

CHAMPION COACH, INC.

Greenville, South Carolina



DRIVER POLICY MANUAL

EMPLOYEE MANUAL RECEIPT ACKNOWLEDGMENT: This letter is to be signed by the employee to indicate he/she has received an electronic copy of the employee policy and procedure manual and understands its effect.

To: _____

I have received my copy of the Champion Coach Driver Policy Manual. It is my responsibility to read and understand the matters set forth in this Manual. It is a guide to firm policies and procedures.

I have read and understand the company's Drug-Free Workplace Policy.

I understand that no statement contained in this Manual creates any guarantee of continued employment or creates any obligation, contractual or otherwise, on the part of the company. I will rely on any promises, statements or representations to the contrary only if they are in writing and signed by an authorized member of the company's management.

I understand and acknowledge that the company has the right, without prior notice, to modify, amend or terminate policies, practices, benefit plans, and other institutional programs within the limits and requirements imposed by law.

ACKNOWLEDGEMENT AND AGREEMENT MADE THIS _____ day of

_____, 20_____.

Employee Signature

Authorized Champion Coach, Inc. Representative

EDITION

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CHAMPION COACH, INC.

Driver Policy Manual

Champion Coach, Inc.
145 Ben Hamby Lane
Greenville, SC 29615
Phone 864.284.9000 • Fax 864.284.9400
WWW.CHAMPIONCOACH.COM
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Driver Orientation and Training Policy

The purpose of Champion Coach is to be the top provider of motorcoach transportation services in the industry. Our goal is to exceed the requirements and expectations of today's travelers.

Champion Coach is committed to having all drivers new to the organization participate in and successfully complete the driver orientation program. Our goal is to make certain all new drivers start their careers at Champion Coach with adequate and proper training, the right tools and equipment, appropriate support systems, and a thorough understanding of company policies and procedures to perform all functions and duties of their job in a safe, legal, and professional manner.

President's Statement

On behalf of myself, my family, and your new co-workers, welcome to Champion Coach. We are happy to have you as a member of our team!

Champion coach has earned a reputation as a leader in the motorcoach industry. We are successful because of the individual contributions made by each of our employees/drivers. You were selected to join Champion Coach's team because we feel you have the skills, ability, and commitment needed to help us deliver the best motorcoach service available to our customers. Since founding Champion Coach, we have held to a very simple philosophy: to provide excellent charter service to our customers. We want to ensure the relationships we have built with our customers continue well into the future.

We hope you will find your job both challenging and rewarding. We also want to extend our best wishes for a successful and meaningful career with Champion Coach.

This handbook will explain many of the benefits you will enjoy as a Champion Coach driver and some of the rules and regulations that enable our Company to run smoothly.

The opportunities for all of us at Champion Coach are boundless. I encourage each of you to be creative, energetic, and especially, positive. If you have any questions, or if there is something we can do to help you succeed and grow with us, please don't hesitate to call me directly.

Once again, welcome aboard!

Craig Dance
Owner/President

Orientation Overview

All new drivers are required to complete a three (3) day orientation program. Champion Coach's orientation program consists of comprehensive training that will cover a variety of subjects. Among the topics are company policies and procedures, company safety compliance, drug and alcohol training, customer service workshops, and regulatory compliance.

After the classroom portion of the orientation has been successfully completed, all new drivers will be assigned to a driver trainer. The purpose of this time with a company driver trainer is to evaluate the new driver's overall driving skills and techniques, and to apply what has been learned in the classroom to an actual job situation. This time should also be used to familiarize the new driver with Champion Coach's equipment, customers, paperwork procedures, policies, and to answer any questions or concerns which were not addressed in the classroom training.

A new Champion Coach driver can expect to spend one (1) to two (2) days out with a driver trainer. The actual time will be determined by the new driver's overall skill level, experience, and how quickly the driver adapts and adheres to Champion Coach's methods and procedures. Under no circumstances will a new driver be exempt from being assigned to a driver trainer, regardless of his or her experience or skill level.

Operational Overview and Facilities Tour

All new drivers, as part of Champion Coach's orientation program, will be given an overview of the dispatch operation and a tour of the facility. The purpose of the operational overview and facilities tour is to give new drivers an opportunity to meet the individuals they will be interacting with on a daily basis, and to familiarize new drivers with the company's various departments and their functions.

Driver Qualification

According to Federal Motor Carrier Safety Regulations (FMCSR), drivers must renew their certificate of violations and DOT physical exam card on a regular basis (§ [391.27](#) and § [391.45](#)).

Champion Coach's Safety Department will review these records and will be responsible for monitoring compliance. Drivers with upcoming expirations of documents will be notified. Upon notification, all drivers will be responsible for updating these records prior to expiration dates. Failure to keep these documents current will result in a driver being disqualified from driving a Champion Coach vehicle until such time as the record is updated.

All Champion Coach drivers should have a valid and proper class license issued by their state of residence in their possession when operating a company vehicle. A driver whose license has been suspended, canceled, or revoked for any reason must report the incident to the Safety Department within 24 hours of the action. If the driver fails to report suspended license and continues to drive he/she will be responsible for all expenses related to substituting a legal driver to complete the charter. The driver with suspended license will be subject to discipline, up to and including termination of employment.

Drivers whose licenses are not valid will not be allowed to operate any company vehicle. While the Safety Department will monitor and send periodic reminders of expiring licenses and medical cards, it is the responsibility of the driver to keep his/her commercial drivers license and medical certificate current. Drivers will be responsible for all expenses related to keeping DOT documents up to date including commercial license, medical certificate, etc.

Any Champion Coach driver will be disqualified from driving if he or she violates regulations as

listed in § [383.51](#) and § [391.15](#) of the FMCSR. The company will fully comply with these disqualification regulations, and under no circumstances will any exceptions be made to any driver. (See [§ 383.37 Employer responsibilities](#))

Equal Employer Opportunity Compliance (EEOC)

It is our policy to provide equal opportunity in employment. Champion Coach recruits, hires, trains and promotes individuals without regard to race, color, sex, age, national origin, religion, disability, or veteran status. It is our policy to comply with all Federal and state fair employment legislation. Our policy is to provide legal treatment of all employees with regards to wages, hours, benefits, working conditions, training and availability of advancement opportunities.

Champion Coach will not tolerate discrimination of any kind. Upon becoming aware of such treatment, the Company will investigate and take appropriate action. It is every employee's responsibility to report any discriminatory practices to Management or the President of the company.

No employee will be retaliated against as a result of bringing valid information of such treatment to the attention of Management.

Harassment-Free Workplace

Champion Coach is committed to providing a work environment that is free of discrimination and harassment. Any employee who commits any of the following acts may be disciplined in any manner deemed appropriate by the Company including discharge without notice. Harassment includes verbal or physical conduct that insults or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, national origin, age or disability, and that 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; 3) otherwise adversely affects an individual's work performance, or 4) otherwise adversely affects an individual's employment opportunities.

American with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that require employers with 15 or more employees to not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Champion Coach to comply with all federal and state laws concerning the employment of persons with disabilities and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our

company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

When an individual with a disability is requesting accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, he or she will be given the same consideration for employment as any other applicant. Applicants who pose a direct threat to the health, safety and well-being of themselves or others in the workplace when the threat cannot be eliminated by reasonable accommodation will not be hired.

Champion Coach will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Champion Coach. Contact HR with any questions or requests for accommodation.

All employees are required to comply with the company safety standards. Current employees who pose a direct threat to the health and/or safety of themselves or other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the employees' immediate employment situation.

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy. Management will implement this policy, including resolution of reasonable accommodation, safety/direct threat and undue hardship issues.

As used in this ADA policy, the following terms have the indicated meaning:

Disability means a physical or mental impairment that substantially limits one or more major life activities of the individual, a record of such an impairment or being regarded as having such an impairment.

Major life activities include the following, but are not limited to: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working.

The ADAAA also includes the term "major bodily functions," which may include physical or mental impairment such as any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin and endocrine. Also covered are any mental or psychological disorders, such as intellectual disability (formerly termed mental retardation), organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Substantially limiting: In accordance with the ADAAA final regulations, the determination of whether an impairment substantially limits a major life activity requires an individualized

assessment, and an impairment that is episodic or in remission may also meet the definition of disability if it would substantially limit a major life activity when active. Some examples of these types of impairments may include, but are not limited to, epilepsy, hypertension, asthma, diabetes, major depressive disorder, bipolar disorder and schizophrenia. An impairment such as cancer that is in remission but that may possibly return in a substantially limiting form also is considered a disability under EEOC final ADAAA regulations.

Direct threat means a significant risk to the health, safety or well-being of individuals with disabilities or others when this risk cannot be eliminated by reasonable accommodation.

Qualified individual means an individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.

Reasonable accommodation includes any changes to the work environment and may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, telecommuting, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

Undue hardship means an action requiring significant difficulty or expense by the employer. In determining whether an accommodation would impose an undue hardship on a covered entity, factors to be considered include, but are not limited to:

- The nature and cost of the accommodation.
- The overall financial resources of the facility or facilities involved in the provision of the reasonable accommodation; the number of persons employed at such facility; the effect on expenses and resources; or the impact of such accommodation upon the operation of the facility.
- The overall financial resources of the employer; the size, number, type and location of facilities.
- The type of operations of the company, including the composition, structure and functions of the workforce; administrative or fiscal relationship of the particular facility involved in making the accommodation to the employer.
- The impact of the accommodation on the operation of the facility.

Essential functions of the job refer to those job activities that are determined by the employer to be essential or core to performing the job; these functions cannot be modified.

The examples provided in the above terms are not meant to be all-inclusive and should not be construed as such. They are not the only conditions that are considered to be disabilities, impairments or reasonable accommodations covered by the ADA/ADAAA policy.

Entry-Level Driver Training

An entry-level driver is a driver with less than one year of experience operating a Commercial

Motor Vehicle (CMV) with a commercial driver's license (CDL) in interstate commerce. Entry-level driver training includes specific instruction addressing the following areas:

- Driver qualification requirements - The Federal rules on medical certification, medical examination procedures, general qualifications, responsibilities, and disqualifications based on various offenses, orders, and loss of driving privileges.
- Hours of service - The limitations on driving hours, the requirement to be off-duty for certain periods of time, record of duty status preparation, and exceptions. Fatigue countermeasures as a means to avoid crashes. Compliance with all regulations.
- Defensive Driving – Emergency and accident procedures.
- Comprehensive knowledge of the equipment.
- Trip planning and preparation including pre-trip and post-trip safety inspections.
- Alcohol and controlled substance effects and consequences.
- Driver wellness - Basic health maintenance including diet and exercise. The importance of avoiding excessive use of alcohol.
- Company policies and procedures
- Safety and compliance
- Passenger assistance (including "special needs" passengers).
- Baggage handling.
- Customer relations.
- Employee health and safety (personal wellness & fatigue management, personal protective equipment, hazard communication, etc.).

Champion Coach will ensure the entry-level driver receives a training certificate. A copy of the driver's training certificate will be kept in the driver's Qualification file for as long as the driver is employed by Champion Coach and for one year thereafter.

Annual Recertification Training

Annual refresher training (recertification) for drivers will include at least the following:

- Quarterly one hour safety meetings.
- Road test recertification of defensive driving skills.
- Spontaneous group or one-on-one training, when appropriate.

Remedial Training

The need for retraining is required for drivers who have experienced behavioral difficulties (e.g., preventable accidents, moving violations, passenger or motorist complaints, unsatisfactory performance observed during road observations, etc.).

Remedial training will be at least four hours in length and will focus on the specific issues involved in the inappropriate behavior. Classroom and off roadway training

should be used in addition to a road test with commentary driving to confirm that appropriate behaviors are understood and practiced.

Personal Appearance and Conduct

All drivers for Champion Coach are expected to dress, look, and act like professionals. Maintaining a positive, professional, and safe public image is extremely important to the overall success of Champion Coach. Our drivers are the most visible company representatives to the general public and to our customers, and therefore, need to maintain the highest personal appearance and conduct standards. (See [Customer Service Policy](#))

Drivers for Champion Coach are expected to follow all company policies and procedures, and abide by all the Federal Motor Carrier Safety Regulations (FMCSR). Champion Coach drivers will be trained in, and expected to obey, all federal and state laws and regulations.

All Champion Coach drivers are expected to conduct themselves in a professional manner while at work or out on the road. Courtesy and mutual respect for others should be demonstrated at all times. Champion Coach drivers are expected to conduct themselves in this manner, and should expect the same treatment in return. Any driver who feels he/she is not being treated in this manner is to contact their supervisor or manager for resolution of their concerns. Drivers who exhibit aggressive behavior toward another coworker will be subject to discipline, up to and including termination.

Champion Coach does not tolerate sexual harassment by any employee, associate, or customer. Any employee who feels he or she is being subjected to any form of sexual harassment has the right to bring the complaint to his or her supervisor or manager, without fear of retaliation. (See [Sexual Harassment Policy](#))

Driver Pay and Benefits Review

It is the policy of Champion Coach that all new drivers receive training in proper payroll procedures in order to ensure consistently accurate paychecks. This training will include Champion Coach's prescribed procedures for the completion and submission of payroll documents, charter envelopes with accurate mileage, logs, and any other company paperwork.

The company will also provide, as part of the orientation program, an overview of the driver pay and benefits package.

Dispatch Policy

Champion Coach is committed to providing all drivers with a reasonable supply of work they will be able to safely and legally perform. The company also believes in the importance of family and time at home. Therefore, Champion Coach is committed to providing regular, quality time at home for drivers. (See [Dispatch Policy](#))

Reporting to Work

Drivers are expected to have reliable transportation to get to and from their home terminals.

Drivers may not use Champion Coach vehicles for personal use or for transportation to and from home, unless permission to do so is specifically granted by an authorized Champion Coach official.

Whistleblower Protection

Champion Coach adheres to the State/Federal statutes concerning the South Carolina Whistleblower protection which gives the right of an employee to question the safety practices of an employer without the risk of losing his/her job or being subject to reprisals simply for stating a safety concern ([29 CFR Part 1978](#)).

Champion Coach strives to operate in an ethical, honest and lawful manner and expects its employees to conduct their activities in accordance with company policies and applicable laws. The Company strongly encourages all employees to report suspected or actual wrongful conduct by its employees to his/her supervisor or management. No employee may interfere with the good faith reporting of suspected or actual wrongful conduct and no individual who makes such a good faith report shall be subject to retaliation, including harassment or any adverse employment consequence, as a result of making a report. Champion Coach will take necessary and appropriate action to address a violation of this policy.

Customer Service Overview

Customer service is our product, and Champion Coach is committed to achieving the highest level of customer satisfaction to ensure continued success. Our goal is to consistently deliver flawless customer service. Our expectations are high, and we expect more from our drivers than most other companies. We hope all of our drivers will take pride in the service they provide and create a first-rate memorable experience for each and every traveler. Champion Coach has top-of-the line equipment and will make certain the vehicle is clean both inside and out so the driver will have an adequate stage in which to provide an outstanding performance and experience for the customer.

Champion Coach drivers are expected to be at the pick up location on time. They are required to communicate all variances due to traffic, weather, or any other delays to scheduled pick up times promptly so the Company can notify the customer and take any needed corrective action.

Drivers are expected to be courteous, cooperative, and respectful at all times. If a conflict should arise with the customer the driver should attempt to resolve these issues in a professional and courteous manner. If the customer is unreasonable the driver should not attempt to resolve the issue. In such cases, the driver's supervisor or manager should be contacted to handle the situation.

Safety Compliance Overview

All Champion Coach employees are expected to perform all functions, duties, and assigned work in a safe, legal, and professional manner. Any incidents of a Champion Coach employee being instructed to operate in an unsafe or illegal manner should be reported to the immediate supervisor or manager.

Each employee has the responsibility for his or her own welfare as well as the welfare of other employees and the general public during the performance of their duties. The Company encourages all employees to take an active interest in managing risks by establishing dialogues with the department managers to define risks; act responsibly and adhere to departmental and company policies concerning risk management; and help fellow employees minimize risk for themselves and others. Successful risk management requires the involvement of all employees and effective communication between them and management. The Company expects the active participation of each employee in this process.

Champion Coach is committed to its defensive driving policy, and all drivers are expected to drive accordingly. New Champion Coach drivers should be trained in all defensive driving techniques, as defined in the company's defensive driving policy. Drivers should attend periodic defensive driving and general safety meetings conducted by Champion Coach's Safety Department. While on duty for the company, drivers are expected to drive in a safe and professional manner at all times. Doing so will minimize the likelihood of accident or injury and will promote a positive image to the motoring public.

Champion Coach drivers require a high level of skill and alertness to consistently operate their vehicles safely. Drivers who are, or are suspected of being, ill or fatigued will not be permitted to operate a Champion Coach vehicle or other equipment until the condition no longer exists or proper rest has been taken.

Transporting of any unauthorized passengers is strictly forbidden in any Champion Coach vehicle and is prohibited by § [392.60](#) of the Federal Motor Carrier Safety Regulations (FMCSR). Any driver who is reported, or is found to have an unauthorized passenger, is subject to discipline up to and including termination of employment.

Transporting of animals is strictly forbidden in any Champion Coach vehicle with the exception of a seeing-eye dog, police trained dog, or in rare instances, a team mascot. The transporting of an animal poses a serious safety risk, and will not be tolerated. Any driver who is reported, or is found to have an animal in a company vehicle, is subject to discipline up to and including termination of employment. The driver should contact their supervisor or manager prior to transporting a live animal that represents a team mascot. The mascot should not be allowed to freely roam in any vehicle. Mascots should be transported in an approved container for live animals.

Transporting of weapons (such as firearms, large knives, etc.) or illegal or dangerous property is not permitted. No weapon or illegal or dangerous material shall knowingly be carried in a Champion Coach vehicle unless specifically authorized by the company.

Champion Coach drivers are required to obey posted speed limits on all roads traveled. This policy correlates with the company's overall expectation that its drivers will operate in a safe, legal, and professional manner.

The use of radar detection devices in any Champion Coach vehicle is prohibited. Since it is the company's policy that drivers are required to obey all posted speed limits, the use of any type of radar detection device is unnecessary. In addition, federal regulations prohibit the use/possession of radar detectors in all commercial motor vehicles (FMCSR, § [392.71](#)), and it is

the policy of this company to comply with all federal and state regulations.

Champion Coach requires the use of seat belts while driving any company vehicle. Champion Coach's seat belt policy is in accord with federal regulations which require the use of seat belts while driving any commercial motor vehicle (FMCSR, § [392.16](#)).

Unauthorized modifications or tampering with any company vehicle are strictly prohibited. Tampering with onboard electronics such as DVD players, satellite receivers, GPS systems, wireless internet, cameras, etc., is prohibited. Questions regarding this equipment should be addressed to the driver's supervisor or manager.

Accidents Overview: Prevention, at the Scene, and Reporting

The goal of Champion Coach is to reduce the potential for accidents through hiring the right people, ongoing training, and company-wide safety awareness programs. As part of Champion Coach's driver orientation policy, all new drivers will be trained in accident prevention, what to do at the scene of an accident, and accident reporting requirements. (See Accident Procedures)

Hours of Service and Driver Logs Overview

Champion Coach expects all drivers to know and comply with the hours of service regulations. Therefore, as part of the company's orientation policy, all new drivers, regardless of experience, will be trained and tested in the FMCSR, Part [395](#), [Hours of Service](#), and Electronic Logging Devices (ELDs).

Drivers using paper logs are required to submit their logs promptly upon the completion of any charter. All drivers are expected to complete accurate, true, neat and legible logs. Submitted paper logs will be audited by the company for accuracy and completeness. Log errors will be brought to the driver's attention for retraining, and/or disciplinary action, if deemed necessary. Champion Coach's dispatch operation is responsible for making sure that no driver is knowingly dispatched into violation of the hours of service regulations. To help avoid this situation, drivers are required to report their hours of service usage for the previous day(s) to their dispatcher if he/she is requested to perform additional charter work.

Drivers using ELDs are required to use the device according to FMCSA regulations and company policy.

Vehicle Inspection Overview

Champion Coach is committed to a strong vehicle inspection program. As part of the company's driver orientation policy, all new drivers, regardless of experience, will be trained in daily vehicle inspection procedures. These procedures include instructions on how to perform proper pre-trip and post-trip safety inspections, on-the-road inspections, and how to prepare company vehicle inspection report forms. (See Driver's Vehicle Inspection Policy)

Vehicle Breakdown and Road Repair Overview

Champion Coach is committed to providing its drivers with expedient breakdown and road

repair service. All drivers will be trained in, and expected to use, Champion Coach's established breakdown reporting procedures. These procedures are in place for our drivers' safety and comfort, the safety of the motoring public, and to keep our customers informed of any potential delays caused by breakdowns. (See [Vehicle Breakdown and Road Repair Policy](#))

Vehicle Assignment Policy

Champion Coach vehicles will be assigned based on the requirements or the requests of the chartering party. The assigned vehicle will be thoroughly cleaned on the interior and exterior prior to the driver departing. Any vehicle that is not clean, fully stocked, and ready for departure should be reported to the supervisor immediately.

All Champion Coach vehicles should be kept neat and clean while out on the road. It is the responsibility of the assigned driver to maintain the cleanliness and appearance of the vehicle. All vehicles should have an adequate amount of cleaning chemicals and supplies so the driver can maintain the vehicle while out on the road.

Controlled Substances and Alcohol Overview

Champion Coach is committed to a drug and alcohol-free environment. Use of alcohol or the sale, purchase, transfer, possession, or presence in one's system or of any controlled substance (except medically prescribed drugs not including marijuana) by any employee while on company premises, engaged in company business, while operating a company vehicle or other equipment, or while operating under the authority of Champion Coach is strictly prohibited.

The Federal Motor Carrier Safety Administration ([FMCSR](#)) has issued regulations which require Champion Coach to implement a controlled substances testing program. Champion Coach will fully comply with these regulations and is committed to providing all of its employees with a safe and drug free workplace. (See Drug and Alcohol Policy)

Driver Performance Reviews

All drivers will be given regular performance reviews. It is the policy of Champion Coach to give and receive feedback in an open and honest manner. In conjunction with this policy, drivers will be given annual performance reviews.

Driver Qualification and Hiring Policy

Champion Coach believes our employees are our most valuable assets, and the success of the company is determined by the quality of its employees. Because of these beliefs, the personnel selections of the company are extremely important. The company is committed to hiring only the best and most qualified available drivers.

To help carry out this commitment, Champion Coach has implemented the following driver qualification procedures.

Qualification Procedures

Champion Coach's driver hiring qualification standards and procedures have been developed to achieve two goals. The first goal is for the company to meet or exceed all Federal Motor Carrier Safety Regulations ([FMCSR](#)) concerning driver qualification. The second goal is to select only the best available drivers who share Champion Coach's values and goals of operating in a safe, legal, and professional manner. All drivers should be trained and empowered to handle problems/situations on their own. Champion Coach's goal is to attract those drivers who are "engaged" and committed to create a high level of service and travel experiences.

Hiring Standards

Champion Coach's hiring standards require all driver applicants to be a minimum of twenty-five (25) years of age, and have a minimum of five (5) years U.S. driving experience, including 3 year's verifiable commercial driving experience, within the past 5 years, with one (1) year motorcoach specific. (FMCSR, § [391.11](#) (b)(1) states 21 years of age; however, Champion Coach requires applicants to be at least 25 years of age). A driver applicant must be D.O.T. qualified and possess a valid Commercial Drivers' License (CDL) of Class B or higher, with passenger and air brake endorsements.

Champion Coach's hiring standards require that only those driver applicants with no more than two (2) moving violation convictions/collisions, and no more than one (1) preventable, DOT recordable loss in the last twelve (12) months; no more than four (4) moving convictions/collisions and no more than two (2) preventable, DOT recordable losses in the past three (3) years. In combination, not more than two (2) moving violation convictions, and two (2) preventable, DOT recordable losses. Speeding, tailgating, improper passing, failure to yield, illegal turns, running a red light/stop sign are examples of moving violations.

Driver applicants with no license suspensions related to moving violations or drugs in the past ten (10) years (suspensions for physicals, insurance lapses, failure to pay fine and failure to appear are exempt under the ten-year rule), and no driving convictions related to alcohol or illegal drugs will be considered for employment. Because of Champion Coach's commitment to safety, the company will not consider driver applicants who fail to meet the above standard.

An applicant who has incurred more violations than the above standard has demonstrated a pattern of unsafe driving behavior, which Champion Coach finds unacceptable in any prospective driver. (FMCSR, § [383.51](#) and [391.15](#))

Champion Coach will not consider for employment a driver applicant convicted of any offense involving the operation of a motor vehicle while impaired by alcohol.

Champion Coach will not consider for employment a driver applicant who has been convicted of any careless or reckless driving of a motor vehicle offense within the past three (3) years. Drivers convicted of operating a motor vehicle with willful or wanton disregard for the safety of persons or property is considered to be unsafe by the company. This kind of behavior is unacceptable in any prospective Champion Coach driver. (FMCSR, § [383.51](#) and [391.15](#))

Champion Coach will not consider any driver applicant who has been convicted of a criminal offense involving a commercial vehicle, including operating while under the influence of a controlled substance, transporting a controlled substance, or a felony involving the use of a commercial motor vehicle. (FMCSR, § [383.51](#) and [391.15](#))

Drivers will be expected to converse with other company employees, customers, and the general public. Therefore, Champion Coach requires all driver applicants to be able to read and speak English sufficiently as to perform all duties and functions of the job. [FMCSR, § [391.11\(b\)\(2\)](#)]

Champion Coach's hiring procedures include a job-specific online Assessment that screens applicants and identifies high performers based entirely on the actual work behaviors of known superior performers. The Assessment focuses on applicant behavioral job-fit which assists Champion Coach in identifying, selecting, and developing the right candidate. The driver applicant must score 50 or above on the online Assessment to be considered for employment.

Essential Motorcoach Operator Job Functions

1. Must be able to load and unload baggage, boxes, and equipment from the ground to the bus bin and from the bus bin to the ground.
2. Must be able to carry baggage, boxes, and equipment a distance of 50 ft.
3. Must be able to place baggage, boxes, and equipment on cart and push to the bus over uneven and unpaved terrain for a distance of 150 ft.
4. Must have good hand strength in both hands to pull open bin doors and grip steering wheel.
5. Must be able to climb and descend 32-step where each step is 9-inches high.
6. Must be able to wear a seatbelt in the front driver's seat without obstructing controls and must be able to safely access brakes and accelerator.
7. Must be able to walk up the steps and enter the driver's area safely.
8. Must be able to open the escape hatch in the roof and exit out of it.
9. Must be able to reach overhead to access doors and hatches.
10. Must be able to sit with good posture while driving for a minimum of 5-hours.

Application for Employment

All driver applicants shall complete an application for employment, furnished by Champion Coach, containing all of the information required under section [391.21](#) of the FMCSR.

Champion Coach's hiring standards require that driver applicants list all former employers for the past ten (10) years. Any gaps in employment for more than a one-month period must be satisfactorily accounted for on the application.

License

Champion Coach's Safety Department will obtain a legible copy of the license of all driver applicants. The Safety Department will conduct a review of the license to be certain it is valid, has not expired, is the appropriate class for Champion Coach vehicles, has the appropriate endorsements, is issued by the applicant's current state of residence, and that the applicant possesses only one license. [FMCSR, § [383.21, 23](#) and [391.11 \(b\)\(7\)](#)]

Fair Credit Reporting Act and FMCSA Pre-Employment Screening Program (PSP) Disclosure

Driver applicants will be asked for their verbal and written authorization giving Champion Coach permission to obtain their annual driving records (MVR) for employment purposes. Champion Coach reviews driving records of its employees on a regular basis. The term "employment purposes" when used in connection with a consumer report means a report used for the purpose of evaluating for employment, promotion, reassignment or retention as an employee.

Driver applicants will also be asked for their verbal and written authorization to access the FMCSA Pre-Employment Screening Program (PSP) system to obtain information regarding their commercial driving safety record and information regarding safety inspection history including crash data from the previous five (5) years and inspection history from the previous three (3) years.

If an applicant is not hired based on a driving safety record, the applicant will receive a copy of the record and the summary of consumer rights. The [Fair Credit Reporting Act](#) insures that consumer reporting agencies exercise their responsibilities with fairness, impartiality, and a respect for the consumer's right to privacy.

Motor Vehicle Record (MVR)

Driver applicants should provide a recent copy of his/her motor vehicle record (MVR). A new driver applicant will be responsible for obtaining a recent copy of his/her MVR from each state and submitting it along with the Driver Application for Employment. If the driver applicant's motor vehicle record is insufficient or questionable, Champion Coach will request an MVR for driver applicants being considered for employment after the company has received the completed and signed employment application. An MVR will be requested from every state the applicant has lived in during the past seven (7) years. If an MVR request from a former state of residency comes back indicating 'no record found,' the MVR request will be placed in the

driver's Qualification file (if hired) as verification that Champion Coach attempted to obtain the information.

Champion Coach's Safety Department will review all MVR information to determine if the driver applicant meets company hiring standards regarding driving records, and will compare the MVR against the employment application to check for completeness and accuracy. (FMCSR, § [391.23](#))

Investigation of Previous Employment

Champion Coach will contact all former and current employers of the driver applicant for the previous ten (10) years to verify as much of the following as possible:

- Dates of employment
- Type of work performed
- Type of vehicle(s) operated
- Extent of driving experience and verifiable miles
- Vehicle accident record
- Drug and alcohol history
- Attendance and reliability
- Overall work history and safety performance
- Work-related injuries
- Record of misconduct regarding employment policies

All former and current employer information gathered from inquiries must be in writing and will be retained in the driver's Qualification file (if hired). In the event a former or current employer refuses to release information, a note stating this will be placed in the file.

Champion Coach's Safety Department will review all former and current employer information to determine if the driver applicant meets company hiring standards regarding past and current employment, and to determine if the applicant was truthful about information listed on the employment application. (FMCSR, § [391.23](#))

Drug and Alcohol Tests from Previous Employers

Champion Coach requires driver applicants to provide written authorization to the company to obtain drug and alcohol test information for each previous and current employer during the preceding seven (7) years.

All information from former employers regarding drug and alcohol test results must be in writing and will be retained in a separate file for the driver (if hired). In the event no response is received from a former or current employer, a note stating this will be placed in the file. (FMCSR, § [382.413](#))

The prospective driver must state whether he or she has tested positive or refused to test on any pre-employment drug or alcohol test administered by an employer. [FMCSR, § [40.25](#)]

For procedures on hiring of driver applicants who have failed an alcohol or drug test, or have

refused to be tested, at a previous employer, see Drug and Alcohol Policy and Procedures.

Champion Coach will not consider for employment any driver applicant who has refused a drug or alcohol test, failed a random, reasonable suspicion, post-accident, return-to-duty, follow-up alcohol test, tested positive with dilute, tested negative with dilute, or tested positive for controlled substances while with a previous employer.

Non-Fraternization

Champion Coach desires to avoid misunderstandings, actual or potential conflicts of interest, complaints of favoritism, possible claims of sexual harassment, and the employee morale and dissension problems that can potentially result from romantic relationships between managerial, supervisory, drivers, and other employees within the company.

Employees, both managerial and non-managerial are discouraged from becoming romantically involved with other employees. In the case of any such relationship, Champion Coach, in its sole discretion, may determine that the personal relationships in question create a conflict of interest, cause legal liability, or present concerns regarding supervision, safety, security or morale. In such eventuality, Champion Coach may take whatever action it deems appropriate according to the circumstances, up to and including termination.

Any supervisor involved in such a relationship should immediately fully disclose the relevant circumstances to Management so that a determination can be made as to the effect of the relationship on the Company. Failure to report information can result in disciplinary action, up to and including termination.

Medical Examination and Certificate

Champion Coach requires applicants to be fully qualified physically to perform all duties and functions of driving and safely operating a commercial motor vehicle. Pre-employment Department of Transportation (DOT) medical examinations will be the responsibility of the driver.

Applicants who successfully pass the DOT medical examination, which must be performed by a qualified health professional listed on the National Registry of Certified Medical Examiners. Safety is the highest priority and it is vital that every commercial motorcoach driver be qualified, alert, and focused when driving. Medical examiners equipped with a thorough understanding of DOT fitness standards will be able to ensure that drivers meet the health requirements necessary to operate a commercial vehicle.

A DOT medical exam is valid for up to 24 months. The medical examiner may also issue a medical examiner's certificate for less than 24 months when necessary to monitor a condition, such as high blood pressure.

A copy of the Medical Examiner's Certification will be placed in the Driver's Qualification file, and the original will remain in the possession of the driver at all times while on duty or operating a company vehicle. All Champion Coach drivers are required to keep their Medical Examiner's Certificate up to date and to submit a copy to their appropriate jurisdiction. The

company is required to use the services of an approved DOT medical examiner to perform all DOT physicals; therefore, the company requires its drivers to use the services of a company designated DOT medical examiner. Part-time and intermittent drivers will be responsible for expenses related to keeping all DOT documents up to date. (FMCSR, § [391.41](#), [43](#), and [45](#))

Champion Coach will request an MVR to include a DOT medical examination has been performed by a qualified health professional listed on the National Registry of Certified Medical Examiners.

FMCSR requires each state to record and maintain as part of the CDLIS (Commercial Driver License Information Systems) driver records including all convictions, disqualifications and other licensing actions for violations of any state or local law relating to motor vehicle traffic control (other than parking, vehicle weight, or vehicle defect violations) committed while the driver is operating a CMV. (§ 384.225)

The Commercial Driver's License Information System (CDLIS) is a nationwide computer system that enables state driver licensing agencies (SDLAs) to ensure each commercial driver has only one driver's license and one complete driver record. State driver licensing agencies use CDLIS to complete various procedures including:

- Transmitting out-of-state convictions and withdrawals
- Transferring the driver record when a commercial driver's license holder moves to another state
- Responding to requests for driver status and history

Pre-Employment Drug Test

Champion Coach requires driver applicants to submit to a DOT pre-employment drug screen to be conducted at a collection site designated by the company. These driver applicants shall not be offered employment until a negative test result has been reported. (See Champion Coach Drug and Alcohol Policy) (FMCSR, § [382.301](#))

Driver Screening Tests

All driver applicants will be required to take a Champion Coach pre-hire screening test. These tests help Champion Coach maintain a consistent hiring standard, and increase the chances of finding a good, long-term fit for both the driver and the company.

Road Test and Certificate

Champion Coach requires all driver applicants to successfully complete a road test examination conducted by the Safety Department prior to an offer of employment. The road test examination shall be performed in the type of vehicle the driver will operate for the company. The company's road test examination will be a minimum of ten (10) miles in length, and cover the following areas:

- A complete pre-trip safety inspection

- Placing the vehicle in operation
- Using the vehicle's controls and emergency equipment
- Driving in traffic and passing other vehicles (if safely feasible)
- Turning
- Braking, and slowing by means other than braking
- Backing and parking
- Other slow-moving operations
- A complete post-trip safety inspection

Champion Coach requires all driver applicants who present a Commercial Drivers License to take a road test to thoroughly examine driving skill as a condition to his/her employment as a driver. The Road Test Examination Form on which the driver's skill in each operation listed above is to be rated and to be signed by the company official conducting the test. The original of this record will be recorded and placed in the driver's qualification file.. (FMCSR, § [391.31](#) and [33](#))

Written Examination and Certificate

Champion Coach driver applicants are required to pass an examination on the federal safety regulations with a score of 85% correct or better. The applicant will complete an online test and may refer to the FMCSA or DOT website. Test results will be placed in the driver's qualification file.

Total Applicant Screening

Champion Coach driver applicants will be subject to a total background screening by an outside independent agency to complete FMCSA compliance requirements. Total screening will include employment history, ten-year CDL driving history, Drug and Alcohol past test results, MVR, criminal records, credit history, and work-related injuries. Driver applicants will be asked for their verbal and written authorization to obtain information regarding their commercial driving safety record and information regarding safety inspection history. Driver applicants shall not be offered employment until a total background screening has been performed and completed resulting in positive non-criminal non-drug use behavior. The United States Homeland Security requires employers to verify US citizenship or alien work authorization through [E-Verify](#) (U.S. law requires companies to employ only individuals who may legally work in the United States – either U.S. citizens, or foreign citizens who have the necessary authorization).

Driver Orientation

As a condition of employment, all newly hired drivers will be required to successfully complete Champion Coach's driver orientation and training program. (See [Driver Orientation Policy](#))

Employee Conduct, Personal Appearance and Behavior

Employees of Champion Coach are bound to observe, in their official acts, the highest standards of professionalism, ethics, and morality, and should faithfully discharge the duties of their positions. Violation will result in discipline and/or dismissal.

Employees should perform their work in an efficient and diligent manner in accordance with accepted methods and standards, and should carry out specific work-related orders or instructions from Management or other staff in charge. Proper operation of Champion Coach requires that employees provide responsible service and use the designated organizational channels when seeking decisions and policy determinations.

Employees should maintain a positive attitude and address problems with patience, tact, and diplomacy; not promote discord among fellow workers and avoid gossiping and furthering rumors.

Employees should honor the confidentiality of files, records, and documents. In the course of employment with Champion Coach, an employee may come in contact with information which is of a confidential nature. Releasing confidential information to unauthorized persons is cause for dismissal.

Discrimination or harassment is considered serious professional misconduct and the employee responsible may be subject to disciplinary action or discharge.

Employees should not act in any way to breach the law, nor should they ask others to do so.

Employees should dress in a manner which is appropriate to their responsibilities and in modesty and good taste.

Personal Appearance

- Hair should be clean, combed, and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible regardless of length.
- Clean and groomed mustaches, sideburns, and beards are acceptable.
- Fingernails should be neat and clean.
- Make-up should be conservative and, for safety reasons, may not be applied in laboratory work areas.
- All employees should practice good personal hygiene.
- Jewelry may be worn with discretion and consideration of safety precautions. Dangling chains, necklaces, rings, earrings, and bracelets could be dangerous so use good judgment. Excessive or unprofessional jewelry is not appropriate in the workplace.
- Visible body piercing jewelry may be worn on the ear only.
- Earrings must be professional in appearance and meet all safety standards related to job

duties. Earrings are limited to three per ear.

- Individuals may not wear ear gauges to work without flesh-colored inserts.
- Tongue piercing jewelry/inserts may not be worn while at work.
- Tattoos—visible tattoos that are extremist, indecent, sexist, or racist are forbidden. Due to some employees' interaction with clients and prospective clients, visible tattoos may not be allowed in certain departments.

