HORIZON TRANSPORT, INC.

Employee Manual
2017
Horizon Transport, Inc.

Company Slogan

*Integrity, Dedication & Excellence*

Mission Statement

Horizon Transport, Inc. is dedicated to being a leader in the Transportation Industry, providing the highest quality of service, through the use of safety minded professionals, resulting in supreme customer satisfaction.

Forward

Horizon Transport, Inc. provides the guidelines in this handbook regarding the Company’s policies. However, they are not conditions of employment.

This handbook does not create an employment contract, or specify conditions of employment including length of service, or limit the reasons for ending the employment relationship.

Employees of Horizon are employees at will which means the Company may end the employment relationship at any time with or without cause or notice. Nothing in the handbook should be interpreted as changing this fact. No one except the President of Horizon has the authority to bind the Company to an employment contract with an employee for a specified term.

The policies of Horizon and the guidelines in the handbook can be modified by the Company at any time, without notice and without a written revision to the handbook.

The guidelines in this handbook supersede and replace any and all previously existing guidelines or other statements relating to the Company’s practices.

Initial_____
DIVERSITY

Equal Employment Opportunity Statement

Horizon Transport, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. Horizon Transport, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Horizon Transport, Inc. to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Horizon Transport, Inc. Contact a Human Resource representative or the President of the Company with any questions or requests for accommodation.

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EMPLOYMENT

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees’ employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and Horizon Transport, Inc.

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law’s requirements concerning minimum wage and overtime.

Exempt employees are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

Horizon Transport, Inc. has established the following categories for both nonexempt and exempt employees:

- Regular, full time: Employees who are not in a temporary status and who are regularly scheduled to work the company’s full-time schedule of 30 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.

- Regular, part time: Employees who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule but at least 20 hours each week. Regular, part-time employees are eligible for some of the benefits offered by the company subject to the terms, conditions and limitations of each benefits program.

Family Employment

Beginning in 2014, Horizon Transport, Inc. avoids hiring family members of existing employees. Family members are defined as: Father, Mother, Child, Step-Child, Spouse, Grandmother, Grandfather, Sister, Brother, Aunt, or Uncle. Any hiring of family members of existing employees must be approved by the President of the Company, or his designee. Supervisors may not hire family into their own departments. Family members may not work in the same department.

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Attendance Policy

Punctual and regular attendance is an essential function of every employee at Horizon Transport. Any tardiness or absence causes problems for co-workers and supervisors. When an employee is absent, his or her work must be preformed by others.

Employees are expected to report to work as scheduled, at the beginning of each shift. Employees are expected to work all scheduled hours. No short lunch breaks or time worked after the end of the scheduled shift is permitted. All employees are required to take a 60 minute lunch break for each 8 hour shift worked, Monday through Friday. Employees are expected to remain at assigned work locations for each scheduled shift, except for break periods or when it becomes necessary to leave for authorized Horizon Transport business activities. Late arrival, early departure, or other absences are disruptive and must be avoided.

In all cases of absence or tardiness, employees must provide their supervisor with a reasonable explanation. Documentation of the reason for absence may be required. Employees are expected to inform their supervisors of the expected duration of any absence. All employees are required to notify the immediate supervisor a minimum of 1 hour in advance of the regular starting time for any shift during which the employee is scheduled to work and will not report to work. A text message is not recognized as adequate notification of an absence. A phone call resulting in a “live” conversation with a supervisor is required for the purpose of reporting an absence.

Excessive absenteeism may be grounds for discipline up to and including termination of employment. Generally, any unpaid absence is considered unauthorized unless prior arrangements have been made with a supervisor. Each absence or late arrival will be evaluated on a case-by-case basis. An employee who fails to report to work without notification within one (1) business day will be considered self-terminated.

