



2022 Employee Handbook

Driver



About This Employee Handbook

This Employee Handbook (“Handbook”) applies only to driver employees of Total Transportation of MS, LLC (referred to as “Total Transportation” or “Company”). References herein to “employee(s)” shall mean driver employees of Total Transportation.

This Handbook contains information about the major employment policies and practices of Total Transportation. We expect each employee to read this Handbook carefully as it is a valuable reference for understanding your job and the Company. Not all of our policies and procedures are set forth in this Handbook. Additionally, some policies may be referenced in this Handbook but addressed more completely in a stand-alone policy. In that case, the stand-alone policy will control to the extent there is any conflict. If you have any questions or concerns about this Handbook or any other employee policy or procedure, please ask your supervisor, another member of management, or Human Resources.

This Handbook supersedes all previously issued employee handbooks and inconsistent oral or written policy statements, whenever made. The Company reserves the right to revise, delete and add to the provisions of this Handbook. All such revisions, deletions or additions must be in writing. No oral statements or representations can change the provisions of this Handbook.

Neither this Handbook nor any of the Company’s benefits plans constitute, or are intended to constitute, an express or implied contract guaranteeing continued employment for any employee. Benefit plans are defined in legal documents such as insurance contracts and summary plan descriptions. If you are offered benefits, and if a question arises about the nature and extent of plan benefits or if there is a conflict in language, the formal language of the plan documents govern, not the informal wording of this Handbook. Plan documents, if applicable, are available for your inspection.

This Handbook applies to employees in multiple states. If you work in a state with greater or different rights, the Company will comply with all such state requirements. Please contact Human Resources for more information.

This Handbook does not prohibit protected conduct or communications relating to your wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act.

2022

Serving Customers as a Team

Dear TTMS Driver:

Welcome to Total Transportation of Mississippi, LLC!

Total Transportation of Mississippi was founded in 1990 by John Stomps and Richard Kale, the vision was to create a transportation company committed to providing superior service to customers. We are all proud to say over the past 30+ years we have emerged as a leader in the transportation industry. We look forward to continued success with all our valued employees in mind.

But that success is only thanks to you. You have remained steadfast in your dedication to our customers, their freight, and to everyone's safety. And for that, no matter how long you have been with us, you are our most valuable asset.

In this Employee Handbook, you will find information on the policies and procedures we have put into place to help us succeed as a team. It can serve as a great resource, but if you have questions or want more information, please reach out to your manager.

Thank you for being part of the team. We look forward to continuing this journey together.

Craig Savell
President
Total Transportation of Mississippi

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General Policies

Employment At Will

Employment is at will with us. Employment may be terminated at any time, for any reason, with or without cause or notice by you or by us. Nothing in this Handbook or any oral statement shall limit the right to terminate employment at will. Furthermore, no manager or supervisor has any authority to enter a contract of employment, express or implied, that changes or alters the at-will employment relationship. Only our officers have the authority to enter into an employment agreement that alters the at-will employment relationship, and any such agreement must be in writing signed by an officer. The provisions in this Handbook are not intended to in any way create any contractual obligations with respect to your employment.

Equal Employment Opportunity

We are an Equal Opportunity Employer. We do not discriminate based on race, color, sex, religion, age, national origin, disability, genetic information, or any other status protected by applicable federal, state or local law. We are dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment. Any discrimination in violation of this policy should be immediately reported as provided in the Reporting Discrimination, Harassment or Retaliation Policy.

Disability Accommodation

The Company will make reasonable accommodation for the known disability of an otherwise qualified applicant or employee who can perform the essential functions of the job with or without reasonable accommodations, unless undue hardship to the Company and/or direct threat to the health and/or safety of the individual or others would result. Any individual who requires accommodations to perform the essential functions of the job should contact his or her supervisor or Human Resources and request an accommodation in writing by completing the appropriate forms, specifying what barriers or limitations makes it difficult for him or her to perform the job. The Company will investigate regarding these barriers or limitations and will then identify possible accommodations, if any, that will help eliminate the barriers or limitations. The Company will engage in an interactive dialogue with you to explore potential reasonable accommodations that could overcome the limitations of your disability. The Company encourages you to suggest specific reasonable accommodations you believe would allow you to perform your job. The individual is required to fully cooperate with the Company in seeking and evaluating alternatives and accommodations. The Company may require medical verification of both the disability and the need for accommodation.

The Company will also consider requests for reasonable accommodations for medical conditions related to pregnancy and childbirth where supported by medical documentation.

Employees who wish to request an unpaid leave of absence or who wish to extend a current leave of absence because of a qualifying disability should speak to Human Resources regarding a proposed accommodation. Individuals will not be retaliated against for requesting an accommodation in good faith, and the Company expressly prohibits any form of retaliation against any individual for requesting an accommodation in good faith.

Religious Accommodation

The Company will make reasonable accommodation for employee observance of religious holidays and sincerely held religious beliefs, unless doing so would result in undue hardship to the Company's business. If you wish to request a religious accommodation, you must make such request in writing to your supervisor or Human Resources as far in advance as possible. The Company may ask you to provide additional information about your religious practices or beliefs and the accommodation requested.

Harassment

Harassment by anyone — leadership, supervisors, co-workers or non-employees, including vendors, contractors, or customers — based on race, color, sex, religion, age, national origin, disability, genetic information or any other protected class status is strictly prohibited.

Prohibited conduct includes unwelcome conduct, whether verbal, physical or visual, that is based on or relates to an individual's race, color, sex, religion, age, national origin, disability, genetic information, sexual orientation, gender identity or any other status protected by applicable law, and 1) has the purpose or effect of creating an intimidating, hostile or offensive working environment; 2) has the purpose or effect of unreasonably interfering with an individual's work performance; or 3) otherwise adversely affects an individual's employment opportunities.

Examples of prohibited conduct include but are not limited to epithets, slurs, negative stereotyping, written or graphic material, including emails that denigrate or show hostility toward an individual, or any other threatening or intimidating act that relates to race, color, sex, religion, age, national origin, disability or any other status protected by applicable law.

With regard to sexual harassment, prohibited behavior includes unwelcome behavior of a sexual nature such as sexual advances, uninvited or inappropriate touching, requests for sexual favors, obscene gestures, sexually inappropriate or obscene comments, displaying sexually graphic images, and sending sexually explicit emails or texts.

Depending upon the circumstances, improper conduct could also include a) sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender, gender identity, or sexual orientation that is sufficiently severe or pervasive to create an unprofessional and hostile working environment; and b) any other unwelcome verbal, physical or visual conduct of a sexual nature where:

- Submission to such conduct is an explicit or implicit condition of employment; or
- Submission to or rejection of such conduct is used as a basis for employment-related decisions such as promotion, discharge, performance evaluation, pay adjustment, discipline, work assignment or any other conditions of employment or career development; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, abusive or offensive working environment.

Any harassment in violation of this policy should be immediately reported as provided in the Reporting Discrimination, Harassment or Retaliation Policy.

Retaliation

We will not tolerate retaliation against any employee who in good faith reports discrimination or harassment, or for filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by us or a governmental enforcement agency. The Company further prohibits retaliation based on a request to accommodate an individual's disability or sincerely held religious belief. Prohibited retaliation includes, but is not limited to, intimidation, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions, or otherwise denying any employment benefit.

Reporting Discrimination, Harassment or Retaliation

The Company cannot correct or address discrimination, harassment or retaliation if it is not made aware of such conduct. If you believe you have been discriminated against, harassed or retaliated against by a co-worker, supervisor, agent, client, vendor or customer, or you're aware of the harassment, discrimination or retaliation of others, you should immediately provide a written or oral report to your supervisor, another member of management or Human Resources (601-326-7262), or call the Company's Ethics and Compliance Hotline at 866-674-5645, which is available 7 days a week, 24 hours a day to confidentially and anonymously (if you choose) report such incidents. We will endeavor to protect the confidentiality of all parties involved to the extent possible, consistent with a thorough investigation. Additionally, any manager or supervisor who observes harassing, discriminatory or retaliatory conduct must report the conduct to Human Resources so an investigation can be made, and corrective action taken, if appropriate.

After we receive a complaint, Human Resources will conduct a thorough and objective investigation. The investigation will be completed, and a determination made and communicated to you as soon as practical. We expect everyone to fully cooperate with any investigation conducted by us. If a complaint of harassment, discrimination or retaliation is substantiated, appropriate disciplinary action, up to and including discharge, will be taken. Appropriate action will also be taken to deter any future harassment or discrimination. If we find a report was made fraudulently, appropriate disciplinary action, up to and including discharge, will be taken against the person making such fraudulent report.

Depending on the facts and circumstances, discrimination, harassment and/or retaliation may involve criminal activity. The Company encourages you to report any potential criminal conduct to law enforcement authorities, and the Company may do so in a health or safety emergency.

Open Door Policy

Total Transportation maintains an "open door" policy. We recognize employees will have suggestions for improving the workplace, as well as complaints about the workplace. The most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with your supervisor. Please feel free to contact your supervisor with any suggestions and/or complaints. If you do not feel comfortable contacting your supervisor or are not satisfied with your supervisor's response, please contact another member of management or the director of your department. If you feel your issues are not being addressed in an appropriate fashion through these individuals, or if you are uncomfortable speaking with these individuals, you should contact the Human Resources Department.

Whistleblower Hotline

We provide you with a hotline to report, among other things, questionable auditing or accounting practices, any conduct that violates the Code of Conduct and Ethics policy, or any other illegal or dishonest conduct. If you suspect an employee may be engaging in such conduct, you should immediately call the Whistleblower Hotline (866-674-5645). If you use the hotline in good faith, you are protected from any kind of retaliation.

Code of Conduct and Ethics

This Code of Conduct and Ethics (the "code") applies to all directors, officers and employees of the Company. It also applies to all directors, officers and employees of the Company's controlled affiliates, employees who serve as directors or officers (or an equivalent position) of any noncontrolled affiliate, and to employees of entities included in the Company's consolidated financial statements under the equity method (collectively, "covered individuals").

For employees, this code is part of the terms and conditions of each employee's employment with the Company, provided, however, the code does not create an express or implied employment contract and is not intended to be interpreted as a contract. To the contrary, it presents guidelines and constitutes a statement of principles to which all covered individuals are held accountable.

The Company is committed to the highest standards of ethical and professional conduct. The purpose of this code is to establish basic standards of business practice, as well as professional and personal conduct expected of all covered individuals. These standards require honesty and candor in the Company's activities. The Company's CEO, principal financial officer, principal accounting officer, controller, and persons performing similar functions (collectively with the CEO, the designated officers) are subject to the Code of Ethics for the CEO and Senior Financial Officers (the Financial Code of Ethics). For additional information, please refer to the Company's Employee Handbook and any supplements thereto. The Company expects all covered individuals to abide by both the letter and spirit of the code.

Nothing in the code is intended or will be applied to prohibit employees from exercising their rights protected under federal labor law, including concerted discussion of wages, hours or other terms and conditions of employment. Employees have the right to engage in or refrain from such activities. This code is intended to comply with all federal, state and local laws, including but not limited to the National Labor Relations Act, and will not be applied or enforced in a manner that violates such laws.

This code also sets forth procedures for bringing complaints or issues before management or the Audit Committee on a confidential, anonymous basis. You should review the procedures carefully.

Basic Principles of Ethical Corporate Conduct

Because the Company is judged by the performance and public perception of its directors, officers and employees, each covered individual has a responsibility to always act in a manner that merits public trust and confidence consistent with the highest standards expected of directors, officers and employees of a publicly traded corporation.

The principles set forth below are basic principles that **must** be followed:

- Be honest, fair, and trustworthy in all relationships in carrying out your duties for the Company.
- Avoid actual and apparent conflicts of interest between work and your personal interests that would result in fraud or self-enrichment and, if there are any such conflicts or potential conflicts,

seek approval beforehand from the Company's Chief Legal Officer, or if you are an officer, from the Audit Committee of the Board of Directors.

- Obey all applicable laws, rules and regulations governing the Company's business, wherever it is conducted, and do not take any action, either personally or on behalf of the Company, that violates any such law or any other significant law or regulation for which violation would reflect poorly on you or the Company.
- Be aware of and comply with antitrust laws. Substantial damages can arise from an antitrust violation and convictions under antitrust laws can result in jail terms. Discussions with competitors relating to business secrets or confidential information not available to persons outside the Company, including but not limited to past, present, or future pricing policies, rates, bids, discounts, promotions, profits, costs, terms or conditions of sales, choice of customers, territorial markets, lanes or plans may be prohibited by antitrust laws. Discussing such items at trade association meetings may also give rise to antitrust law violations.
- Treat the Company's property and funds with the same care and respect you would treat your own property and funds. The Company's property and funds belong to its stockholders. Do not improperly charge rates or charges and, unless authorized, do not fail to charge for services the Company renders.
- Foster an atmosphere in which personal integrity and fair dealing is part and parcel of what you do.
- Be honest and candid in all reporting of financial results. Be timely and accurate in all your reporting tasks and activities. Do not change or alter numbers or facts to make yourself or someone else look better. Always express and report the truth.
- Do not violate any duty of loyalty or fiduciary duty to the Company. Do not deprive the Company of an opportunity by engaging in fraud, acts of self-enrichment or acts that would violate a fiduciary duty to the Company, or help others do so if they are in a position to divert a Company opportunity for their own benefit.
- At all times comply with the terms of any confidentiality, nondisclosure, and/or restrictive covenants agreement or other similar contract between you and the Company, keep all confidential information of the Company in strict confidence, and do not directly or indirectly disclose or transmit any such information to any person not employed or contractually engaged by the Company at the time of such disclosure, and then only as-needed and in the ordinary course of your duties for the Company. This applies to all types of confidential information about the Company, its customers, and, unless authorized, its employees, which may include freight rates, Company or customer financial information, pricing policies, the identity of customers, trade secrets, Company accident, personnel, or medical records, and proprietary information, *both while you are employed or providing services for the Company and after you leave the Company or stop providing services for the Company*. Unless authorized, never disclose such confidential information in any form or forum, including, without limitation, on any personal website, blog, social media platform, or any other publicly available internet forum. Do not misuse or attempt to misuse any such information for self-enrichment, fraudulent purposes, or for the benefit of the Company's competitors.
- Do not post anything online that may be construed as representing the Company. Employees may not comment for or speak on behalf of the Company without prior written approval. Do not use the Company's logo or other trademarks on any personal website, blog, social media platform, or any other publicly available internet forum in a way that suggests the Company

sponsors the content therein. Nothing herein prohibits an employee's noncommercial use of a logo or other trademark to identify the Company while engaging in activity protected by Section 7 of the NLRA.

- Business gifts and entertainment are courtesies designed to build goodwill and sound working relationships among business partners. We do not, however, want to obtain business through improper means as to gain any special advantage in a relationship. Business gifts that compromise, *or even appear to compromise*, our ability to make objective and fair business decisions are inappropriate. Simply stated, offering or accepting bribes, kickbacks or pay-offs is always prohibited.
 - The issue of gifts and gratuities may have legal implications when the government, a government entity or other regulated entity is involved, and serious consequences can result from mishandling these relationships.
 - The decision to offer or accept gifts or entertainment should be made only in compliance with legal and ethical requirements, and with the involvement of a manager if you are unsure of the appropriate course. In all circumstances, gifts should be reasonable.
- Treat all persons fairly, regardless of such factors as race, color, national origin, religion, gender, disability, marital or family status, sexual orientation, military status, age, or other factors unrelated to the Company's business. Adhere to fair employment practices. Extend courtesy to every employee, customer, vendor and supplier of the Company while in the course and scope of Company business.
- Do not perform any acts of harassment or discrimination. Harassment may take many forms, including, without limitation, sexual advances, propositions, threats, threatening conduct, and unwanted physical contact. For more information on the Company's antiharassment and antidiscrimination policies, refer to the Employee Handbook.
- Be thoroughly familiar with, adhere to and fully comply with all Company policies and procedures, including, without limitation, this code, the Company's Insider Trading Policy, and other standards of conduct (if applicable to you).
- Conduct business in a way that protects the health and safety of Company employees, other people and the environment. Employees should act in a manner that ensures compliance with all applicable governmental and private health, safety, and environmental requirements, including contributing to an alcohol- and drug-free workplace.
- Foster a safe working environment free of violence. Acts or threats of violence in any form will not be tolerated.
- Invest the time necessary to learn your job thoroughly and learn from your colleagues who have more experience in the transportation business.
- Promptly report to your supervisor, the Chief Legal Officer or the Audit Committee any accounting irregularities or apparent wrongdoing, including violations of the matters listed in this section and all facts surrounding any such incident.
- Do not withhold or misrepresent facts or information when reporting any matter to your supervisor or superior or reporting violations of this code or any other standards of conduct to your supervisor, the Chief Legal Officer or the Audit Committee.
- Any Company employee who is in possession of material, nonpublic information may not trade in securities of the Company. Material, nonpublic information means information that is both

material and nonpublic. Information is "material" if a reasonable investor would consider the information important in deciding whether to buy, sell or hold a company's securities, or if the information could reasonably be expected to affect the market price of those securities. If there is any question as to whether information is material, nonpublic information, do not trade in the Company's securities and confirm with the Company's Chief Legal Officer, who is currently Nathan Harwell (email: nharwell@usxpress.com or in person).

The Company's Insider Trading Policy maintains prevalence over the above general statement when dealing with directors, Section 16 officers, and other officers as listed and maintained in the Company's Insider Trading Policy.

Examples of Conduct That Violates This Code

The following are examples of conduct that violate this code:

- Acts of dishonesty, fraud and/or embezzlement, including borrowing money from the Company without written approval of a senior officer or using Company property for personal use or personal gain.
- Accepting or giving bribes or kickbacks to or from the Company's customers, vendors or suppliers.
- Making favorable freight arrangements for customers that result in you obtaining a personal benefit and do not benefit, or are detrimental to, the Company.
- Misusing Company property, including but not limited to tractors or trailers.
- Abusing or misusing property belonging to customers, vendors, suppliers or other third parties with whom an employee interacts during employment.
- Looking up or searching for Company confidential or proprietary information on workstation screens, Company records or elsewhere, unless there is a business need to do so that has been expressly approved by your supervisor.
- Using Company confidential or proprietary information for self-enrichment or to benefit someone else, either directly or indirectly (provided this subsection does not prohibit or restrict employees from participating in protected activity under any federal, state or local law, including but not limited to the NLRA).
- Trading in the Company's stock while in possession of material, nonpublic information about the Company, or during a quarterly or special blackout period that may be applicable to you.
- Falsifying or destroying Company records or documents except as part of a normal and previously approved record destruction program.
- Failing to report Company matters accurately or timely to a supervisor or superior that he or she needs to know to perform his or her job responsibilities or misrepresenting or misstating facts in any oral or written report completed in the course of employment.
- Failing to report a violation of Company policy to senior management.
- Performing work for a person or entity that has a business relationship with the Company or for a person or entity that competes with the Company without prior approval of management or the Governance Committee.

The examples above are not all-inclusive but have been set forth as examples of conduct violating the code. The Company reserves the right to determine if and when conduct constitutes a violation of this code, whether or not the conduct is specifically identified in the code.

Where to Get More Information

If you do not understand or have any questions about any portion of this Code, contact Nathan Harwell Chief Legal Officer, via phone at 423-510-3268, in person, via email to nharwell@usxpress.com or in writing to:

Chief Legal Officer
4080 Jenkins Road
Chattanooga, TN 37421

Who Handles Complaints

If you believe you or someone else may be in violation of the code, you may submit your complaints, reports or concerns on a confidential or anonymous basis as follows:

- Calling the toll-free ethics hotline at (866) 674-5645.
- Via the web: <https://investor.usxpress.com/corporate-governance/contact-the-board/default.aspx>;
- Writing or orally notifying the Company's Chief Legal Officer, your supervisor or an officer of the Company; or
- Writing to the Company's Audit Committee:

Chairperson of the Audit Committee
U.S. Xpress
4080 Jenkins Road
Chattanooga, TN 37421

Indicate *"To be opened by the Audit Committee only"* on your envelope.

The Company forbids retaliation, and no action will be taken against you for asking in good faith about the code, about activities you are considering engaging in or for reporting in good faith a perceived violation of the code, even if it turns out that there was in fact no violation. Retaliation includes but is not limited to the discharge, demotion, suspension, threatening, undue influence, bribery or harassment (directly or indirectly) of a whistleblower, or in any manner discriminating against a whistleblower in the terms and conditions of his or her employment. Retaliation against an individual for reporting a complaint or for participating in an investigation of a complaint is a serious violation of the code and may be subject to disciplinary action.

Report of Matters to Audit Committee

When an issue is raised pertaining to the code, the Chief Legal Officer will take appropriate action under the circumstances, provided the Chief Legal Officer shall report all matters to the Chairperson of the Audit Committee relating to any (i) alleged violation of the Code by any director, executive officer or any designated officer (the "alleged code violation"); (ii) complaints, reports, questions or concerns regarding financial statement disclosures, accounting, internal accounting controls or auditing matters (collectively, "accounting matters"); (iii) violation of applicable securities laws, rules and regulations relating to financial reporting (a "legal allegation"); (iv) retaliation against any employees who make any allegations relating to (i) – (iii) above (a "retaliatory act"); and (v) other matters required to be addressed

by the Audit Committee set forth in the Reporting Procedures for Accounting Matters, the Charter of the Audit Committee of the Company, as amended from time to time (the "charter") or otherwise; and pursuant to all applicable laws, rules and regulations.

Pursuant to Section 301 of the Sarbanes-Oxley Act of 2002 and the rules promulgated thereunder and its charter, the Audit Committee established reporting procedures for the receipt, retention and treatment of complaints (collectively, a "complaint") received by the Company and Audit Committee on issues regarding accounting matters as well as other matters. A copy of the Reporting Procedures for Accounting Matters is available on the Company's website at www.usxpress.com under the Investors tab.

Complaints may be made to the Company anonymously pursuant to the section titled "Who Handles Complaints." If the complaint is, or is required to be, addressed by the Audit Committee, then the Audit Committee will take the following actions upon receipt of such complaint:

1. The Chief Legal Officer and Chairman of the Audit Committee will review the complaint and determine whether the full Audit Committee needs to review it.
2. The Audit Committee will determine, in its sole discretion, whether the matters set forth in the Complaint relate to or involve a material violation of this code or any Company policy or have a material adverse effect on the Company's financial statements, results of operations, or financial controls (a "material matter").
3. The Audit Committee may investigate the matters alleged in any complaint by any procedure it deems appropriate.
4. The Complaint, if it involves a material matter, will be reviewed by the Company's outside legal counsel, as appropriate, and the Audit Committee will take any necessary action to remedy the matters set forth in the complaint, including, without limitation, presenting such complaint to the Company's Board of Directors and independent public accountants for further action if the Audit Committee determines there is substance to the matters alleged in the complaint.
5. Complaints that are not well-founded will be dismissed, but such complaints will be retained by the Audit Committee for an appropriate period of time as determined by the Audit Committee or by the Chief Legal Officer, as determined by the Company's Document Retention Policy.
6. No employee will be subject to discipline for bringing a complaint in good faith to the Audit Committee's attention.