Behavior

The following procedures will be used to insure appropriate and safe behavior by drivers:

- At least an annual review of the MVR;
- Disciplinary actions for specific unacceptable behaviors as follows:

Length of Time	Unacceptable Behaviors	Action To Be Taken
0 - 12 months	1 - Preventable Accident 1 - Moving Violation in any vehicle 1 - Unacceptable Road/Ride Observation Report 2 - Verified Complaints	Warning and Remedial Training
0 - 12 months	2 - Preventable Accidents 2 - Moving Violations in any vehicle 2 - Unacceptable Road/Ride Observation Reports 4 - Verified Complaints	Termination
12 - 24 months	2 - Preventable Accidents 2 - Moving Violations in any vehicle 2 - Unacceptable Road/Ride Observation Reports 4 - Verified Complaints	Suspension and Remedial Training
24 - 36 months	3 - Preventable accidents 3 - Moving Violations in any vehicle 3 - Unacceptable Road/Ride Observation Reports 6 - Verified Complaints	Termination
NOTE	Any combination of the above unacceptable behaviors will be used to determine appropriate disciplinary actions to be administered.	
N/A	Any violations while operating any vehicle or accidents while operating a company vehicle not reported within 24 hours.	Termination

Length of Time	Unacceptable Behaviors	Action To Be Taken
N/A	Any conviction resulting from a moving violation in any non-commercial vehicle not reported within 24 hours.	Termination
N/A	DUI/DWI Conviction	Termination
N/A	Any confirmed positive or any refusal to have a test administered when directed by management.	Termination
N/A	Falsification of record-of- duty status records (logs).	Termination
N/A	Tampering with pre-set safety and surveillance devices on vehicles.	Termination
N/A	Violations involving excessive speeding (15 mph or more above speed limit), reckless driving, disobeying stop signs or traffic signals, or other serious traffic offense defined in the Federal Motor Carrier Safety Regulations; or a preventable accident involving excessive speed, reckless driving, or other irresponsible behaviors as determined by Management.	Termination
N/A	Any violation of safety rules, performance evaluation criteria, or other policies in effect.	Disciplinary Action as Determined by the General Manager
N/A	Verified Complaints – any written complaints from a motorist, passenger, or other person concerning the behavior of a driver in the course of their duties for the Company.	Disciplinary Action as Determined by Management
N/A	Violation of the Mobile Phone Usage Policy	Disciplinary Action as Determined by Management

Open Door

Champion Coach strongly believes that open communication is important. The ‘Open Door’ process is a way to express ideas, concerns or to solve problems. Open Door signifies open and honest communication among employees.

Most concerns can be resolved with a supervisor or manager. Issues are generally better understood and more easily resolved at the closest level of communication. If communication with a supervisor or manager is uncomfortable, all concerns may be brought to the attention of the Owner/President.

Expressing concerns through the Open Door is not a guarantee you will agree with the ultimate resolution. It does mean suggestions and concerns will be heard and addressed.

It is every supervisor or manager's responsibility to take a concerned interest in employees, to bring issues to resolution and to involve other managers if necessary.

No employee will be retaliated against as a result of using the open door policy.

Conflict of Interest

The conflict of interest policy prohibits an employee from engaging in personal activities or business dealings inconsistent with the Company's best interests while employed by Champion Coach. An employee has the obligation to avoid situations that would cause a conflict of interest or the appearance of a conflict of interest including but not limited to:

- Using Company information for personal gain.
- Unauthorized disclosure of confidential or proprietary information.
- Acquiring interests in or independently servicing competitors or customers.
- Working for a direct competitor.
- Holding another job if it interferes with your ability to effectively perform your duties as motorcoach driver for Champion Coach.

No Solicitation

No solicitation of any kind, including tips and gratuities, meals, event tickets, attraction tickets, admissions, etc. Employees are prohibited from soliciting in such a way as to interfere with the business ethics of Champion Coach (e.g., a driver selling complimentary event tickets provided by the team, requesting meals or apparel). Solicitation of travel or tour business for a company other than Champion Coach is not permitted.

Outside Employment

Part-time employees are permitted to engage in outside work or hold other jobs, subject to certain restrictions as outlined below:

1. Activities and conduct away from the job must not compete, conflict with or compromise the company interests or adversely affect job performance and the ability to fulfill all responsibilities to Champion Coach. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by Champion Coach. This prohibition also extends to the unauthorized use of any

company tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

2. Employees are cautioned to consider carefully the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems, it must be discontinued, and, if necessary, normal disciplinary procedures will be followed to deal with the specific problem.
3. In evaluating outside work, managers, supervisors, and Human Resources will consider whether the proposed employment:
 - May reduce the employee's efficiency in working for the company.
 - Involves working for an organization that does a significant amount of business with the company, such as major contractors, suppliers and customers.
 - May adversely affect the company's image.
4. Employees who have accepted outside employment may not use paid leave to work on the outside job. Fraudulent use of paid leave will result in disciplinary action up to and including termination.

Sexual Harassment Policy

Sexual and Other Types of Harassment

Champion Coach has established a zero-tolerance standard for any type of harassment. As an equal opportunity employer, Champion Coach is committed to providing all of its employees with a workplace that is free of harassment.

This includes sexual harassment as well as verbal, physical, or psychological harassment due to race, color, religion, sex, national origin, disability, age or any other protected characteristic under state or federal law.

Champion Coach shall follow all applicable state and federal (Equal Employment Opportunity Commission) laws in prohibiting sexual harassment or harassment of any type, in our workplace and while performing any and all work related duties.

Champion Coach defines its workplace as not being limited to a Champion Coach facility, and includes all company functions (on- and off-site including on the road charters), business travel, vendor locations, customer locations, and any other location where Champion Coach business is conducted.

This policy applies to all Champion Coach employees and all non-employees with whom a Champion Coach employee may come into contact with during the daily performance of his/her job, including:

- Customers,
- Visitors,
- Suppliers,
- Vendors,
- Contractors,
- Temporary employees, and/or
- Other individuals

It is further understood that any of these individuals may be a victim or a violator under this Company policy.

Sexual & Other Types of Harassment Procedures

Champion Coach's sexual and other harassment procedures have been developed to achieve several goals which include:

- To clearly define sexual and other types of harassment,
- To ensure all Champion Coach employees are trained and provided periodic retraining on sexual and other types of harassment issues;

- To make sure all Champion Coach employees understand that the company will not tolerate any sexual or other form of harassment;
- To make sure all Champion Coach employees understand that violators of this policy may be subject to disciplinary action, up to and including termination of employment; and
- To ensure employees understand they will not be subject to retaliation or discipline for reporting or complaining of any type of harassment.

Definition of Harassment

Champion Coach defines harassment as a single incident or a pattern of behavior which entails verbal, physical, or psychological harassment/abuse of any nature which:

- Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; and/or
- Adversely affects an individual's employment or advancement opportunities.

Definition of Sexual Harassment

According to the guidelines, sexual harassment is a form of discrimination prohibited by Title VII of the Civil Rights Act. It can include several forms, including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature (including same-sex harassment) when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as either the basis for, or a factor in, an employment decision affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Conduct and Behavior Which May be Considered Sexual Harassment

Champion Coach expects each employee to exercise sound personal judgment concerning the possible effects on others of his/her actions. Inappropriate, unacceptable, or offensive behavior and language that could be considered sexual harassment may include:

- Unwelcome or unwanted sexual advances such as patting, pinching, hugging, cornering, kissing, fondling, brushing up against, or any other similar physical contact considered unacceptable by another individual.

- Requests or demands for sexual favors, coerced sexual act, or actual assault. This includes subtle or blatant expectations, pressures, or requests for any type of sexual favor accompanied by an implied or stated promise of preferential treatment or negative consequences concerning one's employment status or advancement opportunity.
- Verbal abuse (even if intended as kidding) that is of a sexual nature and considered unacceptable or offensive by another individual. This includes sexually degrading words to describe an individual, or telling sexually graphic jokes or stories, sexual innuendos, suggestive comments, insults, sexual propositions, threats, repeated requests for dates, or statements about other employees, even outside of their presence, of a sexual nature.
- Suggestive or insulting sounds (whistling), leering, obscene gestures, sexually suggestive bodily gestures, "catcalls", "smacking" or "kissing" noises.
- Textual/Electronic "Sexting" (electronically sending messages with sexual content, including pictures and video), the use of sexually explicit language, harassment, cyber stalking and threats via all forms of electronic communication (e-mail, text/picture/video messages, intranet/on-line postings, blogs, instant messages and social network websites like Facebook and Twitter).
- Engaging in unwanted sexually oriented conduct with someone that interferes with his/her work activities or performance.
- Creating a hostile, offensive, or intimidating work environment. This includes the display in the workplace of sexually suggestive objects, materials, or pictures including posters, signs, pin-ups or slogans of a sexual nature, viewing pornographic material or websites.

Note: *Incoming and outgoing electronic messages on employer owned/issued equipment are subject to monitoring. If an employee is subjected to inappropriate electronic communications while at work or on employer-owned equipment, or even on their personal cell phones and computers, he/she should contact their supervisor or manager immediately. Managers, supervisors, and employees should not "friend" each other on social networks and should limit electronic messages to relevant business matters.*

While the most commonly recognized forms of sexual harassment involve the types of conduct described above, non-sexual conduct can also constitute a violation of applicable laws. Champion Coach is committed to creating an environment that is free of all forms of harassment – both verbal and nonverbal. Language and personal behavior that could be considered harassment (other than sexual) may include:

Verbal harassment

- Making disparaging or derogatory comments or remarks that perpetuate stereotypes about a protected individual or group.

- Telling offensive (ethnic or religious) jokes, taunting, or mimicking others.
- Making verbal threats of physical violence, intimidating other employees, or making harassing phone calls.

Nonverbal harassment

- Segregating or discriminating against an employee or co-worker.
- Physically assaulting, abusing or threatening specific employees or co-workers.

Conduct and Behavior Which May Not be Considered Sexual Harassment

The most severe and overt forms of sexual harassment are easier to determine. Some sexual harassment, however, is more subtle and depends, to some extent, on individual perception and interpretation. The courts will assess sexual harassment by a standard of what would offend a "reasonable person." For this reason, every manager, supervisor and employee must remember that seemingly "harmless" and subtle actions may lead to sexual harassment complaints. The use of terms such as "honey", "darling" and "sweetheart" is objectionable to many women who believe that these terms undermine their authority and their ability to deal with men on an equal and professional level. And while use of these terms by an individual with authority over a female employee will rarely constitute an adverse employment action, it may lead to the creation of a hostile work environment. Non-sexual harassment may include:

- Normal, courteous, mutually respectful, non-coercive conversations and interactions between employees, customers, visitors, suppliers, vendors, contractors, temporary employees, and/or other individuals that are acceptable to both parties may not be considered sexual harassment.
- Isolated comments of a sexual nature, while possibly objectionable, are not necessarily sexual harassment.
- Furthermore, as a general rule, conduct between consenting parties, or actions arising out of current personal or social relationships where there is no coercion involved, may not be viewed as sexual harassment.

Complaint Reporting

Any Champion Coach employee believing she/he has been the victim of sexual or other harassment should report the complaint/incident or alleged discrimination without fear of retaliation. Supervisors and Managers must ensure that no retaliation will result against an employee making a sexual harassment complaint even if a complaint made in good faith is not substantiated. In addition, any witness will be protected from retaliation.

An employee who either observes or believes herself/himself to be the object of sexual harassment should deal with the incident(s) as directly and firmly as possible by clearly

communicating her/his position to the offending employee, her/his supervisor and/or manager. It is not necessary for sexual harassment to be directed at the person making a complaint. It could be an observer making the complaint on behalf of another employee.

Champion Coach encourages all employees to report any sexual or other harassment situation as promptly as possible to:

- Employee's immediate supervisor,
- Management, if the complaint involves the employee's immediate supervisor,
- Any management individual with whom the employee feels comfortable.

Investigation Procedures

All complaints will be promptly and thoroughly investigated by the immediate supervisor who will conduct a fair and impartial investigation. Interim measures may be taken pending full investigation and resolution of the complaint, such as temporary reassignments or separating the alleged violator and the complainant.

The investigator shall discuss the complaint with both parties, and shall question all employees who may have knowledge of either the actual incident or similar situations. The complaint, investigative steps and findings, and disposition shall be documented. Complaints shall remain confidential except where circumstances arise in which others may have a need to know.

Each incident will be documented (what was said or done, the date, the time, and the place). Documentation can include written records such as letters, notes, memos, and telephone messages.

All charges, including anonymous complaints, will be accepted and investigated regardless of how the matter comes to the attention of the company. However, because of the serious implications of sexual harassment charges and the difficulties associated with their investigation and the questions of credibility involved, the claimant's willing cooperation is a vital component of an effective inquiry and an appropriate outcome.

Proper responses to conduct which is believed to be sexual harassment may include the following:

- **Electronic/Direct Communication.** If there is sexual harassing behavior in the workplace, the harassed employee should directly and clearly express her/his objection that the conduct is unwelcome and request that the offending behavior stop. The initial message may be verbal. If subsequent messages are needed, they should be put in writing in a note or a memo.
- **Contact with Supervisory Personnel.** At the same time direct communication is undertaken, or in the event the employee feels threatened or intimidated by the situation, the problem must be promptly reported to the immediate supervisor.

When the investigation is complete, the investigator will consult with Management and shall recommend any appropriate corrective or disciplinary action. Results of the investigation and any recommended corrective or disciplinary action shall be communicated to the individual who filed the complaint.

If the investigation reveals that an employee has engaged in harassment, that individual shall be subject to disciplinary action up to and including termination.

An employee who is dissatisfied with the resolution of a complaint should discuss the matter with the Owner/President who will review the matter and determine whether additional action is justified or warranted.

Complaints of Harassment against Non-Employees

Any Champion Coach employee who feels that he/she has been harassed by a non-employee while performing normal work-related duties or during a normal workday, or at a Champion Coach function, should report the incident to his/her immediate supervisor or other Champion Coach management personnel as soon as possible. Champion Coach management personnel are expected to assess the situation and take prompt and appropriate action.

Other Related Information

Any Champion Coach employee who presents a knowingly false or frivolous claim that is proven to be untrue could be subject to civil repercussions from the falsely-accused party.

Final Recourse

Champion Coach employees are entitled to file complaints of harassment with the Equal Employment Opportunity Commission or other appropriate government agency. However, the company believes any and all complaints can be resolved internally.

Driver Employment Status Policy

Champion Coach's goal is to keep drivers as productive as possible while operating in a safe and legal manner at all times. However, there will be times when drivers and non-driving employees may desire to explore other opportunities outside or within the company (as opportunities become available). There will also be times when drivers and non-driving employees will be unavailable to perform their job duties and will need time away from work due to a variety of reasons. For career development, transfer opportunities, leave of absence, and the need for time away from work situations, Champion Coach has developed this policy.

Driver Employment Status Procedures

Champion Coach's driver employment status procedures have been established to achieve the goals of this policy. These goals are to provide:

- General guidelines and requirements for drivers who wish to explore career development or job broadening opportunities within the company.
- General guidelines for drivers and non-driving employees who leave the company.
- Re-hire procedures for former drivers who express a desire to be reinstated.
- General guidelines and procedures for drivers and non-driving employees requesting various types of personal time away from work and leave of absence situations.

Experience and Length of Service

Champion Coach is committed to providing opportunities for drivers and non-driving employees by acquiring new skills and responsibilities through additional training, continuing education, or by reason of experience and length of service with the company.

Champion Coach has defined a seniority driver career path plan as follows:

- **Apprentice Driver:**

Entry-level drivers with zero to twelve month's experience would start their career with Champion Coach as Apprentice Drivers. These drivers will be eligible to advance to the next level after twelve (12) months of service have been successfully completed.

Apprentice Driver criteria includes: Less than 12 months driving experience.

- **Certified Driver:**

The Apprentice Driver can advance to this level based on certain performance and length of service criteria, or a driver can be hired and considered a Certified Driver immediately based on experience. Drivers who are hired as Certified Drivers must have

at least twelve (12) months experience. Drivers with considerably more experience may be considered for a higher driver level if appropriate. These situations will be handled on a case-by-case basis. Promotion to the next level is based on company-established performance criteria similar to that of the Apprentice Driver.

Certified Driver criteria includes: 1 year safe driving experience.

- **Advanced Driver:**

Drivers who have at least three years driving experience and service with Champion Coach, have established themselves as consistently safe and superior performers, and who have met all company performance requirements will be promoted to the level of Advanced Driver.

Advanced Driver criteria includes: 3 years of safe driving experience with Champion Coach.

- **Senior Driver:**

Drivers who have at least five years of experience and service with Champion Coach and who continue to meet or exceed established performance standards will be promoted to Senior Driver. These drivers are eligible for training in a related field of interest, such as customer service, recruiting, driver training, safety, or maintenance.

Senior Driver criteria includes: 5 years of safe driving experience with Champion Coach.

- **Master Driver:**

Drivers with 8 or more years of service and who have been sufficiently trained in their chosen company area of interest are promoted to Master Driver. Master Drivers are eligible for other positions within the company as they become available.

Master Driver criteria includes: 8+ years of safe driving experience with Champion Coach.

Drivers with at least five (5) years of satisfactory service, a safe driving record, and who have accumulated 1,000,000 non-preventable accident free miles are eligible for promotion to the position of Driver Trainer.

Drivers who meet the above criteria may request, or their supervisors may recommend, they be considered for promotion to the position of driver trainer at any time.

Leaving the Company

Champion Coach is committed to providing the best work environment possible, and we hope all drivers have a long and mutually beneficial relationship with us. But the company recognizes that either the company or its employees have the right to terminate the employment

relationship at any time.

Champion Coach understands it cannot be all things to all drivers. In the unfortunate event a driver should decide to leave, we trust it will be done in a professional manner and on good terms.

The company requests drivers submit a written notice of resignation at least two weeks prior to leaving Champion Coach. The notice is meant as a professional courtesy to Champion Coach and to provide adequate time to find a qualified replacement driver.

In addition, should a departing driver decide to apply for reinstatement, the manner in which he or she left will be considered in any re-hire decision.

Champion Coach does not provide letters of recommendation for departing drivers. However, individual situations may be considered, and if appropriate, a letter may be provided. All requests for letters of recommendation should be forwarded to your supervisor or manager. Champion Coach is committed to continually improving its work environment for all employees. To help accomplish this goal the company will, when possible, perform an exit interview with all departing drivers in an effort to identify and correct problems.

Driver Re-hire Guidelines

Champion Coach will consider re-hiring former drivers depending on individual circumstances. Former drivers requesting reinstatement consideration are subject to Champion Coach's normal qualification process. All drivers who do not drive or perform any work for six (6) months will also be subject to Champion Coach's qualification process. In order to be considered for re-hire, a former driver must have been in good standing at the time he or she left the company, must have left in a professional manner (see Leaving the Company procedures above), and the decision to re-hire must be approved by the former driver's supervisor or manager.

The date of hire for vacation and seniority purposes for re-hired drivers shall be the date of reinstatement except for situations involving resignations for active military duty, or re-hire after termination in accordance with the Champion Coach's Family and Medical Leave Policy.

Time Away From Work & Leave of Absences

There will be times when drivers may desire and need time off from work. The following procedures are designed to cover planned time away from work such as vacation, holidays, request for time off, and unplanned time away from work such as jury duty, funeral leave, sick leave, etc.

Requests for Personal Time Away From Work

Regular full-time drivers with a minimum of twelve (12) consecutive months of full-time employment with the company are eligible to request personal time off (PTO). Requests for personal time off will not be considered charter work refusal if advance notice is given.

Requests for personal time off with 72 hours prior notice are subject to approval by the driver's immediate supervisor or manager and are based on forecasted capacity needs and charter volume. Drivers are asked to limit their time off during peak seasons in March, April, and May. Reasons for requesting personal time off include, but are not limited to, doctor/dentist appointments, court appearances, anniversaries, graduations, or other special events. The full-time driver should schedule doctor/dentist appointments during his/her time off in between charters. All approved requests for time away from work must be documented and entered in the driver's personnel file.

Driver Vacation Schedule: Full-time drivers are eligible for 40 hours PTO per year after twelve (12) consecutive months of full-time employment with the company, which equals to 3.3 hours accrued monthly. Full-time drivers with sixty (60) consecutive months of full-time employment with the company are eligible for 80 hours PTO, which equals to 6.6 hours accrued monthly. Part-time drivers are not eligible for PTO. PTO does not roll over into the next year. Drivers must take earned PTO within the calendar year. (See [Paid Time Off Policy](#))

Driver Paid Holiday Schedule: A driver will be paid double day rate for Good Friday, Easter Sunday, Thanksgiving Day, and Christmas Day. Per Diem will not be doubled on holiday pay schedule.

Jury/Witness Duty

Drivers or non-driving employees may be called, at any time, to fulfill their responsibility as citizens by serving our judicial system. If a driver or non-driving employee is called away from work to serve jury/witness duty, the individual must give prior notice (a copy of the letter requiring jury duty will serve as sufficient notice). Full-time drivers who serve on jury duty may forfeit a certain number of charter moves. Therefore, the company may pay full-time drivers a percentage based on lost time at work. The percentage may be based on day rate and may be calculated on missed charter work up to five (5) days.

Funeral Leave

In the unfortunate event of a death in the immediate family, Champion Coach regular full-time employees may take up to fourteen (14) days off with the approval of the employee's immediate supervisor or manager. If additional days away from work are needed, the employee should contact his or her supervisor or manager. Hourly and salaried employees will not receive pay for days out due to funeral leave. However, vacation, sick, or personal days accrued may be used for funeral leave. Additional days off may be charged to accrued vacation or taken as excused leave without pay.

For the purpose of this policy, immediate family members shall be defined as: spouse, father, father-in-law, mother, mother-in-law, son, son-in-law, daughter, daughter-in-law, sister, sister-in-law, brother, and brother-in-law.

Sick Days

Due to the nature of business it is imperative that in the event of illness, drivers communicate their condition as soon as possible, especially if the driver is under dispatch or other work assignment, so the company can make arrangements to cover the work.

In the event of an extended illness or injury which has impaired the driver's ability to perform normal duties, Champion Coach requires a return to work examination by the company's qualification DOT physician to be certified as qualified to drive. [\[FMCSR 391.45\(c\)\]](#). All sick days must be documented and entered in the driver's Personnel file.

Military Service Leave of Absence

Champion Coach is fully committed to supporting our employees who participate in the military services. Regular full-time drivers and non-driving employees are eligible for Military Leave of Absence if they are required to participate in military reserve training or to report for active duty.

Drivers and non-driving employees expecting to go on military leave should give their supervisor or manager at least two (2) weeks prior notice. Employment status (seniority) and attendance records will not be affected by any time off required to fulfill documented military training or active duty obligations. However, all drivers who do not drive or perform any work for six (6) months will be subject to Champion Coach's qualification process.

Requests for Personal Leaves of Absence

Generally, requests for non-medical related personal leaves of absence are discouraged. If a driver or non-driving employee requires extended time away from work, Champion Coach may require the employee to resign his or her employment until such time as the personal situation is resolved. At that time, the driver or non-driving employee can apply for reinstatement.

However, under rare circumstances, Champion Coach may consider granting a request for a non-medical related personal leave of absence. Such requests must be submitted in writing to the individual's immediate supervisor or manager. The request should provide as much detail as the driver or non-driving employee feels appropriate. Non-medical related personal leaves of absence are unpaid time away from work.

Job Abandonment & Unauthorized Absences

Failure of a driver to report for duty, or being absent from work without authorization and without contacting dispatch for two weeks or fourteen (14) consecutive days will be viewed by Champion Coach as a job abandonment situation, and will be treated as a voluntary resignation of employment.

Champion Coach shall make a good faith effort to contact any driver who fails to report for duty or who is absent without authorization via telephone and/or e-mail. All attempts to contact the driver failing to report for duty or absent without authorization will be documented and placed in the driver's Personnel file.

In the case of job abandonment, Champion Coach shall provide the driver with written notification of the company's intent to terminate the employment relationship. The written notice shall include the reasons for the termination, the employee's right to respond to the written notification, and that Champion Coach considers the termination to be voluntary on the part of the driver. First written notice may be via e-mail. If no response a written notice will be sent via registered letter to the driver's last known mailing address.

Commencing from the day it is mailed drivers will have ten (10) days to respond to the written notice. The driver must submit an explanation concerning the reason for the unauthorized absence to his or her immediate supervisor or other Champion Coach official. Champion Coach shall issue a response within five (5) days.

Family & Medical Leave of Absence

Champion Coach is committed to fully complying with the Family and Medical Leave Act (FMLA) of 1993 and any applicable state family and medical leave laws. Under this policy, Champion Coach will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

For eligibility requirements: <https://www.dol.gov/general/topic/workhours/fmla>

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- Works for a covered employer;
- Has worked for the employer for at least 12 months;
- Has at least 1,250 hours of service for the employer during the 12 month period immediately preceding the leave; and
- Works at a location where the employer has at least 50 employees within 75 miles.

1) The FMLA only applies to employers that meet certain criteria. A **covered employer** is a:

- Private-sector employer, with 50 or more employees in 20 or more workweeks in the current or preceding calendar year, including a joint employer or successor in interest to a covered employer;
- Public agency, including a local, state, or Federal government agency, regardless of the number of employees it employs; or
- Public or private elementary or secondary school, regardless of the number of employees it employs.

2) The 12 months of employment do not have to be consecutive. That means any time previously worked for the same employer (including seasonal work) could, in most cases, be used to meet the 12-month requirement. If the employee has a break in service that lasted seven years or more, the time worked prior to the break will not count *unless* the break is due to service covered by the Uniformed Services Employment and Reemployment Rights Act (USERRA), or there is a written agreement, including a collective bargaining agreement, outlining the employer's intention to rehire the employee after the break in service

3) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

4) The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

Type of Leave Covered

The federal FMLA allows regular full-time Champion Coach employees who have been employed for a minimum of 12 months and have worked at least 1,250 hours during the prior 12 months to take up to 12 unpaid weeks away from work for the following reasons:

- The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care;
- To care for a spouse, son, daughter, or parent who has a serious health condition;

- For a serious health condition that makes the employee unable to perform the essential functions of his or her job; or
- For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Flu illnesses are without pay. However, accrued vacation time and any other earned paid leave time must be used as part of the up to 12-week period. All requests for FMLA must be in written and must be submitted to the employee's immediate supervisor or manager with supporting medical documentation prior to taking leave and are subject to approval. Failure to provide a written explanation and medical documentation before or soon after leave is taken may result in Champion Coach denying the leave request.

When possible an FMLA request must be scheduled so that it does not unduly disrupt the company's operations:

- Foreseeable leaves must be requested a minimum of (thirty) 30 days in advance.
- In the case of unforeseeable leave (such as an emergency need for consultation or treatment), notice is required within sixty (60) days with appropriate written documentation to follow.

In situations where the FMLA involves a serious health condition, Champion Coach requires the requesting employee to provide a medical certificate from the health care provider on a timely basis. Champion Coach reserves the right to require a second or even third opinion, or may require re-certification of a serious health condition when appropriate.

When on an FMLA, including short-term and long-term disability, Champion Coach requires the employee to report periodically to his or her immediate supervisor or manager to keep the company updated on future return to work status. A health care provider's certification will be

required before returning to work if the FMLA was taken for more than five (5) consecutive days as a result of the employee's own serious health condition.

Champion Coach will return the employee to the same or equivalent position held before the FMLA and the employee will be provided the level of benefits and seniority he or she had before the leave started.

For additional information regarding this Family & Medical Leave of Absence policy or if you have questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy consult with the Human Resource Manager.

Paid Time Off (PTO)

The purpose of Paid Time Off (PTO) is to provide employees with flexible paid time off that can be used for such needs as vacation, holidays, doctor appointments, school, volunteerism, special events, and other activities of the employee's choice. PTO also includes unplanned time away from work such as jury duty, funeral leave, sick leave, etc.

Guidelines for PTO Use

Regular employees with a minimum of twelve (12) consecutive months of full-time employment with the Company are eligible for paid time off (PTO). Full-time employment is defined as driving an average of twenty (20) days per month. Requests for PTO with 72 hours prior notice are subject to approval by the driver's manager or supervisor and are based on forecasted capacity needs and charter volume. Requests for PTO will not be considered charter work refusal if advance notice is given. A full-time driver should schedule doctor/dentist appointments during his/her time off in between charter work. All approved requests for time away from work must be documented and entered in the Driver Calendar.

Each full-time employee will accrue PTO semi-monthly in hourly increments based on their length of service as defined below. PTO is added to the employee's PTO bank when the semi-monthly paycheck is issued. PTO taken will be subtracted from the employee's accrued time bank in one-hour increments. Part-time drivers, intermittent drivers, seasonal drivers, and contracted drivers are not eligible to accrue PTO.

Eligibility to accrue PTO is contingent on the employee either working or utilizing accrued PTO for the entire semi-monthly pay period. PTO is not earned in pay periods during which unpaid leave, part-time employment, short or long term disability leave or workers' compensation leave are taken.

Paid Time Off (PTO) Exceptions

- Failure of a driver to report for duty without authorization and without contacting dispatch for two weeks or fourteen (14) consecutive days will be viewed by Champion Coach as a job abandonment situation, and will be treated as a voluntary resignation of employment.
- Full-time drivers who refuse charter work on three different occasions per month without valid reasons will be considered on probation. Progressive disciplinary action relative to incidents of charter refusal is administered on a rolling 12-month calendar as follows:
 - One - three incidents: No disciplinary action - Supervisory coaching
 - Fourth incident: Verbal warning with a documented coaching session
 - Fifth incident: Written warning in the driver's file

➤ Sixth incident: Employment termination

- Due to the nature of business it is imperative that in the event of illness, drivers communicate their condition as soon as possible, especially if the driver is under dispatch or other work assignment, so the company can make arrangements to cover the work. Drivers who miss more than ten consecutive days due to illness may be required to present a doctor's release to their manager that permits them to return to work.
- Under the company's Family and Medical Leave Act (FMLA) policy, all accrued PTO time is taken before the start of the unpaid FMLA time.
- An employee who has used all of his or her FMLA and Short Term Disability benefits, and is still unable to return to work, will have his or her employment terminated.

Specific Eligibility for Paid Time Off (PTO)

PTO is earned on the following schedule based on a 40 hour work week or 5 day schedule. Days will be calculated based on the driver's current daily rate and is defined as 8 hours in a 24-hour period. To be eligible for PTO, you must be full-time and have worked one (1) year.

Years of Service

2-4: Full-time drivers are eligible for 40 hours or 5 days PTO per year after 12 consecutive months of full-time employment with the Company. PTO equals to 1.65 hours accrued each pay period.

5-9: Full-time drivers are eligible for 80 hours or 10 days PTO per year after 60 consecutive months of full-time employment with the Company. PTO equals to 3.35 hours accrued each pay period.

10-14: Full-time drivers are eligible for 120 hours or 15 days PTO per year after 120 consecutive months of full-time employment with the Company. PTO equals to 5 hours accrued each pay period.

15+: Full-time drivers are eligible for 160 hours or 20 days PTO per year after 180 consecutive months of full-time employment with the Company. PTO equals to 6.67 hours accrued each pay period.

Accrued PTO may not be carried over into a new calendar year. Employees are responsible for monitoring and taking their PTO over the course of a year so that they do not lose time accrued when the current calendar year ends. (PTO is subject to management approval and it is discouraged during peak times of the year, including March, April, and May; the company must continue to serve customers).

PTO can be cashed out for accrued time without taking actual time off.

If extenuating business circumstances prevented the driver from taking scheduled PTO, this PTO may be carried over and taken in the first quarter of the next calendar year with the approval of management (e.g., a driver request PTO in December and is asked to drive instead of taking time off then he or she may carry those days into the next year or request compensation for accrued time).

Employees are not paid for the PTO they have accrued upon leaving the Company. Any negative balances of PTO will be taken from the employee's last check upon termination. Employees who give two weeks notice of employment termination must work the two weeks without utilizing PTO. Champion Coach reserves the right to use discretion in all decisions regarding PTO. Additionally, PTO will not be paid out in a change of status (ex: going from full-time to part-time).

Company Car Policy

In order to operate a company vehicle, the following requirements must be met:

- The driver of any company vehicle should maintain a valid driver's license. If license is suspended or revoked for any reason the Safety Manager must be informed immediately.
- The company has a right to obtain a copy of your MVR on an annual basis. Convictions involving moving vehicle violations must be reported to the Safety Manager within five (5) days of the date of conviction.
- A copy of a valid vehicle registration and an effective proof of insurance must be kept in the glove compartment of the vehicle at all times.
- Any accidents in which you are involved with the company vehicle must be reported immediately to the Safety Manager as well as any damage to the company vehicle, regardless of when or how it happens.
- The driver should not operate a company vehicle if alcohol has been consumed.
- The driver should not operate a company vehicle if impaired for any reason, including consumption of alcohol, use of any drugs, fatigue, etc.
- The driver is not authorized to operate a company vehicle for personal use.
- Smoking is not permitted in any company vehicle.
- The operation of a company vehicle is restricted to those persons not authorized by the company.
- For a company vehicle to be operated by any other person, written consent from the Safety Manager must be acquired previous to its operation by any non-authorized individuals.
- The vehicle should be kept in a neat and clean condition. No bumper stickers, decals, etc. are permitted on a company vehicle. Deodorizers, fragrant sprays, etc. should not be used inside a company vehicle. Any spills such as coffee, soda, etc. should be reported to the maintenance department for cleaning.
- The vehicle should be maintained in accordance with manufacturer's recommendations and as necessary and reasonable. Any maintenance performed on the company vehicle must be documented and this documentation must be handed in to the Safety Manager.

The company car policy also applies to the use of a contracted or rented car. On occasion, Champion Coach finds it necessary to use rental cars for certain types of charter movements including relays. The driver is responsible for adhering to all state and federal laws as well as rules and regulations required by the rental car company. As a representative of Champion Coach rental car care and activities should be consistent with the policies of a company owned vehicle.

Company Credit Card Policy

Champion Coach is committed to maintaining an effective working relationship for all of its employees. It is the policy of Champion Coach that all appropriate employees are made aware of the policies and procedures regarding use of company credit cards which is a privilege and convenience to our employees. Champion Coach shall establish authorities and accountabilities for issuing and usage of corporate credit cards.

Policy Objectives

- To outline the responsibilities of those individuals who have authority.
- To specify rules and limitations for the use of Champion Coach's corporate credit cards.

Responsibility Requirements

All qualified Champion Coach drivers will be issued a company credit card to use for fuel purchases and emergencies only. Each driver will receive an individual card with a separate account number which will be monitored daily. Most fuel stops will accept company issued credit cards. All fuel receipts must be submitted with charter paperwork at the end of each charter and all fuel purchases must be listed on the charter envelope. In order to comply with the International Fuel Tax Association, Champion Coach must record and submit all fuel receipts and purchases to be filed in the appropriate jurisdiction.

Responsibilities for Credit Card Users

All credit card charges must be accompanied by a receipt. Corporate credit cards are not intended for personal use. Usage shall be restricted for Champion Coach business purposes only. The cardholder shall be responsible for any personal expenses and shall report immediately to the appropriate supervisor or manager of any personal use. Non-authorized charges for personal use will be subject to an administrative processing fee which will be deducted from the next pay period. Continuous personal use of the card will lead to disciplinary action, up to and including suspension of credit card privileges and/or termination of employment.

Champion Coach expects its employees to conduct themselves in a professional manner at all times and with due regard and respect to the company, other employees, and external customers and vendors. In addition, the Champion Coach expects all employees to understand and adhere to all company policies and procedures. The Company will take all appropriate and necessary disciplinary action when any employee is found to have violated the company credit card policy. It is a privilege to have the use of a corporate credit card, and this privilege should be treated with respect.

Lost or Stolen Corporate Credit Cards

Lost or stolen corporate credit cards shall be reported immediately to both the bank and management.

Computer Use Policy

Purpose

To remain competitive, better serve our customers and provide our employees with the best tools to do their jobs, Champion Coach makes available to our workforce access to one or more forms of electronic media and services, including computers, e-mail, telephones, voicemail, fax machines, wire services, online services, intranet, and internet.

Champion Coach encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about vendors, customers, technology, and new products and services. However, all employees and everyone connected with the organization should remember that electronic media and services provided by the company are company property and their purpose is to facilitate and support company business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.

To ensure that all employees are responsible, the following guidelines have been established for using e-mail and the internet. No policy can lay down rules to cover every possible situation. Instead, it is designed to express Champion Coach's philosophy and set forth general principles when using electronic media and services.

Prohibited Communications

Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is:

1. Discriminatory or harassing;
2. Derogatory to any individual or group;
3. Obscene, sexually explicit or pornographic;
4. Defamatory or threatening;
5. In violation of any license governing the use of software; or
6. Engaged in for any purpose that is illegal or contrary to Champion Coach's policy or business interests.

Personal Use

The computers, electronic media and services provided by Champion Coach are primarily for business purposes only to assist employees in the performance of their jobs. Limited, occasional, or incidental use of electronic media (sending or receiving) for personal, non-business purposes is understandable. However, such use should be done in a manner that does not negatively affect the systems' use for their business purposes. Employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

Access to Employee Communications

Generally, electronic information created and/or communicated by an employee using e-mail, word processing, utility programs, spreadsheets, voicemail, mobile phones, Internet, and similar electronic media is not reviewed by the company. However, the following conditions should be noted:

- Champion Coach routinely gathers logs for most electronic activities or monitors employee communications directly, e.g., mobile device numbers dialed or received, call length, and time at which calls are made, and internet sites accessed for the following purposes:
 1. Cost analysis and comparison;
 2. Resource sharing;
 3. Optimum technical management of information resources; and
 4. Detecting patterns of use that indicate employees are violating company policies or engaging in illegal activity.
- Champion Coach reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other company policies.

Employees should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.

Software

To prevent computer viruses from being transmitted through the company's computer system, unauthorized downloading of any unauthorized software is strictly prohibited. Only software registered through Champion Coach may be downloaded. Employees should contact the system administrator if they have any questions.

Security/Appropriate Use

Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by company management, employees are prohibited from engaging in, or attempting to engage in:

1. Monitoring or intercepting the files or electronic communications of other employees or third parties;

2. Hacking or obtaining access to systems or accounts they are not authorized to use;
3. Using other people's log-ins or passwords; and
4. Breaching, testing, or monitoring computer or network security measures.

No e-mail or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.

Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.

Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.

Encryption

Employees can use encryption software supplied to them by the systems administrator for purposes of safeguarding sensitive or confidential business information. Employees who use encryption on files stored on a company computer must provide the system administrator with a sealed hard copy record (to be retained in a secure location) of all of the passwords and/or encryption keys necessary to access the files.

Participation in Online Forums

Employees should remember that any messages or information sent on company-provided facilities to one or more individuals via an electronic network—for example, internet mailing lists, bulletin boards, and online services—are statements identifiable and attributable to Champion Coach.

Champion Coach recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a technical problem by consulting members of a news group devoted to the technical area.

Violations

Any employee who abuses the privilege of their access to e-mail or the internet in violation of this policy will be subject to corrective action, including possible termination of employment, legal action, and criminal liability.

Social Media and Networking Policy

Social media and networking opportunities and activities have become staples of interaction and expression for many individuals embracing these technologies.

The Company recognizes employee connection to social websites and has developed guidelines to assist employees with regard to these communications as they pertain to association with Champion Coach's name, reputation and brand.