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Quarterly Retention Bonus Program

For every dispatched mile, Horizon will put ¼ cent into the quarterly bonus “pot”. At the end of each quarter, a percentage of the pot will be distributed to each employee, based on the contractor retention for that quarter. Full-time employees who work more than 32 hours per week for the entire quarter are eligible for full participation. Part-time employees who work more than 10 weeks out of 13, are eligible for ½ participation. Eligibility for participation in the contractor retention bonus is limited to those employees who work either full or part-time for the entire quarter as described above. Eligibility will be limited also to employees who work 95% of their scheduled shifts. Shifts are measured in .5 day increments and defined as 2 or more hours of the shift as it is normally scheduled. Quarterly Retention Bonus payout will diminish by roughly 5% of total individual full payout for every half shift missed. Bonuses are not earned until paid. The Quarterly Retention Bonus will be paid approximate to the 15th of the month following each quarter.

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Maximum Hours/ Overtime

The maximum number of hours which any non-exempt employee is authorized to work during a one-week pay period is forty (40). Hourly employees will receive overtime pay for authorized time worked in excess of forty (40) hours per week. Employees arriving to work after the scheduled shift start time are not authorized to work past the normal scheduled shift end time as a means to compensate for the late arrival.

All overtime MUST be authorized in advance by the Department or Division Manager.

Initial_____
Paid Time Off (PTO) Policy

Paid Holiday’s

The following holidays will be observed with pay if they fall on a weekday, Mon - Fri;

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

(On Christmas and New Years Eve, offices close at noon with no pay for closed hours.)

Eligibility for Holiday Pay:

1) A minimum of 60 days of full-time employment at Horizon Transport.
2) Each scheduled shift is worked, prior to and following, the holiday.

Part-time employees, employees on layoff or leave of absence, and those using personal days immediately before and/or after a holiday are not eligible for holiday pay. Example: employees choosing to use vacation days directly before and/or after a Holiday will not be paid Holiday pay. Employees may use Vacation Days for Holidays, if not paid otherwise.

Holiday pay will be equivalent to eight (8) hours per Holiday, multiplied by the current hourly wage. Salaried employees are not eligible for additional holiday pay compensation for Holidays which fall on weekends, however, under normal circumstances will receive full salary for Holiday time off, when taken on weekdays.

PTO/Vacation Time

PTO/Vacation is earned for all full time Employees. Full time Employees are considered employees working 30 hours or more, weekly.

PTO/Vacation pay will be paid at the employee’s base rate at the time the leave is taken. Vacation pay is not included in overtime pay calculations and does not include nor is it affected by any special forms of compensation such as incentive pay, commissions, bonuses, or shift differentials. PTO/Vacation time can only be used following the time of employment necessary to earn it, as described on page 6 of this manual.

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PTO/Vacation time is calculated as follows

- 1-5 years of service = 5 personal days /yr
- 6-10 years of service = 10 personal days /yr
- 11 years and over of service = 15 personal days/yr

Vacation/PTO time earned will be granted on January 1st annually, except for new employees. New employees receive vacation days on the first anniversary date.

A maximum of three vacation days can be carried over to the following year. For Example; if 5 vacation days remain unused at the end of the year, two of them are forfeited.

PTO/Vacation time may include one (1) Monday and one (1) Friday for every five (5) days used. A maximum of five (5) consecutive PTO/Vacation days may be used. This is due to the ‘seasonal’ nature of Horizon’s business. Any deviation from this policy must be approved by the Vice President.

PTO/Vacation time must be scheduled by submitting a completed vacation request form to the immediate supervisor at least 2 weeks prior to the requested time off, whenever possible. Horizon Transport does not permit the use of vacation days as ‘paid sick days’ for non-exempt employees. Requests for the use of PTO/Vacation time will be considered based on a number of factors, including shipping volume and staffing needs.

Unpaid Time Off
Any unpaid time off must be approved by an employee’s direct Supervisor.

Salaried Employees:
All exempt Employees are to notify the Vice President, or his designee, via email, daily when reporting for duty and when leaving at the end of the shift.

All exempt Employees must use the Vacation Request Forms for any time off.

All exempt Employees can use their PTO time for sick days, however; if no PTO time is earned, pay will be prorated accordingly.

