



CDL-DOT DRIVER HANDBOOK ADDENDUM

Version 3.4

45685 Elmwood Court, Sterling, VA 20166
1-800-LIMO-141 / 703-478-0500
rls@restonlimo.com

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1 – INTRODUCTION/PRE-EMPLOYMENT

1.1 - Purpose of this Handbook

This Handbook aims to clarify, explain, and offer a handy reference for the general terms of employment as a DOT driver. It cannot, by nature, cover everything and is therefore not meant to be exhaustive. It is also subject to change, and therefore not binding. It is simply a resource to guide employees to the standard policies and procedures that should be followed.

1.2 – PRE-EMPLOYMENT

1.2.1 - Pre-Employment - Employee Background Check

Before onboarding, all candidates must successfully complete a job-related background check coordinated by the Human Resources department. As you may know, a comprehensive background check may consist of prior employment verification, professional reference checks, and education confirmation. We will conduct a background check on all driver candidates from a former employer requesting information about driving responsibilities, performance, compensation, and separation.

1.2.2 - Pre-Employment – Driving History Evaluation

All driver candidate's driving history will be evaluated before granting driving authority. This analysis will be based on:

1. Driver's employment application and level of experience.
2. Road test results.
3. The Motor Vehicle Report.

1.2.3- Pre-Employment – Driver Data

Driver candidates will be required to provide a signed statement reporting the total on-duty/driving time during the immediately preceding seven (7) days and the time at which the driver was last released from duty prior to beginning work.

1.2.4 - Pre-Employment Driver's - Motor Vehicle Certification

All drivers must submit a complete list of traffic violations (other than parking violations) that have resulted in conviction, forfeited bond or collateral during the twelve (12) months prior to employment.

1.2.5 - Criminal Records

There is zero tolerance concerning violence in the workplace. We conduct a pre-employment criminal background check on all applicants. A criminal background check is conducted to protect the company, its employees, customers, and future customers. The potential findings in these reports may disqualify an applicant from being offered employment, and/or continued employment.

1.2.6 - Health Examinations

We reserve the right to require an employee's participation in a health examination to determine the employee's ability to perform their essential job functions. All such health exams shall be paid for by the company if we request them. All DOT Medical exams & cards, which are required with a CDL license, & operate several non-CDL vehicles, are the responsibility of the employee and must be kept current.

1.2.7 - Pre-Employment Drug and Alcohol Testing

- In accordance with Part 382.413 of the Federal Motor Carrier Safety Regulations, an employer shall obtain, from a driver's previous employer, information on a driver's alcohol tests with a concentration result of 0.04 or greater, positive controlled substance test results, and refusals to be tested, within the preceding years.
- The above information must be reviewed by the prospective employer no later than 14 days after the first time a driver performs safety sensitive functions for an employer. The prospective employer must provide to each of the driver's previous employers within the two preceding years the driver's specific written authorization for release of the information contained in Part 382.413(b).

1.2.8 - Pre-Employment Urinalysis Notification

The Federal Motor Carrier Safety Regulations, Section 382 – Pre-employment Requirements apply to all driver applicants. All drivers will be tested for controlled substances. A positive test for controlled substances based on the urinalysis test will medically disqualify a driver from the operation of commercial motor vehicles. The medical review officer will maintain the results of the urinalysis test.

2 – SAFETY

Safety is paramount to the success and longevity of our business. It is the responsibility of each employee to understand safety practices and to adhere to these in every aspect of the business.

2.1 – General Employee Safety

- a. We are committed to the safety and health of all employees and recognize the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment requires the continuous cooperation of all employees.
- b. We will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is a condition of employment. Therefore, it is a requirement that each manager/supervisor make the safety of employees an integral part of their regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

2.2 – Workplace Safety Rules

Safety is each employee's responsibility. Safety is of primary importance in every aspect of planning and performing activities.

2.3 - Drug-Free Workplace Policy

- a. We have a standard of conduct which prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by employees on company property and/or client sites or as a part of business activities. The use of over-the-counter medications and legally prescribed drugs are permitted if they are used in the manner for which they were prescribed and provided that such use does not hinder an employee's ability to perform their job safely.
- b. We will not tolerate employees who report for work while impaired using alcohol or drugs. All employees should report evidence of alcohol or drug abuse to a supervisor immediately. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons or property, employees are to report the violation to the proper legal authorities.
- c. Drug testing is part of a person's employment. All drug tests shall be in accordance with federal, state, and local laws and may be unannounced prior to administering a drug test.

2.4 – Safe & Weapon Free Workplace

- a. We prohibit all people who enter our property and/or while driving/riding our property from carrying a handgun, firearm, knife, or other weapon of any kind regardless of whether the person is licensed to carry the weapon or not.
- b. The only exception to this policy will be police officers, security guards or other persons who have consent from us to carry a weapon on the property. Any employee disregarding this policy will be subject to immediate termination.

2.5 – Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions, and health & safety related issues must be reported immediately to your supervisor.

2.6 - Parking Lot

- a. You are encouraged to use the designated parking areas for your personal vehicle. Remember to lock your car every day and park within the specified areas. Courtesy and common sense in parking will help eliminate accidents, personal injuries, and damage to your vehicle and to the vehicles of other employees.

- b. If you should damage another car while parking or leaving, immediately report the accident, along with the license numbers of both vehicles and any other pertinent information you may have, to your supervisor or HR. RLS is not responsible for any loss, theft, or damage to your vehicle or any of its contents.

3 – DRIVER TRAINING

As a professional driver, you will be required to participate in the training listed below. It is your responsibility to ensure that you receive this training.

3.1 - Federal Motor Carrier Safety Regulations

Each driver will receive a copy of the U.S. Department of Transportation Federal Motor Carrier Safety Regulations and will familiarize themselves with Parts 383,387, 390-399, Subchapter B, Chapter 3 and Title 49 of the Code of Federal Regulations.

3.2 – Alcohol & Controlled Substance Training

In compliance with the Federal Motor Carrier Safety Regulations, all drivers are required to attend a training session on Alcohol and Drug Abuse in the workplace.

3.3 - Road Test

A condition of employment is successful passing a Road Test. This road test will assess the driving skills listed below at the following levels:

- a. Satisfactory (Qualified to drive).
- b. Probationary Pass (Needs training).
- c. Unsatisfactory (No driving authority granted)
 - Pre-trip Activity
 - Placing a Vehicle in Motion
 - Intersections
 - Turning at Intersections
 - Speed and Space Management
 - Backing/Parking
 - General Courtesy and Safety
 - General Driving Ability and Habits
 - Use of Special Equipment

3.4 - Safety Meetings/Trainings

All drivers, supervisors, and managers are required to attend the following as schedule by supervisor, manager, safety, or administration:

- Four (4) quarterly in-person safety meetings per year
- Refresher training (Behind The Wheel, Classroom, Online, Safety, Skills)
- Company and/or client sponsored training

A record of attendance and participation at these will be maintained in your personnel file.

Note: Failure to attend will result in progressive discipline.

3.5 - Handicapped Accessible Training

Proper procedures for the use of the handicap lifts, tie downs and all necessary equipment associated with handicapped vehicles shall meet all applicable Americans with Disability Act requirements. Drivers shall comply with US DOT requirements for training under 49 CFR Part 37.173. "Training to proficiency" is deemed to include training in proper operation and maintenance of accessibility features and equipment, boarding assistance, securement of mobility aids, sensitive and appropriate interaction with passengers who have disabilities, handling and storage of mobility devices, and familiarity with US DOT regulations regarding accessible passenger transportation service.

3.5.1 - Steps for Securing a Wheelchair:

1. Position the wheelchair:
Roll the wheelchair into the designated securement area on the bus, ensuring it is centered and facing forward.
2. Lock the wheelchair:
Securely engage the brakes on both sides of the wheelchair. If it's a motorized wheelchair, turn off the power.

3. Attach the tie-downs:
Attach the four floor-mounted anchor straps to rigid frame members of the wheelchair. These points should be as close to the seat level as possible and located on the frame, not the wheels or other parts.
4. Adjust angles:
Position the rear straps to create an angle of 30 to 45 degrees with the floor and the front straps to angle slightly outward.
5. Tighten straps:
Fully tighten all four tie-down straps using the self-tightening mechanism to remove slack and ensure a secure fit. The system should self-lock.
6. Secure the occupant:
Attach the separate lap and shoulder belts over the occupant. Position the lap belt across the occupant's pelvis and the shoulder belt across the chest.
7. Perform a safety check:
Give the wheelchair a gentle tug to confirm it is stable and does not move, indicating complete securement. The tie-down straps should be straight and free of any twists or bends.

3.6 - Pre/Post trip Inspections

Pre- and post-trip inspections are systematic visual and physical checks of a commercial vehicle before and after a driver's shift or trip, mandated by the Federal Motor Carrier Safety Administration (FMCSA) to ensure vehicle safety and compliance by identifying potential defects like brake issues, tire damage, or lighting malfunctions.

- a. Drivers must document any issues found, with strict regulations requiring these reports be submitted to the carrier to ensure defects are addressed promptly.
- b. A Driver Vehicle Inspection Report (DVIR) must be completed and submitted to document the inspection, especially if defects are identified. RLS utilizes Electronic Driver vehicle Inspection Reports eDVIRs).
- c. Electronic Driver Vehicle Inspection Reports (eDVIRs) are digital versions of paper Driver Vehicle Inspection Reports, which are required by the Federal Motor Carrier Safety Administration (FMCSA) for commercial truck drivers to perform pre-trip and post-trip inspections of their vehicles to ensure safety. Drivers use mobile apps to complete these reports, marking items as pass or fail, and adding photos or comments. The data is then uploaded to the cloud, allowing fleet managers to review and track inspections, trigger maintenance workflows for reported defects, and access historical data for compliance and better vehicle health management.