Notwithstanding anything to the contrary herein, any complaints relating to accounting matters, alleged code violations, legal allegations or a retaliatory act shall be subject to the procedures set forth in the Reporting Procedures for Accounting Matters.

Any complaints received by the Audit Committee (or the Company's outside legal counsel) will be retained in a separate, confidential file restricting access only to members of the Audit Committee and the Company's outside legal counsel.

Code of Ethical Conduct Waivers

A waiver of any of the rules of the Code **must be requested** in writing and may be granted in certain limited circumstances. Any waiver will be denied or granted by the Board of Directors, in its sole discretion. The Chief Financial Officer has authority to grant a waiver for employees who are below the rank of vice president, subject to approval of the Audit Committee of the Board of Directors. Waivers

will be reported or disclosed in accordance with the applicable requirements of the Securities and Exchange Commission and the New York Stock Exchange.

All waivers of this policy must be reported to the Audit Committee, and any such waivers must also be reported by timely filing a Form 8-K with the Securities and Exchange Commission, to the extent required.

Failure to Comply

Engaging in prohibited conduct or not adhering to this code or any other standards of conduct adopted by the Company may lead to disciplinary action against an employee, which may include, without limitation, a warning or letter of reprimand; demotion; salary reduction; loss of eligibility for a salary increase, bonus or equity compensation; suspension without pay; or termination of employment. If you have any questions or doubts about whether your conduct might pose a conflict or a potential conflict of interest or be otherwise prohibited, refer the matter to your immediate supervisor or the Chief Legal Officer.

Public Availability

In accordance with the applicable requirements of the Securities and Exchange Commission and the New York Stock Exchange, this code will be made publicly available on the Company's website at www.usxpress.com under the Investors tab.

Amendments

Amendments to the Code must be approved by the Board of Directors and will be promptly disclosed (other than technical, administrative or non-substantive changes).

Foreign Corrupt Practices Act

It is the policy of the Company to comply with all applicable anticorruption laws and the local laws in every country in which we do business, including the Foreign Corrupt Practices Act ("FCPA"). Under the FCPA, it is a crime for us or an officer, director, employee, or agent to make any payment or promise to any foreign official, political party or official thereof, or any candidate for foreign political office for the purpose of:

- (a) Influencing any act or decision by that official, party, party official or candidate in his, her or its official capacity, or inducing the foreign official, party, party official or candidate to do or omit to do any act in violation of his, her or its lawful duty; or
- (b) Inducing such foreign official, party, party official or candidate to use his, her or its influence with a foreign government to influence any act or decision of the foreign government for the purpose of obtaining or retaining business or directing business to any person.

In addition, the FCPA prohibits payments to third parties where the Company or its agent knows, or has reason to know, the third party will use any part of the payment for bribes.

We all must strive to maintain the highest ethical and professional standards in all domestic and foreign business activities. In accordance with this standard, no one shall engage in or facilitate conduct for the purpose of bribing foreign officials.

You are expected to require foreign agents or consultants acting in connection with us to observe the same requirements that would apply to you, whether or not we would be responsible for the activities of

such foreign agents or consultants under the FCPA. Other countries also have antibribery laws, and those laws may contain additional requirements to which everyone doing business both in those countries and with individuals from those countries must adhere.

We require you to come forward with information regarding a possible violation of the FCPA or this policy you observe. When in doubt about the appropriateness of any conduct, consult with the Legal Department before taking any action. The Company prohibits retaliation for reporting in good faith an allegation of a possible FCPA violation. Any possible violations of the FCPA or foreign laws should immediately be reported to the Chief Legal Officer (423-510-4781) or the Ethics and Compliance Hotline (866-674-5645). To review the full policy and to learn how to report violations, visit the Xpress Mobile App.

Reporting Procedures for Accounting Matters

Purpose

The Reporting Procedures for Accounting Matters applies to all directors, officers and employees of the Company (collectively with its consolidated subsidiaries, the “Company”). Its purpose is to facilitate submitting a good faith complaint, report, question or concern (collectively, “reports”) regarding accounting or auditing matters relating to Total Transportation, the management or Board of Directors without fear of dismissal or retaliation of any kind.

To facilitate submission of reports, we have established the following procedures for (a) the receipt, retention and treatment of reports regarding financial statement disclosures, accounting, internal accounting controls, or auditing matters (collectively, “accounting matters”), and (b) the confidential and anonymous submission of reports by employees and other persons regarding accounting matters.

Scope of Matters Covered by Procedures

The Audit Committee shall receive, retain, investigate and act on all employee and stockholder reports regarding questionable accounting matters, including, without limitation, the following:

- Deficiencies in, noncompliance with or the circumvention or attempted circumvention of internal accounting controls or other violations of our accounting policies.
- Fraud or intentional error in the preparation, evaluation, review or audit of any financial statement.
- Fraud or intentional error in the recording and maintaining of financial records.
- A misrepresentation or false statement to or by an executive officer (or any other person who performs functions of the principal executive officer, principal financial officer, principal accounting officer or controller) or our independent accountants or representatives thereof regarding a matter contained in the financial records, financial reports (including quarterly and annual reports filed with the Securities and Exchange Commission), or audit reports.
- Deviation from full and fair reporting of financial condition or results.
- Retaliation against employees who make any report (a “retaliatory act”).

Treatment of Reports

Regardless of how they are made, all reports involving accounting matters or retaliatory acts will be brought to the attention of the Audit Committee. The Audit Committee shall investigate the report and, in conducting such investigation, may enlist officers or employees and/or outside legal, accounting or

other advisors as it deems appropriate in its sole discretion. Following the completion of such investigation, prompt and appropriate corrective action will be taken when and as warranted in the judgment of the Audit Committee.

Consistent with the need to conduct an adequate review, confidentiality with respect to all reports will be maintained to the fullest extent possible by the Board of Directors, the members of the Audit Committee, and any officers, employees and advisors involved in the investigation of any reports.

We will not take any adverse action or discharge, demote, suspend, threaten, harass or in any manner discriminate against you in the terms and conditions of employment as a result of lawful actions with respect to the submission of a good faith report regarding accounting matters or retaliatory actions or otherwise as specified in Section 806 of the Sarbanes-Oxley Act of 2002 or any other applicable laws, rules or regulations. You will not be adversely affected because someone refuses to carry out a directive that, in fact, constitutes corporate fraud, or is a violation of state or federal law or the Code of Conduct and Ethics.

Submitting Reports

Anyone with a report regarding any accounting matter or retaliatory act may submit such report on a confidential and/or anonymous basis to the Audit Committee by:

- Calling the toll-free Ethics Hotline at 866-674-5645. The hotline is available 24 hours a day and is operated by an independent entity.
- Writing or orally notifying the Chief Legal Officer, your supervisor or an officer.
- Writing directly to the Audit Committee at:

Chairperson of the Audit Committee
U.S. Xpress
4080 Jenkins Road
Chattanooga, TN 37421

Please indicate "To be opened by the Audit Committee only" on your envelope if submitting a report by writing directly to the Audit Committee. Any written communication should indicate it is being delivered pursuant to these procedures. The Reporting Procedures for Accounting Matters applies to all directors, officers and employees of the Company. Its purpose is to facilitate anyone submitting a good faith complaint, report, question or concern (collectively, "reports") regarding accounting or auditing matters relating to TTMS, U.S. Xpress, the management, or Board of Directors without fear of dismissal or retaliation of any kind. To facilitate submission of reports, we have established the procedures for (a) the receipt, retention and treatment of reports regarding financial statement disclosures, accounting, internal accounting controls or auditing matters (collectively, "accounting matters"); and (b) the confidential and anonymous submission of reports by employees and other persons regarding accounting matters.

Regardless of how they are made, all reports involving accounting matters or retaliatory acts will be brought to the attention of the Audit Committee. The Audit Committee shall investigate the report and, in conducting such investigation, may enlist officers or employees and/or outside legal, accounting or other advisors, as it deems appropriate in its sole discretion. Following the completion of such investigation, prompt and appropriate corrective action will be taken when and as warranted in the judgment of the Audit Committee.

To review the full policy to learn more about the scope of the matters covered by TTMS's procedures, its treatment of reports, and how to submit reports (for example, by calling the toll-free ethics hotline at 866-674-5645), visit the Xpress Mobile App.

Insider Trading Policy

Purpose

Directors, officers and employees of the Company (collectively with its consolidated subsidiaries, the "Company") are likely to become aware from time to time of material, nonpublic information about the Company. In view of the legal prohibitions on trading in securities while in possession of material, nonpublic information concerning an issuer, and the significant interest of the Company in preventing even the appearance of trading impropriety, the Company has adopted this Insider Trading Policy.

This policy is generally applicable to all officers and directors of the Company designated by the Company as set forth on Exhibit A (collectively, and including any and all immediate family members (spouses, children or parents) of, and persons living in the same household as, any of the foregoing covered individuals.

Do not trade Company securities when aware of material, nonpublic information.

No covered individual may purchase or sell securities of the Company (including in connection with the exercise of stock options) when he or she is aware of material, nonpublic information about the Company. For purposes of this policy, purchases and sales of securities by a covered individual include, without limitation, (i) any purchase or sale by, for or at the direction of such covered individual; (ii) any purchase or sale entered into by any person or entity directly or indirectly controlled by such covered individual; (iii) open-market purchases and sales of the Company's securities; and (iv) transactions involving derivatives of the Company's securities, including exercises of stock options.

"Material" information means information relating to the Company, its business operations or securities that if made public would likely affect the market price of the Company's securities or would likely be considered important by a reasonable investor in determining whether to buy, sell or hold such securities. Examples of information ordinarily deemed material include, without limitation:

- earnings information and financial results or forecasts
- a change in revenues or earnings
- Company strategic plans
- significant changes in corporate objectives
- significant financial transactions (debt or equity);
- significant changes in senior management or control of the Company
- actual or threatened major litigation, labor dispute or governmental investigations
- negotiations concerning acquisitions, mergers, divestitures or joint ventures
- a significant new customer, or the loss of a significant customer
- significant news (good or bad) about or affecting the prospects or future of a significant customer
- significant new services or marketing plans

- a significant change in capital investment plans
- a significant acquisition or disposition of assets or securities
- plans for expansion or contraction of significant facilities
- significant changes in regulation
- significant write-offs
- a significant change in accounting methods
- a significant dispute with a customer or another carrier
- a tender offer to purchase another company's securities
- a program of the Company to acquire its own shares
- a stock split
- the declaration of a dividend
- a default on material debt or contracts
- bankruptcy or insolvency proceedings

The above list is only illustrative, and many other types of information may be considered material, depending on the circumstances. If you are unsure whether information is material, you should assume it is material. A good test is if the information causes you to want to buy or sell, then it probably is material.

The information becomes public once it has been broadly disseminated to and digested by the public (generally by means of a Company news release). Trading while in possession of such information generally may commence only after the beginning of trading on the first day that follows two full trading days after such information has been publicly disclosed.

Additionally, covered individuals may not trade in the securities of other companies to which they have obtained material, nonpublic information by reason of their employment with the Company.

Securities include common stock (Class A and Class B), derivative securities, such as put and call options, convertible notes, or convertible debentures, and preferred stock, as well as debt securities such as bonds and notes issued by the Company, including any subsidiary of the Company, any parent of the Company or any subsidiary of any parent of the Company, registered under Section 12 of the Securities Exchange Act of 1934, as amended (the "Exchange Act").

This restriction continues to apply to transactions in Company securities even after termination of a covered individual's service with the Company. If a covered individual possesses material, nonpublic information when his or her service to the Company terminates, the covered individual may not trade in Company securities until that information has become public or is no longer material.

Trading Company securities is prohibited except after obtaining pre-clearance and during a trading window.

In view of the Company's significant interest in avoiding even the appearance of trading impropriety, key insiders may purchase or sell securities of the Company only during the Company's quarterly trading window and after obtaining preclearance from two of the following three individuals: the Company's CAO, CFO and Chief Legal Officer. Requests for preclearance (including in connection with the transactions described in Sections 3, 4, and 5) must be submitted by following the designated

request process and submitting at least one full business day prior to the proposed purchase or sale, and set forth (to the extent known) the terms of the proposed purchase or sale. Currently, the CPO is Amanda Thompson, the CFO is Eric Peterson and the Chief Legal Officer is Nathan Harwell.

Please note it is the covered individual's sole responsibility to comply with all applicable securities laws. The Company does not undertake any obligation with respect to a covered individual's securities law compliance by virtue of preclearing any trade, and the Company urges each covered individual to consult his or her legal counsel before engaging in transactions. Any advice regarding preclearance of a proposed transaction will relate solely to the restraints imposed by law and will not constitute advice regarding the investment aspects of any such trade. Clearance of a proposed transaction is valid only until the earlier of two trading days after clearance or the close of the current trading window. If the transaction order is not completed within either period, clearance of the transaction must be requested again. If clearance is denied, the fact of such denial must be kept confidential by the covered individual requesting such clearance.

Compliance with the mandatory preclearance procedure is not only critical in preventing insider trading violations and avoiding the appearance of improper transactions, but also to ensure compliance with the reporting requirements of Section 16(a) of the Exchange Act and prevent inadvertent violations of the limitations on short-swing transactions under Section 16(b) of the Exchange Act.

Covered individuals and the employees designated by the Company as set forth on Exhibit B (the "black list employees") may not purchase or sell Company securities during the period commencing on the first day of the last month of each fiscal quarter and ending when two full trading days have passed after the Company has announced its results for the preceding fiscal quarter (the "quarterly blackout period"). Assuming the New York Stock Exchange is open each weekday, below are examples of when the quarterly blackout period would end, and covered individuals and blacklist employees would be permitted to trade in company securities:

<u>Day and Time of Earnings Announcement</u>	<u>First Day Trading Is Permitted</u>
Monday — Before Market Opens	Wednesday
Monday — While Market Is Open	Thursday
Monday — After Market Closes	Thursday
Friday — Before Market Opens	Tuesday
Friday — While Market Is Open	Wednesday
Friday — After Market Closes	Wednesday

In addition, material, nonpublic information regarding the Company but not directly related to its quarterly financial results may occasionally exist. In such event, the Company may impose a special blackout period during which some or all covered individuals, black list employees, as well as any additional employees who may be identified by the Company and notified they have been so identified, may not trade in Company securities (a "special blackout period"). Covered individuals, black list employees, and other employees who are notified they are subject to a special blackout period are prohibited from disclosing to others within or outside the Company the special blackout period has been imposed or the underlying basis for the special blackout period.

With the exception of the procedures set forth in Section 10, there are no exceptions to the policy of restricting trading within the quarterly and special blackout periods. Transactions that may be necessary or justifiable for independent reasons (such as the need to raise money for an emergency

expenditure), or small transactions, are not excepted from this policy. The securities laws do not recognize any mitigating circumstances to insider trading liability.

Do not pledge or hold Company securities in a margin account except in accordance with the company's anti-hedging and anti-pledging policy and with preclearance.

As a general matter, securities held in a margin account may be sold by the broker without the customer's consent if the customer fails to meet a margin call. Similarly, securities pledged as collateral for a loan may be sold in foreclosure if the borrower defaults on the loan. Because a margin sale or foreclosure sale could occur at a time when a covered individual has material, nonpublic information or is otherwise not permitted to trade in Company securities, ***covered individuals are prohibited from purchasing securities of the Company on margin, holding securities of the Company in a margin account, or pledging Company securities as collateral for a loan, except in accordance with the Company's Anti-hedging and Anti-pledging Policy and with preclearance.***

Do not hedge or engage in certain other transactions except in accordance with the Company's anti-hedging and anti-pledging policy and with preclearance.

Hedging or monetization transactions can be accomplished through several possible mechanisms, including using financial instruments such as prepaid variable forwards, equity swaps, collars and exchange funds. All hedging transactions, including the foregoing or any other transactions designed to or have the effect of hedging or offsetting any decrease in the market value of equity securities, are prohibited, except in accordance with the Company's Anti-hedging and Anti-pledging Policy and with preclearance.

Do not trade in publicly traded options on the Company's securities.

Given the relatively short term of publicly traded options, transactions in options may cause covered individuals to focus on short-term performance at the expense of the Company's long-term objectives. Accordingly, covered individuals are prohibited from trading in put options, call options or other derivative securities related to the Company's securities, on an exchange or in any other organized market, except with preclearance. This restriction does not apply to the grant or exercise of employee or director stock options issued by the Company.

Do not short-sell the Company's securities.

Short sales of Company securities (the sale of a security the seller does not own) may evidence the seller's expectation the securities will decline in value, and therefore have the potential to signal to the market the seller lacks confidence in the Company's prospects. Short sales may also reduce a seller's incentive to seek to improve the Company's performance. Section 16(c) of the Exchange Act prohibits officers and directors from engaging in short sales. For these reasons, short sales of Company securities are prohibited by covered individuals.

Do not disclose material, nonpublic information to anyone outside the Company for the purpose of trading.

In addition to the trading restrictions set forth above, covered individuals may not disclose or "tip" material information concerning the Company (or another public company) to an outsider. An outsider can include friends, business associates, a spouse or other family member. Both the tipper and the tippee can be held liable under federal securities laws for violations of this kind.

Penalties for violating securities laws or this policy

The Securities and Exchange Commission (the “SEC”) and the Department of Justice actively enforce insider trading laws, including by actively monitoring trading activity. Federal law imposes heavy penalties on individuals who either buy or sell securities while in possession of material, nonpublic information or pass the material, nonpublic information along to others who use it to buy or sell securities. The penalties for insider trading apply with equal force whether trading or passing information is done to generate gains or avoid losses. Potential penalties include:

- civil penalties of up to three times the amount of profit gained, or loss avoided as a result of the unlawful action
- a criminal fine of up to \$5 million (no matter how small the profit)
- a jail term of up to 20 years, and in some cases 25 years
- private suits for damages equal to the profit gained or loss avoided
- disgorgement of ill-gotten gains

In addition, the Company and any supervisor of a Company associate who trades with or tips material, nonpublic information may face “controlling person” liability in the form of civil penalties of up to the greater of \$1 million or three times the amount of profit gained or loss avoided as a result of the unlawful action and criminal penalties of up to \$25 million for the Company and up to \$5 million for the individual supervisor(s).

Violations of this policy by a covered individual or his or her family members may subject such person to disciplinary action by the Company, up to and including termination for cause.

Do not answer questions by outsiders regarding the company’s business.

From time to time, covered individuals may be asked questions concerning various activities of the Company outside the scope of the employee’s regular duties. Such inquiries may come from the media, stock exchanges, investors, analysts and others regarding the Company’s business, rumors, trading activity, current and future prospects and plans, acquisition or divestiture activities, and other similar important information.

Unless you have been expressly authorized to make communications on behalf of the Company, it is very important all such communications on behalf of the Company be made through an appropriately designated officer and in accordance with the Company’s Fair Disclosure Policy. Failure to do so could result in violations of federal securities laws, including Regulation FD, which was enacted by the SEC to prohibit companies from disclosing material information to analysts and shareholders prior to public release of the information. Accordingly, all inquiries of this nature must be forwarded to Eric Peterson, Chief Financial Officer, Treasurer and Secretary at epeterson@usxpress.com, or by phone at 423-510-3275.

Certain Exceptions

Notwithstanding anything to the contrary contained herein, but subject to the requirements set forth below, this policy shall not prohibit any of the following types of transactions:

- **Gifts.** Bona fide gifts of Company securities.
- **Withholding.** The withholding of Company securities that does not involve a market transaction to satisfy tax obligations related to the vesting of an award made under any of the Company’s stock-based incentive plans.

- **Employee Stock Purchase Plan.** The automatic purchase of Company stock by payroll deduction under the Company's Employee Stock Purchase Plan is not a purchase you control and falls outside the scope of the restrictions set forth above.
- **Rule 10b5-1 Trading Programs.** The SEC has adopted a rule that permits employees and directors to trade in certain circumstances where it is clear inside information was not a factor in the decision to trade. Rule 10b5-1 provides an individual who buys or sells securities while aware of material, nonpublic information does not violate Rule 10b-5 if the buying or selling is in conformity with a binding contract, instruction or written plan that was put into place at a time when the individual was not aware of material, nonpublic information. Establishing such a prearranged trading plan provides an opportunity for you to limit the potential insider trading liability. However, these programs do not limit potential liability you might encounter under Section 16 if you are also a Section 16 reporting person. When your trading arrangements are prearranged, it becomes clearer to the investing public (and potential plaintiffs) your purchases and sales are not being prompted by your knowledge of current developments within the Company or your feelings about the Company's prospects.

The Company permits its covered individuals to set up Rule 10b5-1 trading programs. However, great care must be exercised in relying on Rule 10b5-1, for the following reasons:

- To meet the requirements of Rule 10b5-1, binding contracts, instructions and written plans must (i) lock in the amount, price and dates of future trades; (ii) provide a formula or algorithm for determining future trades; or (iii) delegate discretion for determining amount, price and dates to a third party precisely as provided under the rule.
- The ability to modify provisions once locked in is limited, and modification or termination of arrangements is risky.
- The liability avoidance provisions of Rule 10b5-1 are affirmative defenses. If the government can prove an individual was aware of material, nonpublic information at the time of a purchase or sale, the burden of proving trading was pursuant to an adequate contract, instruction or written plan will be on the individual. Compliance must be well documented and capable of proof in court.

To ensure compliance with Rule 10b5-1, please note you must submit any trading plan or amendment to Nathan Harwell at nharwell@usxpress.com for review and approval in advance of entering into the plan or amendment.

Section 16 of the Exchange Act

Directors, those persons designated as officers of the Company for purposes of Section 16 of the Exchange Act ("Section 16 officers"), and stockholders who directly or indirectly own greater than 10% of the Company's stock ("certain stockholders") must comply with the reporting obligations, limitations on short-swing transactions, and prohibition on short sales set forth in Section 16 under the Exchange Act.

Section 16(a) requires most transactions involving the Company's equity securities by a director, Section 16 officer or certain stockholders (including open market purchases and sales, equity awards, and option grants and exercises) must be reported to the SEC within two business days following the date of the transaction. Although the Company and its outside counsel will assist reporting persons in preparing and filing the required reports, it is ultimately the responsibility of the reporting person to make sure the required reports are prepared and timely filed.

Under Section 16(b), any profit realized or loss avoided by a director or Section 16 officer on a short-selling transaction (a purchase and a sale, or a sale and purchase, of the Company's equity securities within a period of less than six months) must be disgorged to the Company upon demand by the Company or stockholder. Liability under Section 16(b) is applied in a mechanical fashion, without regard to whether the director or Section 16 officer actually possessed material, nonpublic information.