All Department Supervisors are expected to be present whenever their direct staff is working, unless on vacation / other time off, or authorized by the Vice President.
Unused PTO/Vacation Days
When employment ends prior to the utilization of all PTO/Vacation days, the employee will receive compensation for all unused PTO/Vacation time.

Sick Days
Employees that are off work for more than one consecutive day due to illness must provide a doctor’s note releasing them to work. Employees in violation of this policy will be subject to disciplinary action up to and including immediate discharge.

Reviews/Evaluations

Annual Reviews are performed for all employees by January 31st of each year.

60 Day Evaluations are performed by the 15th day of the month following the 60 day probationary period.

Pay Checks
Employees will be paid each Thursday for work done during the previous week.

Payroll is processed through Direct Deposit. Employees will need to furnish the payroll department with a voided check from their financial institution, or a document stating full account and routing number of the financial institution receiving direct deposits.

When employment is terminated all company-owned property is to be returned immediately. Replacement of company-owned property that is issued to and not returned by an employee, as well as any other monies owed by an employee to Horizon Transport, are subject to withholding from the final paycheck(s). A deduction for these costs will be made and documentation provided in the event a balance is due upon termination of employment.

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BENEFITS

Medical and Dental Insurance
The company currently offers regular full-time employees regularly scheduled to work a minimum of 30 hours per week enrollment in medical and dental insurance coverage options after they have been employed for 60 calendar days.

Employees have up to 30 days from their date of hire to make medical and dental plan elections. Once made, elections are fixed for the remainder of the plan year. Changes in family status, as defined in the Plan document, allow employees to make midyear changes in coverage consistent with the family status change. Please contact your supervisor to determine if a family status change qualifies under the Plan document and IRS regulations.

At the end of each calendar year during open enrollment, employees may change medical and dental elections for the following calendar year.

Group Life Insurance
The company offers regular full-time employees who have been employed by Horizon Transport Inc. for 60 days an employer-paid basic group term life policy along with an accidental death and dismemberment policy. Each policy pays a death benefit equal of $25,000.

Workers’ Compensation Benefits
The company is covered under statutory state workers' compensation laws. Employees who sustain work-related injuries must immediately notify their department supervisor.
DISCIPLINARY ACTION

Horizon Transport, Inc. supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues.

Outlined below are the steps of our progressive discipline policy and procedure. Horizon Transport, Inc. reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines Horizon Transport, Inc progressive discipline process:

- **Verbal warning**: A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.

- **Written warning**: Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.

- **Final written warning**: Employee may be given a final warning or placed on a written performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 60 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization.

At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur. Horizon Transport, Inc. reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

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Harassment Policies

Sexual, Racial, National Origin, Religious Harassment or Intimidation:

It is the policy of Horizon Transport, Inc. that harassment of any type, whether it is of a sexual, racial, national origin, or religious nature, is strictly prohibited. This policy is designed to protect the personal dignity of each employee and maintain a harmonious, productive workplace. The following actions are specifically prohibited:

Unwelcome sexual advances, request for sexual favors, and all verbal or physical conduct of a sexual or offensive nature, especially where:

- Submission to such is made a term or condition of employment.
- Submission or rejection of such conduct is used as a basis for employment decisions.
- Such conduct has the purpose or effect of creating an intimidating or hostile work environment.

Offensive comments, jokes, innuendoes and other sexually oriented statements are not allowed. Examples include but not limited to the following:

- Unwanted or suggestive touching.
- Offensive photos, graffiti, letters, e-mail, or voice messages.
- Sexually oriented or explicit remarks, including written or oral references to sexual conduct or gossip about one’s sex life, body, activities, deficiencies, or prowess;

Physical or verbal abuse or behavior intended to threaten or intimidate an Employee or Contractor, including but not limited to;

- Use of profanity or verbal abuse directed at and intended to threaten or intimidate an individual.
- Physical behavior intended to threaten or intimidate an individual.
- Physical behavior or verbal statements intended to threaten or intimidate a group.

