

EMPLOYEE HANDBOOK



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FOREWORD

Whether you are new to ProCommute or have been with us for a while, we are confident that you will find our company to be a dynamic and rewarding place to work, and we look forward to a productive and successful association. ProCommute's employees are one of the company's most valuable assets. The purpose of this handbook is to serve as a guide for the employer/employee relationship.

There are a few things to remember about this handbook. For starters, it only contains general information and guidelines. It is not intended to be exhaustive or to cover all possible applications or exceptions to the general policies and procedures described. As a result, if you have any questions about your eligibility for a particular benefit or the applicability of a policy or practice to you, you should contact the Human Resources department. Neither this handbook nor any other company document confers any contractual right, express or implied, to continue working for the company. It also does not guarantee any fixed terms and conditions of employment for you. Your employment is not for a set period of time and may be terminated at any time by the company with or without cause and without prior notice, or you may resign for any reason at any time. No supervisor or other company representative (except the chief executive officer) has the authority to enter into any employment agreement for any specified period of time or to make any agreement contrary to the foregoing.

The procedures, practices, policies, and benefits described here may be changed or eliminated at any time. We will try to keep you updated on any changes as they occur.

This handbook and the information contained within it should be treated as private. No part of this handbook should be disclosed to anyone other than ProCommute employees and those affiliated with ProCommute who need to know the information in the normal course of business.

Some of the topics covered in this handbook are detailed in official policy documents. Because the handbook only briefly summarizes those guidelines and benefits, please refer to these documents for specific information. Please keep in mind that the terms of the written insurance policies take precedence over any statements made in this or other documents.

DRESS CODE, GUIDELINES & STANDARDS & GROOMING POLICY

The workplace attire of ProCommute employees must be neat, clean, well-groomed, and appropriate for the work being performed and the setting in which the work is performed. It is critical for all employees to present a professional image at work by dressing appropriately. ProCommute is confident that employees will dress and present themselves appropriately. Departments can decide on appropriate workplace attire and grooming. During the orientation and evaluation period, supervisors should communicate to staff their department's workplace attire and grooming guidelines. Any questions about the department's dress code should be directed to the immediate supervisor. Regardless of dress and grooming, **all staff must always carry or wear the ProCommute identification badge while at work.** Management reserves the right to determine appropriateness.

GUIDELINES & STANDARDS

Staff members are expected to always portray a professional, businesslike image to customers, clients, and the general public. Clothing must be in accordance with business standards and appropriate for the type of work being performed. An acceptable personal appearance is a continuing requirement of ProCommute employment.

Depending on the nature of their job, certain employees may be required to meet special dress, grooming, and hygiene standards, such as wearing uniforms or protective clothing. Certain positions may require uniforms and protective clothing, which will be provided by the department manager.

A department manager may, at their discretion, allow staff to dress in a more casual manner than is normally required, such as during unusually hot or cold weather or for special occasions. Employees are still expected to cover their shoulders and knees on these occasions and are not permitted to wear ripped, frayed, or disheveled clothing, athletic wear, tight, revealing, see-through, sleeveless, or otherwise inappropriate clothing.

If a staff member arrives at work dressed inappropriately, he or she will be counseled or, in extreme cases, may be required to go home, change clothes, and return to work. Hourly employees will not be compensated for any work time missed due to noncompliance with designated workplace standards. Violations of the policy will be subject to severe disciplinary action up to and including termination.

GROOMING POLICY

If a staff member's poor hygiene or excessive use of perfume/cologne is a problem, the supervisor should discuss the issue with the employee in private and point out the specific areas that need to be corrected. Natural and artificial scents can be distracting from a well-functioning workplace and are therefore prohibited by this policy.

Violations of the policy will be subject to severe disciplinary action up to and including termination.

BUSINESS ATTIRE

MEN	WOMEN
<ul style="list-style-type: none"> • Long-sleeved dress shirt • Tie • Tailored Sport Coat worn with Dress Trousers (not khakis) • Dress Shoes 	<ul style="list-style-type: none"> • Tailored Pantsuits • Businesslike Dresses • Coordinated Dressy separates worn with or without a blazer • Conservative Closed-toed Shoes

CASUAL OR DRESS-DOWN

Departments that adopt dress-down guidelines must use the following to define appropriate casual attire.

SLACKS

APPROPRIATE	INAPPROPRIATE
<ul style="list-style-type: none"> • Khakis or Corduroys • Jeans (must be clean, free of rips, tears, fraying and may not be excessively tight or revealing) 	<ul style="list-style-type: none"> • Low Rise or Hip Hugger Pants • Sweatpants • Leggings • Athletic Wear • Shorts

SHIRTS

APPROPRIATE	INAPPROPRIATE
<ul style="list-style-type: none"> • Polo Collar Knit • Golf Shirt • Oxford Shirt • Company Logo Wear • Short Sleeve Blouse or Shirt • Turtlenecks • Blazer or Sports Coat • Jacket or Sweater 	<ul style="list-style-type: none"> • Shirts with writing (other than Company Logo) • T-shirt or Sweatshirt • Sleeveless or Spaghetti Strap • Crop Top • Midriff • Athletic Wear • Beach Wear • See Through

SHOES

APPROPRIATE	INAPPROPRIATE
<ul style="list-style-type: none"> • Boat or Deck Shoes • Moccasin Shoes • Casual, Low Heel, Open Back Shoes (i.e., mule shoes, slingback shoes) 	<ul style="list-style-type: none"> • Sandals • Thongs or Flip Flops • Open Toe Shoes • Tennis Shoes • Athletic Shoes • Crocs

CODE OF CONDUCT & ETHICS

By accepting employment with us, you owe it to ProCommute and your coworkers to follow certain rules of behavior and conduct. The purpose of these rules is not to limit your rights, but rather to ensure that you understand what behavior is expected and required in order for our company to be a better place to work for everyone. It is comprehensive and includes acceptable behavior expectations in order to maintain high standards of honesty and integrity and to avoid even the appearance of impropriety. All ProCommute employees are expected to always conduct themselves professionally while at work or representing the company in any capacity.

In addition to projecting a positive image, be fair and courteous at all times, and maintain respectful and harmonious working relationships with coworkers, customers, members, suppliers, or others who work on behalf of the company. There may be times when you disagree with a coworker, but if you are unable to resolve the issue amicably, your best course of action is to discuss the issue with your supervisor, who can assist you in finding a satisfactory solution to the problem. Physical confrontations, abusive language, threatening gestures or remarks, bullying, or any other actions that are intended to intimidate or harm coworkers, supervisors, or members of the public will not be tolerated. Employees are expected to behave responsibly, professionally, and ethically. This includes, but is not limited to, the following behavior:

- Demonstrate unwavering honesty and integrity in all work activities and relationships.
- Avoid conflicts of interest between your professional and personal lives.
- Individuals, employees, customers, and vendors must all be treated with dignity and worth.
- Encourage self-initiative.
- We work hard to make every customer's experience enjoyable and fulfilling.
- Encourage and recognize a culture in which fairness, respect, and personal accountability are valued, motivated, and recognized.
- Make your workplace safe.

Violations of the policy will be subject to severe disciplinary action up to and including termination.

MISCONDUCT

Corrective discipline is not meant to be punitive. The company wishes to take steps to correct whatever problem the employee is experiencing and to make the employee aware of the importance of adhering to our operating policies and procedures. In some cases, dismissing an employee may be necessary due to the seriousness or continuation of unacceptable behavior. The company will make every effort to administer discipline to all employees in a fair and equal manner. The following types of behavior are not tolerated in our workplace. Because it is impossible to list every possible infraction, the company reserves the right to amend these guidelines at any time.

This is not an exhaustive list, but rather examples of behavior that may result in discipline up to and including termination.

- Theft or misappropriation of company or employee property, as well as any other type of dishonesty.
- Making false records or information.
- Punching another employee's timecard on purpose or falsifying a timecard.
- Refusing to obey a supervisor's or management's direct order.
- Customer or employee fighting, immoral behavior, threats, intimidation, or harassment.
- Intentionally causing bodily or mental harm to another person.
- Using or possessing drugs or alcoholic beverages on or off company property while on duty.
- Arriving at work while under the influence of drugs or alcoholic beverages.
- Having weapons or firearms on company property.
- No stops at personal residences while driving company vehicles.
- Excessive absenteeism.
- Failure to notify absence.
- Habitual tardiness.
- Absent for two days in a row with no explanation.
- Working another job while absent.
- Leaving the workplace without permission.
- Excessive time spent during break periods.
- Engaging in conduct or activities that serve to prolong the recovery period from a work-related injury.
- Disseminating sensitive company information.
- Gambling on company premises.
- Sleeping on the job.
- Vandalizing or destroying company or employee property or equipment.
- Falsification or unauthorized use of company property.
- Misuse or abuse of company property, including using agency equipment to download, view, solicit, seek, display, or distribute pornographic material.
- Unauthorized use, abuse, or misuse of public or private property, materials, facilities, and equipment, including, but not limited to, copy machines, computers, mail services, telephone systems, fax machines, and other electronic media.
- Illegal solicitations or distributions.
- Failure to report defective equipment or a safety hazard as soon as possible.
- Failure to report an injury or accident as soon as possible.
- Horseplay or a violation of safety regulations.
- Work of poor quality and quantity, including deliberate output reduction.
- Smoking or eating in prohibited areas.
- Engaging in behavior that creates an unsafe work environment.
- Unwanted appearance.
- Inappropriate attire.
- Inconsiderate treatment of customers, colleagues, and/or other employees.
- The use of profanity or threatening language.
- Public urination.
- Violation of ProCommute's policies and procedures.
- Failure or refusal to carry out written or verbal assignments, directions, or instructions.
- Failure to follow all health, safety, and sanitation regulations.

- Unauthorized audio, video, and photography on state property or while conducting official business.
- Making malicious, false, or inaccurate statements about another person or the employer.
- Unauthorized entry into or allowing others to enter restricted areas, including unauthorized entry outside of assigned work hours or unauthorized entry into restricted areas.
- Illegal possession, lending, borrowing, destruction, or duplication of keys, access cards, passwords, or other security or access devices.

