



“

**Bringing the  
World To Your  
Doorstep**

”

**EMPLOYEE**

**HANDBOOK**

WELCOME TO OUR COMPANY

# Application for Employment



"BRINGING THE WORLD TO YOUR DOORSTEP"  
EST. 2021

## Personal Information

Full Name:  Date of Birth:

Address:

Email:  Phone:

Nationality:

SIN No.

## Position Information

Position Applied For:

Division:  Desired Salary:

Date Available to Start:

## Educational Background

Degree	Institution	Year of Completion
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Professional background

Company Name	Job Title	Responsibilities	Work Duration
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Attachments:  Resume/CV Attachment  Cover Letter Attachment

## Declaration:

By submitting this application, I confirm that the information provided is accurate, and I understand that any false statements may disqualify me from employment.

.....  
Signature

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# Welcome Message



## Dear Team,

Welcome to Friends Transport Limited! We are thrilled to have you as part of our dynamic and growing family. Since our founding in 2021, we have strived to set new standards in the logistics industry, and our continued success is driven by the dedication and hard work of individuals like you.

At Friends Transport Limited, we believe in the power of seamless and reliable logistics solutions to transform businesses and empower individuals. Our mission is not just to meet the needs of our clients but to exceed their expectations through innovation, integrity, and unwavering commitment to excellence.

I am confident that with your passion and our collective effort, Friends Transport Limited will continue to lead the industry and achieve remarkable milestones.

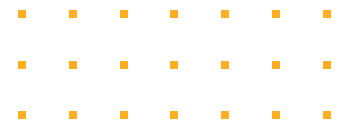
I look forward to witnessing your contributions to our shared success.

**Warm Regards,**



**Jaspreet Jassar**  
*"CEO of Company"*

# Company Background



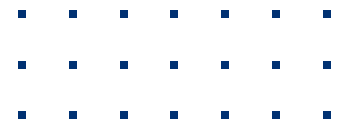
At Friends Transport Limited, we are dedicated to simplifying logistics and providing top-notch services tailored to our clients' needs. Since our inception in 2021, we have been committed to delivering a comprehensive range of logistics solutions, including movers and packers, freight and less-than-truckload (LT) services, e-commerce fulfillment, and courier services. Our unwavering commitment to excellence and customer satisfaction drives us to offer customized solutions that ensure the success of our clients.

We take pride in our reliability and our ability to adapt to the dynamic logistics industry. Our team of experienced professionals is dedicated to ensuring that every service we provide is executed with precision, care, and efficiency. Whether you require swift courier services, seamless e-commerce fulfillment, or robust freight solutions, Friends Transport Limited stands as your trusted logistics partner.



Our headquarters is conveniently located at 110, 2 Ralston Ave, Dartmouth, Nova Scotia. We are always ready to assist with any logistics challenges you may face. For inquiries or further information, please feel free to email us at [friends@transport69.com](mailto:friends@transport69.com). At Friends Transport Limited, we are committed to providing solutions that meet those needs. With us, your logistics requirements are in capable and reliable hands.

# Vision, Mission & Values



## Vision



Our vision is to lead the global logistics industry by setting benchmarks for excellence, innovation, and sustainability in all our services. We strive to be the standard-bearer, continually improving and evolving to meet the highest expectations of our clients and the demands of the ever-changing market.

## Mission



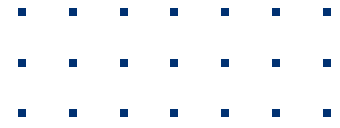
Our mission is to deliver seamless, reliable logistics solutions that empower individuals, ensuring efficient operations and exceptional customer service. We aim to enhance client experiences through our commitment to quality, dependability, and continuous improvement in all aspects of our service offerings.

## Values



Our core values—reliability, customer-centricity, innovation, integrity, and sustainability—define our identity. They guide our actions and drive our success, ensuring we consistently deliver outstanding service and adapt to evolving industry needs while maintaining ethical standards and environmental responsibility.

# Team Structure



## Friends Transport Limited

Organizational Chart

**DIRECTORS**

Director

**JASPREET JASSAR**

Director

**SHARANPREET JASSAR**

**DEPARTMENTS**

**Admin Department**

Friendsadmin@transport69.com

**Marketing & Sales**

friends@transport69.com

**Finance Department**

Friendsaccounts@transport69.com

**Human Resources**

Friendscareer@transport69.com

**Compliance Department**

Friendscompliance@transport69.com


**Payroll Department**

Friendsaccounts@transport69.com

## BUSINESS ENQUIRY

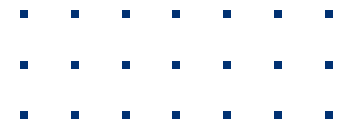
 110, 2 Ralston Ave, Dartmouth  
Nova Scotia, B3B1H7

 [friends@transport69.com](mailto:friends@transport69.com)

 +1 (902)-292-6665

 [www.friendstransportlimited.com](http://www.friendstransportlimited.com)

# Confidentiality Policy and Pledge



Any information that you learn about Friends Transport limited, or its members or donors, as a result of working for Friends Transport limited that is not otherwise publicly available constitutes confidential information.