Section 16(c) prohibits directors and Section 16 officers from engaging in short sales and sales against the box in securities of the Company. A short sale is the sale of a security the seller does not own, or any sale completed by delivering a security borrowed by the seller. A sale against the box is the sale of a security owned but not delivered. Instead, delivery is made of a borrowed security that makes it, in effect, a short sale. Certain similar transactions, such as prepaid forward contracts and collars, however, are permitted by the SEC, and insiders are not prohibited from engaging in these transactions.

Federal and state securities laws are technical in nature and can be difficult to navigate. Accordingly, a covered individual is advised to consult with his or her own legal counsel or contact Legal Department at 423-510-3268, with any questions about the law, this policy or its application to a particular situation.

Antifraud Policy

General Statement

The Company seeks to maintain the highest standards of openness, integrity, and accountability in all of its affairs and is committed to maintaining a culture of honesty and opposition to fraud and corruption. This Antifraud Policy outlines the principles we are committed to in preventing fraud and corruption, the procedures to follow in reporting any fraud or corruption or suspected fraud or corruption, and our policy on investigation of such reports. This Antifraud Policy is intended to be complementary to, and not in lieu of, other Company policies that govern the behavior the Company expects of its employees, officers, directors and those with whom we do business, including but not limited to the Code of Conduct and Ethics, the Code of Ethics for the CEO and Senior Financial Officers, the Insider Trading Policy, and the Conflict of Interest Policy.

Scope of Policy

This policy applies to any fraudulent activity or suspected fraudulent activity involving any employee, member of management, officer, director or shareholder. Further, the policy applies to any fraudulent activity or suspected fraudulent activity involving any vendor, contractor, customer, outside agency or any employee of any vendor, contractor, customer or outside agency doing business with the Company. Any investigation of fraudulent activity will be conducted without regard to the suspected wrongdoer's position, title, length of service or relationship.

Actions Constituting Fraudulent Activity

The term "fraudulent activity" as used in this policy is intended to be interpreted broadly and to cover any acts by which the individuals covered by this policy seek to obtain personal gain at the expense of the Company, its vendors or suppliers, or to obtain personal gain through the inappropriate use of such individual's position with the Company. The term fraudulent activity includes, but is not limited to, the following behaviors:

- Acceptance of bribes, kickbacks or any form of payment from any person or entity in relation to any transaction on behalf of the Company.

- Allowing such a bribe, kickback or other form of payment to be made to your spouse, family member or friend in relation to any transaction on behalf of the Company.
- Forgery or alteration of a check, bank draft or any other financial document.
- Use of a comcheck, company credit card or other manner of payment for non-Company business.
- Impropriety in the handling or reporting of money or financial transactions.
- Misappropriation, diversion, embezzlement or theft of Company funds, securities or other financial assets.
- Destruction, theft or selling of Company property, including equipment, supplies, parts, furniture, fixtures or other physical assets.
- Falsification, destruction, theft or selling of a Company document or record.
- Any dishonest or fraudulent act related to Company business, finances or property.
- Submitting a false claim to the Company or to a vendor or supplier of the Company for benefits, such as medical reimbursement, tuition reimbursement, or workers' compensation benefits.
- Accepting or seeking gifts, payments, loans, services or any form of compensation from suppliers, customers, competitors or others seeking to do business with the Company that would interfere with the exercise of independent and objective judgment and that is not disclosed pursuant to the Company's Conflict of Interest Policy.
- Use of your position with the Company to obtain personal gain from a third-party doing business with or seeking to do business with the Company.
- Profiteering as a result of insider knowledge of securities activities.
- Disclosing to other persons the securities activities engaged in or contemplated by the Company.
- Having knowledge of and failing to report fraudulent activity or suspected fraudulent activity.

If you are aware of or suspect behavior contrary to the principals set forth in this policy, but you are unsure whether such activity rises to the level of fraudulent activity, you may seek guidance from either the Chief Legal Officer or from the Chief People Officer. Alternatively, you may report such issue in the same manner as if it were fraudulent activity, and the issue will be investigated by the appropriate parties.

Treatment of Reports

Any person may submit a good faith complaint, report, question or concern (collectively, "report") regarding any fraudulent activity or suspected fraudulent activity without fear of dismissal or retaliation of any kind. Regardless of how they are made, each report of fraudulent activity or suspected fraudulent activity will be thoroughly investigated by or under the direction of the Chief Legal Officer.

If a report indicates an officer or director of the Company is suspected of or may have committed fraudulent activity, such report will be brought to the attention of the Audit Committee within the Company's Board of Directors. In such case, the Audit Committee shall investigate the report and, in conducting such investigation, may enlist officers or employees of the Company and/or outside legal, accounting or other advisors, as it deems appropriate in its sole discretion.

Following the completion of such investigation, prompt and appropriate corrective action will be taken when and as warranted in the judgment of the Chief Legal Officer and/or Audit Committee. Where deemed appropriate, law enforcement may be notified and/or civil action taken against those individuals found to have engaged in fraudulent activity.

The confidentiality of each report will be maintained to the fullest extent possible by the Company, the Chief Legal Officer, the Board of Directors, the members of the Audit Committee, and any officers, employees and advisors involved in the investigation of such report. The results of investigations will be kept confidential and will be disclosed only to those persons involved in the investigative or disciplinary process or those persons associated with the Company who have a legitimate need to know to perform their duties and responsibilities.

The Company will not take any adverse action or discharge, demote, suspend, threaten, harass or in any manner discriminate against any employees in the terms and conditions of employment as a result of their lawful actions with respect to the submission of a good faith report. Additionally, no employee shall be adversely affected because the employee refuses to carry out a directive that, in fact, constitutes fraudulent activity, or is otherwise a violation of state or federal law or the Company's Code of Conduct and Ethics.

Reporting Fraudulent Activity

If you have knowledge of or suspect fraudulent activity, you should make a report immediately and should not attempt to personally investigate the matter. You should not contact the suspected individual or otherwise attempt to determine the truth or falsity of your suspicions. Doing so could impair the Company's investigation or alert the suspected individual(s) an investigation is being or may be conducted. Further, because investigations into fraudulent activity are sensitive and involve the reputations of suspected persons, you should not discuss the case, allegations, facts, investigation, or your knowledge or suspicions with persons other than those investigating the report.

Reports of fraudulent activity or suspected fraudulent activity may be submitted confidentially and anonymously in any of the following ways:

- Calling the toll-free ethics hotline at 866-674-5645.
- Writing to or orally notifying any Human Resource Business Partner.
- Writing to or orally notifying the Chief People Officer at the following:

Telephone: 423-510-3491
Email: athompson@usxpress.com
Mail: U.S. Xpress
Attn: Chief People Officer
4080 Jenkins Road
Chattanooga, TN 37421

- Writing to or orally notifying the Chief Legal Officer at the following:

Telephone: 423-510-3268
Email: nharwell@usxpress.com
Mail: U.S. Xpress
Attn: Chief Legal Officer
4080 Jenkins Road
Chattanooga, TN 37421

- 5) Online at <https://investor.usxpress.com/corporate-governance/contact-the-board/default.aspx>

The toll-free Ethics Hotline is available 24 hours a day and is operated by an entity independent of the Company. Any written communication should contain a complete description of the facts or circumstances giving rise to the report. In addition, any communication (whether written or oral) may, but need not, include a telephone number, email address, or mailing address at which the person submitting the report may be contacted if clarification or further information is needed.

Report of Concerns by Nonemployees

Parties not employees of the Company may submit a report regarding fraudulent activity or suspected fraudulent activity by submitting it in the same manner described in this policy.

Acceptable Use Policy

General Use and Ownership

1. Total Transportation information stored on electronic and computing devices whether owned or leased by Total Transportation, the employee or a third party, remains the sole property of Total Transportation. You must ensure through legal or technical means information is protected in accordance with all Total Transportation policies and standards.
2. You have a responsibility to promptly report the theft, loss or unauthorized disclosure of Total Transportation information, equipment, computers and devices to the IT Department.
3. You may access, use or share Total Transportation information only to the extent it is authorized and necessary to fulfill your assigned job duties.
4. Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Occasional personal use is allowed, if it does not impact job performance or violate any Total Transportation policies.
5. For security and network performance purposes, Total Transportation computers and networks are monitored and there shall be no privacy. Any information stored, transmitted or developed using Total Transportation resources shall be Total Transportation property and as such will be controlled and monitored. Access to corporate data and systems may be revoked at any time.
6. Total Transportation reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Sensitive Information

All mobile and computing devices that connect to internal production networks must be managed by Corporate Mobile Device Policies. Personal mobile devices may be used and require the installation of Corporate MDM software. All other Mobile Devices shall have access to internet resources through corporate guest Wi-Fi networks.

System-level and user-level passwords must comply with the *Password Policy*. Providing access to another individual, either deliberately or through failure to secure its access, is prohibited. The individual user password shall not be shared, even with Information Technology personnel. In the event IT needs access to a user account, the account password shall be changed and then set to reset at the next login.

All computing devices must be secured with a password-protected screensaver with the automatic activation feature set to 15 minutes or less. You must lock the screen or log off when the device is unattended.

Employees must use extreme caution when opening email attachments received from unknown senders, which may contain malware.

Personal computers, devices, USB drives, peripherals, hardware, cloud subscriptions and software are not allowed to be used on or connected to corporate systems and networks. Limited use of Total Transportation equipment to access personal emails is authorized.

Employees shall not remove, disable or otherwise circumvent IT supplies software and hardware environments and are not allowed to change configuration on laptops, desktops or any company devices.

Unacceptable Use

The following activities are, in general, prohibited. Under no circumstances is an employee of Total Transportation authorized to engage in any activity that is illegal under local, state, federal or international law while using Total Transportation-owned resources.

The lists below are by no means exhaustive but attempt to provide a framework for activities that fall into the category of unacceptable use.

1. System and Network Activities

The following activities are strictly prohibited:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to the installation or distribution of "pirated" or other software products not appropriately licensed for use by Total Transportation.
- Unauthorized copying of copyrighted material including but not limited to digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Total Transportation or the end user does not have an active license.
- Accessing data, a server or an account for any purpose other than conducting Total Transportation business, even if you have authorized access.
- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws. The appropriate management should be consulted prior to export of any material in question.
- Introduction of malicious programs into the network or server (such as viruses, worms, Trojan horses, email bombs, etc.).
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- Using a Total Transportation computing asset to actively engage in procuring or transmitting material in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.

- Making fraudulent offers of products, items or services originating from any Total Transportation account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include but are not limited to accessing data of which the employee is not an intended recipient or logging into a server or account the employee is not expressly authorized to access unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- Port scanning or security scanning, unless granted prior permission from IT Management.
- Executing any form of network monitoring that will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Introducing honeypots, deception or similar technology on the Total Transportation network.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command, or sending messages of any kind, with the intent of interfering with or disabling a user's terminal session, via any means, locally or via the internet, intranet or extranet.
- Providing information about or lists of Total Transportation employees to parties outside Total Transportation

2. Email and Communication Activities

The following activities are strictly prohibited:

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone or paging, whether through language, frequency or size of messages.
- Unauthorized use or forging of email header information.
- Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters," "Ponzi" or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within Total Transportation's networks of other internet, intranet or extranet service providers on behalf of or to advertise any service hosted by Total Transportation or connected via Total Transportation's network.
- Posting the same or similar nonbusiness-related messages to large numbers of Usenet newsgroups (newsgroup spam).

3. Blogging and Social Media

- Employees shall reference the Total Transportation External Communications Policy for additional information.

4. Safeguarding of Information

- Computer workstations must be locked when workspace is unoccupied.
- Passwords may not be left on sticky notes posted on or under a computer, nor may they be left written down in an accessible location.
- Printouts containing sensitive information should be immediately removed from the printer.

Information Technology department will verify compliance with this policy through various methods, including but not limited to business tool reports, internal and external audits, and feedback to the policy owner. Any exception to the policy must be approved by the Vice President or CIO of IT in advance.

Any employee, contractor or consultant found to have violated this policy may be subject to disciplinary action, up to and including termination of employment or contract.

Appearance Policy

You are requested to dress professionally when working. In the interest of safety, you are required to wear appropriate footwear, preferably steel-toed, nonslip work boots. In the absence of such footwear, you should wear shoes with a rubber or nonslip sole and shoes that fully cover and protect the feet. We do not allow wearing cowboy boots, dress shoes, flip-flops or sandals while entering, exiting or operating your tractor. Clothing with profanity, nudity, political or religious slogans also is inappropriate.

Lactation Policy

Total Transportation provides a supportive environment to enable nursing mothers to express breast milk during the workday. Total Transportation will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for her child. Employees needing breaks for lactation purposes may use ordinary paid rest breaks or may take other reasonable break time when needed. The lactation break time, if possible, should run concurrently with scheduled rest breaks and meal periods. If the lactation break cannot run concurrently with the rest and meal periods or additional time is needed, the lactation break time will be unpaid, unless otherwise required by law. Exempt employees may be provided break time with pay when necessary to comply with state and federal wage and hour laws. Where unpaid breaks or additional time are required, the employee should work with her supervisor or Human Resources regarding scheduling and reporting the extra break time as unpaid.

Where state law requires a specified time during each portion of a workday, Total Transportation will comply with any such requirements.

Total Transportation will provide employees with the use of a room or a private area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from co-workers and the public. Employees should discuss with Human Resources the location for storage of expressed milk. When state law requires, the Company will provide a refrigerator or other cold storage space for keeping milk that has been expressed. Please contact Human Resources during your pregnancy or before you return to work to identify your need for a lactation area.

Tobacco/Smoking/Vaping Use Policy

There is no smoking or tobacco use (including smokeless tobacco, e-cigarettes and vaporizers) inside all our facilities including, but not limited to, driver lounges, hallways, meeting rooms, offices, break rooms, restrooms and our vehicles (unless occupied solely by the operator). Smoking is not allowed in front of buildings or at delivery entrances. If you wish to smoke (or use other tobacco products, including smokeless tobacco, e-cigarettes and vaporizers), you may do so only outside in specifically designated areas far enough from doors and windows that open to comply with all applicable state and local laws. You must dispose of all tobacco-related waste in designated trash receptacles.

Zero Tolerance Policy

The Company intends to comply with the applicable requirements of the Drug-Free Workplace Act of 1988. Therefore, entering Company property or reporting to work in an unfit condition because of the use or consumption of controlled substances or alcohol is strictly prohibited.

The illegal use, consumption, possession or sale of controlled substances while on Company property or on Company business is strictly prohibited. Likewise, no alcohol will be brought onto Company property (including tractors), consumed during scheduled work hours (including lunch breaks) or when in possession of or responsible for Company equipment or freight. It is your responsibility to help us create a Drug-Free Workplace. Report any violations to the Safety Department, Human Resource Department or any member of management.

Alcohol and Controlled Substances Testing

Alcohol

The following is a summary of our alcohol policy. For more specific information, please consult Total Transportation's policy on alcohol and controlled substances, titled "Information on the Total Transportation, LLC Alcohol and Controlled Substance Policies, Procedures, Prohibitions, Consequences of Violations, and Compliance Programs" you received at the start of your employment or the designated employee representative. None of the following rules limit or restrict any other basic rule.

Basic Rules

- You must comply with the FMCSR's prohibitions concerning alcohol-related conduct, including 49 CFR 382.201, 49 CFR 382.205, 49 CFR 382.207, 49 CFR 382.209, 49 CFR 382.211, and 49 CFR 392.5.
- You may not use, be under the influence of or have in your possession any alcoholic beverage or product containing alcohol, regardless of alcohol content, while you are operating or responsible for equipment or while on our property.
 - This prohibition includes drinking during layovers, including but not limited to truck repairs, DOT rest breaks, 34-hour restarts, while under dispatch and when you are a passenger in a Total Transportation, LLC Truck.
 - This prohibition further includes the possession of alcoholic beverages or products containing alcohol on the truck at any time.
- You may not have in your possession any alcohol bottles or containers, including those that are empty, on the truck at any time.

- If you are in an accident, you may not drink any alcoholic beverage until you have been tested for alcohol use or have been advised by the Safety Department that testing will not be required.
- You may not refuse to take any required alcohol test. A refusal to test is treated in the same manner as a failed test for reporting purposes, as well as for returning to a CMV driving position.
- If you fail a test or refuse to test for the use of alcohol, you will be discharged for a policy violation.
- If you are arrested or charged with any offense related to driving under the influence, driving while intoxicated, or having an open container in a motor vehicle, you will be suspended. If upon investigation we believe the charges will not be resolved within 30 days of the suspension, you will be terminated.

Controlled Substances

The following is a summary of our drug policy. For more specific information, please consult the Alcohol and Controlled Substances Compliance Program or the designated employee representative.

We will not tolerate the illegal use or possession of controlled substances. None of the following rules limit or restrict any other basic rule.

Basic Rules

- You must comply with the FMCSR's prohibitions regarding controlled substance-related conduct, including 49 CFR 382.211, 49 CFR 382.213, 49 CFR 382.215, and 49 CFR 392.4.
- You may not illegally use or possess controlled substances or drug paraphernalia while employed by Total Transportation. This prohibition includes the abuse of legal controlled substances or other medications.
- If you fail or refuse to take any test for the illegal use of controlled substances, you will be terminated.
- If you are arrested or charged with any drug-related offense, you will be suspended. If upon investigation we believe the charges will not be resolved within 30 days of the suspension, you will be terminated.
- You must immediately notify the Safety Department of any newly prescribed medications or changes to existing medications that could adversely affect your ability to safely operate equipment. All such medications must be kept in their original prescription container. In addition, it is against our policy to take a prescription medication that belongs to someone else.
- You may not refuse to take any required test for controlled substances. A refusal to test is treated in the same manner as a failed test for reporting purposes, as well as for returning to a CMV driving position.

Testing

We will test for alcohol and controlled substances in the following situations:

- Pre-employment (controlled substance only)
- Post-accident (when required by federal law)
- Random. When notified to submit to random testing, you should proceed immediately to the testing location as per DOT regulation 49 CFR § 382.305(l).

- Reasonable suspicion
- Return to duty/follow-up

We reserve the right to test for controlled substances to the fullest extent allowed by state and/or federal law. If you test positive for controlled substances, you may have the split sample tested by contacting the Medical Review Officer (MRO) within 72 hours of being notified of the positive test, as per DOT Regulation 49 CFR § 40.171. You will be required to reimburse us for the cost of the split sample testing.

Conduct Policy

As an employee of the Company, you are required to adhere to certain rules of conduct necessary for the Company's operations. As in any organization, a code of conduct is necessary to establish and maintain a productive and respectful working atmosphere. It is the policy of Total Transportation that all employees comply with our workplace standards of behavior and performance and that any noncompliance with the standards is corrected. We follow a progressive discipline policy that typically begins with an oral warning, and then escalates to a written warning, final warning or suspension without pay, and separation of employment. For purposes of the progressive discipline policy, past violations of policy or practice will be considered on a rolling 12-month period. However, the progressive discipline policy is a guideline only. At the discretion of management, and depending on the nature of the offense, discipline may begin at any step, including separation the first time you engage in conduct or behavior in violation of this, or any other, policy, rule or practice.

It is not possible to list all the behavior or types of conduct unacceptable in the workplace, but the following are examples of behavior or conduct that may result in disciplinary action, including but not limited to suspension, demotion or termination of employment.

- Violating any Company policy, rule or practice.
- Neglecting or failing to perform job duties and responsibilities in a satisfactory manner, including refusing a load or failing to cover an assigned load.
- Insubordination; failing or refusing to obey the instructions or directives of any supervisor or member of management.
- Dishonesty in any form.
- Falsifying employment records, employment information or other work-related records, including hours of service records, medical information and any documentation or information required to be maintained by applicable FMCSA regulations.
- Use of Company equipment, time, materials or facilities for personal reasons without advance written permission.
- Theft of or causing deliberate or careless damage to any Company property or the property of any employee, customer or vendor.
- Violating policies and practices that prohibit harassment, discrimination or retaliation.
- Using abusive, threatening or offensive language with customers, co-workers or management-level employees; or threatening or inflicting bodily harm to fellow employees, vendors, or customers.

- Engaging in unsafe acts or horseplay, including but not limited to reckless, rough or harmful physical contact; or jokes, teasing or inappropriate banter that creates a hostile work environment.
- Bullying, which the Company considers to be persistent, malicious, unwelcome, severe or pervasive mistreatment that harms, intimidates, offends, degrades or humiliates an individual, whether verbal, physical or otherwise, at the place of work and/or in the course of employment.
- Using, possessing, distributing, selling, transferring or being under the influence of alcohol, controlled substances or illegal drugs at any time during work hours, on Company property, while under dispatch or available for dispatch.
- Carrying firearms, weapons or dangerous substances at any time on Company property or equipment.¹
- Provoking a physical fight or engaging in physical fight during working time or on Company property.
- Disclosing any of our trade secrets or confidential information to anyone who is not an employee or not authorized to receive such information.
- Excessive absenteeism.
- Disconnecting, tampering with or intentionally damaging the in-cab communications (e.g., DriverTech or Platform Science) unit and/or any other Company equipment.

Nothing in this Conduct Policy or Driver Handbook is intended to prohibit protected concerted activity or communications related to your wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act.

Recording in the Workplace

Total Transportation is committed to safeguarding the Company's confidential and proprietary information, as well as that of our customers and employees, and protecting the freedom of our employees to communicate without the fear of being secretly recorded without their consent. Certain state laws also prohibit the audio recording of others without the consent of all those participating in the conversation.

To promote an environment of trust and collegiality, no person, including but not limited to Total Transportation employees, visitors or vendors, may record conversations of another without his or her prior knowledge and consent. Covert or secret recordings of any in-person or telephone conversation or meeting that occurs at the workplace or conversations or meetings that occur offsite concerning workplace matters are prohibited. Recordings include audio and/or video by any means, including smart phones. Furthermore, a Total Transportation employee may withdraw his or her consent at any time, and at such time may end the conversation if the asking party refuses to speak without a recording device.

Nothing in this policy is intended to interfere with, restrain, or prevent employees from engaging in legally protected activities, including the National Labor Relations Act, such as discussing wages, benefits or terms and conditions of employment, raising complaints about

¹ An exception to this policy is where state law permits an employee with a valid carry permit or who is legally authorized to carry a firearm keeps the firearm locked in a personal vehicle while parked in the Company's parking lot.

working conditions for their and their fellow employees' mutual aid or protection, or legally required activities.

Surveillance cameras/equipment and software may be placed at Total Transportation facilities by authorized personnel to prevent or deter crimes, protect public safety and facilitate official Company investigations into criminal activities.

A violation of this policy may result in disciplinary action, up to and including termination.

Weapons Policy

Unless otherwise permitted by state law, * you may not carry any kind of weapon on you or in your personal possessions while assigned to our equipment, including a company vehicle, or on Company property. Weapons include but are not limited to:

- Shotguns, rifles, pistols or firearms of any type, caliber or gauge (including BB, paint ball and pellet guns).
- Bows and arrows or crossbows.
- Knives (other than small pocketknives).
- Stun guns.
- Clubs, other than for checking tires.
- Any other item that has no legitimate business purpose and is possessed because of its potential to cause physical harm to others.