PROGRESSIVE DISCIPLINE

ProCommute believes that progressive discipline should be used to address issues such as poor work performance or misconduct. Our progressive discipline policy is intended to provide a process for improving and preventing the recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy is in line with our organizational values, HR best practices, and labor laws.

The steps of our progressive discipline policy and procedure are outlined below. ProCommute reserves the right, depending on the facts of each situation and the nature of the offense, to combine or skip steps in this process. The severity of disciplinary action may also vary. Some of the factors to be considered include 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. ProCommute's progressive discipline process is outlined below:

- **Verbal Warning:** When a supervisor verbally counsels an employee about a problem, a written record of the conversation is kept in the employee's file for future reference.
- **Written Warning:** Written warnings are used when a supervisor considers a behavior or violation to be serious, or when a verbal warning has failed to change unacceptable behavior. Written warnings are filed in the personnel file of an employee. Employees should understand the seriousness of the written warning.
- **Performance Improvement Plan:** When an employee is involved in a disciplinary situation that cannot be easily resolved, or when he or she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be issued a final warning or placed on a Performance Improvement Plan (PIP). PIP status will be granted for a set period of time, not to exceed 90 days. During this time, the employee must demonstrate a willingness and ability to meet and maintain the supervisor's and the organization's conduct and/or work requirements. The performance improvement plan may be closed at the end of the performance improvement period, or if established goals are not met, dismissal may occur.

Violations of the policy will be subject to severe disciplinary action up to and including termination.

REASONABLE ACCOMMODATION OF RELIGIOUS BELIEFS

ProCommute recognizes the significance of religious beliefs held by its employees. ProCommute will make a reasonable effort to accommodate a staff member's religious beliefs in terms of workplace attire, unless doing so would place an undue burden on the company. Due to safety concerns for a specific employee as well as coworkers, accommodating religious beliefs in terms of attire may be difficult. Employees who require religious attire accommodations at work should contact Human Resources.

DIVERSITY

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

ProCommute provides equal employment opportunities (EEO) to all current and prospective employees regardless of race, color, religion, gender, sex, sexual orientation, gender identity, national origin, citizenship, age, disability, genetic information, marital status, ancestry, criminal record, present or past history of mental disorder, mental retardation, learning or physical disability, including but not limited to blindness, or status as a covered employee. ProCommute complies with all applicable state and local laws governing employment nondiscrimination in every location where the company has facilities. Sexual harassment is also recognized as a form of sex discrimination by the Department. Unwanted sexual advances, requests for sexual favors, and other verbal or physical conduct used as conditions of employment decisions or to create an intimidating, hostile, or offensive working environment will not be tolerated. This policy applies to all employment terms and conditions, including recruiting, hiring, placement, up-grading and promotion, employment conditions and privileges, layoffs, recalls, transfers, leaves of absence, compensation, benefits, training, and termination of employment.

ProCommute expressly prohibits any form of unlawful employee harassment based on any of the aforementioned characteristics. Improper interference with ProCommute's ability to perform their expected job duties will not be tolerated.

Employees who have questions or concerns about equal employment opportunities in the workplace are encouraged to contact the Corporate Human Resources Department. ProCommute will not tolerate any form of retaliation against individuals who raise equal employment opportunity concerns. Employees who believe they have been subjected to such retaliation should notify the Human Resources Department.

Retaliation is defined as negative behavior taken as a result of an individual reporting an actual or perceived violation of this policy, opposing practices prohibited by this policy, or participating in the reporting and investigation process outlined below. "Adverse behavior" includes, but is not limited to, the following:

- Ignoring and avoiding someone who reports harassment, discrimination, or retaliation.
- Threatening or intimidating an individual in order to prevent them from reporting harassment, discrimination, or retaliation; or
- Refusing to provide employment benefits because an applicant or employee reported harassment, discrimination, or retaliation, or because they participated in the reporting and investigation process.

Firing, demotion, denial of promotion, unjustified negative evaluations, increased surveillance, harassment, and assault are all examples of retaliation.

AMERICANS WITH DISABILITIES ACT (ADA) & ADA AMENDMENTS ACT (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities, and that, when necessary, provide reasonable

accommodations to qualified applicants and employees, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

ProCommute's policy is to follow all federal and state laws governing the employment of people with disabilities, as well as the Equal Employment Opportunity Commission's regulations and guidance (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in hiring, advancement, discharge, compensation, training, or other employment terms, conditions, and privileges.

ProCommute will reasonably accommodate qualified individuals with disabilities so that they can perform the essential functions of a job unless doing so poses a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or creates an undue hardship for ProCommute. It is the responsibility of supervisors to review reasonable accommodation requests. All requests for reasonable accommodations will be considered by the department. No accommodation request may be denied or an existing accommodation terminated unless Human Resources is consulted. Employees requesting accommodations may be asked to provide medical documentation. If you have any questions or need accommodations, please contact the Human Resources Department.

EMPLOYMENT

EMPLOYEE CLASSIFICATION

Under state and federal wage and hour laws, all employees are classified as either nonexempt or exempt. The following information is intended to assist employees in understanding employment classifications, as well as their employment status and benefit eligibility. These job classifications do not guarantee employment for a set period of time. Both the employee and ProCommute retain the right to terminate the employment-at-will relationship at any time.

Employees who are not exempt are those whose jobs are covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the minimum wage and overtime requirements of the law.

Exempt employees are generally managers or professional, administrative, or technical personnel who are NOT subject to the FLSA's minimum wage and overtime provisions. Exempt employees work in jobs that meet the standards and criteria established by the U.S. Government under the FLSA Labor Department.

ProCommute has established the following nonexempt and exempt employee classifications:

- **Regular Full Time:** Employees who are not on a temporary basis and are regularly scheduled to work 37.5 hours per week on the company's full-time schedule. These employees are generally eligible for the full benefits package, subject to the terms, conditions, and limitations of each benefit program.
- **Regular Part-Time:** Employees who are not on temporary status and are regularly scheduled to work less than full-time but at least 20 hours per week. Regular, part-time employees are eligible for some of the company's benefits, subject to the terms, conditions, and limitations of each program.
- **Temporary Full Time:** Employees hired as interim replacements to supplement the workforce or assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited time. Employment beyond the initial period does not imply a change in employment status.
- **Temporary Part-Time:** Employees hired as temporary replacements to supplement the workforce or assist in the completion of a specific project and who are temporarily scheduled to work less than the company's full-time schedule for a limited time. Employment beyond the initial period does not imply a change in employment status.

Unless specifically stated otherwise in company policy or are deemed eligible according to plan documents, temporary workers are not eligible for company benefits.

BACKGROUND & REFERENCE CHECK

It is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment to ensure that individuals who join ProCommute are well qualified and that

ProCommute maintains a safe and productive work environment. Verification of any information on the applicant's resume or application form may be part of the background check.

All job offers are contingent on ProCommute receiving a satisfactory background check report. All background checks follow the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept private and only those involved in the hiring process have access to them.

If information obtained during a background check leads ProCommute to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the accuracy of the report. A criminal record check may be included in a background check, though a criminal conviction does not automatically disqualify an applicant from employment.

If appropriate and job-related, additional checks such as a driving record or credit report may be performed on applicants for job categories.

ProCommute reserves the right to conduct a background check on current employees in the same manner as described above to determine eligibility for promotion or reassignment.

PREGNANCY ACCOMMODATION

Any employee who is breastfeeding her child will be given reasonable break times to express breast milk for her baby for up to one year after the child's birth. Employees who work off-site or elsewhere will be accommodated in a private area as needed. Breaks lasting more than 20 minutes will be unpaid, and the employee must record this time on her time sheet.

ProCommute will make reasonable accommodations for female employees experiencing pregnancy, childbirth, or other medical conditions, to the extent possible without causing undue hardship to the business. When an employee requests reasonable accommodation, the company will discuss the various options with the employee, which may include, but are not limited to:

- Allowing for more frequent breaks or rest periods.
- Helping with manual labor.
- Changing job responsibilities.
- Adjusting work hours/schedules.
- A temporary transfer to a less demanding or less hazardous position, or a leave of absence.
- Access to sitting equipment.
- Time for a break and a private non-bathroom space to express breast milk.

ProCommute may require the employee to provide the following certification in connection with a request for reasonable accommodation:

- The date when reasonable accommodation became medically necessary.
- The anticipated length of the reasonable accommodation; and
- An explanation of the medical necessity of reasonable accommodation.

If reasonable accommodation is provided, such leave may run concurrently with the federal Family and Medical Leave Act and/or any other leave authorized by state and federal law.

INTERNAL TRANSFERS/PROMOTIONS

Employees with more than twelve months of service may request consideration for transfer to other jobs as they become available, and their applications will be considered alongside other applicants. Simultaneously, the company may initiate employee transfers between departments and facilities to meet specified work requirements, as well as reassignment of work requirements.

When appropriate, ProCommute promotes employees to higher-level positions. Management prefers to promote from within and may consider current employees with the necessary qualifications and skills to fill vacancies above entry level first, unless outside recruitment is in the best interests of the company.

Employees must have held their current position for at least 12 months, have a satisfactory performance record, and have had no disciplinary actions in the previous 12 months to be considered. Management retains the authority to make policy exceptions.

NEPOTISM, EMPLOYMENT OF RELATIVES & PERSONAL RELATIONSHIPS

ProCommute wishes to avoid situations of conflict of interest or favoritism in its corporate practices. This includes employee hiring, promotion, and transfer practices. Close relatives, partners, those in a dating relationship, or members of the same household are not allowed to hold positions that require them to report to each other. Husband, wife, domestic partner, father, mother, father-in-law, mother-in-law, grandfather, grandmother, son, son-in-law, daughter, daughter-in-law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins, and domestic partner relatives are all considered close relatives.

If employees begin a dating relationship or become relatives, partners, or members of the same household, and one party is in a supervisory position, it is the supervisor's responsibility and obligation to disclose the existence of the relationship to management and/or Human Resources.