You may not disclose confidential information to anyone not employed by Friends Transport limited or to other persons employed by Friends Transport limited who do not need to know such information to assist in rendering services.

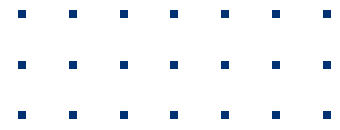
The disclosure, distribution, electronic transmission or copying of Friends Transport limited confidential information is prohibited. Any employee who discloses confidential Friends Transport limited information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Conflict Of Interest



We are expected to give our undivided business loyalty to Friends Transport Ltd. when conducting our job-related duties. Accordingly, we must be careful to avoid conflicts of interest—situations where our private interests conflict or even appear to conflict with the interests of Friends Transport Ltd. as a whole. Therefore, we should not place ourselves in situations that might force us inappropriately to choose between our personal or financial interests and the interests of Friends Transport Ltd.

Conflicts of interest can arise in many common areas despite our best efforts to avoid them. When these situations occur, a Friends Transport Ltd. employee should promptly notify their manager of any actual, perceived, or potential conflict of interest. The manager can then provide guidance on how best to remove or appropriately resolve the conflict. If needed, Corporate Compliance and Ethics or Corporate or Region Legal may also be contacted for guidance.

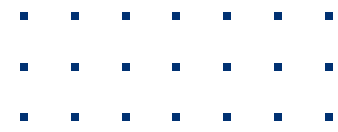
Certain recurrent or continuing potential conflicts of interest must also be disclosed on the annual Business Ethics Questionnaire.

Additional information about conflicts of interest, is available in the sections of this Code titled “Doing Business with Friends Transport Ltd.,

By adhering to these policies, we ensure a transparent, ethical, and loyal workplace for all employees and stakeholders. If you have any concerns or potential conflicts of interest, please contact our Human Resources Department immediately. - [friendscareer@transport69.com](mailto:friendscareer@transport69.com)

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Inspections and Violations



Drivers are to report immediately to Safety if they receive an “Out of Service” inspection. Documentation must be forwarded to the safety department within 24 hours of receiving an OOS (or upon request).

Any driver who receives a violation/citation or a written warning while operating a commercial motor vehicle must:

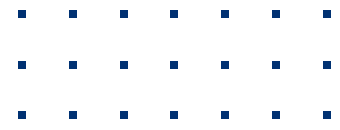
- Notify the safety department within one (1) hour of receiving the violation/citation/warning.
- Submit a copy of the document to the Safety Department within 24 hours
- In the event a repair was needed, a copy of the repair invoice MUST accompany the inspection report before it can be forwarded to the State Patrol that issued the violation. Failure to do so could result in a license suspension in the issuing state.
- Submit a copy of any court ruling on the violation/citation/warning to the Safety Department within 24 hours of the court date.

## First Offense: Written Warning

Disciplinary Process - This will be documented as a written warning and become a part of the Driver’s violation file.

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Inspections and Violations



## Second offence: Training courses

This will be documented as a second occurrence and become a part of the Driver's violation file. Drivers who receive a second violation may be required to participate in refresher courses as deemed necessary, and at the discretion of, the Safety Department.

## Third offence: Termination

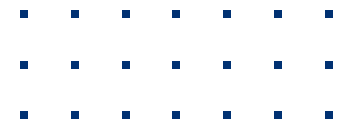
Friends Transport Ltd., may, at their discretion, determine any violation is severe enough to warrant suspension or termination, and will exercise that option when necessary.

At Friends Transport Limited, adhering to inspections and promptly reporting violations is vital for safety, compliance, and operational efficiency. It prevents legal issues, avoids license suspensions, and ensures vehicle safety. Timely reporting upholds our commitment to responsibility and accountability, protecting our drivers and maintaining our company's stellar reputation.

I have read and understood the Inspections/Violations Disciplinary Policy.

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Accidents and Incidents



All accidents must be reported as soon as safety allows to the Safety Department no matter what time of the day or night. The Safety Department will guide you through the process of what needs to be filled out and what steps need to be followed.

Main Point of Contact : **Harmandeep Kaur : 902-229-6900**

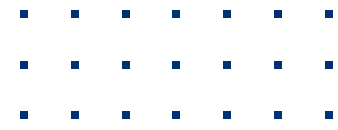
After Hours : **Sharanpreet Singh: 647-804-6900**

Please text first and wait at least 10 minutes before calling

## **What to do if the accident involves another person:**

- Remain Calm
- Pull over to the side of the road, if possible, or park in a safe location
- Call 911 if you require law enforcement, fire, or medical assistance
- Do not discuss accident details with witnesses
- Do not admit fault
- Call the Friends transport limited numbers above
- Remain at the scene of the accident – Never leave the scene unless you are in immediate physical danger
- Obtain information from everyone involved: drivers, passengers, witnesses (use the Accident Reporting documents in your Permit Binder)
- Obtain insurance and Driver's license (photos) or information from the drivers of all other vehicles involved
- Take pictures of the damage to other vehicles, property, and/or tractor and/or trailer
- Obtain a copy of the police report and attending officer's identification