Weapons found in violation of this policy will be confiscated. We will also file a report with appropriate law enforcement authorities.

*** Some states permit employees with a concealed weapon permit to keep a firearm in their locked personal vehicle while parked in their employer's parking lot.**

Solicitation and Distribution of Materials

Although there are many good causes and charities, soliciting fellow employees can create uncomfortable situations. As a result, we place the following restrictions on solicitation of co-workers and distribution of materials:

- Solicitation by an employee of another employee is prohibited while either of them is on working time. Working time is all time when your duties require you to be engaged in working tasks but does not include on-your-own time, such as meal periods, scheduled breaks and time before or after a shift.
- Distribution of literature or materials in work areas, including customer working areas, is prohibited at any time. Distribution of literature or materials during working time also is prohibited, whether such distribution is in working areas. Working areas includes areas controlled by the Company where employees are performing work, excluding, for example, cafeterias, break rooms, locker rooms and parking lots.
- Individuals not employed by us are not permitted to solicit or distribute literature or materials on Company property at any time. We do not grant permission to any individual or organization to distribute or place literature on our property or on our employees' cars parked on property.

- Our electronic communication systems, scanners, printers and copy machines are intended to be used only for business purposes. However, as a limited exception, you are permitted to send and receive short, personal electronic communications as long as these activities do not interfere with work or otherwise violate this or any other policy. Further, nonbusiness mass emailings, downloading large attachments or engaging in any other conduct that unduly burdens the computer system are all prohibited. We reserve the right to access emails to inspect them to ensure compliance with this policy.
- Under no circumstances should you use our electronic communication systems to promote or solicit money for or memberships in any outside organization, including but not limited to social, civic, business, trade and community groups. The only exceptions to this policy are certain Company-sponsored charities.

For purposes of this policy, “distribution” includes but is not limited to disseminating or delivering in person or through employer-owned property such as bulletin boards, computers, smartphones, emails and intranets any literature or other materials, including notices, papers, leaflets or other printed, written or electronic matter. The term “electronic communication systems” includes email accounts, instant messaging, DriverTech, and any other electronic communication system used or maintained by the Company. Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes that are unrelated to our Company. Examples of solicitation include asking co-workers to purchase goods to support a child’s school fundraiser, asking co-workers to purchase goods or services from you or a family member, distributing membership cards or applications for any organization, and asking co-workers for charitable donations.

This policy is not intended to preclude or dissuade employees from engaging in legally protected activities, including the National Labor Relations Act, or to restrict communications or actions protected or required by state or federal law.

Social Media Policy

We understand social media such as Facebook, LinkedIn, Instagram, Tumblr, and other blogs and wikis can be a fun and rewarding way to share your life and opinions with family, friends and co-workers. However, use of social media also presents certain risks to the Company’s confidential and proprietary information, reputation and brands. It can expose you and the Company to discrimination and harassment claims and can jeopardize the Company’s compliance with business rules and laws.

To minimize these business and legal risks, to avoid loss of productivity and distraction from employees’ job performance, and to ensure the Company’s IT resources are used appropriately, we have developed these guidelines to establish expectations and requirements for all employees’ use of social media.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else’s blog, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before you create online content, consider some of the risks and rewards involved. Keep in mind any of your conduct that adversely affects your job performance, the performance of fellow employees, or otherwise adversely affects

members, customers, vendors, suppliers or people who work on behalf of the Company or the Company's legitimate business interests may result in disciplinary action up to and including termination of employment. The same principles and guidelines found in the Company's rules and policies apply to your activities online. In particular, the following policies should be kept in mind: Equal Employment Opportunity, Harassment Prohibited, Protection against Retaliation, Workplace Conduct, Code of Conduct and Ethics, and Use of Communications and Computer Systems. If your social media activity would violate any of the Company's policies in another forum, it also will violate them in an online forum.

This policy specifies rules, policies, and contractual obligations employees must follow in using social media, whether for personal or business purposes, in consideration of their employment and subject to discipline for violations. The following sections of the policy provide employees with common-sense guidelines and recommendations for using social media responsibly and safely. These guidelines reflect the "duty of loyalty" all employees owe their employers, and are intended to add to, not contradict, limit or replace, applicable mandatory rules, policies, legal requirements, legal prohibitions and contractual obligations.

Know and Follow the Rules

Carefully read these guidelines and ensure your postings or any content you share are consistent with these guidelines and with all the Company's policies. Inappropriate postings that may violate the Company's policies or include discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

In the event the Company becomes aware of social media content that raises public safety concerns, such as terrorist or criminal threats, notifications will be made to the appropriate authorities.

Be Respectful of Co-workers and Third Parties Doing Business with the Company

Always be fair and courteous to co-workers, customers, vendors, suppliers, or people who work on behalf of the Company. Also, keep in mind you are more likely to resolve work-related complaints by speaking directly with your co-workers or by using our Open-Door policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating; that disparage co-workers, customers, vendors or suppliers; or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, gender identity, religion or any other status protected by law or company policy.

Be Honest and Accurate

To protect yourself and the Company against potential liability, make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember the internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors you know to be false about the Company, co-workers, customers, vendors, suppliers, people working on behalf of the Company, or the Company's competitors.

Do not create a link from your blog, website or other social networking site to a Company website without identifying yourself as an employee. When you disclose your affiliation as an employee of the

Company, it is recommended you also include a disclaimer that your views do not represent those of your employer.

Express only your personal opinions. Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, be clear and open that you are an employee and make it clear your views do not represent those of the Company, co-workers, customers, vendors, suppliers or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear you are not speaking on behalf of the Company. It is best to include a disclaimer such as, "The postings on this site are my own and do not necessarily reflect the views of the Company."

Respect for Intellectual Property and Confidential Information

The Company's Protection of Confidential or Proprietary Information policy (**see Code of Conduct of Ethics**) restricts employees' use and disclosure of the Company's trade secrets, confidential information and intellectual property. This policy applies to content disclosed on social media. Maintain the confidentiality of Company trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, lanes, pricing, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Using Social Media at Work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager and consistent with the Company Equipment Policy.

Do not use your work email address to register on social networks, blogs or other online tools used for personal use.

Retaliation is Prohibited

The Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Employees who are aware of any online post that violates this policy should immediately notify one of the following:

- Department or Divisional Management
- HR Business Partner
- Legal Department

Media Contacts

Employees should not speak to the media on the Company's behalf without contacting Craig Savell at 601-326-7279. All media inquiries should be directed to him.

No Expectation of Privacy

All contents of the Company's IT resource and communications systems, including emails and voicemails, are the property of the Company. Therefore, employees should have no expectation of privacy whatsoever in any message, files, data, document, facsimile, telephone conversation, social media post, conversation or message, or any other kind of information or communications transmitted

to, received or printed from, or stored or recorded on the Company's electronic information and communications systems.

You are expressly advised to prevent misuse, **the Company reserves the right to monitor, intercept and review, every employee's activity using the Company's IT resources and communications systems without notice, including but not limited to emails, web browser history, and social media postings and activities, and you consent to such monitoring by your acknowledgment of this policy and your use of such resources and systems.** This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, logins, recordings and other uses of the systems as well as keystroke capturing and other network monitoring technologies. The Company also monitors all usage of its telephones, and call made to or from Company telephones may be recorded for quality assurance or training purposes. The Company may store copies of such data or communications for a period of time after they are created and may delete such copies without notice.

Do not use the Company's computers, cell phones, and communications systems for any matter you desire to be kept private or confidential from the Company.

Additionally, employees should be aware the Company may observe content made available on social media sites owned by the Company as well as public-facing social media sites. The Company may also be made aware of content by third parties.

How We Collect and Use Employee Personal Information

As part of your employment with Total Transportation, we collect certain information about you and your dependents. This information includes:

- Identifiers (e.g., your name, postal address, Social Security numbers for you and your dependents, email addresses, driver's license numbers, and other similar identifiers).
- Employee and applicant records information (e.g., bank account number, educational background information, medical and/or health information, etc.); and
- Certain protected classification characteristics under federal or California law when required by law or voluntarily provided (e.g., race, age, gender, veteran or military status, etc.).

We may use the information we collect from you for one or more of the following business purposes: to administer benefits to you and your dependents; to conduct pre-employment screening and background checks; to pay expenses and payroll, as well as other payment or reimbursement purposes; to provide human resource management services; to ensure we have a means of contacting you; to improve employee satisfaction, including offering employee incentive programs; to protect and health and safety in the workplace; and to comply with applicable law and regulatory requirements.

We may share your personal information with vendors, service providers, affiliates, and other third parties who provide services to the Company in connection with your employment. We may also share your personal information with government agencies as required by laws and regulations or to comply with legal obligations.

Business Use of Social Media

If you are required to use social media as part of your job duties for Company marketing, public relations, recruitment, corporate communications or other business purposes, you should carefully

review the Company's Social Media Policy. The Company owns all social media accounts used on behalf of the Company or otherwise for business purposes, including all login information, passwords and content associated with each account, such as followers and contacts. The Company owns all such information and content regardless of the employee who opens the account or uses it and will retain all such information and content regardless of the separation of any employee from employment with the Company. If your job duties require you to speak on behalf of the Company in a social media environment, you must still seek approval for such communication from your supervisor, who may require you to receive training before you do so and impose certain requirements and restrictions on your activities.

Conduct Not Prohibited by This Policy

This policy is not intended to preclude or dissuade employees from engaging in legally protected activities, engaging in discussions related to terms and conditions of employment.

For More Information

If you have questions or need further guidance, please contact your Human Resources Department.

Communications Policy

In an effort to deliver consistent, accurate and strategic messages to all external audiences, we have adopted an external communications policy. This policy should be followed by all employees.

All external communications must strictly follow the communications policy set forth below. Failure to strictly follow this policy will result in disciplinary action, which could include termination.

You must preclear the following external communications with Chief Executive Officer Craig Savell at craigs@totalms.com or 601-326-7279:

- Any communication with the news media
- Any requests for interviews
- Anything business-related (outside of the terms and conditions of your employment) on social media
- Any requests for quotes or comments in any medium (internet, print, television, social media)
- Any communication of information that will be included in a public announcement
- Any communication with industry analysts, investment bankers or commercial bankers
- Any request to participate in a panel discussion or give a public presentation
- Any opinions regarding our value
- Any predictions, forecasts, projections or opinions relating to revenue, income or other financial or operating performance data
- Any communication regarding expected acquisitions, dispositions or other major corporate transactions
- Any communication regarding events that could result in restating financial information
- Any communication regarding the addition or loss of a significant customer

- Any communication regarding the hiring, appointment, termination or resignation of an officer or director
- Any communication regarding the commencement or settlement of a significant lawsuit or major accident.
- Any communication regarding material debt or financing arrangements
- Any communication with vendors regarding expected growth or future prospects
- Any communication regarding plans to open new facilities, enter new geographic regions or provide new service offerings
- Any communication containing information that would be material in making an investment decision

If you receive any requests for comment regarding the matters listed above, respond you will need to connect the person requesting information with the appropriate party and immediately contact the Chief Executive Officer. Provide no comment other than the name and contact information of the Chief Executive Officer who will determine the following:

- Whether the communication will be made
- Any restrictions on the communication
- The level of disclosure in the communication
- Who will make the communication, if one is to be made

Intimate Relationships at Work

We will not take any adverse employment action against any employee solely for engaging in relationships, either familial or otherwise, during nonworking time away from Company premises. However, when such relationships affect your job performance, occur during working time, occur on Company premises, or pose the risk of conflict of interest, real or perceived, the Company may reassign one of the employees or, if reassignment is not possible, may terminate the employment of one of the employees.

A familial or intimate/romantic relationship among employees can create an actual, potential or perceived conflict of interest in the employment setting, especially where one relative, spouse or partner supervises another relative, spouse or partner. If two employees become related or enter an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. When the Company becomes aware of a familial or intimate relationship has created a conflict or the potential for conflict, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of the Company. The Company will attempt to identify other suitable positions for one or both employees. However, if after a reasonable time period no suitable positions are available, the employees will have to decide which employee will remain employed with the Company. If this decision is not made in a timely manner, the Company will make the decision.

For the purposes of the Intimate Relationships at Work policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage.

It is the responsibility of every employee to identify to their supervisor or Human Resources any potential or existing personal relationship that falls under the definitions provided in this policy.

Operating Policies

Dispatch Policy

When dispatched from your home terminal, you will be able to choose from the available loads. However, when away from your home terminal, you will be expected to pull the load assigned to you providing you are physically able and have the hours available to take the load. Company drivers are not permitted to refuse freight, unless refusal would be in compliance with other policies, such as the Fatigue Policy and/or Coercion Policy. You may be subject to disciplinary action up to and including termination for refusing a load or failure to cover a load. See also the Service Expectations and Accountability Policy.

Service Expectation and Accountability Policy

To provide good customer service, we strive to deliver every load safely and on time, while complying with federal regulations, to every customer, every time.

As a member of our driving force, you will be responsible for managing your time and planning each trip to afford you the best opportunity to service the load legally and safely. In the event you are not able to service a load, it is your responsibility to the company and the customer to communicate to your on-duty dispatch immediately upon discovering you cannot service the load. Dispatch will then determine the course of action to avoid the service failure. Those actions might be to remove you from the load assignment, allow you to continue as planned and work with Customer Service to arrange new pickup and/or delivery terms, or repower the load to another driver with sufficient drive time to make the on-time delivery.

If you are assigned a load and agree to service the load, the expectation is you will deliver on time. If you are late due to your own negligence, the following disciplinary actions may be taken:

- First service failure: Oral warning
- Second service failure (after a rolling 90-day period): Written warning
- Third service failure (after a rolling 90-day period): Discharge

Please contact your supervisor if you have any questions regarding this program. This progressive discipline is merely a guideline and discipline may begin at any step, including termination, at the discretion of management, depending on the seriousness of the offense. This policy does not change the at-will nature of employment at Total Transportation.

Out of Route Miles Policy

Total Transportation uses special software for routing our trucks that takes into consideration factors such as the miles, fuel stops and tolls. When you accept a load, our navigation system will automatically calculate a route based on this information. We expect you to drive the fuel route outlined at the time of dispatch. Total Transportation also uses software that will notify your Fleet Manager if you go off route. If you must deviate from the planned route, contact your Fleet Manager to obtain approval before changing route. Drivers cannot go empty/bobtail without approval.

Violations of this policy that result in out-of-route miles of any amount may result in discipline. In addition, driving 100 or more miles out of route and subsequently abandoning the tractor or leaving it at a terminal without prior authorization may result in both disciplinary action and a charge of \$1.00 per out-of-route mile.

Late Arrival Policy

It is the goal of the company to meet or exceed the service standards of our customers. Therefore, a driver will be counseled for each missed appointment. Counseling will not be assessed unless legal driving times are allowed between dispatch and appointment.

Fleet Managers may waive the discipline when the appointment is missed due to no fault of the driver/owner-operator, such as equipment failure, road closures, etc. However, it is the responsibility of the fleet manager to verify the accuracy of such claims. Fleet Managers may not change "hard" appointment times. However, all others may be changed, using their own discretion.

No-Show Disciplinary Procedure

"No-show" is defined as the driver not showing up and departing with an assigned load, he or she has previously accepted assignment and responsibility for. Any driver who accepts the assignment of a load is responsible for the movement of that load within the parameters of the appointment schedule. It is the driver's responsibility to depart with the load in sufficient time to make the delivery appointment within the parameters of legal driving time. The driver is not released from responsibility of a load unless expressly authorized by his Fleet Manager or duty Fleet Manager. The penalty for a no-show violation could lead up to and include termination.

Idling Policy

At all Total Transportation terminals and drop yards, if the outside temperature is less than 32°F or greater than 68°F, you may idle your truck only if you are sleeping on board and your tractor is not equipped with a bunk heater. Many new tractors are equipped with bunk heaters. If your tractor has a bunk heater, you will be required to shut off your engine and use the bunk heater if the outside temperature is between 32°F and 68°F. You should also note the newer engines will automatically shut off after 5 minutes of idle time if the outside temperature is between 32°F and 68°F to conserve fuel. If you have a medical condition that requires the idle to be removed, please contact the Human Resources Department at **601-326-7262** or if you have a pet with an approved pet pass, please contact the Safety Department **601-326-7308**. Drivers are prohibited from tampering with the ambient temp sensor. Failure to follow this idle policy may result in the following disciplinary action:

- **First offense:** Oral warning to shut off tractor
- **Second offense:** Written warning to shut off tractor
- **Third offense:** Final written warning
- **Fourth offense:** Discharge

Home Time Policy

Every attempt will be made to meet all requests for time off. However, there may be circumstances when these requests may be delayed.

You may request time off by using Macro #31.

- Requests for time off should be communicated at least seven to 10 days in advance.
- If this will be extended time off due to vacation, you must provide 30 days' notice.

- If you have a specific request for time off due to a special need such as doctor appointments, legal appointments, birthday, etc., please let your Fleet Manager know at least seven days in advance. Your request being met depends on freight and weather conditions.
- The time off request must contain a functioning phone number at which the driver may be contacted while on time off.

Amount of Time Off

- You will receive an average of 24 hours off for every seven days away from home, up to 96 hours.
- The Company attempts to average 10–14 days between times off.
- All requests for time off are governed by the Home Time Policy.

Use of Equipment During Home Times

The following protocol will be followed if you make a request to use equipment during home time:

One-Way Mileage	Mode of Tractor & Trailer	Management Approval Level Required
1–25 Miles	Bobtail, Empty or Loaded Trailer	Fleet Manager & Regional Planning Manager
26–50 Miles	Bobtail, Empty or Loaded Trailer	Fleet Manager & Regional Planning Manager
51–100 Miles	Bobtail, Empty or Loaded Trailer	Operational Manager
Over 100 Miles	Bobtail, Empty or Loaded Trailer	Operations Manager/Terminal Manager

Equipment Procedures

- Use of Company equipment is a privilege. The privilege may be revoked based on the Company’s needs at the time of your request.
- No bobtailing is permitted off the yard while at a terminal without authorization, whether on or off duty.
- Drivers who live within 50 miles of a terminal must park the truck at the terminal unless approved by the Terminal Manager.
- While on home time, both the tractor and trailer must be parked in a secure location, defined as a terminal, approved customer facility, approved fenced and/or patrolled area with 24-hour, 7-day security service or a specific location, approved by the driver’s assigned Terminal Manager.
- Each driver will be required to send a message via the in-cab communications unit (e.g. DriverTech or Platform Science) to his or her Fleet Manager upon arrival at the designated home-time location advising the current odometer reading when the tractor is parked at a non-terminal location.

- The Home-time location must be taken within 50 miles of the principal residence of record for the driver. In the absence of a principal residence of record, the home-time location will be observed within an area of 50 miles from the driver's home terminal or domicile location.
- Other locations will be allowed but limited to one per quarter.
- Any work to be done on the truck while on time off must be done at a Total Transportation terminal unless Breakdown approves an alternate repair facility. The truck is to be dropped at the terminal prior to going home.
- Any time off without authorization greater than 96 hours, not counting the day in route home or the day coming back on duty, requires the equipment to be secured at a designated terminal and all personal effects removed. The tractor will be subject to reassignment.
- Drivers should not leave tractors running when parked and should make certain the tractor, trailer and cargo are locked and secured.
- The tractor or trailer may NOT be used for any personal transportation whatsoever during the designated home-time period.
- Do not unhook from the trailer except at a Company terminal or a Company-authorized drop yard while on home time.

Driver Chargeability

- Any expenses incidental to the recovery of either the tractor or trailer, will be the full responsibility of the driver.
- There is also an additional charge of \$500 if the tractor is NOT returned to a Total terminal location as instructed, and equipment abandonment will be reported on your DAC report.

Discipline Process

- **First offense** for violation of the equipment use policy involving less than 50 unauthorized personal miles: Written counseling
- **Second offense** for violation of the equipment use policy involving 1–50 unauthorized personal miles or the first incident of unauthorized personal miles in excess of 50 miles: Written counseling and personal conveyance may be turned off

Personal Vehicle Policy

The Company is not responsible for any lost items or damage to personal vehicles stored at any of the terminal facilities. All vehicles must be kept in good working order and must maintain current registration.

Any vehicle left at a terminal for more than 30 days from the date a driver voluntarily quits or is terminated from employment will be considered abandoned and will be disposed of in accordance with the laws of the state where the terminal is located. This includes any unregistered vehicle or vehicle with a registration expired more than 45 days.

Personal Property Policy

If you leave personal belongings on a truck or at a terminal, you must reclaim your belongings within 30 days, or they will be disposed of in accordance with the laws of the state in which the facility is located.

This includes all your personal belongings in or on your truck, or your personal vehicle, etc., as well as all items left at any Company facility.

If any of your personal property is stolen at a Company facility, please report the theft to the Terminal Manager. He or she will coordinate an investigation and report the theft to the local law enforcement agency. Your personal property is not insured by Total Transportation nor is Total Transportation liable for the loss or damage to your personal items.

WARNING! Your personal vehicle parked on Company property and personal property inside vehicle or tractor are NOT insured by the Company!

Any personal belongings in or on your truck or personal vehicle as well as all items left at any Company facility are your responsibility and are not covered by Company insurance. We recommend you check with your insurance agent to see if your policy covers personal items you may carry with you over the road or leave in your personal vehicle on Company property. The Company does not accept responsibility for personal property.

Use of Detection Devices

Federal DOT regulations and Company policy specifically prohibit the use of radar detectors on all Company vehicles.

Onboard Computer

Each truck is equipped with either a DriverTech or Platform Science in-cab communications system. These mobile communication devices will allow us to build applications specific to the jobs you do every day. These include functions such as easy access to your dispatch information (Order Viewer), turn-by-turn navigation, online settlement sheets, calendars and calculators. If you have any questions about your in-cab communications system, please call the Help Line at **844-879-7737 option 6, then option 2.**

Disconnecting the DriverTech or Platform Science unit or GPS system will result in disciplinary action up to and including discharge.

Macro List

We are committed to making communication between our drivers and fleet operations as effective as possible. By using the Macros listed below, you are ensuring on-time service commitments while reducing the need for freeform messages that can be both time-consuming and costly.