ProCommute reserves the right to apply this policy in situations where there is a conflict or the potential for conflict as a result of an employee's relationship, even if there is no direct reporting relationship or authority involved.

SEPARATION OF EMPLOYMENT

Because ProCommute employment is based on mutual consent, both the employee and ProCommute have the right to terminate employment at any time, with or without cause. Employment separation within an organization can occur for a variety of reasons:

- **Resignation:** While we hope that your employment with us will be mutually rewarding, we understand that a variety of circumstances may cause employees to voluntarily resign. To ensure a smooth transition out of the organization, resigning employees are encouraged to provide two weeks' notice, preferably in writing. Employees who give the required amount of notice are considered to have resigned in good standing and are

generally rehirable. Management reserves the right to give an employee two weeks' pay in lieu of notice in situations where the job or business requires it. If an employee provides less notice than requested, the employer may consider the employee ineligible for rehire, depending on the circumstances surrounding the notice given.

- **Retirement:** Employees who wish to retire must notify their department director and the Human Resources department in writing at least one (1) month before their planned retirement date. ProCommute has a policy of providing special recognition to employees upon their retirement. To be eligible for a retirement gift, the recipient must have worked for ProCommute for five (5) years. The gift amount is \$100 per year, based on the employee's continuous full-time service. To purchase a gift or a gift card, the department director should contact Human Resources. Departmental funds are not permitted to be used to supplement the gift.
- **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays are considered to have quit without notice, effective at the end of their normal shift on the third day. At the end of the third workday, the supervisor must notify the Human Resources department and begin the paperwork to terminate the employee. Employees who are separated due to job abandonment are not eligible for accrued benefits and cannot be rehired.
- **Termination:** ProCommute employees are hired on an at-will basis, and the company reserves the right to fire any employee at any time.

SEPARATION PROCEDURES

The separating employee, whether voluntary or involuntary, must return all company property at the time of separation, including uniforms, cell phones, keys, PCs, and identification cards, immediately upon request or upon termination of employment. Some items may be deducted from the final paycheck if they are not returned. To deduct the costs of such items from the final paycheck, an employee must sign the Wage Deduction Authorization Agreement.

Unless the employee resigned and did not give and work a full two weeks' notice, accrued vacation leave will be paid in the last paycheck.

Only if an employee requests immediate termination of benefits, health insurance expires on the last day of the month of employment. Continued health coverage under the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be provided. Employees must pay their share of dependent health and dental premiums until the end of the month.

The departing employee must contact Human Resources as soon as possible to schedule an exit interview. The interview will take place on the employee's last day of work or another mutually agreed-upon date.

WAGE DEDUCTION AUTHORIZATION AGREEMENT

I understand and agree that my employer, ProCommute (the Company), may deduct money from my pay from time to time for reasons that fall into the following categories:

1. My share of the premiums for the Company's group medical/dental plan.
2. Any contributions I may make into a retirement or pension plan sponsored, controlled, or managed by the Company.
3. Installment payments on loans or wage advances given to me by the Company, and if there is a balance remaining when I leave the Company, the balance of such loans or advances.
4. Installment payments on loans based upon store credit that I use for my own personal purchases, including the value of merchandise or services that I purchase or have purchased for personal, non-business reasons using my employee charge account or credit card, an account or credit card assigned to another employee, or a general company account or credit card, regardless of whether such purchase was authorized, and if there is a balance remaining when I leave the Company, the balance of such store credit or charges;
5. If I receive an overpayment of wages for any reason, repayment to the Company of such overpayments (the deduction for such a repayment will equal the entire amount of the overpayment, unless the Company and I agree in writing to a series of smaller deductions in specified amounts), if employee leaves without giving proper notice – minimum 1 week, driver agrees to forfeit one week's pay, five business days, to cover all damages.
6. If I am in possession of a company vehicle and have an accident or receive a ticket; I agree to return company possession, and anything which has been damage, repair or replace. If I not, I agree to accept and be found guilty of said damages and compensate any legal ramifications through prosecution. I agree that company pay deduct my final paycheck for any said tickets acquired using company equipment.
7. The cost to the Company of personal long-distance calls I may make, or messages I may send, using Company phones (land lines or cell phones) or Company accounts, of personal faxes sent by me using Company equipment or Company accounts, or of non-work-related access to the Internet or other computer networks by me using Company equipment or Company accounts maybe deducted from my final paycheck.
8. The cost of repairing or replacing any Company supplies, materials, equipment, money, or other property that I may damage (other than normal wear and tear), lose, fail to return, or take without appropriate authorization from the Company during my employment (except in the case of misappropriation of money by me, I understand that no such deduction will take my pay below minimum wage, or, if I am a salaried exempt employee, reduce my salary below its predetermined amount)*;
9. The cost of Company uniforms and of cleaning the uniforms (the Company will deduct only the actual price it pays for uniforms and cleaning costs) **.
10. The reasonable cost or fair value, whichever is less, of meals, lodging, and other facilities furnished to me by the Company in connection with my employment***

11. Administrative fees in connection with court-ordered garnishments or legally required wage attachments of my pay, limited in extent to the amount or amounts allowed under applicable laws.
12. If I take paid vacation or sick leave in advance of the date, I would normally be entitled to it and I separate from the Company before accruing time to cover such advance leave, the value of such leave taken in advance that is not so covered.
13. The value of any time off for absences to which paid leave is not applied (except in the case of those who are paid a fixed salary for fluctuating workweeks, non-exempt salaried employees will have all such unpaid leave deducted from their salary, while exempt salaried employees will experience salary reductions only in units of a full day or week at a time, depending upon the exact nature of the absence, unless partial-day deductions are specifically allowed under federal law); and
14. If my employer pays any insurance premiums or retirement system contributions ("payments") on my behalf that I would normally make under the applicable Company benefit plan, the amount of such payments made by the Company, such payments being an advance of future wages payable to me.

REHIRE

Former ProCommuter employees who left in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Human Resources department, and the applicant must meet all of the position's minimum qualifications and requirements, including any qualifying exams that may be required.

Before rehiring a former employee, supervisors must obtain approval from the Human Resources director or designee. Rehired employees receive the same benefits as new employees. Previous tenure will not be taken into account when calculating longevity, leave accruals, or other benefits.

An applicant or employee who is fired for violating policy or who resigned in lieu of being fired for violating policy will be ineligible for rehire.

COMPENSATION

PERFORMANCE & SALARY REVIEW

Annual performance evaluations are carried out. Every year, employees will receive a performance review on the specified date. The performance appraisal will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement, and job goals for the next review period have been communicated clearly. Forms for performance evaluations will be kept in the employee's personnel file.

Merit increases are not guaranteed and are based on company performance and financials. A salary increase is not always the result of a performance review. To determine whether a salary increase is warranted, the employee's overall performance and salary level relative to his/her position responsibilities are evaluated.

Merit raise budget allocations are planned for and allocated prior to the start of each calendar year. The annual salary increase program is intended to help management plan and allocate merit and promotional raises that reward individual performance, are market competitive, and are internally equitable.

Salary adjustments are sometimes requested or warranted outside of the employee's scheduled annual salary reviews. Out-of-cycle salary increases must be approved in advance by the department manager, human resources, and the company president. All salary increase/adjustment requests will be reviewed by Human Resources to ensure internal equity and compliance with company policies and guidelines.

ON-CALL PAY (NONEXEMPT EMPLOYEES)

When an on-call employee is called back to work outside of his or her normal work schedule, he or she is paid for the time worked or a minimum of two (2) hours, whichever is greater. Time spent on call will be paid at the employee's regular rate of pay. If an employee is called back to work, travel time will be reimbursed. No pay will be earned if an on-call employee is not called back. Overtime pay is only available when the total number of hours worked in a workweek exceeds 40.

EMPLOYEE TRAVEL & REIMBURSEMENT

Employees will be reimbursed for reasonable expenses incurred in connection with approved company travel.

Travelers seeking reimbursement should incur the least amount of reasonable travel expenses possible while exercising caution to avoid the appearance of impropriety. If a situation arises that is not specifically addressed in the travel policies, the most conservative approach should be taken.

Travel for employees must be pre-approved. Before making travel arrangements, travelers should confirm that their planned trip is eligible for reimbursement. To receive reimbursement for expenses, the traveler must submit a Travel Reimbursement Form and supporting documentation within 30 days of the

trip's completion. Refer to the company intranet for detailed travel policies, procedures, and authorization and reimbursement forms for more information.

Exempt employees will be paid their regular salary during travel weeks. Employees who are not exempt will be compensated for travel time in accordance with federal and state wage payment laws.

WORKERS' COMPENSATION BENEFITS

ProCommute is protected by state workers' compensation laws. Employees who sustain work-related injuries must notify their department supervisor immediately. ProCommute is required by law to report work-related injuries to its workers' compensation carrier within certain time frames, even if medical treatment is not required. All employees are required to report work-related injuries. Your claim may be jeopardized if you do not report an injury within a reasonable time frame.

You must also do everything possible to ensure that you recover quickly and return to work. You should specifically:

- Follow your doctor's instructions regarding treatment, medication, and activity restrictions.
- Keep all medical appointments.
- Give your doctor an accurate account of your job responsibilities and availability for light duty assignments.
- Maintain contact with your supervisors to keep them up to date on your condition and progress, as well as to see if selective work is available in accordance with your doctor's recommendations.
- Complete medical documentation on the required forms should be provided to your supervisors.
- Return to work as soon as the treating physician has cleared you for regular or light duty.
- Notify the ProCommute Human Resource Office of any employment with another employer while receiving Workers' Compensation benefits.

The rules outlined above are intended to improve communication between injured employees, their doctors, and supervisors in order to ensure a safe and timely return to work.

BENEFITS

MEDICAL & DENTAL INSURANCE

After 30 days of employment, ProCommute offers regular full-time employees who are regularly scheduled to work a minimum of 30 hours per week enrollment in medical and dental insurance coverage options.

Employees have up to 30 days from the date of hire to choose their medical and dental plans. Once made, elections are locked in for the rest of the fiscal year. Changes in family status, as defined in the Plan document, allow employees to make midyear coverage changes consistent with the change in family status. Please contact the Human Resources department to see if a change in family status is permissible under the Plan document and IRS regulations.