This policy applies to all multimedia, social networking websites, blogs and wikis for both professional and personal list. This includes (but is not limited to) social media technologies and websites such as:

- Personal blogs & websites (blogs, wiki, etc.)

- Facebook

- Twitter

- YouTube

- Instagram

- Google+

- LinkedIn

- MySpace

General Provisions

Unless specifically authorized by Champion Coach no employee or independent contractor is permitted to operate a site or account that could be perceived as an official site created and operated by Champion Coach, Inc.

Use of Champion Coach logos and trademarks is not permitted without express permission from Champion Coach, Inc.

Any employee or contractor who publishes content which has to do with the work a person does for Champion Coach, or subjects associated with Champion Coach, must use a disclaimer which includes language to the effect of "The postings on this site are my own and do not necessarily represent the position, strategy or opinions of Champion Coach and its brand".

Employees and contractors may not represent themselves as a Spokesperson for Champion Coach unless expressly authorized by Champion Coach to do so.

Respect your audience. Never use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the Champion Coach workplace. Show proper consideration for others privacy and for topics that may be considered objectionable or inflammatory (like religion or politics). Please behave accordingly and be respectful.

Champion Coach reserves the right to monitor Champion Coach computers, electronic devices including smart phones, tablets, networking, etc., and employees and contractors should understand they should have no expectation of privacy when using Champion Coach equipment. Champion Coach also reserves the right to monitor publicly available posts and areas of social media and networking sites for any violations of policy and/or postings which could negatively affect Champion Coach's name, reputation and business. Employees who post negative remarks on public social media website which could negatively affect Champion Coach's name, brand, reputation and business could be libel under the defamation law.

Guidelines

It is virtually impossible to predict or discuss every situation pertaining to social media and networking which could negatively affect and have an impact on Champion Coach. However, recognizing the potential audience and how any post may reflect on, or affect, Champion Coach is a good starting point for deciding whether a post is appropriate. The following are some guidelines to ponder before you hit "Send":

- **Always exercise good judgment and common sense** when engaging in online interactions. The truth is that *your online communications are permanent*. And since they can also be shared by other people –whether you like it or not – you should assume they will be “public” in the broadest sense of that word.
- There isn't any true anonymity on the Internet. Using a screen name doesn't mean your comments can't be traced back to you. Write as if everyone knows exactly who you are and where you work. Always write in the first person and never use your company email address for private communications.
- Remember that your readers may include current clients, potential clients, as well as current/past/future employees. Consider this before you publish and make sure you aren't alienating any of those groups.
- When you engage in online conversations you are responsible for what you write. Please keep in mind that if you identify yourself specifically as a Champion Coach employee or the context makes it clear that you are one, what you write can reflect the Champion Coach brand. Because of this, our policy is that unless specifically authorized by Champion Coach, employees should not identify themselves as an employee or representative of Champion Coach, either within posts or in their profile. Any persons authorized to do so or identifying themselves as an employee must include a disclaimer consistent with the one listed in the General Provisions section of this policy.
- References to clients, customers, travelers, vendors, and partners of Champion Coach, especially in a negative manner, have the potential to affect the valuable relationships we've worked hard to establish. Because of this, it's best to speak generically, rather than specifically about any business entities or interactions.

- Never share Champion Coach’s confidential or proprietary information. This includes (but is not limited to) financial information, client, vendor, and partner information, business development relationship details, information about negotiations or disputes with other parties, organizations charts and employee contact information.
- If something you’re about to publish makes you stop and think, then you probably shouldn’t publish it.

If, at any time, you have a question as to whether something is appropriate to post, please feel free to ask Management.

Note: *Incoming and outgoing electronic messages on employer owned/issued equipment are subject to monitoring. If an employee is subjected to inappropriate electronic communications while at work or on employer-owned equipment, or even on their personal cell phones and computers, he/she should contact their supervisor or manager immediately. Managers, supervisors, and employees should not “friend” each other on social networks and should limit electronic messages to relevant business matters.*

Violations

Champion Coach is not trying to infringe on any of your rights of expression, but that protecting the well-being of Champion Coach and its employees is a paramount concern of ours (and your co-workers). Consider compliance with this Policy a condition of employment and a standing work rule; any violation of this Policy can result in disciplinary action, up to and including termination.

Driver Recruiting and Retention Policy

Champion Coach's goal is to grow through aggressive recruiting and careful selection of only the best and most qualified available drivers. Once on board, Champion Coach is committed to retaining qualified drivers through the development of mutually beneficial, long-term relationships. Below is a list and explanation of driver recruitment methods Champion Coach will utilize, as well as an overview of the company's driver retention policies.

Driver Recruiting Procedures

Managers responsible for recruiting drivers for Champion Coach are expected to give realistic and accurate descriptions of both the positive and negative aspects of the job to all driver applicants. Champion Coach is committed to providing the finest work environment possible for all employees. However, the company believes that drivers with unrealistic job expectations, which are not adjusted or aligned to match actual company performance, are at a greater risk of leaving than drivers who come in with a thorough knowledge of the job and what the company can and cannot provide.

Methods of Recruitment

Champion Coach has a driver referral bonus program. The company will pay a referral bonus to all eligible employees for each experienced driver hired after their recommendation. The following requirements must be met before any referral bonus will be paid:

- Referred drivers must have a minimum of one (1) year safe and verifiable motorcoach driving experience.
- Referred drivers must satisfactorily complete six (6) months of service.

Champion Coach will also utilize newspaper, industry publications, internet, or other means of advertisement as methods of driver recruitment.

Pre-screening and Interviews

All inquiries about driving positions with/for Champion Coach will be directed to the Safety Department for pre-screening interviews. The purpose of the pre-screening interview is to determine interest level, work experience, and job requirements of the prospective driver applicant.

If a potential match is found to exist between the driver candidate and Champion Coach, the following actions will be taken:

- A Driver's Application for Employment will be available to the prospective driver with a request for prompt completion and return. The candidate will be directed to an online application or invited to stop by the main office to complete the

- application in person.
- The candidate must provide a current Motor Vehicle Record (MVR) with the driver's application.
- The candidate will be directed to take an online assessment in which he/she must score 50 or above (when applicable).
- An in-person interview will be scheduled.
- A road test will be performed to examine commercial driving skills
- A background investigation will be scheduled by a reputable investigation company.

The Safety Manager will conduct in-person interviews with all driver candidates. Driver candidates must be approved by the company official(s) conducting interviews before the qualification process begins. (See Driver Qualification and Hiring Policy)

Driver Retention Procedures

Champion Coach's goal is to retain its drivers by providing the finest possible work environment. The company will achieve this goal through developing long-term relationships with drivers built on mutual trust and respect. In order to help achieve this goal, the company has initiated the following programs:

Participation and Involvement

- ◆ Driver Safety Meetings: Champion Coach conducts regular driver safety meetings. These meetings are held to share company results, news and information, provide safety training, and to give our drivers a forum to discuss issues, questions, or concerns affecting their jobs and families. Drivers are expected to participate in these meetings, and all driver input is welcomed and appreciated.
- ◆ Virtual online safety meetings to discuss issues and to provide additional training to drivers who are unable to attend regular safety meetings due to driving schedules.
- ◆ 'One to One' Process: Champion Coach driver supervisors are required to have regular one to one meetings with their assigned drivers. The purpose of the one to one is to allow both the driver and the supervisor uninterrupted time to discuss any issues, questions, or concerns.

The one to one meeting should include, but not be limited to, a discussion of the driver's performance, relevant company news, and a follow-up on previous one to one meetings.

- ◆ Consistent Policies: Champion Coach is committed to having consistent policies that are applied fairly and equally to all employees. However, based on employee feedback and suggestions, and changes in federal and state

regulations, the company may find it necessary to change or modify its policies.

The company encourages, appreciates, and will carefully consider all comments and suggestions on ways to make Champion Coach a better place to work. A comment/suggestion box is located in the driver's room and all information will be confidential.

Driver Support Systems

- ◆ Dispatch Operations: Champion Coach is committed to providing its drivers with a reasonable supply of work that can be safely and legally performed, that allows the driver the opportunity to achieve personal income and standard of living goals, and provides adequate quality time at home.
- ◆ Additional Training: Champion Coach is committed to providing proper and adequate training to our drivers so that they are able to perform the duties and functions of their jobs in a safe, legal, and professional manner.

Drivers may request, or a supervisor can recommend, additional training at any time. Drivers requesting or in need of additional training will be referred to the Safety Department for scheduling.

- ◆ Vehicle and Equipment Maintenance: Champion Coach is committed to proper and regular maintenance of its equipment. All equipment utilized by Champion Coach will be safe to operate, properly licensed and permitted, and will be kept clean and professional in appearance. Drivers are expected to report any defects or unsafe conditions immediately.

The company has established breakdown and road repair procedures to safely and efficiently handle equipment failures while out on the road. (See Vehicle Breakdown and Road Repair Policy)

- ◆ Career development: The employees of Champion Coach are our most valuable assets. The company believes, as length of service increases, so does the value our employees add to the organization. Therefore, Champion Coach is committed to providing the opportunity for career development for our drivers and our office personnel.

Driver Recognition

Both full-time and part-time drivers will be recognized for outstanding job performance. Drivers with safe driving records will receive recognition and awards. Champion Coach is committed to awarding drivers who perform outstanding service.

Dispatch Operations Policy

Champion Coach is committed to supplying its drivers with a reasonable amount of work. Our goal is to ensure that full-time drivers have the opportunity to safely and legally drive between twenty (20) and twenty-five (25) days per month. Champion Coach is also committed to providing quality time at home for its drivers.

Champion Coach will make every effort to provide ample work for its drivers. However, there will be times when motorcoach transportation will be slower during certain periods of the year due to seasonal travel. Although missed time at home opportunities are inevitable during peak travel seasons, the company is committed to helping all employees spend quality time at home with their families.

Current Dispatch System

Champion Coach utilizes a central dispatch system located in Greenville, South Carolina. All available drivers will be dispatched from this location, through the company dispatcher, on a daily or as needed basis.

All charters will be assigned based on the following priority:

- Available hours of service
- Customer requirements
- Driver requirements
- Utilization

Available Hours of Service:

- ◆ All drivers at Champion Coach will work with a dispatcher. The dispatcher will handle all charter assignments to drivers based on available hours of service. Charter movements are assigned based on whether a driver can safely and legally perform the movement.

Customer Requirements:

- ◆ Drivers will be assigned based on customer requirements. The company will assign available work based on driver's experience, knowledge of the area, and ability to service the customer. The first available driver who meets these requirements will be assigned to the first available charter unless a driver request has been made by the chartering party. We will make every effort to fulfill customer requests for a certain driver. At time of hire, the driver should communicate his/her driving preferences.

Champion Coach believes that length of service is important and needs to be recognized. Therefore, whenever possible, drivers will be given a choice of

work assignments based on seniority and customer need.

Driver Requirements:

- ◆ It is the policy of Champion Coach to assign charters based on driver requirements as well as customer requests and company needs. Drivers who communicate their desire to work more days will be assigned based on need. Every effort will be made to accommodate the requirements of the drivers.

Utilization:

- ◆ Because charter movements are at a peak during weekends, utilization will be a priority toward the end of the week.

Specific Work Assignments

Charter movements are assigned based on whether a driver can safely and legally perform the movement and the assignment does not conflict with a previously approved request for personal time off.

In the event of a family emergency, the company will make arrangements to schedule a backup driver or if there is a family emergency while on the road, every effort will be made to accommodate the driver through relay, driver swapping, etc.

Charter Refusal

Champion Coach may consider the refusal of a work assignment an act of resignation if the driver is considered full-time and can legally and safely accomplish the work, and the work does not conflict with a previously approved request for personal time off or a coming event. Charter refusal will be judged on a case-by-case basis.

Generally charter refusal without sufficient reason at Champion Coach is unacceptable. The company will consider the refusal of a work assignment acceptable only in specific situations such as:

- If the assigned driver cannot safely and legally perform the work,
- If the work conflicts with an approved personal request for time off or upcoming event,
- If another driver with less seniority is available and can perform the work in a safe and legal manner.

Relays

At times, the company will find it necessary to relay a driver in order to comply with FMCSA ['Hours of Service'](#) rules, business reasons, accommodate customer requirements, or to

accommodate a driver's personal or time at home request. Dispatch operations will make these decisions on a situational basis.

Check-in Calls and Hours of Service Reporting

In order to ensure that Champion Coach is providing the best service to both our customers and our drivers, the company asks all drivers to periodically call in to the dispatcher. These check-in calls ensure that the company is meeting our customer service standards. They also help the company meet our customers' and drivers' changing needs and priorities. Drivers are asked to check in with the dispatcher during regular business hours between 8:30 a.m. and 5:30 p.m. Monday through Friday. Check-in calls are not necessary on the weekend unless unusual circumstances arise.

The check-in call should include the following information:

- Any motorcoach maintenance issue,
- Any customer or traveler issue,
- A forecast of 'hours or service' or miles driven.

Champion Coach's dispatch operation is responsible for ensuring that no driver is knowingly dispatched into violation. Therefore, Champion Coach requires all drivers to report their hours of service for the previous day(s).

Drivers should check in with the dispatcher for additional charter assignment instructions.

Layover Policy

Champion Coach defines a layover as any 24-hour period a driver is:

- Not scheduled for additional charter assignment,
- Assigned on a multi-charter movement with a day off in between (excludes multi-day camps such as spring training,
- Ordered Out of Service (OOS) by DOT for driver violation(s),
- Broken down,
- Out of hours as defined by § 395.5 of the Federal Motor Carrier Safety Regulations (FMCSR) HOS rules.

Scheduled layovers with additional charter work assignments will be paid at the regular day rate. In addition to layover pay, the company will also provide the following:

- Hotel accommodations
- Per Diem per day allowance for meals

Compensation for layovers will be based on certain charter movements and on a case by case

basis. Some movements may not be determined as a layover, and therefore, will not qualify for layover pay. Drivers waiting at the terminal or at home for dispatch are not eligible for layover compensation. If no additional charter work is assigned and the driver can safely return to the home terminal within the Federal DOT's hours of service regulations, but elects to spend the night after completing a charter assignment, layover pay or regular pay will not be applicable. If a driver is injured or becomes ill while on the road and is unable to perform his/her normal duties layover pay will be defined based on labor laws in South Carolina ([USDOL](#)). Prolonged out-of-state hospital stays will be determined on a case by case basis based on DOL laws.

Time at Home Policy - Driver Expectations

Champion Coach defines time at home as any forty-eight (48) consecutive hour period when the driver is at home or when the driver is not under a direct charter assignment.

Drivers need to understand that this goal is not a guarantee. However, the company is committed to providing quality time at home. When a driver is asked to drive on a weekend, the goal of the company is to keep that driver productive and to provide a reasonable amount of work. For those drivers who do not wish to be home every weekend and choose to keep working, the company will make every effort to accommodate them based on available work.

Driver Availability Policy

Drivers are expected to report for duty at the time and on the day they have committed to be available. Champion Coach defines 'available' as the driver being at or near their home or domicile location ready to perform assigned work. This expectation applies to all drivers whether coming off vacation, personal time off, or when driver is in an on-call status.

Based on available assignments, drivers may, at times, be placed in on-call status. Driver's on-call will generally be at or near the terminal location, or at home awaiting the next charter assignment. Work will be assigned based on customer requirement, driver's ability and knowledge of the area, and seniority (first come first served) basis.

Champion Coach understands that due to unexpected personal issues such as illness or other health related issues, drivers may find it necessary to call in as unavailable. When this occurs, the company requires the driver to communicate his/her situation as soon as possible, especially if the driver is under dispatch or other charter work assignment so the company can make other arrangements to cover the charter move.

Champion Coach requires drivers to get a 'return to work examination' if they are unavailable due to illness or injury which has impaired their ability to perform normal duties. (§ [391.45](#))

Requests for Personal Time Off

The company requires all requests for personal time off be submitted thirty (30) to sixty (60) days in advance. Requests should be submitted to his or her immediate supervisor and are

subject to approval by both the driver's supervisor and dispatcher.

Extended/Night Operations

Champion Coach drivers should get all daily business completed during normal business hours if possible.

If a driver finds it necessary to call after normal business hours, he/she should contact the following:

1. Dispatch (with scheduling issues or customer concerns)
2. Driver Supervisor or Safety Manager (with safety issues)
3. Management
4. Mechanic (with technical issues)

Driver Customer Service Policy

Champion Coach is committed to providing the highest quality, zero-defect charter transportation services in the industry, emphasizing safety, training, and value-added solutions. This commitment includes meeting our customers' service requirements, representing their interests consistently with honesty and integrity, and constantly improving the quality of the service we provide.

Champion Coach realizes that meeting this commitment will only be achieved through our employees. Both driving and non-driving employees play a vital role in providing quality customer service and are encouraged and expected to make valiant contributions in delivering excellence to our customers.

Driver Customer Service Procedures

Champion Coach is committed to meeting our customers' expectations through drivers and non-driving employees delivering perfect service. Champion Coach defines perfect service as:

- Passengers' safety is the first concern.
- Promote good relations with passengers; drive smoothly and confidently.
- Always ensure that the vehicle is clean both interior and exterior.
- Always know where you are going and how to get there. The Operations Manager will provide the necessary maps and parking information before your trip. Still, it is your responsibility to get this information and make sure it is correct.
- Being on time for pick ups.
- Greeting the chartering party politely and professionally.
- Showing respect and providing assistance to the group leader or travel coordinator.
- Assisting with baggage handling.
- Being dressed professionally in uniform and appearance.
- Delivering the customer safely and timely to their destination.
- Checking all areas of the vehicle including luggage bays, overhead storage, in and around seats and floor, for items left behind and returning to group before departing.

On-time Pick Ups

Every job at Champion Coach is critical to meeting the customer's needs. It is essential for the driver to be present and ready to begin work as scheduled. Charter information will be made available prior to departure, which includes charter orders, maps, routing, departure times, etc. The driver should study the charter orders to allow appropriate time for pre-trip inspection, excessive traffic, construction delays, weather, or any unexpected vehicle collisions en route.

Timeliness is of great importance to the success of any charter. The driver must be on spot **THIRTY-MINUTES (30) TO ONE-HOUR (1)** prior to departure.

Note: Airport Security: Due to more stringent security measures, drivers must allow one (1) hour or more for adequate security checks to be made prior to the arrival of a charter or commercial aircraft. Luggage bays may be thoroughly examined, and drivers may be required to submit license and tag numbers for background screening on both the driver and the company. Drivers are often directed to a 'holding area' to wait for arrivals. The driver should follow airport personnel directions and wait until the aircraft arrives and the passengers are ready for pick up.

Greeting the Chartering Party Politely and Professionally

The driver should politely introduce himself/herself to the group leader or travel coordinator. The chartering party should be given instructions and information pertaining to the safety and comfort features of the motorcoach as well as driver expectations and Company policies. Passengers will be more confident when knowing the location of emergency equipment and exits. All Champion Coach drivers are expected to display knowledge and professionalism by:

1. Being in uniform and politely greeting the chartering party.
2. Loading luggage in the bay. Sports teams may decline help with luggage; however, it is always recommended to offer assistance.
3. Greeting each passenger upon arrival and assisting them on and off the coach at each stop. Each group is unique; therefore, use good judgment in assisting passengers (e.g., football or basketball players would not need or want assistance boarding or exiting the coach).
4. Upon departure, address safety concerns as well as the comfort features of the motorcoach. Below is a sample greeting. (It is suggested each driver customize his/her greeting. Safety and company information should be addressed).

Below is an example:

Good morning, my name is John Smith, and I will be your driver for the next three days. I would like to take this opportunity to welcome you aboard and to personally thank you for choosing Champion Coach for your transportation to Washington, D.C. There are some safety issues and company policies that need to be addressed:

First, please make sure all your carry-on items are stored safely in the overhead compartments and the latch is secure to prevent doors from opening and items falling during travel.

For your safety, please remain seated while the coach is in motion. If you need to change seats or use the lavatory please hold on to the designated hand grips located on the edge of the overhead compartments or hold on to the seat backs to prevent loss of balance or to prevent injury in the event of a sudden stop. It is better not to walk or stand in the aisles in stop and go traffic or while the coach is traveling roads with a lot of twists and turns. If you feel you must stretch your legs use caution and remain behind the white line marked in the floor just behind me should I need to stop suddenly.

The lavatory is located in the rear of the coach. Please do not put anything other than tissue paper in the toilet. We do not want a clogged up toilet for the next three days! We will be making stops every 2 to 2 ½ hours for bathroom breaks. When we arrive at each stop, please allow me to completely stop the coach and lower the step for your safety. I will step off the coach to provide assistance when exiting and boarding the coach.

There are two roof hatches located above the center aisle for emergency purposes. This motorcoach has windows that may also be used for escape in case of an accident. Federal law specifically prohibits the storage of items in the aisle since it is the primary path of escape in case of an accident. It is both unlawful and dangerous to attempt to open the roof hatches or windows except in times of emergency when the coach is fully stopped. If you have questions about the operation of these exits, feel free to ask me and I'll give you specific instructions. There is an emergency door release located under the dash or in the stairwell. The door should be the primary exit if feasible. During an emergency evacuation, those who are able should assist injured or mobility-impaired passengers first.

There is a fire extinguisher located in the front of the coach underneath the seat. First-aid kits are located in the overhead compartment behind me.

Please allow one member of your group to be in charge of the electronics (DVD player, Satellite TV) since this equipment can sometimes be difficult to use. You are reminded that the use of commercial movies, recordings of television programs and music may be subject to copyright restrictions and fees, due to the commercial nature of the coach itself. Champion Coach does not currently have copyright licenses or permits; therefore, we cannot be responsible for the viewing of videotapes with copyright laws. Due to the offensive nature of some television shows and movies, please be sensitive and show respect to others in your selection.

Please put trash in the containers located at the rear and front of the coach. Also, before exiting take a moment to return your seat and footrest to the upright position.

Company policy prohibits the use of any tobacco products, alcohol, and illegal substances while on board.

Reading lights and air vents are located above each seat for your convenience.

For Student Groups (see Student Travel): *Aisles should not be used for sleeping. Just as federal law requires the removal of any inanimate objects in the aisle of a motorcoach, so too should you refrain from using the aisle for sleeping. In the case of an emergency, aisles must be clear for escape purposes. While the coach is in motion, chaperones will enforce these rules and answer questions for you while I concentrate on highway safety.*

Again, thank you for traveling with Champion Coach. I will be here to answer all your safety concerns and to provide information throughout our trip. It is my pleasure to be of service to you.

Showing Respect and Providing Assistance

Student Travel

The professional motorcoach driver has the single, most-important, responsibility to student travelers which is to deliver the vehicle and passengers safely to the destination. That responsibility places the driver, practically and legally, in the role of 'captain of the ship' during travel.

Communication and cooperation between the driver and group leader is essential during student travel to ensure that distractions do not interfere with the safety of the trip. In most cases, the combined skills of the driver and the group leader will result in pleasant and safe travel. The driver must be dedicated to operating the vehicle with attention clearly focused on highway safety while the events and activities in the back of the coach are in the control of chaperones and group leaders.

The driver should not assume the role of a baby-sitter, school disciplinarian, chaperone, or parent. Oftentimes, “kids will be kids” and unexpected difficulties will arise during student travel; however, the driver should demonstrate understanding and do everything to help with these unforeseen situations. It is the direct responsibility of chaperones and group leaders to maintain order and control of the group. The driver should concentrate on the road and safety instead of behavior problems. Chaperones should be positioned throughout the coach so that the entire group can be observed. If all chaperones sit in the front of the coach, it is an invitation for trouble. **Under most state laws, the driver is directly responsible for unlawful events that might occur aboard the coach (drinking, smoking, throwing items from windows, rowdiness, etc.).** The driver should discontinue travel if passengers are out of control and not following the rules.

The time of day when the group travels can also be an important safety issue. Experienced drivers know that fatigue is a natural occurrence. If the driving day consists of effort-free travel on uncongested highways, a longer driving day may be in order. If the hours behind the wheel are spent in slow, irritating, traffic, the hours feel longer. The time of day makes a difference in the comparative ease of driving. Still, many student travel groups plan late-day departures and all night travel.

Student groups often prefer traveling through the night; therefore, it is imperative for the driver to dedicate “off-duty” time to secure adequate rest. Prior to departure, the driver must be fresh, well rested, and alert. Safety risks increase with driving through the night. It exposes the vehicle to a much higher percentage of tired auto drivers not governed by regulations. Driving at night is far more demanding and tedious than driving in daylight, even on the same roads, even for professional drivers and especially for the non-professionals who may be traveling the same highways.

Hours-of-service rules for commercial drivers are virtually chiseled in stone. Violations of these rules can cost the driver and Champion Coach fines ranging up to \$10,000 and will jeopardize the driver and company's right to continue to stay in business. The driver should contact the supervisor or safety manager immediately if the travel group, agent, escort, chaperone or anyone else uses pressure, coercion, threats, or bribes to force operation of the vehicle beyond the legal 10-hour driving limit. If the driver exceeds the federal and state limits on hours of service, the safety of the travel group can be seriously jeopardized. These rules were created to protect passengers, drivers, and those who share the road with commercial vehicles.

It is important during student travel for the group to identify the person in charge to serve as the primary liaison to the driver during the course of travel. In addition, if multiple vehicles are being used, a chaperone on board each individual motorcoach should be designated as the leader aboard that vehicle. If a driver has problems with any group participant, they should be resolved through the designated group or motorcoach leader. This leader should also be responsible for operating the electronic equipment while the coach is moving. The driver should familiarize the designated group leader with the equipment prior to departure to ensure the correct and continued operation of the microphone, DVD, Satellite TV, wireless internet, and/or CD player throughout the trip, which is essential to the success of any student group travel.

Champion Coach allows most student groups to have food and drink aboard the coach. However, it is suggested that drink bottles have caps to prevent spills. Can drinks are not recommended since they can be turned over and spilled out easily. The driver should remind students to put all trash in the proper containers. Chaperones are responsible to enforce this rule and if necessary pick up food and drinks left by the students. With appropriate communication, drivers can usually get students and chaperones to pick up most trash aboard. If the driver determines that this privilege is being abused, all food and drink should be placed in the baggage area where passengers will only have access during stops as needed.

The driver should be aware that students will use the lavatory often. Therefore, the driver should keep the lavatory door unlocked and available for use at any time during travel. The lavatory should also be checked for any problems during stops.

It is wise for the driver and the group leader to plan a brief time at the conclusion of each day's travel to discuss the next day's schedule and expectations. It is also a good time to discuss any events of the current day's travel that might bear review or documentation. In the true spirit of a safety partnership, disagreements between the driver and group leader should be resolved, whenever possible, in a fashion that fosters safety. Successful student travel depends on open and free communication between both parties.

Team Travel

The foundation of Champion Coach was built on providing transportation services to athletic teams, both collegiate and professional. Many top sports organizations in America contract Champion Coach to provide motorcoach charter services. Therefore, it is imperative the driver exhibits professionalism and provides the highest level of customer service which includes:

➤ Punctuality

It is extremely important for teams to maintain a schedule. Air charter services are often utilized due to the limited amount of time allotted for travel. Because of these time constraints, it is not acceptable for the motor carrier to be late to the pick up location. Therefore, it is necessary for the motorcoach to be at least

thirty minutes (30) to one (1) hour early for the required spot time. If delayed, the driver should **contact dispatch immediately** so the travel coordinator can be contacted with details.

➤ **Professionalism**

The driver should not:

1. Leave the designated pickup area.
2. Ask for autographs.
3. Talk to coaches or administrators unless the driver is asked a question or spoken to first.
4. Ask for directions.
5. Solicit a coach or administrator for event tickets, meals, or tips. Many times, tickets will be provided to the driver by the team or the venue will allow the driver to enter the facility without a ticket to a designated area.
6. Sell event tickets that are complimentary.

The driver should:

1. Wear appropriate team tie and always be in uniform.
2. Be familiar with the directions to the hotels and venues/arenas as well as the team entrance at these locations. If unsure of these locations, the driver should make a run to the hotel and venue prior to picking up the team.
3. Remain with the motorcoach at all times if required by the team or event facility. Due to the security of high profile teams and events, it is imperative the driver stays with the vehicle. Do not allow any unknown person to board the coach.

➤ **Driver Requests**

Many times a team will request a specific driver based on previous experience. These requests are taken very seriously, and every effort is made to assign the charter to that particular driver. Those drivers who are attentive to the cleanliness of the coach and who make every effort to provide a high level of service to chartering teams are most often requested.

Baggage Handling

In order to provide the highest level of customer service, Champion Coach requires the professional motorcoach driver to assist with all passenger baggage. It is the driver's responsibility to load and unload bags throughout the entire charter movement. Assisting with

luggage is both courteous and respectful to the customer. Drivers should make certain the luggage bays are locked and secure at all times when personal items and belongings of the chartering party are inside.

It is the driver's responsibility to do a thorough walk-through once passengers have exited to search for items left on the vehicle.

Complaints

A driver who receives a legitimate complaint regarding inappropriate conduct from the travel coordinator or group leader will be replaced with a new driver. The driver who is removed will be responsible for all costs related to placing a new driver on the existing charter movement (e.g. airline tickets, fuel, hotels, etc.). These costs will be deducted from the removed driver's pay.

Customer Service Standards

Champion Coach is committed to our customers, and aspires to be recognized by its customers, employees, and vendors as an integral part of their success. Champion Coach recognizes excellent customer service just doesn't happen. It requires hard work and dedication from everyone, and involves alignment to all policies, procedures, and systems within the organization.

The company has developed the following customer service standards which all Champion Coach employees are expected to know and follow:

- ◆ Learning our customers' goal and requirements.
- ◆ Empowering drivers and non-driving employees at all levels of the company to do whatever it takes to service the customer, but especially to satisfy an unhappy customer.
- ◆ Treating all customers (internal and external) with respect and professionalism, and providing the highest level of personal service.
- ◆ Responding courteously and quickly to customer requests for information regarding directions, travel time, equipment, etc.
- ◆ Providing substantive reasons to customer inquiries regarding service non-conformance events in an honest and up-front manner. In the event of a service failure, the driver should call dispatch immediately with current location, reason for failure, and hours of service. The driver should then inform the customer dispatch has been contacted. Communication with the customer should be directed to Champion Coach dispatch or management so accurate information about delays can

be addressed. A professional driver should not make assessments or discuss any mechanical concerns with the customer related to a breakdown or nonconformance event.

- ◆ Fostering an environment of continual improvement in customer service.

Definition of Service Nonconformance (service failure)

Champion Coach defines a customer service nonconformance event as any customer requirement for a given service not being met. The requirements may include but are not limited to, not being on time for customer pickups, driver appearance and conduct standards, internal miscommunications, and equipment issues (cleanliness of motorcoach, DVD, Satellite TV, A/C, or wireless internet not working, etc.). Champion Coach is committed to continually improving the quality of motorcoach service. Although neither the driver nor Champion Coach can guarantee the operation of electronics such as DVD players, Satellite TV or wireless internet, we can still provide excellent customer service by giving reasonable explanations for the service interruptions or failures (e.g., bridges, tall buildings, or trees may interfere with SAT reception). An important part of the continual improvement effort is recording each service nonconformance event by reason, and then taking corrective measure to ensure a similar event does not occur. All service nonconformance events will be recorded by reason as follows:

- Internal communication related or (IR) means the customer service nonconformance was caused by a communication failure or defect in the process within operations.
- Weather related or (WR) means the customer service nonconformance was caused by delays due to adverse weather conditions experienced by the driver.
- Equipment related or (ER) means the customer service nonconformance was caused by equipment failure or breakdown.
- Driver related or (DR) means the customer service nonconformance was caused by the driver. Driver related causes include, but are not limited to leaving late, poor trip planning or poor execution of a proper trip plan, misreporting or misrepresenting available hours of service, failure to inform dispatch of a mechanical problem prior to departure. A driver related nonconformance could also be a result of a driver becoming ill or experiencing health problems which would interfere with the success of the charter if the driver was removed. While emergency situations are not planned, the nonconformance should be noted. A medical examination may be requested by the safety department. The driver will be responsible for obtaining all required documentation.

Customers Service Schedules

A measurement of Champion Coach's overall quality of customer service is the ability to be on time according to the customer's schedule specifications. Champion Coach has established certain guidelines in order to meet the customer's expectations. (See [Customer Service](#))

Corrective Action for Driver Related Nonconformance Events

Champion Coach driver supervisors are responsible to discuss all driver related nonconformance events with the involved driver. This discussion will consist of review of the service failure and how to prevent reoccurrence.

The driver can request, or the driver's supervisor can recommend, trip planning refresher training at any time. A driver in need of additional trip planning training will be referred to Champion Coach's Safety Department for scheduling.

Drivers who are responsible for a service nonconformance event will be subject to the following corrective action schedule.

Phase 1

A verbal warning will be issued to drivers who incur a second driver related nonconformance event within ninety (90) days of the event and will be placed in Phase 1 of Champion Coach's corrective action program.

All verbal warning entries must include the date issued, an overview of the nonconformance event, and signatures of the driver and the driver's supervisor. All verbal warnings must be documented and placed in the driver's Performance file.

Drivers in Phase 1 status will be evaluated for a ninety (90) day period. The driver will be taken off Phase 1 status after the evaluation period has expired, and if no additional driver related service failures have occurred. Drivers who are responsible for another service failure while in Phase 1 will be placed in Phase 2 of Champion Coach's corrective action program.

Phase 2

A written warning will be issued to drivers who incur a driver related service failure while in Phase 1 status. All written warning entries must include the date issued, an overview of the nonconformance event, and signatures of the driver and the driver's supervisor.

Drivers in Phase 2 status will be evaluated for a ninety (90) day period. Drivers placed in Phase 2 are demonstrating a pattern of behavior contradicting Champion Coach's customer service commitment. Drivers in Phase 2 shall be scheduled mandatory remedial trip planning training.

A copy of the written warning and record of remedial training will be placed in the driver's personnel file. Drivers who are responsible for another service failure while in Phase 2 will be placed in Phase 3 of Champion Coach's corrective action plan.

Phase 3

A final written warning will be issued to drivers who incur two (2) or more driver related service failures while in Phase 2 evaluation period.

Phase 3 is the final stage of Champion Coach's customer service correction action program. Drivers who reach this stage are demonstrating inability or unwillingness to service customers. Drivers in Phase 3 face disciplinary action including suspension and possible termination of employment. A copy of the final written warning will be placed in the driver's personnel file. All final written warning entries must include the date issued, and the signatures of the driver, supervisor or safety manager.

Paperwork

Drivers are responsible for the accuracy and timely submission of logs and other charter paperwork. Champion Coach does not consider a charter to be complete until paperwork associated with that charter has been submitted by the driver. (See [Driver Log Policy](#))

Driver Conduct and Appearance Standards

All drivers for Champion Coach are expected to dress, look, and act like professionals. Maintaining a positive, professional, and safe public image is extremely important. Champion Coach drivers are the most visible company representative to the general public and to the customer. Drivers should maintain the highest personal appearance and conduct standards.

Drivers for Champion Coach are expected to follow all company policies and procedures, and abide by all safety rules while driving and at customer locations. Champion Coach drivers are also expected to be courteous, cooperative, and respectful at all times.

If a conflict should arise, drivers are not expected to resolve the issue themselves. In these situations, the driver is to contact a supervisor or manager immediately for assistance. Most conflicts can be resolved between management and the customer in a timely manner.

While an event such as DVD, SAT, or Wi-Fi equipment not working is not a driver related nonconformance event the cleanliness of the motorcoach while on the road is considered a driver related nonconformance event. The driver should maintain a neat and clean motorcoach at all times. Both the interior and exterior of the motorcoach is thoroughly cleaned prior to each charter. Once the motorcoach leaves the terminal it is the responsibility of the driver to maintain its cleanliness for the duration of the charter. The driver should pick up trash, sweep and mop as necessary to ensure the customer has a satisfactory traveling experience. The driver should also make every effort to have the exterior of the motorcoach washed should it

become extremely dirty in certain driving conditions (rain, snow, ice, etc.). For multi-day charters, the driver may find it necessary to dump the lavatory. The driver should contact dispatch for a list of dump stations and wash bays in the area. The professional motorcoach driver will make sure his/her equipment is in top condition for the customer.

Driver Image

Champion Coach drivers are bound to observe, in their official acts, the highest standards of professionalism, ethics, and morality, and should faithfully discharge the duties of their positions. While Champion Coach has no desire to control the personal tastes of the drivers, it is necessary to set certain standards of dress that directly effect the image and reputation of the company. Dress code is professional business uniforms which are consistent with the nature of Champion Coach. A professional image directly reflects dedication to the success and safety of each charter. (See [Employee Conduct, Personal Appearance and Behavior Guidelines](#))

Uniforms

Champion Coach's Professional Business Uniform consists of:

Men:

- White shirt with buttons, collar, and epaulettes
- Slacks
- Tie
- Black belt
- *Black shoes
- Name Tag
- Vest, jacket

Women:

- White shirt with buttons, collar, and epaulettes
- Skirts or
- Slacks
- Tie or Crossover Bow
- Black Belt
- *Black shoes
- Name Tag
- Sweaters, vest, jacket
- Nylons or stocking (with skirts)

Unacceptable Attire

- Plain or pocket T-shirts
- Cutoffs
- T-shirts with logos

- Athletic wear (must have management approval for team athletic wear)
- Blue denim jeans
- Spandex or Lycra such as biker shorts
- Tennis shoes
- Tank tops, tube tops, halter tops with spaghetti straps
- Deck shoes
- Underwear as outerwear
- Off-the-shoulder tops
- Workout clothes or shoes
- Sandals
- Excessive jewelry

*Black boots are acceptable. However, the driver should use modesty and good judgment in his/her selection.

Enforcement

Managers and supervisors are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

1. If an obvious uniform policy violation occurs, the driver supervisor or manager will hold a discussion with him/her to council on uniform policies.
3. Repeated policy violations will result in disciplinary action, up to and including termination.

Review and Revision

The Company reserves the right to rescind and/or amend any Company policy, at any time. It is the responsibility of the driver to keep his/her uniforms properly cleaned. Dry-cleaning uniform shirts is highly recommended to keep shirts looking newer longer. However, today's fabrics are easily cared for with simple washing and drying.

Champion Coach drivers are expected to be in uniform during any motorcoach charter movement. Failure to be in uniform will result in disciplinary action, up to and including termination.

No Smoking

Champion Coach is committed to minimizing the harmful effects of smoking to its employees, customers, and vendors. Therefore, the company has adopted a NO SMOKING policy. Champion Coach prohibits smoking in and around any company facility or vehicle. All passengers on board a Champion Coach motorcoach are prohibited from smoking. The driver should strictly enforce the "No Smoking" policy for the comfort of all passengers, and especially those with breathing allergies. Drivers are also prohibited from smoking on, directly around the

motorcoach, or in the presence of the traveling group. Violation of this policy may result in immediate dismissal.