# Accidents and Incidents



**IF THERE IS AN INJURY TO ANYONE INVOLVED, FATALITY, OR DISABLED VEHICLE, DRIVERS MUST SUBMIT TO POST-ACCIDENT ALCOHOL AND DRUG TESTING –PER REGULATIONS.**

If the accident does not involve another person:

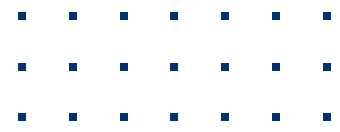
- Remain Calm
- Pull over to the side of the road, if possible, or park in a safe location
- Call 911 if you require law enforcement, fire, or medical assistance
- Do not admit fault
- If you have damaged someone’s property or hit an animal, call the local 10-digit number for the police to report the incident.
- Remain at the scene if directed to do so by Friends transport Ltd. or law enforcement.
- Take pictures of the damage to the property and/or tractor and/or trailer
- Complete the Accident Reporting Documents in your Permit Binder

**Signature:**

**Name:**

**Date:**

# Harassment and Discrimination



Friends Transport Limited strictly prohibits Harassment and Discrimination in any form. Every employee is responsible for fostering a work environment free from discrimination and harassment. If you experience or witness harassment, report it immediately to the Human Resources Department. We take all complaints seriously and will thoroughly investigate them.

## Prohibited Conduct Includes:

**Racial Harassment:** Actions and behavior motivated by race, including inappropriate questioning about racial or ethnic origin, and offensive graffiti.

**Intolerance of Differences:** Lack of tolerance or making fun of personal differences or appearance.

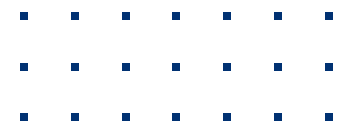
**Derogatory Remarks:** Intimidating or demeaning comments, remarks, or jokes about an individual's sexuality, disability, race, age, religion, or gender.

**Sexual Harassment:** Any behavior of a sexual nature that is intimidating, coercive, or harassing.

Friends Transport Limited prohibits employees and contractors from engaging in any form of coercion or harassment. This includes drivers, who must refrain from any intimidating, coercive, or harassing behavior of a sexual nature.

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Harassment and Discrimination



## ANTI-HARASSMENT AND BULLYING

### Definition of Harassment

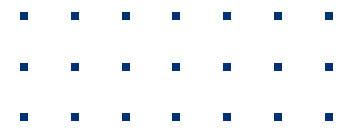
Harassment for the purpose of this policy consists of any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating the recipient’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. It can involve a single incident or may be persistent and may be directed towards one or more individuals.

### Examples of harassment include:

- (a) Unwanted physical conduct or “horseplay”. Physical conduct ranges from touching, pinching, pushing or brushing past someone or invading personal space to grabbing, shoving, punching and physical or sexual assault;
- (b) Unwelcome sexual behavior, which the harasser may perceive as harmless flirting and which may involve unwanted suggestions, advances, propositions or pressure for sexual activity;
- (c) Inappropriate behavior whether in the form of offensive or intimidating comments or gestures or insensitive jokes or pranks;
- (d) The sending or displaying of material that is pornographic or obscene or that some individuals or groups may find offensive (including e-mails, text messages, video clips and photographs taken or sent using mobile phones or via the internet).

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Harassment and Discrimination



## Informal Steps to Resolve Harassment or Bullying

If any employee feels that s/he or other colleagues have been harassed, bullied or treated in a way which breaches this policy, s/he should tell the person(s) responsible straight away that their behavior is not welcome and that s/he wants the behavior to stop. If this is too difficult or embarrassing for the employee, support should be sought from line management or HR.

Management or HR can provide confidential advice and assistance to those who believe they have been bullied or harassed and will offer to assist in the resolution of any problems, whether through informal or formal means. If informal steps have not been successful or would not be appropriate due to the nature of the harassment or bullying, or because the employee does not feel able to talk directly to the person creating the problem, the grievance procedure should be followed.

## Protection for those Making Complaints or Assisting with an Investigation

Employees who make complaints or who participate in good faith in any investigation conducted under this policy will be protected from any form of intimidation or victimization as a result of their involvement.

## Contact Information:

Human Resources Department: **Harmandeep Kaur**  
Email: [friendscareer@transport69.com](mailto:friendscareer@transport69.com)  
Phone: **902-229-6900**

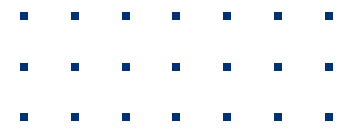
**Signature:**

**Name:**

**Date:**



# Harassment and Discrimination



In addition to our anti-harassment policy, Friends Transport Limited adheres to a Workplace Violence Policy. This policy is posted on our Safety Board along with the Canada Labor Act, located near the entrance to the warehouse.

By adhering to these policies, we ensure a safe, respectful, and inclusive workplace for all employees and stakeholders. If you have any concerns or complaints, please contact our Human Resources Department immediately.