Employees may change their medical and dental plans for the following calendar year during open enrollment at the end of each calendar year. As needed, the Human Resources department is available to answer benefit plan questions and assist with enrollment.

GROUP LIFE INSURANCE

ProCommute provides regular full-time employees who have been with the company for 5 years with an employer-paid basic group term life insurance policy as well as an accidental death and dismemberment policy. In general, each policy pays a death benefit equal to the lesser of their "Life Salary" or \$50,000.

SAME-SEX MARRIAGES, CIVIL UNIONS & DOMESTIC PARTNERS

COMPANY REGISTRATION OF DOMESTIC PARTNERSHIP WILL BE REQUIRED FOR COVERAGE UNDER COMPANY BENEFITS:

- An employee who wants to register a domestic partnership must contact Human Resources for more information and a registration form. When the department receives a properly completed form, it will consider the partnership registered as of the date on the form's signature line.
- Children of domestic partners are eligible for benefits in the same way that children of employees' legal spouses are.
- Domestic partners and eligible dependent children must follow the same rules as other dependents when enrolling.
- Domestic partners and their enrolled dependents receive the same or equivalent benefits as spouses, and their enrolled dependents receive COBRA and/or individual conversion group continuation health coverage.
- An employee may terminate a domestic partnership by notifying Human Resources in writing of the termination within 30 days of the domestic partnership's termination.

The employee is responsible for the tax consequences of a domestic partnership. Unless an employee's domestic partner qualifies as a dependent under Section 152 of the Internal Revenue Code, the value of benefits provided to the employee's domestic partner (and the domestic partner's eligible children, if any) is considered part of the employee's taxable income.

If you have any questions about this policy, please contact the Human Resources department.

DOMESTIC PARTNERS MUST HAVE TWO OF THE FOLLOWING:

- A co-lease, mortgage, or deed.
- Joint vehicle ownership.
- Co-ownership of a checking or credit account.
- Designation of the domestic partner as the employee's beneficiary for life insurance or retirement benefits.
- Household expenses are shared.

TIME OFF/LEAVES OF ABSENCE

HOLIDAY PAY

ProCommute offers nine paid holidays each year:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Day

If a holiday falls on a weekend, it will be observed on the workday preceding the holiday.

Employees who want to observe a religious holiday that the company does not recognize may be granted time off.

VACATION

Vacation leave is available to all full- and part-time employees. Part-time employees who work 20 to 29 hours per week will receive prorated vacation. Full-time employees work 30 or more hours per week. Vacation time begins to accumulate on the first day of full- or part-time employment. Vacation is accrued in accordance with the policy's schedule. Vacation can only be used once it has been earned. During an unpaid leave of absence, no vacation leave will be earned.

Employees should submit a completed leave form to their supervisor at least two weeks before the requested leave. Employees must ensure that they have enough accrued leave to cover the requested dates. Requests will be approved based on a number of factors, including department operating and staffing needs. The supervisor should respond to the employee's leave request within three business days of receipt, indicating whether the request was approved or denied. If the request for vacation leave is denied, the supervisor should explain why on the form that is returned to the employee.

Vacation pay will be calculated based on the employee's base salary at the time the leave is taken. Vacation pay is excluded from overtime calculations, as are any other forms of compensation such as incentives, commissions, bonuses, or shift differentials. When a holiday falls during an employee's vacation, the day is charged to holiday pay rather than vacation pay. Unpaid leave taken in excess of an employee's available vacation balance may be taken, unless otherwise required by state or federal law.

If an employee's employment is terminated, any unused vacation leave accrued through the last day of active employment will be paid at the employee's base rate of pay at the time of termination. Earned but unused vacation time will be paid to the employee's estate or designated beneficiary in the event of death.

SICK LEAVE

Sick leave was accrued to all full-time, regular employees from the date of hire, for a total of 10 days per year. Part-time, regular employees accumulate sick leave in a prorated amount based on the full-time total of 10 days per year and the average number of hours worked per week.

Employees may use sick leave for personal illness, well-care, and medical and dental appointments. Sick leave can also be used to care for an employee's immediate family members who are ill or injured.

A total of 120 hours of sick leave may be accrued. Sick leaves cannot be used prior to accrual. If sick leave is used up, any remaining vacation time will be used in its place. A sick leave absence of more than three consecutive working days must be supported by medical documentation. Employees are not compensated for unused sick leave when they leave their jobs.

PERSONAL LEAVE OF ABSENCE

Employees who require additional vacation time may request a personal leave of absence without pay for up to 15 days. In exceptional circumstances, an extension may be granted.

All regular employees who have been with the company for at least 90 days are eligible to apply for an unpaid personal leave of absence. Before approving a request, job performance, absenteeism, and departmental requirements will all be considered.

The employee must report for work on the scheduled return date or be considered to have voluntarily resigned. Leave extensions will be considered on a case-by-case basis.

UNPAID LEAVE OF ABSENCE

An unpaid leave of absence is available in certain circumstances as described in ProCommute Employee Handbook. Employees who meet the eligibility criteria for a leave of absence must complete this form at least 30 days prior to the commencement of leave or as soon as practicable in the event of an unforeseeable absence. Please note:

- All leaves of absence must be approved in advance by human resources (HR) and the employee's supervisor.
- If the dates of requested leave change, a new leave of absence request form must be submitted for approval.
- Employees on an unpaid leave of absence are responsible for payment of insurance premiums as agreed upon with HR prior to the commencement of leave.
- Employees returning from a leave of absence must contact HR at least one week in advance of the projected return date.

See Employee Handbook for the full details on unpaid leaves of absence, including eligibility.

This form should not be used to request leave under the Family and Medical Leave Act (FMLA) or to request leave as an accommodation under the Americans with Disabilities Act (ADA). Employees should consult with HR to request leave under the FMLA or ADA.

To be completed by the employee:

Date of request: _____ Employee Name: _____
Department: _____ Job title: _____
Date of hire: _____
Employee status: () Exempt () Nonexempt () Full time () Part time
Requested leave dates (mm/dd/yy): _____ to _____.
Reason for the leave of absence: _____

I have read and fully understand the information contained in ProCommute leave of absence policy.

To be completed by the employee's supervisor:

Leave request is: ____ Approved ____ Not approved
If not approved, provide an explanation: _____

To be completed by HR:

Leave request is: ____ Approved ____ Not approved
If not approved, provide an explanation: _____

Employee's Last Day Worked: _____

Employee's Return-to-Work Date: _____

Insurance to be continued and the weekly/monthly cost to employee:

Medical: Yes No N/A _____\$

Dental: Yes No N/A _____\$

Other: Yes No N/A _____\$

Total Insurance Premium Due Per Week: \$ _____

Total Insurance Premium Due Per Month: \$ _____

File original in the employee's leave records and provide a copy to the employee and the employee's supervisor.

MATERNITY LEAVE

Maternity Leave (paid Sick Leave) is intended to provide a pregnant employee with reasonable time off from work while she is medically disabled and unable to perform her job. The length of time the employee is approved for Maternity Leave is determined by how long she has been disabled as documented by an acceptable Medical Certificate. If sick leave is exhausted during the disability period, other paid leave, such as vacation and personal leave, may be requested. After using all paid leave, an employee may request a leave of absence without pay for medical reasons in accordance with your labor contract and/or State statutes.

FAMILY & MEDICAL LEAVE ACT

Upon hire, ProCommute provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities Under the Family and Medical Act.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact Andrew Brown in writing.

GENERAL PROVISIONS

Under this policy, ProCommute will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

ELIGIBILITY

To qualify to take family or medical leave under this policy, the employee must meet the following conditions:

- The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as

hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

- The employee must work in a work site where 50 or more employees are employed by the company within 75 miles of that office or work site. The distance is to be calculated by using available transportation by the most direct route.

TYPE OF LEAVE COVERED

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- The birth of a child and to care for that child.
- The placement of a child for adoption or foster care and to care for a newly placed child.
- To care for a spouse, child, or parent with a serious health condition (Under the FMLA, a “spouse” means a husband or wife as defined under the law in the state where the employee resides, including same-sex marriages in states that legally recognize such civil unions).
- The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice, or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or as a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Human Resource manager.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- Qualifying exigencies leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter, or parent has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following: a) short-notice deployment, b) military events and activities, c) childcare and school activities, d) financial and legal arrangements, e) counseling, f) rest and recuperation, g) post-deployment activities, and h) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

COVERED ACTIVE-DUTY MEANS:

- In the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country.
- In the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in Title 10 U.S.C. §101(a)(13)(B).

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

- Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

THE TERM COVERED SERVICE MEMBER MEANS:

- A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation or therapy or is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.
- A veteran who is undergoing medical treatment, recuperation or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of five years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

THE TERM SERIOUS INJURY OR ILLNESS MEANS:

- In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or that existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating.
- In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an active duty in the Armed Forces (or that existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

AMOUNT OF LEAVE

An eligible employee may take up to 12 weeks for the first five FMLA circumstances above (under heading "Type of Leave Covered") under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount of time the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA military caregiver leave circumstance above during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the company and each wish to take leave for the birth of a child, adoption, or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the company and each wish to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

EMPLOYEE STATUS & BENEFITS DURING LEAVE

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

EMPLOYEE STATUS AFTER LEAVE

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider.

USE OF PAID & UNPAID LEAVE

All paid vacation, personal and sick leave runs concurrently with FMLA leave.

Disability leaves for the birth of a child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.

INTERMITTENT LEAVE OR A REDUCED WORK SCHEDULE

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

CERTIFICATION FOR THE EMPLOYEE'S SERIOUS HEALTH CONDITION

ProCommute will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

CERTIFICATION FOR THE FAMILY MEMBER'S SERIOUS HEALTH CONDITION

ProCommute will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

CERTIFICATION OF QUALIFYING EXIGENCY FOR MILITARY FAMILY LEAVE

ProCommute will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

CERTIFICATION FOR SERIOUS INJURY OR ILLNESS OF COVERED SERVICE MEMBER FOR MILITARY FAMILY LEAVE

ProCommute will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

RECERTIFICATION

ProCommute may request recertification for the serious health condition of the employee or the employee's family member when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of

his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence.