Possession of Alcohol and Drugs

The use of, possession of, or being under the influence of alcohol, any hallucinate or narcotic drug on company property, including a motorcoach, is strictly forbidden. Possession and use of alcoholic beverages in the driver's area of a motorcoach constitutes "possession" under [§392.5\(a\)\(3\)](#)? While it is not a FMCSA violation for travelers to have alcoholic beverages in the passenger area of a motorcoach the driver should not have any alcohol or drugs in his/her possession as it will result in a violation of these policies and failure to adhere to the possession policy will result in immediate dismissal. (See [Controlled Substances and Alcohol Review](#))

While some states allow the use of marijuana the DOT's Drug and Alcohol Testing Regulation – [49 CFR Part 40](#) – does not authorize the use of Schedule I drugs, including marijuana, for any reason.

Therefore, Medical Review Officers (MROs) will not verify a drug test as negative based upon learning that the employee used "recreational marijuana" when states have passed "recreational marijuana" initiatives.

The MRO will not verify a drug test negative based upon information that a physician recommended that the employee use "medical marijuana" when states have passed medical marijuana initiatives.

It is important to note that marijuana remains a drug listed in Schedule I of the Controlled Substances Act. It remains unacceptable for any safety-sensitive employee to use marijuana.

Idling

Drivers are responsible for following idling restrictions in each state. Violations for excessive idling are the responsibility of the driver and all costs associated with idle violations. For more information on trip planning: <http://www.buses.org/Government-Affairs/Operator-Trip-Planning>.

Driver/Employee Termination Policy

Champion Coach recognizes that not every driver or non-driving employee will be able to meet his or her personal or professional development needs or career advancement goals within the company. Further, Champion Coach also recognizes that not all drivers or other employees will be able to meet the company's standards of conduct, productivity, or safety within their roles.

Therefore, Champion Coach will determine the need for drivers or other employees to leave the organization (voluntarily or involuntarily) whenever such need arises. However, it is the policy Champion Coach to do so in a manner that promotes mutual respect and minimizes the impact of separation of employment for both the individual and the company.

Employment-At-Will Statement

Champion Coach adheres to the principle of employment-at-will. In compliance with employment-at-will, Champion Coach or the individual employee may terminate the employment relationship at any time, for any reason, or for no reason at all.

The policy and procedures of Champion Coach are not intended to create a contract of employment. Nothing contained in any policy or related procedures of Champion Coach shall constitute a contract of employment or agreement for a definite or specific term of employment. Nor does anything in any policy or related procedures of Champion Coach alter the at-will relationship between the company and its employees. Nothing contained in any policy or related procedures of Champion Coach shall limit or otherwise restrict the option of the company or its employees to terminate the employment relationship. Either party to the employment relationship may terminate the relationship at any time, with or without cause.

Types of Termination

There are seven basic types of termination of employment recognized by Champion Coach. The types of termination, complete with their descriptions, include:

1. Release - means a permanent employment separation initiated by the company due to unsatisfactory job or safety performance.

In the event of a release, the company will generally (but not always, depending on individual situations) give the employee advanced notice (or equivalent pay in lieu of advanced notice) of up to thirty (30) days.

2. Discharge - means a permanent employment separation initiated by the company due to serious misconduct, violation of company policies or related procedures, or for disciplinary reasons. In the event of a discharge, advanced notice is not required and termination of the employment relationship will be considered immediate.

Resignation - means a permanent employment separation initiated by the employee. In the event of a resignation, the company may consider reinstatement of the employee if the need for reinstatement consideration should arise. In addition, the company reserves the right to end the employment relationship immediately upon receiving notice of resignation without regard for the time limit stated on the notice (see [Re-hire guidelines under Driver Employment Status policy](#)).

4. Temporary Layoff - means a temporary separation of employment initiated by the company and due to economic reasons or business conditions.

5. Permanent Layoff - means a permanent separation of employment initiated by the company due to economic conditions, corporate reorganization or downsizing.

6. Medical Termination - means a voluntary or involuntary separation of employment initiated by the employee or company. A medical termination will be used in the event an employee is determined (by a company approved medical professional) to be unable to perform the duties of his or her job. An employee who is terminated for medical reasons may be considered for reinstatement if the medical condition(s) that caused the separation of employment has been cured, successfully treated, or no longer exists.

7. Deceased.

Serious Misconduct

Champion Coach expects its employees to conduct themselves in a professional and safe manner at all times and with due regard and respect to the company, other employees, and external customers and vendors. In addition, the Company expects all employees to understand and adhere to all company policies and procedures.

Champion Coach will take all appropriate and necessary disciplinary action when any employee is found to have violated company policy, procedures, other work rules, or engaged in serious misconduct. Appropriate disciplinary action may include verbal or written warnings, progressive disciplinary measures, or immediate separation of employment (see Discharge above).

The company considers serious misconduct or other work rule violation behaviors to include (but not limited to) the following:

- A failure to comply with company policies or procedures.
- Continued FMCSA violations which are documented on the CSA ([Compliance, Safety, Accountability](#)) website that adversely impacts the Company's safety rating.
- A failure to report any license suspension, revocation, or cancellation under State law or if he/she has a driver's license from more than one State or jurisdiction.
- Unacceptable job performance.

- An unwillingness or inability to follow management instruction and/or direction.
- Reporting to work or responding to a call-in situation in an unfit condition including being under the influence of alcohol, drugs, or other controlled substances.
- Being in possession of illegal drugs (controlled substances), alcohol, firearms, or weapons of any kind while on (or in) company property.
- Intentionally delaying operations or other work activities, or influencing others to do so.
- Unprofessional conduct with co-workers, customers, or vendors.
- Sexual harassment as well as verbal, physical, or psychological harassment due to race, color, religion, sex, national origin, disability, age, or any other protected characteristic under state or federal law.
- Conducting non-work related activities during work hours or using Company property for non-work related activities.
- Excessive absence, unexcused absence, or job abandonment.
- Excessive tardiness.
- Falsification or destruction of company records or documents, and/or unauthorized disclosure of confidential company information.
- Theft and/or destruction of company property or theft and/or destruction of other employees' personal property.
- Smoking is prohibited in all areas of the company.
- Violation of company safety or fire prevention rules, policies, and related procedures.
- Fighting on company, customer, vendor, or any other work related premises.
- Carelessness with regard to personal hygiene and appearance.

Termination Process

Before any employment separation action is taken, responsible Champion Coach personnel shall:

- In the event of a resignation, arrange and conduct a formal exit interview with the departing employee. Employee should submit resignation letter explaining reasons for resigning. If a written letter is not submitted, a company representative should prepare a formal, written Letter of Resignation that includes reason(s) for resignation and both employee and company representative must sign and date.
- In the event of a discharge, review the employee's Personnel, Driver Qualification File, Safety File (if applicable), and any documentation from previous performance reviews, corrective actions, or disciplinary measures.
- Advise manager(s) of the reason(s) for termination and planned termination date.
- Prepare a checklist for any company-assigned equipment, asset, or property that needs to be returned by the employee (magnetic key, ID cards, Company credit cards, uniforms, etc.).
- Prepare a formal, written Notice of Discharge letter that includes any insurance,

benefits, or accrued vacation time the employee may be entitled to and include reason(s) for discharge. Both employee and company representative must sign and date.

- Consult with the company's legal counsel prior to the separation meeting to review the case if applicable.
- Arrange and conduct a separation meeting with the employee in an appropriate location (where discretion and confidentiality can be maintained), and where the terminated employee may exit the premises with a minimum amount of embarrassment.
- Have another company representative present during the employment separation meeting.

Post-termination Procedures

After any termination, involved company personnel will:

- In the event of a resignation, complete the exit interview form, analyze it, place the original in the employee's Personnel file, and forward a copy to management. Place the original copy of the Letter of Resignation in the employee's Personnel file.
- In the event of a discharge, carefully review the entire termination process to ensure all company procedures were properly followed.
- Write a brief summary report of the termination process (to be dated and signed by all involved personnel), and file it in the employee's Personnel file.

Safety Guidelines Policy

Champion Coach is committed to maintaining a safe working environment for all its employees. Champion Coach will comply with all applicable safety and security laws and regulations, such as those established by DOT, EPA, OSHA, Homeland Security and all other federal, state and local safety and health agencies. Champion Coach will make every effort to assure that generally accepted safe practices are followed by all our employees.

Safety Guidelines Procedures

The safety philosophy of Champion Coach reflects and communicates our proactive corporate attitude toward safety. All Champion Coach employees have a responsibility to themselves and to the company for their safety and the safety of their co-workers.

All employees are required to:

- Comply with all federal, state and local laws and regulations relevant to their work.
- Observe all company rules related to the safe and efficient performance of their work.
- Integrate safety into each job function and live by this philosophy in the performance of job duties.
- Report or correct/repair unsafe practices and equipment.
- Report any accident that occurs while on the job. (See Injury Reporting and Return to Work policy)

In addition, Champion Coach has these company specific requirements of employees:

1. Personal Safety

Champion Coach's first concern is for the safety, health and well-being of its employees. Therefore, this policy has been created to help ensure our employees remain safe and secure in their individual roles. This policy and its related procedures will cover the following topics:

- Expected employee safe conduct and behavior,
- General workplace safety,
- Personal safety and security procedures (driver specific),
- Back safety and proper lifting techniques, and
- Slips, trips, and fall protection procedures.

2. Expected Employee Safe Conduct and Behavior

Champion Coach expects its employees to behave and conduct themselves in a safe and responsible manner at all times. Employees who engage in activities that are

considered unsafe, reckless, or threaten the safety of others will be subject to disciplinary action up to and including termination of employment - depending on the severity of individual incidents (e.g. driver going underneath a vehicle elevated by a jack, driving trying to repair a mechanical problem that would put him/her in danger. Only qualified and trained mechanics can perform such tasks).

3. General Workplace Safety

Champion Coach believes that the safety of our employees is of utmost importance and will help drive the quality of our service, the productivity of our employees, and the profitability of the company. Maintenance of safe operating procedures at all times is of both human value and monetary value, with the human value being far greater to the employer, the employee, and the community. Therefore, Champion Coach will be guided by the following safety principles.

Champion Coach believes:

- All injuries and accidents are preventable through the establishment and compliance with safe work procedures.
- The prevention of bodily injury and safeguarding of health are the first considerations in all workplace activities and are the responsibility of every employee at every level.
- Written safety policies describing the safe work practices and procedures to be followed in all workplace activities are an essential element of the overall workplace safety program. All employees at every level are responsible for knowing and following all Champion Coach safety policies and related procedures.
- Off the job, all employees should be similarly safe and demonstrate awareness of potential hazards.

4. Statement of Employer Responsibilities

Champion Coach is responsible to provide a safe work environment for all of its employees. It is the policy of the company to provide a place of employment reasonably free from hazards that may cause illness, injury, or death to employees.

It is also this company's policy to establish an effective and continuous safety program incorporating educational and monitoring procedures maintained to teach safety, correct deficiencies, and provide a safe, clean working environment.

All Champion Coach supervisors, managers, directors, and officers are responsible for the enforcement of safety policies and practices. They will ensure that:

- Staff members are trained in appropriate safety procedures. Individual safety files are maintained in Personnel for all employees.

- The responsible safety personnel are notified and will complete the necessary forms if an accident occurs.
- The equipment and property within their area of responsibility is maintained in a safe and hazard-free condition.

5. Statement of Employee Responsibilities

Champion Coach employees are responsible to follow safety rules, policies and related procedures and work safely at all times.

All Champion Coach employees have a responsibility to themselves and to the company for their safety and the safety of others. All employees are required to:

- Comply with all federal, state, and local rules and regulations relevant to their work.
- Observe all company rules and regulations related to the efficient and safe performance of their work.
- Integrate safety into each job function and live by this philosophy in the performance of job duties.
- Report or correct unsafe equipment and practices.
- Report any accidents that occur while on the job.

6. Statement of Supervisor's Responsibilities

Champion Coach supervisors and manager are directly responsible for the enforcement of all company safety policies and practices. They must ensure that employees under their direct supervision are trained in appropriate safety practices and procedures, and that they follow safe work practices at all times while performing daily work activities.

If an employee is found to be violating safe work practices or procedures, the supervisor is responsible for disciplining the employee and reinforcing the correct safe behavior or activity. Discipline will depend on the severity of the safety rule infraction, and can range anywhere from a verbal reprimand to a written warning to suspension or even dismissal.

The safety department is responsible for:

- The written hazard communications program and the general Right to Know Training for all employees involved in using certain cleaning or hazardous products. It is standard company practice to utilize only environmentally friendly products.
- Developing, completing, and filing all necessary documentation and/or reports to meet local, state, and federal reporting and recordkeeping requirements, and working with local and state agencies as needed.
- Completing all employee material training (if required).

7. Explanation of the Disciplinary System for Noncompliance with Safety Rules

Upon violation of any company safety rule, the violating employee will be disciplined. The list of possible disciplinary actions includes:

Verbal reprimand - An informal discussion of the incorrect behavior should take place as soon as possible after the supervisor or manager has knowledge of the safety misconduct. All verbal reprimands are to be documented including a date and signatures of all involved parties.

Written reprimand - A written form documenting the safety misconduct, to be presented to the employee and placed in the employee's Personnel file.

Warning of probation - A written form documenting the safety misconduct and warning the employee that one more incident will lead to probation, to be presented to the employee and placed in the employee's Personnel file.

Probation - A trial period during which the employee is given specific rules and goals to meet, during which, if he or she cannot meet the rules and goals, he or she is subject to termination.

Warning of suspension - A written form documenting the safety misconduct and warning the employee that one more incident will lead to suspension, to be presented to the employee and placed in the employee's Personnel file.

Suspension - A period of time during which the employee is barred from attending work and during which the employee is not paid. The driver will be barred from future charter work.

Dismissal/termination of employment - The permanent separation of an employee from the company, initiated for disciplinary reasons, or safety misconduct.

The severity of the discipline will be in direct correlation to the severity of the safety violation. Injury or damage is not necessary constituent to warrant disciplinary action. It is the violation of the rule itself and not necessarily its end result that is the subject of possible disciplinary action.

Upon violation of any company safety guideline or rule, the employee will be penalized.

Champion Coach reserves the right to make judgments relative to employee misconduct.

8. Statement of Intention to Comply with All Government Regulations

Champion Coach will comply with appropriate safety and security laws and regulations such as those established by:

- The OSHA ([Occupational Safety and Health Administration](#))
- The EPA ([Environmental Protection Agency](#)),
- The DOT ([Department of Transportation](#)), and
- The FMCSA ([Federal Motor Carrier Safety Administration](#))
- The DOD ([Department of Defense](#))
- The DHS ([Homeland Security](#))
- All other applicable federal, state, and local safety and health regulations.

9. Personal Safety and Security Procedures (Driver Specific)

Drivers can be an easy target for theft while out on the road. The driver, deadheading alone and in unfamiliar territory, can be a victim of thieves and hijackers. Champion Coach drivers are expected to exercise extreme care and caution with regard to their personal safety and well-being. All drivers for Champion Coach shall use the following guidelines to reduce the risk of becoming a victim while out on the road.

In Transit or Deadheading – drivers are expected to:

- Maintain regular contact with the company dispatcher by regularly calling or messaging.
- Report any unusual or suspicious activity immediately.
- Plan breaks or stops at reputable and established stops or rest areas where other vehicles are present.
- Never stop or park on dark roads, alleys, or other deserted areas.
- Be conscious of following vehicles.
- Be suspicious of individuals signaling drivers to stop because of a traffic accident in which they claim our driver was involved. This is a common tactic used by hijackers to get the vehicle to stop (if this happens and Champion Coach drivers are unsure that an accident has actually occurred, drive to a well-lit intersection or nearest police station).

Any suspicious activity of either a criminal or potential terroristic nature should be reported to authorities. The First Observer is a national safety and security program whose mission is to administer an antiterrorism and security awareness program for highway professionals in support of the National Preparedness Guidelines.

The Transportation Security Operations Center (TSOC) has established incident and suspicion reporting channels for highway professionals who believe that they are witnessing or know of terrorist planning, surveillance or actual operations.

Call order:

- | | |
|-------------------|----------------|
| 1. First Observer | 1-888-217-5902 |
| 2. TSA TSOC | 1-866-615-5150 |

Worst case scenario – Drivers are instructed to:

- Cooperate and do as instructed in the event of an actual hijacking situation. The personal safety of our drivers and passengers is our first priority.
- Notify police immediately following the incident then notify Champion Coach.

10. Back Safety and Proper Lifting Techniques

Back safety awareness and safe lifting guidelines are necessary due to the prevalence and severity of back injuries throughout all industries. Backs can be injured by improper lifting,

falling, stretching, or overextending. Of these, using improper lifting techniques (as in hand loading and unloading activities) are the largest single cause of back pain, strain, and injury. To reduce the incidence of back injury, the company has instituted, and Champion Coach employees will be trained in, the following proper lifting techniques (procedures) and other back safety measures.

Champion Coach requires these procedures to be followed to provide safe working conditions and to protect the health of all our employees. The company has implemented these procedures on safe lifting practices to ensure that all employees/drivers are trained to protect themselves from the hazards of improper lifting practices.

The effectiveness of the back safety procedure depends on the active support and involvement of all employees. The following points outline safe and proper lifting techniques that will be taught to all employees to minimize their risk of back injury and pain. Lifting remains an important function despite the level of mechanization found in the workplace today, so attention must be directed toward safe lifting practices.

All employees of Champion Coach will be trained in, and expected to adhere to, the following lifting techniques when they are required to perform any lifting activity as part of their job duties. When required to perform lifting activities, Champion Coach employees are expected to:

- **Size up the load before lifting** - Test by lifting or pushing a corner of the object. If it's heavy or feels too awkward, get someone to help you. When in doubt Champion Coach employees are expected to obtain help and to never attempt lifting alone.
- **Bend the knees** - Bending of the knees is the single most important aspect of any lifting activity. When performing a lift, Champion Coach employees shall:
 1. Place feet close to the object.
 2. Get a good firm handhold.
 3. Lift straight up, smoothly and let legs do most of the work.
 4. Avoid overreaching or stretching to pick up or set down an object.
 5. Avoid twisting or turning of the body once the lift has been made.
 6. Make sure beforehand that a clear path is available to carry the object.
 7. Set the object down properly, keeping the back straight at all times.
 8. Always push, not pull, objects when possible.
 9. Change the lifting situation if possible to minimize a lifting hazard.

Additional lifting (loading and unloading) expectations include:

- If the object is too long or awkward, Champion Coach employees are required to get help. The driver should ask for assistance with unusual sized bags or team equipment which is too long or awkward.

- Splitting the load into several smaller tasks to achieve manageable lifting weight.
- Avoiding lifts from below the knees or above the shoulders by using mechanical aids.

Other work related back safety issues include:

Extended Sitting/Standing - The drivers' role requires long hours of sitting behind the wheel. This condition can create back trouble. When possible, Champion Coach requests that its drivers stretch frequently in order to reduce lower back strain.

Poor Physical Condition - An employee's physical condition can lead to back pain. Being overweight can cause extra strain on the spine. An estimate is that every extra pound up front puts 10 pounds of strain on the back. By being out of shape or overweight increases the chances for chronic back pain. Infrequent exercise is a major factor, too. A sudden strain on generally unused back muscles lead to trouble, particularly when there is a sudden twisting or turning of the back. Champion Coach requests its employees exercise regularly and maintain a proper diet.

Stress factor - Stress can lead to back pain. Tied in with an individual's general physical condition, stress created from work or play can cause muscle spasms that affect the spinal nerve network. Although stress is part of everyone's life, and a certain amount of stress is normal, excessive stress can cause backache. Champion Coach encourages all employees to strive to achieve a proper balance between life and work.

Entering/exiting vehicles - Drivers (and all Champion Coach personnel) are expected to enter and exit company vehicles using three points of contact at all times. Jumping from any vehicle or other equipment is strictly prohibited.

Slips, Trips, and Fall Protection Procedures

Champion Coach believes most work-related injuries (in particular, work-related injuries related to slips, trips and falls) are preventable if all employees demonstrate a respectful and common sense attitude towards safety. Consequently, all Champion Coach employees will be:

- Trained on the proper methods for entering and exiting vehicles and other company equipment to help prevent back and knee injury;
- Instructed on proper footwear and clothing that help prevent these types of injuries;
- Trained on how to recognize and avoid slip, trip, and fall hazards; and
- Trained on proper ways of lifting.

Work Injuries

Champion Coach takes its responsibility as an employer very seriously and goes to great lengths

and expense to provide a safe working environment. Champion Coach will deal promptly with legitimate claims and injuries and investigate any fraudulent worker's compensation claims.

- Report all injuries, no matter how slight to your supervisor or manager.
- Company-authorized providers must perform all medical treatment (SC state law gives company-authorization providers the right to all medical treatment).
- A listing of company-authorized providers is available.
- All injuries requiring medical treatment are subject to our drug-free workplace policy. Failure to go to company approved doctors or to submit to drug testing may jeopardize worker's compensation benefits.
- Claims may be denied if an on-the-job injury/illness occurs and the employee fails to report the injury/illness within 30 (thirty) days of the initial manifestation.
- On-the-job injury/illness caused by your failure to use personal protective equipment or to follow safety rules may result in a reduction in worker's compensation benefits.

Injury Reporting and Return-to-Work Policy

Champion Coach has a high commitment to safety and injury prevention on the job. However, there may be times that injuries occur at the workplace or while a driver is on the road. In these instances, it is important that everyone follow the injury reporting procedures Champion Coach has established. These procedures are intended to ensure that an injured employee receives the proper medical attention as promptly as possible and that we are able to fully comply with worker's compensation regulations. **UNDER NO CIRCUMSTANCES** should an employee risk injury by putting himself/herself in danger. Employees should **NOT** risk danger by trying to make repairs to equipment. Only qualified mechanics and personnel should perform the necessary repairs. **UNDER NO CIRCUMSTANCES SHOULD EMPLOYEES TRY TO EXECUTE REPAIRS IN WHICH THEY ARE NOT TRAINED TO PERFORM.**

In addition, Champion Coach has established a return-to-work program for those employees recovering from illnesses or injuries. The return-to-work program allows employees with physical limitations from injuries or illnesses to have their job duties modified, or to perform alternate duties based on their physical abilities/limitations, until they are able to perform their regular jobs again.

Injury Reporting Procedures

Minor Injuries

All employees are required to report any injury that occurs on the job, no matter how minor it may seem. Some examples of minor injuries would include a small cut, falling down a short set of stairs, falling down the steps of the motorcoach, or a back strain that occurred while loading or unloading luggage or other items.

Such injuries should be reported to the employee's immediate supervisor or manager as soon as possible, but no later than 24 hours after the occurrence.

When an injury is reported, the employee's supervisor or manager is responsible for interviewing the involved employee and making a written report of the facts surrounding the injury. The involved employee and any witnesses are required to cooperate in the questioning in a truthful and straightforward manner. The employee may be instructed to seek medical attention if deemed necessary.

While injuries do occasionally happen, injuries that occur due to horseplay, misconduct or inappropriate behavior will result in discipline for the involved employees. However, we do stress, Champion Coach's first concern is its employees' safety, and no employee should be afraid of reporting an injury, no matter how it occurred. Injured employees who were following company safety rules will not be disciplined, and Champion Coach will not tolerate any retaliation against the injured employee from any supervisor, manager, or co-worker.

Injuries that originally seem minor can evolve into larger medical problems. It is crucial that

Champion Coach has documentation of the original incident so that any worker's compensation claims or other issues that arise from the injury will be properly handled. Because Champion Coach considers injury reporting so important, employees who ignore these rules on reporting injuries will be subject to disciplinary procedures.

More Serious Injuries

When an employee is more seriously injured on the job, the first priority is to make sure he or she receives the proper medical attention. Some examples of more serious injuries would include a broken limb, severe bleeding, or an injury rendering the person unconscious.

If the injury does not necessitate emergency medical attention, but does require prompt attention from a medical professional, the injured employee should notify his or her immediate supervisor or manager. The employee will be allowed to go to the hospital/clinic or transportation will be arranged if the employee is unable to drive.

If the injury requires emergency medical attention, either the injured person (if able) or a fellow employee should call 911.

If the injury requires immediate emergency medical attention, either the injured person (if able) or a fellow employee should call his/her immediate supervisor or manager. Management will respond to the situation and contact additional medical help if necessary.

Once emergency medical help is contacted (or if emergency medical attention is not required), any employee witnessing the injury should try to render appropriate aid. Fellow employees should only perform actions that are immediately necessary to save the person's life or actions that can be performed with zero risk of aggravating the medical problem or causing further injury. **UNDER NO CIRCUMSTANCES SHOULD EMPLOYEES TRY TO EXECUTE CPR OR MEDICAL AID THEY ARE NOT TRAINED TO PERFORM.**

A driver who has a serious injury while on the road should seek appropriate medical attention at the nearest hospital. Once the injury or accident situation is medically under control, the injured person (if able) or a fellow employee should contact their immediate supervisor or manager. Champion Coach will follow the same procedures for documenting the injury as explained in the minor injuries section of this policy.

First Aid Kits

Champion Coach has first aid kits in the main building located in the driver's room. Each motorcoach is also equipped with a first aid kit located in the overhead compartment behind the driver. First aid kits should only be used when necessary. If the supplies in the kit are low, please contact responsible company personnel.

Return-to-Work Program

Champion Coach has a return-to-work program for employees recovering from illnesses or injuries sustained on the job or away from work. Employees who have physical limitations from an injury or illness may have their job duties modified, or may perform alternate duties, if he/she is qualified to perform the job responsibilities listed in the job description until they are able to perform their regular jobs again.

The return-to-work program has several objectives. First, Champion Coach's goal is to help its employees. The return-to-work program allows employees to get back on the job more quickly after an illness or injury. Returning to work as soon as possible:

- Minimizes the employee's loss of income;
- Makes the transition back to regular duties easier, physically and psychologically; and
- Keeps up the employee's self-esteem because he/she can continue to perform useful and meaningful work. Individuals who are out of work are more prone to depression and low self-esteem.

Secondly, Champion Coach also benefits from the return-to-work program. An employee who continues to work, even in a restricted capacity, allows the company to continue utilizing the employee's skills.

Employees who were injured on the job and are receiving worker's compensation benefits will be required to participate in a return-to-work program either by Champion Coach or by a designated employer. Participation in the return-to-work program is optional, but highly encouraged, for employees who became ill or injured away from the job.

Return-to-Work Procedures

If an employee cannot perform his/her regular job duties because of injury or illness, the employee should remain in contact with his or her immediate supervisor and/or manager a minimum of once per week. If the employee cannot work due to injury or illness, he or she should contact the company on a regular basis (once per week) to keep the company up-to-date on his or her status.

When the time is appropriate (as determined by the company, the employee, and the medical professional treating the employee) for the person to resume some form of work, the company will request that a medical professional complete a return-to-work statement. The statement should summarize the employee's current physical abilities and what physical tasks the employee should not perform.

Once completed, the return-to-work statement should be sent to Champion Coach. Responsible personnel will forward the statement to Champion Coach's insurance company and the employee's supervisor or manager. Champion Coach will adhere to the requirements of FMCSR §391.41 for the physical qualifications of CDL drivers. Once the employee has been

released to return-to-work by his/her medical provider he/she must also obtain a return to work statement from Champion Coach's designated DOT certified medical professional.

Return-to-Work Duties

Based on the medical professional's return-to-work statement, the employee's supervisor or manager will determine what regular job duties the employee can perform, what job duties the employee can perform with some modifications, or if the employee should be given alternate duties. A returning employee's temporary job duties may be a combination of regular, modified, and alternate duties.

While the assigned work may be considered "light" in terms of its physical demands (if that is what is necessary based on the injury or illness), all returning employees will be asked to perform tasks that are necessary and meaningful to Champion Coach's operations.

In the case of a driver in the return-to-work program, Champion Coach will first assess the driver's return-to-work statement and determine if the company has driving duties the employee could continue to perform within his or her restrictions required by FMCSA regulations. If continued driving is not an option, Champion Coach will try to assign alternate duties that are not driving-related and utilize the employee's specialized knowledge and skills. This could include, for example, log auditing or the training of other drivers if qualified to perform log auditing or driver training. If this is not a workable option, the driver may be assigned other duties at Champion Coach's facility such as bus washing, garage or ground maintenance.

Returning employees who have concerns about their return-to-work duties should consult their immediate supervisor, manager, or medical professional. Under no circumstances will employees be assigned tasks, or allowed to do tasks, that do not meet the approval of a medical professional.

Because the return-to-work program is intended to be a transition back to an employee's original job, employees in the return-to-work program will not be allowed to keep their alternative job duties after they have recovered.

Periodic Re-evaluation

Employees in the return-to-work program must be re-evaluated by Champion Coach's designated medical professional every six (6) weeks or on a schedule agreed to by the employee, medical professional and general manager. After each re-evaluation, the medical professional should prepare a written statement concerning the employee's physical progress. The employee will submit this statement to Champion Coach. As the employee's recovery continues, job tasks may be reassigned to match the employee's increased ability if available. When the medical evaluation indicates the employee can resume his/her original job, the employee will do so.

Driver Safety Records Policy

As part of Champion Coach's overall commitment to operating in a safe and legal manner, a Safety Performance File will be kept on each driver. These Safety Performance Files will be chronological listings of all accidents and incidents involving individual drivers.

The goals of these Safety Performance Files are:

- To take a proactive stance in detecting patterns of unsafe driving behavior,
- To take immediate corrective action with all drivers operating in an unsafe manner, or who are involved in accidents or incidents, and
- To recognize those drivers who consistently demonstrate the ability to operate safely and within the regulations.

Driver Safety Records Procedures

The prevention of accidents and incidents is an important part of Champion Coach's safety program, but when an accident or incident occurs, the company will take appropriate corrective action and document the event. The driver's supervisor, along with Champion Coach's Safety Department personnel, will be responsible for keeping the driver Safety Performance Files current by recording all safety related events as described below.

Accidents

All accidents involving a driver, regardless of preventability or cost, shall be recorded in the driver's Safety Performance File. The company believes the tracking of non-preventable, as well as preventable, accidents can provide valuable information on individual driving behavior and trends. Drivers who show a pattern of 'being in the wrong place at the wrong time' and incurring multiple non-preventable accidents may need additional or remedial defensive driving training.

The cost of the accident shall not be a consideration in whether or not the accident is recorded in the driver's Safety Performance File. Cost is a determinant of accident severity, but the company regards all accidents as serious, regardless of cost. An accident involving \$200 in vehicle damage can easily turn into a \$20,000 accident if a personal injury is claimed. The driver who incurs two or three minor, slow moving accidents is demonstrating a pattern of unsafe or careless driving behavior, and is at higher risk of being involved in a major accident. Safety Performance Files are intended to identify these patterns, and alert the company to take corrective action.

All record of accident entries should include the following information:

- Date and time of the accident.
- Personal injuries involved (if applicable).
- Contact information of all parties involved (if applicable).

- Other vehicle(s) involved (if applicable).
- Property damage involved (if applicable).
- Estimated cost.
- A brief description of the accident.
- Preventability decision.

In addition, a driver's Safety Performance File will include any records of accident counseling, remedial training, or other corrective action taken by the company. This could include defensive driving training, slow maneuver operations, backing, etc.

All records of corrective action entries should include the following:

- Type of action taken.
- Date and time of counseling, remedial/additional training, and/or corrective action.
- Signatures of the driver, supervisor, and/or Safety Department representative involved.
- The driver's Safety Performance File will also be used to determine annual driver safety awards eligibility.

Hours of Service

Champion Coach expects all of its drivers to consistently complete and submit accurate, true, neat, and legible daily logs. Drivers who submit logs with excessive violations are demonstrating unwillingness or inability to meet company standards or comply with federal regulations.

To address this issue, the company has established a Log Auditing Policy which provides preventive counseling and remedial training opportunities to improve hours of service performance. The policy also provides a corrective action schedule for drivers who fail to correct their hours of service performance deficits. This corrective action program includes verbal and written warnings to be given to drivers who do not comply with company standards and federal regulations. (See Log Audit Policy)

A record of all verbal warnings, written warnings, and letters of recognition will be entered in the driver's Safety Performance File. All records of hours of service entries shall include the following information:

- Date and time issued.
- A copy of the written warning or letter of recognition.
- Signatures of the driver, supervisor, and/or Safety Department representative.
- A report of the driver's historical hours of service performance.

In addition, the driver's Safety Performance file will include a record of any hours of service counseling, remedial training, or other corrective action taken by the company. All records of

corrective action entries shall include the following:

- Type of action taken.
- Date and time of counseling, remedial/additional training, and/or corrective action.
- Signatures of the driver, supervisor, and/or Safety Department representative involved.

Road Observations

It is critically important to convey the image that Champion Coach is a safe and responsible organization to our customers and to the general motoring public. Drivers have the most direct influence on this image since they are the company's most visible public representatives.

In order to maintain and enhance our company's image, drivers for Champion Coach are expected to drive in a defensive manner and exercise road courtesy at all times. Reported road observations that are either phoned in or written, are taken seriously. (See Orientation Policy: Personal Appearance and Conduct)

A reported negative road observation (NRO) has an adverse impact on the company's image. Reports of drivers operating in aggressive, careless, or reckless manners shall be investigated. If the reports are found to be accurate, they will be recorded in the driver's Safety Performance file. Drivers involved in a reported NRO shall be counseled by their supervisor, and/or a Safety Department official.

Drivers involved in repeated NROs over a span of time are demonstrating a pattern of unacceptable driving behavior contrary to company policy. Such drivers will be subject to the following schedule:

- First reported NRO: verbal warning and counseling by the driver's supervisor and/or Safety Department official.
- Second reported NRO within three (3) months of the first: written warning and mandatory defensive driving retraining.
- Third reported NRO within three (3) months of the second: final written warning and disciplinary action including suspension up to possible termination.

A record of all reported NRO incidents shall be entered in the driver's Safety Performance file. All NRO entries shall include the following information:

- Date and time of the observation.
- Name of individual reporting the observation, address and phone number (if given).
- The original letter (if the NRO was in written form).
- A written report by the Champion Coach official who conducted the investigation.
- A brief description of driving behavior observed.

In addition, a driver's Safety Performance File will include any record of counseling, remedial training, or other corrective action taken by the company for reported NROs. All records of corrective action entries shall include the following:

- Type of action taken.
- Date and time of the counseling, remedial training, and/or corrective action.
- Signatures of the driver, supervisor, and/or Safety Department official involved.

Conversely, a positive road observation (PRO) has a favorable impact on Champion Coach's image, and speaks highly of the professionalism of the driver involved. The driver involved in a PRO is reinforcing the company's image of being a safe and responsible organization. A driver involved in a PRO incident will be recognized by the company, and a record of the PRO will be entered in the driver's Safety Performance File.

The driver will receive recognition for outstanding safe performance at the next scheduled safety meeting.

All records of PRO entries shall include:

- Date and time of the observation.
- Name of individual reporting the observation, address and phone number (if given).
- The original letter (if the PRO was in written form).
- A brief description of driving behavior observed.

Violations of Motor Vehicle Laws

Champion Coach expects its drivers to operate in a safe, legal, and professional manner at all times. Drivers convicted of moving traffic violations jeopardize their livelihood and the company's safety standards. All drivers for Champion Coach are expected to maintain an acceptable driving record. Moving traffic violations include speeding, improper lane changes, driving too fast for conditions, following too close, failure to yield, etc. They do not include parking or equipment violations.

All Champion Coach drivers are expected to meet these guidelines:

- No more than 1 conviction for a moving traffic violation within six (6) months.
- No more than 2 convictions for moving traffic violations within twelve (12) months.

If a driver receives a ticket or citation for any moving traffic violation, that event must be reported to the driver's supervisor or to the Safety Department within 24 hours of its occurrence. A record of all such events shall be entered in the driver's Safety Performance file.

A driver who is disqualified from driving a commercial vehicle under [§ 383.51](#) for serious traffic violations (or any driver that is disqualified for any other reason) will not be allowed to drive a Champion Coach vehicle.

Environmental Health and Safety Policy

It is the policy of Champion Coach to provide a safe, clean work environment for all employees, to establish an effective and continuous safety and health program through educational and monitoring procedures, and to comply with all applicable [OSHA](#) and [EPA](#) regulations.

A comprehensive program will be implemented to protect the lives and health of our employees, our customers, and visitors.

It will be the responsibility of the Safety Manager to oversee and coordinate the safety and health program. Department managers, supervisors, safety department representatives and employees play a major role in maintaining environmental health and safety in the workplace.

Required Elements of the Program

- Safety and health orientation for all employees
- Facility and equipment familiarization
- Ongoing, job specific safety training and education
- Safe work rules for all driving and non-driving employees
- Emergency evacuation plans
- Housekeeping expectations
- Job hazard analyses
- Environmental controls (infectious agents, noise, air quality, sanitation, etc.)
- Observations of workplace activities
- Workplace inspections and audits
- Personal protective equipment provisions and use
- System to report unsafe working conditions
- Safety remediation procedures (corrective discipline)

Safety and Health Guidelines

Employees must be encouraged to inform supervisors about their concerns or complaints regarding unsafe working conditions, together with suggested ways to correct or eliminate the identified problem.

Supervisors must immediately attempt to remedy identified problems and concerns of employees where possible and refer all such matters to the Safety Manager for further review.

Each member of the organization must be aware of the importance of keeping the workplace safe and applying safe work practices. Violations of any work rules, or noncompliance with established procedures and requirements, will result in appropriate disciplinary action.

Sewage Waste (Lavatory Holding Tank) Policy

Sewage Waste Procedures

Champion Coach is committed to the safety of all driving and non-driving employees. The sewage waste procedures apply to all company employees, vendors, and/or contract workers who drain lavatory-holding tanks on motorcoaches.

Safe Handling

The dumping of sewage waste from bus lavatory holding tanks must be performed only at The locations expressly approved for this purpose. When a lavatory holding tank is to be dumped, the bus should be parked with the tank directly and squarely over the catch basin to prevent splashing on any adjacent area. The catch basin cover should be completely removed to allow for the free flow of waste products.

Employees should wear appropriate protective equipment (e.g., eyewear, long pants and footwear, gloves, etc.) necessary to prevent contact with waste and chemicals contained in the holding tanks.

Drivers and non-driving employees should be certain that no passengers or other individuals are in the immediate vicinity of the dumping process to avoid contact with the dumped waste. Covers should be replaced over the catch basin after lavatories are emptied. Splashed waste must be washed completely off adjacent areas with the clean-up materials deposited in the catch basin. Once the tank has been properly drained, employees replenishing the tank chemical should be provided a copy of the Material Safety Data Sheet obtained from the chemical manufacturer. All employees involved in this process will be properly trained in understanding the M.S.D.S. and the necessary precautions to prevent inadvertent contact with the chemical. Safety Managers and Supervisors should assure proper handling of lavatory holding tanks by reviewing waste disposal procedures with affected employees on a routine basis, as needed.

Under no circumstances should a driver empty a lavatory holding tank into an area not approved for such waste such as storm drains, bridges, parking lots, etc. Roadside dumping is strictly prohibited.