## Contact Information:

Human Resources Department: **Harmandeep Kaur**

Email: **friendscareer@transport69.com**

Phone: **902-229-6900**

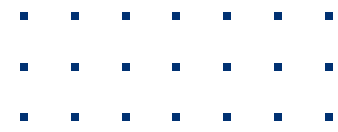
Thank you for helping us maintain a respectful and harassment-free workplace.

**Signature:**

**Name:**

**Date:**

# Violence in the Workplace



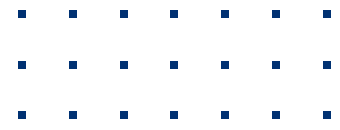
Friends Transport Ltd. is committed to a safe work environment free of threats, intimidation, and physical harm. Everyone has the right to work in a safe environment, and everyone shares the responsibility for ensuring the safety of others. We have zero tolerance for workplace violence and will investigate and take appropriate action, up to and including dismissal, regarding any threats to a safe workplace.

Friends Transport Ltd. prohibits violent behavior in the workplace, including but not limited to physical assaults, fighting, threatening comments, intimidation, threats through electronic communications including social media, and the intentional or reckless destruction of property belonging to the company, employees, representatives, or customers.

Comments or behavior that could reasonably be interpreted as intent to harm people or property will be considered a threat. We also prohibit the unauthorized possession and/or use of weapons by any employee or representative while at work, on company property, or while on company business.

Any employee or representative who believes that they may be the target of violence or threats of violence, or is aware of violent or threatening conduct by or directed at an employee or representative that could result in injury to a person or the destruction of property, has a responsibility to immediately report the situation to their immediate supervisor or manager. If an individual is unable to do so, or prefers not to contact a supervisor or manager, they should use the Friends Transport Ltd. Help Line.

# Violence in the Workplace



Additional information is available from the local Security Department or Incident Response Team leader. Refer to the section of this Code titled “Reporting Concerns, Asking Questions, and Voicing Opinions” and our internal communication channels for information about the Friends Transport Ltd. Help Line.

Friends Transport Ltd. maintains a **zero-tolerance policy** for workplace violence. Any violent behavior, including physical assaults, threats, or intimidation, **will result in immediate termination**. All employees must work in a safe environment. If you experience or witness any form of violence, report it immediately.

**to file a complaint or report an incident contact the HR Department:-**

Email- [friendscareer@transport69.com](mailto:friendscareer@transport69.com)

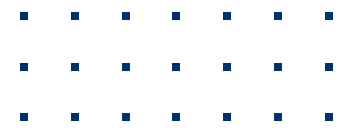
Call - 902-292-6665

**Signature:**

**Name:**

**Date:**

# Parcel Delivery Guidelines



To ensure the safety and security of parcels during delivery, Friends Transport Limited has established the following training guidelines. These guidelines are designed to provide employees with the necessary knowledge and practices to safely drop parcels, ensuring customer satisfaction and maintaining our commitment to service excellence.

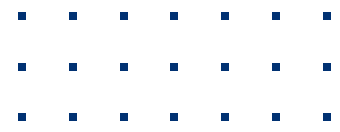
## 1. Preparation Before Delivery:

- Double-check the delivery address and recipient information before leaving the warehouse.
- Ensure that the parcel is properly sealed and in good condition before loading it onto the delivery vehicle.
- Route Planning: Plan your delivery route to minimize travel time and ensure timely deliveries.
- Wear appropriate safety gear, including high-visibility clothing and sturdy footwear.

## 2. During Delivery:

- Park the delivery vehicle in a safe and legal location, avoiding blocking driveways or traffic.
- Handle parcels with care to prevent damage. Use proper lifting techniques to avoid injury.
- Verify the recipient's identity if required. Politely ask for identification if the parcel requires a signature.
- Be aware of your surroundings and look out for potential hazards, such as pets or uneven surfaces.

# Parcel Delivery Guidelines



## 3. Safe Dropping Practices:

- Drop parcels in designated safe areas specified by the recipient, such as porches or secure drop boxes.
- Place parcels in areas protected from weather elements, like rain or direct sunlight.
- If dropping at the doorstep, ensure the parcel is not obstructing the entryway or path.
- Where possible, place parcels out of plain sight to reduce the risk of theft.

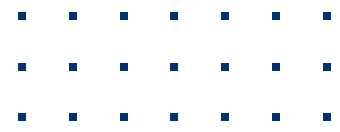
## 4. Documentation and Communication:

- Obtain proof of delivery as required, either through electronic signature or photo documentation.
- Send a delivery notification to the recipient, including details of where the parcel was dropped.
- Report any issues or incidents encountered during delivery to your supervisor immediately.

## 5. Safety and Security:

- Be vigilant and aware of your surroundings at all times to ensure your safety and the security of the parcel.
- If you encounter a situation that feels unsafe, do not proceed with the delivery. Contact your supervisor for further instructions.
- Always lock the delivery vehicle when leaving it unattended, even for a short period.
- Keep the company's emergency contact information handy in case of an emergency.