PROCEDURE FOR REQUESTING FMLA LEAVE

All employees requesting FMLA leave must provide the HR manager with verbal or written notice of the need for the leave. Within five business days after the employee has provided this notice, the HR manager will provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave.

DESIGNATION OF FMLA LEAVE

Within five business days after the employee has submitted the appropriate certification form, the HR manager will provide the employee with a written response to the employee's request for FMLA leave.

INTENT TO RETURN TO WORK FROM FMLA LEAVE

The company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

BEREAVMENT LEAVE

An employee who wishes to take time off due to the death of a close relative should notify his or her supervisor as soon as possible.

Unless there are unusual business needs or staffing requirements, bereavement leave will be granted.

Paid bereavement leave is granted according to the schedule below:

- Employees are entitled to five days of paid leave if their spouse, child, father, father-in-law, mother, mother-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson, or stepdaughter dies.
- Employees are entitled to three days of paid leave if their brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, grandparent, grandchild, or spouse's grandparent dies.
- Employees are granted up to four hours of bereavement leave to attend the funeral of a company employee or retiree.

VOTING LEAVE

VOTING TIME

All employees should be able to vote before or after their regularly scheduled work hours. Employees will have up to three hours during the workday to vote if this is not possible due to work schedules. Voting time should be reported and coded correctly on timekeeping records.

ELECTION LEAVE

Employees who are chosen to serve as election officials at polling places will be allowed to take the necessary time off. Employees who are chosen to serve as election officials must notify their manager at least seven days in advance of their need for time off in order to accommodate the necessary rescheduling of work periods. Time spent as an election official should be properly reported and coded on timekeeping records.

JURY DUTY

Employees must notify their supervisor and provide a copy of the jury summons upon receiving notification from the state or federal courts that they are required to serve on a jury. The company will pay regular full-time and regular part-time employees up to one week's pay for time off for jury duty.

MILITARY LEAVE OF ABSENCE

ProCommute is dedicated to protecting the employment rights of employees who are on military leave. It is the company's policy, in accordance with federal and state law, that no employee or prospective employee will be subjected to any form of discrimination based on that person's membership in or obligation to perform service for any of the United States' Uniformed Services. No one will be denied employment, reemployment, promotion, or any other employment benefit because of their membership. Furthermore, no one will face retaliation or adverse employment action as a result of exercising his or her rights under applicable law or company policy. If an employee believes he or she has been subjected to discrimination in violation of company policy, the employee should notify Human Resources immediately.

Employees performing a variety of military duties qualify for benefits under this policy. Leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service, are examples of such military duties. These benefits are generally limited to five years of leave of absence, subject to certain exceptions under applicable laws.

Employees requesting military leave should contact Human Resources as soon as they are aware of the need for leave. Refer to the policies, procedures, and forms on the company intranet site or contact Human Resources for request forms and detailed information on eligibility, employee rights while on leave, and job restoration upon completion of leave.

WORKPLACE EXPECTATIONS

ATTENDANCE & PUNCTUALITY

Attendance is a critical function of every employee's position. To maintain a productive work environment, you are expected to maintain good attendance, report to work on time, and adhere to the time allotted for your scheduled break and meal periods. When you are absent or late, your coworkers suffer, and the company incurs additional wages and expenses. Absences due to illnesses or injuries that qualify for FMLA leave will not be counted against an employee's attendance record. In these cases, medical documentation in accordance with the FMLA guidelines may be required.

Employees must notify the company as soon as possible, but no later than two (2) hours before their scheduled start time, if they are unable to report to work due to illness, a family emergency, car trouble, or any other reason. All personnel must call and leave a detailed message for your supervisor. Absences must be reported by all exempt employees. All absences and late arrivals must be reported by all non-exempt employees. Unless you are on an approved time off or leave of absence, you must call every day to report your absence. Multiple absences and tardiness may jeopardize your employment status or annual raise. For absences due to illness, you must provide documentation.

A no-call/no-show is defined as failing to report to work and failing to call to report the absence. Any verified No Call, No Show may lead to disciplinary action, up to and including termination of employment. A three-day no call/no show may be considered job abandonment and an employee's voluntary resignation of employment.

Employees are not permitted to do the following:

- Abnormal absenteeism and/or tardiness
- Failure to follow absence reporting policy
- Failure to call or show up for work
- Exceedingly long breaks and/or lunches
- Excessive use of timesheets versus time clock use - when time clock is in good working order
- Taking more breaks than are permitted by federal, state, and local laws and/or regulations
- A pattern of absences on the days preceding and following holidays, weekends, and vacation days.

This is by no means an exhaustive list, and other inappropriate behavior may exist. Employees who violate the attendance policy may face disciplinary action, up to and including termination.

EMPLOYEE PERSONNEL FILES

ProCommute owns personnel files, and access to the information contained within them is restricted. In general, only ProCommute supervisors and management personnel with a legitimate reason to review information in a file are permitted to do so on a need-to-know basis. In accordance with antidiscrimination laws, a manager or supervisor considering the hiring of a former employee or the transfer of a current employee may be granted access to the file, or portions of it. Personnel files should

only be reviewed in the Human Resources department and should not be taken outside of the department.

Personnel file access for current and former employees will generally be granted within three days of the request, unless otherwise required by state law.

Representatives of government or law enforcement agencies may be granted access to file information as part of their duties.

CONFIDENTIALITY

Confidential information is information that cannot be released to the public due to legal restrictions. As part of your job and due to job-related responsibilities, you may have access to the company's trade secrets or confidential information. Financial information, customer lists, preferences, sales data, business plans, vendor information, and other proprietary information are examples of such information. Our clients and other parties with whom we do business entrust us with critical information about their businesses. It is our policy that no confidential information will be disclosed to third parties or employees who do not have a "need to know."

All employees are expected to safeguard and protect this information by only using it for company business, disclosing and revealing it only when authorized, and only to those who have a legitimate and genuine business need to know about it. Do not discuss confidential matters outside of the office, regardless of how insignificant they appear to you, and do not duplicate or otherwise copy any confidential materials or information. Employees must immediately return any confidential materials or information in their possession upon request. If an employee is unsure whether certain information is confidential, he or she should first consult with his or her immediate supervisor.

This policy is intended to alert employees to the need for discretion at all times, but it is not intended to obstruct normal business communications. The obligation to keep all such information confidential continues even after the employee has left the company. Personal gain may not be made from company property, information, or business opportunities. Even if the employee does not benefit from the disclosed information, violating this policy may result in disciplinary action, including termination of employment and legal action. All media inquiries must be directed to Andrew Brown, Director of Operations.

CONFLICTS OF INTEREST

Employees are not permitted to be involved in situations involving actual or potential conflicts of interest. What exactly constitutes a conflict of interest or unethical business practice is a moral as well as a legal question. ProCommute recognizes and respects each employee's right to engage in private activities outside of work that do not conflict with or reflect negatively on the company.

Employees must avoid any relationship or activity that may impair, or appear to impair, their ability to make sound decisions on behalf of the company and make fair decisions when performing their jobs. Employees must immediately disclose any intimate consensual relationships, such as dating, romantic, or sexual relationships (hereinafter "Consensual Relationship"), in any of the types of relationships or situations described in this policy, including those with other company employees. An

employee may encounter situations in which business actions taken on behalf of ProCommute conflict with the employee's personal interests.

It is impossible to identify all of the circumstances and relationships that could result in a conflict of interest. If a potential conflict of interest arises, the employee should discuss it with a manager for advice and guidance on how to proceed. The following activities are examples of inappropriate behavior, unacceptable personal integrity, or unacceptable ethics:

- Working for, or consulting for, a competitor or potential competitor, supplier, or contractor while employed by ProCommute, regardless of the nature of the employment.
- Hiring or supervising family members or people who are closely related to you.
- Conducting company business with a company in which the employee or a close relative has a significant ownership or interest.
- Having a substantial stake in, or participation in the management of, a company to which the company sells or purchases.
- Borrowing money from customers or businesses other than recognized lending institutions to purchase services, materials, equipment, or supplies.
- Serving on the board of a commercial company or organization.
- Owning or holding a significant stake in a competitor, supplier, or contractor.
- Accepting gifts, discounts, favors, or services from a customer/potential customer, competitor, or supplier unless they are available to all company employees equally.
- Speculating or dealing in the company's purchased materials, equipment, supplies, services, or property.
- Engaging in civic or professional organization activities that reveal confidential company information.
- Misusing privileged information or disclosing confidential information to third parties.
- Taking advantage of one's position in the company or knowledge of its operations for personal gain; and
- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws governing business operations.

Employees who have a conflict-of-interest issue should seek guidance from management. Employees must seek approval from their manager or the Human Resources department before engaging in any activity, transaction, or relationship that could result in a conflict of interest.

OUTSIDE EMPLOYMENT

Employees may work outside the company if it does not conflict with the company's interests and is subject to certain restrictions. No employee may accept additional outside employment, whether paid or unpaid, if the additional outside employment creates a conflict or potential conflict of interest for the employee, if the nature of the outside employment will reflect negatively on the company, or if the outside employment conflicts with the employee's duties. Employees are not permitted to use company time, property, confidential information, tools, or equipment to perform outside work.

Activities and conduct outside of the workplace must not compete with, conflict with, or jeopardize the company's interests, nor should they have an adverse effect on job performance and the ability to fulfill all job responsibilities. Employees are not permitted to perform any services for customers that ProCommute normally performs on nonworking days. This prohibition also includes unauthorized use of company tools or equipment, as well as unauthorized use or application of confidential information. Furthermore, employees are not permitted to solicit or conduct outside business during paid working hours.

Before accepting outside employment, employees are advised to carefully consider the demands that additional work activity will impose. Outside employment will not be accepted as an excuse for poor job performance, absenteeism, tardiness, early departure, refusal to travel, or refusal to work overtime or different hours. If ProCommute determines that an employee's outside work is interfering with performance, the employee may be asked to leave.

