

Application for Motor Common Carrier or Motor Contract Carrier of Household Goods in Use.

THIS APPLICATION IS REQUIRED TO REQUEST A CERTIFICATE OF PUBLIC CONVENIENCE (FOR COMMON CARRIERS) OR PERMIT (FOR CONTRACT CARRIERS) TO OPERATE AS A COMMERCIAL CARRIER OF HOUSEHOLD GOODS IN USE.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

TMT Mission 1 LLC

- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents**.
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents**. This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State**.

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

Two Men and A Truck

This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Trucking" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Trucking" or "J. Doe Trucking" are not considered fictitious and would not have to be registered.*

3. **Do you currently hold PUC Authority?** X__NO **Previous Authority?** X__NO

If YES, at PUC No. A- _____

4. **Are you a business entity registered with the PA Dept. of State?** YES
If NO, you must register (see checklist on how to register)

If YES, provide your PA Corporation Bureau Entity ID Number 6852988
(See checklist and indicate type of business entity registered)

5. **If either a corporation or limited liability company please list members (LLC) or shareholders and officers (corporation).**

Michael Lally (100%) (address at #7 below)

_____	_____
_____	_____
_____	_____
_____	_____

6. **Physical Address** (do not use PO Box)

51 Lacrue Avenue

Street Address

Glen Mills, PA 19342

City, State and Zip Code

610-421-4521

Telephone Number

Delaware

County

161 Boro Line Road

Street Address

King of Prussia, PA 19406

City, State and Zip Code

610-643-4232

Telephone Number

Montgomery

County

111 Easton Road

Street Address

Warrington, PA 18974

City, State and Zip Code

610-370-6717

Telephone Number

Bucks

County

The address entered here should be the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment.

7. **Mailing Address** (if different from Physical Address)

1091 Reading Road

Street Address

Mason, OH 45040

City, State and Zip Code

This is the address to which the Commission will send all official documents issued by the Commission. If left blank, it will be assumed that the **MAILING ADDRESS** is the same as the **PHYSICAL ADDRESS**.

8. **Attorney** (if applicable)

Andrew J. Horowitz, Esq., 412-288-2461, andrew.horowitz@obermayer.com

Attorney's Name & Telephone Number for this Filing

500 Grant Street, Ste. 5240, Pittsburgh, PA 15219

Attorney's Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

9. **Does applicant have a USDOT Number?**

No Yes, at No. 3258649

10. **Describe the service area proposed by this application.**

(Use the space below or attach additional sheet if space provided is not sufficient).

To transport household goods in use between points in Pennsylvania

Examples:

- *To transport household goods in use between points in Pennsylvania.*
- *To transport household goods in use from points in Centre County to points in Pennsylvania, and vice versa.*

11. **Certification:**

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that

it may be subject to civil penalties, suspension or cancellation of the Certificate for failure to comply with Commission requirements.

Applicant further certifies that it understands that it is subject to an annual assessment based upon its reported gross Pennsylvania intrastate revenues; said assessment to help defray expenses incurred in regulating Motor Common Carriers of Household Goods in Use; and acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

Verification of Application

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

Michael Lally

(Print Name)



(Signature)

APRIL 04, 2019

(Date)

The verification of the application must be completed by the applicant appearing on Line 1 of the application by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Secretary (if a corporation).

VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

TMT Mission 1 LLC

Legal Name of Applicant

Two Men and A Truck

Trade Name, if any

51 Lacrue Avenue

Glen Mills

PA

19474

Street Address (principal place of business)

City or Municipality

State

Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

Michael Lally, owner and sole member of applicant. Mr. Lally's address is 1091 Reading Road, Mason, OH 45041. His telephone number is 513-205-5851, however he should be contacted through counsel for the purposes of this application.

2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

Mr. Lally is the owner, operator, and sole member of seven Two Men and A Truck franchises in Ohio and Kentucky.

3. Please provide evidence of minimum of two-years' experience with a licensed household goods carrier as required by 52 Pa. Code §3.381(c)(1)(iii)(A)(II)(-1-).

Mr. Lally purchased his first Two Men and A Truck franchise in 2004 and his business has grown to seven such franchises. He is now in the process of purchasing three existing franchises at the above addresses in the Philadelphia area. While his existing franchises are located in Kentucky and Ohio, those states have similar regulations of the household goods moving and storage industry as Pennsylvania and Mr. Lally has been highly successful at operating moving companies in compliance with such rules. Moreover, because Mr. Lally's proposed operations are franchised by Two Men and A Truck, a nationwide franchisor of moving services, he will operate under the strict guidance, procedures, and oversight provided by Two Men and A Truck's Home Office.

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

Mr. Lally is purchasing three existing Two Men and A Truck franchises in the Philadelphia area, with their associated real estate, and intends to operate them as a single business with three storage and truckyard locations. The Glen Mills location is a two story warehouse that provides storage space and parking for 12-15 trucks. The King of Prussia location is a two story warehouse that provides storage space and parking for 6-8 trucks. The Warrington location is a storefront office that provides room for business operations as well as parking for 8-10 trucks.

The office will be equipped with IP telephone systems, and each truck will be assigned a tablet-based ELD device. Drivers will carry cell phones that they can use to communicate with managers and customers. Customer payments are collected at completion using a tablet with credit card reader. The company will maintain driver records according to FMCSA/DOT requirements, including truck binders, driver files, hours of service, and e-logs.

5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
- Your hiring standards for drivers;
 - Your system for conducting criminal background checks;
 - Your driver training program;
 - Your system for conducting driver license checks;
 - Your policies regarding alcohol and drug use by your drivers.

Mr. Lally is buying three existing Two Men and A Truck franchises that collectively have less than a 5% market share on the Pennsylvania side of the Philadelphia metro area. The company is starting with 23 trucks purchased from the prior franchise owner, and intends to maintain a ratio of 1.5 drivers for each truck, equating to 35 drivers.

Mr. Lally's policies for the hiring of drivers, including background checks, are dictated by Two Men and A Truck International, attached as Exhibit A. Background and driver's license checks are conducted on all potential employees by iix.com, with employees having signed FCRA releases. Mr. Lally's drug free workplace policy and driver training program are also attached as part of Exhibit A.

6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

Mr. Lally is acquiring 23 trucks from the prior franchise owner, a list of which is attached as Exhibit B. As the business grows, he will acquire additional trucks.

7. Describe your vehicle safety program. Please include the following in your explanation:
- Your periodic vehicle maintenance plan
 - Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

Two Men and A Truck International provides its franchisees with a protocol to manage the periodic maintenance of vehicles and Drivers' Vehicle Inspection Reports. This plan has been implemented successfully at Mr. Lally's Ohio and Kentucky locations, and is attached as Exhibit C.

8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

Due to the fact that Mr. Lally is conducting ongoing household goods moving business in Ohio and Kentucky, he has established bodily injury and cargo insurance policies that satisfy the PUC's

requirements. He has verified with the carrier that this Pennsylvania venture can be added to the policies at reasonable rates.

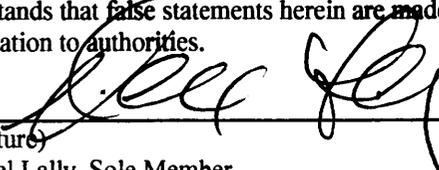
9. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

____ YES X NO

10. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



(Signature)

Michael Lally, Sole Member

(Name and Title, printed or typed)

APR 04, 2019

(Date)

Statement of Financial Position (Balance Sheet)
As of (date) 2/28/2019

ASSETS

Current Assets		
Cash	550,872.37	
Other Current Assets (specify)	631,231.86	
Total Current Assets		1,334,266.67
Tangible Assets		
Motor Vehicle Equipment	3,450,926.14	
Property (buildings, land, etc.)	124,806.41	
Office Equipment		33,246.87
TOTAL ASSETS		6,319,215.01

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans	926,875.84	
Credit cards/revolving credit	58,445.67	
Other Liabilities (Attach schedule)	630,507.10	
Total Current Liabilities		1,615,828.61
Long Term Liabilities (Due after one year of date)		
Mortgage	0.00	
Long term commercial loan	839,442.46	
Other Liabilities (Attach Schedule)	1,445,304.50	
Total Long Term Liabilities		2,284,746.96
TOTAL LIABILITIES		3,900,575.57

EXHIBIT A



RISK MANAGEMENT

Moving People Forward

Captive Driver Standards

EMPLOYEES DRIVERS' LICENSE STATUS AND/OR MOTOR VEHICLE REPORTS:

All operators of motor vehicles are required to have a valid motor vehicle operator's license. For new employees, Motor Vehicle Records (MVR) will be requested for review by management prior to being given driving privileges.

Every operator acknowledges that they have signed the "Request for Check of Driving Record" consent form and recognizes that driving record reports will be used for the sole purpose of determining driver eligibility and annual certification of driving privileges.

The employee understands that MVRs may be checked randomly each year. MVRs will be reviewed by management and will be rated according to our accepted criteria. If the information contained in your MVR does not meet our accepted criteria, it may result in suspension, demotion, or termination of driving privileges and/or employment.

If an employee is cited for a DUI or DWI, they must immediately report this to their supervisor, who must then immediately report it to human resources. If found guilty of the citation, employee will immediately lose their driving privileges. If you are required to drive in the course of your job, consequences may include employment termination.

MVR Standards

Definitions:

- Major violations include:
 - a) Driving while intoxicated
 - b) Driving under the influences of alcohol/drugs
 - c) Driving while impaired
 - d) Failure to stop/report an accident
 - e) Making a false accident report
 - f) Negligent homicide arising out of the use of a motor vehicle (gross negligence)
 - g) Driving while license suspended/revoked

RISK MANAGEMENT

Moving People Forward

- h) Reckless driving (greater than 15 mph above posted speed limit)
- i) Careless driving (greater than 20 mph above posted speed limit)
- j) Attempting to elude police officer
- k) Aggravated assault with a motor vehicle
- l) Speed contest
- m) Hit and run (BI or PD) driving
- Minor violations include:
 - a) Any moving violation not listed as a major violation
- Grading criteria (for a 3-year historical performance):

Minor Violations	Number of at-fault accidents			
	0	1	2	3
0	Clear	Acceptable	Borderline	Poor
1	Acceptable	Acceptable	Borderline	Poor
2	Acceptable	Borderline	Poor	Poor
3	Borderline	Poor	Poor	Poor
4	Poor	Poor	Poor	Poor
Any Major violation	Poor	Poor	Poor	Poor

- Minimum of 20 years old and 4 months of experience (4 month requirement doesn't apply to 21 years or older)
- 3 years of verifiable driving experience

I have read and understand the contents of this captive driver standards policy.

Employee Printed Name

Employee Signature

Date _____

Hiring & Performance Standards for Employees Other Than Drivers Policy (#6-B)

For the purpose of establishing standards that enable Franchisees to hire employees and retain employees having the skills and character necessary to maintain the high quality of services provided by the **TWO MEN AND A TRUCK®** System, **TWO MEN AND A TRUCK®** has established the following basic hiring and employment performance standards for all employee-applicants. Franchisee may establish higher hiring and/or performance standards if it desires to do so.