3.7 – Conflict Management/Resolution

RLS teaches drivers the CAIRO Method for Conflict Management. The CAIRO Method has been created utilizing evidence-based best practice in the fields of crisis management, behavioral health, hostage negotiation, law enforcement, corrections, riot control and group facilitation. The reason this tool works is because it was crafted to reduce the emotions and thought processes that lead to violence. While the tools in this method do not have to be used in order, the first two letters dictate the type of tone and attitude one should assume when utilizing the next steps.

- CALM
When passengers and/or drivers are challenged, they often raise their voice level. In response we may be tempted to try to meet them where they are at, out of instinct. A neutral voice tone that remains consistent throughout the course of a heated or hostile encounter is very effective for establishing the tonal parameters (boundaries) of the conversation. It also helps you to survey the situation more successfully for other potential threats or escape routes.
- ASSERTIVE
When our voice tone and body language betray us, we often come across as controlling, parental, insecure, or aggressive to the people we encounter. An empowered pitch that is coupled with a calm demeanor can be a very stabilizing force in an altercation if the balance has been tilted.
- INFORMING BEHAVIOR
Making statements that let the other party know what's going on in neutral terms without using "You messages."
- REFLECT/REDIRECT
Reflective listening is a staple of any employee's toolbox. Often people just want to be acknowledged and feel like they were heard. Reflective listening allows you to show someone they were heard and move forward with your discussion.

- **OPENING BEHAVIOR**

Opening behavior is asking questions that enable the escalated person to open- up and express themselves. Human beings sometimes draw attention to themselves, even negative attention, to be seen. This is a great tool to not only make a person feel acknowledged and visible, but it interrupts violent thought patterns.

*Note: If all else fails, recognize that stopping and exiting the vehicle to avoid confrontation, calling the authorities, or disengaging from a conflict is safer than engaging with someone.

3.8 - Handling Customer Comments/Complaints

RLS teaches drivers and/or staff to handle customer comments/complaints by using the steps below:

1. **Stay Calm** - It might be extremely difficult to do, however drivers must stay calm when handling a customer complaint. Do not take the complaint personally; it's not a personal attack. Often, a customer complaint highlights an area that we can improve upon within RLS.
2. **Listen** - Frequently, if a customer comes with a problem, it means that they want to be heard. Even if the complaint seems trivial, it clearly has some significance to them because they are taking their time to reach out. Active listening techniques can, and should, be used with customers all the time. Drivers should hear the customer out and pay close attention to what they are saying. When frustrated, people can have difficulty expressing their concerns. Allowing the customer to talk will give them time to calm down. Often, an issue can be resolved just by listening to the customer and allowing them to vent.
3. **Acknowledge the Issue** - After listening to the customer, the driver should acknowledge the problem and repeat it back to the customer. Paraphrasing what the customer has said and repeating it back to them lets them know that we understand what the problem is. Acknowledging the problem does not mean that the driver agrees with what the customer has to say, it just means that they understand them and respect where they are coming from.
4. **Document the Issue** - The driver must document the comment/complaint on the appropriate RLS Complaint Form. The RLS employee should make sure to record the date, time, customers contact information, bus number and/or driver name (when applicable), and any other pertinent information.
5. **Apologize and thank them** - It may feel difficult, but swallowing your pride and apologizing for the customer's poor experience is essential. As with acknowledgment, apologizing does not mean that the driver agrees with the customer, nor are they taking the blame. It may seem counterintuitive, but thanking the customer for reaching out with their issue will also show that RLS is always trying to improve. It demonstrates that we understand where they are coming from and that we are ready to resolve the problem for them.
6. **Forward information to appropriate person(s)** - The driver/supervisor receiving the comment/complaint shall ensure the comment/complaint is forwarded to the appropriate person (Internal and/or external). Comments/complaints shall be forwarded to appropriate GW staff through email and/or GW comment/complaint software/website.
7. **Investigate** - All comments/complaints shall be fully investigated, and appropriate action taken when necessary.
8. **Follow-up** - The RLS on-site Manager shall follow up with the reporting customer communicating the findings and/or resolution. The manager shall record the follow-up date and time the manager communicated with the reporting customer along with feedback provided by the customer on the RLS Complaint Form.

3.9 – Crisis Management

When an emergency occurs, dispatchers, supervisors, and drivers often need to react without hesitation to protect life, equipment, and facilities. They can only do this if they are aware of the emergency response procedures, were trained in how to carry them out, and can easily access documentation of the procedures when needed.

- a. Procedures for safety events that occur daily, weekly, or even monthly stay in the forefront of every employee's mind. However, when a less common event occurs, staff must be prepared to respond in a calm, effective, and timely manner. Documented procedures and readily available checklists help direct and guide drivers, dispatchers, mechanics, and supervisors on how to respond to various kinds of emergency events. Also, procedures and checklists aid in reducing confusion and creating consistency in supervisor and dispatcher responses during emergencies.
- b. Periodic training on emergency response procedures is critical for employees to respond effectively to emergencies. Ideally, this training is a combination of classroom-setting orientations on emergency procedures and on-vehicle, hands-on demonstrations of emergency response skills. All training, including hands-on training, should be documented with trainer and trainee signatures and the dates the training occurred.
- c. Drivers are the first responders to an emergency in their vehicle. Dispatchers may have to direct drivers in emergency response activities. Supervisors respond to vehicle emergencies and may help carry out emergency procedures, particularly if a driver is incapacitated or overwhelmed by the situation on the vehicle.

3.9.1 – Accidents

An accident is when contact is made between a company vehicle and an animal, person, vehicle, or object. The initiation of the contact and/or presence of damage has no bearing on whether it is an accident or not. If an accident occurs immediately SAND:

1. Secure the vehicle in a safe location
2. Ask passengers, “Is anyone hurt?” and “Does anyone need medical assistance?”
3. Notify 9-1-1 and/or supervisor/dispatch. Supervisor notifies the client.
4. Document. The dispatcher and supervisor assist the driver with documenting the incident, including obtaining passenger names, exchanging driver information, taking photos, and completing the appropriate report. Driver is to remain on the scene until dispatch or supervisor releases them.

Note: The accident form must be completed before leaving for the day.

3.9.2 - Post Accident Testing

Drug and alcohol tests may be required after crashes according to the following chart:

Type of Accident Involved	Citation Issued to the CMV Driver	Test Must Be Performed
Human Fatality	Yes	Yes
Human Fatality	No	Yes
Bodily Injury with Immediate Medical Treatment Away from the Scene	Yes	Yes
Bodily Injury with Immediate Medical Treatment Away from the Scene	No	No
Disabling Damage to Any Motor Vehicle Requiring Tow Away	Yes	Yes
Disabling Damage to Any Motor Vehicle Requiring Tow Away	No	No

3.9.3 - Post-Accident Documents

As a driver we ask that you sign an authorization allowing us to release any and all hospital (or any type of medical facility where you receive emergency medical treatment) records, reports or other such documentation that would indicate whether there were any controlled substances or the presence of alcohol in your system following a vehicle accident. Post-accident testing will be required only when mandated by DOT regulations. This applies to both CDL and Non-CDL drivers.

3.9.4 – Assigned TeamTracker points

A severity rating is used to assess Team Tracker points. The following categories will be used to determine severity:

- a. Minor
Accidents with no injuries or first aid treatment provided; and
All vehicles involved can be driven away from the scene; and
Company vehicle immediately returns to service.
- b. Major
Accident with reported injuries or first aid provided on scene; or
One or more of the vehicles involved cannot be driven from the scene and requires to be towed; or
Company vehicle cannot immediately return to service.
- c. Severe
Accident with one or more individuals transported to a hospital; and
One or more of the vehicles involved cannot be driven from the scene and requires to be towed.

Reported

Minor preventable accident 2 points

Major preventable accident 4 points

Severe preventable accident 6 points

Unreported

Minor preventable accident 4 points

Major preventable accident 6 points

Severe preventable accident 12 points

3.10 - Mechanical Issue

From time to time, mechanical failures happen on buses. If the bus encounters any mechanical problems, the driver is to:

1. **Come to a stop.** To prevent damage to the vehicle, the driver will come to a stop in a safe area and park the bus, gently braking and steering. It's important for the driver to find a space off the road to avoid being rear-ended by other vehicles. Hazard lights are turned on to alert other drivers. Parking on a flat, paved surface with enough room to back out later is essential.
2. **Keep passengers safe.** During any mechanical breakdown, passenger safety is the highest priority. If the breakdown causes any health issues to flare up, the driver will call for an emergency response. Depending on the situation, the driver may direct passengers towards emergency exits. They may also be instructed to stand near the front of the bus for safety reasons.
3. **Perform an inspection.** The driver may have to leave passengers onboard while they detect the source of the breakdown. During the inspection, they will be looking for leaks, smoke, or fire that could necessitate an evacuation. If the bus stopped near traffic, the driver would control the area by keeping hazard lights on and putting out hazard triangles to warn others.
4. **Communicate.** Part of keeping the situation under control involves communicating with passengers to keep them calm. Drivers will give updates and instructions to make the experience easier (including a timeline for repairs and transportation and safety directions). Drivers will also communicate with their supervisor and/or dispatch to report the problem. A replacement bus will be sent to pick up the passengers.

3.11 - Injury/Medical Emergency

If an injury occurs on a vehicle, the driver will follow the following procedure:

1. Secure the vehicle in a safe location.
2. Activate hazard lights.
3. Call 9-1-1 and/or the supervisor/dispatch.
4. Administer first aid within the limits of training and/or medical professional instructions.
5. Notify the client.

3.12 – Bus Evacuations

In the event of an emergency, it is important that drivers are familiar with the procedure for evacuating the bus.