Employees who accept outside employment are not permitted to use paid sick leave to work on the outside job. Sick leave fraud will result in disciplinary action, up to and including termination.

COMPUTER, ELECTRONIC COMMUNICATION, TELEPHONE, EMAIL & INTERNET USE

Employees are expected to use the company's email, phone, voicemail, instant messaging, cell phones/smart phones, and computer systems solely for business purposes. Employees may be prohibited from using the Internet for personal reasons. Employees should have no reasonable expectation of privacy when using company-supplied property, such as workstations, email services, Internet services, or phone services. Employees are not permitted to store any personal data on the company's electronic communication media or computer systems.

Personal use includes anything that is not related to your job, such as typing personal letters and reports, playing computer games (including games included with the software package), researching vacation sites and making reservations over the Internet, and sending e-mail on non-business topics. The telephones are used for conducting business. Personal calls on the phone system disrupt business operations and are not permitted except in an emergency. Calls to 911 should be kept as brief as possible.

Employees are not permitted to send, receive, or view any email, voicemail, or Internet website that is disruptive, disparaging, abusive, or offensive to others, including, but not limited to, the transmission, receipt, or viewing of sexually explicit messages, cartoons, images, or sounds; ethnic or racial slurs; or anything that could be construed as unlawful harassment or disparagement of others. Employees are not permitted to use these items for any purpose that is illegal, contrary to company policy, or not in the best interests of the company.

All company-supplied technology and work records belong to the company, not the employee. ProCommute monitors the use of company-supplied technology on a regular basis. ProCommute reserves the right to monitor an employee's use of its electronic communication media or computer systems on a regular basis, including the rate and frequency of email communication and/or Internet use. Personal passwords can be used for personal security and have no bearing on the company's ownership of electronic data. The company may require password disclosure at any time and for any reason, and may override all personal passwords.

The following guidelines have been established for appropriate, ethical, and professional use of the Internet, company-provided cell phones, and e-mail:

- The Internet, company-provided equipment (e.g., cell phones, laptops, computers), and services may not be used to transmit, retrieve, or store any defamatory, discriminatory, harassing, or pornographic communications.
- It is prohibited to use disparaging, abusive, profane, or offensive language; to create, view, or display materials that may reflect negatively or adversely on ProCommute or be contrary to ProCommute's best interests; and to engage in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers and company-provided equipment such as cell phones and lap tops.
- Employees may not copy, retrieve, modify, or forward copyrighted materials unless they have permission or are making a single copy for reference purposes.
- Employees must not use the system in a way that interferes with the use of the system by others. Employees are not permitted to send or receive large files that could be saved or transferred using thumb drives. Employees are not permitted to send or receive non-work-related files.
- Employees should not click on links in suspicious e-mails, pop-ups, or downloads. Contact IT immediately if you have any questions or concerns about reducing virus release or containing viruses.
- E-mails, both internal and external, are considered business records and may be subject to discovery in the event of a lawsuit. When sending emails within and outside of the company, keep this possibility in mind.

Inappropriate or illegal use or communications may result in disciplinary action, up to and including dismissal.

COMPUTER SECURITY RESPONSIBILITIES

ProCommute considers information to be an asset. Misuse or damage to this information could cost the department a lot of money because of:

- Reduced staff productivity and time.
- Additional time to restore data.

- Loss of availability/access to system information.
- Customer annoyance as a result of a disruption in business operations or services.
- Revenue loss or unprocessed transactions
- Establishing legal liability for the department or the individual.

Security is the responsibility of personnel at all levels of the organization, beginning with the highest executive management levels and including all network asset users. All employees must understand and follow the following requirements and responsibilities:

- Only use the agency's data processing facilities in accordance with your job function and for agency business.
- Install no game software.
- Except when performing assigned duties, do not alter or change data information, computer programs, or supporting documentation. Employees must only use agency information in their possession to conduct agency business.
- Never reveal confidential or restricted access information to anyone whose relationship with the agency, whether as an employee, customer, or contracted temporary employee, does not warrant it.
- Never attempt to gain access to information or facilities that an employee is not specifically authorized to access.
- Do not infringe on software copyrights by keeping unauthorized copies of software in the office or copying state-owned software for use outside the workplace.
- Understand and adhere to established record retention and destruction authorizations for information under the employee's care.
- Do not store personal or non-agency information on state computing equipment.
- Do not modify computer equipment or supplies without the permission of management.
- Do not destroy, steal, or damage any electronic equipment.
- Keep any assigned user logon ids or passwords private and do not reveal them to anyone else.
- Before leaving assigned work areas, log off or lock up workstations.
- Never use the agency's data processing facilities to gain unauthorized access to other state or non-state facilities.

SOCIAL MEDIA — ACCEPTABLE USE

The company recognizes that the internet provides unique opportunities to participate in interactive discussions and share information, including, but not limited to, on topics using a wide range of social media, including, but not limited to, Facebook, LinkedIn, Twitter, Pinterest, Tumblr, blogs, and wikis. Employees' use of social media, on the other hand, can jeopardize the company's confidential and proprietary information, reputation, and brand, as well as expose the company to discrimination and harassment claims and jeopardize compliance with business rules and laws.

Employees are not permitted to post financial, confidential, sensitive, or proprietary information about the company, clients, employees, or applicants, as well as obscenities, slurs, or personal attacks that could harm the company's, clients', employees', or applicants' reputations. Finally, you are solely responsible for what you post on the internet. Consider some of the risks and rewards involved before creating online content. Keep in mind that any behavior that jeopardizes your job performance, the performance of your coworkers, or otherwise jeopardizes members, customers, suppliers, people who work on behalf of the company, or the company's legitimate business interests may result in disciplinary action, up to and including termination.

When discussing job-related issues on social media, employees must use the following disclaimer: "The opinions expressed on this site are my own and do not necessarily represent the views of ProCommute."

The following principles apply to ProCommute's professional use of social media as well as personal use of social media when referencing ProCommute.

- Employees should be aware of the impact their actions may have on their own image as well as the image of ProCommute. Employees' posts or publications may become public knowledge for a long time.
- Employees should be aware that ProCommute may monitor content and information posted by them on social media. Employees should exercise caution when posting material that is neither inappropriate nor harmful to ProCommute, its employees, or its customers.
- Although not an exhaustive list, some specific examples of prohibited social media conduct include posting defamatory, pornographic, proprietary, harassing, libelous, or hostile work environment commentary, content, or images.
- Employees are not to publish, post, or release any confidential or non-public information. Employees should consult the Human Resources Department and/or their supervisor if they have any questions about what is considered confidential.
- Social media networks, blogs, and other forms of online content can sometimes attract press and media attention, as well as legal concerns. Employees should direct these questions to authorized ProCommute representatives.

- If employees encounter an antagonistic situation while using social media, they should politely disengage from the dialogue and seek the advice of a supervisor.
- Before referring to or posting images of current or former employees, members, vendors, or suppliers, employees should obtain appropriate permission. Employees should also obtain permission to use a third party's copyrights, copyrighted material, trademarks, service marks, or other intellectual property.
- Employees' use of social media should not interfere with their responsibilities. Company computers are only to be used for business purposes. Use of social media for business purposes (ex: Facebook, Twitter, LinkedIn) is permitted when using ProCommute's computer systems, but personal use of social media networks or personal blogging of online content is discouraged and may result in disciplinary action.
- After hours online activity that violates [the company's Code of Conduct] or any other company policy may result in disciplinary action or termination, subject to applicable law.
- If employees publish content after hours that involves work or subjects related to ProCommute, a disclaimer such as "The postings on this site are my own and may not represent positions, strategies, or opinions" should be used.
- If possible, employees should keep ProCommute-related social media accounts separate from personal accounts.

ProCommute may monitor Internet content. Policy violations may result in disciplinary action, including termination.

POLITICAL ACTIVITIES

PERMISSIBLE ACTIVITIES

Certain rules govern political activity for all state employees. Political activities such as the following are generally permitted:

- Contributing voluntarily to political causes.
- Running for a non-partisan, part-time office (e.g., City Alderperson, County Board, School Board, etc.), as long as such service does not conflict with or interfere with the efficient execution of an employee's official state duties.
- Having an individual opinion on all political subjects and candidates, both privately and publicly.
- Participation as a candidate for a partisan political office if a leave of absence from a state position is taken.

- Belonging to a political party and participating in party activities. Some of the political activities that an employee may engage in while off duty and not on state property include:
 - Soliciting votes for or against a partisan candidate for public office or political party office.
 - Being an officer of a political party, a member of a political party's national, state, or local committee, an officer or member of a partisan political club's committee, or a candidate for any of these positions.
 - Soliciting, receiving, collecting, handling, disbursing, or accounting for assessments, contributions, or other funds for partisan political purposes, either directly or indirectly.
 - Actively managing a partisan candidate's political campaign for public office or political party office.
 - Serving at the polls as a recorder, watcher, challenger, or other similar officer on behalf of a political party or partisan candidate.
 - Organizing, selling tickets to, promoting, or actively participating in a partisan candidate, political party, or political club's fund-raising activity.
 - Getting voters to the polls in support of a political party or partisan candidate.
 - Attending a political convention as a delegate, alternate, or proxy. Addressing a political party convention, caucus, rally, or similar gathering in support of or in opposition to a partisan candidate for public office or political party office.
 - Starting or disseminating a partisan nominating petition.
 - Endorsing or opposing a partisan candidate for public office or a political party office in a political advertisement, broadcast, campaign literature, or other similar material.
 - Establishing or reestablishing a partisan political party organization or political club.
- Leaving a vehicle with partisan political signs or stickers in a state parking lot while on duty at a state workstation.

PROHIBITED POLITICAL ACTIVITIES

The following political activities are generally prohibited:

- Interfering with or influencing nomination or election for any public office or position within any political party.
- Using governmental authority or influence to intimidate, threaten, or coerce any person into voting against his or her will.