An employee-applicant and employee must:

1. be at least sixteen (16) years of age (unless otherwise permitted by law) at the time the employee is hired;
2. not have been convicted of any crime of a sexual nature at any time;
3. not have been convicted of a felony of a violent nature at any time;
4. not have been convicted of a felony of theft nature at any time;
5. not have been convicted of any other felony within five (5) years of hiring or of the prospective hiring, provided such felony justifies not hiring the applicant or retaining the employee as a business necessity, taking into account:
 - the nature and gravity of the felony;
 - whether the five (5) year time requirement is reasonable under the circumstances of the particular case; and
 - the nature of the job sought or held;
6. must be able to carry out all the functions of his/her job by reason of experience, training, or both;
7. must, in the ordinary course of his/her work, be able to communicate with other franchise Employees, franchise Customers and the general public.

Franchisees must perform all criminal, employment and personal background checks necessary to confirm that these standards have been met, **including but not limited to** a review of the national sexual offenders list and any other lists available to the public to identify persons convicted of crime. All alcohol-drug testing and other requirements established by state and federal laws for employee applicants and employees must be completed as required by law.

To ensure these measures have been taken, Home Office retains the right to audit Background Check records. The purpose of the audit will be to confirm that background checks occurred, not to review the results of the background checks. If you are found to not have conducted a background check per the policy, Home Office will give notice of the non-compliance and Home

Office will impose liquidated damages charge of \$200 per violation. If you are found to have hired any person that violates the policy Home Office will impose liquidated damages of \$1,000 per violation. Liquidated damages assessed due to a violation(s) will be deducted via ACH in accordance with Policy #8-E.

This policy, like all other **TWO MEN AND A TRUCK®** policies, may be amended or terminated by Home Office at any time.

Origination Date: November 1, 2006

Policy Revision Date: **July 15, 2015**

Drug-Free Workplace Policy

Lally-Ries, LLC
Beautiful World, LLC
Beautiful Planet, LLC
FlyerForce, LLC
Cincinnati Prime, LLC
Cincinnati Ascent, LLC
Beautiful Life, LLC
October 2018

We are committed to providing a safe workplace for each employee. Inherently, as a part of the moving industry, our employees are exposed to risks that can be controlled/minimized through awareness, experience, training and education, teamwork, and notably, responsibility. Drug and alcohol testing establish the standards that we expected not only from our crews but every employee. That being said, we have taken an important step to address the universal problem of substance abuse that negatively impairs every workplace, including our own. We are stating unequivocally, through enacting a Drug-Free Workplace Policy, that drug and alcohol abuse will not be condoned here. It is unsafe, illegal, and irresponsible. Such behaviors include:

1. Illegal drug use
2. Alcohol impairment of any sort in the workplace
3. Sale, purchase, use, or possession of any illegal drugs
4. Arrival or return to work under the influence of any drug, legal or illegal, or alcohol to the extent that job performance is impaired.

The following information describes our Drug-Free Workplace Policy. Each employee, including management, will be asked to read the policy and understand it. We will not tolerate violation of the policy and will hold each employee responsible for supporting it. The consequences are the same for everyone. That is, we reserve the right to terminate an employee who is determined to have violated the policy, and thus, to have placed the public's, their own, or anyone else's safety at risk.

Our Drug-Free Workplace Policy is effective immediately and will cover five distinct but interrelated areas:

1. Drugs and Alcohol: What and when do we test?
2. What are the rules and how do they affect us here?
3. Annual Substance Awareness Education
4. Training for Supervisors
5. Assistance for Employees

Drugs and Alcohol: What and when do we test?

The heart of every Drug-Free Workplace Policy is drug and alcohol testing. There are four triggers to drug testing:

1. Pre-Employment
2. Random
3. Reasonable Suspicion
4. Post-Accident

Our company pays for all drug test screenings unless, as in the case of pre-employment, the employee tests positive and requests to have a second screen run. Then, they will be responsible for paying for the screening. We reserve the right to deny the second request.

The majority of our drug testing is done on-site with a 10-panel drug testing kit. Except for pre-employment, all employees with a positive test result with the on-site drug test will be escorted to that location's Occupational Health Center for retesting.

In addition to alcohol, the drugs we will test for under a 10-Panel test are:

- AMP- Amphetamines (speed, uppers- Adderall/Ritalin)
- BAR- Barbituates (Luminal/Seconal/Phenobarbital)
- BZO- Benzodiazapine (Valium/Xanax/Paxam/Victan)
- COC- Cocaine (including crack cocaine)
- mAMP- Methamphetamine (Crystal Meth/MDMA)
- MTD- Methadone (Methadone/Amidone/Methadose)
- OPI- Opiates (Heroin/Morphine/Codeine)
- OXY- Oxycodone (OxyContin, Percocet, Vicodin)
- PCP- Phencyclidine (PCP, Angel Dust, Special K, Ketamine)
- THC- Cannabinoids (weed, pot)

Pre-Employment

All applicants are required to undergo a post-offer, pre-employment drug screen. This means that we have offered a job contingent upon a negative drug screen. This also means that we want the applicant to pass the test. We do not hire to watch a person fail. We do not offer a job to waste time or money. At the point of a job offer, we believe in an applicant's capabilities to make a difference on our team. Our motivation is to detect substance abuse before our relationship as an employer begins. This testing is done on-site in our office. If a potential employee tests positive on the pre-employment drug screen and would like to pay for an additional drug screen at our nearest Occupational Health Center, they may do so. We will consider the results before making a final determination of employment, but a negative test will not automatically mean that you are hired.

Random

Random drug screens are conducted weekly, with three crew members tested each week. Each franchise will have a weekly random draw of crew members and all managers and office staff are included in their own weekly draw. Each Franchise Manager will have an employee roster with employees alphabetized by last name. They are to send the number of employees to the Manager- Safety and Risk Management on Monday. That number will be inputted into the random number generator on the website www.random.org three times. That number will be sent to the Franchise Manager who will match it with the employee on their list, to be that week's selected random. The Manager- Safety and Risk Management will have a current list of managers and office staff. The same process will be used to select that week's random from the pool of names. Manager- Safety and Risk Management will send a number to the General Manager who will then use www.random.org to choose a number. The selected employee is to be tested during that week and the results sent to the Manager- Safety and Risk Management. Any refusal by an employee to submit a sample for this test is considered a positive test. Any employee who submits a positive drug screen will be immediately taken by the franchise or move manager to the nearest Occupational Health Center for that location and they will take a confirmation drug screen. If an employee admits to drug use or refuses the confirmation test, they will be terminated.

Reasonable Suspicion

Reasonable suspicion means that management suspects that an employee suspects that an employee may have violated our Policy and has put themselves or anyone at risk. There are several circumstances that may initiate this component of our program that include:

- Abnormal conduct or erratic behavior
- Direct Observation of drug or alcohol use or possession and/or the associated physical symptoms
- Arrest or conviction for a drug-related offense or criminal investigation into illegal drug possession, use, or trafficking
- Information provided by credible sources
- Credible evidence of an employee having tampered with a prior drug or alcohol screen

Reasonable suspicion does not require proof by mere hunches. If a manager or fellow employee suspects that another employee has violated the policy, it is their responsibility to notify either the General Manager or Manager- Safety and Risk Management who may require the employee to submit to testing- either on site or at that location's Occupational Medical Health Center. If using outside testing, the employee will be transported to the health center and transported home afterwards. Finally, as part of our program, managers will be trained to recognize drug and alcohol-related symptoms.

Post-Accident

Whenever an accident occurs, either a vehicle accident or an injury, post-accident testing will be conducted. An accident, as we see it, is an unplanned, unexpected, or unintended even that occurs on our property, during a move, in our truck, during business hours, or involves one of our company vehicles. Management reserves the right to test any driver involved in any vehicle accident regardless of whether they are at-fault for the accident. Any employee who has contributed to the accident will be tested immediately or as soon as is reasonably possible for drugs or alcohol or both. This means within 8 hours for alcohol and within an absolute maximum of 32 hours for other drugs.

After an accident, a urine specimen for drugs and an evidentiary breath test (EBT) or saliva test for alcohol- conducted by a Blood Alcohol Technician (BAT), will be taken in the time frame as indicated above.

If an employee is injured, it is a condition of employment that the employee grant the company the right to request that attending medical personnel obtain appropriate specimens for the sole purpose of conducting alcohol/drug testing. Also, the employee must grant the company access to medical information that may be relevant to determine a fair and complete investigation of the work-related accident. **Note: Seeking any necessary medical treatment for an injured employee takes priority over administering a drug and/or alcohol test.**

The Ins and Out of Our Drug and Alcohol Testing

What happens when you are asked to take a drug or alcohol test?

Most of our drug screening takes place on-site. Certain circumstances may dictate that an employee will take a drug screen at one of our Occupational Health Centers or another location. Some exceptions to this may include where an employee is injured and must be transported for treatment immediately, where an employee is involved in a vehicle accident while out of town completing a long-distance move, or where they receive a positive on-site test and are transported to one of our Occupational Health Centers for a confirmation test.

What are the particular cut-off levels for each drug and for alcohol?

We will adopt the DHHS (US Department of Health and Human Services) standards for cut-off levels of drugs in the body. As indicated earlier- if the on-site drug screen indicates a positive test, the employee will be sent to our Occupational Health Center for a confirmation test in a DHHS certified lab.

Drug	Cut-Off Level
Amphetamine	1000ng/ml
Barbituates	30ng/ml
Benzodiazepine	300ng/ml
Cocaine	300ng/ml
Methamphetamines	1000ng/ml
Methadone	300ng/ml
Opiates	2000ng/ml
Oxycodone	100ng/ml
Phencyclidine	25ng/ml
Cannabinoids	50ng/ml

The purpose of identifying cut-off levels is to safeguard against a false positive test. In other words, someone who passively inhales marijuana smoke or eats a poppy seed roll (heroin is a derivative of the poppy plant) will not test positive if appropriate cut-off levels are used. Cut-off levels are measured in nanograms (one billionth per gram) per milliliter of urine. An initial test is first used to verify the presence of the drug in the individual's system. The confirmatory test, which is 100,000 times more powerful, measures the genetic "fingerprint" of the specific drug and is considered 100% accurate.

As far as alcohol, the company considers a blood alcohol level (BAC) at .04 percent as a positive test. Alcohol testing practices will include a breath or saliva initial screen using NHTSA-approved resources and technical machinery. At .02 percent blood alcohol content on the initial screen, a confirmatory test will be done.

How do we maintain confidentiality of test results to protect your privacy?

Results of any drug screen are only available to the Franchise or Move Manager of that location and Senior Management. These individuals or any person acting in that position at the time of the test is authorized to administer a drug screen. For on-site drug screens- a copy of the test is made, and those results are scanned and emailed to the Manager- Safety and Risk Management. The copy will be filed in a secure location. For testing done at one of our Occupational Health Centers- negative results are typically reported within 24-48 hours. The average time to receive positive results is 72 hours. Positive results are typically reported over the phone to an authorized individual at your location and then an email is sent with the results. Positive test results may take longer than 72 hours to be reported as the MRO (Medical Review Officer) will contact the employee to report the results first and to determine if there is a medical reason (a legal prescription) for the positive result. If an employee has a legal prescription and can provide documentation to the MRO so that they can determine the validity, the result will be reported to the company as a negative test.