3.12.1 - When to evacuate

1. **Fire or the danger of fire.** A bus shall stop and evacuate immediately if the engine or any portion of the bus is on fire. Passengers shall be instructed to move a distance of at least 100 feet from the bus and to remain there until the driver has determined that no danger remains. Being near an existing fire and unable to move the bus away or near the presence of gasoline or other combustibles should be considered as “danger of fire,” and passengers should be evacuated under such conditions.
2. **Unsafe position.** In the event a bus is stopped due to an accident, mechanical failure, road condition, or human failure, the driver must determine immediately whether it is safe for passengers to remain on the bus or to evacuate. The bus shall be evacuated if:
 - a) The final stopping position of the bus is in the path of any train or adjacent to any railroad tracks.
 - b) The stopping position of the bus may change and increase the danger. If, for example, a bus comes to rest near a body of water where it could still move and go into the water, it should be evacuated. The driver must make certain the evacuation is carried out in a manner which affords maximum safety for the passengers.
 - c) The stopping place of the bus is such that there is danger of collision. In normal traffic conditions, the bus should be visible for 200 feet or more. A position over a hill or around a curve where such visibility does not exist should be considered a reason for evacuation.

3.12.2 - Evacuation Procedure

1. The driver shall start the evacuation by commanding: “This is an emergency. We are going to evacuate the bus through the front door.”
2. The driver shall designate a helper and direct them to take position outside the bus by the front door.
3. The operator shall instruct the first passenger seated in the right-side seat closest to the front door to exit the bus and lead the other passengers to a designated point at least 100 feet away.

4. The driver shall instruct passengers in the left side seat closest to the front door to follow right side seat passengers. Passengers shall be specifically commanded to, "Walk, don't run!"
5. The driver shall continue the procedure for each row moving toward the rear of the bus and alternating from right to left seats until the bus is empty.
6. If passengers are physically disabled, the driver will have to assist them off the bus. For example, passengers in wheelchairs may have to be carried out the door. Wheelchair lifts shall not be used when evacuating the bus and shall not be used when the danger of fire exists.
7. If passengers are visually impaired, the driver must make sure to give clear, precise instructions on what to do and where to go. Such passengers may also need a helping hand when exiting the bus.
8. The driver shall check to make sure each seat on the bus is empty before they exit the vehicle.
9. When the driver exits the vehicle, they shall immediately proceed, along with the helper, to join the other passengers.
10. SPEED is of the essence in an emergency evacuation. However, at no time shall the SAFETY of passengers be compromised.

3.13 – Weather

Rain, sleet, snow, fog, icy pavement, and darkness do not cause accidents: drivers who do not change their driving to meet these conditions cause accidents.

1. Reduce your speed, monitor road conditions, and watch out for other drivers.
2. Use your headlights in the early mornings and evenings so that other drivers can see you.
3. Reduced Visibility
4. When rain, fog, or snow reduces visibility, turn your headlights on low beam.
5. When visibility is extremely poor, you may even turn on your hazard lights to communicate your presence.
6. If it is necessary for you to stop, pull off the roadway as far as possible, turn on your hazard lights, and set out your reflective triangles as soon as possible.
7. Remember when setting out the triangles, carry them about waist high with the reflective side facing oncoming traffic. This will make you more visible to other drivers.

Note: In good conditions, maintain a 4 second following distance. For each weather condition add to the base as described below:

- Darkness, +1 second, reduced visibility requires extra buffer.
- Rain, +1 second, Roads become slick; need more stopping time.
- Snow, +1 second, Traction significantly reduced.
- Ice/Black ice, +1 second, Extreme caution; requires much longer distances.
- Fog, +2 seconds, Poor visibility demands maximum space.

Example: Driving in rain at night, maintain a 6 second following distance (4 seconds +1 second for darkness, +1 second for rain).

3.14 - Armed Passenger/Active Shooter

If a driver sees or has a passenger brandishing a weapon, it is imperative for the driver to remain calm and discreetly communicate the situation to a supervisor and/or dispatch through the appropriate code (Signal 0) communicating as much information as possible without alerting the armed passenger. At no time should the driver attempt to confront the armed passenger or attempt to disarm them.

3.15 – Animal in road

If an animal suddenly appears in the road, you must fight the impulse to swerve the bus. If you do not have time to take deliberate evasive action (and you usually will not), hit the animal rather than endanger the lives of your riders or riders in other vehicles near your bus.

3.16 – Overhanging Cables, Signs, and Trees

Know the clearance of your vehicle. Bus accidents frequently occur when the driver runs into overhanging limbs from trees and other obstacles. Watch for overhanging limbs and report them to your supervisor to have them trimmed. Know the width of your bus as well. Do not lose a mirror or worse. Stop, plan, and move only when you know you have enough space to get by.

3.17 – Night Driving

Night driving is much more dangerous than daytime driving. Your visibility is quite limited. Glare from others' lights can cause temporary blindness. This problem with glare worsens as we get older.

- a. Keep your inside lights at a low level.
- b. Use your low beams when following another vehicle or when another vehicle is approaching.
- c. Always use your high beams when it is safe and legal to do so.
- d. Keep within the limits of your vision. Do not overdrive your headlights. Low beams allow you to see about 250 feet ahead. High beams allow you to see 350 to 500 feet ahead. Be sure you can safely stop your bus within these distances.
- e. If an oncoming vehicle has its bright lights on, do not turn your lights on bright to punish the other driver. If the other driver does not dim his or her lights, keep your lights on dim and focus your eyes down and on the right side of the road so that the bright lights will not blind you.
- f. Never use your high beams within 500 feet of oncoming traffic or when following another vehicle within 200 feet.

4 – COMPLIANCE

4.1 - Compliance with Driver License Requirements

In compliance with parts 383 and 391 of the Federal Motor Carrier Safety Regulations, drivers must certify that they know and understand all requirements and that they do not possess more than one driver's license. In addition, drivers must immediately notify their supervisor of any revocation or suspension of license and report within seven (7) days any state or local violation (other than parking). This includes violations in your personal vehicle and any company vehicle. A copy of each driver's license will be maintained in that individual's personnel file.

4.2 - Compliance with DOT Medical Cards & Renewals

All CDL & Non-CDL Drivers (where applicable) must always maintain a valid DOT Medical card & long medical form in their driver file. Additionally, you must provide a receipt form DMV showing that you have updated your DOT card with DMV as well. This ensures that your CDL privilege will not be suspended. You must renew at least seventy-two (72) hours prior to its expiration, or you could be suspended from driving until you obtain a new one.

4.3 - DOT MVR Requirement

Federal Regulations require all drivers of commercial vehicles to submit a copy of their current driving record (MVR) from the Motor Vehicle Administration annually.

4.3.1 - Authorization to Disclose MVR Results

Drivers shall sign an authorization to disclose the contents of your driving record and qualifications for any contracting agency for review in conjunction with providing transportation service to the contracting agency.

4.3.2 - Drug and Alcohol Results for Prospective Employers

Drivers shall sign an authorization to release all drug testing results to prospective employers who request such information. This authorization will be valid until withdrawn by you in writing.

4.4 - Hours of Service

"Hours of service" refers to the maximum amount of time drivers are permitted to be on duty including driving time, and specifies number and length of rest periods, to help ensure that drivers stay awake and alert. In general, all carriers and drivers operating commercial motor vehicles (CMVs) must comply with HOS regulations found in 49 CFR 395.

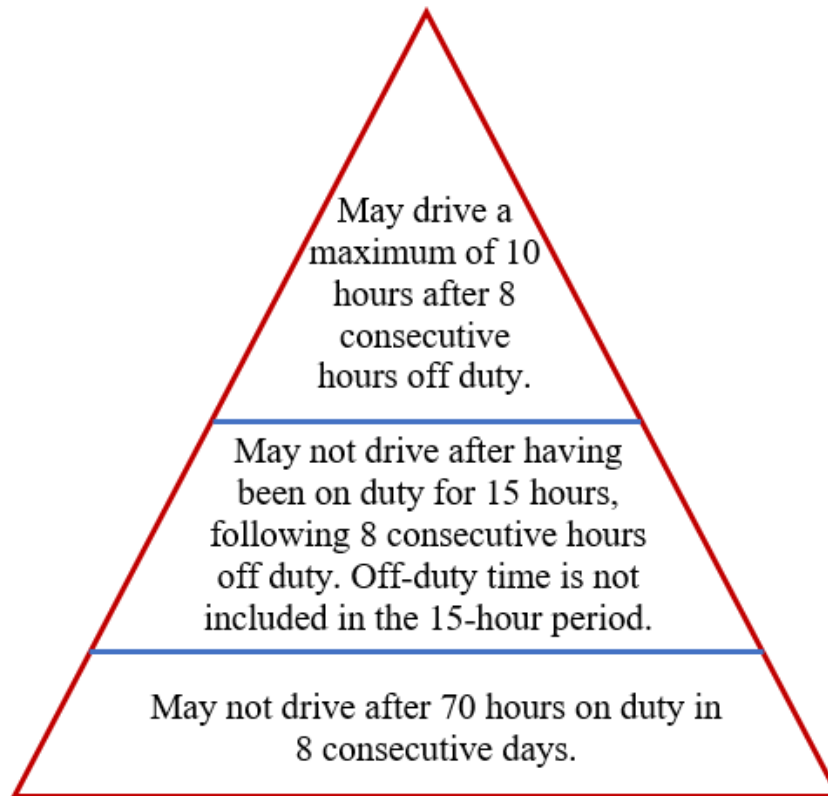
4.4.1 – Hours of Service Rules

- a. 10 Hour Rule – You cannot drive again until you have completed an eight (8) hour break after driving ten (10) hours since your last eight (8) hour break.
- b. 15 Hour Rule – You cannot drive again until you have completed an eight (8) hour break after having been on duty for 15 hours since your last eight (8) hour break.
- c. 70 Hour Rule – You cannot drive again until you have hours available after having been on duty 70 hours in the past eight (8) days OR had 34 consecutive hours off duty.
- d. All drivers MUST complete a log each day unless they are operating under the Short-Haul Exception.

