clothing or personal appearance is unduly distracting or violates company policy, the employee may be sent home without pay, to change clothes. Repeated disregard for the dress policy may result in disciplinary action up to and including discharge.

Reasonable accommodations will be made for employee's religious beliefs consistent with business necessary to present a conservative, professional appearance, to the public.

### **Business Casual Attire Guidelines**

#### **Slacks, Pants, Jeans, & Shorts**

##### **Appropriate:**

- Jeans (must be clean, free of rips, tears, fraying, and may not be excessively tight or revealing.)
- Slacks that are cotton, synthetic, and/or wool are acceptable. (must be clean, free of rips, tears, fraying, and may not be excessively tight or revealing.)
- Shorts are allowed. The length must be longer than a 4" inseam. Cut-offs or spandex shorts are not permitted.

##### **Inappropriate:**

- Sweat pants & exercise wear are inappropriate for the office work place.
- Low rise or hip hugger pants or jeans are inappropriate for the office work place.
- Slacks, pants, jeans, and shorts that are wrinkled, stained, or dirty are inappropriate for office.

#### **Shoes and Footwear**

##### **Appropriate**

- Athletic shoes, loafers, clogs, boots, flats, dress heels, flip flops, and sandals are acceptable.

##### **Inappropriate**

- Dirty or torn footwear is inappropriate for the work place.

#### **Skirts and Dresses**

##### **Appropriate**

- Casual dresses and skirts that are split at or below the knee are acceptable.

##### **Inappropriate**

- Short, transparent, tight skirts and dresses that ride halfway up the thigh are inappropriate for work.
- Mini-skirts, spaghetti-strap and sleeveless dresses are inappropriate for the office.
- Low cut dresses are not appropriate in the work place.
- Dresses and skirts that are wrinkled, stained, or dirty are inappropriate for work.

# Office /Shop Employee Handbook

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## **Shirts, Tops, and Blouses**

### **Appropriate**

- Casual shirts, dress shirts, sweaters, polo shirts, oxford shirts, company logo wear, short sleeve blouses, and turtle necks are acceptable.

### **Inappropriate**

- Low cut shirts, tops, and blouses are not appropriate in the work place.
- Strapless tops, spaghetti-strap tops, halter tops, transparent tops, and undershirts or shirts that are meant to be worn as undergarments, are inappropriate for the office.
- Shirts, tops, and blouses that are too tight, wrinkled, stained, or dirty are inappropriate for the office.
- Shirts, tops, and blouses that have potentially offensive words, terms, logos, pictures, cartoons, or slogans, are inappropriate for the work place.

## **Shop Dress Code**

All Shop personnel will be provided a uniform. Until your uniform arrives, please adhere to the office dress code. Closed toe shoes are required and steel toe boots are preferred.

## **Office/Shop Employee of the Month**

Employee of the month award will be given to an employee who is nominated by their fellow employees and supervisors based on their outstanding contributions to the company including their work ethic, kindness, and team spirit when working with others. The employee will receive a \$200 gift card, their name on the plaque, a write up on the website, and a certificate outlining their achievements.

## **Donnie Dillon Humanitarian Award**

The award is given by Angela Dillon in memory of her late husband and founder of Dillon Transportation, Donnie Dillon, due to his compassionate and generous heart for others. Throughout his lifetime he prioritized passing along his blessing to others to brighten their lives. The recipients of the Donnie Dillon Humanitarian Award exemplified these characteristics of kindness, compassion, and generosity for others

# Office /Shop Employee Handbook

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## **Notice Concerning Employment-At-Will**

It is the policy of Dillon Transportation, LLC that all employees are employed at the will of Dillon Transportation, LLC, for an indefinite period. Employees may resign from the Company after proper notice and may be terminated by the Company at any time, for any reason, with or without prior notice and with or without cause. If any employee leaves the Company within the first 6 months, Dillon Transportation, LLC has the right to charge back to the employee the cost of the pre-employment Drug Screen and Physical, deducted out of their last pay check.

In consideration of the wages and/or salary agreed to, the employee agrees to perform such duties, and at such time and places, and in such manner as the employer, through its Representatives, may from time to time direct. The employee further agrees to faithfully perform the duties assigned to him or her, to the best of his or her ability, and to devote his or her full time to the employer, subject to the general supervision and pursuant to the orders, advice, and direction of appropriate Representatives of the Employer.

A probationary period of 90 days is required of all new employees. Employees may be terminated without prior notice if in the sole opinion of the employer the employee's service and performance do not meet the required standard of work. Completion of the probationary period does not change an employee's status as an employee-at-will or in any way restrict Dillon's right to terminate such employee with or without prior notice and with or without cause.

Nothing contained in this notice, Employee Handbook, employment applications, Company memorandums, or other materials provided to employees in connection with their employment shall require the Company to have "just cause" to terminate an employee or otherwise restrict Dillon's right to terminate an employee at any time and for any reason. Statements of specific grounds for termination as may be set forth in this notice or elsewhere are not all-inclusive and are not intended to restrict the Company's right to terminate at-will. Nothing expressed or implied in the Employee Handbook or any statement contained therein is to be construed as a contract of employment between employer and employee.