What do you need when you report for a drug test and what can you expect?

On-Site Testing:

- The test kit will remain sealed until the time of the test and will be opened in front of the employee.
- The employee will be given an explanation on how to use the test
- The employee's pockets will be emptied before entering the designated facilities
- A bluing agent will be added to the toilet water to prevent tampering
- The toilet should not be flushed, and the employee should not wash their hands until the test has been given to the manager administering the test
- The testing kit will be immediately check for proper temperature (between 97 and 99 degrees)
- After 5 minutes, the results will be read and then the employee will be notified verbally of the results
- If the test is positive, the employee will be taken immediately to the nearest Occupational Health Center for a certified lab confirmation test

Occupational Health Center:

- Picture identification is required before giving the specimen
- The absence of running water in the restroom and a bluing agent added to the toilet water prevent tampering
- The temperature of the specimen is taken within four minutes to ensure that it came from the donor
- The specimen is clearly sealed in a tamper-resistant packaging and prepared for shipping in front of the donor
- Chain of custody paperwork assures that the donor and specimen are correctly matched.
- If there is a situation that makes a test difficult, the MRO will offer guidance on whether a test is possible, such as where an employee has emphysema (unable to give a breath sample), has a "shy bladder", or where there is a complicated medical condition that may make it difficult to procure a urine specimen. In these or similar situations, the MRO will evaluate the situation and will make their recommendations accordingly. We will address those circumstances on an individual basis if they occur.

May a positive result be appealed?

Yes. If after receiving positive results on both the on-site test and the lab certified confirmation test, an employee stills wishes to appeal, we will allow an employee to appeal their results through a re-test of the original sample given to the lab. As a protocol, every sample is split, and the lab saves the second portion for an extended period. The employee may have the original specimen re-tested at another DHHS-certified lab chosen by the MRO. This re-testing is to be paid for by the employee. If the appeal results in a negative test result, the employee will be reimbursed by the company.

Last Chance Agreement

Management reserves the right to give a second chance to an employee if it is believed that the employee is capable of changing their habits and is willing to commit to change. Only the General Manager can offer a Last Chance Agreement to an employee. If such an agreement is offered, the employee may expect to be given no less than 4 subsequent follow up drug screens over the next 6-month period. Any positive drug screen will result in immediate termination.

Annual Substance Abuse Awareness Education

Each year, Substance Abuse Awareness education will be offered during one of the monthly safety meetings. This information will include awareness, responsibilities, and risks associated with substance abuse, not only in the workplace, but at home and in general.

Training for Supervisors

Each year, appropriate written materials and training courses will be provided to our managers. This will help to effectively and properly implement this policy and will help ensure fairness and confidentiality to each and every employee. It will also lead to better identification of signs and symptoms of drug and alcohol use.

Assistance for Employees

If an employee feels that they have an issue with alcohol and/or drugs, we can help provide assistance in locating a professional program to address these issues and the necessary time off required for treatment. Due to safety considerations, we may not be able to keep the employee on our active roster during this time, but could help them to keep their position in the long term. It is an employee's best interest, in terms of continued employment, to come forward on their own rather than wait for a random or reasonable suspicion drug screen.

ACKNOWLEDGEMENT OF RECEIPT OF DRUG-FREE WORKPLACE POLICY

Signing this form acknowledges that I, _____, have received a copy of the Drug-Free Workplace Policy, have been offered an opportunity to discuss it, and have any questions answered satisfactorily, understand each and every issue discussed within the policy, and agree to comply with the policy in its entirety. I realize that it may be necessary, at times, for the policy to be amended and that in those instances, I will be made aware of and will acknowledge those changes in writing.

Name: _____

Signature: _____

Date: _____

Witness: _____

Driver Training Timeline

1. Day One- MVR Approval from Manager- Safety and Risk Management
2. Days Two-Three- One the truck training in moving. Managers discuss whether they feel employee should be permitted to drive.
3. Days Four- Seven (any time) send for DOT Physical and Medical Examiners Certificate
4. Same day as DOT physical appointment
 - a. Complete Driver Qualification File (except for Road Test)
 - b. Housekeeping items
 - i. Medical examiners certificate wallet-size
 - ii. Set up tablet logins
 - iii. Assign fuel pin
5. Days Five-Thirteen
 - a. DVIR Training
 - b. Maneuverability Training- backing, spotting, parking (including parallel) in parking lot
 - c. Classroom Training
 - i. FMCA regulations
 - ii. Hours of Service
 - iii. Log Book
 - iv. E-Logs
 - v. Weigh Stations
6. Days Ten-Twelve- Testing
 - a. DVIR
 - b. Tablet/E-Logs
 - c. Hours of Service
7. Day Fourteen- Road Test
8. Days Fifteen-?- Driver is paired with trainer until released to drive on their own

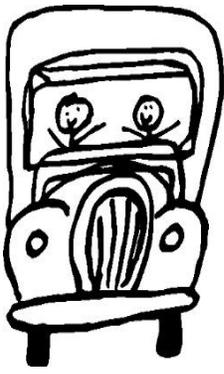
EXHIBIT B

SCHEDULE A

Truck #	License Plate #	Vin #	Title	Year and Make	Miles	fuel	
3				FUSO	STORAGE BOX		GM
4	ZDZ-1133	3FRNF65C25V1 455861	621061760 02 PA	2005 Ford	252,377	D	KP
5	YSN-2406	3FRNF65C56V2 99305	627637086 02 PA	2006 Ford	STORGAE TRUCK	D	GM
6	YSR-1631	3FRNF65C46V3 59106	633002885 02 PA	2006 Ford	184,685	D	GM
7	YSR-1641	3FRML55Z36V3 45541	634503952 01 KI	2006 Ford	143,201	D	KP
8	YZP-2376	3FRNF6596V377 326	647822743 02 PA	2006 Ford	217,789	D	KP
9	YVR-4583	3FRNF65C06V3 77327	647822914 02 PA	2006 Ford	203,336	D	GM
10	ZGS-4087	3FRNF65F27V50 9340	650968730 02 PA	2007 Ford	230,287	D	KP
11	ZGL-6971	3FRNF65F67V50 9342	650964231 02 PA	2007 Ford	259,677	D	KP
12	ZFP-5012	3FRNF65F47V50 9341	651137203 02 PA	2007 Ford	194,851	D	KP
13	ZBB-7409	3FRNF6HP8CV1 75684	716138714 01 FO	2012 Ford	119,604	D	KP
14	ZBZ-6766	3FRNF6HPXCV1 75685	716457397 01 FO	2012 Ford	160,572	D	KP
15	ZGS-4089	3FRNF6FC3CV44 2357	721600330 01 FO	2012 Ford	206,237	D	GM
16	ZDN-1229	3FRNF6FC1CV44 2356	721401797 01 FO	2012 Ford		D	
17	ZFL-4627	3FRNF6FC1DV7 92927	732479377 01 FO	2013 Ford		G	
18	ZGW-3882	3FRNF6FC9FV58 4569	745787557 01 FO	2015 Ford	106,838	G	KP
19	ZGK-6759	3FRNF6FC5FV58 4570	745785475 01 FO	2015 Ford		D	
20	ZGK-6760	3FRNF6FC7FV58 4571	745786548 01 FO	2015 Ford	121,022	D	KP
21	ZHE-4470	3FRNF6FC1FV72 7952	749505856 01 FO	2015 Ford	123,925	D	GM
22	ZHE-4471	3FRNF6FC3FV72 7953	749507315 01 FO	2015 Ford		D	
23	2402840	1FVACWDT7GH		2016	55,785	D	

		H55312		Penske			
24		1FVACWDT9GH H55313		2016 Penske	103,562	D	KP
25		jale5w16xh7302 037	20 ft Isuzu	2017 Penske	38,786	D	KP
26		jale5w16xh7302 040	20 ft Isuzu	2017 Penske		D	

EXHIBIT C



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FLEET SAFETY PLAYBOOK

**A GUIDE TO DOT COMPLIANCE AND FLEET SAFETY
DOMINANCE: STRATEGIES, TACTICS AND BEST
PRACTICES**

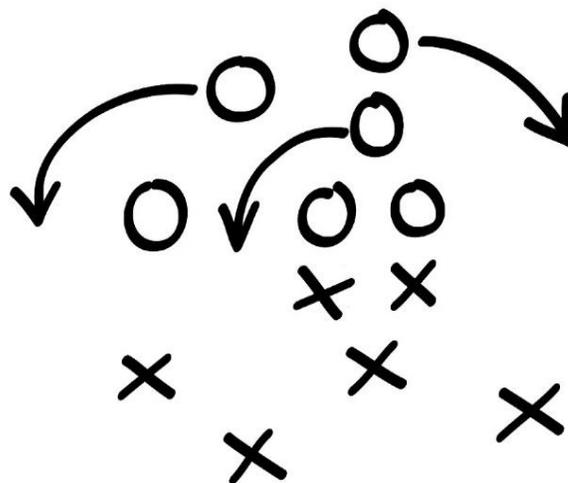


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FLEET SAFETY PLAYBOOK

INTRODUCTION

Fleet Safety:

Fleet Safety is a function which allows companies which rely on transportation in business to remove or minimize the risks associated with vehicle investment, improving efficiency, productivity and reducing their overall transportation and staff costs, providing 100% compliance with government legislation (duty of care) and many more.

Fleet Safety at **TWO MEN AND A TRUCK®**

Fleet Safety at **TWO MEN AND A TRUCK®** is managed by the Home Office Compliance & DOT Compliance team.

This Playbook strives to act as a one stop shop for all your Fleet Safety questions and concerns. More over, the Playbook will help you achieve DOT Compliance and Fleet Safety Dominance.

“THINK OF FLEET SAFETY AS A WAY
TO MITIGATE UNNECESSARY RISKS,
REDUCE COSTS, PROTECT PROFITS
AND IMPROVE EMPLOYEE
SATISFACTION”



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FLEET SAFETY PLAYBOOK

WHAT ARE “ELDS”?

Electronic logging devices (ELDs) accurately record hours of service with minimal input needed from the driver. They keep track of working and non-working hours and notify drivers and dispatchers when hours are running low and have run out. Because they electronically and automatically record hours, ELDs are much more accurate than paper logs and require much less effort to maintain.

The Federal ELD Mandate:

The FMCSA has published its Final Rule regarding electronic logging devices (ELDs). Also known as e-logs, ELDs record drivers' hours of service (HOS) in line with federal regulations. They will completely replace paper logs by 2017 - any carrier currently using paper logs to track HOS will need to implement ELDs. Below are answers to some of the most common questions surrounding the mandate.

What is the benefit of implementing ELDs before the 2017 time limit?

Aside from improved log accuracy and real-time violation alerts, the ELD mandate raises the issue of vehicle replacement. Vehicles that were built before 1997 do not have an ECM, which is necessary for an ELD connection. These vehicles need to either be replaced or used for jobs that do not require HOS tracking. Companies that implement ELDs as soon as possible can replace and reassign vehicle before the time limit for compliance has expired .