- e. All drivers are required to record their Hours-of-Service time for other jobs (any job they are compensated for) in Samsara using the “Other on Duty Time” vehicle. Drivers are to log-in, select the Other on Duty Time vehicle, and go on duty.
- f. Dispatchers may NOT dispatch a driver on an assignment that would cause a violation of these regulations.
- g. Drivers must refuse an assignment that will cause a violation.

Note: On-duty time is used to determine a commercial driver’s HOS. It includes the number of hours that a commercial driver works or is ready to work. On-duty time is all time the driver spends on any of the following tasks:

- a. Compensated driving.
- b. Inspecting, servicing, or conditioning the vehicle. Waiting to be dispatched for work.
- c. Doing paperwork for the trip and/or company. Undergoing drug and alcohol testing.
- d. Doing other compensated work for the company. Doing compensated work for other company.
- e. Taking care of the vehicle when it requires repair.
- f. Loading, unloading, supervising, or attending to the vehicle.



4.4.2 – Electronic Logging Device (ELD)

- a. RLS utilizes an Electronic Logging Device (ELD) to record driver’s Hours of Service. An Electronic Logging Device (ELD) automatically records drivers’ Hours of Service (HOS) to ensure compliance with federal regulations, which limit driving and on-duty time to reduce crashes. The ELD monitors the vehicle’s engine and GPS to track driving time, vehicle movement, and location, generating electronic logs for easy review during roadside inspections. Drivers must use a compliant ELD for interstate commercial vehicle operations unless they qualify for specific exemptions, such as the 150 air-mile radius exception for certain short-haul drivers.
- b. While eDVIRs have fully replaced paper DVIRs for many, paper logs for HOS may still be necessary in the following limited situations for drivers who normally use an ELD:
 - 1. ELD malfunction: If a driver’s ELD fails, they must switch to paper logs to record their hours of service for up to eight days while the device is being repaired or replaced.
 - 2. The 8-day rule: Drivers who use paper logs for no more than eight days within any 30-day period are exempt from the ELD mandate during that time. This is for intermittent driving and requires careful tracking to avoid exceeding the limit.
 - 3. Vehicle-related exemptions: Vehicles manufactured before the year 2000 are not required to have an ELD and may continue to use paper logs for HOS.

5 - POLICIES & PROCEDURES

5.1 - Service Animals

The U.S. Department of Transportation (DOT) defines a service animal as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”

- a. The U.S. DOT definition in Section 37.3 does not include emotional support or “comfort” animals which have not been trained to perform a task for an individual with a disability.
- b. Drivers may ask riders two questions about the service animal to determine eligibility to ride:
 1. Is the animal required because of a disability?
 2. What work or task has the animal been trained to perform?

5.2 - Idling

We have no idling policy. All vehicles must be shut off after 3 minutes of continuous idling at stop locations and/or at staging locations.

5.3 - Speeding

Speeding is never approved, maintain all posted speed limits.

5.4 - Vehicle Issues

Immediately communicate all vehicle issues that are deemed unsafe to your supervisor.

5.5 - Traffic and Parking Violations and Infractions

- a. If a driver receives a ticket (moving or non-moving) while operating a company vehicle, you must report it to your supervisor immediately and submit the ticket within twenty-four (24) hours. The driver will be responsible for all fines and fees* associated with any infraction or violation.
 - *Note - The driver will be responsible for duplication of fines and related fees for any ticket not submitted as directed.
- b. It is the responsibility of all employees that drive company vehicles to know the motor vehicle laws of each jurisdiction that they drive in. It is also the driver’s responsibility to not allow anyone other than law enforcement agents to direct them to an area to park that is considered unsafe or a no parking area.
- c. At no time will a driver leave his vehicle unattended while on an assignment unless they are on a comfort break or lunch break and the vehicle is parked legally, secured properly and the keys are kept with the driver.

5.6 - Cellular Phone/Smart Device

- a. It is well supported by accident statistics that using a cellular phone, either a hand-held or a hands-free model, while operating a motor vehicle distracts drivers’ attention from traffic conditions.
- b. To help reduce the possibility of vehicle accidents in connection with the use of cellular phones, we have adopted a cellular phone policy applicable to all employees while driving a company vehicle at any time or while driving any other vehicle (rented, leased, borrowed or their own vehicle) while conducting company business.
- c. The written policy includes, but is not limited to, the following points:
 1. Cellular phone calls, incoming or outgoing, are prohibited while behind the wheel.
 2. All non-emergency calls should be made only after the vehicle is safely parked and outside of the vehicle.
 3. Accidents incurred while the employee driver is using a cellular phone may be preventable, and the employee will be subject to disciplinary action.
 4. Hands-free cellular phones are subject to the same policy as hand-held phones. (Hands free to include, but not limited to, blue tooth, in dash, earpieces, and smart devices of any kind).
 5. Exception: Charter drivers are permitted to use a Bluetooth device in the left ear for audio GPS directions only.

*Note: This policy also applies to smart glasses, which are prohibited while employees are on duty or on company property.

5.7 - Use of Company Vehicle

- a. Company vehicles are to be used by authorized employees for company business only.

- b. Approved employees must have and maintain a valid driver's license (CDL Clas appropriate for the vehicle) and a valid DOT medical certificate if applicable.
- c. Drivers must abide by all local, state, and federal highway and traffic laws.
- d. Drivers are to follow all defensive driving techniques.
 - 1. Employees authorized to drive a company vehicle must report all citations received in a personal vehicle to their manager within 24 hours.
 - 2. Nonemployees are not authorized to drive or ride in company vehicles unless they are a customer riding during a scheduled trip.
 - 3. Air-Conditioning/Heat should be on for what is appropriate for the customers.

5.8 - Uniforms

- a. Employees are expected to dress and groom themselves in accordance with accepted business standards. Employees contribute to the feeling and reputation of RLS in the way they present themselves. A professional appearance is essential to a favorable impression with customers. Good grooming and appropriate dress reflect employee pride and inspire customer confidence.
- b. Your required business attire contributes to the positive impression you make on our customers, co-workers and how you feel. Managers should determine appropriateness in the appearance of their staff. Employees who do not meet a professional standard may be sent home to change and will not be paid for that time off. An employee unsure of what is appropriate should check with their manager, supervisor or HR
- c. Business attire consisting of a white collared button-down dress shirt, an RLS issued company tie black pants to include; khakis, dickies or dress pants, (no black jeans), black socks and black closed-toed shoes, are required for all drivers. Chauffeur/drivers operating a sedan, an SUV or a limo complete their attire with a matching black suit jacket as well.
- d. From May-October, shuttle drivers may wear a white RLS polo or a plain white polo of your choice, but without any logos on it. If you have any tattoos that are visible on your arms or neck, you may not wear polo shirts as these need to be covered. You can wear long-sleeved white polo during this time, or you will be required to wear your shirt and tie. Polo shirts must be worn tucked in.
- e. Additional guidelines for appropriate dress specify that clothing should be neat and clean. Standards indicate that shirts should be tucked in, and extremes in dress, such as clothing that is overly small or tight, as well as large accessories, strong fragrances, or unusual hairstyles, are not permitted. Ear piercings are acceptable, while facial piercings are allowed within set limitations.

5.9 - Toll Usage

- a. Drivers shall adhere to the following guidelines for EZ Pass usage:
 - 1. EZ Passes must be switched to "HOV ON" if there are three (3) or more people in the vehicle (Sedan/SUV).
 - 2. Charter Drivers are authorized to use express lanes under the following conditions:
 - a. I-66 Inside Beltway Express Lanes
 - i. Eastbound 5:30-9:30am ONLY with clients onboard
 - ii. Westbound 3:00-7:00pm ONLY with clients onboard
 - iii. All other times are authorized with or without clients.
 - b. I-66 Outside Beltway, and 495/395/95 Express Lanes
 - i. 7:00am-7:00pm ONLY with clients onboard
 - ii. All other times are not authorized.

Note: If a Charter Driver departs late for a trip due to a non-RLS related issue, the Charter Driver shall have all occurred tolls used to get the driver to arrive on time deducted from their next check.

 - 3. Shuttle Drivers are NOT AUTHORIZED to use I-66 Inside Beltway, I-66 Outside Beltway, and 495/395/95 Express Lanes unless directed by Senior Shuttle Operations Manager.
- b. Dispatch shall approve/deny Charter Driver requests, document the request and decision, and the reason/justification of the decision in feedback of the trip. Decisions shall be based on the following:
 - 1. Traffic. An RLS driver is permitted to use express lanes when the normal lanes on that roadway are experiencing heavier than normal traffic if using the expressway will keep them from arriving late.
 - 2. Construction. An RLS driver is permitted to use express lanes when the normal lanes on that roadway are under construction if using the expressway will keep them from arriving late.
 - 3. Weather. If inclement weather causes delays in traffic on roadways that have express lanes, those express lanes may be used as an alternative.

4. RLS vehicle mechanical issues. If an RLS driver is delayed in leaving either the Sterling, VA or Capitol Heights, MD locations due to a mechanical issue with an RLS vehicle, the driver is permitted to use express lanes.
5. Special events. With the approval of either the Dispatch Manager, Event Manager, or Director of Operations, a driver shall be permitted to use express lanes if assigned to a special event, to avoid tardiness.
- c. Exceptions to the policy defined above MUST be pre-approved through Dispatch/Shuttle Operations.
- d. Personal use is prohibited.
- e. Drivers shall have unauthorized/unapproved toll and fuel usage deducted from their next paycheck accordingly.