If you believe you are being subjected to conduct or comments that violate this policy, you are encouraged to and have the responsibility to immediately report these matters to your supervisor, the General Manager or the President of the Company. Such reports will be treated confidentially to the extent possible, and no action will be taken against any individual because he or she reports harassment. It should also be understood that false accusations of harassment are inappropriate in any context and may result in disciplinary action. All individuals are assured that appropriate action will be taken to investigate and resolve complaints and that the Company is firm in its commitment to eliminate such conduct from our organization.

Initial_____
Safety in the Workplace

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan detailing procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the employee to complete an Accident and Incident Report (from your supervisor) for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.

Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action and/or termination.

Smoke-Free Workplace
It is the policy of Horizon Transport, Inc. to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind." Smoking is permitted in parking lots only, as Indiana law states smoking must be 8 feet from the building.

Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate discharge.

Drug-Free Workplace
Horizon Transport, Inc. is committed to providing a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, Horizon Transport, Inc. is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

Initial _____
Drug-Free Workplace, cont.
This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all applicants for employment of Horizon Transport, Inc.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications’ effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

Required Testing
The company retains the right to require the following tests:

- Pre-employment: All applicants who may perform any driving duties as a part of their job must pass a drug test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration.

- Reasonable suspicion: Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession or impairment.

- Post-accident: Employees are subject to testing when they cause or contribute to accidents that seriously damage a company vehicle, machinery, equipment or property and/or result in an injury to themselves or another employee requiring off-site medical attention. In any of these instances, the investigation and subsequent testing must take place within two (2) hours following the accident, if not sooner.

Confidentiality (Test Results)
Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the medical review officer (MRO) shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

Initial_____
Workplace Bullying

Horizon Transport, Inc. defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Horizon Transport, Inc. considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.

- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s work area or property.

- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.

- **Exclusion bullying:** Socially or physically excluding or disregarding a person in work-related activities.

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Violence in the Workplace

All employees, customers, vendors and business associates must be treated with courtesy and respect at all times. Employees are expected to refrain from conduct that may be dangerous to others.

Conduct that threatens intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. Horizon Transport, Inc. resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace. Horizon Transport, Inc. treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor, security personnel, Human Resources or any member of senior management. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform the Human Resource department or President of the Company of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. Horizon Transport, Inc. will not retaliate against employees making good-faith reports.

Horizon Transport, Inc. will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. Horizon Transport, Inc. will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, Horizon Transport, Inc. may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Horizon Transport, Inc. encourages employees to bring their disputes to the attention of their supervisors or Human Resources before the situation escalates. Horizon Transport, Inc. will not discipline employees for raising such concerns.

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Dress Code Policy

It is important for all employees to project a professional image while at work by being appropriately attired. Horizon Transport, Inc. employees are expected to be neat, clean and well groomed while on the job. Remember you are reflecting Horizon Transport!

Clothing must be consistent with the standards for business casual and must be appropriate to the type of work being performed.

Suggestions for Women include: Professional trousers, blouses and sweaters, knee length skirts/dresses and clean shoes. No open toed footwear is allowed. Leggings must be covered by a top 6” above the knee.

Suggestions for Men include: Professional trousers, shirts with collars, any dress shirt, and clean shoes. No open toed footwear is allowed.

Dressy jeans are permitted, preferably on Fridays and Saturdays. Jeans with holes, baggy, or any form of indecency, will NOT be tolerated. No shorts are acceptable or any sleeveless/ tank top shirts. Remember, this is a reflection on Horizon Transport, Inc.

Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

Horizon Transport, Inc. is confident that all employees will use their best judgment regarding attire and appearance!

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Employee/General Policies

All Employees are expected to follow the guidelines and to conduct themselves in a manner that will not degrade the integrity of Horizon Transport, Inc. As an adult, you are responsible and accountable for your actions.