What is the difference between an AOBRD and an ELD?

Both an AOBRD and an ELD record driver hours of service. The difference is in how they are regulated. An Automatic On-Board Recording Device (AOBRD) is not required to have a diagnostic connection to the vehicle's electronic control module (ECM) for data verification. This tool was put in place with FMCSA rule 395.15.

An ELD is the tool that has been implemented under the Final Rule. An ELD is required to have a diagnostic connection to the vehicle's ECM. This connection is through either the JBUS port or the OBD-II port, depending on the vehicle.



FLEET SAFETY PLAYBOOK

Implementation Phase Compliance Table

	ELD	AOBRD	Logging Software	Paper
Phase 1	■	■	■	■
Phase 2	■	■		
Phase 3	■			

Phase 1: Awareness and Transition Phase: The two-year period following publication of the ELD rule February 16, 2016 to December 18, 2017.

During this time, carriers and drivers subject to the rule should prepare to comply, and may voluntarily use ELDs.

Carriers and drivers subject to the rule can use any of the following for records of duty status (RODS):

- Paper logs
- Logging software
- AOBRDS (Automatic On Board Recording Devices)
- ELDs that are registered and listed on the FMCSA website

Phase 2: Phased-In Compliance Phase: The two-year period from the Compliance Date to the Full Compliance Phase (four years following ELD rule publication) December 18, 2017 to December 16, 2019.

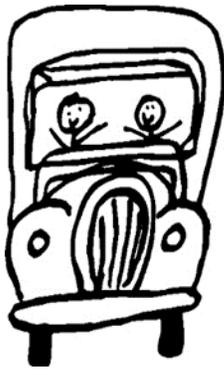
Carriers and drivers subject to the rule can use:

- AOBRDS that were installed prior to December 18, 2017.
- Certified, registered ELDs following rule publication December 16, 2015.

Phase 3: Full Compliance Phase: After December 16, 2019 all drivers and carriers subject to the rule must use certified, registered ELDs that comply with requirements of the ELD regulations.



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DOT COMPLIANCE RESOURCE CHECKLIST

**RECOMMENDED
STRATEGIES AND
TACTICS FOR ALL
LOCATIONS**



TELETRAC NAVMAN

DOT COMPLIANCE ROAD BLOCKS:

1. The pressure of staying federally compliant
2. Balancing the budget
3. Losing track of drivers
4. Being liable for dangerous driving
5. Maintaining depreciating vehicles



How can we make these problems disappear?

TELETRAC NAVMAN DIRECTOR: *The New Era of GPS Fleet Tracking*

Teletrac Navman enables businesses to track their vehicles and make educated decisions

- **Saves Time:** Set up real time alerts for customer arrivals and departures
- **Reduces Fuel Usage:** View routes and monitor excessive idle times to increase MPG
- **Reduce Labor Cost:** Reduces average overtime by 15%
- **Enhance Customer Service:** View exact arrival times and improve job management
- **Improve Driver Dispatch Communication:** Two-way messaging allows you to see communication between drivers and dispatch
- **Simplifies Management:** View timecard reports, payroll, and driver scorecards all in one consolidated application



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TELETRAC NAVMAN

TELETRAC NAVMAN DIRECTOR:

(continued from previous page)

- **Cuts Insurance Costs:** Most large U.S. insurers offering telematics discounts
- **Simplifies Compliance:** Automated E-logs for FMCSA compliance.
- **Vehicle Maintenance:** Receive fault codes decreasing downtime.
- **Security:** Immediately recover stolen vehicle.



Why is FMCSA concerned about truck drivers' use of GPS navigation systems?

The FMCSA believes the information concerning commercial vehicles crashing into bridges suggests that some drivers may have used electronic navigation systems intended for passenger car drivers rather than truck drivers. The Agency is working with its State partners and industry to make sure professional truck drivers recognize the importance of using navigation systems intended for commercial vehicles. These navigation systems provide truck drivers with important route restrictions, such as low bridge overpasses.

What tips is FMCSA providing for the safe use of GPS navigation systems?

- Select an electronic navigation system intended for use by truck and bus drivers
- Before drivers begin their trip, they should type in all relevant information about their vehicles so the system can provide the appropriate route
- Follow the route recommended by the navigation system, but ALWAYS obey traffic signs and advisories (such as low bridge overpasses, axle weight limits, detour signs, variable message signs, etc.)
- Do not engage in distracted driving! Avoid typing or entering addresses or information into the navigation system while driving
- If your navigation system does not provide automatic updates of the maps, be sure to obtain updates to ensure you are following the most current route planning information



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FLEET SAFETY PLAYBOOK

HOURS OF SERVICE

Fleet compliance and regulations are major concerns for businesses, and without the proper compliance solutions, bottom lines suffer. With ELDs, drivers can easily enter and submit their daily hours of service right from their in-cab displays. Fleet Director's electronic logbook helps maintain a clear record of all hours for all drivers, improving compliance and safety.

How Teletrac HOS Solution Helps Businesses Stay Compliant and Safe

Fleet Director's HOS feature is fully electronic – no more manual logbook entries. Not only does this reduce human error, it greatly expedites the recording process. The in-vehicle HOS application supports accurate and fast data entry; all work hours can be submitted directly from the cab. Part of Teletrac Drive, our powerful suite for Android, this FMCSA-compliant app seamlessly integrates with Fleet Director. Every driver submission and manager update is logged for future reference.

Fleet Manager Benefits

- **Improved Communication.** Drivers and dispatch have never been more interconnected. Fleet managers can easily plan jobs and increase fleet efficiency by viewing up-to-date driver statuses.
- **A Wealth of Data.** Trusted by tens of thousands of Teletrac customers, our HOS software provides up to eight days of driving data for our in-cab display.
- **Customizable.** Fleet managers can access a customizable HOS module by logging into our e-Client system that provides real-time data on all of their fleet's drivers. The module also easily accommodates slip seat operations that involve multiple drivers on a specified route.
- **Easily Integrated.** The HOS software module is fully integrated with other Fleet Director components for seamless operation. Per FMCSA regulations, any electronic recorder used for HOS compliance must be connected to the vehicle's engine electronic control module (ECM). Fleet Director meets this requirement via a standard J-bus connection.

Driver Benefits

- **Easy Storage.** Drivers can fully automate the entry and storage of all required information needed for federally-compliant driver logbooks.
- **Time-Saving.** Time-consuming and error-prone manual logbook entries and audits are easily eliminated.
- **User-Friendly.** Easy-to-use, easy-to-understand screens simplify driver workloads and facilitate rapid data entry. This HOS data is easily recorded, transmitted and displayed on the Fleet Director Tablet.
- **Fast Retrieval.** All relevant HOS information—such as driver identification and current status—is sent to the user's computer for storage and retrieval via a wireless network. The stored data may also be transmitted to drivers as needed.



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SAFETY ANALYTICS

Driver and Fleet Safety Analytics

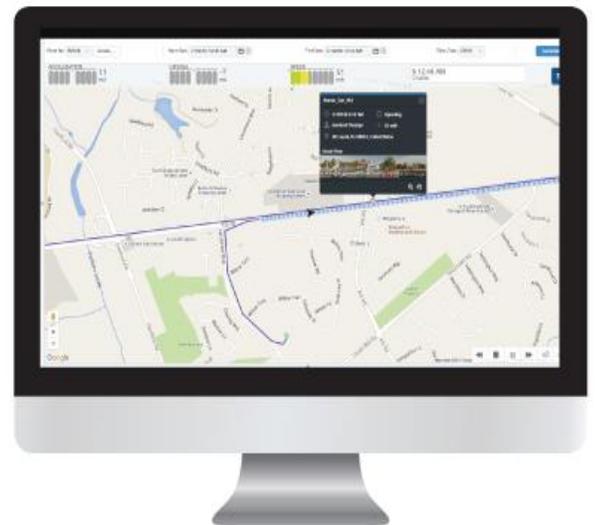
The Safety Analytics module in DIRECTOR allows managers to measure driver risk and replay unsafe events. Managers can monitor risk on an individual driver and fleet-wide basis. They can also provide coaching based on replays of unsafe driving incidents. Drivers are assigned an individual site PIN to record activities, no matter which vehicle they're using. The module provides a wide-ranging depth of information needed to properly assess driver performance.



Event Viewer

DIRECTOR places unsafe driving into context with a playback of individual incidents. The Viewer replays the dangerous driving event on Google Maps and provides metrics indicating speed and G-force. By using a mixture of accelerometer, GPS, and map data, the Event Viewer measures the following unsafe events:

- Harsh braking
- Harsh acceleration
- Posted speed violation
- Harsh cornering
- Stop sign violations



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DRIVER PERFORMANCE

In-Vehicle Feedback

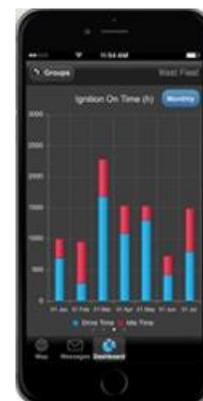
Drivers are given real-time performance alerts through their in-cab hardware device. The system warns drivers when they are approaching a violation, such as running over the speed limit or sudden braking. It provides an additional visual and audible warning when the violation occurs

Event	Trip		Day	
	Warning	Violation	Warning	Violation
(A) Harsh Acceleration	0	1	0	2
(B) Harsh Braking	0	0	2	1
Harsh Left Cornering	0	0	0	0
Harsh Right Cornering	2	0	4	0

Driver Scorecards & Posted Speed Reporting

Driver Scorecards measure and rank driver performance, helping businesses determine fleet-wide safety behavior. Scorecards rank drivers based on individual violations. The Posted Speed Report lists speed limit violations per driver, giving an easy, single view of which driver are engaging in high risk behavior. Together, Scorecards and the Posted Speed Report allow businesses to:

- Determine if driver behavior is improving or worsening over time
- Easily spot drivers who are not performing safely
- Compare drivers against company performance averages
- Determine insurance liabilities by risk level
- Improve driver handling to decrease vehicle wear and tear
- Track drivers' speed and compare it to the road's legal speed limit through HERE Map's API
- Breakdown posted speed violations



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Roadside Inspectors and CSA: Understanding the Importance of Roadside Data

- Roadside inspections results are central to the CSA Safety Measurement System (SMS)
- CSA safety profile (All roadside inspection results count in compiling)
- All violations/warnings count
- FMCSA, CSA & CVSA (Partnership between industry and enforcement groups)



**Unsafe Driving**

Speeding, reckless driving, improper lane change, inattention, no seatbelts

**Crash Indicator**

Histories of crash involvement (Not Public)

**Hours-of-Service Compliance**

Noncompliance with HOS regulations, including logbooks

**Vehicle Maintenance**

Brakes, lights, defects, failure to make required repairs

**Controlled Substances/Alcohol**

Use/possession of controlled substances/alcohol

**Hazardous Materials Compliance**

Leaking containers, improper packaging and/or placarding (Not Public)

**Driver Fitness**

Invalid license, medically unfit to operate a CMV

FMCSA organizes the SMS data into seven Behavior Analysis and Safety Improvement Categories (BASICs):

- Carriers are assessed points for violations in these categories.
- Similar carriers are grouped and ranked from 0-100%. 100% being the worst.
- Carriers with severe non-compliance/high risk to safety will be notified intervention is imminent.



