



# PINNACLE LOGISTICS SOLUTIONS

## STANDARD OPERATING PROCEDURES

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# STANDARD OPERATING PROCEDURES

The face of Pinnacle Logistics Solutions to the motoring public is our contracted carriers. To ensure that these carriers meet the high standards and expectations of Pinnacle Logistics Solutions, PLS employees must play a critical role in providing information and oversight to these contracted carriers. PLS employees will play a vital role in the way PLS does business through the following actions:

## 1.0 CARRIERS. PLS Employees Shall:

1.1 Verify that all load sheets reference Risk Management Policy for Subcontracting Hauling Carriers. If necessary, provide the carrier with a copy of this policy and answer any questions that the carrier may have concerning the policy.

1.2 Verify that the carrier's "Company Snapshot" safety rating is "satisfactory." Company Snapshots with a rating of "Conditional" or "Unsatisfactory" disqualify the carrier from performing work for Pinnacle Logistics Solutions. This Company Snapshot may be found at: <https://safer.fmcsa.dot.gov/CompanySnapshot.aspx>.

1.3 Receive the "Carrier Packet" on behalf of Pinnacle Logistics Solutions.

1.4 Confirm, by looking at a copy of the carrier's insurance policy, that the carrier's insurance policy is effective, has a minimum of \$1,000,000 commercial insurance coverage, and if the frequency of future business warrants, the PLS employee may require that the insurance lists Pinnacle Logistics Solutions as a certificate holder. Cross reference the information on the carrier's insurance policy with the information listed for the carrier's MCS-150 at the website listed above. The MCS-150 must be renewed every other year.

1.5 Conduct business with government authorities in such a manner as to leave government officials with a positive outlook upon Pinnacle Logistics Solutions. Any disrespectful or negative treatment directed toward a PLS employee or one of our carriers by a government official shall be immediately reported to a member PLS of management.

## 2.0 CUSTOMERS. PLS Employees Will:

2.1 Represent Pinnacle Logistics Solutions with the highest of professional standards.

2.2 Provide customers a copy of the PLS General Terms and Conditions when sending a quotation.

### 3.0 INCIDENT MANAGEMENT

3.1 Any on-the-job incidents involving Pinnacle Logistics Solutions employees must be reported and handled as directed in the PLS Health & Safety Policy.

3.2 PLS employees shall document, and report, incidents involving PLS contracted carriers, and any support vehicles, while hauling PLS loads as follows:

3.2.1 Level I incidents—These are minor incidents which may delay the delivery of the load. Examples of these incidents may include:

3.2.1.1 Inclement weather prohibiting OSOW travel for more than two hours;

3.2.1.2 Road closures preventing OSOW travel for more than two hours;

3.2.1.3 Equipment breakdown which cause more than two hours delay.

3.2.2 Level II Incidents—These are incidents of an elevated nature and include:

3.2.2.1 Breakdown requiring towing;

3.2.2.2 Carrier notification that they have inadvertently gone off permitted route;

3.2.2.3 Government entity re-routing the carrier due to extended road closures on the permitted route.

3.2.2.4 The vehicle was involved in a minor traffic accident where no property was damaged, including the cargo, no persons were injured, no drugs or alcohol was involved, and the transport vehicle(s) were not incapacitated.

3.2.2.5 Emergencies which require the carrier to replace their truck driver.

3.2.2.6 Documentation of the incident shall be retained in the trip packet and a member of PLS management shall be notified of the situation. If this occurs during non-business hours, notification by email is sufficient.

3.2.3 Level III Incidents—These incidents are of the most serious nature and include:

3.2.3.1 Any traffic accident involving a contracted carrier which results in the damaging of the load or damage to private or government property;

3.2.3.2 Any traffic accident involving a contracted carrier which results in personal injury or death;

3.2.3.3 Any incident involving a contracted carrier which results in the arrest of the carrier's driver or the driver of any support vehicles;

3.2.3.4 Abandonment of the contracted carrier's vehicle and load;

3.2.3.5 Documentation of the incident shall be retained in the trip packet and a member of Pinnacle Logistics Solutions senior management must be notified immediately. If this occurs during non-business hours, this notification must come by immediate phone conversation or face-to-face communication. (Incidents of this type means you must wake up senior management!)

## 4.0 QUALITY & CONTINUOUS IMPROVEMENT

Pinnacle Logistics Solutions' employees will constantly strive to better serve our customers, our carriers, and our fellow employees. PLS recognizes that if we fail to steadily improve, we are going backward. In order to maintain standards of excellence, PLS employees will:

4.1 Approach every work day with eyes wide open to the impact and effect of company processes. Ideas for improvements in company processes should be taken to senior management.

4.2 At least once per year, PLS employees will perform a review of each carrier contracted throughout the previous twelve months. This review will include an examination of each carrier's file looking to:

4.2.1 The effectiveness and efficiency of the work performed for PLS by the carrier;

4.2.2 The carrier's company snapshot found on Safer; and,

4.2.3 Review every incident involving one of the carrier's vehicles while performing PLS work.