Technology Policy

It is the policy of Champion Coach to provide communication and security technology capabilities for drivers to help them perform their duties in a safe and secure manner. When drivers are entrusted with mobile phones, tablets, e-log displays, cameras (on board and facility) or any mobile electronic devices it is their responsibility to utilize them in a safe, prudent manner that does not jeopardize their safety or that of other employees, passengers, and the motoring public. It is essential that when a conflict exists between safety and the utilization of one of these devices, safety must receive top priority. As part of Champion Coach's commitment to safety and desire for exceptional service, cell phone use is essential in emergencies and for communication between the driver and dispatch. This policy will outline acceptable use of Champion Coach mobile phones as well as any other personal electronic devices while the driver may be in transit. The [FMCSA](#) bans all hand-held mobile device use by CMV drivers.

Use of Electronic Devices While Driving

It is Champion Coach's obligation to provide the safest driving environment possible for our customers without taking any unnecessary risks. It is well documented and a proven fact that talking on a mobile phone, even if using a hands-free device can be a distraction to a Commercially Licensed Professional Driver. Therefore, hand-held mobile phone use while driving is a violation of [FMCSR](#). Hands-free devices are acceptable in most states, but the driver should always check each state law he/she will be traveling prior to using a mobile device. Social calls are not allowed while driving. Hands-free mobile phone use is only for communication with company representatives for company purposes.

All Champion Coach employees are expected to follow these guidelines:

- Hands-free use of a mobile telephone is allowed using either a wired or wireless earpiece, or the speakerphone function of the mobile telephone. Wireless connection of the mobile phone to the vehicle for hands-free operation of the telephone, which would allow the use of single-button controls on the steering wheel or dashboard, would also be allowed.
- Obey all state and local laws regarding mobile phone use while driving.
- Push-to-talk mobile communications equipment is permitted while driving provided the driver does not reach for, dial, or hold the actual mobile telephone in his/her hand while driving and the driver is able to touch the button needed to operate the push-to-talk feature from the normal seated position with the safety belt fastened. Generally, the use of this type of communications equipment does not require drivers to take their eyes off of the forward roadway because the button used to enable the driver to communicate can be operated from the normal seated position with the safety belt fastened. For example, if the mobile phone is mounted in a cradle or similar device near the driver, or there is a remote push-to-talk button near the vehicle controls to allow the driver to

communicate without reaching for, dialing, or holding the actual mobile telephone in his/her hands while driving, the equipment may be used.

- Sending text messages is NEVER allowed while driving as this process is distracting and takes your eyes off the road and at least one hand off the wheel.
- Let the person you are speaking with know you are driving.
- Suspend conversations during hazardous situations, including congested traffic or bad weather.
- Never take notes or look up information while driving.
- No dialing or reaching for a mobile phone. In an emergency situation, pull to the side of the road in a safe location and place the calls when you are not moving or before pulling into traffic.
- Do not engage in stressful or emotional conversations that may divert your attention from the road or your responsibilities.
- Keep any necessary conversations brief, two (2) minutes or less.
- If a call is perceived to last more than two (2) minutes, the driver should pull over in a safe area to make the call.
- Calls placed to the driver from office personnel should first ask if he/she is driving. If the driver is moving and in transit calls should be kept less than two (2) minutes or the driver should be instructed to return the call when stopped.
- Hang up without warning in precarious traffic situations. You can always explain later why you disconnected.
- Hands-free devices may not to be used to circumvent the “only in emergency” rule. This is considered a phone call and should be limited to two (2) minutes.
- Uses of other electronic devices that may be a distraction *while driving* are not permitted. Examples include but are not limited to the following: Blackberry, GPS (if programming while driving), camera phones, MP3 players, text and e-mail devices, PDA’s, tablets, laptop computers, etc.

Camera Phone Checklist

- Never take photographs of anyone without permission, especially children under the age of 18 years.
- If you are involved in an accident, take photographs of the accident scene. Photograph the following:
 1. Vehicles at their places of rest.
 2. Skid marks, gouge mark, debris, etc.
 3. People who were involved in the accident and who apparently have no injuries.
 4. Fire departments, police departments, emergency medical services, etc.
 5. NEVER photograph injured people.

Pagers/Push-to-Talk

- Do not use pagers or push-to-talk phones while driving.

- Place the signal on silent while driving.
- Check device at a safe place to stop.

Unauthorized Use

If a company mobile phone is provided, it is for Champion Coach business only. Overage data or roaming charges for calls to personal numbers without prior approval will be the responsibility of the driver.

Roaming Charges

As Champion Coach continues to expand its area of operation across North America the driver must recognize there are roaming areas, especially near US borders. While in these roaming areas it is the driver's responsibility to ensure all calls placed and received from a company mobile phone be kept to an absolute minimum. Roaming charges apply to ALL calls made and received on mobile phones while out of the US and any other time the phone indicates roaming. Charges for roaming also apply to provider mobile to mobile calls and data. Roaming charges are often in isolated areas of cellular service such as mountainous or remote areas, and always roaming in Canada.

Security Camera Policy

Purpose

This policy provides guidelines regarding the use of security camera at Champion Coach, including both Closed Circuit Television (CCTV), internet-enabled cameras (Web cams), and onboard surveillance. The policy outlines when and how security cameras are to be installed, how images are to be stored and recorded, and the conditions under which stored images or video are to be used.

The function of surveillance cameras is to assist in protecting the safety and property of Champion Coach drivers, staff, mechanics, visitors, and travelers. The primary use of surveillance cameras will be to record images for future identification of individuals in the event of legal, criminal, or policy violations. There will be no audio associated with any camera. The company will not install cameras in staff offices or in non-public areas.

1. Surveillance cameras may be installed in locations where the security of Champion Coach property or people would be enhanced. This includes all locations of safety sensitive jobs.
2. Appropriate signage will be installed to provide notice of the cameras and enhance the crime prevention value of the camera.
3. Camera use will be limited to situations that do not violate the reasonable expectation of privacy as defined by law.

Procedure

- Video monitoring for security purposes will be conducted in a professional, ethical, and legal manner. Monitoring individuals based on characteristics or race, gender, sexual orientation, disability or other protected classification is prohibited.
- All security camera equipment must comply with company standards for the equipment.
- The Safety and Compliance Manager will have access to all surveillance camera data.
- Recorded images will not be routinely checked and will only be reviewed in the event the Company has a need to review the recorded images. Recorded information will be stored in a secure location with access by authorized staff only.
- Information obtained through video monitoring will be used exclusively for safety, security, compliance with Company policy and for law enforcement purposes. Should monitoring reveal activity that violates laws or policy, an investigation will be initiated. All information retained will only be released to authorized law enforcement.
- Any person who tampers with or destroys video security equipment will be subject to termination and criminal prosecution.

Hours of Service Policy

Champion Coach is committed to strictly following the hours of service regulations. Federal Motor Carrier Safety Regulations ([FMCSA](#)) require all motor carriers and drivers to follow the hours of service requirements. Hours of service procedures will help avoid DOT penalties and reduce driver fatigue.

Hours of Service Procedures

10-hour Driving Rule

A driver cannot drive or operate for more than 10 hours total (excluding rest stops and stops for meals) in any period of 24 consecutive hours, unless such driver has 8 consecutive hours of rest immediately following the 10 hours driving. All time spent at the driving controls of a commercial motor vehicle is considered on-duty driving time. (§ [398.6](#))

15-hour On-Duty Rule

A driver cannot drive after having been on-duty for a total of 15 hours (no more than 10 of which can be driving). After 15 hours on-duty, a driver cannot drive again until 8 consecutive hours of rest have been achieved.

Adverse Driving Conditions

A driver who encounters adverse driving conditions and, because of those conditions, cannot safely complete his/her charter within the 10-hour maximum driving time may drive an additional 2 hours to complete the charter. A driver must annotate (written explanation) the record to document sudden bad weather, crashes, or other unforeseeable conditions.

Adverse driving conditions is defined as snow, sleet, fog, other adverse weather conditions, a highway covered with snow or ice, or unusual road and traffic conditions, none of which were apparent on the basis of information known to the person who dispatched the trip at the time it began.

“If unexpected adverse driving conditions slow you down, you may drive up to 2 extra hours to complete what could have been driven in normal conditions. This means you could drive for up to 12 hours, which is 2 hours more than allowed under normal conditions. Adverse driving conditions mean things that you did not know about when you started your trip, like snow, ice, fog, or a shut-down of traffic due to a crash. Adverse driving conditions do not include situations that you should have known about, such as congested traffic during typical ‘rush hour’ periods”.

Even though two extra hours are allowed under this exception, a driver must not exceed the limit of 15 hours on-duty (driving time + on-duty time).

If all of the following conditions apply, a driver can drive for up to 2 additional hours (12 hours total, as long as it does not exceed the 15-hour rule):

1. Unexpectedly run into snow, sleet, fog or other bad weather or a highway covered with snow or ice or unusual road or traffic condition.
2. The person who dispatched the trip was NOT and could not have been aware of those conditions.
3. The trip is one that could have normally been completed in 10 hours.
4. The (extended) trip could have been completed without exceeding the 15 or 70-hour limits.

The adverse driving conditions exception CANNOT be used for delays that the driver should have known about, such as congested traffic during rush hour.

The term “in any emergency” shall not be construed as encompassing such situations as a driver’s desire to get home, customer demands, or mechanical failures.

A driver may not drive:

- For more than 10 hours following 8 consecutive hours off-duty; or
- After 15 hours of on-duty time following 8 consecutive hours off-duty.

70-hour/8-day Limit

Champion Coach follows the 70-hour/8-day schedule. A driver cannot drive after having been on-duty for 70 hours in any 8 consecutive days.

On-Duty Time

All time a driver begins work or is required to be in readiness to work until the time he/she is relieved from work and all work responsibility is considered on-duty time. Work for any entity, regardless of whether the employer is an operator, is considered on-duty time. On-duty time includes the following:

- All time at a terminal, facility, or other property of a motor carrier, or on any public property, waiting to be dispatched, unless the driver has been relieved from duty by the motor carrier.
- All time inspecting, servicing, or conditioning any commercial motor vehicle at any time.
- All driving time.
- All time, other than driving time, in or upon any commercial motor vehicle with the exception of time spent resting.
- All time loading or unloading passengers or baggage from a commercial motor vehicle.

- All time repairing, obtaining assistance, or remaining in attendance upon a disabled commercial motor vehicle.
- All time spent providing a breath sample or urine specimen, including travel time to and from the collection site, in order to comply with alcohol and drug testing requirements.
- Performing any other work in the capacity or service of a motor carrier.
- Performing any compensated work for a person who is not a motor carrier (§ [395.2](#)).

Waiting Time

For 'waiting time' to be recorded as off-duty, the following conditions must be met:

1. A driver can log waiting time as off-duty if time is spent resting in a parked vehicle. (i.e. parked at hotel, venue, arena, or stadium, etc.).
2. If the driver is accessible via a mobile communication device and is away from the vehicle it is considered 'waiting time' and off-duty may be recorded. Telephone calls to and from the company that may momentarily interrupt a driver's rest period do not prevent the driver from obtaining adequate rest. Therefore, the FHWA does not consider these brief telephone calls to be a break in the driver's off-duty status.

In most circumstances, when the driver is required to remain with the vehicle to move it as necessary, the 'waiting time' should be recorded as 'on-duty not driving'.

Meal and Other Routine Stops

A driver may record meal and other routine stops, including a rest break of at least 30 minutes as 'off-duty' time if all four of the following criteria are met:

1. Champion Coach relieves the driver of all duty and responsibility for the care and custody of the vehicle, its accessories, and any property or passengers it may be carrying.
2. The duration of the driver's relief from duty must be a finite period of time which is of sufficient duration to ensure that the accumulated fatigue resulting from operation of a commercial motor vehicle will be significantly reduced.
3. The duration of relief from duty must have been made known to the driver, via written instructions from the employer prior to departure.
4. For the duration of the stop, the driver must be free to pursue personal activities and to leave the premises where the vehicle is situated.

Personal Conveyance

A driver may record Personal Conveyance when relieved of duty and is free of all work and on-

duty tasks. Personal Conveyance is defined as ‘off-duty driving’ to a personal destination, such as a restaurant, hotel, home, or any rest location without passengers. Once the driver safely delivers passengers to their destination and completes a post trip inspection (DVIR), personal conveyance (off-duty driving) may be used for personal trips.

****The driver must manually start and end Personal Conveyance on the ELD.****

The data recorded by an ELD can be used to determine if personal conveyance was used appropriately; therefore, the following criteria must be met:

1. No passengers.
2. No more than 38 miles to a personal destination. The HOS regulations were put in place to prevent driver fatigue so use good judgment. The goal is to obtain the proper amount of rest, so if you know driving 38 miles will take over an hour to drive then it’s not a good idea to use personal conveyance.
3. Be completely free of all work and on-duty tasks. Absolutely no company work is permitted when logging off-duty personal conveyance time. Fueling, taking the vehicle in for maintenance, or customer convenience runs are not personal conveyance and must be recorded as on-duty time.
4. Commuting to and from locations are exclusively for personal use. This includes travel between your home or hotel as well as short trips to restaurants or grocery stores. Work related activities such as picking up supplies or parts for the bus is not considered personal conveyance.
5. Have supporting documentation such as an itinerary, charter orders, team schedule, etc.
6. No OOS Declaration. A driver who has been placed out of service from HOS violations cannot use personal conveyance to drive the bus to a rest location.

When leaving a personal location such as a hotel to pick up passengers the driver is considered dispatched and on-duty. Time must be recorded as ‘on-duty’ and the driver cannot use the vehicle for personal conveyance.

Yard Move

While Personal Conveyance is off-duty driving, Yard Moves are on-duty driving. Yard Moves occur when the vehicle is moved around the yard or terminal. Even though Yard Moves take place on-duty, they don’t add to your driving time.

****The driver must manually start and end Yard Move on the ELD when departing from the yard.****

Relief for Regulations

Only in regional and emergency situations is a driver relieved of the hours of service regulations.

The exemption is effective only when:

- An emergency has been declared by the President of the United States, the Governor of a State, or their authorized representatives having authority to declare emergencies; or
- The FMCSA Field Administrator has declared that a regional emergency exists.

Drivers Declared Out of Service (OOS)

Out of service criteria includes:

- A driver being on-duty in excess of the maximum Hours of Service rules. (Part [395](#))
- A driver failing to have a record of duty status current on the day of examination and for the prior seven consecutive days. ([§ 395.8](#))

Exception: A driver failing only to have possession of a record of duty status current on the day of examination and the prior day, but has completed records of duty status up to that time (previous 6 days), will be given the opportunity to make the duty status record current.

A driver who has been declared out of service for failing to prepare a record of duty status shall not operate a CMV until the driver has been off-duty for eight (8) consecutive hours required by HOS rules.

A driver must notify Management immediately when he/she has been declared out of service.

Driver Logs Policy

Champion Coach is strongly committed to full compliance with the current federal hours of service regulations, as well as any additional local regulations which may apply. The hours of service (HOS) regulations are part of the Federal Motor Carrier Safety Regulations, specifically contained in [Part 395](#) of the FMCSR.

Major elements of individual compliance with the hours of service regulations is regular completion of the company's specified electronic logging device (ELD), including all required items. If an ELD is down due to technical problems, a paper log form, including all 12 required items will be necessary for HOS compliance.

If paper Daily Log forms are necessary, drivers should use only the log forms provided by Champion Coach to keep track of their time. A daily log must be completed for each on duty day of the month. Off duty days can be combined on one daily log. For example, if the driver was off duty for five days and then goes on duty, one daily log can reflect the five off duty days. Each driver is required to keep a paper daily log book in his/her possession while on duty as a precaution/backup should failure occur with the ELD. Following you will find guidelines on what Champion Coach expects in completion of the required documents.

Driver Logs Procedures

§ [395.5](#) of the FMCSR states maximum driving time for passenger-carrying vehicles which are subject to the exceptions and exemptions in § 395.1. No motor carrier shall permit or require any driver used by it to drive a passenger-carrying commercial motor vehicle, nor shall any such driver drive a passenger-carrying commercial motor vehicle:

1. More than 10 hours following 8 consecutive hours off duty or;
2. For any period after having been on duty 15 hours following 8 consecutive hours off duty.

No motor carrier shall permit or require a driver of a passenger-carrying commercial motor vehicle to drive, nor shall any driver drive a passenger-carrying commercial motor vehicle, regardless of the number of motor carriers using the driver's services, for any period after –

1. Having been on duty 60 hours in any 7 consecutive days if the employing motor carrier does not operate commercial motor vehicles every day of the week; or
2. Having been on duty 70 hours in any period of 8 consecutive days if the employing motor carrier operates commercial motor vehicles every day of the week.

Champion Coach follows the 70-hour rule. The Company maintains and retains for a period of six (6) months accurate and true time records showing:

- The time the driver reports for duty each day;

- The total number of hours the driver is on duty each day;
- The time the driver is released from work each day; and
- Total time for the preceding 7 days in accordance with § [395.8\(i\)\(2\)](#) for drivers used for the first time or intermittently.

Paper Logs One - Using the Log Grid

Time on the grid is entered in one of four different duty statuses. Following is a description of each type of duty status:

- **Off Duty:** A driver may log off duty when he/she is relieved of responsibility from his/her job. (Example: days off, company authorized meal stops, leaving the vehicle in a secure area while at a venue or hotel, or time spent resting in a parked vehicle).
- **Driving:** A driver must log on this line all time spent at the “driving controls of a commercial motor vehicle in operation.” (§ [395.2](#)). Includes any time spent in a CMV, but does not include any time resting in a parked vehicle.
- **On Duty (Not Driving):** All other time when the driver is working and not driving must be logged On Duty Not Driving.
- **On-Duty (See ‘Hours of Service Policy’ On-Duty Time)**

The following 12 items must appear on any log:

1. The graph grid with a 'remark' section (can be used either vertically or horizontally)
2. The date
3. The total miles driving on the 24-hour period covered by the log
4. The vehicle number
5. The charter number
6. The driver's identification number
7. The name of the carrier
8. The carrier's main office address
9. The driver's signature/certification
10. The 24-hour period's starting time (most commonly midnight or noon, but any other time can be chosen by the carrier for a particular terminal to use on their logs)
11. The name of the co-driver (if applicable)
12. The total hours

Champion Coach's Daily Log form is pre-printed with the carrier's name and main office address. See [Log Book](#) examples.

When filling out a log, some items can be immediately entered, with the rest being filled in as

the day progresses. To begin, fill in the following:

- The date (generally located at top left of the form)
- The full company name (preprinted on the log form)
- The city and state address (preprinted on your form; the city name must be written out in full, but the state can be abbreviated)
- The vehicle numbers (located at the top of the form)
- The driver's ID number
- The driver's identification number (located at the top of the form)
- The charter order number (located on the driver's charter orders)
- The co-driver's name, if applicable

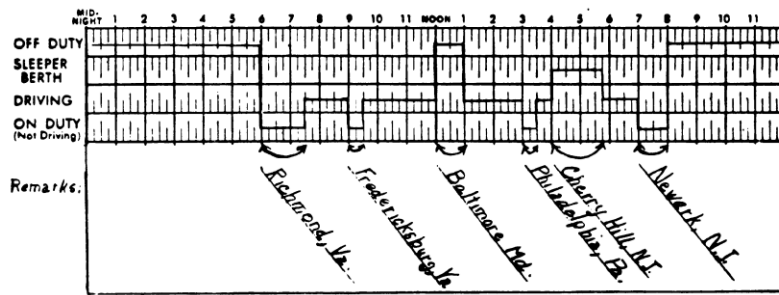
Drivers have a number of specific responsibilities under the regulations when it comes to keeping log which include:

- Entries must be current to the last change of duty status. The driver must identify the location and action of each change in duty*. A line must be drawn stating where and what action took place under the 'Remarks' section (For example, pre-trip safety check, fuel, customer pickup, drop-off, etc.)
- Entries must be legible and in the driver's own handwriting.
- Entries should include all of the required 12 items as described above in this procedure.
- Entries on the log should be made using the time standard in effect at the driver's home terminal.
- Entries for multiple days off or vacations can be consolidated onto a single log form, as long as the inclusive dates are clearly shown.
- Entries must be done in duplicate, according to the regulations.
- Logs may be written in pencil, but the driver's certification (signature) must be in ink.
- The driver is required to submit a copy of logs when driving part-time for another motor carrier giving the total time on duty during the immediately preceding 7 days and the time at which the driver was last relieved from duty prior to beginning work for Champion Coach.

***Note:** If a change of duty status occurs at a location other than a city, town, or village, show one of the following:

- (1) Highway number and nearest milepost followed by the name of the nearest city, town, or village and State abbreviation,
- (2) Highway number and the name of the service plaza followed by the name of the nearest city, town, or village and State abbreviation, or
- (3) Highway numbers of the nearest two intersecting roadways followed by the name of the nearest city, town, or village and State abbreviation.

Log Example (n/a Sleeper Berth):



Champion Coach expects all drivers to know and comply with the hours of service regulations. Therefore, as part of the company's orientation policy, all new drivers, regardless of experience, will be trained and tested in the FMCSR, [Part 395](#), and Hours of Service.

It is the policy of Champion Coach that all drivers complete accurate, true, neat and legible paper logs. Drivers are required to submit their logs promptly upon the completion of any charter movement. Completed paper logs should be included in the trip envelope and placed in the "Charter Box" located in the driver's room.

Submitted logs will be audited by the company for accuracy and completeness. Log errors will be brought to the driver's attention for retraining, and/or disciplinary action, if deemed necessary. Champion Coach's dispatch operation is responsible for making certain that no driver is knowingly dispatched into violation of the hours of service regulations. To help avoid this situation, drivers are required to complete their recap and report their hours of service usage for the previous day(s) to their dispatcher if he/she is requested to perform additional charter work.

Entries made in error should be corrected following these guidelines:

- Daily logs with any incorrect information or if the log is not neat and legible will be returned to the driver.
- The log should be corrected and marked at the top 'corrected' along with the driver's initials. It is recommended all incorrect logs NOT be taken off the premises. The driver should correct logs and return them directly to the "Charter Box" as soon as possible. All logs must be available at any time to an auditor.
- Always double check your calculations and math before submitting a log.

Short periods of time (less than 15 minutes) may be identified by drawing a line from the appropriate on-duty (not driving) or driving line to the remarks section and entering the amount of time, such as "6 minutes," and the geographic location of the duty status change.

All stops made in any one city, town, village or municipality may be computed as one. In such cases, the sum of all stops should be shown on a continuous line as on-duty (not driving). The aggregate driving time between such stops should be entered on the record of duty status immediately following the on-duty (not driving) entry. The name of the city, town, village, or municipality, followed by the State abbreviation where all the stops took place, must appear in

the “remarks” section of the record of duty status

When the driver’s duty status changes on-duty not driving activities such as fueling, pre-trip safety check, post-trip safety check, etc. should be written in the remarks section in addition to the name of the nearest city, town or village followed by the State abbreviation? Although FMCSA Part 395 neither requires nor prohibits this practice, it is a requirement of the company.

When a driver is scheduled out more than thirty (30) days at a time, it is the driver’s responsibility to maintain original completed paper logs in a neat and organized manner. The driver should submit original completed logs thirteen (13) days after the completion of the record. The driver may also submit paper logs on a weekly to the address below:

Champion Coach
145 Ben Hamby Lane
Greenville, SC 29615

Logs may also be scanned and emailed to the Log Auditor either on a daily basis or weekly basis. At the completion of charter work, the driver should submit all original completed logs. A driver must have the current day’s log, current to the last change of duty status, plus the logs for the previous 7 consecutive days in his/her possession, according to § [395.8 \(k\)\(2\)](#). He/she must be able to produce these documents if requested to do so by a law enforcement official or DOT inspector. Drivers who fail to have logs from the previous 7 consecutive days in his/her possession will result in a driver being declared out of service ([OOS](#)) and DOT fines. Driver fines are not the responsibility of Champion Coach. The driver will be solely responsible for all violations and payment of fines and penalties to the Department of Transportation.

Logs will be retained (along with all supporting documents) at Champion Coach for six (6) months from date of receipt.

Electronic Logging Device (ELD) Policy

Champion Coach is strongly committed to full compliance with the current federal hours of service regulations, as well as any additional local regulations which may apply. The hours of service (HOS) and Electronic Logging Device (ELD) regulations are part of the Federal Motor Carrier Safety Regulations, specifically contained in [Part 395](#) of the FMCSR.

An ELD is more accurate and records the actual time for each duty status entered. At regular intervals, ELDs automatically record date; time; location; engine hours; vehicle miles; and identification information for the vehicle, motor carrier, driver, and other users authorized by the motor carrier.

The ELD will switch to driving mode once the vehicle starts moving at a set speed threshold of no more than 5 miles per hour. When the vehicle has not been in motion for five consecutive minutes, the ELD will prompt the driver to confirm driving status or enter the proper status. If the driver doesn't respond within one minute, the ELD will switch to On Duty Not Driving status.

If the driver is relieved from all work responsibilities after a post-trip safety check has been performed, time traveling to a place of rest such as a hotel may be considered off duty time. Traveling short distances from lodging (hotels) to restaurants may also be considered off duty time. However, when a driver leaves the hotel for an assigned charter, the driver is now in dispatch and would be considered On Duty from the time he/she leaves the hotel. **(see Personal Conveyance Policy)**

Both the driver and the authorized administrator can make limited edits to an ELD record to correct mistakes or add missing information. All edits must include a note (annotation) to explain the reason for the edit. In addition, the driver must confirm (certify) that the edit is accurate, and resubmit the records. If the driver chooses not to re-certify RODS (Record of Duty Status), this is also reflected in the ELD record.

The ELD keeps the original, unedited record, along with the edits in inactive status. For example, the administrator edits a record to switch a period of time from "off duty" to "on duty not driving", with a note that explains "Driver logged training time incorrectly as off duty". The edit and annotation are sent to the driver to verify. The edit is not accepted until the driver confirms it and resubmits the RODS.

The ELD automatically records all of the time that the vehicle is in motion as driving time that cannot be edited or changed to non-driving time. The driver can make corrections or additions to ensure accurate RODS on an individual ELD device, web portal, or mobile app. The system will retain the original record, the edits, and the date, time, and identity of the individual who made the edits. An edit is a change to an ELD record to add missing information or correct a mistake. An annotation is a note to explain information in the record, or provide the reason for an update or edit. All edits must have notes (annotation), whether made by a driver or

administrator. The driver and the administrator share this responsibility. Driver certification is intended to help protect drivers from inaccurate carrier changes. However, if a driver is not available or willing to recertify a record, the administrator's proposed edit and annotation will remain part of the record (along with the original, unedited record for six (6) months).

The driver has the right to access the records the current 24-hour period and the previous 7 consecutive days. Records will be available for six months, either through the ELD display, web portal, or mobile app. All ELDs allow the driver to export data into a CSV file that can be used in Microsoft Excel, Word, notepad, and other common tools. Drivers can also access their records through the ELD display screen or a printout.

The driver will be able to provide safety officials data or documents for the current 24-hour period and the past 7 days in the vehicle by:

- Transmitting data using wireless Web services and email, or
- Transferring data locally using a thumb or flash drive (USB2.0) or Bluetooth®, or
- Providing the display to an authorized safety official on request.

The ELDs detect malfunctions and data problems with power issues, data synchronization, missing data, timing, positioning, data recording, data transfer, and unidentified driver records.

When the ELD identifies diagnostics and malfunctions the display will alert the driver of a problem. Most problems can be corrected by following instructions to resolve the diagnostic event. Champion Coach will make every effort to correct a malfunction as soon as possible.

If an ELD malfunctions, the driver must:

- Notify Champion Coach of the malfunction in writing within 24 hours;
 - Create paper logs for the current 24-hour period and previous 7 days – unless the driver already has the records or retrieves them from the ELD; and
 - Continue to prepare paper logs until the ELD is repaired and compliant.
- If an ELD malfunctions, Champion Coach will notify Saucon to:
- Repair or replace the ELD within 8 days of a driver's notification or discovery of the malfunction, whichever comes first.
 - Request an extension, if needed, by notifying the State FMCSA Division Administrator within 5 days of the driver's notification, providing:
 - The Company name, address, and telephone number;
 - Make, model, and serial number of each ELD;
 - Date and location of each ELD malfunction as reported by the driver; and
 - Brief statement describing the efforts to repair or replace the ELDs, including why the extension is needed.

The purpose of this policy is to provide guidance and instructions for the retrieval and review of the required data elements and information as per the 395.15 AOB RD regulations for drivers. Driver instructions must be kept in the vehicle at all times, as per FMCSA.

AOBRD (Automatic On-Board Recording Device and ELD (Electronic Logging Device) – Terms:

- **ECM – Miles:**
The ELD device is tethered to the Engine Control Module (ECM) data to be AOBRD compliant. When a driver is operating a CMV the miles and engine data is populated on the Driver's Log Book, which is generated based on the ECM data.
- **GPS – Location:**
Location data is generated based on the Global Positioning System (GPS). When the vehicle is in an area where cell coverage is poor, the system continues to track and record data locally on the device. Once the vehicle returns to a better cell area, the stored data is transmitted to the system via cellular communications.
- **Cell:**
All Driver log data is stored locally on the device and is transmitted via cellular communications to the system where managers, dispatchers, and auditors can access and view data in near real time.
- **Storage:**
The device stores 8 days (or 14 for Canada) of driver log data locally on the device. This allows the driver to produce log data at all times (even in poor cellular areas).
- **Regulations:**
Each device defaults to the Drivers regulation set based on Champion Coach requirements; however, drivers can switch regulations manually by selecting the appropriate regulation set from the Special Mode buttons.

Overall behavior of the ELD system:

- Once a driver signs into the device, by entering the Driver's ID and Charter Number, authentication occurs locally on the device. Both values are required to start the vehicle's engine. The Driver's status is automatically set to On Duty Not Driving upon sign in.
- Once ECM speed of 3 mph or greater has been recorded, the driver's status changes to Driving automatically. The system does not support the ability for drivers to set their status to "Driving" manually. To change status from Driving to On Duty Not Driving, drivers must tap one of the status buttons: Off Duty or On Duty.
- No duty status changes are allowed while the vehicle is moving. The system

automatically changes the driver's status from Driving to On Duty Not Driving after 6 total minutes of no motion. After 5 minutes of no motion, the driver will be prompted with three choices:

- Remain Driving - keeps the driver in Driving status.
- Move to On Duty - changes status to On Duty Not Driving.
- Move to Off Duty - changes status to Off Duty.

Note: If the driver does not select one of the above choices, he will be moved from Driving to ODND automatically.

- The Recap Screen shows the driver's totals for Last 8, 7 or 14 (for Canada only) days, along with totals for each individual day, mileage and available time for tomorrow (70 hour).
- The Graph screen displays time in near real time, it does not allow 15-minute increments as paper logs. Drivers must sign their logs every day, using the Sign Log feature. When drivers approve and sign their logs, the system places a comment of Driver Approved on the Drivers Log Book.
- The driver's logs automatically follow a driver when the driver logs into a vehicle equipped with the TDS Driver log system.
- If the driver exits the vehicle without shutting off the engine, and signs in to a different vehicle, the system will automatically log the driver off the original vehicle without affecting his/her current duty status.
- If the driver forgets to sign off of their logs and turns the ignition and engine off, the system will automatically put the driver into the On Duty Not Driving status. The driver must manually log Off Duty via mobile app or web portal.

AOBRD – ELD Driver Instructions:

1. Sign in: Tap the "Sign In" button to log into the device.
2. ID: Enter your 4-digit Driver ID and Trip/Charter ID then submit.
3. Tap the Driver Log App to access the Driver logs screens.
4. HOME: Tap the Home icon to return to the Main Console screen.
5. RE-ENTER CODE: To sign back in, tap re-enter code button.
6. SIGN OFF: To sign off, tap the Sign Off button on the Main Console screen. You will then be logged out of the device and out of Driver logs.
7. The Progress screen displays the name of the current driver and current status.

Drivers are automatically set to On Duty Not Driving status upon sign in.

8. The Drivers Home Terminal and Home Terminal time are displayed in the upper right corner.
9. The Drivers Remaining Time for all HOS clocks are displayed in center of the screen. Color on the progress bars decreases from right to left as the hours are used.
10. The current date and time based on location of the vehicle is always displayed in the bottom right corner.
11. DRIVING STATUS: To move to Driving status, the driver must simply start driving the vehicle, when the system registers 3 mph from the ECM then the driver's status will change to DRIVING automatically.
12. CHANGE STATUS: Tap the status buttons on the left side of the display to change status from Driving to Off Duty or On Duty Not Driving (OD). The status button turns green once tapped.
13. Comments: To enter a comment on the log, tap one of the comment buttons displayed on the left side of the display when the vehicle is not in motion. Tap the 'More' button to view additional comments shown in a pop up.
14. Special Mode Buttons: There are four special mode buttons that can be tapped by the driver when the vehicle is not in motion. Yard Movement (YM), Adverse Conditions (AC), and Personal Conveyance (PC). To change Regulations, tap the Regulation you are currently using.
15. FAB Menu: Tap the FAB menu to view additional menu items such as the VIEW/EDIT icon. When tapped drivers can access their logs and add events. The Approve Admin Changes icon allows the driver to view and resolve admin changes.
 - Total Hours for Status and Worked Today
 - Date and Driver Name
 - Duty Changes
 - View/Edit: Allows the driver to move through each day's log, add events, and view the RECAP Totals.
 - Tap Expand / Collapse to view duty detail events for each day displayed.
 - Both the Original and Proposed Logs are shown on screen. Drivers must resolve each day that has changes.
 - AOB RD – Driver Instruction Sheet
 - Original
 - Proposed Admin Changes

- Summary

16. Inspection Mode: Tap the Red FAB button then the Inspection Mode icon to view all 8 or 14 days of Driver logs in a Read Mode view. This screen should be used for Roadside Inspection. All Header information and logs are displayed. Scroll down to view all data. Tap Expand / Collapse to hide the Header section. Tap Expand/Collapse to view duty events.

Preventing Harassment

Champion Coach is strongly committed to the HOS regulations and does not permit dispatchers, trip schedulers, or charter coordinators to knowingly dispatch a driver on a charter that would violate the HOS rules. Every effort is made to ensure Champion Coach drivers are well rested and able to safely operate the vehicle in compliance with FMCSA regulations.

Champion Coach will not ask or knowingly put a driver in a situation where he/she is operating the vehicle while ill or fatigued. The information from the current ELD including the previous 7 days will be closely monitored to confirm the driver has the appropriate amount of time to complete the charter. [FMCSR 49 CFR 390.36]

Champion Coach dispatchers and coordinators have access to each drivers log summary showing where the driver is with the 8, 10, and 70 hour rule, which allows for better day to day and long ranging planning. Drivers will need to plan their time differently which could affect personal time.

The ELD Rule provides several provisions to help prevent harassment:

- Prohibits carriers from harassing drivers.
- Provides a process for drivers to file written complaints.
- Mandates an ELD mute function to ensure a driver is not interrupted while resting on the vehicle.
- Has anti-tampering provisions including:
 - Limited editing ability for ELD records by either a driver or administrator.
 - Required driver certification when an administrator edits an ELD record.
 - Preservation of original ELD records, even when edited.

Harassment Penalties

Champion Coach will be subject to a civil penalty for harassment in addition to a penalty for the HOS violation if found to have knowingly dispatched a driver or asked a driver to operate a vehicle that resulted in an HOS violation.

Reporting Harassment

A driver who believes he/she has been harassed should file a written complaint within 90 days using the National Consumer Complaint Database at <http://nccdb.fmcsa.dot.gov> or with the FMCSA Division Administrator for the State:

1835 Assembly Street
Suite 1253
Columbia, SC 29201-2430
Phone: (803) 765-5414
Fax: (803) 765-5413
<http://www.fmcsa.dot.gov/mission/field-offices>

Coercion

Champion Coach also prohibits coercion of drivers, which is a threat to take adverse employment action against any driver, or to withhold charter work opportunities in order to get them to violate FMCSA regulations. Carrying out such threats to punish drivers who refuse to violate the regulations also constitutes coercion. The ELD Rule specifically prohibits a company from coercing a driver to falsely certify his/her data entries or record of duty status.

Log Auditing Policy

Champion Coach is committed to operating in a safe and legal manner at all times. The adherence to HOS is an integral part of this commitment. Champion Coach has established a zero tolerance standard for log violations and will audit driver's logs daily to ensure compliance with the Federal Motor Carrier Safety Regulations, [Part 395](#). Continual noncompliance with hours of service regulations will not be tolerated.

Champion Coach must retain up to eight supporting documents for each 24-hour period that a driver is on-duty. Drivers must submit daily logs and all their supporting documents no later than 13 days after receiving them. FMCSA has identified five categories of supporting documents:

1. Itineraries, schedules, or equivalent documents that show the starting and ending location for each trip;
2. Dispatch records, trip records, or equivalent documents;
3. Expense receipts related to "on-duty/not driving" periods (meals, lodging, fuel, etc.);
4. Fleet management system communication records;
5. Payroll records, settlement sheets, or equivalent documents showing payment to a driver.
6. Drivers using paper logs must also keep toll receipts – which do not count toward the eight-document cap.

Supporting documents generally must include:

- Driver name (or a carrier-assigned identification number) on the document or on another document that allows Champion Coach to link the first document to the driver. The vehicle unit number may also be used, if that number can be linked to the driver. Champion Coach assigns a Driver ID Number and a Vehicle ID Number.
- Date.
- Location (including the name of the nearest city, town, or village).
- Time.

The Log Auditor reviews any unassigned records (moves) and either annotates them to explain why the time is unassigned, or assign them to the appropriate driver(s). If assigned to one or more drivers, each driver must re-certify the records if the assignment is correct. The driver must review, edit, and annotate their ELD records to account for errors and omissions. Deleting records is not permitted, and the original record will be retained as inactive. The driver has thirty (30) days to edit the record. Champion Coach retains unassigned driving records for at least six months and makes them available to safety officials.

Log Auditing Procedures

Champion Coach's log auditing procedures consist of four steps:

1. Logs will be audited daily by Champion Coach's Compliance Manager for accuracy and true daily logs.
2. Drivers will be given feedback and/or corrective action based on results of log audits and violation reports.
3. Recognition will be given to drivers who submit zero defect logs.

Log Submission

Champion Coach requires all drivers to submit daily paper logs in a timely manner. (See Driver Logs Policy)

All log entries must be legible and in the driver's own handwriting.

Before submission of logs whether paper or electronic, drivers are expected to check each log for completeness and accuracy.