5.10 - Seatbelt

Federal law under 49 CFR 392.16 requires that a commercial motor vehicle (CMV) driver must be properly restrained by the seat belt assembly.

5.10.1 - Why It is Important

- a. Prevent Injuries: Seat belts significantly reduce injuries and fatalities in crashes by preventing ejection and protecting against head and spinal cord damage.
- b. Driver Responsibility: The rule holds both the motor carrier and the driver responsible for compliance.
- c. Compliance: For CMVs, using seat belts is not a choice but a legal requirement for the driver and passengers in the circumstances described above.

5.10.2 - Consequences of Non-Compliance

As a criminal charge, violations of 49 CFR 392.16 can lead to significant penalties, including fines and jail time depending on offense and jurisdiction.

5.11 - Communication with Client(s)

Drivers often need to relay information to passengers. Drivers are to:

- a. Be clear and concise: Provide essential information in a way that is easy for passengers to understand, especially when discussing arrival times or delays.
- b. Manage expectations: Keep passengers informed, especially during unexpected detours or delays. Proactive updates help build trust and mitigate frustration.
- c. Maintain discretion: In services like non-emergency medical transport (NEMT), drivers may have access to personal client information that must be kept confidential.
- d. Stay professional: Interact with all clients courteously and respectfully. Maintain composure and empathy when dealing with difficult situations.

*Note: Drivers are prohibited from communicating with the client supervisor/manager. All inquiries must be forwarded to the manager.

5.12 - AM/FM Radio Usage

Only used under the direction of the client, and station set to client's requested station, otherwise it is turned off.

5.13 - Shift Change

Depending on the contract, a driver shift change may be required. Driver shift changes will adhere to the following:

- a. Driver(s) will utilize the assigned transfer vehicle to and from the work location and the terminal only (no unauthorized stopping between).
- b. Drivers will perform a pre-trip and post-trip on transfer vehicles.
- c. Driver(s) will follow fueling policy and procedure.
- d. Driver(s) will remove all trash and maintain a clean transfer vehicle.

5.14 - Fueling

Reston Limousine provides fuel cards and fuel PINs in support of transportation provided in service of our clients and business operations. Drivers shall follow the guidelines outlined below for fuel card usage:

- a. All vehicles are to be fueled at Quarles or an approved location with exceptions needing approval from
- b. your supervisor or dispatch.
- c. Employees authorized to fuel company vehicles are issued a Personal Identification Number (PIN) to be
- d. used with the company's Fuel Cards.

- e. You are authorized to fuel RLS company vehicles only.
- f. Your PIN identifies you by name on a weekly fuel report and you are accountable for all transactions made using your PIN.
- g. You are responsible for your Fuel Pin Number and are to use that assigned number and no one else's.
- h. You are not to give your number out to anyone.
- i. Fuel Cards are not to be used for personal vehicles or non-business purposes.
- j. Using the Fuel card for any purpose other than official business use will be considered theft of company property and could lead to immediate termination of employment.
- k. Drivers shall have unauthorized/unapproved fuel usage deducted from their next paycheck accordingly.

5.15 – Schedule Adherence

5.15.1 - Punctuality and Schedule Adherence

Adherence to Timetable: Drivers must operate their vehicles on designated routes according to the official, issued timetable.

- a. Arrival Times: Drivers are expected to arrive at designated stops, particularly the starting location, on time. Early, departures are strictly prohibited.
- b. Pre-Trip Preparation: To ensure on-time departure, drivers must arrive early to perform required pre-trip inspections (brakes, lights, etc.).

5.15.2 - Managing Delays and Traffic

- a. Proactive Communication: Drivers must immediately notify dispatch or supervisors regarding any significant route delays, traffic, or detours.
- b. Traffic Management: Drivers are responsible for safely maneuvering through traffic and weather, requiring adaptability to keep services reliable.
- c. Incident Reporting: If a delay is caused by an accident, breakdown, or passenger issue, the driver must report it immediately to dispatch and/or their supervisor or manager.

5.15.3 - Service Standards and Passenger Service

- a. Proactive Information: Drivers should keep passengers informed of possible delays or changes in the route.
- b. Efficient Boarding: Drivers must assist passengers efficiently, including those with disabilities, to maintain the route schedule.
- c. Stop Adherence: Drivers are expected to pick up and drop off only at designated, scheduled locations.

5.15.4 - Discipline and Penalties for Non-Performance

- a. Consequences of Lateness: Excessive tardiness or failure to follow the schedule can lead to disciplinary action, including verbal warnings, written warnings, suspension without pay, and/or termination, depending on the severity and frequency.

5.15.5 - Best Practices for Reliability

- a. Route Familiarity: Drivers should know the route and potential bottlenecks to avoid delays.
- b. Safety First: While punctuality is required, safety regulations (e.g., speed limits, 360-degree walk-around when backing) take precedence over keeping the schedule.

5.16 – Flex Drivers

Flex drivers are to be on site and waiting in the designated building, lot area, or vehicle while on the clock (designation determined by Shuttle Operations Manager). Flex drivers are not permitted to leave the designated area or be in their personal vehicle during their work hours.

6 – ALCOHOL AND SUBSTANCE ABUSE

- a. This policy applies to all employees who drive a company vehicle at any time. We value our drivers and recognize each person's need for a safe and healthy work environment. Drivers who use illegal drugs and abuse alcohol tend to be less productive, less dependable, more prone to accidents, and more prone to greater absenteeism, resulting in the potential for increased accidents, costs, and risks to the company.

- b. We are committed to maintaining a safe workplace for our drivers and other users of the highways that are free from illegal drug use and the misuse of alcohol. We comply with the requirements for testing of the US Department of Transportation and other Federal and State laws and regulations. We therefore forbid the unlawful use or possession of alcohol or controlled substances. The violation of this policy or regulations and laws will result in the immediate termination of a driver.

6.1 - Participation as a Requirement of Employment

Participation in this program is a condition of employment for each commercial motor vehicle driver.

6.2 - Employee Assistance Program

We have established an Employee Assistance Program (EAP) that includes education and training for all employees about controlled substances and alcohol. The training program will cover the effects of controlled substance use on personal health, safety, and the work environment. Manifestations and behavioral changes that may indicate controlled substance use and abuse will also be addressed. Documentation of these training sessions will be maintained.

6.3 - Employee Categories Subject to Testing

Under Federal Motor Carrier Safety Administration (FMCSA) regulations, all employees who operate a commercial motor vehicle and are subject to the Commercial Driver's License requirements will be included in this drug and alcohol testing program.

6.4 - Prohibited Conduct

6.4.1- Alcohol

- a. As referred to in this policy, alcohol means the intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols including methyl or isopropyl alcohol. FMCSA regulations currently prohibit a covered employee from reporting for duty or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.04 or greater.
- b. Drivers who perform safety-sensitive functions must not consume alcohol or be in possession of alcohol. "Safety-sensitive function" defined as all-time from the moment a driver begins work or is required to be in readiness to work until they are relieved from work and all responsibility for performing work. Safety-sensitive functions shall include:
 - a. All time at an employer terminal, facility, or other property, or on any public property, waiting to be dispatched, unless the driver has been relieved from duty.
 - b. All time inspecting, servicing, or conditioning any commercial motor vehicle.
 - c. All time spent at the driving controls of a commercial motor vehicle in operation.
 - d. All the time, other than driving time, in or upon any commercial motor vehicle.
 - e. All time loading or unloading a vehicle, supervising, or assisting in the loading and unloading, remaining in readiness to operate the vehicle.
 - f. All time repairing, obtaining assistance, or remaining in attendance upon a disabled vehicle.
 - g. During specified on-call hours.
 - h. While performing a safety-sensitive function.
 - i. Within four (4) hours prior to performing a safety-sensitive function.
 - j. For up to eight (8) hours following an accident, or until an employee undergoes a post-accident test, whichever comes first.

6.4.2- Controlled Substances

- a. As referred to in this policy, a controlled substance or prohibited drug means marijuana, cocaine, Opioids, amphetamines, or phencyclidine. FMCSA regulations prohibit the performance of safety-sensitive functions when a prohibited level of any of the specified drugs is detectable in the employee's urine.
- b. Drivers who perform safety-sensitive functions are strictly prohibited from using or ingesting prohibited drugs at any time, except when the use is pursuant to the instruction of a physician who has advised the employee that the substance does not affect the employee's ability to safely perform his or her job.

- c. Employees should also be aware that over-the-counter medications could adversely affect the employee's ability to safely perform his or her job. Any employee taking a substance at a physician's instruction must inform their supervisor of such drug use. We retain the right to verify the use with the employee's physician. Manufacturing, distributing, dispensing, possessing, or using controlled substances in the workplace is prohibited pursuant to the Drug-free Workplace Act.

6.5 - US DOT Drug and Alcohol Testing Procedures

The following procedures will be followed in the administration of drug and alcohol tests. Drug and alcohol testing of drivers and safety-sensitive job candidates (Drug test only) will be conducted in a manner designed to protect employees and the integrity of the testing process, safeguard the validity of test results, and ensure that those results are attributable to the correct employee.