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Driving of CMV's

Fatigued Operator

No driver shall operate a commercial motor vehicle, and a motor carrier shall not require or permit a driver to operate a commercial motor vehicle, while the driver's ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness, or any other cause, as to make it unsafe for him/her to begin or continue to operate the commercial motor vehicle.

Drugs and Other Substances/Alcohol Prohibition

No driver shall be on duty and possess, be under the influence of, or use, any of the following substances:

- Any 21 CFR 1308.11 Schedule I substance
- Amphetamine or any formulation thereof
- Narcotic drug or any derivative thereof
- Any other substance, to a degree which renders the driver incapable of safely operating a motor vehicle

Additionally, no driver shall be under the influence of or in possession of alcohol. Any driver who is found to be in violation of these rules will be placed out-of-service immediately for 24 hours. Any driver who is determined to have a blood alcohol content of .02 or greater will be placed out-of-service for 24 hours and face a minimum fine of \$500. Violations must be reported to the employer within 24 hours.

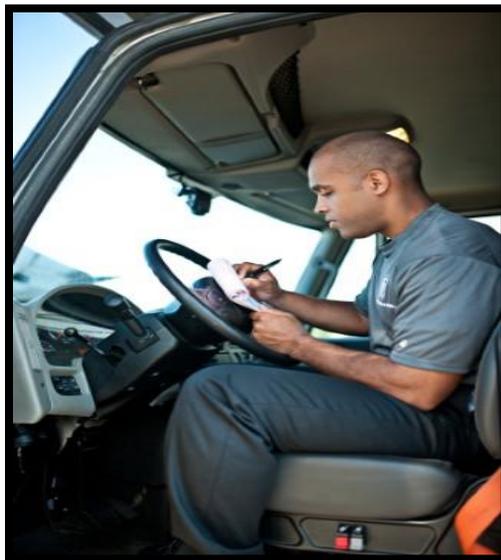


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Driver Qualifications

IN ORDER TO BE A QUALIFIED DRIVER ONE MUST:

- Be at least 21 years of age
- Be able to sufficiently read, speak, and understand the English language well enough to understand traffic signs and signals, converse with the general public, and complete required reports and forms
- Be able to safely operate the vehicle by experience and/or training
- Be able to determine whether the cargo has been properly loaded, distributed, and secured
- Be physically qualified to driver in accordance with federal guidelines and **TWO MEN AND A TRUCK®** policy
- Have a current valid driver's license issued in only one state
- Have prepared and furnished the Safety Leader a list of all traffic violations
- Have completed an application for employment and road test, and not have been disqualified to drive
- All D.O.T. Drivers will be trained prior to assuming D.O.T. duties. Documentation for the training will be in the Driver Qualification File. Receipts for handbooks, training materials, and a copy of the certificate of training (if applicable) will be included in the Driver Qualification File. It is also a best practice to have drivers complete the **STICK MEN UNIVERSITY®** Driver I-II learning plans and print out a copy of their transcript for their Driver Qualification File.

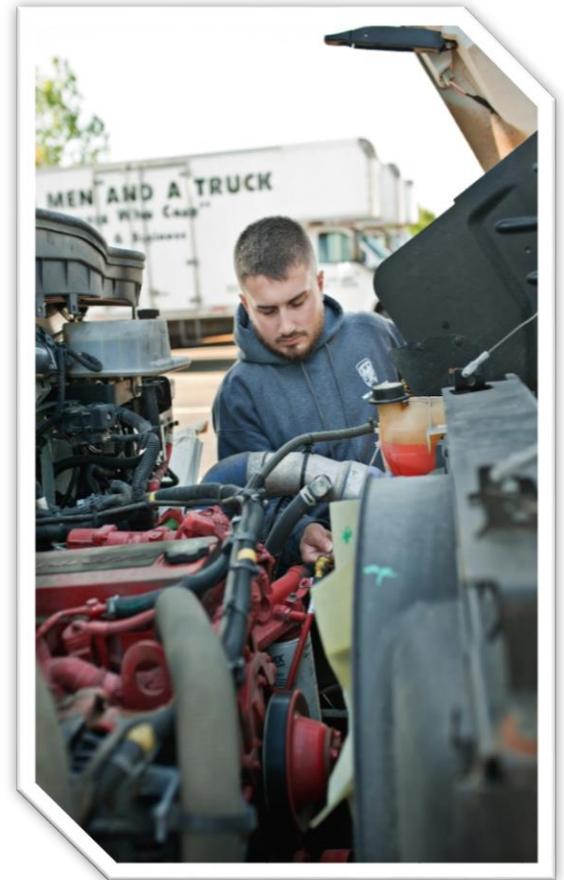


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DRIVER TRAINING REQ'S

What's Needed?

- Receive team lead/trainer endorsement (if applicable)
- Applicant to sign driver offer letter
- Send driver to receive proper licensure and then to receive DOT physical examination at designated clinic
 - Place copy of medical card and long form physical (request from clinic) in driver file—driver to keep medical card in wallet
 - Make copy of front and back of driver's license, place in file
- Applicant to sign MVR disclosure release form
- Run MVR; if MVR passes franchise and Home Office requirements (listed on *The Hub*), move forward to next step
 - Manager to complete Annual Violation and Review form with employee based off of MVR findings—if pass, continue
- Print applicant's DOT Drivers Application
- Print all driver qualification file paperwork from the Fleet Safety page of *The Hub*



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DRIVER TRAINING REQ'S

What's Needed Continued..

- Driver to fill out all driver qualification file paperwork, no sections should be left blank
 - Commonly Missed Areas:
 - Previous address (full 3 years), citation history (mark N/A if none), accident history (mark N/A if none), include at a minimum of 3 years employment history (must explain any gaps in employment), driver data sheet (if they did not work during prior week, mark 'N/A' on the sheet, do not leave blank)
- Applicant to complete franchise's driver training—classroom portion (agenda and sample presentations listed on **STICK MEN UNIVERSITY**® page under Driver Training link
 - PowerPoint presentations, logbooks, time sheets, substance abuse policy, wheel chock policy, etc.
 - Applicant must sign substance abuse policy receipt, place in DQ file
- Applicant to complete **STICK MEN UNIVERSITY**® driver training
- Driver to complete DVIR training and truck walk-around with training

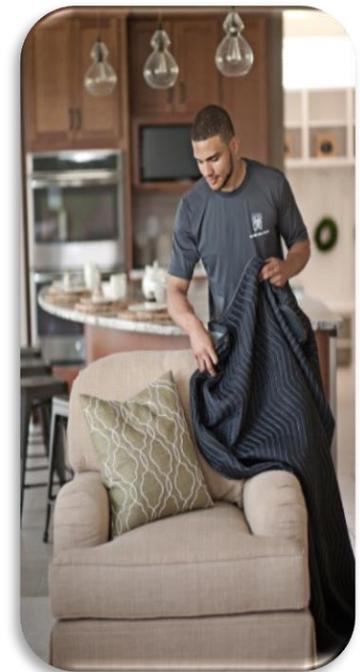


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DRIVER TRAINING REQ'S

What's Needed Continued..

- Driver to receive FMCSR book (green DOT book); driver and manager to sign DOT book receipt and make a copy of it and place in driver file. In addition, drivers should familiarize themselves with and become knowledgeable of FMCSA regulations (best practice)
- Complete road test with trainer—trainer to pass or fail, if pass give applicant road test certificate to keep in wallet and move to the next step
- Manager to fill out employee change notice (ECN) form, place this and the driver offer letter in employee file
- Send all previous employers listed on the application Safety Performance History Records Request and Authorization Form—document attempts to collect information on the form (attempt 3 times, keep attempts documented in DQ file). If the previous employers are not subject to FMCSR, complete the form as no investigation possible
- Review all paperwork to ensure completion and accuracy—bring driver in for edits/additions to paperwork if necessary
- Place new driver on trucks with a team lead for a minimum of 3 to 5 for shadowing before released on his own
- Enter driver information into MWC2 employee master in order to use Employee Reminder report



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Delegation of Duties

<p>Safety Leader</p>	<ul style="list-style-type: none"> • Function as the franchise's liaison to Home Office's D.O.T. Fleet & Safety Coordinator. • Provide D.O.T. guidance. • Identify qualified instructors for D.O.T. required training. • Determine storage location of all required D.O.T. documents. • Provide guidance to hiring managers in the recruitment and hiring process for new drivers. • Determine the Hours-of-service (HOS) limit schedule that the franchise will use (60 or 70 hour). • Provide day-to-day management of the D.O.T. Program. • Assist in providing a conditional offer of employment to a prospective D.O.T. driver. • Review completed D.O.T. Pre-employment package, and communicate the outcome of the hiring manager. • Complete and maintain the DQF of all D.O.T. regulated drivers. • Coordinate D.O.T. medical exams for D.O.T. drivers. • Manage all components of the Drug and Alcohol Program. • Identify D.O.T. driver(s) that are competent to conduct road tests.
<p>Driver Supervisor</p>	<ul style="list-style-type: none"> • Ensure completion, submission, and accuracy of all required program documents.
<p>Driver</p>	<ul style="list-style-type: none"> • Operate and maintain assigned CMV in accordance with Federal, State, Local, and TWO MEN AND A TRUCK® regulations or program requirements. • Refuse to drive a CMV when in violation of the Hours-of-service (HOS) regulations. • Refuse to operate a CMV in such a condition as to likely cause an accident or breakdown of the vehicle or when under an out of service order. • A driver will refuse to drive a CMV when driving the CMV will be in violation of the Hours-of-service (HOS) or vehicle maintenance regulations. • Complete required Hours-of-service (HOS) records. • When operating as a D.O.T. driver, have possession of driver's license and medical certificate. • Submit Hours-of-service (HOS) records and supporting documents daily or upon return to the driver's normal work reporting location. • Exempt logs will be submitted every seven days. • Complete pre-trip inspection. • Complete DVIR at the end of each work day that a CMV has been driven. • Notify Safety Leader of any mental or physical injury, illness, or disease that may impair their ability to perform their normal D.O.T. driver responsibilities.
<p>Scheduler</p>	<ul style="list-style-type: none"> • Schedule D.O.T. drivers within confines of Hours-of-service (HOS) Regulations. • Maintain schedule of D.O.T. driver and vehicle operations for six months.



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DRIVING OF COMMERCIAL MOTOR VEHICLES

Why it's Important:

We drive commercial motor vehicles daily and this section is important because it discusses applicable federal regulations pertaining to ill or fatigued driver, controlled substances/alcohol use, speeding, vehicle inspection, emergency equipment, cargo securement, and prohibited transportation.