Auditing

After submission by drivers, paper logs will be audited for form and manner violations, hours of service violations, speeding, and log falsification. Electronic logs will be audited for unassigned moves and accuracy. All drivers' logs will be retained by the company for a period of six (6) months. [FMCSR, § [395.8](#)]

Form and manner violations indicate carelessness on the driver's part. This kind of violation can easily be avoided by following Champion Coach's log submission procedure of checking each log for completeness before submission. Form and manner violations include:

- Log Missing: Drivers shall submit a log for each day, except that two or more consecutive off duty days may be written on one sheet.
- Date Missing/Duplicate Logs: Each log must be dated and there must be only one log for each day.
- Miles Driven Missing: Total actual miles driven in the 24-hour period must be entered.
- Name of Carrier (Champion Coach is imprinted on each sheet)
- Vehicle Numbers Missing: Unit numbers of all Champion Coach vehicles operated in the 24-hour period must be entered.
- Charter Number (located in the driver's charter orders and must be entered on each log).
- Driver's ID number missing.
- Driver's Signature Missing/In Error: The driver must sign his/her full legal name on each daily log sheet.

- Co-Driver Name Missing: The driver must enter first name and complete last name of his/her co-driver if applicable.
- Main Office Address is imprinted on each sheet.
- Pre-Trip Safety Inspection/Tire Check Improperly Noted: Drivers shall identify location and action with each change in duty status occurs.
- Different Log for Same Day: Each log graph can carry only one set of information.

Hours of service violations, specifically violations of the 10, 15, and 70 hour rules, are more serious than form and manner violations. Hours of service abuse can cause fatigue, which jeopardizes the safety of the driver, passengers, and the general motoring public. A driver may also be declared out of service (OOS) for violating the HOS rules. Hours of service, grid and recap violations include:

- Hours Missing/In Error: Drivers must record total hours used at the end of each line of the graph. The hours added together must equal 24.
- 10-Hour Violation: After 8 consecutive hours off duty, a driver may not drive more than 10 hours.
- Over Maximum Average MPH: Drivers must not average over the company or posted speed limit.
- Change in Duty Status Missing/Remarks Error: Enter full city and state abbreviation and action for each duty status change.
- Stop/Start Location Not the Same: The starting location on a log must be the same as the ending location on the previous log.
- 15-Hour Violation: A driver must not drive after being on duty for 15 hours.
- Violation of 70 Hour Rule: Drivers may not drive after being on duty for 70 hours in any 8 consecutive day period.
- Graph Incomplete/In Error: A driver must account for all time on the graph. Drivers must show a complete continuous line for each 24-hour period. Overlapping of time is not permitted.
- No Driving Time for Miles Driven: There must be time shown on line 3 when driving miles are entered.

Falsification of a log shows a complete disregard of Champion Coach policy and FMCSA.

This type of violation is looked at very seriously by the company. Log falsification occurs when the times and locations on a log do not agree with supporting documentation, such as fuel receipts, toll receipts, pickup and drop-off times as noted on driver's orders or GPS tracking system.

Electronic logs are more accurate and will provide information in real-time with less form and manner violations.

Feedback Corrective Action

All violations will be brought to a driver's attention as soon as possible.

The Compliance Manager will be responsible for reviewing the violation(s) with the driver. This review will consist of an explanation of any violations and how to prevent reoccurrence.

The driver can request, or the driver's supervisor can recommend, hours of service and logging remedial training at any time. Drivers in need of additional hours of service or logging training will be referred to Champion Coach's Safety Department for scheduling.

Drivers with repeated or excessive log violations will be subject to the following corrective action schedule. However, Champion Coach reserves the right to impose more stringent consequences based on circumstances and the severity of violations. Situations will be judged on a case-by-case basis before the phased corrective action described below is initiated.

Phase 1

- A verbal warning will be issued to drivers who incur three (3) or more form and manner violations in a given month.
- A verbal warning will be issued to drivers who incur two (2) or more hours of service violations in a given month.
- A verbal warning will be issued to drivers with one (1) or more log falsifications in a given month.
- A verbal warning will be issued to drivers who incur any combination of violations totaling four (4) or more in a given month.

Drivers in Phase 1 status will be placed on probation for a 30-day period. The driver will be taken off Phase 1 status after the probationary period has expired and the unacceptable logging behavior has been corrected. Drivers who continue to submit logs with excessive violations will be placed in Phase 2 of Champion Coach's corrective action program. All verbal warnings must be fully documented and a record placed in the driver's Personnel file. All verbal warning entries must include the date issued and signatures of the driver's supervisor and/or Safety Department representative.

Phase 2

- A written warning will be issued to drivers who incur three (3) or more form and manner violations while in Phase 1 probationary status.
- A written warning will be issued to drivers who incur two (2) or more hours of service violations while in Phase 1 probationary status.
- A written warning will be issued to drivers who incur one or more log falsifications while in Phase 1 probationary status.
- A written warning will be issued to drivers who incur any combination of violations

totaling four (4) or more while in Phase 1 probationary status.

Drivers in Phase 2 status will be placed on probation for a 30-day period. Drivers placed in Phase 2 status are demonstrating a continuing pattern of logging behavior contrary to Champion Coach policy and federal regulations. Drivers in Phase 2 shall be scheduled for mandatory remedial hours of service and logging training. A copy of the written warning and record of remedial training must be placed in the driver's Personnel file. Drivers who continue to submit logs with excessive violations will be placed in Phase 3. All written warning entries must include the date issued and the signatures of the driver, supervisor and/or Safety Department representative.

Phase 3

A final written warning will be issued to drivers who incur three (3) or more form and manner violations while in Phase 2 probationary status.

A final written warning will be issued to drivers who incur two (2) or more hours of service violations while in Phase 2 probationary status.

A final written warning will be issued to drivers who incur (1) one or more log falsifications while in Phase 2 probationary status.

A final written warning will be issued to drivers who incur any combination of violations totaling four (4) or more while in Phase 2 probationary status.

Phase 3 is the final stage of Champion Coach's corrective action program. Drivers who reach this stage are demonstrating inability or unwillingness to conform to the company's log auditing policy and federal regulations. Drivers in Phase 3 face disciplinary action including suspension and possible termination of employment. A copy of the final written warning will be placed in the driver's Personnel file. All final written warning entries must include the date issued and the signatures of the driver, supervisor and/or Safety Department representative.

Recognition

Drivers who consistently submit accurate, true, neat, and legible logs will be recognized for their superior efforts.

Sample Warning Letter

MM/DD/YY

To: Employee Name
Address

Re: Log Violation Warning Letter

Dear Driver:

On mm/dd/yy, you were given a verbal warning and placed in Phase 1 of Champion Coach's corrective action program for excessive log violations for the month of (enter month that applies). You were informed verbally that your performance in this area was not meeting company standards. Champion Coach has a zero tolerance standard for hours of service and logging violations.

A review of the most recent audit of your daily logs shows little or no improvement. Therefore, I have no alternative but to issue this written warning letter.

Per company policy, I am placing you in Phase 2 of Champion Coach's corrective action program. This includes a (enter number of days) day probationary period. During this time, your daily logs will be closely monitored. In addition, I am scheduling you for mandatory remedial hours of service and logging training with our Safety Department. I will inform you of the date and time of this training.

Continued unacceptable hours of service and logging performance while you are in this probationary period will result in further corrective action according to company policy. If you have any questions regarding this matter, please contact (official's name) or me, Director of Safety.

Performance record to date:

(number of) form and manner violations since mm/dd/yy.
(number of) hours of service violations since mm/dd/yy
(number of) log falsifications since mm/dd/yy.
(number of) total recorded violations since mm/dd/yy.

Sincerely,
(Official's name)

Safety Manager,
Champion Coach

Sample Final Warning Letter

MM/DD/YY

To: Employee Name

Address

Re: Final Written Warning Letter

Dear Driver:

On mm/dd/yy, you were given a written warning for continued excessive log violations. At that time, you were informed that further corrective action would be taken unless you showed significant improvement in the area of hours of service and logging.

Unfortunately, your performance in this area continues to be unacceptable and well below company standards. Champion Coach has a zero tolerance standard for hours of service and logging violations.

Through your logging behavior, you have demonstrated an inability or unwillingness to conform to company policy and federal regulations, even after remedial training in this area. I am left with no alternative but to issue this final written warning and take the following disciplinary action:

(enter number) days suspension followed by additional training, or termination of employment effective this date, mm/dd/yy.

If you have any questions regarding this matter, please contact me directly or (official's name), Director of Operations.

Performance record to date:

- (number of) form and manner violations since mm/dd/yy.
- (number of) hours of service violations since mm/dd/yy.
- (number of) log falsifications since mm/dd/yy.
- (number of) total recorded violations since mm/dd/yy.

Sincerely,
Official's name

Safety Manager,
Champion Coach

Sample Letter of Recognition

MM/DD/YY

Employee Name

Address

Dear Driver,

I want to congratulate you on your achievement of submitting error and violation free logs for the second consecutive month. I can see by your efforts that you take a great deal of pride in your work. Your efforts have not gone unnoticed.

Filling out and submitting daily logs are an important and difficult part of your job. The fact that you have submitted perfect logs for the second month in a row attests to your attention to detail and professionalism as a driver for Champion Coach. You are to be recognized for this accomplishment.

A copy of this letter will be placed in your permanent file, and I will send a copy to (official's name), Director of Operations.

Please come and see me next time you are in the office. I would like to ask you for some pointers and suggestions I might pass on to other drivers who are having difficulty in this area.

Again, thank you for your efforts and good work. I look forward to writing you more of these letters.

Sincerely,
(Official's name)

Safety Manager,
Champion Coach

Defensive Driving Policy

Champion Coach is strongly committed to a sound and thorough defensive driving policy. Champion Coach drivers require a high level of skill and alertness to consistently operate their vehicles safely; therefore, drivers will be trained in principles of defensive driving techniques.

Those principles include emphasis on the following elements:

- Good vision
- Alertness
- Sound judgment
- Fast reactions

Our policy will be implemented as follows:

- Initial training of new hires within 3 months of their beginning work dates
- Periodic performance checks by the Safety Manager

Defensive driving according to the following schedule every: Once per year or as needed.

While there are no regulatory requirements that mandate the existence of a defensive driving policy, it makes good business sense to have such a policy in place. Underlying the policy is our company's strong commitment to safety on the highways.

While operating company vehicles, drivers should always drive in the safest and most professional manner possible. The likelihood of accidents will be minimized, and a positive image for the company will be promoted in the eyes of the passengers and the general public. Specifically, drivers must operate company vehicles in accordance with all provisions of Part [392](#) - Driving of Motor Vehicles of the Federal Motor Carrier Safety Regulations (FMCSR).

Many factors impact the operation of vehicles on the roadways. They include:

- Light levels (morning, evening hours)
- Weather conditions
- Pavement condition
- Traffic conditions
- Mechanical condition
- Operator condition

A successful defensive driver exhibits five main qualities: extensive knowledge, alertness, good judgment, foresight, and driving skill.

The core concepts of defensive driving are:

- Recognize the hazard
- Understand the defense
- Act in time

If these principles are followed carefully, the result will be improved safety on the highways, and a resulting positive image for our company.

Defensive Driving Procedures

Intersection

Getting into and out of intersections without an accident is a mark of a good defensive driver. Besides your own skill level, intersections also demand anticipation of the actions of other drivers and taking appropriate evasive action as required.

Backing

Backing is an extremely hazardous maneuver. If you are backing with the assistance of a guide, the ultimate responsibility for the safety of the backing maneuver remains with you as the driver.

Front-End Collisions

The primary way to avoid front-end collisions is by maintaining a safe and adequate following distance. You should be prepared for possible obstructions on the roadway, either in plain sight or hidden by curves or the crests of hills. A special situation occurs at night, when speed should be kept to a level that will allow you to stop within the distance illuminated by the headlights of your vehicle.

Rear-End Collisions

As a driver, you risk being struck from behind if you do not maintain an adequate margin of safety in your own following distance. If enough space is not allowed in front of your vehicle, chances go way up that somebody can (and will) impact you from the rear.

Passing

Failure to pass safely indicates faulty judgment on your part as a defensive driver, and failure to consider one or more of the factors that need to be checked:

- Is there enough room ahead?
- Is there adequate space to move back into your lane of traffic after passing?
- Have you signaled your intentions?

Being Passed

As a driver, you must be aware of the actions of other drivers, and give way if another driver begins to sideswipe you or to cut you off. A good defensive driver will avoid problems with this kind of accident situation.

Encroaching on Other Traffic Lanes

Observant defensive drivers will not usually get trapped when other drivers change lanes abruptly. In the same manner, entrapment in merging traffic can be successfully avoided by a good defensive driver with a little pre-planning and willingness to yield. Blind spots are not valid excuses for this kind of accident - allowances must be made in areas of limited sight distance.

Railroad Grade Crossings

Driving across railroad crossings, or in areas where there are rail vehicles of some sort, demands special care. Careful observance of the traffic situation is your best defense.

Oncoming Traffic

A defensive driver will avoid a collision with an oncoming vehicle at all costs. Even if the vehicle enters your lane of traffic, an accident can be avoided with some evasive maneuvers.

Turning

Turning, like passing, is a dangerous maneuver, and demands special care and an observant eye from you as a defensive driver. You should be aware of other vehicles in your path, and of the complete configuration of the turn you are about to undertake.

Pedestrians

As a sensible defensive driver, always assume if there is a pedestrian (or small vehicle of some sort) involved in a situation, slowing down is your best defense. Be certain to give people and small vehicles the benefit of the doubt.

Escorted Movements

A good defensive driver will evaluate the flow of traffic and use good judgment in changing lanes and merging into and out of traffic during police escorted movements. A defensive driver will follow directions based on the safety of the passengers on board and other motorists. A defensive driver may go against the lead driver and take necessary precautions to ensure the safety of the passengers and other motorists.

Extreme Weather and Road Conditions

Bad weather and other road hazards place special stress upon any defensive driver. The best rule in any kind of bad weather or extreme road condition is to get off the road safely and as soon as possible. If you absolutely must continue, slowing way down and increasing following distance are your best defenses, along with increased awareness. All Champion Coach drivers will be educated on the dangers of, and the company's expectations for, driving in the following extreme weather and road conditions.

A Champion Coach expectation that applies to all of the situations described below is that you (as a driver) are required to contact your supervisor or dispatcher in the event a delay caused by weather or other road conditions will affect your spot time.

Fog

Champion Coach drivers will receive safety training in fundamental fog-driving techniques. Fog reduces available visibility and impairs distance perception, making it perhaps the most dangerous type of extreme weather condition.

Because of this, it is Champion Coach's policy that, whenever possible, drivers are to avoid driving in extremely foggy conditions. Pull off the road and park safely until such time as the fog dissipates or is burned off, if at all possible. If you cannot safely pull off the road, follow these procedures:

- You should never assume the depth or thickness of any fog. Fog can range from a momentary blurring of the windshield to being several miles thick.
- Slow your vehicle's speed. Reduction in speed should be done gradually in order to avoid becoming a hazard for other motorists. Determining a correct and safe speed depends on the thickness of the fog and is left to your best judgment.
- Use low-beam headlights only when driving in fog. Low-beams serve two purposes. They help you see the immediate roadway and also allow other motorists to see your vehicle.
- Avoid the use of high-beam headlights while driving in fog. The water particles that make up fog will reflect more light back at you than onto the roadway when high beams are used, and will further reduce visibility for you.
- You should make use of windshield wipers and the defroster when driving in fog. Driving in foggy conditions will cause a constant fine mist of water to develop on the vehicle's windshield, reducing visibility in the process. Using the windshield wipers and defroster will alleviate this condition.
- Avoid passing other vehicles while driving in fog.
- You should avoid stopping on any roadway while driving in foggy conditions unless absolutely necessary. If you must stop, use the emergency or breakdown lane, activate your emergency flashers, turn off the headlights, and follow Champion Coach's breakdown procedures. (See Vehicle Breakdown & Road Repair Policy)

Rain

Champion Coach drivers will receive training in fundamental safety procedures for driving in rainy conditions. Rain causes roadways to become slippery, especially when it first begins. Roadways become covered with a thin layer of oil and other residues. When rain mixes with this layer, it results in an extremely slippery and dangerous road surface. This condition remains until additional rain can break down and wash away the oily mixture from the pavement. This process can take anywhere from a few minutes to several hours, depending on

the severity of the rain.

Water on the road surface can also create a potential hazard of hydroplaning. Hydroplaning happens when a thin layer of water separates the vehicle's tires from the road surface. When a vehicle is hydroplaning, it is literally riding on water. When the tires ride on water, they lose all traction and create an extremely dangerous situation. The faster a vehicle travels on standing water, the greater the chance of hydroplaning. Reducing speed is the best and safest way to avoid hydroplaning.

Rain also reduces visibility. Because rain presents these hazards, Champion Coach drivers are expected to adhere to the following procedures when driving in rainy conditions:

- You should slow the vehicle's speed to avoid hydroplaning. Reduction in speed should be done gradually in order to avoid becoming a hazard for other motorists. Determining the correct and safe speed depends on how heavy the rain is and will be left to your best judgment.
- You are expected to increase your following distance from other motorists. Since rain causes the road surface to become slippery, you need to allow for greater stopping distance if the need to stop arises.
- You should make use of windshield wipers and the defroster when driving in rain. Driving in rainy conditions will cause a constant film of water to develop on the vehicle's windshield, reducing visibility in the process. Using the windshield wipers and defroster will alleviate this condition.
- You should avoid passing other vehicles while driving in rain. In addition, you are encouraged to follow other vehicles at a safe distance since vehicles traveling ahead will throw water off the pavement and leave "tracks". Driving in these tracks will give you the best possible traction under rainy conditions.

Snow

Champion Coach drivers will receive training in fundamental safety procedures for driving in snowy conditions. Snow, depending on the type and severity, can present a variety of dangerous conditions. Because of this, the following procedures have been developed for this defensive driving policy:

- Light, powdery snow presents few problems since it is quickly blown off the road surface. However if there is enough of this type of snow to cover the roadway, it will form a slick, smooth surface. You should reduce speed and increase following distance. Determining the correct speed and safe following distance will be left to your best judgment.
- Heavier, slushy snow can affect vehicle control. If snow becomes hard packed it can cause an ice hazard on the road surface. Again, you should reduce speed and increase

following distance. Determining the correct speed and safe following distance will be left to your best judgment.

- All slow maneuvers such as starting out, steering, backing, and turning should be done smoothly and with extreme care to minimize skids and slides.
- Falling or blowing snow can greatly reduce visibility. In addition, falling and blowing snow can make it hard to see the road, road markings, road signs, and off ramps. If you must continue in snowy conditions, reducing speed and increasing following distance are the best techniques a driver can use to maintain vehicle control.
- As with driving in foggy conditions, the use of high beam headlights while driving in snowy conditions should be avoided at all times. The high-beam "shooting" light will reflect off falling and blowing snow and reflect back at you, further reducing visibility.
- Champion Coach drivers will also be educated on the dangers of "snow hypnosis". Snow hypnosis occurs when a driver is traveling directly into heavy snow and begins to focus on the falling snow instead of the road ahead. This can cause a hypnotic-like effect on the driver. The danger of snow hypnosis is especially prevalent at night.
- In extreme conditions, chains may be necessary. Due to our southeastern location, it is very unlikely the use of chains will ever become necessary.

Ice

Drivers will receive training in fundamental safety procedures for driving on icy roads. All Champion Coach drivers need to be aware of changes in road surface conditions that may affect the vehicle's traction. To help our drivers, Champion Coach has developed the following procedures for driving on icy roads for this defensive driving policy:

- As with all extreme weather conditions, if you must continue, the safest techniques to employ are to reduce speed and increase following distance. But of these two, increasing following distance is by far the most important. Depending on the temperature and road conditions, stopping distance (distance needed to come to a complete stop) on icy roads can increase four to ten times versus stopping from the same speed on a dry road.
- Champion Coach drivers will be educated on the dangers of "black ice". Black ice forms when temperatures drop rapidly and any moisture on the road surface freezes into a smooth, almost transparent layer of ice. What makes black ice particularly dangerous is that you may not realize you are on it until it's too late. Determining the correct speed and safe following distance will be left to your best judgment.
- Bridges and overpasses are other areas to which you should give special attention. Ice will tend to form first on bridges and overpasses because cold air circulates both above and below these structures causing the temperature to drop more rapidly than on

normal roads. Any moisture on the road surface of a bridge or overpass will freeze quicker and harder than elsewhere on the road. Extreme caution and a reduction in speed should be used by all Champion Coach drivers while traveling over bridges and overpasses.

Night Driving

Drivers will receive training in fundamental safe driving techniques for driving at night. All Champion Coach drivers need to be aware of the potential hazards driving at night present. These hazards include fatigue, reduced visibility, poor lighting, other (impaired) motorists, and animals on the road. To help drivers better prepare for driving at night, Champion Coach has developed the following procedures for this defensive driving policy:

- Fatigue is perhaps the most dangerous hazard of driving at night. Nothing we do at Champion Coach is worth any one getting hurt. Fatigue usually sets in at night, but a tired driver, at any time of day, is an unsafe driver. Fatigue reduces drivers' reaction time and perception. All drivers are to review the following fatigue warning signs:
 1. Your eyes close or go out of focus by themselves.
 2. You can't stop yawning.
 3. You are experiencing trouble keeping your head up.
 4. You experience short-term memory loss. For example, you can't remember the last several miles you have driven.
 5. Your thoughts wander or you begin to daydream.
 6. You start drifting into other lanes of traffic, tailgate, or miss traffic signs.
 7. You experience an inability to maintain a constant rate of speed.
 8. You must jerk the steering wheel hard to correct a drift and get back into your lane.

If you experience any of these signs, it's time to get off the road as soon as safely possible and get some rest.

- Reduced visibility is a hazard of driving at night. At night, visual acuity (degree of perception) and peripheral vision (side vision) are reduced, and the eyes may have difficulty adjusting from light to darkness. These factors all contribute to reduced visibility while driving at night. The best and safest techniques to counteract these night driving hazards are to reduce your speed and increase your following distance. Reducing speed is also the best way to prevent "out driving" your headlights.
- Poor lighting on the open highway or on rural roads is another hazard for Champion Coach drivers. At night, with poor or no lighting aside from the vehicle's headlights, hazards in the road are much more difficult to see and to avoid. You should reduce speed and use extra caution when traveling on poorly lit or unfamiliar roads.
- Impaired motorists (drunk drivers or drivers under the influence of drugs) are a hazard

to everyone on the road. Champion Coach drivers should be especially cautious when driving between the hours of midnight and 3:00am (typical bar and tavern closing times). Drivers should be wary of motorists driving in an erratic manner including weaving in and out of traffic lanes, having difficulty maintaining a constant rate of speed, or braking suddenly. If you, as a driver, suspect that you are sharing the road with an impaired motorist, reduce your speed, let the motorist pass, and increase following distance.

- Animals on the road present another kind of hazard while driving at night. Champion Coach drivers are to be especially alert when driving on roadways lined by woods or tall grass. Animals, especially deer, can jump out in front of an oncoming vehicle with little or no warning. The best techniques to avoid collisions with animals are to not "out drive" your headlights and to reduce speed. You should be able to stop safely in the distance you can see clearly in your headlights. If a collision with an animal is unavoidable, you should drive "through" the animal. This will help prevent a rollover type accident.

Road Construction

Champion Coach realizes chances are good that from time to time our drivers will be faced with having to drive on roadways that are being repaired or under construction. Road construction presents several hazards. Because of this, our drivers are expected to approach road construction work zones the same way they would any adverse driving situation and follow these procedures:

- You should reduce speed and maintain a safe following distance.
- You should drive at or under all special or reduced posted speed limits while traveling through road construction work zones. Safe following distance will be left to your best judgment.
- You should be constantly aware of your immediate surroundings, anticipate the possible actions of other motorists, and expect sudden stops.
- You should watch for construction workers or vehicles crossing the roadway.
- You should use the lane furthest from a construction zone when possible.
- You should avoid sudden lane changes and use headlights and four-way flashers when traveling through construction zones.

Road Hazards

Champion Coach drivers should be aware of the potential danger of encountering various types of road hazards including:

- Soft shoulders or severe pavement drop-offs that can cause rollover type accidents.
- Road debris such as tire recaps, metal or lumber can cause severe damage to tires, tire rims, electrical systems, and brake lines. You should be aware of the road ahead to identify potential road debris early and take safe and appropriate avoidance maneuvers.

Underpasses

Hitting a bridge, underpass, or viaduct is a possible danger. This type of accident is always preventable. Champion Coach drivers need to be aware that the posted height of an underpass is not always accurate. Re-paving and packed snow can reduce the clearance of an overpass enough to cause a problem. You should always make thorough trip plans. When in doubt of the clearance of an underpass, you should get out of your vehicle and make a visual inspection or find an alternate route.

Fixed Objects and Special Intersections

A good defensive driver will observe items in the area around the vehicle that might cause problems. Checking to be certain there is adequate clearance is the primary thing to watch. In the areas of driveways, alleyways or plant entrances, the effective defensive driver will analyze the situation carefully, slow down, sound a warning when appropriate, and be ready to yield to the other driver involved.

Following Distance

Tailgating is probably the single most common complaint lodged by the general driving public against bus drivers. Here are some specific following distance guidelines:

- 3-second interval at speeds up to 40 mph,
- 4-second interval at any speed over 44 mph,
- Add extra time in bad weather or poor road conditions,
- Add extra following distance if you are being tailgated.

Driving Speed

You should drive consistent with posted speed limits, with due regard given to existing traffic, weather and highway conditions. Never overdrive your headlights at night. That means you should be able to stop safely in the distance you can see clearly in your headlights.

Right of Way

As a defensive driver, you should never attempt to exercise the right of way principle. Let the other driver go first. Keep to the right except to pass, or when getting into position to turn left. In town, when you enter a main thoroughfare from a side street, alley, driveway or a highway ramp, make a full stop at any crosswalk, then another full stop before actually moving into traffic.

Meeting Other Vehicles

Keep to the right when meeting other vehicles on a roadway. If a vehicle approaches on your side of the road, slow down and pull to the right as far as you safely can. If you have to take this kind of evasive action, and have actually gone off the highway onto the shoulder, be certain you slow the vehicle down sufficiently before you attempt to come back onto the highway. Never pull to the left to avoid an oncoming vehicle.

When merging onto a highway Champion Coach drivers are expected to:

- Signal early,
- Be patient and watch for an opening,
- Build speed and merge smoothly,
- Check mirrors constantly.

When exiting a highway Champion Coach drivers are expected to:

- Signal and change into the right-hand lane early and safely,
- Signal intentions to exit early,
- Check mirrors constantly,
- Reduce speed and exit.

Curves and Turns

Remember successfully negotiating curves and turns is to slow down. You will then be able to make any needed adjustments in steering, etc. as required.

Physical and Mental Condition

The company expects its drivers to manage their physical and mental condition well. That especially means keeping a positive attitude when behind the wheel, and taking good care of their physical health by eating well-balanced meals and exercising on a regular basis to prevent premature health problems. Champion Coach drivers are encouraged in all areas of physical fitness. Obesity and fatigue could lead to a lower quality of life. Eating healthy, regular sleep and good sleeping habits will help prevent fatigue.

Personal Appearance

Champion Coach requires the driver to wear a uniform which should be clean and pressed. Personal cleanliness is important as well. A driver in uniform behind the wheel of a motorcoach reflects a positive and professional image.

Driver's Vehicle Inspections Policy

Champion Coach is committed to following a strong daily inspection program. Department of Transportation (DOT) regulations require commercial motor vehicles to be inspected every day they are operated. Our daily inspection procedures will help avoid DOT penalties and provide a sound basis for a good inspection and maintenance program. Daily inspection of vehicles will help prevent small problems from becoming big problems.

Driver's Vehicle Inspections Procedures

Driver Pre-trip Safety Inspection

Each driver must be satisfied that equipment is in proper working condition prior to operating a vehicle. [(FMCSR § [396.11\(a\)](#))]

The Driver Vehicle Inspection Report (DVIR) includes items specific to the motorcoach. The vehicle must be identified on the report. The regulations require that any defects in the following equipment items be noted:

- Service brakes
- Parking (hand) brake
- Steering mechanism
- Lighting devices and reflectors
- Tires
- Horn
- Windshield wipers
- Rear vision mirrors
- Wheels and rims
- Emergency equipment

The driver must also note any other defects that would affect the safe operation of the vehicle or result in its mechanical breakdown. The report must also indicate if no defects are found. The driver must sign the report.

The driver is required to mark all body damage to the vehicle on the report. Previous body damage should be circled on the motorcoach outline and new body damage should be marked with an X.

No Defects: When no safety related problems are reported by the driver, the driver submits the original copy of the inspection report(s) along with other paperwork at the completion of the charter.

Defects: When a driver reports safety related problems, he/she submits the original with charter paperwork and notifies the maintenance department of the defects. Once repairs have

been completed the mechanic will sign the report indicating repairs have been made or repairs are not required to be made.

The original copies of inspection reports on which no defects were noted will be retained for three (3) months. The original copies of inspection reports on which defects were noted, and the certification of repairs, will be retained for six (6) months from the date the written report was prepared.

Driver On-The-Road Inspections

Once on the road, the driver should examine his/her vehicle:

If a problem is found, the driver will either have the necessary repairs or adjustments made prior to operating the vehicle, or safely travel to the nearest repair facility. (See [Vehicle Breakdown and Road Repair Procedure](#))

The driver should also examine the tires at the beginning of the trip and as often as possible when the vehicle is parked.

Driver Post-trip Safety Inspection Report

Each driver is required to complete a written report on each vehicle's condition at the completion of each day's work on each vehicle operated or when he/she finishes driving the vehicle for that day.

Champion Coach will use the Driver's Vehicle Inspection Report (DVIR) form. The driver should also note if any fluids were added while on the road such as oil or water.

A DVIR book is located on each vehicle and should remain on the vehicle so the next driver will be aware of any problems or repairs that have been completed. The driver will submit the white copy with charter paperwork, provide yellow copy to maintenance, and leave blue copy in the book which is to remain on the vehicle.

See Driver's Vehicle Inspection Report example.

CHAMPION COACH DRIVER'S VEHICLE INSPECTION REPORT

Bus No. _____ Charter No. _____ Date _____ Location _____

Inspect items listed. ☒ Check items if O.K. Note all defects with ☒ and describe in "Remarks".

Before Starting Engine

Engine Oil Level ☐
Radiator Coolant/Water Level ☐
Fan Drive Oil Level ☐
Power Steering Fluid Level ☐
Fluid Leaks Under Bus ☐

Engine Started

Gauges & Warning Lights ☐
Oil, Water, Volts ☐
Air Compressor ☐
Cut In _____
Cut Out _____
Transmission Oil ☐
Dash Switches ☐
Horn ☐
Fans & Defrosters ☐
Windshield Wipers ☐
A/C Operation ☐
Kneeling Operation ☐
Inside & Outside Mirrors ☐
Operation of Entry Door ☐
Entrance Steps ☐
Fire Extinguisher Charged ☐
First Aid Kit ☐
Interior Lights ☐
Overhead Luggage Doors ☐
Driver's Seat & Belts ☐
DVD, SAT TV, Monitors ☐
P.A. System ☐
Cleanliness of Interior ☐
Condition of Floor ☐
Passenger Seats ☐

Engine Compartment

Unusual Engine Noise ☐
Loose Wire, Hoses, Belts ☐
Engine Fluid Leaks ☐

Engine Stopped

Brake Applied Air Loss ☐
One Minute Air Check ☐
Low Air Warning ☐

While in Operation

Steering ☐
Brakes ☐
Engine ☐
Transmission ☐
Wheelchair Lift ☐

Mileage

End Odometer _____
Start Odometer _____
Total Mileage _____

Fuel

Gallons _____
Odometer _____

Oil

Gallons _____
Odometer _____

Water

Gallons _____

Circle any new damage ☐. Mark old damage with ☒.



REAR



RIGHT SIDE



FRONT



LEFT SIDE

Remarks: _____

Exterior

Windshield ☐
Headlights, Hi/Lo ☐
Turn Signals ☐
Front Axle Tires, Wheels, Lugs ☐
Drive Axle Tires, Wheels, Lugs ☐
Tag Axle Tires, Wheels, Lugs ☐
Marker Lights & Reflectors ☐
Bay Doors Operation ☐
Spare Tire ☐
Flares, Emergency Triangles ☐
Stop & Tail Lights ☐
Exhaust System, Tail Pipe ☐

Condition of Above Vehicle is: ☐ Satisfactory
☐ Unsatisfactory

Driver's Name: _____

Driver's Signature: _____

☐ Above Defects Corrected

☐ Above Defects Need Not Be Corrected For Safe Operation of Vehicle

Mechanic's Signature: _____ Date: _____

Driver Reviewing This VIR: Signature _____

Multiple-employer Driver Policy

Champion Coach is committed to providing the highest quality service to, and developing long-term partner relationships with, our external customers and employees. In order to achieve these goals, it is the policy of Champion Coach to make strategic use of multiple-employer drivers.

Multiple-employer Driver Procedures

Champion Coach's multiple-employer driver procedures have been developed to achieve the basic goals of this policy, which are to meet the changing needs and priorities of both our customers and drivers. Using multiple-employer drivers allows for a greater degree of operation scheduling flexibility. On occasion, it is necessary to qualify drivers who are employed by organizations chartering motorcoach service. These drivers must meet all DOT regulations and company requirements prior to driving.

Champion Coach's Use of Multiple-employer Drivers

The use of multiple-employer drivers by Champion Coach shall not have the effect of reducing the number of regular (full-time) driving positions or the need to hire additional full-time drivers.

Champion Coach's use of multiple-employer drivers will be limited primarily to weekend work, peak or seasonal periods, and to provide additional capacity resources for our dispatch operation.

Definition of Multiple-employer Drivers

The company considers any qualified driver who is regularly employed by another motor carrier but drives a Champion Coach vehicle for a single trip, special tour, or on an intermittent, casual, or occasional basis (such as over weekends, holidays, or on an "as needed" basis) to be a multiple-employer driver.

Qualifications for Multiple-employer Drivers

Champion Coach requires all multiple-employer drivers to be able to meet the hiring and qualification standards established by the company (see Driver Qualification and Hiring policy), except for the following (§ [391.63](#)):

Champion Coach shall maintain this information in its files for all multiple-employer drivers it utilizes for a period of 3 (three) years after said drivers cease assignments for the company.

When another employer uses the services of a driver during any 24-hour period, the driver shall submit a copy of the record of duty status to each motor carrier. The record shall include:

- All duty time for the entire 24-hour period for the last seven (7) days;
- The name of each motor carrier (if applicable) served by the driver during that period; and
- The beginning and finishing time, including a.m. or p.m., worked for each employer.

When using a multiple-employer driver for the first time or intermittently, the driver shall submit a signed statement giving the total time on duty during the immediately preceding 7 days and the time at which the driver was last relieved from duty prior to beginning work for the motor carriers. All qualified drivers must adhere to Champion Coach rules and regulations included in this Driver Policy Handbook.

Motorcoach Assignment

Champion Coach's dispatch personnel have authority to temporarily assign available motorcoaches to multiple-employer drivers on an "as needed" basis to perform work for the company. Champion Coach defines "available motorcoaches" as any assigned or unassigned motorcoach that is idle for any reason and is not scheduled for maintenance or currently under dispatch.

For this reason, Champion Coach strongly recommends all personal items be removed by drivers when going off duty for any length of time (such as being home for a weekend, personal day, or vacation). The company is not responsible for lost items left in vehicles by drivers.

Motorcoaches assigned to multiple-employer drivers will be returned in the same condition as before they were assigned. Drivers with issues or complaints with regard to the condition of their motorcoach after being used by a multiple-employer driver should speak to their supervisor or manager.

Benefits Eligibility

For specific questions regarding benefit eligibility, multiple-employer drivers should talk with a Champion Coach manager. Because of their "as needed" employment status, multiple-employer drivers used by Champion Coach will not be eligible for company health, dental, life insurance, disability, retirement, or other company benefits.

Full-time Opportunities

Depending on openings, Champion Coach will consider multiple-employer drivers for full-time driving positions.

Multiple-employer drivers wishing to pursue a full-time driving position with the company should contact his or her supervisor or manager.

The anniversary date for multiple-employer drivers who become full-time drivers shall be the date they are hired as full-time drivers for Champion Coach.

Vehicle Breakdown and Road Repair Policy

The goal of Champion Coach is to minimize on the road equipment breakdowns by having strong vehicle inspection and preventive maintenance programs in place. As part of its overall driver support system, Champion Coach is committed to providing drivers with expedient and reliable breakdown and road repair service in the event of equipment failure.

When an equipment breakdown does occur, the safety of the driver, passengers, and the general motoring public is top priority, but the needs of the customer must also be considered. Time and safety is of greatest importance when a motorcoach breaks down with passengers on board. With this in mind, Champion Coach has implemented the following vehicle breakdown and road repair procedures that all drivers will be trained in, and are expected to follow.

Vehicle Breakdown and Road Repair Procedures

Champion Coach's vehicle breakdown procedures have been developed to insure the safety of our drivers and the motoring public, securing of the equipment, timely customer notification, and facilitation of expedient equipment repair. All Champion Coach drivers are expected to follow these procedures in the event of a breakdown.

Before beginning any work assignment or trip, the driver should perform a complete pre-trip inspection on all assigned equipment. That means the driver will thoroughly check all listed items on the Driver's Vehicle Inspection Report including service brakes, parking brake, steering, all lights and reflectors, tires, horn, windshield wipers, and all mirrors.

The driver is required to make certain that the vehicle is equipped with required emergency gear. All Champion Coach vehicles, leased vehicles, or vehicles contracted by the company, will be equipped with a fully charged fire extinguisher, fuses, and warning signals. If any of these items is missing or is in need of charging, the driver must get the situation corrected immediately. Drivers should not begin any trip or work assignment unless the vehicle has all the required emergency gear.

In the event of a minor vehicle breakdown, drivers are authorized by the company to perform some small repairs. The company defines minor breakdowns as those that simply require replacing a headlamp, a hose, a fuse, belts, etc. However, a driver is not authorized to go beneath the motorcoach for any reason while the vehicle is elevated with an emergency jack. Champion Coach will not be responsible for injuries due to the driver failing to follow proper procedures for making minor vehicle repairs.

All Champion Coach vehicles must carry spare parts necessary for quick and efficient repairs of minor breakdowns. This includes items like fuses, headlamps, fuel and oil filters, spare flasher light bulbs, hoses, etc. Drivers should see their general manager or maintenance personnel to obtain adequate vehicle spare parts inventory for their needs.