While it is impossible to list all the situations that could result in disciplinary action being taken, the following types of conducts are examples that could subject an employee disciplinary action and could lead to termination without warning:

- Willful falsification of any Company records, including but not limited to applications, time cards, inventories, expense reports, and invoices.
- Theft and/or unauthorized removal of Company property.
- Theft of fellow employee(s) property.
- Disorderly or immoral conduct on Company premises.
- Failure to follow reasonable instructions from your supervisor or other management employees.
- Any acts that demonstrates an attitude and/or practice which negatively affects the operation of the business or the performance of any department. Including, but not limited to negative input on any social media networking. Causing damage to property or injury of other employees, contractors, customers, or visitors caused by gross negligence of the employee.
- Leaving assigned work area without permission from the employee’s immediate supervisor.
- Carelessness or negligence in handling Company vehicles or equipment.

The above list does not limit the reasons for ending the employment relationship. The employment relationship is created at will. Therefore, it can be ended at will, when legal, without proof of cause.

The following list of General conduct guidelines does not cover every situation and only provides examples of appropriate conduct:

- Employees are not permitted to do personal projects during working hours.
- Any package or container may be subject to search by a designated representative of the Company including but not limited to desks, work areas, and parked vehicles on Company property.
- We do not repeat our internal discussions or disagreements with customers, dealers, contractors, or other people outside our Company.
- We treat all customers, dealers, contractors, and fellow employees with honesty and respect.
- We are openly enthusiastic and display a positive attitude toward our Company and our products.
- We take personal pride in our work place, keeping it clean and safe.

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• We will provide proper training, encourage improvement and provide opportunity for advancement.
• We encourage new ideas, thoughts, concerns, and discussions. Also encouraged is constructive criticism.
• We are supportive of each others strengths and not overly critical of weaknesses.
• We are team orientated; positive team spirit is strongly encouraged!

If you disagree with what your supervisor says or does, you should tell him/her. If you are not satisfied with your supervisor’s decision or it is a matter that cannot by its nature be discussed with your supervisor, you are free to discuss your situation with the President of the Company or his designee.

When a management decision is made, everyone is expected to give it complete support.

Confidentiality
Respect for confidential information makes good business sense and upholds an important business ethic. Employees have a responsibility to maintain confidentiality concerning the Company’s systems, programs, files, techniques and procedures and any other information which the Company regards as confidential. Information, ranging from relationships with our customers and contractors to methods of operation and rates, must be held in confidence, both ethically and legally.

Unauthorized releases of information regarding Company decisions, policies, operating procedures, salaries, records, customers, contractors and other confidential information will not be tolerated by Horizon Transport, Inc. When a situation arises which entails using confidential information and such use does not fall within your normal duties, authorization for its use must come from your supervisor. When in doubt, always ask your supervisor.

Food
All food, snack and candy items are to be kept in the kitchen and break area on the first floor. Employees are allowed to have a drink at their workstations, providing it is in a covered container. No food is permitted at work stations.

When conducting any Office parties, Horizon Transport respectfully asks; when inviting employees, all employees are invited.

Office Etiquette
Employees are expected to remain on the main (upper) level work area unless 1) executing specific job duties elsewhere or 2) absence from the primary work area is reported to and authorized by a direct supervisor or 3) an employee is clocked out and not working. Virtual devices such as email or messenger are primary tools for communicating. Congregating spontaneously is prohibited as this disrupts workflow. Friday is clean-up day. Work areas should be kept clean at all times by the individual(s) who occupy them, however on Friday a thorough clean-up including the use of Windex on all surfaces should be performed prior to leaving for the weekend. The parking spaces in front of the office need to remain open for drivers and visitors. Please park on the side or in the rear parking areas. The front door should be the primary means of entrance and egress. When exiting the parking lot, all are expected to maintain lane position, right side for right turns, left side for left turns, from the Northernmost exit.
Gifts / Gratuities from Contractors
Contractors will offer employees anything from lunch, gifts, trinkets, and may even drop cash in your trash can for “special favors” for good runs. Horizon has zero tolerance for such action. Company policy is that employees are not allowed to accept any gifts or gratuities from contractors for any reason, including holidays. The employment of staff and/or Contractors accepting or giving gifts or gratuities will be terminated.