- a. Urine samples for drug testing will be collected privately at the collection site designed by the employer, using the split sample collection method. If the collection site personnel and the company's representatives have reason to believe that an adulterated or substituted or dilute sample has been provided, or that the employee may alter or substitute or dilute the sample, the employee will be required to submit to a second sample or give the original sample under the direct observation of a same gender collection site person.
 - o The determination to submit a second sample, or to provide the original sample under observed collection shall be made in accordance with section (e) of 49 CFR part 40, and specifically section 40.25 (e).
- b. An approved chain of custody procedures will be followed in the administration of all drug tests. Urine samples will be sealed and initialed by the employee and a witness. The drug testing custody and control form will be completed in the manner specified in 49 CFR Part 40. Urine samples will be promptly sent to and tested by a laboratory that is certified to perform drug tests by the Department of Health and Human Services (DHHS), in accordance with the procedures set forth in 49 CFR Part 40. Urine samples, including primary specimens and secondary specimens, will be stored in accordance with the requirements of 49 CFR Part 40. Any specimens which test positive for drugs will be retained in long term frozen storage by the laboratory conducting the analysis for a minimum of one (1) year.
- c. Breathalyzer and saliva alcohol tests will be conducted in a manner that provides the employee with privacy to the greatest extent possible. All the procedures regarding such tests set forth in the 49 CFR Part 40; including procedures relating to completion of the breath alcohol testing form will be followed. Alcohol tests will be conducted using a National Highway Safety Administration (NHTSA) approved evidentiary breath testing device (EBT) operated by a trained Breath Alcohol Technician (BAT). If the initial test indicated an alcohol concentration of 0.02 or greater, a second test will be performed within fifteen (15) minutes to confirm the results of the initial test.
- d. Initial drug screening will be conducted using an accepted immunoassay method. All positive tests will be confirmed using the Gas Chromatography Mass Spectrometry (GC/MS) drug testing method.
- e. Any employee (or applicant) who is required to submit to a drug or alcohol test must promptly execute consent to the collection of samples, the analysis of the sample to determine the presence of designated substances and/or their metabolites, or alcohol, and the release of test results to their employer. Upon request, legible copies of the results of all drug and alcohol tests will promptly be made available to the employee. Any information obtained in the process of conducting a drug and/or alcohol test will be treated as confidential information.
- f. Any employee required to submit to a drug and/or alcohol test must cooperate fully with the collection process and complete all required forms and documents. Alcohol tests will be conducted with the use of non-evidential screening device and/or Evidential Breath Testing device (EBT) approved for use by the National Highway Traffic Safety Administration. A Screening Test Technician (STT) will administer non-evidential screening tests including saliva tests. Only a BAT will administer an EST test.
- g. Alcohol tests will be administered in a location that affords visual and auditory privacy to the employee being tested, which is sufficient to prevent unauthorized people from seeing or hearing test results. If the screening test reveals a blood alcohol concentration of less than 0.03, the test is negative and will be reported as such. If the screening test reveals a blood alcohol concentration of 0.02 or greater, a confirmation test will be performed.
- h. Confirmation tests will be performed using an EBT and conducted within thirty (30) minutes of the completion of the screening test. If the employee must be transported from the screening test site to the confirmation test site, the employee will remain under the direct observation of a BAT, STT, or another company representative. These steps will be taken to protect the employee and the integrity of the testing process, safeguard the validity of the test results, and ensure that the test results are attributed to the proper employee.

6.6 - Test Standards

6.6.1 - Controlled Substance Criteria

- a. The testing program required by FMCSA regulations is limited to five (5) drug types:
 1. Marijuana
 2. Cocaine
 3. Opioids
 4. Amphetamines
 5. Phencyclidine (PCP)
- b. After the urine specimen has been collected and forwarded to the laboratory, two tests may be performed. The initial test is the immunoassay test. This is a screening test to determine drug usage for the five classes of drugs. The second test is a confirmation test.
 1. If the results of the initial test are negative, the testing laboratory will advise the motor carrier's Medical Review Officer (MRO) that the drug test for the driver was negative. No additional tests on the specimen will be done.
 2. If the results of the initial test are positive, that is, if the results exceed the test levels for any of the five drug classes, a second (confirmation) test is performed. This test is done in an entirely different manner from the initial one. All specimens identified as positive on the initial test must be confirmed using gas chromatography/mass spectrometry techniques. The positive levels for the five classes of drug tests are in the table below:

Substance	Initial - Test Levels (ng/ml)	Confirmation - Test Levels (ng/ml)
Marijuana	50	15
Cocaine	300	150
Opioids	300	100
Morphine		300
Codeine		300
Phencyclidine (PCP)	25	25
Amphetamines	1000	500
Methamphetamine		500
Hydrocodone	300	100
Hydromorphone	300	100
Oxycodone	100	100
Oxymorphone	100	100

6.6.2 - Alcohol Criteria

0.00 - 0.01 is considered negative.

0.02 - 0.39 is not considered negative* (24 hrs. suspension minimum)

0.04 and higher is considered positive*(Return-To-Duty Program required) (*) confirmation test required.

6.7 - Role of The Medical Review Officer (MRO)

- a. All drug test results will be reviewed first by a specially trained physician serving as MRO. The MRO will notify the company directly if an employee's drug test result is negative. If the drug test result is positive, the MRO will contact the employee to discuss the test, to determine if the positive result is valid, and to notify the employee that they have seventy-two (72) hours to request a test of the split specimen.
- b. The MRO will verify a test as positive without having communicated directly with the employee in the following three (3) circumstances:
 1. The employee expressly declines the opportunity to discuss the test results with the MRO.
 2. Neither the MRO nor Company Contact Person can contact the employee within 14 days of the date the MRO receives the confirmed positive test result.

3. More than five (5) days have elapsed since the Company Contact Person successfully made and documented contact with the employee in which they instructed the employee to contact the MRO.
- c. If a test result is verified positive under the latter two circumstances specified above, the employee may present to the MRO information documenting that serious illness, injury, or other circumstances unavoidably prevented the employee from being contacted by the MRO or the Company Contact Person, or from contacting the MRO within the time provided. The MRO, based on such information, may reopen the verification, allowing the employee to present information concerning a legitimate explanation for the confirmed positive test. If the MRO concluded that there is a legitimate explanation, the MRO shall declare the test to be negative.

6.8 - The Role of The Substance Abuse Professional (SAP)

- a. A driver will be given a list of all recommended SAPs upon suspension or termination. An SAP will evaluate all drivers with a confirmed alcohol test result of 0.04 or greater or a confirmed positive drug test result. This treatment program may include referral of the employee by the SAP to an assistance program, educational program, or other treatment provider. The cost of this treatment will be the employee's (former employee's) responsibility.
- b. Drivers permitted to return to work following an alcohol test of 0.02 - 0.39, or an SAP evaluation will be subject to a Return-To-Work test. After that evaluation and the successful completion of a return-to-duty test, SAP will be recommend the employer the number of follow-up tests required.

6.9 - Testing Programs

6.9.1 - Pre-Employment Testing (49CFR382.301)

All driver applicants for employment and incumbent employees seeking transfer to safety sensitive function positions will undergo a pre-employment drug test. We will not hire an applicant for or transfer an employee to a safety-sensitive position until the result of the applicant or employee's drug test is received, and the results are negative. A positive pre-employment drug test shall be considered sufficient grounds to disqualify the applicant or incumbent employee from employment as a driver.

6.9.2 - Reasonable Suspicion Testing (49CFR382.307)

- a. Drivers who perform safety-sensitive functions will be required to submit to a drug or alcohol test when a trained supervisor has reasonable suspicion that the employee has used a prohibited drug or misused alcohol.
- b. Reasonable suspicion is established if a supervisor trained in detecting the signs of alcohol misuse and drug use reasonably conclude, based on their direct observations, that an employee has used drugs or misused alcohol.
- c. The determination that reasonable suspicion exists shall be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the employee.
- d. We will direct an employee to undergo reasonable suspicion testing for alcohol only if such observations are made during, just preceding or just after the period of the workday that the employee is required to comply with the employee alcohol use prohibitions. The alcohol test may be administered only just before; just after; or during the period the employee is to perform a safety-sensitive function.
- e. Additionally, a reasonable suspicion alcohol test must be performed within eight (8) hours following a determination that reasonable suspicion to test exists. If a reasonable suspicion test is not performed within two (2) hours after such a determination, the company will prepare and maintain a record stating the reasons the test was not promptly administered.
- f. No employee suspected of alcohol misuse, as shown by the behavioral, speech or performance indicators of alcohol misuse, may perform or continue to perform safety-sensitive functions until an alcohol test is administered evidencing a blood alcohol concentration of less than 0.02 or at least eight (8) hours have elapsed following the determination that there is reasonable suspicion of alcohol misuse.
- g. A driver who undergoes reasonable suspicion testing will be removed from service pending the test results. If the test results are negative, the employee will be returned to work and paid for any time lost.

6.9.3 - Post-Accident Testing (49CFR382.303)

- a. As soon as practicable following an accident a CDL driver must complete a controlled substance test (Federal) and a breath alcohol test (Regulated) if the occurrence results in the following:
 1. Loss of human life, or
 2. Driver receives a moving traffic citation, AND someone receives immediate medical treatment away from the scene, or
 3. The driver receives a moving traffic citation, AND one or more vehicles are towed due to disabling damage.

- b. When post-accident tests are performed, they will be conducted as soon as possible following the accident. Drug tests must be performed within eight (8) hours following the accident or until the driver submits to a drug test within thirty-two (32) hours after the accident. Alcohol tests must be performed within two (2) hours following the accident or until the driver submits to an alcohol test within eight (8) hours after the accident. A driver subject to post-accident testing must refrain from consuming alcohol for eight (8) hours following the accident or until they submit to an alcohol test, whichever comes first.
- c. These testing requirements will not delay necessary medical attention for injured persons, nor will they prohibit a driver who was performing a safety-sensitive function from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care. Drivers involved in a fatal accident while performing a safety-sensitive function must remain readily available for testing for thirty-two (32) hours.
- d. This means the employee must ensure that their employer knows their location for at least a thirty-two (32) hour period following an accident or until post-accident drug and alcohol tests have been completed. A driver who is not available for testing will be considered to have refused to submit to testing unless his or her unavailability is attributable to efforts to obtain assistance in responding to the accident or obtaining necessary emergency medical care.