When a Breakdown Occurs

When an equipment breakdown occurs that requires road repair assistance, the following procedures must be implemented:

1. Safely stop and secure the vehicle. No Champion Coach vehicle should be left unattended until the parking brake has been properly set, and the driver is confident the vehicle is secure from moving. If a breakdown occurs while the vehicle is in motion, the driver should activate the emergency hazard warning signal flashers, and park as far out of traffic as possible.
2. Safely place the warning devices as prescribed in the FMCSR, (§ [392.22](#)) within 10 minutes of the breakdown. Once these warning devices have been placed, the driver should deactivate the emergency hazard warning signal flashers.
3. After the vehicle has been secured and the warning devices put in place, the driver should communicate to the on-duty dispatcher or supervisor the vehicle's breakdown so appropriate service action can be taken and police can be notified if necessary. The driver should give the exact location information of the vehicle, including road or highway route number, nearest mile marker or exit, and direction of travel. The driver should be as specific as possible and should provide a suggested diagnosis of the cause of the breakdown by checking all warning lights and gauges. If the cause is a blown tire, the driver should have tire information available.
4. Breakdowns should be handled in a professional, efficient, and positive manner. The driver should be resourceful and display a positive attitude in a negative situation. Passengers need to have confidence in the driver under such stressful conditions. The driver should never communicate negative maintenance issues with the passengers or group leader. All communication between the driver and passengers should reflect a positive outcome or solution.
5. The driver should stay with the vehicle for updates and instructions. Dispatch operations are responsible for contacting the driver with updates on pending road repairs. The driver should keep a mobile phone nearby so instructions can be relayed quickly.
6. Once the breakdown has been reported to dispatch, the driver's call will be forwarded to the Maintenance Department. Champion Coach's Maintenance Department will determine the appropriate course of action. If a road service call is necessary, the Maintenance Department will locate and contact a repair vendor to facilitate repairs or send an on-duty mechanic to make the necessary repairs.
7. Once repairs have been made, the driver shall notify dispatch, turn off the emergency hazard warning flashers, and safely remove the warning devices.

8. All paperwork for the repairs will be forwarded to the Maintenance Department where it will be on file in that unit's Maintenance File for a period of two (2) years from date of receipt.

After Hours Breakdowns

In the event of a vehicle breakdown after regular business hours, the driver should contact his/her supervisor or manager immediately.

As a reminder to drivers, Champion Coach's normal business hours of operation are Monday through Friday, 8:00 AM to 5:00 PM. During these hours, the driver should call the main office.

Main Line: **(864) 284-9000** (dial this number from a mobile phone)

Toll Free: **(800) 583-7668** (dial the number from all other locations)

Weekend hours are Friday after 5:00 PM, 24-hours on Saturday and Sunday. The driver should contact the on-duty dispatcher, supervisor, or manager. The emergency telephone numbers are located on each motorcoach.

Champion Coach's Breakdown Responsibilities

Driver's responsibilities when a breakdown happens include:

- Safely stopping and securing the vehicle
- Safely placing the warning devices
- Diagnosing and calling in the breakdown
- Notifying dispatch
- Displaying confidence to passengers on board
- Keeping the group leader informed of possible delays
- Safely removing the warning devices when repairs have been made
- Forwarding all repair paperwork to the Maintenance Department

Dispatch operations responsibilities when a breakdown happens include:

- Contacting Maintenance Department to assess the problem
- Determining the nature of the breakdown and best course of action
- Locating, contacting, and dispatching a vendor to facilitate repairs
- Contacting management to inform of service action
- Following up with maintenance to ensure repairs are being made
- Keeping the driver updated
- Taking care of all billing

Maintenance Department's responsibilities when a breakdown happens include:

- Determining the nature of the breakdown and best course of action

- Assisting operations in locating, contacting, and dispatching a vendor to facilitate repairs
- Making necessary repairs if possible
- Obtaining all repair records to be kept on file

Champion Coach Breakdown Resource Number(s)

If a breakdown occurs during normal business hours, drivers are instructed to contact their immediate supervisor for assistance.

If the immediate supervisor cannot be reached, the driver should contact management as an alternate number for reporting breakdowns that occur during normal business hours.

For breakdowns that occur after normal business hours or on weekends, drivers should use the procedures for “After Hours Breakdown.”

Call Dispatch Operations (On-duty)	864-423-3015
Call Safety Management	864-423-3007
Call Management	864-423-3000
MCI Technical Assistance:	1-800-769-4227 Ext. 3558
Prevost Technical Assistance:	1-866-957-7386
ABC Technical Assistance:	1-877-427-7278

Roadside Inspections Policy

Roadside inspections are a fact of life for drivers of commercial motor vehicles. Federal Motor Carrier Safety Regulations § 396.9 authorize special agents to enter and perform inspections upon a motor carrier's vehicles in operations. Champion Coach expects its drivers to behave in a professional and courteous manner when asked to participate in a roadside inspection. Directions given by the inspection official should be followed. Failure to comply with the procedures set forth below may result in disciplinary action.

Roadside Inspections Procedures

When a driver is approached to undergo a roadside inspection, he/she must pull off immediately to the area designated by the inspection officer. If the driver believes that the designated area is unsafe for him/her and/or the inspection officer, the driver shall state his/her concern to the inspection officer in a courteous and professional manner. Once the inspection is underway, the driver shall follow the directions given by the officer and act appropriately. The driver must record on-duty not driving during the inspection and note the reason in the remarks section of the driver's log.

Roadside Inspection Results

The results of the roadside inspection must be reported to Champion Coach by the driver. Violations should be reported after the completion of the inspection. The driver must submit the inspection report to Champion Coach upon arrival in the charter envelope.

If the vehicle or driver is placed out of service, the driver must call in immediately so Champion Coach can make other arrangements to keep the charter movement on schedule.

A vehicle that is placed out of service cannot be operated until all repairs required by the out-of-service notice have been completed. See Vehicle Breakdown & Road Repair Policy for further direction on making repairs.

A driver may be placed out of service if he/she does not meet qualification requirements or has violated the hours of service rules. A driver placed out of service must not resume driving until the out-of-service condition is rectified.

Responsibility for Citations and Fines

Equipment-related Citations:

Fines that are vehicle related are the responsibility of Champion Coach. These fines include Annual Inspection, IFTA, lights burned out, etc.

Driver Citations:

Fines imposed on a driver for infractions of local, state, or federal regulations are his/her responsibility, even if the vehicle involved in the situation is a company vehicle.

Champion Coach's Disposition of Report

Upon receipt of a Roadside Inspection Report, Champion Coach will make arrangements to correct any defects still outstanding.

Within 15 days of the inspection, Champion Coach must certify that all defects have been corrected by completing the 'Signature of Carrier Official, Title, and Date Signed' portions of the inspection report form. The form will then be mailed to the issuing agency at the address indicated on the form.

A copy of the Roadside Inspection Report will be retained at Champion Coach for two (2) years from the date of the inspection.

Accident Reporting Procedures

All accidents are either preventable or non-preventable. It is unlikely that you will be able to avoid all accidents. However, we expect you to avoid preventable accidents. Having an accident is not necessarily grounds for disciplinary action, but failure to report it is.

1. Stop the bus; set flashers and contact dispatch. You must do this if **any** contact is made with a fixed object, an animal, a person or another vehicle. Dispatch will also notify necessary authorities for assistance.
2. If dispatch or management cannot be reached, **you** must call the police. This is required if any contact, no matter how minor, has been made.
3. Set emergency triangles to maximize visibility and warning.
4. Do not move the bus unless necessary for safety reasons or by police order.
5. If passengers are at risk, evacuate the bus and move them to a safe area.
6. Render first aid to the injured, but only within the limits of your medical training.
7. After you have reported the accident to the Police and or to Management, **DO NOT DISCUSS THE ACCIDENT WITH ANYONE** on the site other than the Police and your supervisor. Simply collect and exchange necessary information with the other driver. All questions from the media (television, newspaper reporters, radio, etc.) should be directed to Champion Coach's spokesperson for comment. If asked for comment the driver should politely tell the media that a company spokesperson will make any statements necessary in regards to the accident.

Response to questions by the media:

Driver:

Champion Coach and our Insurance Carrier have been notified. A Champion Coach spokesperson will make a statement at a later time.

All Other Champion Coach Personnel:

Champion Coach and our Insurance Carrier are investigating the incident. A Champion Coach spokesperson will make a statement at a later time.

8. All accidents/incidents must be reported, no matter how minor. The accident report form carried with the registration on the bus must be filled out in detail, both sides, signed and turned into the supervisor within 24 hours. Please help us by remembering to replace the form with a new blank one.

9. You must fill out a State of South Carolina Report of Motor Vehicle Accident form if the accident resulted in death or bodily injury to any person or if there was damage to any vehicle or property in excess of \$1000. The forms are in the insurance packet in the vehicle notebook.
10. Call after-hours or on weekends in this order:
 1. Safety Manager or Driver Supervisor
 2. Dispatcher
 3. Management
11. If the accident is severe enough to require drug/alcohol testing, you must be available for testing for the next 8 hours for alcohol and the next 32 hours for drugs. Testing is required when:
 - A death has occurred as result of the accident, or
 - An injury has occurred which requires offsite attention, i.e. an ambulance is used, or
 - A vehicle must be towed from the scene, and
 - A moving violation or citation is issued.

Accident and Emergency Procedures

A. In **any** emergency situation, the first concern is the safety of passengers. The following procedure is basic to any emergency situation.

1. Stop the bus in a safe location.
2. If the danger is immediate (i.e. fire, evacuate passengers, turn off engine and electrics. Remember that fire goes up and out normally).
3. Crawl low in smoke and heat. There may be a maximum of two minutes before the smoke becomes too toxic to breathe. See "Evacuation Procedures" below.
4. Set flashers.
5. Set emergency triangles.
6. Contact dispatch and report status on location and what assistance you need. If mobile phone contact is not possible, try to make arrangements for passengers such as getting another bus driver to assist them to safety.

When using a mobile phone in an emergency:

1. Compose yourself, speak clearly and slowly.
2. Give the dispatcher your name and state, "EMERGENCY!" Give your exact location, nature of the problem, injuries? What kind, how many? Ambulance and/or fire dept. needed? Suspects/weapons? Suspect descriptions and direction of travel, etc.
3. If you are in immediate danger of injury (i.e. man with a knife threatening me), try to report the basics of the problem and location. Try not to move the vehicle from that location.
4. Take whatever measures are necessary for your own safety and that of your passengers.
5. Keep the dispatcher informed of your status unless doing so would jeopardize your safety or that of your passengers.

B. Specific Situations

1. Fire:

- Stop bus
- Evacuate. Use exits furthest from the fire. Make sure exit is orderly; first person out assists other passengers while the driver deals with the emergency.
- If you have time, call for help and use fire extinguisher;
- Chance of fire or explosion is highest when associated with an accident.
- After all passengers are out of bus, take the fire extinguisher, first aid kit and the triangles with you;

- Account for all passengers and administer first aid, within your abilities, if necessary;

2. Air Loss:

- Monitor gauges constantly.

(See "Trouble Shooting" section for symptoms and remedies)

3. Overheating:

- Severe overheating will cause the bus to stall. Find a safe place to pull over.

(Generally occurs on steep hills. See "Trouble Shooting" for causes and remedies).

4. Blizzard:

- Do not leave the bus. You are much safer in the bus than outside;
- Contact dispatch and communicate the situation.
- If running the bus to keep warm, make sure radiator and tail pipe are clear of snow;
- Carbon Dioxide may be a hazard. Open windows on down-wind side of bus and run exhaust fan.

5. Flash Flood:

- Contact dispatch
- Leave bus immediately as a group
- Climb to higher ground

6. Railroad Tracks Stall:

- Use front exit procedures. All passengers should be on one side of the tracks.
- Move passengers as a group.
- Keep passengers away from the tracks but move them up toward the on-coming train.

7. Tornado:

- If a tornado funnel is sighted, evacuate the passengers from the bus immediately into an appropriate shelter.

- If an adequate shelter area cannot be reached without further endangering the passengers, a ditch or depression in the immediate vicinity will have to be used. Be sure the bus has been positioned far enough, and in a direction, away from the passengers so the wind will not overturn the bus onto them.

8. Accidents:

- Follow accident reporting procedures.
- If evacuation is necessary, choose appropriate exit.
- Front end accidents--all exits may be used depending on damage.
- Rear end accidents--all exits may be used depending on damage.
- Broadside—all exits may be used depending on damage.
- Rollover—front exit or unbroken window and ceiling exits.

9. Evacuation Procedures: REMAIN CALM!!

Front Door:

1. Secure bus and scene;
2. Evaluate the situation such as injuries and best place to have passengers wait after evacuation.
3. Get passengers attention:
 - Announce "Remain seated. Emergency evacuation, front door."
 - Speak clearly and concisely.
4. Choose helpers to aid injured at front door. Choose aides with care.
5. Dismiss passengers as follows:
 - Alternate left and right seats starting with the right-front seat. All others must remain seated while evacuation continues.

Windows:

1. Secure the bus.
2. Assess the situation for injuries and waiting area.
3. Announce, "Remain in position. Evacuation through the windows."
4. Select assistants, two per window, one outside and one inside.
5. Remove windows.
6. Divide bus into three sections. Evacuate front to back in each section, alternating sides.

Accident File and Tracking Policy

Champion Coach will fully comply with the current federal requirement for maintenance and retention of an accident register (§ [390.15\(b\)](#)). Federal requirements specify retention of the accident register for a period of one (1) year. In addition to the federal accident register requirement, Champion Coach has other company-level accident tracking, recordkeeping, and corrective action requirements. They are detailed in the following set of procedures. A condition of employment with Champion Coach is strict adherence to these requirements.

Accident File and Tracking Procedures

According to § [390.5](#) of the FMCSR, accident means:

Except as provided in paragraph (2) of this definition, an occurrence involving a commercial motor vehicle operating on a public road in interstate or intrastate commerce which results in:

- A fatality;
- Bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident; or
- One or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle to be transported away from the scene by a tow truck or other motor vehicle.

The term accident does not include:

- An occurrence involving only boarding and alighting from a stationary motor vehicle; or
- An occurrence involving only the loading or unloading of luggage or equipment.

In accordance with federal regulations, Champion Coach will include the following items of information in its accident register (to be retained for a period of one year):

1. A list of accidents with the following information for each accident:
 - Date of accident,
 - City or town in which or most near where the accident occurred and the state in which the accident occurred,
 - Driver name,
 - Number of injuries, and

- Number of fatalities
2. Copies of all accident reports required by State or other governmental entities or insurers.

It is the procedure of Champion Coach to keep a physical file folder on each accident in which a company vehicle is involved, regardless of the cost of the accident. The materials collected in this file are critical to reconstructing the accident if that becomes necessary at some point. The documents are gathered from various sources, many from the investigation phase of accident tracking. The documents are filed chronologically by date of accident and are kept in the Accident File for a period of three (3) years from date of accident occurrence.

In addition to the very basic information required for the DOT-mandated accident register, Champion Coach requires the creation of a more extensive accident register including: Driver Safety Performance and Accident Records Program.

This company accident register is of great value to management when it comes to trend study and being able to spot problems without having to laboriously review all accident data in the file folders.

All accidents, regardless of severity, will be recorded in the company accident register. This company register will be retained for three (3) years.

It is the procedure of Champion Coach to evaluate driver performance in regard to accident frequency and severity. The following corrective action schedule will apply if drivers experience accidents that are judged to be preventable.

However, Champion Coach reserves the right to impose more stringent consequences based on the circumstances and severity of a preventable accident. Accidents will be judged on a case by case basis before the phased corrective action program is initiated.

Phase 1

A verbal warning will be issued to a driver who is involved in any preventable accident and the driver will be placed in Phase 1 status.

A driver who is in Phase 1 status will be placed on probation for ninety (90) days. If the driver successfully completes that period of probation without any further accidents, the driver will be taken off probation.

However, if the driver is involved in another preventable accident while still on probation, he/she will be escalated to Phase 2 of the company's corrective action program.

Phase 2

A written warning will be issued to drivers who incur another accident while still on probation. In addition to the written warning, another probationary period of ninety (90) days will be assessed.

Champion Coach requires remedial defensive driving training at this point. A copy of the written warning will be placed in the driver's Personnel file. Should the driver be involved in another preventable accident while on Phase 2 probation, he/she will be escalated to Phase 3.

Phase 3

When a driver is escalated to Phase 3 because of an additional preventable accident, the following additional measures will be taken:

- The driver will agree to sign a preventable accident form which holds him/her responsible for any vehicle damage which is incurred due to the preventable accident. If the damage is significant where the driver is unable to reimburse for damages the driver will be suspended until additional driver training is performed.

If those measures are not successful in obtaining corrective action, the driver will be subject to dismissal.

Champion Coach will use the following corrective action program:

Phase 1: Verbal Warning

Phase 2: Written Warning

Phase 3: Possible Suspension with additional driver training

Accident Review Policy

Champion Coach is committed to the fair and equitable treatment of its employees. This commitment includes the fair judging of preventability in all vehicle accidents. The company believes that determining preventability fairly is essential to the credibility of our fleet safety effort, driver recognition, and corrective action/disciplinary programs. Therefore, to ensure all vehicle accidents are judged fairly and drivers are trained consistently and disciplined (when necessary) appropriately, the following accident review procedures have been implemented by Champion Coach.

Accident Review Procedures

Champion Coach's accident review procedures are based on the premise that our drivers are expected to meet a higher standard of safety performance than the average motorist. However, in the case of an accident, determination of preventability will serve as the foundation of our driver safety program.

In addition, the following accident review procedures have been established to ensure uniformity in determining the preventability of vehicle accidents. These procedures are also necessary for:

- The promotion of the highest standards of safety among Champion Coach drivers
- The fair and equitable treatment of the safety record of individual Champion Coach drivers
- The effective and timely administration of Champion Coach's driver safety incentive and recognition program
- Measuring the effectiveness of Champion Coach's fleet safety program

Data to Determine Preventability

In determining preventability, Champion Coach will use all available information including, but not limited to:

- The driver's initial report of the accident (including any statements from witnesses)
- The police report of the accident
- Champion Coach's insurance provider's (on-scene adjuster's) report
- Pictures from the scene
- The findings of Champion Coach's internal safety department's investigation of the accident

Initial Determination

Based on all available data, the responsible Champion Coach Safety Manager will make an initial determination of preventability. A reasonable action standard will be used as the primary determinant. The preventability decision will be primarily (but not exclusively) based on whether or not the driver could have taken reasonable action to avoid the accident.

After determining preventability, the responsible Safety Manager will:

1. Prepare a written notification of preventability or non-preventability including all facts and circumstances that led to the determination
2. In the case of a non-preventable ruling, forward the notification to the driver
3. In the case of a preventable ruling, schedule a personal one-to-one meeting with the driver to discuss the decision, possible remedial training, and/or possible disciplinary action. This meeting will be scheduled as soon as possible after the preventability determination has been made.

If, after the personal one-to-one meeting, the driver disagrees with the initial ruling, the case will be handed over to Champion Coach's accident review committee for review and a final determination.

Accident Review Committee

To request that an accident be reviewed, the driver is required to submit a written appeal within 10 days of being informed of the initial preventability ruling. To warrant consideration, the driver's appeal must state precisely why the driver feels the ruling was unfair.

After receiving the written appeal, Champion Coach's accident review committee will convene promptly (as necessary) to review any accidents under appeal. The review committee will consist of a five-person board including:

1. A chairperson well versed in fleet safety and Champion Coach's safety program, policies and related procedures. The chairperson will be responsible for verbally reviewing the facts surrounding each accident up for review including all relevant data, the reasoning behind the initial determination, and the driver's written appeal. The chairperson will vote on final preventability only in the event of a tie vote (split decision).
2. A representative from the company's dispatch operation who is familiar with Champion Coach's scheduling, routing and related subjects, and who can answer questions regarding operating procedures, customer demands, and safety practices.
3. A vehicle maintenance representative who can respond to equipment-related questions or concerns and is familiar with the company's vehicle maintenance procedures and practices.
4. Two Champion Coach drivers with superior safety performance records, capable of evaluating the written appeal statements with impartiality.

To minimize the risk of bias when making final preventability rulings, appealing drivers will not be permitted to present their case in person. Further, all written appeals will be submitted to the review board anonymously (appealing drivers will not be identified).

After thorough review and discussion, the review committee will reach a preventability decision via secret ballot. Each vote shall be anonymous and contain only the case number and notation

as to whether the accident was “preventable” or “non-preventable.”

The chairperson will count the votes and is responsible for informing the driver in writing of (including the specific reasons for) the decision rendered by the committee. All preventable decisions will be personally presented to the driver by the chairperson and all decisions reached by Champion Coach’s accident review committee are final. The committee will make a final determination based on the driver’s request for an appeal.

Champion Coach believes that anyone who participates on a review committee will be rewarded with a sharpened sense of safety and defensive driving. Since participation is considered by the company to be an educational experience, the committee may rotate members on a periodic basis. This will serve to involve as many employees as possible in the process.

Drivers’ Responsibilities

In order to ensure fair decisions regarding accident preventability, drivers should take the following actions in the event of an accident:

- Immediately gather statements from witnesses. As soon as possible after an accident, drivers should seek to obtain signed and dated statements that include names, addresses, vehicle descriptions, and phone numbers of any person who admitted seeing the accident.
- Follow all at-the-scene procedures according to current company policy (see Accident Investigation policy).

Non-preventable/Preventable Accident Guidelines

The company will use the following guidelines (which are consistent with the National Safety Council rulings) for determining accident preventability.

General guidelines – barring extenuating circumstances and maintaining the reasonable action standards, accidents are generally preventable if:

- Driver was inattentive or failed to accurately observe and assess existing conditions that contributed to an accident.
- Driver’s speed was not consistent with posted (prescribed) limits or existing road, weather, or traffic conditions.
- Driver’s speed precluded stopping within available clearances or assured clear distance.
- Driver misjudged (or did not confirm) available clearances (above, below, or on the sides) resulting in the striking of a fixed object.
- Driver failed to control the vehicle.
- Driver failed to yield the right of way resulting in an accident (or to avoid an accident).
- Driver failed to communicate the vehicle’s presence or intended actions through the use of directional lights (signal flashers), horn, or other means.

- Driver was in violation of company operating rules or special instructions, the regulations of any federal or state regulatory agency, or any applicable traffic law or ordinance.
- Driver was talking on a mobile phone or text messaging while driving.
- Driver misjudged traffic while driving in a police escort.

Struck in rear by other vehicle – Non-preventable if:

- Driver's vehicle was legally and properly parked: unless there were extenuating circumstances recognizable to the alert driver, whose judgment should suggest "park elsewhere."
- Driver was proceeding in his or her own lane of traffic at a safe and lawful speed.
- Driver was stopped in traffic due to existing conditions or was stopped in compliance with traffic sign or signal, or the directions of a police officer or other person legitimately controlling traffic.
- Driver was in proper lane, waiting to make turn, and was flashing a signal indicating his or her intention to turn.
- Driver's vehicle was disabled and was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting out or retrieving signals - except, see "Mechanical Defects Accidents" - except, if opportunity was available for driver to remove vehicle off road.

Preventable if:

- Driver was passing slower traffic near an intersection and had to make a sudden stop.
- Driver made a sudden stop to park, pick up passengers, or allow passengers to exit.
- Driver was improperly or illegally parked.
- Driver made any other type of unnecessary sudden stop.
- Driver's vehicle rolled back into vehicle immediately behind while starting on a grade.

Struck while parked – Non-preventable if:

- Driver was properly parked in an area where permitted. - Unless there was extenuating circumstances recognizable to the alert driver, whose judgment should suggest "park elsewhere." - Unless there was off-the-road parking available.
- Vehicle was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting or retrieving signals. The use of 4-way flashers as emergency warning lights under DOT regulations meets this provision for only the first 10 minutes.

Mechanical defect or breakdown accidents – Preventable if:

- Defect was of a type which the driver should have detected during a proper safety pre-trip inspection of vehicle.
- Defect was of a type that the driver should have detected during the normal operation of

the vehicle.

- Defect was caused by the driver's abusive operation of the vehicle.
- Defect was known to the driver but was operated regardless of this knowledge.

Side-swiped or head-on collisions – Preventable if:

- Driver was not entirely in the proper lane of travel.
- Driver did not pull to the right or left, slow down and/or stop for the encroaching vehicle lane when such action could have been taken without additional danger and to prevent a collision.
- Driver changed lanes without ascertaining that sufficient space was available or failed to signal intent, or give sufficient warning of intent, to change lane.
- Driver was weaving to the right or left, thus crowding the passing vehicle.

Striking other vehicle in rear collisions – Non-preventable if:

- Other vehicle rolled backward while starting on grade.
- Driver's vehicle was stopped but was hit from behind and pushed into other vehicle.

Preventable if:

- Driver failed to maintain safe following distance and have the vehicle under control.
- Driver failed to stay alert and ascertain that traffic was slowing down or that vehicle ahead was moving slowly, stopped, or slowing down.
- Driver misjudged rate of overtaking vehicle.
- Driver came too close before pulling out to pass.
- Driver started up too soon or too fast for vehicle ahead.
- Driver failed to leave sufficient room for passing vehicle to get safely back in line.
- Driver was passing and misjudged approaching traffic, and returned to right lane too fast.

Accidents at intersection – Non-preventable if:

- Driver was stopped in compliance with traffic sign or signal or at the direction of a police officer or other person legitimately controlling traffic.

Preventable if:

- Driver failed to control speed so that the vehicle could stop within available sight distance.
- Driver failed to check cross traffic and wait for it to clear before entering intersection.
- Driver pulled out in the face of oncoming traffic.
- Driver collided with person, vehicle, or object while making a right or left turn.
- Driver collided with vehicle making a turn in front. Driver had collision with vehicle coming from either side, regardless of location of traffic signs or signals or whether light was green.

Backing accidents – Preventable if:

- Driver backed up when backing could have been avoided by better route planning.
- Driver backed into traffic stream when such backing could have been avoided.
- Driver failed to walk around and check the immediate situation and proposed path of backward travel.
- Driver depended solely on mirrors when it was necessary to get off the motorcoach and check for obstacles.
- Driver failed to get off the motorcoach periodically and recheck conditions when backing a long distance.
- Driver failed to check behind vehicle parked at curb before attempting to leave parking space.
- Driver backed from blind side when a sight-side approach could have been made.
- Driver failed to use a guide (spotter) to help back, or depended solely on a guide.
- Driver relinquished all responsibility to guide.

Accidents while passing or being passed – Preventable if:

- Driver passed where view of road ahead was obstructed by hill, curve, vegetation, traffic, adverse weather conditions, etc.
- Driver attempted to pass in the face of closely approaching traffic.
- Driver failed to warn driver of vehicle being passed.
- Driver failed to signal change of lanes.
- Driver pulled out in front of other traffic overtaking from rear.
- Driver cut-in short returning to right lane.
- Driver failed to stay in own lane of traffic.
- Driver failed to hold speed or reduce speed to permit other vehicle to pass safely.

Accidents while entering traffic (merging) – Preventable if:

- Driver failed to signal when pulling out from curb.
- Driver failed to check traffic before pulling out from curb.
- Driver failed to look back to check traffic if he was in position where mirrors did not show traffic conditions.
- Driver attempted to pull out in a manner that forced other vehicle(s) to change speed or direction.
- Driver failed to make full stop before entering from side street, alley, or driveway.
- Driver failed to make full stop before crossing sidewalk.
- Driver failed to yield right-of-way to approaching traffic.

Accidents involving pedestrians and bicycles – Non-preventable if:

- Pedestrian or bicycle driver collided with driver's vehicle while it was legally parked or stopped.

Preventable if:

- Driver did not reduce speed in area of heavy pedestrian traffic.
- Driver was not prepared to stop.
- Driver failed to yield right of way to pedestrian.
- Driver failed to stop when passing a streetcar or bus on the right.

Accidents involving rail operated vehicles (railroad crossings) –Preventable if:

- Driver attempted to cross tracks directly ahead of train or streetcar.
- Driver ran into side of train or streetcar.
- Driver stopped or parked on or too close to tracks.
- Driver failed to yield right-of-way to trolley.
- Driver failed to stop at the railroad crossing.

Miscellaneous accidents – Preventable if:

- Driver was making a "U" turn.
- Driver was pulling away from the curb or other parking space.
- Driver was entering traffic from a driveway, or private alley.
- Driver was giving a push or was being pushed.
- Vehicle moved due to faulty brakes.
- Driver left vehicle unattended (with or without motor running) and failed to set parking brakes.
- Collision with fixed objects – poles, gates, light stanchions, etc.
- Non-collision accidents, such as an overturn, or running off road.
- Skidding accidents in which the company's vehicle is damaged.

Accident Investigation Policy

Champion Coach's policy is to fully investigate any accident involving company personnel and vehicles. Champion Coach believes strongly that accident investigation begins right at the scene. That means certain driver responsibilities must be carried out at the scene of an accident. Additional company procedures involved in accident investigation are described below.

Champion Coach's policy is that drivers who leave the scene of an accident (without permission to do so from an authorized company official or law enforcement without due cause) may be subject to disciplinary action, up to and including termination, depending on the circumstances involved.

Accident Investigation Procedures

Two main concerns at the scene of an accident are to deal with immediate problems and to gather and report pertinent accident information to your supervisor promptly. These two items can be broken down into a 6-step accident procedure for drivers to follow. These steps will be described in detail in the following paragraphs.

Depending on the severity of the accident, drivers for Champion Coach will be expected to follow some or all of the procedures listed below.

Dealing with Immediate Problems

- Stop immediately.
- Prevent another accident.
- Help any people who are injured.
- Notify law enforcement personnel.

Gather and Report Accident Information

- Document the incident.
- Report to the company.

Step 1: Stop, stay calm and pull your vehicle as far off the roadway as safely possible. If the accident involves an unoccupied vehicle, try to find the owner. If you are unable to find the person, leave your name, address and phone number, along with the company's name and phone number. Put the information in a visible location, such as under the windshield wiper blade. You should also make note of the make, model, year, license number and description of the other vehicle to provide to your company.

Step 2: Turn on your four-way flashers as an immediate warning signal. Then do a quick evaluation of accident victims, if any. Next, set out emergency warning devices as required by 49 CFR § [392.22](#) in the prescribed positions on the roadway. The FMCSR require that

emergency warning devices be in position within 10 minutes of stopping.

Step 3: Even if you have not been formally trained to provide first aid, most states have 'Good Samaritan' laws to protect untrained people who offer help in emergency situations. Many states also have laws requiring the first person that comes upon an accident scene to stop and render help. At the scene, you may need to provide first aid or make certain someone else is present who can do so. Arrange for somebody to call for medical assistance.

At a minimum, do the following:

- Make certain any injured person is breathing. If not, lift the jaw up and tilt the head back to open the airway and perform CPR if necessary (only if trained in CPR).
- Check for bleeding; and if necessary, apply direct pressure to any wound(s),
- Cover any injured persons with blankets or other available materials to maintain body temperature,
- NEVER move a severely injured person unless they are in immediate danger of further injury.

Step 4: Either contact local law enforcement personnel yourself or arrange to have someone do it for you. Be courteous and cooperative when providing information to these authorities. Never admit guilt or liability at the scene of an accident. Never leave the scene of an accident unless your mobile phone is not working and there is no one else to make the necessary calls.

Step 5: Write down names, license numbers and other information regarding the accident and those people involved in it. Draw a simple diagram of the accident scene. The more detail you can provide for the company's safety department, the better it will be for insurance and/or legal purposes later. Champion Coach provides a disposable camera for use at accident scenes, document the situation with photographs from various angles.

Step 6: After the vehicle has been secured, warning devices put in place, assistance rendered to injured person(s) (if any), and law enforcement personnel contacted, you (the driver) should communicate the accident to the company.

Before communicating an accident, drivers for Champion Coach are expected to gather the following information and details:

- Exact time and location of the accident,
- Estimate of the injuries (if any) and/or damage to vehicle(s) and property involved,
- Location and/or phone number where you can be reached for further information and instructions,
- Names and addresses of all persons involved in the accident,
- Names and addresses of all insurance companies involved,

- Make, model and license numbers of all vehicles involved in the accident,
- Fill out any forms the company provides for you to use at the scene of an accident.

Drivers must understand the significance of effective accident investigation, and be aware of specific issues on which Champion Coach will focus its attention. Most importantly, the driver needs to know what changes in behavior are necessary to prevent accident recurrence. Generally, five major areas are evaluated in accident investigation. These areas will be examined in full after an initial evaluation is made of the severity of the accident.

After an initial contact with the driver of the vehicle involved in an accident, the company will determine the level of official involvement that needs to happen in the specific instance.

An insurance adjuster representing Champion Coach may be sent to the accident scene to assist in on-site investigation and handling of the accident details.

After a detailed investigation is complete, accident reconstruction may be attempted in some cases, if deemed necessary by the insurance carrier.

Accidents don't just happen. They usually represent a failure of some procedure. Causes for accidents can be grouped into five basic categories:

People: Some statistics show that 90% or more of all accidents are caused by human error. Our investigations will include examination of the qualifications of the driver(s) involved in the accident.

That will include questions like:

- Was the driver properly qualified according to company policy and federal requirements?
- Did the driver have the proper training?
- Was the driver new to the job?
- Was the driver working within the guidelines of a job description?
- Was the driver under pressure or fatigued?
- Did the driver receive clear instructions and directions?
- Was the driver following policy of not using a mobile phone while driving?

Equipment: A great deal of attention will be focused on the mechanical condition of the vehicle involved in the accident.

That assessment will include questions like:

- Was the equipment serviced regularly?
- Are there maintenance records to verify that major components had been serviced and repaired (if required) during the past year?
- Was the maintenance facility adequately staffed and budgeted to be able to

- properly support the company's maintenance standard?
- Was a defect not reported or not repaired?

Physical Conditions: Even though environmental conditions are rarely shown to be the primary cause of an accident, such conditions may play a significant role in the responses of both vehicle and driver.

Investigation in this area will include questions like the following:

- Was traffic congested?
- Was the highway slippery (wet or icy)?
- Was it foggy at the time of the accident?
- What time of day did the accident occur?

Procedures: Were there written procedures in place to be followed by the driver, dispatcher, mechanic, etc. that would have alerted them to any hazards present?

Investigation will key on the presence of such policies and may include the following questions:

- Were all company policies being followed at the time of the accident?
- Have all individuals involved been properly trained in existing procedures?
- Was the "procedure" training effective?

Champion Coach provides an accident investigation equipment 'kit' for use by company personnel. All items in the kit are included in a special case designed to be used at accident scenes to gather information in an organized manner. The case is located in the overhead compartment just above the front seat.

At the scene, the Champion Coach accident investigator will carefully survey the scene, noting the position of any debris from the accident. Using the equipment in the investigation kit, the investigator should take photos of the scene, with careful notes of what the photos depict. If the kit has a camera, it can be used to take pictures of the accident scene.

A map of the site should be drawn to scale, with any landmarks near the scene noted as to position. Photos of all vehicles involved in the accident should be taken from all sides, with careful notes made. Skid marks should be captured in the line of travel from each driver's viewpoint.

The more accurate the information, the easier it is when it comes to canvassing the accident scene. It is important the accident investigator be as objective as possible in gathering and evaluating data from the accident scene. Judgment calls are not necessary with the 'hard' data available at the accident scene.

Be aware any information gathered may be used by the other side involved in the accident as well.

Once the investigation at the accident scene has been completed, Champion Coach will be in a position to evaluate whether or not accident reconstruction is required in the case of this accident. That decision is made on a case by case basis.

A final decision on the preventability/chargeability of the accident in question will be made by the accident investigator. That decision will then be communicated to the driver of the Champion Coach vehicle involved in the accident.

At Champion Coach, the decision on preventability/chargeability of an accident is not subject to appeal by the driver involved.

Vehicle Management Policy

It is the policy of Champion Coach to ensure that all vehicles are safe for use by employees and can be efficiently operated. Accordingly, all vehicles shall be maintained at specific intervals and in prescribed ways for the safety of all drivers, passengers, and the general public.

It is the responsibility of the Management to ensure all employees involved with the maintenance and repair of vehicles comply with this policy by following all established procedures for this process.

Types of Maintenance

To ensure the safe and efficient operation of vehicles, the following types of inspections, maintenance, and related activities shall occur as described below:

- Daily vehicle inspection by drivers
- Unscheduled maintenance
- Scheduled preventive maintenance at 10,000/20,000/40,000/80,000/120,000 miles
- Major component inspect/repair/replacement
- Rehabilitation
- Monitoring and investigation of "Mystery" damage
- Recordkeeping
- Monthly performance reporting
- Warranty recovery program
- Periodic program review
- Annual inspections and maintenance
- Certifications as follows:
 - Annual inspection technicians
 - Brake technicians

Driver Vehicle Inspection Reports

Each driver of company owned commercial vehicles shall inspect that equipment before and after use. This inspection is intended to identify any safety related defects on the vehicle and any non-safety functional defects.

At the end of each driving day, a driver must perform a post-trip safety inspection of the vehicle to ensure it is safe for the next day's departure. At the beginning of a new charter, the safety trip inspection will be performed after review of the post trip safety inspection report filled out by the previous driver on the Driver's Vehicle Inspection Report (DVIR). If safety defects were noted on the previous report, these defects must be corrected before the vehicle is again operated. Only after a driver has confirmed that any previously noted safety related defect(s) have been repaired or signed off by the service technician, and that all systems are functioning properly, he/she may operate the vehicle. At the end of a pre-trip inspection, the current

driver will sign the bottom of the report prepared by the previous operator at the end of the last charter.

Non-commercial company owned vehicles should also be inspected by the driver before operating. If safety defects are found, they should be reported immediately to the maintenance department for repair prior to use.

Unscheduled Maintenance

When defects are reported by drivers, the vehicle should be inspected and repaired by a service technician. All repairs should be properly documented. If the repair is related to a safety defect noted on the Driver's Vehicle Inspection Report, the service technician must sign that form at the appropriate location to indicate that the defects were repaired. Work order numbers should be indicated as a cross reference to the DVIR.

Scheduled Maintenance

Each vehicle will be comprehensively inspected every 10,000/20,000 miles depending on engine application. For these inspections to be performed properly, complete procedures for each type of vehicle with regards to inspection of components and systems is available to mechanics. These procedures will be obtained from the motorcoach manufacturers. This inspection shall be performed in a scheduled manner by certified and experienced mechanics.

In addition, oil changes and chassis lubrication should occur at these intervals as routine preventive maintenance.

An annual inspection of each vehicle owned by the company must also be performed. The annual inspection is intended to ensure that the vehicle has no observable defects of any type and must be performed in compliance with Federal Motor Carrier Safety Regulations requirements, found in Part 396, Appendix G. Individuals performing annual inspections of vehicles will be qualified to do so in accordance with the provisions outlined in Section [396.19](#) of the Federal Motor Carrier Safety Regulations.

Note: Scheduled maintenance mileage intervals can vary with make, model, and year of equipment.

Major Component Repair/Replacement

The need for major component repair and replacement is determined primarily through historical information maintained by the Maintenance Manager for each vehicle, as well as through problems reported by drivers.

Engine and transmission overhauls should be performed as noted above or at other intervals recommended by manufacturers.

Monitoring of “Mystery” Damage

All employees responsible for the operation and maintenance of company vehicles are required to carefully monitor vehicle damage in order to identify the source of all newly incurred damage as well as those responsible for such damage and to take appropriate disciplinary action to eliminate the problem. The driver is required to mark all body damage to the vehicle on the DVIR. Previous body damage should be circled on the motorcoach outline and new body damage should be marked with an X.

Refurbishment

Refurbishment of vehicles should be performed when necessary or as planned. Exterior painting, replacement of seats, etc. should be performed as necessary or on a scheduled basis based upon the expected life and use of the vehicle.