The Basics:

- No driver shall be on duty and possess, be under the influence of, or use, any of the sort of drug or alcohol.
- No motor carrier shall schedule a run nor permit nor require the operation of any commercial motor vehicle between points in such period of time as would necessitate the CMV being operated at speeds greater than those prescribed by the jurisdictions through which the CMV is being operated
- No CMV shall be driven unless the driver is satisfied that all pertinent parts and accessories are in good working order, nor shall any driver fail to use or make use of such parts and accessories when and as needed
- No CMV shall be driven unless the driver thereof is satisfied that the emergency equipment is in place and ready for use; nor shall the driver fail to use or make use of such equipment when and as needed
- Cargo must be properly and adequately secured in addition to the other regulations stated in §392.9 within the Code of Federal Regulations
- A CMV providing transportation in interstate commerce must not be operated without a safety registration and an active USDOT Number

The Expectation: We expect all drivers of CMV's to adhere to the rules and regulations within the Code of Federal Regulations. A link to the Code of Federal Regulations can be found below, in which we expect our drivers to familiarize themselves with.

Resources: <https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&ty=HTML&h=L&mc=true&=PART&n=pt49.5.392>



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HOUSEHOLD GOODS & PAPERWORK

Why it's Important: Our franchises are considered “household goods motor carriers” because, in addition to transporting household goods, we also provide estimates, inventories, and provide packing, loading, and unloading services. Most states have their own regulations regarding household goods moving that you must abide by when performing intrastate moves. When performing interstate moves (across state lines) you must abide by the federal regulations for household goods moving. Below are the regulations regarding paperwork that must be provided to a customer that is moving **across state lines**.

When Booking a Move/ Providing an Estimate: The following five (5) documents (§375.213) must be provided to every prospective customer:

1. **Notice of availability of tariff** – this document is informing the customer that your tariff is available for inspection at their request.
2. A concise, easy-to-read **summary of your arbitration program** (§375.211).
3. A concise, easy-to-read, accurate **summary of your customer complaint and inquiry procedures** (§375.209).
 - You must establish and maintain a procedure for responding to complaints and inquiries from your individual shippers.
 - Your procedure must include: A communications system allowing individual shippers to communicate with your principal place of business by telephone, a telephone number, and a written or electronic record system for recording all inquiries and complaints received from an individual shipper by any means of communication.
4. **Your Rights and Responsibilities When You Move brochure**.
5. A concise, easy-to-read, accurate **estimate of their charges**.
 - a) You must conduct a physical survey of the customer’s home if their home is located within a 50-mile radius of your location or have the customer sign a waiver, waiving their right to a physical survey.
 - b) You must then provide a customer with a **binding (§375.403) or non-binding (§375.405) estimate**.

Before the Day of the Move, You Must Provide the Customer with:

1. An **order for service** (§375.501).
2. An **inventory form** – this must identify every box and unboxed item that is included in the move.
3. A **bill of lading (BOL)**. The BOL contains the terms and conditions of the contract for moving the customer. You must give the customer a partially complete BOL before the truck leaves the customers originating home. The partially completed BOL must contain all relevant shipment information, except the actual shipment weight and any other information necessary to determine the final charges for all services performed.
 - a) A copy of the BOL must stay with the driver while in transit.

Once the Move is Complete:

1. You must provide the customer with the **final BOL, order for service, and a copy of the inventory form**.

The Expectation: All employees fully comprehend the content of the paperwork, can sufficiently fill it out, and understand what is deliverable during each step of the process.

Resources: <https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&ty=HTML&h=L&mc=true&=PART&n=pt49.5.375>



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CARGO SECUREMENT

Why it's Important: To ensure the safety of our movers and drivers as well as the integrity of our customers goods, it is important to abide by the regulations pertaining to cargo securement.

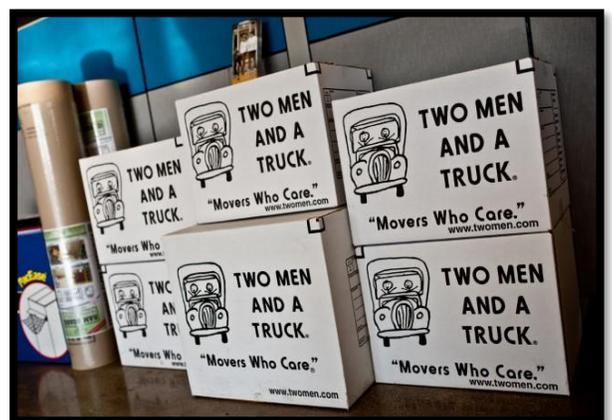
The Basics:

- All **TWO MEN AND A TRUCK**® D.O.T. vehicles carrying cargo must be equipped with devices that prevent shifting, rolling or falling of the cargo. Cargo must be properly distributed and adequately secured with tie-downs, load bars, and/or structures that are of an adequate strength to hold the cargo and meet the requirements of §393.102.
- Drivers may not drive until they have assured themselves that the cargo is secured and that it does not obscure their vision or obstruct their exit.
- Unless inspection is impractical, the driver must examine the integrity and securement of the cargo within the first 50 miles of the trip or first hour and make any necessary adjustments.
- Once moving again, the driver should reexamine the vehicle and cargo at each change of duty status and after driving for 3 hours, or after driving 150 miles (whichever comes first)

The Expectation: To establish minimum standards for CMV safety and meet the criteria of federal regulations. We expect all employees to promote workplace safety and health.

Resources: <https://www.fmcsa.dot.gov/regulations/title49/section/393.102>

<http://hub.twomen.com/frm/MoveExecution/Pages/Home.aspx>



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FINANCIAL RESPONSIBILITY

Why it's Important: Before a motor carrier can operate a vehicle there are minimum levels of financial responsibility that must be met in order to avoid violations and penalties.

The Basics:

- Financial Responsibility, as defined by the Code of Federal Regulations, means the financial reserves (e.g. insurance policies or surety bonds) sufficient to satisfy liability amounts set forth [in the Code] covering public liability.
- No motor carrier shall operate a motor vehicle until the motor carrier has obtained and has in effect the minimum levels of financial responsibility as set forth in §387.9
- Proof of the required financial responsibility shall be maintained at the motor carrier's principal place of business. The proof shall consist of—
 - “Endorsement(s) for Motor Carrier Policies of Insurance for Public Liability Under Sections 29 and 30 of the Motor Carrier Act of 1980” (Form MCS-90) issued by an insurer(s)
 - A “Motor Carrier Surety Bond for Public Liability Under Section 30 of the Motor Carrier Act of 1980” (Form MCS-82) issued by a surety; or
 - A written decision, order, or authorization of the Federal Motor Carrier Safety Administration authorizing a motor carrier to self-insure under §387.309, provided the motor carrier maintains a satisfactory safety rating as determined by the Federal Motor Carrier Safety Administration under part 385 of this chapter.
- No household goods motor carrier subject to subtitle IV, part B, chapter 135 of title 49 of the U.S. Code shall engage in interstate or foreign commerce, nor shall any certificate be issued to such a household goods motor carrier or remain in force unless and until [they] have been filed with and accepted by the FMCSA, a surety bond, certificate of insurance, proof of qualifications as a self-insurer, or other securities or agreements in the amounts prescribed in §387.303, conditioned upon such carrier making compensation to individual shippers for all property belonging to individual shippers and coming into the possession of such carrier in connection with its transportation service

The Expectation: Franchises shall adhere to all applicable requirements within the Code of Federal Regulations in order to operate as a motor carrier.

Resources: https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&ty=HTML&h=L&mc=true&=PART&n=pt49.5.387#se49.5.387_17



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RECORD KEEPING

Why it's Important: At the request of the FMCSA, records must be made available within 48 business hours. Therefore, it is important to maintain the correct records and actively manage them in order to avoid costly violations.

The Basics:

- All required documents are to be kept at the principal place of business
- Required documents include charter or certificate of incorporation and amendments, legal documents, maintenance and repair records, all property records, personnel and payroll records, insurance records, claims records, and records pertaining to the transportation of household goods (estimates, order for service, vehicle load manifest, descriptive inventory)
- Make all records and information pertaining to an accident(s) available to an authorized representative or special agent of the Federal Motor Carrier Safety Administration, an authorized State or local enforcement agency representative, or authorized third party representative within such time as the request or investigation may specify.
 - Motor carriers must maintain an accident register for three years after the date of each accident
- Motor carriers are to retain the logs and supporting documents for 6 months from the date they receive them (six months for both logs and e-log formats)
- Some examples of supporting documents include bills of lading, credit card receipts, citations, toll billing, fuel receipts, freight bills, etc.
- Drivers Must:
 - Complete a record of duty status (log) in duplicate
 - Carry a copy of the previous 7 days' worth of logs in case of inspection
 - Forward or submit originals of logs to the motor carrier within 13 days of completion
 - All commercial drivers of vehicles in interstate commerce with a maximum gross vehicle weight rating of over 10,000 pounds are required to obtain and maintain a valid Medical Examiners Certificate (ME Certificate). We recommend drivers carry this at all times.

The Expectation: Franchises are to keep organized, updated, and correct records, not only for their own convenience, but to stay within FMCSA and DOT compliance.

Resources: <https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&ty=HTML&h=L&mc=true&=PART&n=pt49.5.379>

<https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&ty=HTML&h=L&mc=true&=PART&n=pt49.5.395#se49.5.395> 18



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RECORD KEEPING

FMCSA Record Retention

Document	Retention
Driver Application	Employment, plus 3 years
Motor Vehicle Report (MVR) from hire	Employment, plus 3 years
Annual Review of Driving Record	Employment, plus 3 years
Road Test Certificate	Employment, plus 3 years
Safety Performance History	Employment, plus 3 years
Annual List of Violations	3 years
Medical Examiner's Certificate	3 years
Medical Exam (Long-form for non-CDL Drivers)	3 years
Annual Inquiry to State Agencies	3 years
Annual Inquiry (MVR)	3 years
Driver Logs and Supporting Documents	6 months, plus current month
*Vehicle Maintenance Folder (company number, make, serial number, tire size, periodic inspection report, break inspectors qualification certificate, and the annual periodic inspector	1 year, plus 6 months after control of the vehicle
Inspection Reports (DVIR)	3 months plus the current month
Post Trip Inspection Reports	3 months from report date
Evidence of Inspectors Qualifications	1 year after inspector ceases to perform inspection
*= For every vehicle in their control for 30 days or more, motor carriers must retain the following records for one year at the location where the vehicle is garaged and for six months after the vehicle leaves the carrier's control	Note: If you are leasing your vehicle you are required to maintain a vehicle maintenance file.



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VIOLATIONS

Records must be accurate and may not be tampered with, per the below regulations:

- §390.35 – “No motor carrier, its agents, officers, representatives, or employees shall make or cause to make: a fraudulent or intentionally false statement on any application, certificate, report or record...”
- §390.37 – “Any person who violates the rules described in this subchapter may be subject to civil or criminal penalties.”

Incorrect or missing records required by FMCSA (§40, §382, §385, and §390) or knowingly falsifying records can result in the fines below

Condition	Maximum civil penalty
Inaccurate/false recordkeeping	\$1,000 for each day the violation continues, up to \$10,000.
Knowing falsification of records	\$10,000
Non-recordkeeping violations	\$11,000 for each violation
Non-recordkeeping violations by drivers	\$2,750

Company officials may receive criminal penalties for allowing non-compliance of the D.O.T. Program. The fine structure is found in Appendix A and B to §386.