6.9.4 - Random Testing (49CFR382.305)

- a. Random testing will be conducted for all drivers performing safety-sensitive functions at a rate established by the FMCSA. Random tests will be unannounced and spread reasonably throughout the year.
- b. There will be no pattern to when random tests will be conducted, and all employees performing safety-sensitive functions will have an equal chance of being selected for testing from the random pool each time random tests are conducted.
- c. Drivers shall remain in the pool even after being selected and tested. Therefore, an employee may be selected for a random test more than once a year.
- d. Drivers will be selected anonymously using an identification number having no correlation to actual employee names.
- e. The employee must report to the collection site immediately after receiving notification of his or her selection from the random pool.
- f. In the event a randomly selected employee is absent from work, they will be tested as soon as practicable, unless the employee fails to return to work before the next randomly selected testing date.
- g. A driver will be subject to random testing for alcohol while the employee is performing safety sensitive functions, just before or just after performing, or if the employee is immediately available to perform safety-sensitive functions.

6.9.5 - Return-to-Duty Testing (49CFR382.309)

- a. A driver, who receives a verified alcohol test result of 0.02 to 0.39, may not return to work for 24 hours. A driver, who receives a verified alcohol test result of 0.04 or greater, may not return to work until the employee is:
 - 1. Evaluated by an SAP who determines that the employee has followed any treatment program prescribed by the SAP and
 - 2. Passes a return-to-duty test.
- b. A return-to-duty test will be performed only after the SAP indicates that the employee has completed or is following any prescribed treatment program.
- c. In the return-to-duty evaluation, the SAP will determine the frequency and duration of follow-up testing after the employee returns to duty. The SAP may recommend that the employee be subject to a return-to-duty test for both drugs and alcohol even if the employee only tested between 0.02-0.39 for alcohol. To pass the return-to-duty test, the result must be a verified negative drug test and/or an alcohol test result of less than 0.02.

6.9.6 - Follow-up Testing (49CFR382.311)

- a. If a driver who tests positive on a drug and/or alcohol test is permitted to return to duty, they will be subject to unannounced follow-up testing. The SAP will determine the frequency and duration of the follow-up testing. A minimum of six (6) follow-up tests during the first twelve (12) months after the employee returns to duty will be performed. The follow-up testing period shall not exceed sixty (60) months from the employee's return to duty.

- b. Follow-up testing is separate from and in addition to the regular random testing program, and the employee will be responsible for the payment of these tests. Accordingly, employees subject to follow-up testing will remain in the standard random pool and will be tested whenever their names come up for random testing, even if this means being tested twice in the same day, week, or month.
- c. The SAP may recommend that the employee be subject to follow-up testing for both drugs and alcohol even if the employee tested between 0.02-0.39 for alcohol. If the employee is subject to follow-up alcohol tests, the employee may be required to take one or more follow-up tests with a verified negative result.
- d. Follow-up testing will be conducted only just before; just after or during the period the employee is to perform a safety-sensitive function.

6.10 - Refusal to Submit to a Test (49cfr382.211)

- a. The Federal Motor Carrier Safety Regulations provide that a driver shall not refuse to submit to a post-accident test, reasonable suspicion test, random selection test, or follow-up test. A driver who refuses to submit to a required test shall not be allowed to perform or continue to perform safety-sensitive functions.
- b. In alcohol testing, the refusal to sign the certification on the form is regarded as a refusal to take the test. Not providing an adequate amount of breath may, under certain conditions, be regarded as a refusal to take the test.
- c. In drug testing, failure to provide sufficient urine may constitute a refusal. If a driver leaves the collection site without providing a sufficient specimen for testing, it will be considered a refusal to be tested until further consideration and evaluation can be made.
- d. When a driver provides a specimen for drug testing which is found to be "too diluted for analysis" by the laboratory, the driver will be relieved of all safety-sensitive functions until further evaluation and considerations can be made.

6.11 - Controlled Substances

A driver who tests positive for drugs or refuses to submit to a drug test must be removed from performing safety-sensitive functions immediately. Pursuant to policy, a verified positive drug test will result in immediate suspension up to termination.

6.12 - Alcohol

A driver who has an alcohol concentration of 0.02 or greater, but less than 0.4, may not perform a safety-sensitive function for at least twenty-four (24) hours following administration of the alcohol test. A driver who has an alcohol concentration of 0.04 or greater must complete an SAP evaluation and subsequent treatment before performing any safety sensitive functions.

6.13 - Re-Testing at the Employees Request

- a. US DOT regulations mandate a split specimen procedure which requires a portion of each urine specimen to be retained in a separate, sealed container. An employee whose urine test is positive may request that the split sample be tested at a separate laboratory approved by the US Department of Health and Human Services (DHHS). DOT regulations require that the employee make such a request within seventy-two (72) hours of learning of a verified positive test.
- b. All costs associated with the split sample testing will initially be paid for by the employer, including shipping, handling, transportation, testing, and reporting to the MRO.
 - 1. If the result of the retest or split sample test is positive, the employee will reimburse the employer for the cost of the retest.
 - 2. If the result of the re-test or split sample test is negative, the cost shall be paid by the employer.
- c. Each employee is entitled, upon written request, to obtain copies of any records pertaining to their use of alcohol or controlled substances, including any records pertaining to their alcohol drug tests. Such records shall be made available to a subsequent employer or other party only upon written request of the employee and only as expressly authorized by the terms of the employee's written request.
- d. Employee records shall be made available, upon request, to the Secretary of Transportation, or any Department of Transportation agency with regulatory authority. Upon request, the employer shall disclose information related to the administration of a post-accident drug or alcohol test to the National Transportation Safety Board following an accident under its investigation.
- e. In addition, the employer may disclose information contained in employee records to the employee or the decision maker in a lawsuit, grievance, or other proceeding initiated by or on behalf of the covered employee and arising from the results of a drug or alcohol test administered under this policy.

6.14 - Notification of Convictions

Pursuant to the requirements of the Drug-Free Workplace Act, employees must notify their employer within five (5) days of any criminal drug statute conviction for a violation occurring in the workplace.

6.15 - The Effects of Alcohol and Drugs on Health, Work, and Personal Life Effects of Alcohol

Alcohol is a socially acceptable drug that has been consumed throughout the world for centuries. It is considered a recreational beverage when consumed in moderation. However, when consumed primarily for its physical and mood-altering effects, it is a substance of abuse. As a depressant, it slows down physical responses and progressively impairs mental functions.

6.15.1 - Signs and Symptoms of Use

- a. Dulled mental process.
- b. Lack of coordination.
- c. Odor of alcohol on breath.
- d. Possible constricted pupils.
- e. Sleepy or stuporous condition.
- f. Slow reaction rate.

Note: Except for the odor, these are general signs and symptoms of any depressant substance.

6.15.2 - Health Effects

- a. The chronic consumption of alcohol (average of three (3) servings per day of beer, one (1) ounce of whiskey, or six (6) ounces of wine) over time may result in the following health hazards:
 1. Decreased sexual functioning.
 2. Dependency (up to 10% of people who drink become physically or mentally addicted).
 3. Fatal liver disease.
 4. Increased cancers of the mouth, tongue, pharynx, esophagus, rectum, breast, and malignant melanomas.
 5. Pancreatitis.
 6. Spontaneous abortion or neonatal mortality.
 7. Ulcers.
 8. Birth defects (up to 54% of all birth defects are alcohol related).

6.15.3 - Workplace Issues

- a. It takes one hour for the average person to process one serving of alcohol from the body. Impairment in coordination and judgment can be objectively measured with as little as two drinks in the body. A person who is legally intoxicated is six (6) times more likely to have an accident than one who is sober. The nine (9) Symptoms of Alcoholism are:
 1. Increase in alcohol tolerance.
 2. Occasional or partial memory lapses.
 3. Drinking beyond one's intentions.
 4. Increased dependency on alcohol.
 5. Sneaking drinks.
 6. Preoccupation with alcohol.
 7. Resentful whenever one's drinking is discussed.
 8. Futile, frustrating attempts to stop drinking.
 9. Rationalizing loss of control.

6.16 - Marijuana

People use marijuana for the mild tranquilization and mood and perception altering effects it produces. Marijuana does not depress central nervous system reactions. Its action is almost exclusively on the brain, altering the proper interpretation of incoming messages.

6.16.1 - Signs and Symptoms of Use

- a. Reddened eyes.
- b. Slowed speech.
- c. Distinctive odor on clothing.

- d. Lackadaisical, "I don't care" attitude.
- e. Chronic fatigue and lack of motivation.
- f. Irritating cough, chronic sore throat.

6.16.2 - Health Effects

- a. Irritation to the lungs.
- b. Chronic smoking causes emphysema-like symptoms.
- c. One marijuana cigarette contains cancer causing substances equivalent to one-half to one pack of regular cigarettes.
- d. Marijuana can cause serious respiratory tract and sinus infections.
- e. Marijuana smoking lowers the body's immune system response, making users more susceptible to infections.
- f. Pregnant women who are chronic marijuana smokers have a higher-than-normal incidence of stillborn births, early termination of pregnancy, and higher infant mortality rate.
- g. Research on test animals indicates that marijuana may cause birth defects, including malformations of the brain, spinal cord, forelimbs and liver, and water on the brain and spine.

6.12.3 - Workplace Issues

- a. Delayed decision making.
- b. Diminished concentration.
- c. Impaired short-term memory, interfering with learning.
- d. Impaired signal detection.
- e. Impaired tracking and visual distance measurements.
- f. Erratic cognitive functions.
- g. Distortions in time estimation.
- h. "Acute brain syndrome" is characterized by disorders in memory cognitive functions, sleep patterns and physical conditions.
- i. Combining alcohol and other depressant drugs and marijuana can produce a multiplied effect, increasing the impaired effects of both the depressant and marijuana.