# Parcel Delivery Guidelines



## 6. Customer Interaction:

- Interact with customers politely and professionally. Address any concerns they may have regarding the delivery.
- Encourage customers to provide feedback on the delivery service to help us improve.
- Respect the privacy and property of recipients during the delivery process.

## 7. After Delivery:

- Review your delivery route for any changes or improvements that can be made for future deliveries.
- Inspect the delivery vehicle to ensure no parcels are left behind and that it is in good condition.
- Complete any required end-of-day reports, documenting successful deliveries and any issues encountered.

By following these training guidelines, employees of Friends Transport Limited will ensure that parcels are delivered safely, securely, and efficiently, maintaining our high standards of customer service and operational excellence. Thank you for your commitment to upholding these practices.

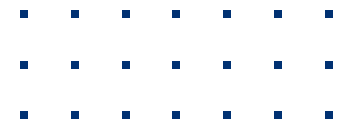
For any questions or further training needs, please contact your supervisor or the training department. Email: [friendsadmin@transport69.com](mailto:friendsadmin@transport69.com)

**Signature:**

**Name:**

**Date:**

# Health and Safety Policy



The objective of Friends Transport Limited's Health and Safety Policy is to ensure a secure and healthy workplace for all employees, contractors, and visitors. By adhering to stringent safety standards, regulations, and procedures, we aim to prevent accidents, injuries, and illnesses, promoting a culture of safety and well-being throughout the company.

## Emergency Procedures:

- Familiarize yourself with the location of emergency exits, fire extinguishers, and first aid kits.
- Participate in regular emergency drills and training sessions.
- Follow established emergency procedures during actual emergencies.

## Accident Reporting:

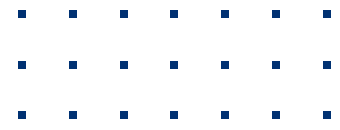
- Report all accidents, injuries, and near misses immediately to a supervisor or manager.
- Complete an incident report for any accident or injury, regardless of severity.
- Emergency contact -
  - During office hours - **Harmandeep Kaur: 902-229-6900**
  - After Office Hours - **Sharanpreet Singh: 647-804-6900**

**Signature:**

**Name:**

**Date:**

# Health and Safety Policy



## Health and Wellness:

- Encouraging regular breaks and adequate hydration during work hours.
- Providing access to ergonomic assessments and adjustments.
- Offering wellness programs that promote physical and mental well-being.
- Educating employees on healthy lifestyle choices and stress management techniques.
- Implementing and enforcing the use of personal protective equipment (PPE).

## Non-Compliance:

Failure to comply with health and safety policies may result in disciplinary action, up to and including termination.

For any health and safety concerns or questions, please contact the Safety Department or the Human Resources Department at

- Email: [friendscareer@transport69.com](mailto:friendscareer@transport69.com)
- Phone: 902-292-6665

By adhering to these health and safety guidelines, we can create a secure and healthy work environment for everyone at Friends Transport Limited.

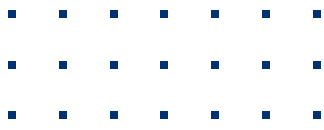
**Signature:**

**Name:**

**Date:**



# Periodic Training Policy



**Objective:**

To ensure continuous development and skill enhancement of employees, Friends Transport Limited is committed to providing periodic on-the-job training. This policy outlines the procedures and expectations for ongoing training initiatives.

**Policy:**

**1. Training Schedule:** On-the-job training sessions will be conducted periodically throughout the year.

**Training topics will include:**

**Delivery Vehicle Operations:** Safe driving practices, vehicle maintenance, and troubleshooting common issues.

**Parcel Handling:** Efficient and safe methods for loading, unloading, and handling parcels.

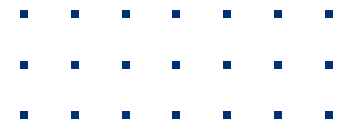
**Client Relations:** Effective communication, customer service excellence, and handling customer complaints.

**Safety and Health:** Workplace safety protocols, emergency procedures, and personal protective equipment (PPE) usage.

**Proper Documentation Management:** Accurate and timely documentation practices, including tracking, reporting, and compliance with regulatory requirements.

**Signature:** \_\_\_\_\_ **Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# Periodic Training Policy



## 2. Assessment and Feedback:

- Employees will be assessed on their understanding and application of the training material through oral and written tests at the end of the training.
- Frequent knowledge checks will be conducted by management to ensure ongoing understanding and retention.
- Employees who do not perform satisfactorily in assessments will undergo re-training.
- Feedback will be collected from employees to continually improve training programs and address any gaps.
- Managers will provide individual feedback to employees on their performance and areas for improvement.

## 3. Documentation:

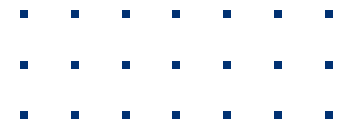
- Records of all training sessions, including attendance, content covered, and assessment results, will be maintained.
- Employees will receive certification or acknowledgment of completed training where applicable.
- Training records will be reviewed periodically to identify trends and areas for improvement.
- Documentation will be securely stored and easily accessible for audits and compliance checks.