Internal Transfers/Promotions
Employees with more than twelve months of service may request consideration to transfer to other jobs as vacancies become available and will be considered along with other applicants. At the same time, the company may initiate transfers of employees between departments and facilities to meet specified work requirements and reassignment of work requirements.

Horizon Transport offers employees promotions to higher-level positions when appropriate. Management prefers to promote from within and may first consider current employees with the necessary qualifications and skills to fill vacancies above the entry level, unless outside recruitment is considered to be in the company’s best interest.

To be considered, employees must have held their current position for at least 12 months, have a satisfactory performance record and have no disciplinary actions during the last 12 months. Management retains the discretion to make exceptions to this policy.

Phone
Customer service is our highest priority. The way in which we manage our phone calls is indicative of how we manage our customer service. It is imperative, that every phone call is handled promptly and in a professional manner. Drivers and customers are the reason why we come to work each day. Your focus on excellence and perfect customer service is expected. For quality assurance purposes, each employee is subject to their calls being audited and monitored.

Horizon requires that each call is answered with the following greeting:

“It’s a great day at Horizon, this is __________, how may I help you!"

Every conversation (phone or dispatch window) should end with the current safety message.

Initial_____
Personal Telephone Calls
Personal calls are costly, time consuming, and interfere with normal business activity. Personal calls that must be made during working hours should be made during your lunch period. Incoming calls will be forwarded on to the employee in an emergency situation only. No one may charge personal long distance calls to the company.

Cell Phones
Horizon Transport prohibits the use of personal mobile devices, including cell phones, during work hours. Personal calls during work hours, regardless of the phone used, diminish employee productivity, and may be distracting to others. Employees are encouraged to make personal calls during the lunch break and/or during break periods authorized by a direct supervisor, away from the primary work station. Employees should notify friends and family members of Horizon Transport’s phone use policy. Emergency calls should come through Horizon Transport’s switchboard directly.

Cell phones should be stored away in a purse, desk drawer, etc. The ringer should be turned off and turned to mute or vibrate.

Horizon Transport is not responsible / liable for the loss of personal cell phones brought into the workplace. Employees are prohibited from using mobile devices in any illegal, illicit or offensive manner. The non-work-related use of cameras on mobile devices during working hours is also prohibited to protect the privacy of Horizon Transport, its customers, drivers and employees. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

Voice Mail Audits
Horizon Transport managers may conduct voice mail audits to ensure that every phone call is handled promptly and in a professional manner. At the end of an audit, you will be called in for a review of your performance. The objective is that all calls are returned within 30 minutes from the time the call came in; to the time the call was returned. Each employee should understand that supreme customer service means that all drivers, shippers and general inquiries should receive the same professional attention to phone follow up.

Solicitations
Employees are not permitted to make solicitations, collections or circulate petitions of any kind to other employees or contractors during working hours or on Company property. As a condition of employment, Horizon Transport restricts employees from engaging in economic transactions with Horizon Transport’s Independent Contractors in any area controlled by the Horizon Transport contract.

Staff Emails
Horizon Transport requires all employees to submit any/all ‘staff emails’ to their direct supervisor. Staff Emails are strictly prohibited unless processed through Department Heads, President, Vice President and/or HR Director.

Initial_____
Information Systems

Information Systems Privacy Policy
Our Company maintains information systems, including an electronic mail and voice mail system. It is important to remember that the information systems are intended for Company business only. As such, all information systems, computer hardware, computer software and electronic data are the sole property of the Company. Because of the non-private nature of the information systems, your use of the information systems should be governed accordingly. This means that the information systems, including the electronic mail system, may not be used for social purposes, personal advertising or other forms of non-business communication. In addition, you should not use the information systems in a manner that could embarrass you or your coo-workers or could later be viewed as inappropriate or unlawful.