6.13 - Cocaine

Cocaine is used medically as a local anesthetic. It is abused as a powerful physical and mental stimulant. The entire central nervous system is energized. Muscles are tenser, the heart beats faster and stronger, and the body burns more energy.

6.13.1 - Signs and Symptoms of Use

- a. Financial problems.
- b. Excessive absenteeism.
- c. Increased physical activity and fatigue.
- d. Isolation and withdrawal from friends
- e. Secretive behaviors, frequent non-business visitors, delivered packages, and phone calls.
- f. Unusual defensiveness, anxiety, and agitation.
- g. Wide mood swings.
- h. Difficulty concentration.
- i. Dilated pupils and visual impairment.
- j. Restlessness.
- k. Formication (sensation of bugs crawling on skin).
- l. High blood pressure, heart palpitations, and irregular rhythm.
- m. Hallucinations.
- n. Insomnia.
- o. Paranoia.
- p. Profuse sweating and dry mouth.
- q. Talkative.

6.13.2 - Health Effects

- a. Research suggests that regular cocaine use may upset the chemical balance of the brain, which may speed up the aging process by causing damage to critical nerve cells. The onset of nervous system illness could also occur. Cocaine causes the heart to beat faster and harder and increases blood pressure.
- b. In addition, cocaine causes spasms of blood vessels in the brain and heart, which can lead to ruptured vessels causing strokes and heart attacks.
- c. Strong psychological dependency can occur with one "hit" of crack. Usually, mental dependency occurs within days (crack) or within several months (snorting coke). Cocaine causes the strongest mental dependency of any known drug. Treatment success rates are lower than other chemical dependencies.
- d. Cocaine is extremely dangerous when taken with depressant drugs.
- e. Death due to overdose is rapid. The fatal effects of overdose are usually not reversible by medical intervention.

6.13.3 - Workplace Issues

- a. Extreme mood and energy swings create instability.
- b. Sudden noises can cause violent reactions.
- c. A lapse of attention and ignoring warning signals greatly increases the potential for accidents.
- d. The high cost of cocaine frequently leads to workplace theft and/or dealing.
- e. Developing paranoia and withdrawal create unpredictable and sometimes violent behavior.
- f. Work performance is characterized by forgetfulness, absenteeism, tardiness, and missed assignments.

6.14 - OPIOIDS

Opioids are narcotic drugs that alleviate pain, depress body functions and reactions and, when taken in large doses, causing a strong euphoric feeling. Natural derivatives are opium, morphine, codeine, and heroin. Synthetic derivatives are meperidine, oxymorphone, and oxycodone.

6.14.1 - Signs and Symptoms of Use

- a. Mood changes.
- b. Impaired mental functioning and alertness.
- c. Constricted pupils.
- d. Depression and apathy.
- e. Impaired coordination.
- f. Physical fatigue and drowsiness.
- g. Nausea, vomiting and constipation.

6.14.2 - Health Effects and Workplace Issues

- a. IV needle users have a high risk for contracting hepatitis and AIDS due to the sharing of needles.
- b. Narcotics increase pain tolerance. As a result, people could injure themselves more severely or fail to seek medical attention after an accident.
- c. Narcotics' effects are multiplied when used in combination with other depressant drugs and alcohol, causing increased risk for an overdose.
- d. Strong mental and physical dependency occur.
- e. Unwanted side effects such as nausea, vomiting, dizziness, mental clouding, and drowsiness place the legitimate user and abuser at higher risk for an accident.
- f. While narcotics have a legitimate medical use in alleviating pain, workplace use may cause impairment of physical and mental functions.

6.15 - Amphetamines

- a. Amphetamines are central nervous system stimulants that speed up the mind and body. The physical sense of energy at lower doses and the mental exhilaration of higher doses are the reasons for their abuse. Although widely prescribed at one time for weight reduction and mood elevation, the legal use of amphetamines is now limited to a very narrow range of medical conditions. Amphetamines are often referred to as "speed" and "bennies".
- b. Methamphetamine ("meth", "crank", or "crystal") is nearly identical in action to amphetamine. Methamphetamines may be taken orally, injected, or snorted into the nose.

6.15.1 - Signs and Symptoms of Use

- a. Hyper-excitability and restlessness.

- b. Dilated pupils.
- c. Increased heart rate and blood pressure.
- d. Heart palpitations and irregular beats.
- e. Profuse sweating.
- f. Rapid respiration.
- g. Confusion.
- h. Panic.
- i. Talkative.
- j. Inability to concentrate.

6.15.2 - Health Effects and Workplace Issues

- a. Regular use produces strong psychological dependence and increasing tolerance.
- b. High doses may cause psychosis resembling schizophrenia.
- c. Intoxication may induce a heart attack or stroke due to spiking blood pressure.
- d. Chronic use may cause heart and brain damage due to severe constriction of capillary blood vessels.
- e. The euphoric stimulation increases impulsive and risk-taking behavior, including bizarre and violent acts.
- f. Withdrawal from the drug may result in severe physical and mental depression.
- g. Since amphetamines alleviate the sensation of fatigue, they may be abused to increase alertness because of unusual overtime demands or failure to get rest.
- h. Low doses of amphetamines will cause a short-term improvement in mental and physical functioning. With greater use, or increasing fatigue, the effect reverses and has an impairing effect.
- i. Hangover effect is characterized by physical fatigue and depression, which make operation of equipment or vehicles dangerous.

6.16 - Phencyclidine (PCP)

- a. Phencyclidine (PCP) was originally developed as an anesthetic, but the adverse side effects prevented its use except as a large animal tranquilizer. Phencyclidine is abused primarily for its variety of mood-altering effects.
- b. A low dose produces sedation and euphoric mood changes. The mood can change rapidly from sedation to excitation and agitation.
- c. Larger doses may produce a coma-like condition with muscle rigidity and a blank stare, with the eyelid half closed.
- d. Sudden noises or physical shocks may cause a "freak-out" in which the person has abnormal strength, extremely violent behavior, and an inability to speak or comprehend communication. PCP is sold as a creamy granular powder and often packaged in one in square aluminum foil or folded paper "packets".

6.16.1 - Signs and Symptoms of Use

- a. Impaired coordination.
- b. Severe confusion and agitation.
- c. Extreme mood shift.
- d. Muscle rigidity.
- e. Nystagmus (jerky eye movements).
- f. Dilate pupils.
- g. Profuse sweating.
- h. Rapid heartbeat.
- i. Dizziness.

6.16.2 - Health Effects and Workplace Issues

- a. The potential for accidents and overdose is high due to extreme mental effects, combined with the anesthetic effect on the body.
- b. PCP is exacerbated by other depressant drugs, including alcohol increasing the likelihood of an overdose reaction.
- c. Use can cause irreversible memory loss, personality changes, and thought disorders.
- d. Use can cause combativeness, catatonia, convulsions, coma, and distortions of size, shape, and distance perception.
- e. Continual use can cause depression, suicidal tendencies, and mental dysfunction.

6.17 - Overview of The Warning Signs of Substance Abuse

- a. The existence of an alcohol or drug problem often manifests itself in an employee's work performance, behavior, or appearance in the following ways:
 - 1. Excessive absences and/or tardiness (especially after a weekend or holiday).
 - 2. Frequent requests for time off during the workday.
 - 3. Numerous unexplained accidents.
 - 4. Pattern of accidents in area during a particular time shift.
 - 5. Noticeable increase in medical insurance claims, particularly for non-job injuries.
 - 6. Unsatisfactory work performance.
 - 7. Lack of concentration or decreased productivity after lunch or breaks.
 - 8. Non-work related visits from other employees or strangers.
 - 9. Frequent trips to the restroom or water fountain.
 - 10. Long lunch hours.
 - 11. Frequent visits to automobile/parking lot.
 - 12. Drowsiness, slurred speech, lack of coordination, inability to concentrate, nausea or other physical symptoms.
 - 13. Agitation, rapid or slurred speech, dizziness, dilated pupils.
 - 14. Bloodshot eyes, runny nose.
 - 15. Drastic weight changes.
 - 16. Marked change in mood, attitude, and behavior.
 - 17. Deterioration in personal appearance and hygiene.
 - 18. Wearing sunglasses and long-sleeved shirts at inappropriate times to hide dilated pupils or needle marks.
 - 18. Frequent need to borrow money.
 - 19. Avoidance of supervisors.
- b. The hazard of misuse of alcohol and illegal drugs and extended far beyond the individual user. Impaired employees endanger themselves, fellow workers, and other users of our highways.
- c. Employees with drugs or alcohol in their systems are less productive and more likely to injure themselves or other persons in an accident.
- d. Alcohol and drug abuse increase the costs related to the lost productivity, absenteeism, accidents, loss of trained personnel, theft, and treatment and deterrence programs.
- e. Also, medical costs are higher and are passed on to the employer in the form of higher health insurance rates.
- f. Alcohol and drug abuse costs both the employer and the employee.

Acknowledgement

1. In the event of a conflict between the terms of this Handbook and other contract documents, the terms of the contract documents shall prevail.
2. The employer reserves the right, at their sole discretion, to change, suspend, or cancel, with or without notice, all or any part of the policies, procedures, programs, and benefits discussed in this Handbook.
3. To confirm again, employees should keep in mind that this Handbook cannot address every situation that could arise in the workplace as certain situations require flexibility to be properly addressed.
4. This Handbook is effective as of the undersigned date and may be updated at any time.

I, as an employee, acknowledge that I have read and agree to the above terms and conditions made in this Handbook.

Employee Print Name: _____

Employee Signature: _____ Date: ____/____/____