**Signature:**

**Name:**

**Date:**

# Periodic Training Policy



## Responsibilities of Key stakeholders in Training:

- **Employees:** Attend and actively participate in all required training sessions. Apply the skills and knowledge gained to their daily work.
- **Supervisors and Managers:** Ensure employees are scheduled for training sessions and provide support for their learning and development.
- **Training Department:** Develop, coordinate, and deliver effective training programs. Maintain training records and continuously improve training initiatives.

## Contact Information:

For questions or more information about on-the-job training, please contact the Training Department or Human Resources at:

- Email: [friendcareer@transport69.com](mailto:friendcareer@transport69.com)
- Phone: **902-292-6665**

By adhering to this policy, Friends Transport Limited aims to foster a culture of continuous learning and professional growth, ensuring our employees are well-equipped to meet the demands of their roles and contribute to the company's success.

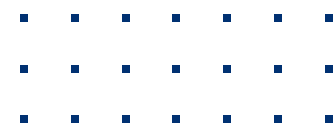
**Signature:**

**Name:**

**Date:**

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# Custom Product Handling Policy



## Customs Procedure

### 1. Customs Documentation:

- All parcels subject to customs clearance must have accurate and complete documentation, including customs declarations, invoices, and any necessary permits.
- Employees must ensure all required customs forms are filled out correctly and attached to the parcel before shipment.

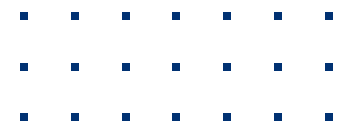
### 2. Compliance with Regulations:

- Employees must stay informed about the customs regulations of the destination country and ensure all shipments comply with these regulations.
- Any discrepancies or issues with customs documentation must be reported to the supervisor immediately.

### 3. Communication with Customers:

- Customers should be informed of any customs duties, taxes, or fees applicable to their shipments.
- Employees must provide customers with accurate information on the customs process and any required documentation.

# Custom Product Handling Policy



## 4. Handling Delays:

- If a parcel is delayed in customs, employees must promptly inform the customer and provide updates on the status of their shipment.
- Efforts should be made to resolve any issues causing the delay and expedite the clearance process.

## Responsibilities:

- **Employees and Handlers:** Ensure compliance with custom product handling procedures, maintain accurate documentation, and report any issues promptly.
- **Supervisors and Managers:** Provide support and guidance to employees, monitor compliance with policies, and address any non-compliance issues.
- **Training Department:** Develop and deliver training programs on custom product handling for all relevant employees and handlers.

Email: [friendsadmin@transport69.com](mailto:friendsadmin@transport69.com)

Phone: 902-292-6665

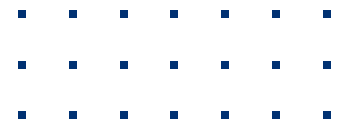
By adhering to this Custom Product Handling Policy, Friends Transport Limited ensures the secure, efficient, and compliant handling of custom products, meeting customer expectations and maintaining high standards of service.

**Signature:**

**Name:**

**Date:**

# Photo ID Parcels



## 1. Verification Requirements:

- Parcels requiring photo ID verification must be clearly marked and documented.
- Drivers must verify the recipient's identity by checking a valid photo ID before handing over the parcel.
- Accepted forms of photo ID include government-issued identification such as a driver's license, passport, or national ID card.

## 2. Documentation:

- Drivers must record the recipient's name and type of photo ID presented at the time of delivery.
- A copy or photograph of the ID may be required for record-keeping purposes, depending on company policy.

## 3. Customer Communication:

- Customers should be informed in advance that photo ID verification is required for their parcel.
- Drivers must explain the verification process to the recipient and ensure compliance.

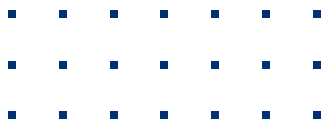
**Signature:**

**Name:**

**Date:**

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# Photo ID Parcels



## 4. Handling Refusals:

- If a recipient refuses to provide a photo ID, the driver must not deliver the parcel and report the incident to their supervisor.
- The supervisor will provide further instructions on how to proceed with the undelivered parcel.

## Contact Information:

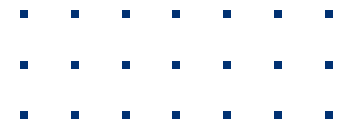
For questions or more information about these procedures, please contact the Compliance Department or Human Resources at:

- Email: [friendsadmin@transport69.com](mailto:friendsadmin@transport69.com)
- Phone: **902-292-6665**

By adhering to these policies, Friends Transport Limited ensures the secure and efficient handling of parcels, maintains customer trust, and complies with all legal and regulatory requirements.

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Cash On Delivery - COD



## Objective:

To ensure the secure and efficient handling of Cash on Delivery (COD) transactions, Friends Transport Limited has established the following policy for all employees and drivers. This policy aims to provide clear guidelines for the collection, documentation, and remittance of COD payments.