Some examples of fines include:

- Violation—Operation of a commercial vehicle by a driver during the period the driver was placed out of service. Penalty—Up to \$2,100 per violation for the driver.
- Violation—Requiring or permitting a driver to operate a commercial vehicle during the period the driver was placed out of service. Penalty—Up to \$16,000 per violation for the company.
- Violation—Operation of a commercial motor vehicle or by a driver after the vehicle or equipment was placed out-of-service and before the required repairs are made. Penalty—\$2,100 each time the vehicle or intermodal equipment is so operated.
- Violation—Requiring or permitting the operation of a commercial motor vehicle or equipment placed out-of-service before the required repairs are made. Penalty—Up to \$16,000 each time the vehicle or intermodal equipment is so operated after notice of the defect is received.



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Filing For Federal Authority

Applying for a USDOT Number

You are required to get a USDOT number if you have a vehicle that:

- Is used to transport the types and quantities of hazardous materials requiring a safety permit in intrastate commerce
- Between a place in a State and a place outside of such State (including a place outside of the United States);
- Between two places in a State through another State or a place outside of the United States; or
- Between two places in a State as part of trade, traffic, or transportation originating or terminating outside the State or the United States

New Applicants must register online via the Unified Registration System (URS)

- <https://portal.fmcsa.dot.gov/UrsRegistrationWizard/>



Have the following information readily available prior to applying:

- Company Operation
- Company Classification
- Cargo Classification
- Number of Vehicles
- Type of Vehicles
- Ownership of Vehicles (own, term lease, trip lease)
- Driver Status (intrastate, interstate, total drivers, total CDL drivers)

Upon correctly filling out and submitting the application online via the URS, USDOT numbers are received immediately



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Filing For Federal Authority

Applying for a MC # (Operating Authority)

Companies operating as for-hire carriers are required to have interstate operating authority (MC #) in addition to a DOT number

New applicants must register online via the Unified Registration System

- Applicants who already registered for a USDOT number, or who are applying for additional authority, can apply online using the FMCSA's legacy registration system with a valid credit card

Licensing and Insurance

(As of 08/08/2017 updated hourly from [L&I](#))

Type	Active For-Hire Authority	
	Yes/No	MC#/MX#
Property	Yes	MC-307304
Passenger	No	
Household Goods	Yes	MC-307304
Broker	No	



Motor Carriers of Household Goods must file proof of both public liability (BI & PD) and cargo insurance with the FMCSA in order to obtain interstate Operating Authority

- To reiterate the topic of financial responsibility, for-hire interstate general freight carriers with a gross vehicle weight rating (GVWR) less than 10,001 pounds are required to have a minimum level of financial responsibility in the amount of \$300,000. For-hire interstate general freight carriers with GVWR's of more than 10,001 pounds are required to have a minimum level of financial responsibility in the amount of \$750,000.
- Evidence of financial responsibility should be filed with the FMCSA
- Additionally, a BOC-3 form will need to be filed with the FMCSA
- Applicants may not engage in operations without registration and an active USDOT number

New URS applications typically take 20-25 business days, unless they are subject to review, which could delay the process by an additional 8 weeks



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Filing For Federal Authority

Incorporating Your Business

1. First, you will need to contact your Secretary of State. For most states, generally, the Secretary of State handles incorporation. However, if not, they will be able to direct you to the branch in charge of incorporation
2. Next, you will need to acquire the articles of incorporation. The paperwork should be available and deliverable on your Secretary of State's website. If not, the articles can be mailed in
3. Incorporation fees will vary by state
4. Some states will require you to file a State of Information Form within a few months of filing the articles. Once again, you should be able to figure out if your state requires this on the Secretary of State website for your respective state
5. Finally, After you register with the state, you will also need to register your corporation with the IRS, according to your new tax status



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**Meet the
Home Office DOT
Compliance & Fleet
Safety Team**



Meet The Team

DOT Compliance & Fleet Safety Team

Chad Glemser

DOT and Fleet Safety
Specialist

Brian Dow

DOT and Fleet Safety
Specialist



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STILL HAVE QUESTIONS?

If you've read the
FLEET SAFETY PLAYBOOK
and explored the Quick Facts links but still have
questions or need more information, **PLEASE** let us know!
**Click help button below to submit a question
to the DOT Compliance Fleet Safety Team.**



DOT Binder Checklist

Section One: Forms		Regulation
1. <input type="checkbox"/> Interstate House Hold Goods Operating authority <input type="checkbox"/> Common <input type="checkbox"/> Contract <input type="checkbox"/> Interstate Property Operating authority <input type="checkbox"/> Common <input type="checkbox"/> Contract <input type="checkbox"/> Intrastate household goods operating authority <input type="checkbox"/> Intrastate property operating authority		§392.9(a)
2. <input type="checkbox"/> MCS-90 (If unable to locate reach out to your general liability insurance co.)		§387
3. <input type="checkbox"/> MCS-150 (Print from the FMCSA website)		§390
4. <input type="checkbox"/> Tariff <input type="checkbox"/> Interstate <input type="checkbox"/> Intrastate		§13702(a)
5. <input type="checkbox"/> BOC-3 & Process of agents (You can look under the L&I section of the CSA Website to determine who your process agent is.)		§365, §366.2, §385.609 §366.4(6)
6. <input type="checkbox"/> Arbitration program		§375.211(a)(1-11)
7. <input type="checkbox"/> Accident Register (previous 3 years)		§390.15
8. <input type="checkbox"/> If Freight Forwarder BMC-84 Surety Bond or BMC-85 Trust Fund		§387.301
9. <input type="checkbox"/> Proof of cargo insurance (50,000 min) form BMC-34		§387
10. <input type="checkbox"/> UCR registration		§392
11. <input type="checkbox"/> Advertising compliance (Check to ensure that your advertising meets the requirement specified)		§375.207(b)
Section Two: Samples of current forms used for interstate paperwork		
1. <input type="checkbox"/> Estimates	2. <input type="checkbox"/> Order for service	3. <input type="checkbox"/> Bill of lading
4. <input type="checkbox"/> Ready to Move brochure	5. <input type="checkbox"/> Rights and responsibilities	6. <input type="checkbox"/> Physical survey
7. <input type="checkbox"/> Inventory sheets	8. <input type="checkbox"/> System used for supporting documents	9. <input type="checkbox"/> Arbitration summary
Section Three: Operational policies and procedures		
1. <input type="checkbox"/> Notice of availability of tariff	2. <input type="checkbox"/> Complaint and inquiry process	3. <input type="checkbox"/> Driver safety policy
4. <input type="checkbox"/> Distracted driving policy	5. <input type="checkbox"/> Proof of medical examiner on registry	6. <input type="checkbox"/> Drug/alcohol policy
7. <input type="checkbox"/> List of current drivers	8. <input type="checkbox"/> Written policy and procedures for driver qualification files	9. <input type="checkbox"/> Policy and procedure for driver inspections
10. <input type="checkbox"/> Current equipment list of all owned, leased, and rented trucks	11. <input type="checkbox"/> HOS policy and procedure for drivers	12. <input type="checkbox"/> HOS discipline policy
13. <input type="checkbox"/> Master list of road-side vehicle inspections	14. <input type="checkbox"/> Policy and procedures for manager training	15. <input type="checkbox"/> Policy and procedures for driver training
16. <input type="checkbox"/> Policy and procedures of an accountability system to ensure all policies and procedures are being used as written		

DOT Binder Checklist Instructions

1. **Only check the boxes on this form that your location(s) actually have. i.e. do not check contract household goods operating authority if do not have it. This form is meant to keep documents in order and help track what you have and what you are missing.**
2. DO NOT just check a box on the checklist without physically seeing/acknowledging the form checking off on.
3. If any form changes you need to ensure that the new form gets into the binder and the old form is removed.
4. To create your DOT binder, it will need to be broken out into three sections.
 - a. First section should be forms
 - i. Each number inside the section needs its own tab
 1. Operating authorities
 2. MCS-90
 3. MCS-150
 4. Etc.
 - b. Second section should be sample interstate paperwork
 - i. Each number inside the section needs its own tab
 1. Estimates
 2. Order for service
 3. Bill of lading
 4. Etc.
 - c. Third section should be policies and procedures
 - i. Each number inside the section needs its own tab
 1. Notice of availability of your tariff
 2. Complaints and inquiries
 3. Driver safety policy
 4. Etc.
5. Tabbing out each number inside the DOT binder creates an ease of use binder keeping things organized.
 - a. This is crucial during a DOT audit, the quicker an inspector can find what they are looking for the less time they spend at your location.

INSTRUCTION FOR DRIVER'S VEHICLE INSPECTION REPORT (DVIR)

396.11 Driver vehicle inspection reports- full regulations found inside DVIR booklet

Report required: Every driver shall complete a DVIR at the completion of their vehicle usage. Drivers must forward a copy of the DVIR (yellow copy) to the fleet contact or designee listing any defect/deficiency that may affect the safe operation of the vehicle or result in its mechanical breakdown. If no defect or deficiency is discovered by or reported by the driver, the DVIR shall so indicate. In all instances the driver shall sign the DVIR.

Corrective action: Prior to requiring/permitting a driver to operate a vehicle, the mechanic, fleet contact or designee must assure the vehicle is repaired of any defect/deficiency listed on the DVIR which will likely affect the safe operation of the vehicle. Every mechanic, fleet contact or designee shall sign the original DVIR (white copy) which list any defect/deficiency that has been repaired or the repair is unnecessary before the vehicle is returned to operational condition.

Driver inspection: before driving a motor vehicle the driver shall:

1. Be satisfied that the motor vehicle is in safe operating condition:
2. Review the last daily vehicle inspection report (DVIR)
3. Sign the report, only if the defect or deficiencies were noted by the driver who prepared the report, to acknowledge that the driver has reviewed it and that there is a certification that the required repairs have been performed.

Contact(s) if there is an issue with the truck:

Contact #1: _____ Phone #: _____

Contact #2: _____ Phone #: _____

Contact #3: _____ Phone #: _____

Procedure:

1. If there is a defect with the CMV, contact the person(s) listed above before leaving the office. It is important to notify management of any defect so the repair can be made in a timely manner.
2. If there is an out of service defect, the driver must properly complete DVIR to indicate the vehicle is out of service.

Best practice: Include a red piece of paper noting the vehicle is out of service. This paper should be placed on the steering wheel.

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Best practice: Include a red piece of paper noting the vehicle is out of service. This paper should be placed on the steering wheel.

Cut Here



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Preventative Maintenance for Commercial Motor Vehicles (CMV)

Introduction: To establish a predetermined preventative maintenance schedule for the maintenance of commercial motor vehicles.

Responsibility: It is the responsibility of the (insert the job title) to ensure that preventative maintenance is conducted on (company name here) motor vehicles in accordance with the Federal Motor Carrier Safety Regulations (FMCSR).