Internet and Email Use:
Internet and email access has been provided to certain Company employees for the benefit of Horizon and its customers and contractors. This access enables employees to connect to information and other resources around the world. When used appropriately, we believe these technical resources can greatly enhance employee productivity and knowledge.

Acceptable Uses of the Internet & Email:
Employees accessing the internet and email services are representing the Company when doing so. Accordingly, all such communications should be for professional, business reasons and should not be for personal use. You are responsible for using the Internet and email access privilege in an effective, ethical and lawful manner.

Unacceptable Uses of the Internet & Email:
The internet and email service should not be used for personal gain or advancement of individual views. Using the internet and email service for anything but company business is strictly prohibited.

Privacy Policy:
The Company will routinely review the web sites being accessed and emails being sent and received by your work station. Your compliance with information system policies will avoid personal embarrassment, revocation of information system privileges and possible disciplinary actions. In addition, sending or saving offensive material is not permitted.

To prevent computer viruses from being transmitted through the system, employees may not download any software or files onto your computer without IT dept. approval. All messages created, sent or retrieved over the internet are the property of the Company. Employees have no right to privacy with respect to information placed on company devices by them. The Company reserves the right to retrieve and read any message file.

Initial_____
The 5 Best Ways to Keep Drivers Coming Back
Independent Contractor Driver retention is a primary objective of Horizon Transport, Inc.

1. **Be Reliable**
   Without question, consistent performance is what drivers want the most. More than anything else, the driver wants service that he can depend on. More specifically this means:
   * Do what you say you are going to do
   * Do it when you say you’re going to do it
   * Do it right the first time
   * Get it done on time

2. **Be Credible**
   One thing drivers readily invest in is peace of mind. Drivers will willingly come back to us and help us if they feel that we have their best interests in mind. Get to know your drivers best interests and invest in them.

3. **Be Attractive**
   Appearances can be deceiving, but drivers draw a lot of conclusions about the quality of service on the basis of what they see. Studies show that 85% of what we remember comes through our eyes, 11% through our ears and the rest through out other senses. Take a visual inventory of your operation. Start by evaluating your own appearance. Do you dress and make the effort to look like someone your driver would come to for advice? Next look at your facilities. Does the driver see a neat clean professional operation or one that looks poorly maintained? Every single contact the driver has with you is shaping his perception for better or worse.

4. **Be Responsive**
   Being responsive means being accessible, available and willing to help drivers whenever they have a problem. It also means keeping them informed and providing the service as soon as possible.

5. **Be Empathetic**
   Every driver is a special individual who wants to be treated as such. He has his own unique personality, wants, and reasons for why he is offering his time to us. And to the extent that you treat him as someone special and solve his unique issues and load assignments, he will continue to be your driver. Being empathetic means putting yourself in the driver’s shoes, trying to grasp his point of view, and feeling what he feels. It means listening intently, asking the right questions, speaking his language and tailoring your services to help his as best you can. He’s a different person with different requests and point of view. Treat him the way he wants to be treated.
Employee Handbook Acknowledgment and Receipt

The employee handbook describes important information about Horizon Transport, Inc. and I understand that I should consult my manager or Human Resources regarding any questions not answered in the handbook. I have entered into my employment relationship with Horizon Transport, Inc. voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Horizon Transport, Inc. can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

I understand and agree that, other than the president of company, no manager, supervisor or representative of Horizon Transport, Inc. has any authority to enter into any agreement for employment other than at will; only the president of the company has the authority to make any such agreement and then only in writing signed by the president of Horizon Transport, Inc.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with Horizon Transport, Inc. By distributing this handbook, the company expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Horizon Transport, Inc. and the company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the president of Horizon Transport, Inc. has the ability to adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Horizon Transport, Inc. is employment at will, which may be terminated at the will of either Horizon Transport, Inc. or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Horizon Transport, Inc. or me.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

________________________________________
Employee's Signature

_______________________________
Employee's Name (Print)

____________________
Date

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE