

BRENNY TRANSPORTATION INC & BRENNY SPECIALIZED INC TEAM MEMBER EXPECTATIONS -

- RESPECT your team members at all times! No name-calling, demeaning or personal jokes.

***TEAM COMMITMENT-** All employees are expected to be 100% honest with their team. If something is bothering you, discuss it in a professional manner. Respect your co-workers.

- All team members must be willing to participate in Team Building projects/materials and meetings. The Team Building projects/materials will be agreed upon by the team. Team Building projects/materials will be centered on helping team members and our team improve and grow. The information for the Team Building projects/materials will come from many different tools – books, videos, tapes, speakers, material which could be spiritually based, business based, or just plain fun! Team Members will be accepting of all Team Building projects/materials brought forth to the team, by the team.

- Once the team agrees on a Team Building project/material, Brenny team members will not have the option to decline from Team Building project/material that take place during business hours (unless for specific health related concerns). If there is a disagreement with the Team Building project/material, it must be voiced at the time presented to the team, at which time the team will vote on outcome.

- Brenny team members are expected to have an open mind to all Team Building projects/materials presented, you are free to take away everything or nothing which is taught.

- Brenny reserves the right to use teachings from many different sources and genres. It is our goal to have a team with a greater level of thinking and experience.

- Some past examples of tools we have used for Team Building projects/materials (and may use again in the future):

Success is a Choice by Rick Pitino, The 5 Dysfunctions, various books and/or tapes by John C Maxwell, various books and/or tapes by Joyce Meyer, The Secret, Fish, Gung Ho by Ken Blanchard plus many other books by Blanchard, How to Reduce Workplace Conflict & Stress, The Shack, The 4 Agreements, See You At The Top by Zig Ziglar and many others.

- At Brenny Team Building is part of Team Commitment. When each team member feels comfortable with the team, we will share life stories. This information will be kept confident with in our team. Each team member will be asked to share life information only which they feel comfortable sharing, nothing more (this project is voluntary). This is part of the trust level in our Team Building Project.

- Bad mouthing your team members will not be tolerated, nor will clickiness or gossip. Becoming friends with your co-workers is great, clickiness is horrible! Do not get involved with bad mouthing of the company or its team members- This kind of behavior could result in termination. Any dissatisfaction with the company should be openly discussed with management. We have a NO gossip & NO rumors company policy!

- THERE IS NO "I" IN TEAM! Please use the words OUR, WE, US-Not I or mine!

- Be a true team player- Always do your share of work or more! Take the initiative. WE WANT ONLY SELF-STARTERS! Ask your team members if they need your help. Do not wait for someone to give you something to do, ask for work. Be able to admit if you have too much to handle and need help from others. Ask for help before it becomes out of control.

- If you are going to be gone, make sure your hours are covered, or if one of your team members are gone cover for them. When requesting time off, please make sure another team member can cover your scheduled hours before submitting your request. Make sure any outstanding work and information is communicated to other team members. Please be willing to cover for others if your schedule allows.
- Champions call new accounts, recall present accounts- all dispatchers must do champion calls and must call customers to book freight.
- Dispatchers must move their share of shipments and trucks.
- Never take short cuts- Brenny employees must not cut corners with anything. We are the champions and only do things 100%. Short cuts always come back to haunt you and the company! Do things right the first time.
- Read team communication screens twice daily- Staying updated is important!
- Please share your mood meter on a daily basis with the team.
- Please share your ideas with your team- yours might make a difference.
- Valid driver's license is required due to the fact of visiting customers, running errands and/or attending classes/seminars in company vehicle and/or on company time.
- All gifts received from customers, carriers or vendors will be distributed to all Brenny employees, used as a Brenny door prize, or donated.

***PRE-EMPLOYMENT TESTING-** all applicants must undergo testing for controlled substances, after a conditional offer of employment has been made, and the Employer must receive a verified negative test result from the Medical review Officer before the first time they are placed on duty, perform any work tasks, enter or remain on the Employer's or a customer's premises (except to process an application), or operate or be transported in a motor vehicle used in the service of the Employer (except to be transported home or to a testing or rehabilitation site facility).

- This is all part of our Team Commitment. It is part of our driver's regulations and we stand beside our drivers and the trucking industry.

***ATTENDANCE-** When sick call Bonnie or assigned team leader at home or cell phone- DO NOT leave a message on company phone. Call at least one hour before your shift begins.

- Three or more days late in a 3-month period could result in termination.
- Three or more days absent in a 3-month period could result in termination.
- Missing more than one Monday or Friday in a month could result in termination.
- Hourly employees may have the opportunity to make up missed time with prior approval by management.
- Time off must be pre-approved by management. A 2-week notice is preferred.
- No full weeks off in May, June, July, August or the last week of any month – this is our busy time!
- ½ day is allowed, ½ day = ½ your scheduled work hours for the day.
- Make sure you have team members phone numbers with you at all times.
- Be on time to work-everyday! If you are running late call ASAP!
- We expect perfect attendance; we do understand emergency or family situations. Missing one day during first 3 months of employment, without a Dr. Slip, could result in termination.
- Each area is responsible for enough coverage during all hours of operation.
- At the discretion of management, a doctor slip may be requested upon any absenteeism.