Number	Description	Number	Description
1	LOAD ACCEPT	37	RPT FUEL LEVEL
2	ARRIVED @ SHIP	38	COMPLETE TERM TR
3	LOADED @ SHIPPER	39	UNATTENDED EQUIPMENT
4	ARRIVED @ STOP	40	FUEL CARD
5	STOP EMPTY	41	TIME SENS FRT RESP
6	ARRIVED @ DEST	42	PAYROLL METHOD
7	EXPENSE REPORT	43	OUT OF TRACTOR

8	EMPTY AT FINAL	44	DELAY REASON
9	REPOWER CONFIRM	47	WEATHER REPORT
10	REPORT TOLLS/SCALES	48	DRIVER INFO
11	FREE FORM MSG	49	DG DRV SURVEY
12	AVAIL. REPOWER	50	ADVANCE REQUEST
13	HAZMAT	51	REQUEST PAYROLL
14	DELAY@SHIPPER	53	PAYROLL SETUP
15	TRAILER PU/DROP	54	BTW STUDENT HOURS
16	TRAILER LOT CK	58	ANNUAL VIOLATION
17	OKAY RESPONSE	60	FUEL DEPT MESSAGE
18	FAX/PERMIT/EXP	61	COMMENT TO MGT
19	ARRIVED AT REPOWER	62	FUEL STOP COMM/COMPLAINT
20	BREAKDOWN	99	DRIVER TECH ERROR REPORT
21	TRAILER BREAKDOWN		
22	NEW DIRECTIONS		
26	DED LOAD INFO		
27	CANCEL ADVANCE		
28	TRL LIC PLATE/LOG ID#		
29	UPDATE PTA		
31	TIME OFF REQUEST		
32	HVP STOP NOTIFICATION		
33	RECRUITING		
34	911 EMERGENCY		
35	ACCIDENT REPORT		
36	COMPLETE RPWR		

Physical Standards Testing (PST)

To ensure all of our drivers have the ability to meet the physical demands of operating a tractor trailer, all new employee drivers and independent contractors seeking to become an employee driver are required to take a physical standards test. This test measures the driver's ability to perform certain essential functions of the job. All drivers returning from any medical leave of more than 14 days or from

any type of leave longer than 30 days will be required to demonstrate their ability to perform all aspects of the physical standards test before being reseated on a truck.

Electrodiagnostic Functional Assessment (EFA)

All freight-handling drivers will undergo an EFA baseline examination that will record the driver's physical status in relation to tasks and physical demands associated with the job duties. The test is noninvasive and is designed to minimize any risk of injury that could occur as a result of taking a test.

Permits Policy

It is your responsibility to make sure you have the necessary permits to operate legally in each state. Think ahead!

1. Weigh your load.
2. Check your permits and make sure they are current and up to date.
3. Check your fuel decals.
4. Check the registration for your tractor and each trailer you pick up.
5. Check for any temporary permits needed.
6. Check over-length permits for 53-foot trailers.

If you have a question, please call the Permits Department at 1-800-942-2104, extension 7278.

Important Reminders

1. Check with the Permits Department each time you are in the office for new permits for the tractor (also check trailer permits). Permits come in throughout the year, so always check for new ones.
2. Make sure you have your permit book:
 - a. When leaving the lots.
 - b. When leaving ports and scales.
 - c. When leaving home.
3. When dispatched:
 - a. Find out what state(s) you will be going through.
 - b. Call the Permits Department to see what permits are required.
 - c. Make sure **ALL PERMITS** are in your permit book.
4. Each time you pick up a trailer, check the registration box for proper registration.
5. Check your permits BEFORE entering a state and call the Permits Department if you have any questions. If you are pulling an intrastate, alcohol or HAZMAT load, be sure you have the necessary permits as these are only issued as needed.
6. If you have any questions concerning permits for the state(s) you will be traveling through, call **800-942-2104, ext. 7278**, Monday through Friday, from 8 a.m. to 5 p.m. If you have any questions, afterhours and/or weekend, please contact dispatch. Have your road atlas and permit book with you when you call.

7. It is your responsibility to check the route on any special permits. If you do not follow the route, you may have to pay extensive fines.
8. We keep records on all permit activity for each tractor. If you have any questions or problems concerning authority, a permit, a scale or a port, call immediately.
9. If you get a ticket for not having proper authority or the correct prorate, contact the Permits Department immediately. **DO NOT PAY THESE FINES WITHOUT AUTHORIZATION.**

Empty Trailer Solution

Trailers are essential to our business, and it is extremely important we all follow the process of having an empty trailer assigned or a trailer location identified in advance. Not following this process causes issues with trailer balances between customers and regions, making it more difficult for the next drivers and their empty trailer solution.

Dropped Trailers

Whether a trailer is loaded or empty, it should only be dropped at a service center or an authorized drop yard with the specific approval of a Fleet Manager.

- Do not place a king pin lock, padlock or glad hand lock on an empty trailer while parked in a service center facility.
- Do not drop any trailer, loaded or empty, with the landing gear fully extended or retracted and return the landing gear crank handle on the hook.

Also, trailers, loaded or empty, should not be dropped with observable defects. If you have trailer equipment defects in need of repair, report those to Breakdown at 844-879-7737, option 4.

Skybitz

We use GPS sensors to monitor and improve the visibility of our trailer and cargo. This helps us enhance security for high value loads and to work more efficiently.

External Event Recorder (EVE)

We are committed to your safety and that of the community. Dash cameras are installed on the tractor's windshield that record video outside of the cab when triggered.

Triggering events may include hard braking, speeding, swerving, collisions, or lane departures. These same triggering events send a message to EVE to record audio inside the cab. EVE can exonerate you if you are involved in an incident that was not your fault. It also helps identify driving skills executed well and warranting kudos and driving behavior that needs coaching.

When the device is triggered, it will save the eight seconds before the event and the four seconds after the event so it can be sent to and be reviewed by a third party. Once reviewed, if the footage warrants discussion (such as kudos or coaching), it is made available to the appropriate Operations or Safety Department personnel for the appropriate discussion points.

You can manually record an event if the recorder was not activated by pushing one of the blue buttons on the frame of the recorder. You might want to manually record an event if you:

- are involved in a collision but there wasn't enough force to activate recorder.

- want to document a safety concern, such as a drunk driver.
- are in a near-collision that doesn't activate the recorder but requires review.
- are going to miss delivery time for reasons outside your control.
- witness a third-party collision.

It is not possible to remote into the device to see a live view. Nor is it possible for anyone other than you to manually record video.

Overweight Loads Policy

You are responsible for the weight of the load. You may weigh your load at a certified scale. If there is not a certified scale available, call a local moving and storage company or grain elevator. You will be reimbursed for the scale fee, but you must include the scale receipt when scanning your bills.

If you fail to weigh a load and are fined for being overweight, you will be responsible for the fine. If your load is overweight, contact your Fleet Manager for instructions.

By law, drivers are allowed to carry up to 34,000 lbs. on each set of trailer tandems and drive axles, which allows 12,000 lbs. to be placed on the steer axle. You may NOT exceed 80,000 lbs. gross vehicle weight. This includes tractor, trailer, load, driver, personal property and ice and snow build-up.

You are not required to weigh when carrying less than 36,000 lbs. Scale receipts will not be reimbursed if the BOL shows less than 36,000 lbs. You are required to attach your scale ticket to your bills that stay with the trailer if you drop the load prior to delivery at final.

Pet Policy

The Company encourages employees to be responsible pet owners. This means pets must not be allowed to damage our or customer property. It also means pets must always be kept under control.

YOU MAY ONLY HAVE TWO PETS (CATS OR DOGS) ON YOUR TRUCK (NO DANGEROUS BREEDS OR EXOTICS) PROVIDED YOU COMPLY WITH THE FOLLOWING:

- Pets are not allowed on the truck until after the pet policy has been reviewed and signed.
- Pay a \$500 nonrefundable maintenance fee. (This applies to new hires and rehires.) Payment of the maintenance fee is paid by payroll deduction at a rate of \$50 per week until the total maintenance fee is collected.
- Copies of your pet's shot record must always be kept in the truck. A copy of the shot record must also be sent to the Safety Department.
- Your pet must be kept on a leash when outside of the truck. Pets are not allowed out of the truck at a customer facility or inside any of the Company terminals, service centers, or facilities.
- Pets must be taken out of truck when inside a maintenance facility. (Pets are not allowed anywhere in a maintenance facility.)
- If your pet displays aggressive behavior at any time, we will require the animal be removed from the truck and the pet maintenance fee will be forfeited.
- If you switch trucks, you must have your truck inspected so your pet maintenance fee can be rolled over to your new truck, if no damage is found. If there was damage to the truck (to include air conditioning repairs caused by clogged filters and evaporators due to pet hair) or if the truck

requires additional cleaning due to your pet, that amount will be deducted from your pet maintenance fee balance. Also, the mattress should be taken with you each time you change trucks. You will be required to replace any funds missing from your pet maintenance fee to maintain a \$500 balance.

Further, pet damage will be considered “Driver Responsible Damage” and any additional costs above \$500 will be charged to the driver. This includes air conditioning repair caused by clogged filters and evaporators due to pet hair.

To obtain a pet pass, please call the Safety Department at 800-942-2104, extension 7230. If your pet is a service or emotional support animal, please contact Safety to discuss reasonable accommodations that may be available.

Safety and Compliance

Total Transportation is committed to maintaining a safe workplace. To further its goal, Total Transportation has issued safety rules and policies. You are required to comply with all such safety rules and policies, as well as any applicable federal, state, and local laws regarding workplace safety. Failure to follow these rules and policies may result in discipline, up to and including termination.

Procedure for Reporting Safety Concerns

If you witness any potentially unsafe conditions or hazards, you must report them to your supervisor, another member of management or Safety manager as soon as possible.

Procedure for Reporting Workplace Injuries and Illnesses

You must promptly and accurately report all workplace injuries, accidents, or illnesses pursuant to the "Injury Management" policy by calling the Claims Department at 1-844-879-7737, menu option 3, unless you are unable to do so because of the nature of your injury.

No retaliation

Total Transportation prohibits any form of discipline, reprisal, intimidation, or retaliation for reporting in good faith a health and safety concern or a violation of this policy or for cooperating in related investigations.

Employees have the right to report work-related injuries and illnesses, and Total Transportation will not discharge, discriminate, or otherwise retaliate against employees for reporting work-related injuries or illnesses.

General Policies and Violations

Certain offenses are considered unacceptable under any circumstances and will result in the driver's termination in almost all circumstances, including:

- Driving while under the influence of drugs, alcohol or controlled substance.
- Being in possession of or testing positive for drugs, alcohol or controlled substance.
- Being convicted of DWI or DUI.
- Violating Federal or State laws and TTMS rules.
- Allowing unauthorized riders in the tractor or trailer.
- Harassing or threatening other people.
- Failing to report an accident or injury.
- Falsifying records, hours or employee information.
- Violating a driver or vehicle out-of-service order.
- Damaging or altering TTMS property or equipment.
- Driving recklessly.
- Driving distracted or while operating handheld devices.
- Making an illegal U-turn on any street, road, highway, or interstate.
- Dropping a loaded or unloaded trailer without prior authorization.

It would be very difficult for the Company to identify all situations where an employee's actions could cause harm to the public or the Company. For that reason, this is not a complete list. Drivers also are required to follow all the other policies found in the Handbook and the instructions and orders of their supervisor, unless doing so would violate these Safety policies.

Cargo Security Policy

- Never leave your vehicle unattended with the engine running or keys inside. Lock your vehicle. Remember, in addition to the potential for loss of equipment and cargo, your personal belongings are in jeopardy and are not covered by Company insurance or Total Transportation.
- Do not drop a trailer without permission from Operations, and then only at an authorized, secure location. Permission must be obtained from Operations to bobtail.
- Conduct a vehicle inspection after any extended stop. To avoid someone's release of your fifth wheel when parked, set the trailer parking brake, then slowly pull forward against the kingpin and then set the tractor brake.
- Park only in well-lit, highly visible areas. Avoid parking on surface streets, the shoulder of a highway or in such a manner that creates a hazard. If you must park on the shoulder of the road, your emergency warning devices must be used.
- Do not discuss the contents of your trailer with anyone. Be aware of suspicious persons or vehicles. With high-risk or high-value loads, be especially alert shortly after pickup, or when nearing delivery. Do not stop for breaks within 200 miles of picking up a high-value load. Make sure you have the hours and fuel available to comply with this restriction. If you do not, notify Operations immediately prior to picking up the load.
- Seal every load. Maintain an accurate seal manifest. Notify your Fleet Manager if you find the seal missing. Never break a seal without getting authorization from your Fleet Manager.
- Follow assigned routing. Notify Operations of any necessary deviations.
- Do not pick up hitchhikers or allow unauthorized persons in your truck.
- Know where you are going. Avoid unnecessary stops or detours.
- If something doesn't feel right or you are suspicious of a situation on the road, notify Operations and contact local law enforcement.
- If carrying high-value freight, inform your Fleet Manager on DriverTech of your exact location each time you make any stop and how long you will be at that stop. Example: "Stopping at Petro in Amarillo I-40 exit #1, will be here for 1 hour."
- When carrying high-value loads do not stop or park within 50 miles of Las Vegas, Reno, Los Angeles, New York City, South Florida, or the Mexican border. Plan your breaks and fuel stops outside of these areas to satisfy this policy.
- If running team and carrying high-value product, one member of the team must stay with truck and load at all times to provide complete security.

You and the Department of Transportation

As a driver, you must be familiar with and follow DOT regulations including but not limited to:

1. **Physical Examination:** You must get a new physical examination **every two years** or as directed by a medical examiner from a company authorized clinic. You can arrange to get a physical examination by contacting the Terminal Safety Manager to schedule a clinical appointment so you can stay compliant. Safety must have a copy of your long form physical and medical card on file three days prior to the date of your expiring medical certification.
2. **Current Commercial Driver's License (CDL):** You must always keep your CDL and HazMat certification (if applicable) current and in your possession while operating a commercial motor vehicle. You must provide copies of all changes (address, phone, etc.) to your CDL license to the Safety Department at any service center.
3. **Reporting Ticket, License Suspension or Revocation:** You are required by federal law to immediately report any ticket, license suspension or revocation to the state that issued your CDL within **30 days** after conviction. You must immediately report tickets, license suspensions or revocations to the Safety Department.
4. **Medications that Impact Your Ability to Drive:** You must immediately report all prescription medications you take including the name, address and phone number of the prescribing medical doctor to the Safety Department. You are also required to immediately report any over-the-counter medications that might affect your ability to drive safely which include antihistamines. Keep all prescribed medication in its labeled container.

Total Transportation reserves the right to prohibit you from taking or possessing legal or illegal substances that might interfere with your ability to operate a commercial motor vehicle.

Parking Policy

AVOID stopping or parking on the road or shoulder unless you have a breakdown. This includes entrance and exit ramps. If you do break down, set out your triangles and call for help **IMMEDIATELY**. You can reach the **Xpress Roadside Assistance Department at 1-844-879-7737, option 4**.

Flammable Device Prohibited

The Company prohibits all flammable devices used for cooking or heating. They may not be used in, carried on or stored in the cab of the tractor. This includes but is not limited to propane and butane bottles and open flame stoves, heaters or candles.

Handheld Device Policy

Handheld electronic devices are defined as portable devices used for electronic communications. These devices include cell phones, personal digital assistants, handheld personal computers, iPads and notebook devices, and hybrid handheld communication and computer devices. For the purpose of this policy, all of these devices will be called "handheld devices".

In accordance with DOT regulations (49CFR § 391.15 - (f)), you are prohibited from using handheld electronic devices in your hand while operating a commercial motor vehicle. If necessary, handheld electronic devices can be used with wired or wireless earpieces or headsets as long as the device is able to initiate, answer or terminate a call by touching a single button while you are in the seated driving position and properly restrained by a seatbelt and use complies with state law.

Absolutely no texting while driving! Use of laptops or portable DVD players while driving is also prohibited.

CSA

Compliance, Safety, Accountability (CSA) is a scoring model that provides the FMCSA the opportunity to identify carriers and drivers who may be at risk of being involved in a crash and prioritize carriers and drivers possessing higher scores for potential interventions.

You will be assessed for 36 months of inspection and crash data. The inspection and crash data will remain with you for the full 36 months regardless of the DOT number under which the event occurred. CSA data can impact your future employment opportunities. The carrier will be assessed for all inspections and crash dates that took place during the previous 24 months. Only the events that took place while you were operating under the carrier's DOT number will be included in the carrier's assessment.

Injury Management

In the unfortunate event you are injured while on active duty, you must report the injury immediately to the **Claims Department by calling 800-601-5500**. This number is answered 24 hours a day, 7 days a week, 365 days a year.

The Claims Department will take down the information on your injury and will instruct you on where to seek medical treatment. In the event of a life-threatening condition, proceed to the nearest emergency room and provide the number for the Claims Department to emergency personnel.

Total Transportation has a Transitional Duty Program. Under this program, if a work-related injury prevents you from working as a truck driver, we will attempt to find a temporary work assignment for you at one of our approved facilities. If needed, Total Transportation will provide housing to you during the period you are assigned to work transitional duty. We will also provide transportation to the location where you will be working.

In the event your injury prevents you from working at any job, you will be placed on medical leave and will be subject to the same requirements as other employees on medical leave. Please contact the Human Resources Department.

Three Points of Contact Policy

Maintaining Three Points of Contact is essential from protecting yourself against injury when entering and exiting equipment. Slow down and take your time to prevent an injury and protect yourself by:

- Using the "Three Points of Contact" method when entering or exiting the cab:
 - a. Always keep Three Points of Contact with the cab when entering or exiting the cab.
 - b. Use two hands and one foot or two feet and one hand to maintain a safe, solid grip always.
- Wearing the proper footwear: Wear sturdy shoes or boots with slip-resistant soles.
- Scanning the ground before exiting: Know where you are going to stop before you stop.
- Exiting facing the same direction you entered: You should face the cab when entering and exiting the cab.

- Ensuring your hands are free from other objects: Place objects on your seat or in a place for easy reaching prior to exiting equipment.
- Controlling your speed of movement: Never jump out of the truck, off the catwalk or out of a trailer.

Rider Policy

Absolutely no hitchhiking.

Many drivers enjoy having passengers ride with them. We require passengers be authorized and covered by accident insurance. Drivers and passengers will also be required to enter into waiver and indemnity agreements. You are responsible for ensuring you and your passenger abide by all applicable Total Transportation of MS policies, including this Rider Policy. We do not offer or permit exceptions or accommodations to our Company policies for passengers. The following rules apply to all passengers:

- You may only carry a passenger who has been issued a rider pass. Rider passes are issued by the Safety Department. No passenger may be transported until after the passenger authorization has been issued.
- You will be required to apply for and obtain rider insurance for all passengers.
- Passengers must be at least 10 years of age. A driver who wishes to have a minor child as a passenger must be a custodial parent or legal guardian as recognized and documented by a court order. A minor passenger must always be with you while at a service center or customer facility. Violation of this policy may result in revocation of the rider permit.
- All passengers will be required to provide adequate proof of their identity. Persons who could adversely affect the dispatch or operation of the truck may not be transported as passengers. This includes persons with criminal records or special medical conditions.
- Any passenger who is 18 years of age or older will be required to read and sign a waiver of liability.
- Only one passenger is allowed on a truck at one time.
- Teams must have the consent of both drivers to have a passenger on the truck.
- Pregnant passengers must have specific written permission from their physician stating they can safely ride in a truck. No pregnant passenger is permitted to ride beyond her sixth month of pregnancy.
- Your passenger is not allowed to assist you with your work at any customer's place of business or to leave the truck without the permission of the customer.
- Your passenger is not allowed to drive the truck at any time.
- While at our facilities, your passenger must stay in the truck or in the drivers' lounge.
- Passengers are forbidden to perform any work including but not limited to operating the tractor, loading or unloading, operating the mobile communications unit (DriverTech/Platform Science), or logging your activities. Permitting a passenger to perform such activities is a terminable offense.
- If you have an unsatisfactory safety record you may not be eligible for passenger authorization.

Rider Insurance

You will be required to complete a passenger insurance enrollment form. Terminal personnel will send this enrollment form to the Corporate Compliance Department in Jackson, Mississippi. The premium for rider insurance is \$27 per month and is subject to change.

The rider pass must be approved by the Compliance Department and must always be carried on the truck.

Seat Belts and Bunk Restraints Policy

In accordance with FMCSA Regulation 49 CFR § 392.16, requires you and passengers to wear seat belts while operating a Company-owned or leased vehicle or while on Company business. The bunk restraints must be properly installed and used while your truck is in motion. No person may occupy the top bunk while the vehicle is in motion.

U-Turns and Speed Limits Policy

You must always obey posted street signage. Making a U-turn is dangerous. Never make a U-turn on any street, road, highway or interstate unless designated or at the direction of law enforcement personnel. If you miss your turn or are lost, keep going until you find a large parking lot where you can turn around or a route where you can go around the block.

If you are faced with a situation that makes it impossible for you to proceed forward (low clearance ahead, accident blocking the roadway, low posted weight on the bridge) and making an illegal U-turn appears to be the only possible solution, you must ask for the assistance of a law enforcement officer. The law enforcement officer must control other traffic, as well as observe and direct your U-turn.

Winter and Spring Driving

It is important to be very alert when driving during the spring and winter months. If the road conditions are hazardous (snow, ice and wind) and you cannot safely drive, park your truck and send a DriverTech message to your Fleet Manager as soon as possible.

Tell your Fleet Manager you are shut down. **DO NOT CALL THE CUSTOMER.** We will equip our tractors with chains in those areas of the country that require them. If road conditions have deteriorated to the point chains are required to travel, you may elect to chain up the truck to enable movement of the cargo. However, **you must determine whether the road can be traveled safely. Do not enter any closed highway.**

Chains are required in the Northwest region of the country from October 15 to April 15. Contact your Fleet Manager for instructions on obtaining chains.

Use of Warning Triangles

1. Call **Breakdown at 844-879-7737, option 4** or notify them using **Macro #20**.
2. Avoid stopping in the traveled portion of the road. Get to the shoulder.
3. Turn on the four-way flashers.
4. Set up reflective triangles according to your location.

5. Always work first toward the closest approaching traffic when pacing off distance for triangles.
6. DOT Regulation 49 CFR § 392.22(b) - (1) requires the placement of warning devices within 10 minutes of stopping.

Cargo Safety

You are responsible for keeping your cargo safe. Protect yourself, your truck and your cargo by:

- a) **not** discussing the contents of your trailer with anyone or allow unauthorized persons in your truck.
- b) Being aware of your surroundings and reporting any unusual or suspicious persons or vehicles by contacting local law enforcement and your Fleet Manager.
- c) Locking your truck and **never** leaving the keys inside while you are away from your truck.
- d) Parking only in well lit, highly visible tractor/trailer approved parking locations.
- e) Dropping trailers only in authorized, secure locations after you have obtained permission to do so from your Fleet Manager.
- f) Obtaining approval from your Fleet Manager prior to bobtailing.
- g) Following your route and avoiding unnecessary stops or detours.
- h) Notifying your Fleet Manager if there is a necessary deviation from your route.

Cargo Paperwork Policy

You are responsible for ensuring the paperwork for the pickup, transit and delivery of your freight is completed properly so you and the Company can get paid for your hard work.

If the customer notes a discrepancy on the bill of lading, such as a shortage or overage upon delivery, or damaged freight, or if you discover any problem with your cargo, such as a broken seal, a discrepancy in the seal number and the number listed on your seal manifest, or a freight count that differs from the bill of lading, you must immediately contact your Fleet Manager or after hours, Night Dispatch.

Shipping Papers

Check the shipping papers for the following information:

1. Shipper's name
2. Consignee's name
3. Proper shipping name of products
4. Hazard class or division number of materials
5. Hazardous ID number
6. Packing group number
7. Proper weight
8. Shipper's certification and emergency response phone number
9. Placards

10. Accurate description of amount of freight and manner of loading (SLC, DLC, SWP, etc.)

Be sure any hazardous material is designated by one of the following:

1. A check mark in the HAZMAT column
2. Being first on the shipping paper
3. Written or highlighted in a contrasting color

Each HAZMAT description must appear in the following order:

1. ID number
2. Proper shipping name
3. Hazard class
4. Packing group number (if applicable)

Bills of Lading

The Bill of Lading (BOL) is the primary proof of what you have picked up and what you have delivered. You must carefully review all bills of lading for any discrepancy.

At the Shipper

- If you are picking up a load that is sealed before you arrive or loaded so you are unable to count the pieces or pallets, you must be sure the BOL is designated SHIPPER LOAD AND COUNT (SLC) beside your name, get the shipper's signature on the BOL **after** designating the load SLC and be certain you do not confirm any count.
- If the bill of lading states a load is DRIVER LOAD AND COUNT (DLC), you must count the pieces loaded onto your trailer and note the number on the BOL.
- If the freight is on pallets and you cannot count the actual pieces, the BOL must be marked "x number of pallets said to contain (or STC) x pieces." This is your protection and verifies you were unable to count the actual number of pieces due to the palletized shipping of the freight.
- If the cargo is shrink-wrapped, you must make sure the paperwork is marked "SHRINK-WRAPPED PALLETS" (SWP).
- If your count of a product does not match the number on the BOL, you may not leave the shipper until the issue is resolved. You must call your Fleet Manager for instructions.
- Pay attention to the condition of the freight put into your trailer and the way it is loaded, blocked and braced. Note on the BOL any improper loading, blocking, bracing or damage occurring or noticed during loading by writing "Damage Noted From Shipper." Notify your Fleet Manager **BEFORE** leaving the shipper's dock.

At Delivery

- Obtain a clear and legible signature from the consignee or receiver. If you cannot read the signature, ask the signer to print his or her last name.
- Unless you are dropping a sealed trailer, the number of pieces unloaded should be marked on the BOL and confirmed by the receiver's signature. If the number of pieces unloaded does not

match the number picked up and designated on the BOL, you must immediately call your Fleet Manager before leaving the receiver's dock.

- If your load involves unloads at multiple locations, you must take special care to ensure the correct number of pieces are unloaded at each stop. Do not assume the shipper cannot assert a claim if you deliver more than the designated number of pieces to one receiver, leaving you short at another receiver. If you get to the last stop and are short pieces, you must immediately call **your Fleet Manager**.

All Bills of Lading MUST be sent to the Company via Xpress Scanning. Failing to submit all of the required paperwork, including BOL's, in a timely manner could result in disciplinary action, up to and including termination. Also, when loading, always carry load locks or straps to all pick-ups and be sure they are installed PRIOR to sealing the trailer. Lock your trailer when loaded. This protects you from theft of your cargo and from someone placing items into your trailer without your knowledge.

Seal Integrity

All shipments of cargo must travel under a seal while in your possession.

You are responsible for accurately recording the seal number at pick-up, checking the seal integrity EACH time you stop the truck, ensuring the SAME seal — with the same seal number — is intact at delivery. NEVER break the seal prior to delivery without first calling the Cargo Claims Department for instructions on protecting the Company from a cargo claim.

Handling HazMat Loads

A very small percentage of the goods transported by the Company are classified as hazardous materials. However, it is essential all drivers know the correct procedures for hauling hazardous materials.

Use Placards Correctly

- Check all the placards to ensure they are all the same.
- Secure them on all four sides of the unit, point up, point down, reading horizontally. If placard holders are used, tape across the slot where you slide them in. Do not peel backing off the placard.
- Remember to try to get extra placards from the shipper. If you lose a placard, you must stop and replace it.

Other Helpful Tips about HazMat Loads

- You must carry the Emergency Response Guide on the truck at all times or be subject to a DOT fine of up to \$10,000. Keep in mind all drivers are responsible for paying fines.
- Make sure your load is secure. Be sure to check all unsealed trailers for blocking, bracing and any product that could tip over or spill in transit.
- Always have Bills of Lading within reach while driving. When exiting the cab, be sure to keep the Bills of Lading on the driver's seat or driver's side door pocket for easy access.
- No smoking is permitted within 25 feet of the material or trailer.

- Practice safe fueling. You must stay with the nozzle while fueling. Never depend on someone else to do this for you.
- Keep the trailer at least 300 feet away from all open fires.
- Stop 15–50 feet away from the tracks at ALL railroad crossings.
- Equipment must be inspected prior to leaving after the truck has been parked.
- Stay on the proper route. DO NOT deviate from the given route unless directed to do so to comply with state routing or directions from law enforcement. Drive interstate highways as much as possible. Take bypasses or loops around cities if possible.
- Trailers containing hazardous materials traveling through California MUST BE PADLOCKED.
- Your Company 3-Year HazMat certification must be current prior to pulling ANY quantity of hazardous materials, whether the load requires placards or not.

HazMat Emergency Procedures

Call the Claims Department immediately at 800-601-5500.

- Refer to your Emergency Response Guidebook.
- Do not continue driving except to isolate the trailer.
- Remain at the scene.
- DO NOT open the trailer doors unless authorized to do so.
- Keep fires, flames and lighted cigarettes, cigars and pipes away from the scene.
- Set up warning signals to prevent further accidents.
- Do not let people congregate in the vicinity of the accident or spill area unless they are authorized to handle the emergency.
- In the event you or the public are exposed to the material, determine from the Emergency Response Guidebook what first aid should be initiated.
- Never discuss the incident or spill with anyone outside of law enforcement or authorized personnel handling the emergency cleanup. Refer all questions to the Safety Department.

High-Value Product Policy (HVP)

You need to have the hours and fuel to run at least **200 miles** after picking up an HVP load and before making any stops.

Send Macro #32 every time you stop during the trip. This includes fuel stops, rest areas, bathroom breaks and stops at Total Transportation Service Center.

- **Teams:** One member of the team needs to be physically with the truck and HVP load at all times for total security. Never leave the HVP load unattended unless you are on a secure Total Facility or drop yard.
- **Solos:** Time away from truck must be limited to one hour maximum. The truck must be turned off and locked, with all keys in your possession.

- When parking, make sure the seal/lock is intact, and back close to a stationary object to prevent thieves from opening the trailer doors.
- HVP loads can never be disconnected anywhere without prior approval from your Fleet Manager. This includes dropping at secure locations such as our service centers and drop yards.
- HVP loads can never be taken to your home, friend or family's home, or previous personal time off location.
- If routed to fuel in a prohibited or high-theft area, please request a new fuel location from the Fuel Department outside the prohibited area.
- Park only in well-lit and highly visible areas.
- Plan your breaks and fuel stops outside of these areas to satisfy the policy if you are carrying a HVP load. You should never stop within **50 miles** of a major urban area (such as Las Vegas, Reno, Los Angeles, South Florida or New York City), the country border (such as the Mexican border), or other high-theft areas.
- HVP loads cannot stop or park at casinos, hotels, malls, side roads or residential addresses.
- Check the trailer after every stop to make sure seal is still intact and has **not** been tampered with.

Preventing Tractor & Trailer Theft

Staying up-to-date on safety precautions and never letting your guard down is the best way to protect yourself, your freight, and your truck from crime.

The entire Total Transportation team is working hard to prevent cargo loss while focusing on the safety of our drivers. If our drivers follow the regular safety practices set forth by the company, cargo loss can be prevented.

It is against Company policy for any driver to drop any trailer, loaded or empty, at any place other than a Company Terminal or Company-authorized drop yard without prior approval from your Fleet Manager.

- Do not leave the truck running or the key in the ignition while the truck is unattended.
- Do perform a pre-trip inspection every time you stop.
- Keep all of the doors locked.
- If you must leave the truck unattended, make sure the seal/lock is intact and back close to a stationary object.
- Do check your seal every time you return to your truck.

What to Do if Your Truck is Stolen

1. Immediately call the nearest law enforcement agency. Report the theft and request an officer to meet you at the location.
2. Following your call, you must contact **Claims at 800-601-5500**.
3. Get the following information and write it down. Forward all information to the Claims Department.

- a. Did any witnesses observe any persons around the truck? If so, get their names and a way to get in contact with them.
- b. Did any witnesses see the truck leave and in what direction was it headed?
- c. Description of possible suspects.
- d. The theft report, which records the number, address and telephone number of the investigating agency.
- e. Name and badge number of law enforcement officer(s).

Hours of Service Regulations

Fatigue Policy

We comply with the 49 CFR § 392.3 that prohibits any driver from operating a commercial motor vehicle “while the driver’s ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness, or any other cause, as to make it unsafe for him or her to begin or continue to operate the commercial motor vehicle.”

Regardless of your available driving or working hours, under the operating authority of Total Transportation of MS, LLC you are required to comply with this policy and are prohibited from driving a commercial motor vehicle while impaired through fatigue, illness or any other cause. It is your responsibility to be well-rested and prepared to drive at the beginning of each driving period.

If at any time during the driving period you become fatigued, or are unable to concentrate on the driving task for any reason, it is your responsibility to:

- a) cease driving,
- b) park the truck in a safe and secure location,
- c) alert the Operations staff you will be shutting down, and
- d) notify the Operations staff when you expect to be able to resume driving.

Note: Repeatedly reporting for duty without adequate rest is considered a violation of this policy.

The FMCSA regulations and Total Transportation further prohibit anyone from requiring or permitting you to drive a commercial motor vehicle while your ability or alertness is impaired by fatigue, illness, or any other cause. If you report that you are impaired and are still instructed to drive in violation of this policy, you should immediately report such instruction or requirements to your Safety Manager.

Drivers and nondrivers who violate this fatigue policy will be subject to disciplinary action up to and including termination.

Coercion Policy

We comply with the FMCSA regulation regarding driver coercion. This rule explicitly prohibits motor carriers, shippers, receivers and transportation intermediaries from coercing you to operate in violation of certain FMCSA regulations and Hazardous Materials Regulations. If you believe you experienced conduct contrary to this policy, you should contact your Safety Manager.

Hours of Service

The Federal Motor Carrier Safety Administration (“FMCSA”), an agency of the U.S. Department of Transportation (“DOT”), promulgates and enforces the Federal Motor Carrier Safety Regulations (the Safety Regulations”), including the hours-of-service (“HOS”) regulations. The HOS regulations are designed to ensure the safe operation of commercial motor vehicles (“CMVs”) on the nation’s highways by reducing the risk of highway accidents resulting in fatalities, injuries, and property damage. They help keep fatigued drivers off the public roadways by establishing limits for when and how long a driver may operate a CMV. See, generally, 49 C.F.R. § 395. The Company is committed to complying with those regulations and expects its drivers to do also. You are required to be familiar with and abide by the DOT Regulations, 49 CFR § 395.

To track compliance with the HOS regulations, drivers are required, under penalty of law, to accurately record in a written or electronic log their duty status for each 24-hour period identifying their duty status as off-duty, off-duty sleeper-berth, on-duty driving, and on-duty not driving. 49 C.F.R. § 395.8(a)(1), (2). The hours in each duty status for each 24-hour period must equal 24 hours in total. 49 C.F.R. § 395.8(f)(11). These records will be used to keep a record of hours worked for all drivers.

Definitions

Off duty time is considered to be all time the driver is relieved of all duty and responsibility for performing work, for being in readiness to work, and for the care and custody of the CMV, its accessories, and any cargo it may be carrying; is free to pursue activities of his/her own choosing; and is able to leave the place where the CMV is parked. 49 C.F.R. §§ 395.2, DOT Interpretative Guidance, Question 2; 395.8(h)(1). The fact that a driver is paid for a period of time does not establish that the driver was on duty; a driver may be relieved of duty under certain conditions and still be paid. 49 C.F.R. § 395.2, DOT Interpretative Guidance, Question 10.

Sleeper berth time is the period of off duty time spent resting in the sleeper berth of a truck meeting the size, shape, and other requirements of 49 C.F.R. § 393.76. 49 C.F.R. §§ 395.2 (defining sleeper berths), 395.8(h)(2).

On-duty time is all time from the time a driver begins or is required to be in readiness to work until relieved from all work and responsibility for work, including all time:

- At a plant, terminal, facility, or other property of a motor carrier, or shipper or on public property, waiting to be dispatched, unless the driver has been relieved from duty by the motor carrier.
- Inspecting, servicing, or conditioning any CMV at any time.
- In or on the vehicle (except sleeper berth time).
- Loading or unloading the CMV, supervising or assisting in the loading or unloading, attending a CMV being loaded or unloaded, remaining in readiness to operate the CMV, or in giving or receiving receipts for shipments loaded or unloaded.
- Repairing, obtaining assistance, or remaining in attendance of a disabled CMV.
- Providing a breath sample or urine specimen in order to comply with mandatory alcohol or drug testing.
- Performing any other work for a motor carrier.
- Performing any compensated work for a person who is not a motor carrier.

On-duty driving is the time spent driving or behind the controls of the CMV.

Hours of Service Logging Requirements

The HOS regulations include the following:

- **11-hour driving rule:** After 11 hours of driving time (within a 14-hour period of coming on-duty), a driver must take at least 10 consecutive hours off duty before he/she can drive again (49 C.F.R. § 395.3(a)(3)). Under certain adverse driving conditions, the driver may drive an additional 2 hours (within a 16-hour period of coming on-duty) in order to complete a run or reach a safe and secure place to stop. (49 C.F.R. § 395.1(b)(1)).
- **14-consecutive hour rule:** A driver cannot drive a CMV vehicle beyond the 14th consecutive hour after coming on-duty and must have at least 10 consecutive hours off-duty before he/she may drive again (49 C.F.R. § 395.3(a)(2)).

- **30-minute rest break rule:** A driver cannot drive if he/she has accumulated more than 8 hours of driving time since the end of the driver's last period of at least 30 consecutive minutes of not driving, which may include off-duty, off-duty sleeper-berth, or on-duty not driving time, or a combination of off-duty, off-duty sleeper berth, and on-duty not driving time (49 C.F.R. 395.3(a)(3)(ii)).
- **70-hour/8-day rule:** A driver may not drive a CMV after having been on-duty for 70 hours in any period of 8 consecutive days (49 C.F.R. § 395.3(b)(2)).
- **34-hour restart rule:** A driver who obtains 34 consecutive hours off-duty and/or in a sleeper berth may restart his/her 70-hour clock (49 C.F.R. § 395.4(c)).
- **10-consecutive off-duty hours rule:** To meet the requirement of 10-consecutive hours off duty, drivers operating a CMV with a sleeper berth (as defined in 49 C.F.R. §§ 395.2 and 393.76) must, before driving, accumulate (a) at least 10 consecutive hours off duty, (b) at least 10 consecutive hours of sleeper berth time, or (c) a combination of consecutive sleeper berth and off-duty time amounting to at least 10 hours. 49 C.F.R. § 395.1(g)(1)(i)(1), (2), (3). The Company does not allow solo drivers to use the split sleeper berth rules.

Miscellaneous Rules Related to Hours of Service

- Rest breaks of 20 minutes or less should be logged as on-duty not driving.
- While logged as off-duty (inside or outside the sleeper berth), drivers are relieved of all duty and responsibility for performing work, including all duty and responsibility for the CMV and its load. Drivers are free to pursue activities of their own choosing and are able to leave the CMV when it is parked in a safe and legal place.
- Drivers are required to log any work they do for the Company as on-duty (driving or non-driving) and may perform no work while logged off-duty. Anytime a driver is required to perform any work, the driver must log back in to record that time as on-duty (driving and/or non-driving).
- Drivers are required to accurately complete their logs and must electronically approve their logs each day (at least once every 24 hours). The electronic signature certifies that all entries the driver has made on the log are true and accurate. The same rule applies to all drivers using paper logs.

False Entries

All logbook entries must be accurate and agree with the time and dated documents generated by your trip.

Out-of-Service Orders

Never violate an out-of-service order issued by law enforcement. Doing so is grounds for dismissal. You will be subject to disciplinary action up to and including termination if you are placed out-of-service for:

- a) No current day's log.
- b) Failing to retain the previous seven days logs, or
- c) False logs.

Logs Submitted to the Company

Electronic logs must be certified each day. Paper logs for each trip should be submitted via Xpress Scanning by the end of the day following a trip. If you are the subject of an audit by the Log Department, failure to complete any and all audit requests from the department may result in disciplinary action up to and including discharge.

Hours of Service Violations

We are committed to complying with the hours-of-service regulations. To make sure you understand the importance of compliance, and to encourage you to operate within the law, you must understand violations of the hours-of-service regulations could lead to disciplinary action, up to and including termination of employment.

Accidents and Tickets

Accident Prevention

Good driving records come from driving defensively and thinking ahead to avoid unsafe situations. Maintain situational awareness and alertness at all times to remain safe.

What to Do If You Are Involved in an Accident

If you are in an accident and have not suffered serious injuries, act quickly to prevent further damage or injury. Basic guidelines are provided below, but the order depends upon the necessity of the situation. Remember to remain calm.

- **Secure the scene:** Take all necessary precautions to prevent further accidents. Ensure proper placement of triangles. When hauling hazardous materials, check the shipping papers in advance so you know what and how much you are hauling. Be sure the shipping papers are in reach and use your emergency response guide to determine the guidelines needed to protect the scene and ensure your safety and that of the public.
- Give all reasonable assistance to injured persons: However, do not move them unless their location is life-threatening.
- **Report the accident to local authorities for investigation at the scene:** This includes accidents occurring on private property, keeping in mind many law enforcement agencies will not respond to accidents on private property unless there is an injury or a fatality. Gathering the proper information is the responsibility of the driver.
 - Always be polite and courteous
 - Do not discuss the accident with or give a written or recorded statement to anyone other than the investigating police officer or a Company representative. All accidents, no matter how minor they seem, must be reported immediately.
- **Notify Total Transportation:**
 - a. Claims Department at **800-601-5500**.
 - b. Xpress Roadside using Macro #20 or call **844-879-7737, option 4**
- **Exchange information with the other party.** Following is the information you must write down at the scene of the accident:
 - a. License plate number
 - b. Other driver's name, address, phone number and driver's license number
 - c. Owner's name, address and phone number
 - d. Name, address and phone number of any passengers
 - e. Name, address and phone number of any witnesses
 - f. Other party(s) insurance carrier
 - g. Description of other vehicle(s): make, model, year, VIN number
 - h. Unit numbers and carrier name if any other vehicles are tractor-trailers
 - i. Description of the property damage incurred by all vehicles

- j. Investigating officer's name and badge number. Ask for the address and phone number of the officer's department and the number of the accident report.

You can begin this exchange of information even before authorities arrive at the scene.

- **Pictures:** You are encouraged to carry a camera on your truck. Take photographs of the scene and the damaged parts of your vehicle and the other vehicle(s) involved. **Do not take pictures of injured or deceased individuals.** Pictures should be submitted through Xpress Mobile App or emailed to claimsoperators@usxpress.com
- **Unattended vehicles:** If you strike an unattended vehicle, **stop and locate the driver.** If you cannot locate the driver, leave your name, truck number, Total Transportation's name and toll-free number **800-601-5500.**
- **Xpress Roadside:** If the tractor and/or trailer are damaged, contact Breakdown using Macro #20 or call 844-879-7737, option 4 to report the damage and to obtain assistance needed with repairs.
- **DO NOT LEAVE THE SCENE** until you have been directed to do so by a law enforcement and/or a member of Total Transportation's staff.

Accident Preventability Determination

The determination of preventability is done to:

- a) internally track records of accidents since it is one of the factors considered as set forth in 49 C.F.R. § 385.7, and
- b) internally evaluate our safety programs.

A preventability determination is **not** an admission of fault or legal liability, and it is **not** based on who was primarily responsible for an accident. Rather, the determination of preventability (per the DOT) is based on "if a driver who exercises normal judgment and foresight could have foreseen the possibility of the accident that in fact occurred and avoided it by taking steps within his or her control that would not have risked causing another kind of mishap."

Accidents will be reviewed to determine preventability based on guidelines established by the DOT, the American Trucking Association, and the National Safety Council. You need to drive in a manner to prevent accidents regardless of the adverse driver's negligent driving or their failure to observe regulations.

Notification of determination will be sent to you by letter. If you wish to appeal a determination of preventability, you may request an appeal by contacting the Safety Department within 90 days of the initial determination.

Tickets and DOT Inspections

Drivers are required to notify their terminal Safety Manager immediately or the next business day if after hours when receiving any citation or roadside inspection issued by any law enforcement agency while operating a company vehicle. The driver **MUST** also send a copy of the citation or inspection report to the Safety Department within 48 hours. The company will pay the ticket on your behalf through payroll deduction plus a \$10 processing fee.

Drivers are also required to notify their terminal Safety Manager immediately or the next business day if after hours when receiving any citation issued by any law enforcement agency while operating their personal vehicle.

The Company does not provide a legal defense for drivers cited for a traffic violation.

Driver Pay

We realize getting paid correctly and in a timely manner is a priority for you and your family. Below are pay instructions as well as a frequently asked questions guide.

Submitting Paperwork

To promptly receive your pay or settlement, complete one Trip Coversheet for each trip, or any portion of a trip (repowered load, local load, terminal transferred load, etc.). Remember, any mistakes on your part may cause a delay in getting paid. Below are instructions for correctly completing your Trip Coversheet:

1. Complete the Trip Coversheet with the following information:
 - Trip or PRO number, tractor number, trailer number, company (check correct box provided), your full name (if part of a team, be sure to enter the full name of your team partner) and log ID number. Complete this accurately and thoroughly.
 - Enter deadhead information, starting with the last empty city and state and ending with the trip or split origin city and state.
 - Pick up and stop information. Be sure to enter the city and state of origin, all additional pickups or stops and the final destination.
 - Load or unload boxes. Check if they apply to the load.
 - Legibly signed and dated delivery receipt(s) for each drop, with the trip or PRO number listed on each one.
 - Fuel tickets. This is required only if you used cash or a personal credit card to purchase the fuel and require reimbursement.
 - All expense tickets, properly completed and signed. Any expense tickets pertaining to vehicle maintenance over \$20 needs a R.A. number or a P.O. number from the Fleet Services Department. Any item under \$20 requires a receipt with your truck number noted on it to be reimbursed. Please itemize your receipt products purchased.
 - Check or money order from any COD shipments.
 - One PRO number for each Trip Coversheet.
 - Lumper(s) with a receipt.
 - Bill of lading, legibly signed for loading and unloading and accurately reflecting all counts you witness to be paid.
2. Scan the Trip Coversheet and all trip documents immediately after each trip is completed. Remember, this Trip Coversheet is the key to receiving your paycheck promptly. Do this by using the Xpress Mobile App, available at truck stops and at Total terminals. Include only information that will affect your pay.
3. Retain your scanning confirmation receipt, as well as all trip documents scanned, for 90 days after you are paid for the trip.

