



*TDF Enterprises, LLC*

## **Contractor Handbook**

*Revised 05/10/2021*

### **1. RESPONSIBILITIES**

All drivers are required to maintain a current Class B Commercial Driver License (CDL) or higher, with airbrake and passenger endorsements, and provide the Company with a current copy upon renewal.

All drivers are required to maintain a current DOT Physical form and keep said form on-file with their respective State DOT, and provide the Company with a current copy upon renewal.

Drivers are required to comply with all USDOT, Iowa DOT, and FMCSA Hours of Service regulations. Should the Contractor or the Contractor's Employees, sub-contractors, agents, or other designated driver be unable to fulfill a job due to hours regulations, the Contractor shall notify the Company as soon as possible. Contractors are required to submit a copy of their driving logs, or, if applicable, time sheets, for other employment positions to the Company on a regular basis, not to exceed monthly.

Drivers are prohibited from using any mobile device while operating a company vehicle. This includes, but is not limited to, phone calls, texting, playing music, and configuring GPS.

The Company has a "zero-tolerance" policy for drug and alcohol abuse. The Contractor agrees to follow all USDOT and FMCSA regulations regarding drugs and alcohol including, but not limited to, not possessing alcohol or illicit drugs while performing safety-sensitive functions, reporting for service or remaining on duty when under the influence of drugs or alcohol, reporting for duty when having consumed alcohol within 4 hours, or being under the influence of any prescribed controlled substance where the physician or medical practitioner has advised against operating a vehicle. It is against the Company's policy to consume alcohol at any time when on the job, even with a customer's permission.

The Contractor and/or the Contractor's drivers are required to present themselves when called upon at any time for drug and/or alcohol testing, including mandatory random screening and on-demand company-mandated testing.

All driving supervisors are required to undergo drug and alcohol supervision training per USDOT and FMCSA regulations.

Drivers consent to allow the Company to periodically pull their Motor Vehicle Record (MVR) or similar reports. Drivers further agree to notify the Company within 2 business days of any known or potential changes to the MVR, including new citations or accidents, whether at-fault or not at-fault.

Drivers are required to perform and sign-off on pre- and post-trip vehicle inspections and maintain such records according to current Federal or State law. Vehicle inspection forms are kept in the binder in each vehicle and will be picked up by the Company periodically.

Drivers are required to obey all traffic and safety laws and comply with the orders of any law enforcement official. If detained by law enforcement, including but not limited to DOT inspections, the Contractor shall notify the Company as soon as reasonably possible of the situation.

The Contractor shall be responsible for any traffic or parking violation citations, including red-light and speed camera citations. The Company will reimburse the Contractor only for citations related to DOT operating authority or vehicle condition.

In the event of a collision, the Contractor shall notify the Company as soon as reasonably possible. The Contractor is expected to comply with the orders of any law enforcement official, but not volunteer information or answer questions without the Company present. The Contractor should not without Company approval admit any guilt or liability, nor sign any documents (excluding receipt of law enforcement citations).

## **2. COMPENSATION**

The Company will provide direct deposit compensation to the Contractor's specified bank account on a weekly basis, unless otherwise agreed upon in writing.

## **3. TIPS**

Contractors may earn tips during each job. Tips paid in cash by customers may be directly kept by the Contractor and it is the Contractor's responsibility to report tips accurately to any taxing authority.

Tips paid by card in advance will be paid to the Contractor on the next payment interval. The Company shall retain a 3% processing fee for any tips paid by credit card.

## **4. SCHEDULING**

The Company uses Celayix, a mobile app time-clock and scheduling system. All Contractors and/or their drivers are expected to have this app on their smart phone. The Company does not provide nor reimburse for cell phones or cellular service.

When the Contractor agrees to provide service to the Company's clients, the Company will assign jobs to the Contractor via Celayix. The job details will include clock-in time, vehicle to be used, customer pick-up time, contact information and any details about the booking.

When the Contractor is providing services to its own clients, the Contractor shall enter jobs into Celayix immediately so as to avoid resource conflicts.

## **5. VEHICLE MAINTENANCE**

Contractors should notify the Company as soon as reasonable of any known maintenance issues or indicator lights with any vehicle.

Contractors may from time-to-time be asked to perform simple maintenance during a job if the customer experience may be impacted. This may include refueling, turning heat valves on/off, or topping off fluids.

Contractors are expected to remove all personal and customer trash from the vehicle at the end of each job.

## **6. CUSTOMER SERVICE**

Contractor's drivers, when providing service to the Company's clients, are expected to provide prompt and courteous customer service. Both the company's reputation and the Contractor's tips depend on this! In the event of a dispute with a customer, Contractors should try to de-escalate the situation and get the Company involved as soon as reasonably possible. Contractors should never yell or swear at a customer or passenger.

Drivers should dress professionally for the job they are working. Limousine service should follow "Professional" dress standards and bus service should follow "Casual Professional" dress standards. Examples are included in this handbook.

All contractors and their drivers are expected to be courteous and professional when representing the company and interacting with fellow Contractors, business owners, potential customers and the general public, regardless of servicing a client of the Contractor or Company as the Company's name and public image are visible on all vehicles.

## **8. CASH HANDLING**

From time to time when servicing the Company's clients, Contractors and/or their drivers may be required to collect cash payments from customers. The driver is expected to collect the cash from customers upon arrival and not provide services until the full amount is paid. The driver should keep the cash on his or her person and turn over to the Company at first opportunity.

From time to time drivers may be required to handle cash for company business (e.g. refueling). The driver is expected to spend cash only on authorized purchases and return the receipt and any change to the Company or his designated manager at first opportunity.

Cash should never be left alone in a vehicle.

## **9. DELEGATION AND AUTHORITY**

The Manager of the Company from time to time may delegate other Contractors or members to act in a management capacity when interacting with drivers, customers, or the general public.

## **10. CHANGES**

The Company may change the terms of this handbook or update its contents periodically. Upon any changes, the Company shall notify all Contractors of its changes.

Dress Standards	Men	Women
Casual Professional	Casual pants Dark colored jeans Polos, sweaters, pullovers, and casual button downs Sneakers and loafers	Nice-looking tops Casual pants and skirts Dark colored jeans Any shoes, as long as they have a back Casual accessories such as scarves, and statement jewelry
Professional	Button-down and collared shirts. Colors and patterns are acceptable. A tie is recommended but jackets are optional Sweaters, sweater vests, and sport jackets. Conservative colored dress pants or khakis. Dress shoes are acceptable.	Dress pants, skirts or khakis. Tops such as blouses, collared shirts, nice sweaters, or cardigans. Colors and patterns are acceptable. Statement jewelry and accessories. Flats or heels

### What to Avoid

Anything too revealing  
 Skirts that are not an appropriate length  
 Anything that looks messy  
 Backless shoes  
 Unnatural hair color and facial piercings  
 Light colored and/or distressed jeans  
 Any clothing with stains or holes  
 Sleeveless shirts  
 Sweatshirts  
 Open-toe shoes  
 Sneakers or tennis shoes

I have received and read the TDF Enterprises Contractor handbook; and I hereby accept all terms contained within.

I have received training on OSHA safety in the work place, hazardous materials, and agree to exercise all safety practices.

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Contractor

Date