Recordkeeping

A vehicle file shall be prepared for each vehicle owned by the company. All evidence of inspection and repair shall be kept in this file for the duration of vehicle ownership by the company, and for one (1) year thereafter.

Copies of the daily vehicle inspection reports prepared by drivers shall be kept for the previous ninety (90) days. These reports must be thoroughly completed, including the required signatures by drivers and mechanics and the applicable work order number(s) for noted defects and repairs.

10,000/20,000 mile inspections shall be fully completed and kept in the vehicle file or the vehicle maintenance computer application software.

Any work performed on a vehicle shall be documented on a work order. All parts and labor associated with maintenance activities shall be documented on the work order. These work orders shall be kept in the vehicle file.

All inspection and maintenance forms shall include, as part of their completeness, the date and the mileage from the odometer of the vehicle. This is mandatory information that must be on each form used for inspection and repair.

Monthly Performance Reporting

In order to effectively manage the total maintenance program, a monthly report will be issued on fleet performance by the Maintenance Manager. This report will provide information on fuel and motor oil consumption for each vehicle in the entire fleet. A report on in-service failures or reported problems shall be included to provide an analysis of maintenance performance. Included with the report will be information on monthly and year-to-date performance of the fleet. This information will be useful to monitor long term trends on fuel

and oil use, as well as mechanical and non-mechanical breakdowns.

Comparisons of performance by the various types of vehicles in the fleet will also be performed and included in the monthly report.

Warranty Recovery Program

The method of warranty recovery is determined by the manufacturer's guidelines for filing the warranty. Warranties will generally be written monthly for submission to the manufacturer. All items that are determined to be defective will be removed and submitted to the manufacturer for credit. Labor and parts will be calculated based on the warranty publication of the manufacturer's guidebook. It is the policy of Champion Coach to aggressively pursue warranty claims from manufacturers for reimbursement of defective items.

Review of Maintenance Plan

The maintenance program, along with stated goals and objectives, should be reviewed every three (3) years to ensure its effectiveness. This review should include an analysis of the preventive maintenance program together with results achieved. While various factors such as climate, urban density, type of operation fleet age, and vehicle manufacturing will have a bearing on this review, it is important to ensure that the maintenance program is the most effective possible on a continued basis.

Certifications (Annual Inspection and Brake Technician)

Individuals performing annual inspections of vehicles will be qualified to do so in accordance with the provisions outlined in Section [396.19](#) of the Federal Motor Carrier Safety Regulations. Evidence of the individual's qualifications must be retained for examination upon demand for the duration of the employee's employment, and for one (1) year thereafter.

Individuals performing inspections, service, maintenance or repairs to the brake systems of commercial vehicles will be qualified to do so in accordance with the provisions outlined in Section [396.25](#) of the Federal Motor Carrier Safety Regulations. Evidence of the individual's qualifications must be retained for examination upon demand for the duration of the employee's employment, and for one (1) year thereafter.

Bus Fueling Procedures

Scope

These procedures apply to all company employees and vendors or contract workers who fuel buses and other equipment.

General Information

Fueling of buses with the engine running is strictly prohibited, as is smoking or exposing any open flame in the vicinity of the vehicle.

Buses should be grounded while fueling by continuously pressing the nozzle against the intake pipe. The person fueling the bus should remain at the intake pipe until the job is completed.

Fueling of buses in enclosed buildings with passengers on board is strictly prohibited. When passengers are on board, buses should be fueled only when reasonably necessary, and then only in an open environment.

Fueling hoses should not be dropped on the ground where they can leak or obstruct pedestrian traffic. They will be secured on holders designed for that purpose.

All employees and other applicable individuals should know where the emergency shut-off switch for the fuel pump is located in the event of a failure of the automatic stop. This switch should be readily accessible and clearly marked for easy identification.

There will be an approved and certified fire extinguisher (ABC) immediately available at all fueling points. The extinguisher must be fully charged and have a current inspection tag affixed thereto. Employees and other applicable individuals should be trained in its use.

Spills should be cleaned up by approved means and residue disposed of in appropriate containers. Supervisors will immediately contact appropriate management personnel for further guidance as required. Material Safety Data Sheets and emergency assistance contact information should be available for use when necessary for the cleanup of spills.

Drug and Alcohol Testing Policy

1.0 Introduction and Overview

- 1.1 The U.S. Department of Transportation (DOT) has issued regulations which govern the use of drugs and alcohol by motor vehicle drivers, and which also require Champion Coach to conduct mandatory drug and alcohol testing of drivers at the times and under the conditions described in this Policy.
- 1.2 It is the Company's intention to comply fully with the DOT's regulations governing drug and alcohol use and testing, and the requirements of DOT's regulations have been incorporated into this Policy. In the event DOT's regulations are amended, this Policy and the applicable term(s), condition(s) and/or requirement(s) of this Policy shall be deemed to have been amended automatically at that time, without the need for redrafting, in order to reflect and be consistent with DOT's regulations. In such case, the Company reserves the right to apply the amended requirements immediately, and without giving prior notice to drivers and/or applicants, unless such notice is required by DOT or another applicable law. It is also the Company's intention to comply with any applicable state requirements governing drug and/or alcohol testing which are not preempted by DOT regulations. The Company also intends to comply with the applicable requirements of the Drug-Free Workplace Act of 1988, the Americans With Disabilities Act, and the Family and Medical Leave Act.
- 1.3 Under the Company's Policy, drug and alcohol testing will be conducted on any current and/or prospective driver who may be required to operate a motor vehicle having a gross vehicle weight rating in excess of 26,000 pounds in interstate or intrastate commerce and on any driver who may be required to operate a vehicle which is designed to transport 16 or more people including the driver.
- 1.4 All applicants for positions with the Company as a driver will be notified of the Company's drug and alcohol use and testing policy at the time they apply for a driver position with the Company.
- 1.5 The Company has spent a great deal of time and effort in developing and implementing the terms, conditions and requirements of this Policy, whose terms, conditions, requirements and implementation comply with DOT's regulations.

2.0 Definitions of Terms Used in this Policy

- 2.1 For purposes of this Policy and the Company's drug and alcohol testing program, "*safety-sensitive function*" means any of the following: (i) driving; (ii) the time spent waiting to be dispatched, at a carrier's or shipper's terminal, plant, facility

or other property, unless the driver has been relieved from duty; (iii) inspecting, servicing or conditioning equipment; (iv) being in or on a commercial motor vehicle (except resting in the sleeping berth); (v) loading or unloading including supervising or assisting in loading or unloading, attending a vehicle being loaded or unloaded, remaining in readiness to operate the vehicle; giving or receiving receipts for a shipment being loaded or unloaded; (vi) repairing, obtaining assistance, or attending a disabled vehicle.

- 2.2 For purposes of this Policy and the Company's drug and alcohol testing program, *company business* includes, but is not limited to, work performed on or in a Company property including a Company vehicle, and work performed on or in a non-Company vehicle being used for conducting company business; the term also includes
- 2.3 For purposes of this Policy and the Company's drug and alcohol testing program, "refusing to be tested" means any of the following: (i) failing to provide an adequate urine specimen for a drug test without a valid medical explanation; (ii) failing to provide adequate breath for an alcohol test without a valid medical explanation; (iii) failing to provide a saliva sample if directed; (iv) failing to submit to a test as directed; a (v) engaging in any conduct which clearly obstructs the testing process; (vi) providing an adulterated specimen; or (vii) providing a substitute specimen.
- 2.4 For purposes of this Policy and the Company's alcohol testing program, an alcohol test will be considered "positive" when the alcohol concentration level registers 0.02 or greater.

3.0 Prohibited Drug and Alcohol Use and Activities

- 3.1 The goals of the Company's Policy and the testing of drivers is to insure a drug and alcohol-free transportation and work environment, and to reduce and help eliminate drug and alcohol related accidents, injuries, fatalities, and damage to property.
- 3.2 In furtherance of the Company's goals, the conduct specified in Section 3.3 of this Policy is prohibited whenever a driver is on duty; whenever a driver is performing, or just about to perform, a safety-sensitive function (as defined in Section 2.1 of this Policy); whenever a non-DOT worker is performing, or just about to perform, a safety-related activity, whenever a driver is otherwise engaged in Company business (as defined in Section 2.2 of this Policy); or at the times otherwise specified in this Policy.
- 3.3 The following conduct is strictly prohibited: (i) drivers are prohibited from using, being under the influence of, or possessing illegal drugs; (ii) drivers are prohibited from using or being under the influence of legal drugs that are being

used illegally; (iii) drivers are prohibited from using or being under the influence of legal drugs whose use can adversely affect the ability of the driver to perform his or her job safely; (iv) drivers are prohibited from selling, buying, soliciting to buy or sell, transporting, or possessing illegal drugs while on Company time or property; (v) drivers are prohibited from using alcohol within four (4) hours of driving or performing any other safety-sensitive function; (vi) drivers are prohibited from using or being under the influence of alcohol at any time while driving or performing any other safety-sensitive function; (vii) drivers are prohibited from possessing any amount of alcohol (including possessing medications which contain alcohol) while on duty or driving, unless the alcohol is manifested and being transported as part of the shipment; (viii) testing positive for drugs and/or alcohol; (ix) refusing to be tested for drugs and/or alcohol (as defined in Section 2.3 of this Policy); (x) failing to submit to a drug and/or alcohol test as directed by the Company; (xi) providing adulterated or substitute specimens for a drug test; (xii) failing to stay in contact with the Company and its medical review officer while awaiting the results of a drug test; (xiii) violating any applicable federal and/or state requirement governing the use of drugs or alcohol; (xiv) doing anything to obstruct the Company's goals with respect to drugs and alcohol.

- 3.4 A driver who violates these prohibitions will be subject to disciplinary action mandated by the DOT (described in sections 6.13, 6.23 and 6.24 of this Policy). Drivers who violate these prohibitions will also be subject to disciplinary action by the Company, up to and including discharge. In addition, any driver who is convicted by the judicial system of a felony for a drug or alcohol-related matter will be subject to disciplinary action up to and including termination.

4.0 Tests Required

- 4.1 In general: The Company is required by DOT to conduct tests under the following conditions or times: (i) before a driver-applicant is hired or an existing non-DOT worker performs DOT driving duties (pre-employment/pre-duty" testing); (ii) for reasonable suspicion; (iii) following certain accidents ("post-accident" testing); (iv) on a random basis. The Company's procedures and requirements for each test are discussed below.

4.2 Pre-employment/Pre-duty Testing

- 4.21 This test is required before any driver-applicant will be hired. This test is also required before any existing worker in a non-DOT driver position will be assigned, transferred or otherwise permitted to operate a commercial motor vehicle on behalf of the Company for the first time. For purposes of the Company's policy concerning pre-employment/pre-duty testing procedures, requirements and discipline, applicants and existing workers who are applying for a driver position are collectively referred to in

Section 4.2 as “applicants”.

- 4.22 Prior to taking a pre-employment/pre-duty drug test, the applicant will be given forms notifying the applicant to report for a drug and an alcohol test, which include instructions and an explanation of the collection procedures for each test. The applicant will also be asked to execute a general consent and release to be tested for drugs, and a general consent and release to be tested for alcohol.
- 4.23 All offers by the Company to hire an applicant for, or to assign or transfer an applicant to, a driver position are conditioned upon the applicant: (i) executing the Company's general consent and release to be tested for drugs and alcohol forms; (ii) taking a drug and alcohol test as directed by the Company and passing both tests; (iii) executing the Company's authorization to obtain past drug and alcohol test results form (which authorizes the Company to obtain all of the applicant's past drug and alcohol test results, including any refusals to test, from each company for whom the driver either worked, or took or refused to take a pre-employment/pre-duty test during the previous two years and the results of those tests including any refusals); (iv) passing the DOT-required physical exam required for driver positions; (v) complying with any other conditions or requirements of which the Company advises the applicant at the time of the offer.
- 4.24 Any applicant who refuses or fails to execute the Company's general consent and release to be drug and alcohol tested forms, who refuses or fails to execute the Company's authorization to obtain past drug and alcohol test results form, who refuses or fails to submit to a pre-employment/pre-duty drug and alcohol test as directed, whose result is positive for either test, or whose results is positive or negative and dilute will not be considered eligible to work for the Company. Existing workers who test positive will not be considered qualified for the position for which they are applying and will also be subject to Company discipline, up to and including discharge.
- 4.25 A new applicant will only be notified of the results of their tests if they present a written request to the Company for his/her results within sixty (60) days of being notified by the Company of its hiring decision. Existing workers will be notified only in the event of a positive test.

4.3 Post-accident Drug Testing

- 4.31 A driver who is performing a safety-sensitive function must submit to a post-accident drug and a post-accident alcohol test as soon as possible after the occurrence of any accident that meets the description of section 4.32 or section 4.33 of this Policy. For purposes of this Policy and the Company's drug and alcohol testing program, an accident which meets

the description of section 4.32 or section 4.33 of this Policy is referred to as a accident.'

- 4.32 A driver must always submit to a post-accident test as soon as possible after an accident which involves the death of a human being.
- 4.33 A driver must submit to a post-accident test as soon as possible after an accident, whenever the driver receives a citation for a moving violation involving the accident and either: (i) a person is injured because of the accident and the injuries require immediate medical treatment to the person away from the accident scene; or (ii) one or more motor vehicles involved in the accident incur disabling damage and must be transported away from the accident scene by a tow truck or another vehicle.
- 4.34 It is possible that a driver will be directed to submit to a drug and/or alcohol test at the accident scene by a federal, state, or local law enforcement officer. Whenever a test is conducted by a law enforcement officer, the driver is required to contact the driver's supervisor or another Company official immediately to report this and to provide the Company with the name, badge number and telephone number of the law enforcement officer who conducted the test.
- 4.35 Whenever a driver is involved in a DOT accident and is not tested for drugs and alcohol by a law enforcement official, the driver is required to immediately report for a test, following the procedures detailed on the Driver's Post-Accident Testing Checklist, which every driver is given at the time he/she is hired.
- 4.36 A driver who is required to take a post-accident drug and/or alcohol test will, at the Company's discretion, either be assigned to a non safety-sensitive function, or placed on non-disciplinary suspension with pay, while awaiting the post-accident test results.
- 4.37 In addition to the penalties imposed by DOT (discussed in section 6.13, 6.23 and 6.24 of this Policy), a driver who tests positive for drugs and/or alcohol, who refuses or fails to submit to a post-accident drug and alcohol test as required, who unnecessarily delays reporting to the test site following an accident, or who otherwise fails to comply with the Company's post-accident testing procedures, will be subject to disciplinary action, up to and including discharge.

4.4 Random Testing

- 4.41 The Company is required to test drivers on a random basis, and all such

tests will be unannounced ahead of time.

- 4.42 Under the Company's random selection process, every driver will have an equal chance of being selected each and every time the selection is conducted. Appropriate safeguards are also present to ensure that the identity of individual drivers cannot be determined prior to or at the time of their selection.
- 4.43 Whenever a driver is randomly selected to be tested, he/she will be notified of this in writing and instructed to report to the collection site immediately.
- 4.44 A driver who tests positive or who refuses to submit to a test is medically unqualified to drive and/or perform any other safety-sensitive function.
- 4.45 In addition to the penalties imposed by DOT (discussed in section 6.13, 6.23 and 6.24 of this Policy), a driver who refuses to submit to a random test, who fails to report for the test as directed, or who tests positive, will be subject to disciplinary action, up to and including discharge.

4.5 Reasonable Suspicion Testing

- 4.51 Each driver is required to submit to a drug and/or alcohol test whenever the Company has reasonable suspicion to believe that the driver has used drugs and/or alcohol in violation of DOT regulations and/or this Policy.
- 4.52 Reasonable suspicion will exist when a driver's appearance, behavior, speech or body odors indicate drug or alcohol use, or the chronic and withdrawal effects of drugs. Such observations must be personally observed and documented by at least one Company official who has received training covering the physical, behavioral, speech, and performance indicators of probable drug and alcohol use.
- 4.53 Whenever a driver is notified that there is reasonable suspicion to be tested, the driver will be expected to report to the test site immediately to be tested.
- 4.54 Drivers who are required to submit to a reasonable suspicion test will be escorted by an agent of the Company to the appropriate specimen collection site for a drug and alcohol test.
- 4.55 The Company will also attempt to contact the driver's spouse, another member of the family, or another person designated by the driver, in order to make arrangements for transporting the driver to his/her home

after the test is completed. In the event that the Company is unable to contact the driver's spouse, family member or another designated person, the Company will make arrangements for transporting the driver home by cab or other suitable means.

- 4.56 If the driver rejects the Company's efforts in this regard and instead insists on driving his/her personal vehicle, the Company reserves the right to take whatever means are appropriate to prevent this, including contacting appropriate law enforcement personnel and imposing disciplinary action, up to and including discharge.
- 4.57 A driver who is required to take a reasonable suspicion test will be considered by the Company as unqualified to work and placed on immediate suspension, without pay, pending the results of his/her test. A driver whose test results are negative will be reimbursed for the time of his/her suspension. A driver whose test results are positive will not be reimbursed for the time of the suspension.
- 4.58 In addition to the penalties imposed by DOT (discussed in section 6.13, 6.23 and 6.24 of this Policy), a driver whose reasonable suspicion test is positive, or who fails or refuses to submit to a reasonable suspicion test when directed to do so by the Company, will be subject to disciplinary action, up to and including discharge.

5.0 Unpaid Leave of Absence Prior to Testing

- 5.1 Subject to and consistent with the Company's general policy on rehabilitation for substance abuse and alcoholism, a driver will be permitted to take an unpaid leave of absence for the purpose of undergoing treatment for substance abuse and/or alcoholism provided by a licensed substance abuse professional (as defined in Section 2.5 of this Policy) approved by the Company. To be entitled to such leave, the driver must be eligible for leave under the federal or applicable state Family and Medical Leave Act. However, leave of absence under this section and FMLA shall not be permitted to avoid testing or discipline under this policy where the driver is either (a) required to take a test under DOT regulations, (b) is directed to take a test by the Company, (c) tests positive, or (d) refuses to take a test. Drivers who fail to request leave in accordance with the requirements of this Section, who engage in conduct detrimental to their treatment, or who otherwise fail to comply with the Company's prohibitions on drug and/or alcohol use will be subject to discipline, up to and including immediate discharge.
- 5.2 In order for the driver to qualify for such a leave of absence, the driver must have first been clinically diagnosed drug and/or alcohol dependent by a licensed

substance abuse professional.

- 5.3 A rehabilitation leave of absence shall be authorized on a one-time basis. Prior to the commencement of the leave, the driver must present the Company with a certification from the treating substance abuse professional attesting to the driver's enrollment into a rehabilitation program; copies of the certification forms which the Company requires be used are available from the [Human Resources Department or insert appropriate department]. The Company reserves the right to request the driver to submit to and provide a second certification from a substance abuse professional chosen, and paid for, by the Company. In the event that the opinions of the first two substance abuse professionals disagree, the Company also reserves the right to request the driver to submit to and provide a certification from a third substance abuse professional, paid for by the Company, whose opinion if required shall be binding on both the Company and driver. The Company also reserves the right to reevaluate the continuing need for the leave every thirty (30) days by requiring the driver to provide a recertification from the treating substance abuse professional.
- 5.4 Once rehabilitation leave commences, periodic certification that the driver is actively continuing to participate in the rehabilitation program together with progress reports shall also be required. As a further condition of taking leave, the driver will be required to authorize the attending substance abuse professional to communicate with the Company and release the driver's relevant treatment records to the Company. All such oral and written communications between the Company and substance abuse professional shall be treated as confidential.
- 5.5 All time taken for rehabilitation leave will count as the leave to which the driver may be entitled under the federal or state Family and Medical Leave (FMLA) law if applicable, but only to the extent that a driver is eligible for such leave under the federal or state law.
- 5.6 A driver will not be paid for any leave time taken for drug and/or alcohol rehabilitation; however any disability benefits which the driver may have at the time the leave begins may be paid toward the unpaid leave. Accrued vacation benefits which the driver may have at the time the leave commences may also be used if disability benefits are not available or do not cover the entire period of leave.
- 5.7 To the extent required by the federal or state FMLA law, the Company will continue to provide group health insurance during the leave period under the terms and conditions' existing at the time leave is taken. Continuation of life insurance during leave will be at the written election of the driver, provided the driver pays the full cost of coverage during the leave period. No other benefits

will be provided during the leave.

- 5.8 Subject to compliance with the requirements of sections 4.6 and 4.7 of this Policy, a driver who successfully completes rehabilitation will be reinstated to his or her former position or to an equivalent position, provided that the driver returns to duty prior to the expiration of the maximum leave time to which the driver is entitled for the year under the federal or applicable state FMLA law.

6.0 Testing Methodology and Integrity

- 6.1 To ensure the integrity and accuracy of each test, all specimen collection, analysis, and laboratory procedures shall be conducted in accordance with DOT's procedural protocols and safeguards set forth in Part 40 of Title 49 of the Federal Code of Regulations. This includes, among other things: (i) procedures to ensure the correct identity of each driver at the time of testing; (ii) a strict chain-of-custody procedure to ensure that the driver's specimen is not tampered with by the Company; (iii) the use of a trained screening test technician (SST) breath alcohol technician (BAT) and DOT-approved testing devices for conducting alcohol tests; (iv) the use of a laboratory which has been certified by US Department of Health and Human Services under the National Laboratory Certification Program; (v) the confirmation of an initial positive drug screen by a second analysis using gas chromatography/mass spectrometry (GCMS); (vi) the confirmation of an initial positive alcohol screen by a second analysis performed by a breath alcohol technician (BAT); (vii) the Company's appointment of a qualified Medical Review Officer (MRO) to review drug test results before they are reported to the Company's designated representative.
- 6.2 To further facilitate the integrity and accuracy of each test, the Company will provide drivers with written and/or oral instructions regarding the conduct of the specific test before each testing event. The Company considers all such instructions to be a part of this Policy. Drivers who refuse or otherwise fail to comply with all such instructions will be subject to disciplinary action, up to and including discharge.

6.3 For All Drug Tests

- 6.31 All drug tests conducted under this Policy require that the driver must provide a specimen of his/her urine.
- 6.32 At a minimum, urine specimens will be analyzed for the presence of the following drugs: (1) marijuana; (2) cocaine; (3) opiates; (4) amphetamines; and (5) phencyclidine. Specimens will also be analyzed for such other substances as DOT may from time-to-time direct, or as may otherwise be permitted by federal or state law. In the event that DOT expands the list of drugs for which testing is or may be required, the

Company reserves the right to begin testing immediately for those drugs without prior notice to drivers or applicants, unless notice is required by DOT or another applicable law.

- 6.33 In general, drivers will be permitted to give a urine specimen in privacy and without being observed by collection site personnel. However, a driver forfeits this right whenever there is reason to believe that he/she may alter or substitute a specimen.
- 6.34 All drug tests will be administered using the split sample methodology required by DOT. Under this methodology, the driver must provide at least 45 milliliters (ml) in a specimen container. The specimen will then be divided into two specimen bottles by the collector. Thirty (30) ml will be poured into one bottle and fifteen (15) ml into a second bottle. Both bottles will be sent to the laboratory. The bottle containing 30 ml will be analyzed as the driver's primary specimen. The second bottle will be held by the laboratory, to be sent to another lab at the driver's request in the event that the primary specimen is verified as positive. In the event the primary specimen is verified as positive, the driver will be notified either by the Company's MRO or by the Company of the positive test and given the option to have the second bottle sent to a different laboratory for analysis. To exercise this option, the driver must advise the Company's MRO within 72 hours of being told that the primary specimen was positive.
- 6.35 Except for the use of methadone and medications containing alcohol, nothing in this Policy prohibits a driver's use of a medication legally prescribed by a licensed physician: (i) who is familiar with the driver's medical history and specific safety-sensitive duties, and (ii) who has advised the driver that the prescribed medication will not adversely affect the driver's ability to operate a motor vehicle safely. Medications prescribed for someone other than the driver, however, will not be considered lawfully used when taken by the driver under any circumstances.
- 6.36 Before being tested for drugs, drivers will be given an opportunity to list, on their copy of the chain-of-custody form, any prescription and nonprescription medications being lawfully used by that driver at that time. A 'positive drug test may be declared negative' by the Company's MRO, if the driver can prove with clear and convincing evidence that the drug which was used was prescribed by a licensed physician who is familiar with the driver's medical history and specific duties. The determination of this will be made by the Company's MRO.

6.4 For All Alcohol Tests

- 6.41 All alcohol tests conducted under this Policy require that the driver must provide a breath specimen for any confirmatory test conducted by, or on behalf of, the Company. In the case of an initial alcohol test, the Company may test the driver using a DOT-approved saliva testing device. In the case of an alcohol test conducted by a federal, state or local law enforcement officer following an accident, the driver must provide either a breath or blood specimen, as directed by the law enforcement officer.
- 6.42 Alcohol tests will be administered by a trained breath alcohol technician (BAT) or screening test technician (STT) using an approved testing device, except in cases of on-scene post-accident testing conducted by federal, state, or local officials.
- 6.43 Before being tested by the Company, each driver will be required to (i) present his/her personal identification, and (ii) execute a DOT "Breath Alcohol Test Form" provided by the BAT/STT. A driver who refuses to provide his/her identification, provides a false identification, refuses to execute the DOT 'Breath Alcohol Test Form', or who otherwise refuses or fails to cooperate will be treated as though he/she had tested positive and will be subject to disciplinary action, up to and including discharge, in addition to the penalties imposed by DOT.
- 6.44 Prior to each alcohol test conducted by the Company, the BAT/SU will instruct the driver on how the test will be performed.
- 6.45 To protect each driver, the BAT/SIT will open the testing device in the driver's view. In the case of a breath test, the driver will then be directed to blow forcefully into the breath testing device until an adequate amount of breath has been maintained.
- 6.46 In the event that a driver is unable to provide an adequate amount of saliva for an initial alcohol test which the Company may conduct, the SIT is required to conduct a second test using a new device. If the driver is unable to provide an adequate amount of saliva for the second test, the saliva test will be terminated and the Company notified. In this event, the driver will then be required to submit a breath test.
- 6.47 In the event that a driver is unable to provide an adequate amount of breath for the initial or confirmatory test after several attempts to do so, the driver will be required to submit to an evaluation by a licensed medical physician to determine whether a valid medical condition exists. If the physician determines that a valid medical condition does exist, the

test result will be reported to the Company as "negative." If the physician determines that a valid medical condition does not exist, the test result will be reported to the Company as a "confirmed positive."

7.0 Test Results

7.1 For Drug Tests

- 7.11 In the event that the test result of a driver's primary specimen is positive, the driver will be notified by the Company or its MRO and advised that he/she has 72 hours to request that the MRO send his/her secondary specimen to a second, Company-approved laboratory for analysis. Pending the outcome of this additional analysis, the driver will continue being considered physically unqualified to work by DOT.
- 7.12 Before a driver's test result will be confirmed positive for drugs, the driver will be given the opportunity to speak with the Company's MRO and demonstrate that there was a legitimate medical explanation for the positive test result. If the MRO determines that a lawful medical reason does exist, the test result will be reported to the Company as "negative." If the MRO determines that a lawful medical reason does not exist, the test result will be reported to the Company as a "confirmed positive."
- 7.13 Except as provided in Section 4.24 of this Policy (concerning pre-employment and pre-duty tests), a driver whose test result is confirmed positive for drugs will be considered unqualified to perform or continue performing his/her functions safely and will be immediately discharged. In addition, a driver whose test result is confirmed positive for drugs will also be subject to civil and criminal penalties imposed by DOT.

7.2 For Alcohol Tests

- 7.21 In the event that the driver provides an adequate breath or saliva specimen and the initial test registers an alcohol concentration level that is less than 0.02, the test result will be reported as a "negative" and no additional test will be required at that time.
- 7.22 In the event that the driver provides an adequate breath or saliva specimen and the initial test registers an alcohol concentration level of 0.02 or greater, a second, confirmatory test will be performed. In the event that the driver provides an adequate breath specimen and the confirmatory test registers less than 0.02, the test result will be reported to the Company as "negative."
- 7.23 DOT prohibits any driver whose confirmatory test registers 0.02 or more

but less than 0.04 from performing or from continuing to perform any safety sensitive function until the driver's next regularly-scheduled duty period, but for no less than 24 hours. Except as provided in Section 4.24 of this Policy (concerning pre-employment and pre-duty tests), a driver who, after providing an adequate breath specimen, has a confirmatory test which registers 0.02 or more but less than 0.04 will, at a minimum be suspended without pay until his/her next regularly-scheduled duty period, but for no less than 24 hours, and may be subject to additional disciplinary action by the Company, up to and including discharge.

- 7.24 A driver who, after providing an adequate breath specimen, has a confirmatory test which registers 0.04 or greater will, at a minimum be suspended without pay until his/her next regularly-scheduled duty period, but for no less than 24 hours, and will be subject to additional disciplinary action by the Company, up to and including discharge.

8.0 Maintaining Contact with the Company and MRO after a Drug Test

- 8.1 Drivers who are tested for drugs are required to remain in contact with the Company and the Company's MRO while awaiting the results of their tests. Drivers are also required to advise the Company of their whereabouts and the telephone number where they can be reached during this time.
- 8.2 The Company's MRO: Dr. David Trott, MD
Telephone number: (864) 849-9180
- 8.3 A driver who refuses or fails to remain in contact with the Company and the Company's MRO will be considered insubordinate and subject to disciplinary action, up to and including discharge. In addition, a driver who fails to remain in contact may waive his/her right, under Section 6.12 of this Policy, to speak with the Company's MRO before a test is confirmed positive.

9.0 Drug and Alcohol Information

- 9.1 The Company is required to provide educational materials for all drivers, explaining the DOT's requirements and the Company's policies and procedures to meet those requirements. In addition to this policy, the Company will provide drivers with information concerning: (i) the effects of drugs and alcohol on an individual's health, work, and personal life; (ii) the signs and symptoms of a drug or alcohol problem; and (iii) the available methods of intervention when a problem does exist.
- 9.2 Each driver is required to certify that he/she has been given a copy of this Policy and other drug and alcohol information by the Company in accordance with paragraph 8.1 of this Policy. In accordance with paragraph 4.23 of this Policy,

applicants are required to execute the certification as a condition of being hired. An applicant who refuses to do so will not be hired. Existing drivers who refuse to execute this required certification will be subject to Company discipline, up to and including discharge.

- 9.3 Any existing driver who engages in any conduct prohibited under this Policy will be provided with information concerning the resources available to evaluate and resolve a drug or alcohol problem, and the names, addresses and telephone numbers of substance abuse professionals, counseling and treatment programs.
- 9.4 All questions concerning the educational materials provided by the Company, or about this Policy, should be directed to appropriate person identified on the Contact List" which accompanies this Policy.

10.0 Payment of Tests

- 10.1 At its discretion, the Company shall pay the costs for all tests which the Company is required to conduct on drivers under DOT regulations.
- 10.2 Drivers are responsible for paying the costs for any test or tests conducted which the Company does not require, unless otherwise prohibited by the applicable state law.
- 10.3 Drivers are responsible for paying the costs of the analysis of any secondary urine specimen which they request under Section 6.11 of this Policy, except as otherwise required by applicable state law.

11.0 Confidentiality

- 11.1 The results of all individual drug and alcohol tests will be kept in a secure location with controlled access.
- 11.2 All individual test results will be considered confidential. The release of an individual driver's results will only be given in accordance with an individual driver's written authorization, or as is otherwise required by DOT's regulations, or by other applicable federal or state law.

CONTACT LIST

For Questions Regarding:

¹DOT Drug and Alcohol Testing Requirements:

Contact and Phone Number:

Hazel Dance, Vice-President
Champion Coach
(864) 284-9000

Human Resource/Personnel:

Hazel Dance, Vice-President
Champion Coach
(864) 284-9000

*Medical Review Officer: David C. Trott, MD (864) 879-1948

*Drug and Alcohol Counseling and Rehabilitation Services:

The Carolina Center for Behavioral Health (864) 235-2335 or 1-800-866-4673 (HOPE)
Medical Group of the Carolinas - OCH Pelham (864) 560-7517

Notes:

¹Designated Employee Representative for Drug and Alcohol Policy & Program

Drug-Free Workplace Policy

Purpose and Goal

Champion Coach is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

Champion Coach encourages employees to voluntarily seek help with drug and alcohol problems.

Covered Workers

Any individual who conducts business for Champion Coach, is applying for a position or is conducting business on Champion Coach's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to managers, full-time employees, part-time employees, off-site employees and applicants.

Applicability

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the company. Therefore, this policy applies during all working hours, whenever conducting business or representing Champion Coach, while on duty, while on call, paid standby, while on company property and at company-sponsored events.

Prohibited Behavior

It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Notification of Convictions

Any employee who is convicted of a criminal drug violation in the workplace must notify the company in writing within five (5) calendar days of the conviction. Champion Coach will take appropriate action within thirty (30) days of notification. Federal contracting agencies will be notified when appropriate.

Searches

Entering Champion Coach's property constitutes consent to searches and inspections. If an individual is suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection at any time. Searches can be conducted of pockets and clothing and vehicles and equipment.

Drug Testing

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines where applicable and will include a screening test; a confirmation test; the opportunity for a split sample; review by a Medical Review Officer, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody.

All drug-testing information will be maintained in separate confidential records.

Each employee, as a condition of employment, will be required to participate in pre-employment, random, post-accident and reasonable suspicion testing upon selection or request of management.

The substances that will be tested for are: Amphetamines, Cannabinoids (THC), Cocaine, Opiates, Phencyclidine (PCP) and Alcohol.

Testing for the presence of alcohol will be conducted by analysis of breath.

Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine.

Any employee who tests positive will be terminated immediately.

An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

Consequences

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious.

In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicant may not reapply.

If an employee violates the policy, he or she will be terminated from employment.

Assistance

Champion Coach recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug-free workplace policy:

- Champion Coach encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Champion Coach encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee's health plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

Confidentiality

All information received by the company through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Shared Responsibility

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play.

All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

In addition, employees are encouraged to:

- Be concerned about working in a safe environment.
- Support fellow workers in seeking help.
- Report dangerous behavior to their supervisor.

It is the supervisor's responsibility to:

- Inform employees of the drug-free workplace policy.
- Observe employee performance.
- Investigate reports of dangerous practices.
- Document negative changes and problems in performance.
- Counsel employees as to expected performance improvement.
- Clearly state consequences of policy violations.

Communication

Communicating our drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

- All employees will receive a written copy of the policy.
- The policy will be reviewed in orientation sessions with new employees.
- All employees will receive an update of the policy annually with their paychecks.
- Posters and brochures will be available at all locations.
- Employee education about the dangers of alcohol and drug use and the availability of help will be provided to all employees.
- Every supervisor will receive training to help him/her recognize and manage employees with alcohol and other drug problems.

DOT OFFICE OF DRUG AND ALCOHOL POLICY AND COMPLIANCE NOTICE

Recently, some states passed initiatives to permit use of marijuana for so-called “recreational” purposes.

We have had several inquiries about whether these state initiatives will have an impact upon the Department of Transportation’s longstanding regulation about the use of marijuana by safety-sensitive transportation employees – pilots, school bus drivers, truck drivers, train engineers, subway operators, aircraft maintenance personnel, transit fire-armed security personnel, ship captains, and pipeline emergency response personnel, among others.

We want to make it perfectly clear that the state initiatives will have no bearing on the Department of Transportation’s regulated drug testing program. The Department of Transportation’s Drug and Alcohol Testing Regulation – 49 CFR Part 40 – does not authorize the use of Schedule I drugs, including marijuana, for any reason.

Therefore, Medical Review Officers (MROs) will not verify a drug test as negative based upon learning that the employee used “recreational marijuana” when states have passed “recreational marijuana” initiatives.

We also firmly reiterate that an MRO will not verify a drug test negative based upon information that a physician recommended that the employee use “medical marijuana” when states have passed “medical marijuana” initiatives.

It is important to note that marijuana remains a drug listed in Schedule I of the Controlled Substances Act. It remains unacceptable for any safety-sensitive employee subject to drug testing under the Department of Transportation’s drug testing regulations to use marijuana.

We want to assure the traveling public that our transportation system is the safest it can possibly be.

Jim L. Swart
Director
Office of the Secretary of Transportation
Office of Drug and Alcohol Policy and Compliance
Department of Transportation
December 3, 2012
Updated: Tuesday, May 27, 2014

Driver Medical Fitness for Duty

The Federal Motor Carrier Safety Administration requires that interstate commercial motor vehicle drivers maintain a current Medical Examiner’s Certificate to drive.

For commercial motor vehicle (CMV) drivers, the most important safety feature is YOU – the driver! Each time you turn the key, you are responsible for your own safety, as well as the safety of all the people who share the road with you. The physical examination you take for your medical certificate confirms that you are healthy enough to safely perform the demanding

job of a CMV driver and keep our nation's roads safe.

The FMCSA physical examination is required to help ensure that a person is medically qualified to safely operate a CMV. In the interest of public safety, CMV drivers are held to higher physical, mental and emotional standards than passenger car drivers.

It is the responsibility of the professional driver to maintain a valid medical certificate. Champion Coach has designated a licensed Medical Examiner listed on the National Registry to perform DOT physicals. Federal Motor Carrier Safety Regulations define Medical Examiner as a person who is licensed, certified and/or registered in accordance with applicable State laws and regulations to perform physical examinations. Champion Coach requires its drivers to provide a copy of the medical examination form (long form) to maintain in the DOT qualification file. The company will comply with applicable State and Federal laws regarding the privacy and maintenance of employee medical information.

It is the driver's responsibility to schedule his/her DOT physical with a company designated Medical Examiner. The company can schedule an appointment on behalf of the driver at his/her convenience; however, it is advised the driver schedule his/her own appointment in case of cancellations or conflicts in schedules. It is not the responsibility of Champion Coach to maintain the professional driver's medical qualification. The company will note in the FMCSA Driver Qualification File the Medical Examiner is listed on the National Registry of Certified Medical Examiners required by § 391.23(m).

It is the financial responsibility of part-time, intermittent, and occasional drivers to meet the Driver Medical Fitness for Duty regulation. The company will provide a licensed Medical Examiner but will not be responsible for the costs of such examination. For a driver whose primary employer is the State of South Carolina, working as a school bus driver, firefighter, law enforcement officer or emergency responder, the company will accept a valid medical certificate where the examination is performed by a Medical Examiner listed on the National Registry other than the designated company DOT physician. For a part-time driver whose primary employer requires a DOT physical performed by a Medical Examiner on the National Registry, the company will accept a valid copy of the medical certificate.

The company has designated a licensed Medical Examiner to perform DOT physicals to full-time drivers in order to comply with the Driver Medical Fitness for Duty regulation. Champion Coach will reimburse one (1) DOT recertification annually for full-time drivers.

If the driver obtained medical certification based on a medical variance from the FMCSA, the company will include a copy of the medical variance documentation in the Driver Qualification File in accordance with § 391.51(b)(8).