- Using governmental authority to directly or indirectly intimidate, threaten, or coerce anyone into paying, lending, or contributing anything of value, including services, to any political party, organization, group, or individual.
- Using official authority or influence to coerce any individual or group into political action, or to confer benefits or effect retaliation in order to secure desired political action or inaction.
- Offering or accepting benefits in exchange for desired political action or inaction.
- Requesting or receiving anything of value in exchange for influence or assistance in obtaining appointive office.
- Paying or offering to pay for appointment to a position.
- Engaging in political activity on state-owned property, including, but not limited to, wearing a political identification while on duty, where it may jeopardize the effectiveness of the department's operations.
- Engaging in any political activity while not on duty to the point where efficiency during working hours is impaired or the employee is late or absent from work.
- Running for partisan public office while on work status.
- Soliciting or receiving subscriptions or contributions for any partisan political party or any political purpose while on state time, engaged in official duties, or in a building, office, or room occupied by the state for any purpose.
- Soliciting any assistance, subscription, or support for any partisan political party or purpose from any person holding any position in the classified service while on state time or engaged in official duties, either orally or in writing, and transmitting any solicitation to a state office.
- During official hours, engaging in any form of political activity calculated to favor or improve the chances of any political party or any person seeking or attempting to obtain office.

SOLICITATIONS, DISTRIBUTIONS & POSTING OF MATERIALS

ProCommute believes that employees should have a work environment free of non-work-related interruptions because work time is for work. When working, you should concentrate on your tasks and avoid activities that would interfere with your own or others' work. For the purposes of this policy, solicitation includes, but is not limited to, the attempt to sell any product or service, the collection of any debt or obligation, raffles of any kind or chance taking, or the sale of merchandise or business services (e.g., selling or collecting products, churches, schools, etc.). Such interruptions can be harmful to work quality and efficiency, as well as being disrespectful of others' job responsibilities and right not to be interrupted.

ProCommute prohibits any employee or non-employee from soliciting, distributing, or posting materials on or near company property, except as permitted by this policy. Only charitable and community

activities supported by ProCommute management and company-sponsored programs related to ProCommute's products and services are exempt from this policy.

PROVISIONS:

- Nonemployees are not permitted to solicit employees or distribute any type of literature on company premises at any time.
- Employees may admit non-employees to work areas only with permission from management or as part of a company-sponsored program. These visits should not interfere with workflow. A non-employee must always be accompanied by an employee. Except for official company business, former employees are not permitted on company property.
- Employees are not permitted to solicit other employees during work hours, unless it is in connection with a company-approved or sponsored event.
- Employees are not permitted to distribute literature of any kind during work hours or in any work area, except in connection with a company-sponsored event.
- The posting of materials or electronic announcements is permitted with Human Resources approval.

Violations of this policy should be reported to Human Resources.

WORKPLACE SAFETY

ANTI-HARASSMENT POLICY & COMPLAINT PROCEDURE

Workplace sex discrimination is illegal in Massachusetts. Sexual harassment is a form of discrimination based on gender. Sexual harassment is also prohibited in public places, educational facilities, and housing. These guidelines only apply to sexual harassment in the workplace.

Massachusetts General Laws establishes the standards governing the prohibition of sex discrimination and sexual harassment in the workplace. The Massachusetts Commission Against Discrimination ("MCAD" or the "Commission") issues these guidelines to help employers, employees, attorneys, and the general public understand what sexual harassment is and what employees and employers should do to prevent, stop, and appropriately respond to sexual harassment. Furthermore, these guidelines discuss the circumstances in which employers and individuals may be held liable for workplace sexual harassment.

Sexual harassment is a form of discrimination that is prohibited by federal, state, and local laws. Sexual harassment is defined in this policy, as in the Equal Employment Opportunity Commission Guidelines, as unwanted sexual advances, requests for sexual favors, and other verbal or physical sexual conduct when:

- Submission to such behavior is made either explicitly or implicitly as a term or condition of employment.
- An individual's submission to or rejection of such conduct is used as the basis for employment decisions affecting that individual; or
- Such behavior is intended or has the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment can take many forms, both subtle and not-so-subtle, and can involve people of the same or different gender. Unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display of sexually suggestive objects or pictures in the workplace; and other physical, verbal, or visual sexual conduct.

Harassment based on any other protected characteristic is also illegal. Harassment is defined as verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information, or any other legally protected characteristic, or that of his or her relatives, friends, or associates, and that a) has the purpose or effect of creating an intimidating, hostile, or offensive environment.

Harassing behavior includes epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; derogatory jokes; and written or graphic material that denigrates or shows hostility or

aversion toward an individual or group and is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time, or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social Sexual harassment is classified into two types: "quid pro quo" harassment and "hostile work environment" harassment. They can happen separately or simultaneously.

HARASSMENT QUID PRO QUO

Sexual harassment is defined as "Quid Pro Quo" sexual harassment when submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions.

The employee must establish the following elements to prove a claim for quid pro quo harassment:

- That the alleged harasser made sexual advances or requests, or otherwise engaged in sexual conduct.
- The sexual behavior was inappropriate.
- He or she refused such advances, requests, or behavior; and
- His or her employment terms or conditions were then adversely affected or
- That the alleged harasser made sexual advances or requests, or otherwise engaged in sexual conduct.
- The sexual behavior was inappropriate.
- He or she consented to such advances, requests, or conduct; and when he or she consented to unwelcome sexual conduct, he or she did so in reasonable fear of retaliation in the workplace.

HOSTILE WORK ENVIRONMENT

"Hostile Work Environment" harassment is defined as sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

The complainant must prove the following in a hostile work environment case:

- She was subjected to sexually explicit behavior.
- Sexually suggestive behavior was not tolerated.

- Sexual conduct with the intent or effect of creating an intimidating, hostile, humiliating, or sexually offensive work environment; and
- The conduct interfered with the complainant's work performance or changed the terms and conditions of the complainant's employment in an unreasonable manner.

SAME-SEX SEXUAL HARASSMENT

Sexual harassment can happen between people of the same gender. The same standards that apply to sexual harassment cases involving people of the same gender apply to cases involving people of the same gender. The sexual orientations of the parties are irrelevant in a same-sex sexual harassment claim because the harassing conduct does not have to be motivated by sexual desire to be actionable. Furthermore, there is no requirement that a complainant demonstrate that the conduct was motivated by his or her gender.

Sexual harassment can occur between people of the same gender. The same standards that apply to sexual harassment cases involving individuals of the opposite sex apply to harassment cases involving individuals of the same gender. The sexual orientations of the parties are irrelevant in a same-sex sexual harassment claim because the harassing conduct does not need to be motivated by sexual desire to be actionable. Furthermore, there is no requirement for a complainant to demonstrate that the conduct was motivated by his or her gender.

SEXUAL HARASSMENT OUTSIDE OF THE WORKPLACE

When the alleged sexual harassment occurs outside of the workplace, the Commission may consider the following factors in determining whether the conduct is sexual harassment:

- Whether the incident was related to the workplace in any way, such as at an employer-sponsored function.
- Whether the behavior occurred during working hours.
- The gravity of the alleged off-the-job behavior.
- The complainant's and alleged harasser's work relationship, including whether the alleged harasser is a supervisor and whether the alleged complainant and alleged harasser encounter each other on the job.
- Whether the complainant's employment terms and conditions were harmed as a result of the conduct.
- Affecting the complainant's working environment.

These policies apply to all applicants and employees, regardless of whether they are related to conduct by fellow employees or someone unrelated to ProCommute.

These policies prohibit conduct that is unacceptable in the workplace and in any work-related setting outside of the workplace, such as during business trips, meetings, and business-related social events.

ProCommute is dedicated to creating a work environment in which all employees are treated with dignity and respect. Everyone has the right to work in an environment that promotes equal employment

opportunities and prohibits unlawful discriminatory practices, such as harassment. As a result, ProCommute expects all relationships within the office to be professional and free of bias, prejudice, and harassment.

ProCommute encourages all incidents of discrimination or harassment to be reported. ProCommute's policy is to investigate such reports promptly and thoroughly. ProCommute does not tolerate retaliation against anyone who reports discrimination or harassment or who assists in an investigation into such reports. ProCommute does not tolerate any form of discrimination or harassment.

Such behavior, whether by a supervisor or a coworker, will be considered employee misconduct and subject to review and potential disciplinary action, including termination.

COMPLAINT PROCEDURE

Individuals who believe they have been the victims of prohibited behavior under this policy statement or who have witnessed such behavior should discuss their concerns with their immediate supervisor, Human Resources, or any member of management for investigations.

Qualified personnel will investigate all complaints of prohibited harassment fairly, thoroughly, and promptly. The complaint and investigation will be kept as private as possible, though complete secrecy cannot be guaranteed. Interviews with available witnesses or other parties who may be involved may be part of such an investigation, which provides all parties with appropriate due process. To ensure fairness to both the complainant and the accused, all parties must fully and truthfully cooperate with any such investigation. The complaint process will be documented and tracked to ensure that reasonable progress is made. The investigator must issue a written report of his or her findings, based on reasonable conclusions drawn from the evidence gathered, and ensure that complaints are closed in a timely manner. If misconduct is discovered at the conclusion of the investigation, the company will take appropriate corrective action. In addition, the company will take appropriate corrective action to end any prohibited harassment and prevent future harassment.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy that will result in disciplinary action, just like the harassment or discrimination itself. Acts of retaliation should be reported immediately and will be investigated and addressed as soon as possible. False or malicious complaints of harassment, discrimination, or retaliation may result in disciplinary action.

ProCommute encourages customers to report complaints or concerns as soon as possible so that prompt and constructive action can be taken before relationships become irreparably strained. As a result, while there is no set reporting period, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

If a complainant does not agree with the resolution, he or she may file an appeal with ProCommute's Human Resources Department or Director of Operations.

WORKPLACE BULLYING

Bullying is defined by ProCommute 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." This behavior violates the company Code of Ethics, which states unequivocally that all employees will be treated with dignity and respect.

The goal of this policy is to communicate to all employees, including supervisors, managers, and executives, that bullying will not be tolerated. Employees who violate this policy will face disciplinary action, up to and including termination.