Procedure:

I. Scheduled Preventative Maintenance

A. Preventative maintenance for commercial motor vehicles will be performed at least every (miles here) miles or (three months) (whichever comes first). The preventative maintenance will include, but is not limited to, the following service (as applicable):

- Change engine oil
- Change oil filter(s)
- Check fuel filter(s)
- Check the air cleaner
- Lubricate chassis
- Check and adjust brakes
- Check and adjust clutch
- Check power steering fluid level
- Check air compressor and drain tanks
- Check all belts
- Check all lights
- Check cooling system for leaks
- Check coolant level
- Check tires
- Check hoses, clamps and connections

B. Preventative maintenance will be documented by the vendor on the "Maintenance Form" and placed in the specific vehicle maintenance file for



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each commercial motor vehicle.

NOTE: Reference the Operator's Manual for further detailed guidelines.

II. Annual Department of Transportation (DOT) Inspection

- A. Each vehicle must be inspected at least every 12 months by a certified inspector. All vehicle components listed on the annual vehicle inspection report must be inspected and found acceptable.

NOTE: The certified inspector may be a (insert company name here) employee or an individual contracted by the company. The inspector must meet the minimum requirements as outlined in Section 396.19 of the Federal Motor Carrier Safety Regulations. The certification must be verified and documented on the brake inspector certification, and the annual vehicle inspection-inspector certification form.

- B. Results of the annual inspection must be documented using the periodic annual inspection form. The completed periodic annual inspection form will be maintained in each commercial motor vehicle file.
- C. It is the driver's responsibility to report any identified problems to the (insert person responsible here) or designee immediately. Drivers must check the following items on the CMV prior to leaving (company name here) to ensure efficient daily operation and complete their check on the daily vehicle inspection report (DVIR). If at any time a problem is identified it is the driver's responsibility to contact the (insert person responsible here) or designee.

- Check oil level, do not overfill, if oil was placed in the engine document the amount of oil added
- Check coolant level to ensure it is full
- Check water level to ensure it is full
- Visual inspections to ensure all lights (headlights, taillights, running lights, etc.) are working
- Visual inspections of windshield wipers
- Visual inspection of windows to ensure there are no cracks
- Visual inspections of tire tread (wear and tear)



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- A visual inspection to ensure no hose is disconnected
- Complete daily procedures and maintenance

III. Record Retention

- A. Repair records and preventative maintenance records will be maintained for the duration that the vehicle is in operation in the region plus six months.
- B. The annual inspection report and the inspector certification forms must be kept by the (insert company name here) for a period of two years from the date of inspection. These reports must be retained where the vehicle is housed.

SAMPLE



Vehicle Maintenance File Checklist

§396.1 Every motor carrier, its officers, drivers, agents, representatives, and employees directly concerned with the inspection or maintenance of commercial motor vehicles must be knowledgeable of and comply with the rules.

§396.3 Every motor carrier must systematically inspect, repair, and maintain, or cause to be systematically inspected, repaired, and maintained, all motor vehicles subject to its control.

§396.3(c) *Record retention.* The records required by this section shall be retained where the vehicle is either housed or maintained for a period of one year and six months after the motor vehicle leaves the motor carrier's control.

§396.3(b) *Required records.* Motor carriers, must maintain, or cause to be maintained, records for each motor vehicle they control for 30 consecutive days. These records must include:

_____ **§396.3(b)(1) Vehicle Maintenance Cover Sheet**

An identification of the vehicle including company number, if so marked, make, serial number, year, and tire size. In addition, if the motor vehicle is not owned by the motor carrier, the record shall identify the name of the person furnishing the vehicle.

_____ **§396.3(3) Invoices and Work Orders**

A record of inspection, repairs, and maintenance indicating their date and nature.

_____ **§396.3(2) Written Preventive Maintenance Schedule**

A means to indicate the nature and due date of the various inspection and maintenance operations to be performed.

_____ **§396.17 Periodic Annual Inspection**

All commercial motor vehicles must maintain certification that the vehicle has passed an inspection in accordance with §396.17.

_____ **§396.19 Periodic Annual Inspector qualifications**

Motor carriers must ensure that individuals performing annual inspections under § 396.17(d) are qualified and must maintain records.

_____ **§396.25 Qualifications of Brake Inspectors**

Motor carriers and intermodal equipment providers must ensure that all inspections, maintenance, repairs or service to the brakes of its commercial motor vehicles, are performed in compliance with the requirements of this section.



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Periodic Annual Inspector Qualifications

This form documents that _____;

Printed Name of Mechanic

- Is qualified to perform an annual inspection under 396.17
 - Understands the inspection criteria set forth in Part 393 and Appendix G and can identify defective components;
 - Is knowledgeable of and has mastered the methods, procedures, tools and equipment used when performing an inspection; and
 - Is capable of performing an inspection by reason of experience, training, or both, and qualifies in one of the following categories (check all that apply):
- Successfully completed a State or Federal training program or has certificate from a State or Canadian Province which qualifies the person to perform commercial vehicle safety inspections. Specify:

Or

- Have a combination of training or experience totaling at least one year as follows
(Check all that apply):
 - Participation in a truck manufacturer-sponsored training program or similar commercial training program designed to train students in truck operation and maintenance.
 - Where and Date: _____
 - ___ (years) experience as a mechanic or inspector in a motor carrier maintenance program.
 - Name and Date: _____
 - ___ (years) experience as a mechanic or inspector in truck maintenance at a commercial garage, fleet leasing company, or similar facility.
 - Name of Facility and Dates: _____
 - ___ (years) experience as a commercial vehicle inspector for a State, Provincial, or Federal Government.
 - Where and Dates: _____

Signature of Mechanic/Inspector _____ Date _____
Company _____

Signature of Employer/Supervisor _____ Date _____
Evidence of Inspector Qualifications are on file at:

Enter your Franchise Name and address here

§ 396.19: Inspector qualifications.

(a) Motor carriers and intermodal equipment providers must ensure that individuals performing annual inspections under § 396.17(d) or (e) are qualified as follows:

(1) Understand the inspection criteria set forth in part 393 and appendix G of this subchapter and can identify defective components;

(2) Are knowledgeable of and have mastered the methods, procedures, tools and equipment used when performing an inspection; and

(3) Are capable of performing an inspection by reason of experience, training, or both as follows:

(i) Successfully completed a Federal-or State-sponsored training program or have a certificate from a State or Canadian Province that qualifies the individuals to perform commercial motor vehicle safety inspections, or

(ii) Have a combination of training or experience totaling at least 1 year. Such training or experience may consist of:

(A) Participation in a commercial motor vehicle manufacturer-sponsored training program or similar commercial training program designed to train students in commercial motor vehicle operation and maintenance;

(B) Experience as a mechanic or inspector in a motor carrier or intermodal equipment maintenance program;

(C) Experience as a mechanic or inspector in commercial motor vehicle maintenance at a commercial garage, fleet leasing company, or similar facility; or

(D) Experience as a commercial motor vehicle inspector for a State, Provincial or Federal government.

(b) Motor carriers and intermodal equipment providers must retain evidence of that individual's qualifications under this section. They must retain this evidence for the period during which that individual is performing annual motor vehicle inspections for the motor carrier or intermodal equipment provider, and for one year thereafter. However, motor carriers and intermodal equipment providers do not have to maintain documentation of inspector qualifications for those inspections performed either as part of a State periodic inspection program or at the roadside as part of a random roadside inspection program.



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Each Franchise Independently Owned and Operated Brake Inspector Qualifications Certification

TWO MEN AND A TRUCK® will not require or permit any employee who does not meet minimum brake inspector qualifications to be responsible for the inspection, maintenance, service or repairs of any brakes on its commercial motor vehicles.

This form documents that: _____
(Printed Name of Mechanic)

- Understands and can perform brake service and inspection
- Is knowledgeable of and has mastered the methods, procedures, tools and equipment necessary to perform brake service and inspection
- Is capable of performing brake service or inspection by reason of experience, training, or both, and qualifies in one of the following categories (check all that apply):
 - Has successfully completed an apprenticeship program sponsored or approved by a State, Canadian Province, a Federal agency or labor union, or has a certificate from a State or Canadian Province which qualifies the person to perform brake service or inspections. Specify: _____

Or

- Has brake-related training or experience or a combination there of totaling at least one year as follows (check all that apply):
 - Participation in a brake maintenance or inspection training program sponsored by a brake or vehicle manufacturer or similar commercial training program. Where and date: _____
 - _____ (years) experience performing brake maintenance or inspection in a motor carrier maintenance program.
Name and Date: _____
 - _____ (years) experience performing brake maintenance or inspection at a commercial garage, fleet leasing company, or similar facility.
Name of Facility and Dates: _____

I certify the above information is true and accurate to the best of my knowledge.

Employee: _____
Signature of Mechanic/Inspector Date

Motor Carrier/Company: _____
Signature of Employer/Supervisor Date

Evidence of Inspector Qualifications are on file at: _____



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§ 396.25: Qualifications of brake inspectors.

(a) Motor carriers and intermodal equipment providers must ensure that all inspections, maintenance, repairs or service to the brakes of its commercial motor vehicles, are performed in compliance with the requirements of this section.

(b) For purposes of this section, *brake inspector* means any employee of a motor carrier or intermodal equipment provider who is responsible for ensuring that all brake inspections, maintenance, service, or repairs to any commercial motor vehicle, subject to the motor carrier's or intermodal equipment provider's control, meet the applicable Federal standards.

(c) No motor carrier or intermodal equipment provider may require or permit any employee who does not meet the minimum brake inspector qualifications of paragraph (d) of this section to be responsible for the inspection, maintenance, service or repairs of any brakes on its commercial motor vehicles.

(d) The motor carrier or intermodal equipment provider must ensure that each brake inspector is qualified as follows:

(1) Understands the brake service or inspection task to be accomplished and can perform that task; and

(2) Is knowledgeable of and has mastered the methods, procedures, tools and equipment used when performing an assigned brake service or inspection task; and

(3) Is capable of performing the assigned brake service or inspection by reason of experience, training, or both as follows:

(i) Has successfully completed an apprenticeship program sponsored by a State, a Canadian Province, a Federal agency or a labor union, or a training program approved by a State, Provincial or Federal agency, or has a certificate from a State or Canadian Province that qualifies the person to perform the assigned brake service or inspection task (including passage of Commercial Driver's License air brake tests in the case of a brake inspection); or

(ii) Has brake-related training or experience or a combination thereof totaling at least one year. Such training or experience may consist of:



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- (A) Participation in a training program sponsored by a brake or vehicle manufacturer or similar commercial training program designed to train students in brake maintenance or inspection similar to the assigned brake service or inspection tasks; or
 - (B) Experience performing brake maintenance or inspection similar to the assigned brake service or inspection task in a motor carrier or intermodal equipment provider maintenance program; or
 - (C) Experience performing brake maintenance or inspection similar to the assigned brake service or inspection task at a commercial garage, fleet leasing company, or similar facility.
- (e) No motor carrier or intermodal equipment provider may employ any person as a brake inspector unless the evidence of the inspector's qualifications, required under this section, is maintained by the motor carrier or intermodal equipment provider at its principal place of business, or at the location at which the brake inspector is employed. The evidence must be maintained for the period during which the brake inspector is employed in that capacity and for one year thereafter. However, motor carriers and intermodal equipment providers do not have to maintain evidence of qualifications to inspect air brake systems for such inspections performed by persons who have passed the air brake knowledge and skills test for a Commercial Driver's License.