### 1. COD Collection:

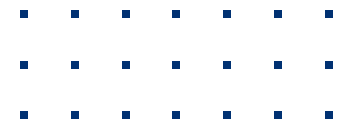
- Drivers must collect the exact amount of cash specified on the delivery invoice or order form.
- Only cash payments are accepted for COD transactions. No checks or credit card payments are allowed.
- Drivers should verify the amount of cash received in the presence of the customer before handing over the goods.
- Payment of COD should be exact equal the price of the Product.

### 2. Receipt Issuance:

- Upon receiving the cash, drivers must provide a receipt to the customer.
- The receipt should include the date, amount received, customer's name, and order number.
- A copy of the receipt must be retained by the driver for company records.



# Cash On Delivery - COD



## 3. COD service failure

- If a COD item has been delivered but the COD funds were not submitted to the shipper, the shipper may submit a claim for COD service failure.
- Friends Transport Limited liability is limited to an amount equal to the lesser of the COD amount or the amount of Liability Coverage included or purchased. Exceptions and conditions apply.

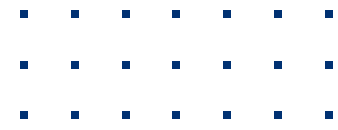
## 4. Security Measures:

- Drivers must store collected cash in a secure, designated pouch or container.
- Avoid carrying large amounts of cash for extended periods. Cash should be remitted to the company at the earliest opportunity.
- If a driver feels unsafe at any point during the COD transaction, they should contact their supervisor immediately.

## 5. Documentation and Reporting:

- All COD transactions must be accurately documented in the company's delivery management system.
- Drivers must submit daily COD reports, including copies of receipts and the remittance form.
- Any discrepancies or issues must be reported to the supervisor immediately.

# Cash On Delivery - COD



## 6. Training and Compliance:

- All employees and drivers involved in COD transactions must undergo training on this policy and related procedures.
- Regular audits will be conducted to ensure compliance with the COD policy.
- Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

For any questions or concerns regarding COD transactions, employees and drivers should contact their supervisor or the compliance department.

- Email: [friendscompliance@transport69.com](mailto:friendscompliance@transport69.com)
- Phone: **902-292-6665**

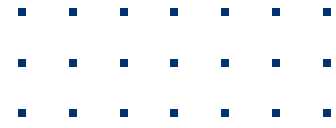
By following this COD policy, Friends Transport Limited ensures the secure handling of cash payments, maintains accurate financial records, and upholds customer trust and satisfaction.

**Signature:**

**Name:**

**Date:**

# DNC Policy



The objective of this policy is to outline the procedures and guidelines regarding Do Not Contact (DNC) lists and carding practices at Friends Transport Limited. The aim is to ensure compliance with legal requirements, protect customer privacy, and maintain ethical business practices.

## Do Not Contact (DNC) Policy

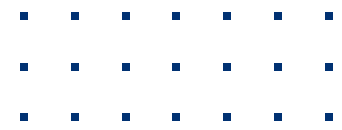
- The DNC list includes the names and contact details of customers who have requested not to be contacted for marketing, sales, or other communications.
- Employees must respect and adhere to all DNC requests received from customers.
- When a customer requests to be added to the DNC list, employees must immediately record the request and update the company's DNC list.
- Access to the DNC list is restricted to authorized personnel only.
- Employees must check the DNC list before initiating any contact with customers to ensure compliance.
- The DNC list must be updated regularly to include new requests and remove any outdated information.
- Changes to the DNC list should be documented, including the date and the name of the person making the update.
- Failure to adhere to the DNC policy can result in disciplinary action, up to and including termination of employment.

**Signature:**

**Name:**

**Date:**

# Carding Policy



Carding refers to the practice of leaving a notification card at the recipient's address when a delivery attempt is unsuccessful. The card informs the recipient of the delivery attempt and provides instructions for rescheduling or picking up the parcel.

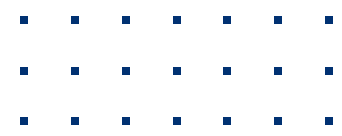
- When a delivery attempt is unsuccessful, the driver must fill out a card with the required information, including the date, time, and reason for the missed delivery.
- The card must provide clear instructions on how the recipient can reschedule the delivery or where they can pick up the parcel.
- The card must be left in a visible and secure location at the recipient's address.
- Drivers must document all carding attempts in the delivery management system.
- Details to be recorded include the date, time, and address of the delivery attempt, as well as any additional relevant information.
- All communication should be professional, courteous, and compliant with the DNC policy.
- All employees and drivers involved in delivery operations must undergo training on carding practices and the DNC policy.
- Regular audits will be conducted to ensure compliance with carding procedures and the DNC policy.
- Non-compliance with carding or DNC procedures may result in disciplinary action, up to and including termination of employment.