An automated message will be sent to you through DriverTech once your scanned trip has been received in payroll. If you do not receive confirmation your scanned trip was received, you should follow up with Payroll to check on the status of your scanned trip. You must ensure the Trip Coversheet is accurate and must report any corrections as soon as possible to the Payroll Department. Falsifying Trip Coversheets is strictly prohibited.

Total Transportation receives payment from the customer based on this paperwork. Failure to submit all of the required paperwork in a timely manner could result in disciplinary action up to and including termination.

Settlement Sheets

Your settlement sheet should have all the information you'll need to understand your weekly pay. Here's a quick overview of what you'll find on it. If you have any questions about your new settlement sheet, contact the Payroll Department at **800-942-2104** and ask for the extension corresponding to the first letter of your last name:

- **A – E** **ext. 7266**
- **F – L** **ext. 7267**
- **M – S** **ext. 7268**
- **T – Z** **ext. 7266**
- **Payroll Group** **ext. 7341**

It is up to you to ensure the accuracy of your payroll. If you believe there are any errors in your pay, including that you have been overpaid or underpaid, that improper deductions have been made from your pay, or that your pay does not properly compensate you for all hours worked, you must immediately report your concerns to the Payroll Department. If appropriate, the Company will take corrective action as soon as practicable. The Company prohibits and will not tolerate retaliation against any employee for filing a good faith complaint under this policy.

If you have any questions about your new settlement sheet, please contact the Payroll department **800-942-2104**.

Compensation Policy

The Company may pay drivers on certain accounts either designated trip-based compensation calculated using a mileage-based formula, a weekly salary, or hourly compensation. This Policy describes each of these methods and how such methods are applied to compensate our drivers for their work.

Trip-Based Compensation

The Company may pay drivers a designated mileage rate as compensation for completing a trip or delivering a load on behalf of the Company. In order to complete the trip or deliver the load, the driver is required to perform various job functions, and the mileage pay is designed to compensate a driver for all hours worked by the driver performing those job functions in completing the trip and delivering the load (i.e., all on-duty time, both driving and non-driving), including, but not limited to, receiving the dispatch, trip planning for the load, pre-trip and post-trip inspections of equipment, driving, fueling, on-duty breaks, attending to customers, waiting to load and unload, and completing and returning paperwork for the load, unless otherwise noted.

The mileage-based pay formula describes the basis for a driver's compensation; it does not define the work for which the drivers are compensated. In other words, the mileage-based pay is intended to compensate drivers for all of the work they perform for the Company, not just the time they spend driving.

At the time a load is dispatched, the driver is given all necessary information for the delivery of the load. For example, the driver is provided with, among other things, the names and addresses of the shipper and the receiver of the load, a description of the freight to be delivered, the pick-up and delivery appointment times, and the total compensable miles, loaded and empty, for the trip. The compensable miles are not actual miles, but rather are defined as all "dispatched" miles, loaded and empty, origin to destination, shortest route, as determined by Rand McNally HHG Mileage Guide 19 or other mileage index used by the Company. A driver will therefore know, even before accepting the dispatch for the load, what the driver will be paid for completing the trip and delivering the load.

Weekly Salary

The Company may pay drivers a weekly salary as compensation for all work the drivers perform on behalf of the Company.

To earn the weekly salary, the driver must be available for dispatch each day the driver is normally scheduled to complete deliveries. If a driver is unavailable for dispatch during any twenty-four-hour period during his/her normal schedule, then a prorated amount will be deducted from the driver's pay, absent the driver taking approved paid vacation or leave. For example, if an account has a weekly salary of \$600, and a driver on that account ordinarily works Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday, but is unavailable for dispatch on Wednesday, so long as the driver is otherwise available for dispatch on Monday, Tuesday, Thursday, Friday, and Saturday, the driver's salary that week will be pro-rated to \$500.

Hourly Rate

The Company may pay drivers an hourly rate for all work the drivers perform on behalf of the Company. A driver will receive such hourly rate for all time that the driver is "on duty" (both "on duty, driving" and "on duty, not driving") in accordance with the FMCSA's Hours of Service regulations. For additional information about the FMCSA's Hours of Service, please see the Company's Hours of Service Policy.

Questions Regarding Compensation

Consult with your Fleet Manager or the Payroll Department if you are unsure of your status or pay program. It is up to you to ensure the accuracy of your payroll. If you believe there are any errors in your pay, including that you have been overpaid or underpaid, that improper deductions have been made from your pay, or that your pay does not properly compensate you for all hours worked, you must immediately report your concerns to the Payroll Department. If appropriate, the Company will take corrective action as soon as practicable. The Company prohibits and will not tolerate retaliation against any employee because that employee filed a good faith complaint under this policy.

Per Diem Pay Plan

Total Per Diem Advantage makes sure you get the full advantage of new IRS tax laws, allowing you to potentially take home up to 8% more per paycheck. Total Per Diem Advantage is the only

way you can get a tax-free IRS benefit. If you have any questions regarding the Per Diem Advantage option, contact your Payroll Clerk at **800-942-2104**.

Driver Advances

Should you need an advance in compensation, please contact your Fleet Manager or Terminal Manager. Certain advances may also be requested on your mobile communications unit (DriverTech or Platform Science) or Xpress Mobile app. There may be an administrative fee associated with certain advances in compensation.

Other Pay Components

Drivers may also be eligible for certain accessorial pay components, such as detention pay, layover pay, and breakdown pay. Below are requirements for receiving such pay. Should you have questions regarding your pay structure or whether you are eligible to receive the pay components described below, please contact your Transportation Manager or the Payroll Department.

Detention Pay

Company drivers are paid **\$15.50** per hour per truck for detention pay after two hours past the appointment with a max payout of **\$125.00**. In addition to the time you spend driving, your mileage pay is designed to compensate you for such incidental time spent loading and unloading at the shipper and/or consignee. You will need to send all Macros, including Macro 14, to qualify for detention pay.

You will need to record the in and out times on the bill of lading. You will also need the signature of the customer representative at the dock to confirm those in and out times.

If you do not record the times and get a signature from the customer representative at the dock, you will not receive your detention pay for that particular load. If for some reason the customer refuses to sign the bill of lading (or if no customer representative is available), you will have to note the customer refused to sign the bill of lading, along with the in and out times.

If there is a note the customer refused to sign the bill of lading, we will follow up with the customer to confirm this information before paying detention pay.

(Drivers must send all Macros and get IN and OUT times on signed BOLS to qualify for detention pay.)

Detention pay is NOT paid ...

- If you create a service failure at the shipper or consignee.
- On a load that is delayed or unavailable, provided that the customer has given Total Transportation advance notice.

***To ensure you receive detention pay, please send in ALL the proper macros, including Arrived at (Shipper, Stop or Destination), Detention Problem, Macro #14 after 2 hours, etc. Failing to send in proper macros may delay detention pay.**

Layover Pay

Layover occurs and is paid to drivers during any 24-hour period the driver is available for dispatch or assignment and is not dispatched on a load due to lack of freight (at the direction of the Company) or other circumstances beyond the driver's control. For instance, drivers in a dispatch or dispatch empty status, in-transit stop or destination who are not able to drop to circumstances beyond their control are eligible for layover (load canceled) if all other requirements are met.

Layovers are costly to the driver and to the Company. We attempt to minimize layovers as much as possible. For those times when layovers are unavoidable, we have the following layover pay policy:

- Once approved, layover pay is paid on the next payroll period generated after the layover occurred.
- You must verify the amount of your layover with your Fleet Manager when you are dispatched on your next trip.
- You will be paid **\$110** for each 24-hour period during which you are available for dispatch between the time you reported that you were available (your PTA) after your last trip and the time you are dispatched on a load or are requested to perform local work.
- Drivers must be in communication with Operations and remain available for dispatch or assignment during any payable layover periods.

Layovers are NOT paid ...

- Until DOT-mandated hours-of-service breaks have been completed.
- If you create a service failure at the shipper or consignee.
- If you are at home or returning to duty from time off.
- If you have no available hours to run.
- If you are on layover status and refuse dispatch, including local work or if you are a directional driver (only run states).
- If you are out of route according to the fuel route.
- If it is due to inclement weather.
- If you are within a 75-mile radius of your normal home time-off location, including your assigned terminal.
- Until you complete your first dispatch after returning from time off.

(Terminal Managers must approve any exceptions.)

Layover pay will end if a driver is directed to perform local work and refuses to perform such work.

Breakdown Pay

For each 24-hour period you are in breakdown status, you will be paid **\$110**. Drivers in a dispatch or dispatch empty status, in-transit stop or destination who are not able to drop due to circumstances beyond their control are eligible for layover (load canceled). You may be eligible for a motel provided you are in breakdown status and your truck is unavailable for rest.

The following conditions apply to breakdown layovers:

- Breakdown pay and motel pay will end if a driver is offered another truck when one is available, and the driver refuses to swap trucks.
- Shop notification must occur before breakdown status starts.

***Breakdown pay is not paid when a driver refuses to seat another offered truck while his or her truck is in the shop. The breakdown pay will stop on the day the truck was offered to you.**

Minimum Pay

Solo drivers who drive 0–300 loaded miles will receive a minimum of \$50 per load. Trips will pay \$50 minimum if the empty + loaded miles do not add up to \$50 or more in regular pay (Northeast regional solos are paid \$25).

Local Pay

Road drivers who help out a terminal by making local deliveries will be placed “on the clock” and will receive **\$15** per hour for each hour worked.

Multiple Stop Pay

Your original pickup, terminal transfers, repowers and final destination are part of the load. Additional pickups and stops are paid separately. You will be paid **\$25** for each additional pick-up and/or drop. If you load/unload in five boroughs of New York City (NYC, Bronx, Brooklyn, Queens, Long Island), you will receive **\$35** congested area pay. Drivers can earn additional **\$35** Northeast Premium Pay when delivering to Eastern New York and Eastern New Jersey.

Note: Certain dedicated runs and/or customer freight may have special provisions built into mileage pay for drop/pick-up pay. In these instances, the above additional pay will not apply. The driver will be informed prior to assignment on these special circumstances of the application or nonapplication of additional pay provisions.

Loading/Unloading Pay

Drivers are paid **\$50** for full loading or unloading of a trailer. Bills of lading must be clearly marked and signed by the customer to receive loading/unloading pay.

Note: Certain dedicated runs and/or customer freight may have special provisions built into mileage pay for loading/unloading. In these instances, the above additional pay will not apply. The driver will be informed prior to assignment on these special circumstances of the application or nonapplication of additional pay provisions.

Motel Reimbursement

Your home Terminal Manager must authorize motel reimbursement. This reimbursement is only paid when:

1. Your truck is broken down.
2. Your truck is in the shop overnight.
3. A valid receipt is scanned.

Vacation Pay

The Company provides paid vacation benefits to all drivers. Full-time employees receive vacation time pursuant to the following schedule. Your vacation accrual is based on your anniversary date in reference to your date of hire.

Tenure	Vacation
1 year	1 week
2–4 years	2 weeks
5+ years	3 weeks

Vacation *accrues* on a monthly basis. However, vacation hours are not *earned* until an employee's anniversary date. An employee may not use vacation hours until they are earned. To the extent allowed by law, you may elect and the Company may require that eligible leave under the Family and Medical Leave Act (FMLA) run concurrently with available leave under this policy for the same purposes as your FMLA leave.

There is no carryover for earned vacation hours not used by an employee's anniversary date. Employees will be paid for accrued but unused vacation within two weeks after the employee's anniversary date. The vacation payout amount will be based on the employee's average weekly earnings over the prior 52 weeks. Sign on bonuses, referral bonuses, and reimbursements will not be calculated into the average.

Unused earned vacation benefits will be paid on the next paycheck 30 days after termination unless state law requires otherwise.

If you work in a state with different or greater vacation rights, the Company will comply with all such requirements.

Employees should follow the normal process for requesting time off and should request to schedule vacation time off as far in advance as possible. All vacation time must be approved by your supervisor. Vacations will be scheduled so as to provide adequate coverage of jobs and staff requirements. The Company will make the final determination in this regard.

Time Off and Other Leave Benefits

Medical Leave

If you have a minor illness (flu, cold, headache, etc.) and are too ill to continue driving, contact your Fleet Manager immediately so your truck can be taken out of service and next steps can be determined.

If you require emergency medical treatment or an ambulance, contact your Fleet Manager or 911 for assistance. If you were treated by a medical professional, prescribed a medication, or have had repeated illnesses or a serious illness, you may be required to obtain a physician's certification or release stating that you have recovered, are able to meet the DOT's physical requirements, and can perform the essential functions of your job (with or without accommodations).

In the event you require an accommodation to return to work, contact the Human Resources Department. If you are unable to return to work immediately and will require extended time off, contact the Human Resources Department to discuss your leave options. Due to the demands of the business, we are unable to hold positions open indefinitely, and we may be unable to return you to the same or similar position if your leave extends beyond the defined leave period. If you are released to return to work, please contact Human Resources so that they may facilitate your return to work.

Family and Medical Leave

The Company will grant family and medical leave in accordance with the requirements of applicable state and federal law in effect at the time the leave is granted. The federal Family and Medical Leave Act ("FMLA) provides for unpaid, job-protected leave to covered employees in certain circumstances.

Employee Eligibility

To be eligible for FMLA leave benefits, you must (1) have worked for the Company for a total of at least 12 months, although it need not be consecutive; (2) have worked at least 1,250 hours over the previous 12 months as of the start of the leave; and (3) work at a location where at least 50 employees are employed by the Company within 75 miles, as of the date the leave is requested. If you have any questions about your eligibility for FMLA leave, please contact the Human Resources Department.

Leave Entitlement

The FMLA provides leave for various reasons. Because an employee's rights and obligations may vary depending upon the reason for the FMLA leave, it is important to identify the purpose or reason for the leave. An eligible employee may receive up to a total of 12 work weeks of unpaid FMLA leave during any 12-month period for one of the following reasons, in addition to any reason covered by an applicable state family or medical leave law:

- The birth of a son or daughter and to care for that son or daughter (leave to be completed within one year of the child's birth).

- The placement of a son or daughter with you for adoption or foster care and in order to care for the newly placed son or daughter (leave to be completed within one year of the child's placement).
- To care for a spouse, son, daughter or parent with a serious health condition.
- To care for your own serious health condition, which renders you unable to perform any of the essential functions of your position.
- A qualifying exigency of a spouse, son, daughter, or parent who is a military member on covered active duty, called to covered active-duty status, or has been notified of an impending call or order to covered active duty ("Qualifying Exigency Leave").

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day you take FMLA leave to care for a spouse, son, daughter or next of kin who is a covered service member and who has a serious injury or illness related to active-duty service (known as military caregiver leave).

For administration of FMLA leave, the applicable 12-month period is calculating on a rolling calendar year (meaning that eligibility is based on the 12 months preceding the date of leave).

Both Spouses Employed by Company

Spouses who are both employed by the Company and eligible for FMLA leave may be limited to a combined total of 12 weeks of leave during the 12-month period if leave is requested for the birth of a son or daughter and to care for that son or daughter, the placement of a son or daughter with the employee for adoption or foster care and to care for the newly placed son or daughter, or to care for an employee's parent with a serious health condition; or a combined total of 26 weeks in a single 12-month period if the leave is either for military caregiver leave, or a combination of military caregiver leave and leave for other FMLA-qualifying reasons.

Intermittent Leave

Under some circumstances, you may take FMLA leave intermittently, which means taking leave in blocks of time, or by reducing your normal weekly or daily work schedule. Employees who take leave intermittently or on a reduced work schedule basis for planned medical treatment must make a reasonable effort to schedule the leave so as not to unduly disrupt the Company's operations. Please contact Human Resources prior to scheduling planned medical treatment. If FMLA is taken intermittently or on a reduced schedule basis due to foreseeable planned medical treatment, the Company may require you to transfer temporarily to an available alternative position with an equivalent pay rate and benefits, including a part-time position, to better accommodate recurring periods of leave.

When an employee who has been approved for intermittent leave seeks leave time that is unforeseeable, the employee must specifically reference either the qualifying reason for leave or the need for FMLA leave at the time the employee calls off for work.

As discussed more generally below, if your request for intermittent leave is approved, the Company may later require you to obtain recertification of your need for leave. For example, the Company may request recertification if it receives information that casts doubt on your report an absence qualifies for FMLA leave.

To the extent required by law, some extensions to leave beyond an employee's FMLA leave entitlement may be granted when the leave is necessitated by an employee's work-related injury

or illness or a disability as defined under the Americans with Disabilities Act and/or applicable state or local law. Certain restrictions on these benefits may apply.

Notice and Certification

If you need to miss work for a qualified FMLA reason, you should contact your manager and/or Human Resources Department (800-942-2104) regarding your leave.

Employees are required to provide the following notice:

- When the need for the leave is foreseeable, at least 30 days' advance written notice, or if such notice is not possible, such notice as is both possible and practical (normally this would be the same day the employee becomes aware of the need for leave or the next business day). When the employee has no reasonable excuse for not providing at least 30 days' advance notice, Total Transportation may delay the leave until 30 days after the date notice is provided. If the employee could not have provided 30 days' advance notice, but has no reasonable excuse for not providing a shorter period of advance notice, Total Transportation may delay the FMLA leave by whatever amount of time the employee delayed in notifying Total Transportation.
- When the need for leave is not foreseeable, notice must be provided as soon as possible and practical. It should generally be practicable for the employee to provide notice within the time prescribed by the Company's normal absence reporting policy, unless unusual circumstances prevent compliance.
- In the case of FMLA leave for Military Emergency Leave, the employee must give notice of the need for such leave as soon as possible and practical, regardless of how far in advance the leave is needed.

Certification of Need for Leave

If you take leave because of your own serious health condition or to care for a covered relative, you must regularly contact Human Resources regarding the status of your condition and your intention to return to work. In addition, you must give notice as soon as practicable (within two business days if feasible) if the dates of leave change or are extended or initially were unknown. Additionally, if you are planning a medical treatment or a series of treatments or you are taking military caregiver leave, you must consult with the Company first regarding the dates of this treatment to work out a schedule that best suits the needs of the employee or the covered military member, if applicable, and the Company.

At the Company's expense, the Company may also require a second or third medical opinion regarding your own serious health condition or the serious health condition of your family member. If the second health care provider's opinion conflicts with the original medical certification, the Company, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. In some cases, the Company may require such second or third opinion regarding the injury or illness of a covered servicemember. Employees are expected to cooperate with the Company in obtaining additional medical opinion the Company may require.

Recertification after Grant of Leave

In addition to the requirements listed above, if your FMLA leave is certified, we may later require medical recertification in connection with an absence you report as qualifying for FMLA leave if

permissible under applicable law. For example, we may request recertification if (1) you request an extension of leave; (2) the circumstances of your condition as described by the previous certification change significantly (for example, your absences deviate from the duration or frequency set forth in the previous certification, your condition becomes more severe than indicated in the original certification, or you encounter complications); or (3) we receive information that casts doubt upon your stated reason for the absence. In addition, we may request recertification in connection with an absence after six months have passed since your original certification, regardless of the estimated duration of the serious health condition necessitating the need for leave. Any recertification requested by us is at your expense.

Qualifying Exigency Leave Requirements

Employees are required to provide the following, as applicable:

- As much advance notice as is reasonable and practicable under the circumstances.
- A copy of the covered military member's active-duty orders when the employee requests leave and/or documentation (such as rest and recuperation leave orders) issued by the military setting forth the dates of the military member's leave.
- A completed Certification of Qualifying Exigency form within 15 calendar days, unless unusual circumstances exist to justify providing the form at a later date.

Certification forms are available from Human Resources.

Failure to Provide Certification and to Return from Leave

Absent unusual circumstances, failure to comply with these notice and certification requirements may result in a delay or denial of the leave.

If you do not return after the maximum 12 weeks of FMLA leave, employment may be terminated. We recognize it may sometimes be necessary for you to be out of work for more than 12 weeks to care for yourself or a family member's illness. In the event you require an accommodation to return to work or you are unable to return to work on the date specified but you can return to work within a reasonably defined period of time beyond the 12-week FMLA period, please contact Human Resources in advance of your scheduled date of return to discuss. Due to the demands of the business, we are unable to hold positions open for longer than 12 weeks and we may be unable to return you to the same or similar position if your leave extends beyond the 12-week FMLA period. If you are released to return to work and request to do so, Human Resources will assist you in expediting the rehire process.

Compensation During Leave

Generally, FMLA leave is unpaid. You are required to use any accrued and/or earned vacation while on FMLA leave, and any such leave will run concurrently with your FMLA leave. You may be eligible to receive benefits through state-sponsored or Company-sponsored wage-replacement benefit programs. The use of paid benefits will not extend the length of a FMLA leave.

Benefits During Leave

We will maintain your health benefits as if you had continued to work. This means if you want your benefits coverage to continue during your leave, you must also continue to make any premium payments you are now required to make for yourself or your dependents. If you take FMLA leave, you will generally be provided with group health benefits for a 12 work-week

period. If you take Military Caregiver Leave, you may be eligible to receive group health benefits coverage for up to a maximum of 26 work-weeks. In some instances, we may recover premiums we paid to maintain health coverage if you fail to return to work following a FMLA leave.

Arrangements will need to be made if you take FMLA leave to pay your share of health insurance premiums. Failure to pay your insurance premiums will result in loss of coverage. You must contact the Benefits Department **(844-879-7377, option 7)** to make payment arrangements. Your obligation to maintain health benefits under FMLA stops if and when you inform us of an intent not to return to work at the end of the leave period, or if you fail to return to work when the FMLA leave entitlement is exhausted. Our obligation also stops if your premium payment is more than 30 days late and we provided you written notice at least 15 days in advance advising coverage will cease if payment is not received.

If you are on FMLA leave but are not entitled to continued paid group health insurance coverage, in some circumstances you may continue your coverage through us in conjunction with federal and/or state COBRA guidelines by making monthly payments to the insurance carrier for the amount of the relevant premium. Please contact the HR Service Center **(844-879-7377, option 7)** for further information.

Your length of service as of the leave will remain intact, but accrued benefits will not accrue while on an unpaid FMLA leave, such as vacation time off.

Returning from Leave

Under most circumstances, you will be reinstated to the same position held at the time of the leave or to an equivalent position with equivalent pay, benefits, and other employment terms and conditions. However, you have no greater right to reinstatement than if you had been continuously employed rather than on leave. For example, if you would have been laid off if you not gone on leave, or if your position is eliminated during the leave, you will not be entitled to reinstatement.

Prior to being allowed to return to work, if you took leave because of your own serious health condition (except if you are taking intermittent leave), you must submit a medical certification from a health care provider that certifies you are fit to return to work. For an employee on intermittent FMLA leave, such a release may be required if reasonable safety concerns exist regarding the employee's ability to perform his or her duties, based on the serious health condition for which the employee took the intermittent leave.