***PHONE-** When the phone rings PICK IT UP! Transfer calls are just as important. When the phone rings, it is an opportunity for you to make money! Answer it!

- Never leave customers on hold, "Help them."
- Personal phone calls must be kept short, this is a very busy environment please make necessary personal calls on your break.
- When taking phone messages, write your name on the note, along with date and time, this way team members know who to ask if they have questions regarding the message.

***HOUSE KEEPING & GENERAL INFORMATION-**

- Smoke breaks, after 8:30am, noon, and afternoon (3 breaks per day) one person at a time. Breaks are 10 minutes. No longer.
- Parking, all office employees park in East parking lot. Leave driving lane by grass. The east side of the building is for our semi trucks and company vehicles only. (you will be informed where to park)
- Driver's personal vehicles are to be parked in east parking lot.
- Keep your workstation neat.
- Never put anything in the plumbing other than what is supposed to be.
- Cigarette butts in ashtrays or containers- NOT ON THE GROUND OR FLOOR!
- Leave cell phones off during work hours unless pre-approved by management.
- Throw food in kitchen garbage, not under your desk.
- Always keep kitchen area clean. Be responsible for your own dishes, rinse and take home!
- Do not leave leftovers more than 1 week. Leaders of the week will clean refrigerator/freezer every Friday.
- Hand towel roll needs to be changed by last person used. Directions are furnished, if unsure- ask.
- Weekly leaders are responsible for taking out kitchen garbage, doing dishes, cleaning refrigerator, keeping counter, table, microwave, and general appliances in the kitchen clean.
- No guns or weapons of any sort on Brenny property.
- Keep Brenny property neat, clean & organized. A clean environment is a safe environment.

***APPEARANCE - Dress clean and respectable**

- No overly baggy pants and no sweats ever!
- NO PERFUMES/COLOGNES or scented lotions- we have team members who are allergic to them.
- No facial piercing, this includes tongue and eyebrows. Any body piercing you may have needs to be covered while at work and/or around customers. Please ask if you are unsure of what piercing is allowed.
- No tattoos that can not be covered when out seeing customers or at any other time as directed by owners/management.
- Undergarments must be covered by clothing
- No cut off shorts or frayed edges on apparel
- Only shorts & skirts at a respectable length are acceptable
- Hats/caps only on Fridays
- No tears, holes or rips in clothing
- Tops at a respectable coverage, no spaghetti straps, professional coverage

***OFFICE EQUIPMENT & SUPPLIES-** No personal use or non-work related use of computers, instant message, e-mail, internet, stamp machine, copier, or company supplies, without asking permission FIRST. No changing of PC settings without management permission.

***BEING A GRAND CHAMPION-** We expect Brenny Team Members to have nothing less than great attitudes! We will help you with any problems we can, however, we will not tolerate a bad attitude. Your attitude is your choice. Bad attitudes will result in termination.

- Negativity breeds negativity- Stay positive and help your team stay positive. Positive energy brings positive results.
- Negative comments or negative attitudes again, will not be tolerated. Keep in mind that being a Grand Champion means staying aggressive and motivated to stay on task. Knowing the priorities of your position will get the job done.
- Brenny Team Members agree to keep ALL Brenny information confidential, during and after employment with Brenny. Team members agree not to cause intentional financial hardship for Brenny during or after employment. All accounts referred by Brenny must be held confident during and after employment with Brenny.
- A Grand Champion team comes with Grand Champion individuals. Remember the team always comes before individual goals.
- Personal relationships that develop within the company must be kept separate from the team members' job, attitude & responsibilities. If management feels that a personal relationship is causing inconvenience or hardship for the team, one or both team members could be ask to leave. Remember the TEAM comes before the individual.
- Abide to Brenny Code of Ethics and Culture.
- Fulfill the Brenny mission
- Remember, you are a CHAMPION! If you are working here, you have been picked from many applicants! You are an elite individual- A GRAND CHAMPION!
- Please remember the final choice to be here is yours. The trucking industry is very demanding, stressful, and constantly changing. Champions are open and adaptable to the ever-changing industry. We did not make the rules of the industry; however, we do know that the commitment you are making is huge! Please keep this in mind: "Without Trucks America Stops."
- THANK YOU for being a part of our team! You will get what you give to this company. We truly appreciate all of our committed team members.

***A C H A M P I O N A L W A Y S W I N S!!!!**

I am willingly signing & agreeing to the above Brenny Expectations:

Employee Name _____ Date _____

Print Employee Name _____