**Signature:**

**Name:**

**Date:**

# PDT and Scanning Requirements



## Objective:

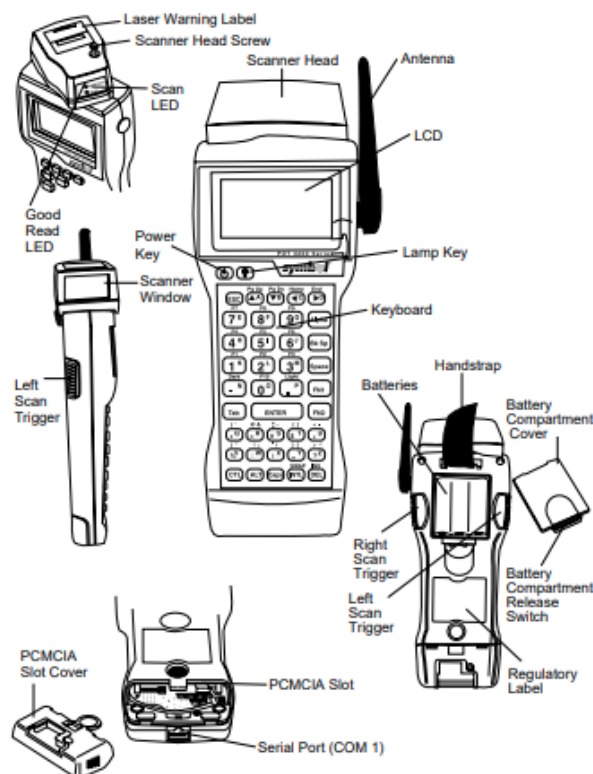
To ensure accurate tracking and efficient management of parcels, Friends Transport Limited requires all employees to adhere to the following PDT (Portable Data Terminal) and scanning procedures.

## Scope:

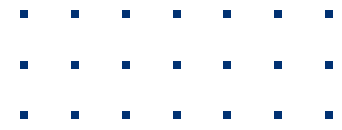
This policy applies to all employees involved in the handling, transportation, and delivery of parcels.

## Use of PDT Devices:

- Employees must use company-issued PDT devices for scanning and tracking parcels.
- PDT devices should be handled with care and kept in good working condition.



# PDT and Scanning Requirements



## Scanning Procedures:

- **Pickup:** Scan each parcel immediately upon pickup to record its entry into the system.
- **Transit:** Scan parcels at each transit point to update their status and location.
- **Delivery:** Scan parcels upon delivery to confirm receipt by the customer.

### 1. Accuracy:

- Ensure all scans are accurate and correspond to the correct parcel.
- Double-check the details on the PDT screen to confirm the correct parcel is being scanned.

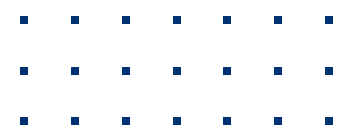
### 2. Timeliness:

- Scanning should be done promptly to ensure real-time tracking information is available.
- Avoid delays in scanning at pickup, transit points, and delivery to maintain accurate tracking.

### 3. Data Entry:

- Enter any additional required information into the PDT device accurately.
- Verify that all data entries are correct before confirming the scan.

# PDT and Scanning Requirements



## 4. Maintenance:

- Report any malfunction or damage to PDT devices to the IT Department immediately.
- Ensure PDT devices are charged and ready for use at the beginning of each shift.

## 5. Training:

- All employees handling PDT devices must undergo training on their proper use and scanning procedures.
- Refresher training will be provided periodically to ensure compliance and efficiency.

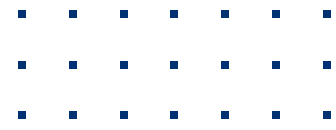
Adherence to this policy is mandatory. **Non-compliance may result in disciplinary action, up to and including termination.** Regular audits will be conducted to ensure compliance with scanning requirements.

For any issues or concerns related to PDT devices or scanning procedures, employees should contact their immediate supervisor or the Admin Department - **Friendsadmin@transport69.com**

By following these guidelines, we ensure the efficient and accurate tracking of parcels, which is essential for providing exceptional service to our customers.

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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# Termination Policy



## Involuntary Termination:

If any employee in good standing with Friends Transport Limited decides to leave:

- Notice: Please provide 4 weeks' notice.
- Owner/Operators: Are asked to provide appropriate notice of the termination of their Agreement with Friends Transport Limited in accordance with the Contractor Agreement.
- Lease Operators: Who choose voluntary termination are subject to the terms of their Lease to Purchase Agreement.

## Involuntary Termination:

Friends Transport Limited reserves the right to terminate an employee at any time, without notice, for the following reasons (but not limited to):

- Unsatisfactory work performance
- Violation of company policies
- Performing unsafe driving duties
- Positive drug and/or alcohol testing or failure to complete drug and/or alcohol testing. (Drivers who engage in such conduct will be advised of resources available for evaluating and resolving problems associated with the misuse of alcohol and the use of controlled substances. This includes names, addresses, and telephone numbers of substance abuse professionals, counseling services, and treatment programs. The employee or Owner/Operator is responsible for all costs involved in getting treatment.)

<b>Signature:</b>	<b>Name:</b>	<b>Date:</b>
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