Fraudulent Use

If you fraudulently obtain FMLA leave from us, you are not protected by FMLA's job restoration or maintenance of health benefits provisions. In addition, we will take appropriate disciplinary action against any employee engaging in FMLA fraud.

State or Local Family and Medical Leave

Where state or local family and medical leave laws offer more protections or benefits to employees, the protections or benefits that are more favorable to the employee, as provided by these laws, will apply.

Personal Leave for a Medical Reason

If an employee needs to miss work for an extended period of time due to his or her own personal illness or injury but does not qualify for FMLA due to length of service or the hours worked requirement or has exhausted available FMLA leave hours, he or she may apply for a personal leave of absence.

Requests for leaves of absence will be considered and evaluated on an individual basis. Approval or denial of such requests will be entirely at the discretion of the Company. In determining the feasibility of granting such requests, factors such as purpose of requested leave, availability of coverage for job responsibilities during the requested leave, previous absences, length of employment, prior work records and performance, and similar factors will be considered.

Payment of insurance premiums remains the responsibility of the employee during a personal leave of absence. Employees will be expected to pay the weekly premium to continue their insurance coverage under our group plan. Failure of an employee to pay his or her insurance premiums will result in loss of coverage.

Total Transportation may return an employee to his or her former position or a comparable position upon return from personal leave, at our discretion. Given changing business needs, however, no guarantee of reinstatement can be made.

Employees on personal leave are asked to confirm their return date at least two weeks before they return to work. Any requests for additional leave must be made as soon as possible. Employees on personal leave who do not return as scheduled and fail to request or cannot show good reason why an extension should be granted will be considered to have voluntarily terminated as of the day the original leave expired. Employees will be required to provide a medical release prior to returning to work.

Maternity Leave

If you become pregnant, we encourage you to consult with your personal physician about the nature and physical requirements of your job. If you are unable to perform all of the essential functions of your position because of pregnancy, with or without accommodation, you may be required to take a leave of absence. You will be granted leave in accordance with the appropriate state law. See also the Family Medical Leave section for more information regarding medical leave.

Returning to Work

If you have been out of work due to your own serious health condition, you must submit an acceptable release from a health care provider that certifies you can perform the essential functions of the job.

When returning from medical leave, you may be required to complete return-to-work testing including a physical, drug screen, and/or physical standard test (PST) depending on the reason for leave and the length of the leave. The PST measures your ability to perform certain essential functions of the job. If returning from any medical leave of more than 14 days, or from any type of leave that has lasted longer than 30 days, you will be required to demonstrate your ability to perform all aspects of the physical standards test before being reseated on a truck. If you are seeking assignment to certain dedicated accounts or wish to be considered for occasional load

assignments for those dedicated accounts, you are required to take the more strenuous Dedicated PST test. Once you are ready to return, contact the Human Resources department to coordinate your return.

Unless otherwise required by law, a reasonable effort will be made to hold the position open for the period of the approved leave. Due to business needs, however, there will be times when positions cannot be held open. In this case, it may not be possible to guarantee reinstatement to the same position. If the former position is unavailable upon return, reasonable efforts will be made to place you in a comparable position for which you are qualified. If such a position is not available, you may be offered a suitable open position for which you are qualified.

We will attempt to reasonably accommodate those who are medically released for partial or modified duty.

Military Leave

Both state and federal law provide you with the right to take leave in order to serve in the military. At the federal level, military leave rights are governed by the Uniformed Services Employment and Reemployment Rights Act, commonly referred to as USERRA.

Eligibility for Leave

We provide unpaid military leaves of absence if you serve in the uniformed services as required by USERRA and applicable state laws. The uniformed services are defined as the Army, Navy, Marine Corps, Air Force and Coast Guard (including the Reserves), Army National Guard, Air National Guard, Commissioned Corps of the Public Health Service, and any other category of persons designated by the President of the United States in time of war or national emergency. The uniformed services also include participants in the National Disaster Medical System when activated to provide assistance in response to a public health emergency, to be present for a short period of time when there is a risk of a public health emergency, or when they are participants in authorized training.

Service consists of performing any of the following on a voluntary or involuntary basis: active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, absence from work for an examination to determine fitness for such duty, and absence for performing funeral honors duty. Total military leave time may not exceed five years during employment, except in certain, defined circumstances.

Notice of Leave

Advance notice of leave is required, preferably in writing, unless giving of notice is impossible or unreasonable, or notice is prohibited by military necessity as defined by the U.S. Department of Defense. When notice is possible, you need to provide your supervisor with as much advance notice as possible of any anticipated leave of absence for military service.

Compensation and Benefits During Leave

Military service leave is unpaid. However, accrued, unused vacation may be used during military leave at your request. During military service leave, all benefits provided under an employee benefit plan are governed by the terms and conditions of the applicable employee benefit plan documents in accordance with applicable law. You may elect to continue your existing employer-based health coverage for yourself and dependents for up to 24 months while in the

military. If your military service is 30 or fewer days, you will be required to pay your normal premium. If your military service is 31 or more days, you will be required to elect COBRA and pay COBRA rates for continued coverage.

Reinstatement

To be eligible for reinstatement, you need to provide advance notice of the need for military leave (where required) and have completed your service on a basis that is not dishonorable or otherwise disqualifying under USERRA.

If your military service is less than 31 days you must report back to work at the beginning of the first full, regularly scheduled work day following completion of service, after allowing for a period of safe travel home and 8 hours of rest. If your military service is more than 30 days but less than 181 days, you must apply for reemployment within 14 days after completing service. If your service is greater than 180 days, you must apply for reemployment within 90 days after completing service. If you have suffered a service-connected injury or illness and are hospitalized or convalescing, you must apply for reemployment, depending on the length of recovery time required. If any employees are unable to comply with this reporting schedule through no fault of their own or if they are injured or recovering from an injury and need an accommodation for specific circumstances beyond their control, they should speak with the Human Resources Department as soon as possible to determine if they are eligible for a reasonable accommodation or additional time to apply for reemployment.

As with other leaves of absence, failure to return to work or to reapply within applicable time limits may result in loss of reemployment rights. Full details regarding reinstatement are available from Human Resources.

In general, if you are returning from military leave you will be reemployed in the position and seniority level you would have attained had there been no military leave of absence. If necessary, we will provide training to assist you in the transition back to the workforce.

If the military leave is for an extended or indefinite period of time, the department may fill the position on a temporary or possibly regular basis, to be determined in conjunction with Human Resources.

If you work in a state that provides rights greater than those provided under USERRA, we will comply with applicable state laws.

Resignation While on Leave

If you accept other employment while on leave, or you do not return to work on the next regularly scheduled workday following the expiration of the approved leave of absence, you may be considered to have voluntarily terminated your employment with Total Transportation.

Jury Duty

We encourage employees to serve on jury or witness duty when called. You must notify your Fleet Manager of the need for time off for jury or witness duty as soon as a notice or summons from the court or a subpoena is received. Time off for jury or witness duty will be unpaid unless otherwise required by state law. Any mileage allowance, fee, etc., paid for jury or witness duty will be credited against any payments made by us. Verification from the court clerk of having been served may be required.

Genetic Information Nondiscrimination Act

You may be required or requested to provide doctor notes or certifications for absence, fitness for duty, leave verification, or other information relevant to work, safety, insurance or leaves of absence. There is certain information the Company does not need and does not wish to have. The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits us and other entities covered by GINA from requesting or requiring genetic information from you and your family members, except as specifically allowed by this law. To comply with this law, we ask you not to provide any genetic information when responding to a request for medical information, fitness for duty, sick leave, FMLA verification, etc. Genetic information, as defined by GINA, includes family medical history, the results of family medical history, the results of genetic tests, the fact that you or your family member sought or received genetic services, and genetic information of a fetus carried by you or your family member or an embryo lawfully held by you or family member receiving assistive reproductive services. Please contact the Human Resources Department regarding any questions about this policy or about any information the Company may request from you.

Benefits

Insurance and Other Benefits

We offer major medical plans with prescription drug coverage and a wide variety of other benefits plans including dental, vision, voluntary life, accidental death and dismemberment, short-term and long-term disability, and a 401(k) savings plan. Complete information and Summary Plan Descriptions can be obtained by going to <https://hrselfservice.usxpress.com:9091/SHCM/index.jsp> or by calling the Human Resources Service Center at **844-879-7377, option 7**.

Total Transportation provides a driver portal website to assist with your questions. You can access the Driver Info Service through the Employee Login on Total's website, www.totalms.com.

Employee Assistance Program (EAP)

Total Transportation provides a Company-paid EAP to employees and their families. The EAP is a confidential counseling, education and referral service through Health Advocate. The EAP offers confidential consultation for a broad range of personal issues such as depression, alcohol and drug abuse, relationship concerns, parenting issues, grief over the loss of a loved one, stress and may other issues.

The EAP hotline is available 24 hours a day, 7 days a week at **877-650-9027**. The EAP is designed to help employees deal and cope with life's everyday situations.

Equipment Maintenance

Tractor and Trailer Care

As a professional truck driver, you are encouraged to keep the following in mind:

- Keep the tractor clean both inside and out. Try to wash your tractor and trailer each time you are in a terminal with wash facilities.
- Remove trash each time you come into a terminal. Waste cans are provided for your convenience.
- Do not drill holes in the dash or cab. A Company technician will install C.B. radios and antennas.
- **LINEARS AND RADAR DETECTORS ARE PROHIBITED.**
- Decals, signs or extra lights may NOT be displayed, nor may other equipment be added to the trucks other than what the Company specifies.
- In keeping with FMCSRs, the Company does not allow any objects hanging from the visors, or anywhere in the cab that will hinder the driver's vision.
- Do not overload cigarette lighter outlets. Overloading may result in fire and personal injury.
- Electrical wires shall NOT be altered or spliced. Any modifications must be approved and completed by shop personnel.
- Tinting or in any way changing the transparency of Company tractor windows or windshields is not permitted.
- Tampering with the ECM on any Company equipment is not permitted. If the truck isn't running correctly, contact Breakdown at **844-879-7737, option 4** or by DriverTech **Macro #20**. Tampering with the ECM, sensors, or the engine electronics is a major policy violation and may result in disciplinary action up to and including discharge.
- If the truck overheats or acts like it has a serious problem, shut it down immediately. Don't try to drive it. Contact Breakdown immediately by phone or DriverTech.
- In cold weather (15°F or below), *engines are not to be shut off for more than three hours in rest areas or other places where help is not available.*
- It is your responsibility to check the fuel tanks at every stop and make sure the vehicle does not run out of fuel.
- Steering knobs are not allowed.
- Smoking is strictly prohibited in the sleeper compartment.
- Total Transportation supplies the inverters that stay with the tractor using antitheft nuts and bolts.
- The truck and cab may be subject to inspection.

Equipment Recovery and Clean-Up

When the driver quits or is terminated, he/she must return the tractor and trailer to a terminal. Any and all expenses incidental to the recovery of either the tractor or trailer will be the full responsibility of the driver.

The driver will be charged **\$500** if the tractor is NOT returned to a terminal and this will be reported to DAC. The driver is responsible for cleaning his tractor prior to leaving it at a terminal, whether to reseat another tractor or for personal leave, home time, or termination. If the tractor is not clean and the driver is still present at the terminal, he or she will be directed to clean up the tractor and have it inspected by the Maintenance Department. If the driver chooses not to clean the truck or has abandoned the tractor and is not available to clean it, **\$250** will be deducted from his or her last or next paycheck.

Seating and Reseating Equipment

When a driver is turning in the tractor in order to seat another tractor, he or she must clean the tractor as explained in the above section "Equipment Recovery and Clean Up." When the driver is seating or reseating a tractor he or she will be required to inspect the tractor along with a Maintenance Department and then sign for his or her truck in the condition it is in at the time of seating it.

Modifications

- Trucks cannot be customized or modified.
- Steering knobs are not allowed.
- No extra lights.
- No personal decals or signs.
- No modifying or removing interior cabinets.
- No tinted windows.
- Nothing tied to the frame or sitting on back of the truck (such as load locks or snow chains).
- Do not drill holes in the dash or cab. C.B. radios will be installed by shop personnel.
- No splicing or altering electrical wires.
- No tampering with the ECM or sensors, DriverTech, or EVE. This is a major policy violation.

BPMs/Shop Process

We have service centers and shop facilities located across the country used for scheduled service or needed repairs. All service centers and facilities follow the same basic procedure when you go in for safety checks, service or repair. Security personnel will brief you on procedures for the service lane. Service center personnel will tell you what you need to do if your truck needs service or repair.

If you need repairs, you will need to communicate with your Fleet Manager so he or she can route you to the most convenient service center location. Once at the shop, you will need to fill out an Equipment Maintenance Request form for any repairs needed at the service writer's desk. On the work request form, you will need to complete the following information:

- Name
- Cell phone number
- Type of truck
- Date/time
- Truck number or trailer number
- Odometer mileage for tractors
- List all vehicle issues in the comments section, being as specific as possible

***Please remove the truck key from your personal keychain before giving it to shop personnel.**

Scheduling BPMs and Service

Tractor service is performed at specific intervals according to equipment type, usually between 35,000 and 60,000 miles. Your Fleet Manager will help you get routed to the nearest service center when needed for maintenance. All service and repair work is done on a first-come-first-served basis, with the exception of scheduled periodic maintenance services and time-sensitive loads prioritized by the Operations Department.

Failing to comply with the periodic maintenance mileage requirements puts us at risk of future breakdowns that are very costly, especially when this occurs over the road. Failing to meet the required periodic maintenance service also puts us at risk of voiding the warranty requirements of the equipment. Please be on time for your scheduled periodic maintenance service appointment. Latecomers will need to reschedule their appointment for another date.

Hotel vouchers will be issued only if your tractor will be in a shop overnight and you are unable to sleep in it. If a truck can be rolled out of the shop and is able to provide heat and/or air conditioning, you will be required to stay in the tractor. If you should need rest prior to having the truck serviced, notify the shop personnel. Additionally, drivers, passengers and pets are not allowed in the tractor while it is being serviced. Tractors are to be parked in genuine parking spots, not directly in front of the shop blocking the shop bays.

Shop Dos and Don'ts

- Pets are not allowed in the shop.
- All non-maintenance personnel must be escorted while in the shop bays.
- Please observe designated smoking areas while in shop location.
- If vehicle fluids are needed, such as washer, coolant, or oil, please see the shop desk.
- Do not leave expensive personal items such as wallets and jewelry in the vehicle.
- Make sure all trash is removed from the vehicle.

Air Brakes Check

1. Build air pressure to cut-out (approximately 125 psi).
2. Shut off engine, turn on key.
3. Release parking brakes (yellow push button).
4. Hold down brake pedal (3 lbs. = 1 minute and listen for audible air leaks).
5. Repeatedly apply brakes. Check air buzzer and light (60 psi). Continue to repeatedly apply brakes and check for spring brake application (brake buttons will pop out at 20–45 psi).

Inverter Installation

We no longer install personal inverters in Company or leased trucks. Any inverters used in Company or leased trucks will be provided and installed by shop personnel. We recommend and encourage the use of 12-volt accessories. Please do not overload by using two or more accessories at the same time, such as a refrigerator and microwave.

Chains

Chains are required in the Northwest region of the country from October 15 to April 15. Chains are issued in specific locations and should be returned to these locations (see below).

To check out chains, contact the Fuel Department at 800-251-6011. You will be given an authorization number and told where to pick up your chains. To return chains, contact the Fuel Department to obtain a return authorization number and to find the nearest chain drop-off location. This is to ensure chains will be available for the next driver. Don't carry chains beyond designated drop locations. Chains must be returned to the specified locations by April 30 or the final day of employment, whichever is sooner. You will need to send a copy of the original control form in a prepaid business reply mail envelope to the attention of the Fuel Department when the chains are picked up and retain the second copy until the chains are returned.

You may prefer to have your own chains to eliminate stops at chain banks. If you would like to purchase chains, you may do so at any of our chain bank locations. For more information, contact the Fuel Department at 800-251-6011.

Winter Fuel Additive

During the winter season, fuel suppliers blend fuel for the region's weather. Because your vehicle may fuel in a warmer climate, then operate into a colder climate, it is recommended you treat the fuel with anti-gel.

Every Total Transportation Service Center keeps winter fuel additive that will help prevent fuel-related issues and keep trucks running on cold winter days. If you have any questions or concerns, please call your Fleet Manager or the Fuel Department at 844-879-7737, option 2.

Xpress Roadside Assistance

Any repairs not performed at a Total Transportation Service Center shop must be authorized by Xpress Roadside Assistance before the work is started. Xpress Roadside Assistance can be

reached by telephone at 844-879-7737 (option 4 and then option 2) or by Macro #20. For tire issues, call 844-979-7737, option 4, then option 1.

When calling Xpress Roadside Assistance, be ready to provide the following information:

- Your truck number
- Your trailer number
- Your location (city, state, nearest exit, mile marker, intersection or address)
- A brief, very specific description of the problem
- If your tires are flat/blown, include tire position
- If you have a leak (oil, air, coolant), location of the leak and severity
- Check engine light (is the fuel filter dirty and are other fluid levels full?)

General Fuel Information

Fuel Cards

You will receive a fuel card in orientation and will need to activate it as soon as possible by sending in a Macro #40. You will pay for all fuel purchases with your fuel card. You must call the Fuel Department immediately if your card is lost or stolen or you have any trouble using the card.

Do not run out of fuel! The service call will be charged back to the driver. If you have questions or concerns, call the Fuel Department (844-879-7737, option 2) for clarification.

Fuel Compliance

When you are dispatched, you will receive a set of fuel solutions for your trip. These solutions are generated based on your route, current fuel level and our negotiated fuel price. Due to pre-negotiated rates, the fuel price on the sign does not reflect the fuel price we pay. We use a fuel optimization program called Expert Fuel. The Expert Fuel system generates the most optimal fuel purchase plan for you at the point of dispatch. This program evaluates each fuel purchase location based upon the load assignment. Expert Fuel will recommend the fuel stop location. Always fill your tanks at each fuel stop. Expert Fuel relies on accurate fuel level information from you to ensure the most sensible fuel route.

If you receive a “no solution” message on your DriverTech, or you are unable to follow the fuel router, send a Macro #60 to request an alternate fuel stop or contact the Fuel Department (844-879-7737, option 2).

Guidelines:

1. When completing the Empty Call (Macro #8) at the final destination, be certain to correctly identify the current fuel level of your tractor.
2. When you are not sending an Empty Call Macro but are receiving a new load assignment, you must send Update Fuel Level (Macro #37). This Macro allows you to update your fuel level at any time. Below are some suggested times to use Macro #37:
 - After being empty-moved, but before receiving the next dispatch.

- After dropping a load at a service center or other designated facility but before receiving the next dispatch.
- After performing a repower, but before receiving the new load information.
- In a layover situation where the truck has been idling for a period of 12–24 hours.
- After a load is canceled.

Fueling Tips

- Never pay cash for fuel unless instructed to do so by the Fuel Department.
- To receive the best fuel route, always give an accurate fuel level reading. Update your fuel level (Macro #37) between loads, after home time, or when a load is canceled to keep it current.
- Don't allow your fuel level to get below one-fourth of a tank without having your fuel solution nearby or calling the fuel desk for assistance.
- If an emergency situation causes you to need fuel at a stop not in our network of fuel stops, call the fuel desk before you fuel.
- If your truck requires diesel exhaust fluid (DEF), top off your DEF tank at a service center or at a station with DEF at the pump. Never buy bottled DEF unless it is an emergency.
- You can fuel at our service centers any time you are there without calling the fuel desk or being charged a compliance fee.
- When fueling, be sure to provide an accurate odometer reading.
- When you have a heavy load and fuel could play a role in your total weight, contact your Fleet Manager for routing using the heavy load option.

Emergency Fueling Situations

You may only purchase fuel with the U.S Xpress/U.S. Bank fuel card. If for any reason you feel you cannot make it to an authorized fuel stop, you must contact the Fuel Department (844-879-7737, option 2) or use Macro #60. You will need to give the Fuel Department the following information:

1. Truck number
2. Fuel level
3. Current location

You must receive prior approval from the Fuel Department obtain emergency fuel at an unauthorized location. If you are uncertain about any fuel recommendations or where to purchase emergency fuel, contact the Fuel Department.

Fuel Economy

Your careful operation of the equipment is extremely important for fuel economy and low maintenance costs.

Tips for saving fuel:

- Shut the truck off as much as possible. Remember to reduce your idle time.
- Use the bunk heater to warm the sleeper area.
- Plan ahead for your stop. Close the sleeper curtains and turn the sleeper heat on as you are driving to warm the sleeper area. It is easier to maintain a warm sleeper instead of warming a cold one.
- Run at or below the speed limit at reduced RPMs.
- Do not over-wind the engine coming off a hill. This prevents possible engine damage.
- In cold weather, idle time increases, causing more fuel to be burned. There are still ways to save fuel. When you are out of the tractor for short periods of time, be sure to shut the engine off. The few minutes you save add up over time. Compliance with state and local idling laws is mandatory.

Any issues or problems you encounter with any route solution must be addressed with your Fleet Manager/Account Supervisor. If you must deviate from the planned route, you must contact your Fleet Manager/Account Supervisor to obtain approval before changing routes.

Load Weight

You are responsible for the weight and weight distribution of each load. Here are some guidelines.

- Federal or state bridge laws govern how much weight a commercial vehicle can haul on public highways and how that weight must be distributed among a vehicle's axles. Distribute the weight on axles to be in compliance by sliding your tandems and fifth wheel if needed.
- You must also comply with kingpin-to-tandem length requirements. Requirements per state are available in a commercial motor carrier's atlas. Measure from the kingpin.
- Weigh all loads over 38,000 lbs. on a certified scale. If there is not a certified scale available, call a local moving and storage company or grain elevator. You will be reimbursed for the scale fee, but you must include the scale receipt when scanning your bills. For reimbursement for the scale fee, send the scale receipt with your scanned trip paperwork and enter the total in Macro #7 (Expenses).
- Fuel adds weight to your vehicle, about eight lbs. per gallon.
- You may not exceed 80,000 lbs. gross vehicle weight, including tractor, trailer, load, driver(s)' personal property, and ice or snow buildup.
- By law, you may carry up to 34,000 lbs. on each set of trailer and drive tandems, if no single axle exceeds 20,000 lbs. This allows for up to 12,000 lbs. on the steer axle.
- If you fail to weigh a load and are fined for being overweight, you are responsible for the penalties.
- If you are unable to legalize the weight and distribution of a load, contact your Fleet Manager.
- Load weights may be shown in kilograms or pounds. There are 2.2046 pounds in one kilogram. To convert kilograms to pounds, multiply the number of kilograms by 2.2046.

To convert pounds to kilograms, divide the figure by 2.2046. Numerous metric conversion sites are available on the internet.



2022 Driver Handbook

By signing below, I acknowledge I have received a copy of the Driver Handbook. I understand it is my responsibility to read and adhere to the policies contained in this Handbook.

Print Employee Name

Date

Signature of Employee