Bullying can be deliberate or unintentional. However, when an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be taken into account when meeting out discipline. Bullying is defined as the following types of behavior by ProCommute:

- **Verbal Bullying** includes slandering, ridiculing, or maligning a person or his or her family; hurtful, insulting, or humiliating name calling; using a person as the punchline to jokes; and making abusive or offensive remarks.
- **Physical Bullying** includes pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault, and causing damage to someone's work area or property.
- **Gesture Bullying:** threatening nonverbal gestures or glances that convey threatening messages.
- **Exclusion:** The social or physical exclusion of a person from work-related activities.

VIOLENCE IN THE WORKPLACE

All employees, customers, vendors, and business partners must be treated with courtesy and respect at all times. Employees are expected to refrain from engaging in conduct that could endanger others.

Threatening, intimidating, or coercing another employee, customer, vendor, or business associate is not tolerated. ProCommute resources may not be used to threaten, stalk, or harass anyone on or off the job. ProCommute treats threats from an abusive personal relationship in the same way that it does other forms of violence.

Threats of violence, incidents of actual violence, and suspicious individuals or activities should be reported to a supervisor, security personnel, Human Resources, a member of ProCommute's Threat Management Team, or any member of senior management as soon as possible. Employees should be as specific and detailed as possible when reporting a threat or incident of violence. Employees should not put themselves in danger or attempt to intervene during an incident.

Employees must promptly notify the Human Resources department if they obtain a protective or restraining order that names the workplace as a protected area. Employees are encouraged to report any concerns about the safety of their intimate partners. ProCommute will not retaliate against employees who provide accurate information. ProCommute is committed to assisting victims of domestic violence by referring them to ProCommute's employee assistance program (EAP) and community resources, as well as providing time off for reasons related to domestic violence.

ProCommute will investigate all reports of threats of violence or incidents of actual violence, as well as suspicious individuals or activities, promptly and thoroughly. The identity of the person making the report will be kept as private as possible. ProCommute will not retaliate against employees who report violence, threats, or suspicious individuals or activities in good faith. ProCommute may suspend employees suspected of workplace violence or threats of violence, with or without pay, pending investigation in order to maintain workplace safety and the integrity of its investigation.

Anyone found to be responsible for threats of actual violence or other inappropriate behavior will face immediate disciplinary action, up to and including termination of employment.

ProCommute encourages employees to bring any disagreements to the attention of their supervisors or Human Resources before things get out of hand. ProCommute will not reprimand employees who express such concerns.

DRUG-FREE WORKPLACE

ProCommute has a long history of providing a safe and productive workplace. Alcohol and drug abuse endangers employees' health and safety, as well as the security of our equipment and facilities.

ProCommute is committed to eliminating drug and/or alcohol use and abuse in the workplace for these reasons.

This policy outlines the practice and procedure for correcting identified instances of alcohol and/or drug use in the workplace. This policy applies to all employees and job applicants at ProCommute. Policy administration is the responsibility of the Human Resources department.

DRUG & ALCOHOL TEST

All drivers must submit to a drug and alcohol test during pre-employment and then at random if hired. Advantage Drug Testing, a DOT-certified company, will administer the drug and alcohol test. The following tests may be required by the company:

- **Pre-Employment:** Before starting work or receiving an offer of employment, all applicants must pass a drug test. Refusing to submit to testing will disqualify you from further employment consideration.
- **Reasonable Suspicion:** Employees are tested based on supervisor observations of apparent workplace use, possession, or impairment. Before sending an employee for reasonable suspicion testing, Human Resources must be consulted.
- **Post-Accident:** Employees are tested if 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 that necessitates off-site medical attention. In any of these cases, the investigation and subsequent testing must be completed within two (2) hours of the accident, if possible.
- **Follow-up:** Employees who test positive or otherwise violate this policy face disciplinary action, up to and including discharge. ProCommute may, depending on the circumstances

and the employee's work history/record, offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis under mutually agreeable terms, which may include follow-up drug testing at times and frequencies for a minimum of one (1) year but no more than two (2) years. If the employee does not complete his or her rehabilitation program or tests positive after completing the rehabilitation program, he or she will be fired immediately.

WORK RULES

All employees are subject to the following work rules:

- Employees are not permitted to do the following while working, operating any company vehicle, present on company premises, or conducting related work off-site:
 - Possessing, using, purchasing, selling, manufacturing, or dispensing an illegal drug
 - Being under the influence of alcohol or a controlled substance, as defined in this policy.
- It is prohibited for an employee to have any detectable amount of any illegal drug or illegally controlled substance in his or her body while performing company business or while in a company facility.
- ProCommute will not permit any employee to perform their duties while under the influence of prescribed drugs that impair the employee's ability to perform their job duties safely and effectively. Employees who are taking a prescribed medication must keep it in a container labeled by a licensed pharmacist or be prepared to show it if asked.
- Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency, and criminal prosecution may result.

CONSEQUENCES

Applicants who refuse to cooperate or test positive for drugs will not be hired. Employees who refuse to take required tests or who use, possess, buy, sell, manufacture, or dispense illegal drugs in violation of this policy will be fired. If an employee tests positive for alcohol or illegal drug use for the first time under this policy, they will face discipline up to and including discharge.

Employees will be compensated for the time spent undergoing alcohol/drug testing and then suspended pending the results of the drug/alcohol test. After the test results are received, a meeting will be scheduled to discuss the test results, which will include a member of management and Human Resources. If the results are negative, the employee will be paid for the time/days that they were suspended.

CONFIDENTIALITY

Positive test results, drug and alcohol addictions, and legitimate medical explanations provided to the medical review officer (MRO) must be kept confidential to the extent required by law and kept in secure files separate from normal personnel files.

INSPECTIONS

ProCommute reserves the right to search its entire property for drugs, alcohol, or other contraband. All employees, contract employees, and visitors may be asked to cooperate in drug, alcohol, or other contraband inspections of their persons, work areas, and property. Employees who have such contraband or refuse to cooperate in such inspections face appropriate disciplinary action, up to and including discharge.

CRIMES INVOLVING DRUGS

ProCommute forbids all employees from manufacturing, distributing, dispensing, possessing, or using illegal drugs on company property or while conducting company business. Employees are also forbidden from abusing legally prescribed or over-the-counter (OTC) medications. When criminal activity is suspected, law enforcement personnel must be notified.

EMPLOYEE ASSISTANCE & DRUG-FREE AWARENESS

Illegal drug use and alcohol abuse have a number of negative health and safety consequences. The Human Resource department, whose members have been trained to make referrals and assist employees with drug/alcohol problems with assistance from Advantage Drug Testing Staff, can provide information about those consequences and sources of help for drug/alcohol problems.

ProCommute will assist and support employees who voluntarily seek assistance with such issues before being subjected to disciplinary action and/or termination under this or other policies. Employees in this situation may be allowed to use accrued paid time off, placed on leaves of absence, referred to treatment providers, or otherwise accommodated as required by law. If such employees hold jobs that are safety sensitive or require driving, or if they have previously violated this policy, they may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests.

Employees should arrive at work in good health and free of the effects of illegal drugs or alcohol. This policy does not preclude employees from lawfully using or possessing prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely, and they must promptly notify their supervisor of any work restrictions. Employees, on the other hand, should not disclose underlying medical conditions unless directed to do so.

SMOKE-FREE WORKPLACE

ProCommute's policy is to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, or pipe of any kind is defined as smoking under the law. Smoking is only permitted in parking lots. Employees who violate the smoking policy will face disciplinary action, including immediate dismissal.

The policy prohibits smoking in the workplace and applies to:

- All areas of the company's buildings

- All off-site conferences and meetings sponsored by the company.
- All company-owned or leased vehicles.
- All visitors (customers and vendors) visit the company's location.
- All contractors and consultants, as well as their employees, work on company property.
- All employees, including temporary workers and student interns.

SAFETY

Each employee is responsible for carrying out all tasks in a safe and efficient manner, in accordance with all local, state, and federal safety and health regulations and program standards, as well as any special safety concerns for use in a specific area or with a client.

Although most safety regulations are consistent across departments and programs, it is the responsibility of each employee to identify and become acquainted with the emergency plan for his or her working area. Each facility must have a posted emergency plan outlining procedures for dealing with emergencies like fires, weather-related events, and medical crises.

It is the employee's responsibility to complete an Accident and Incident Report for each safety and health infraction committed by the employee or witnessed by the employee. Employee disciplinary action, including termination, may be taken if such an infraction is not reported.

Furthermore, management expects everyone in the organization to take personal and organizational safety seriously. Employee disciplinary action and/or termination may result from failing to follow company safety and health guidelines or engaging in conduct that puts the employee, client, or company property at risk.

The Health and Safety Committee and the safety director are responsible for developing and implementing a safety and health program in the interest of a safer work environment.

ROADSIDE SAFETY EMERGENCY

PROTOCOL FOR DISABLED BUS:

- Call ProCommute Operator.
- Operator will automatically dispatch a substitute bus to continue services.
- The operator will then issue an Emergency Services dispatch to McGrath’s Towing in Stoughton, MA at (781)356-3320.
- McGrath’s Towing will diagnose the disability with the intent to bring the bus back to an ‘In-Service’ status.
- If McGrath’s Towing can provide an “In-service” status to the bus, it will continue its scheduled route, and the substitute bus will return to the garage.
- If McGrath’s Towing declares the bus as “Disabled”, they will then tow the bus to William’s Automotive in Randolph, Ma.
- William’s Automotive will then service and bring disabled bus back to “In-Service” if applicable or declare it a “Total Loss”.

ProCommute:
1(781) 410-4006

William’s Automotive:
(781) 963-1448

McGrath’s Towing:
(781) 356-3320

SCHOOL BUS DRIVER

CODE OF CONDUCT & ETHICS

All employees are expected to uphold confidentiality in all matters pertaining to coworkers and students, recognize and respect the rights and property of coworkers and students, and establish and uphold a professional working environment by abiding by the rules of conduct in this handbook.

When on school property, working in the course of assigned tasks, or participating in any activity organized by the school or district, no employee shall be in possession of, use, or be under the influence of alcohol or narcotics. While on the job, employees must exhibit a positive attitude and a cooperative working environment. It is against the law to engage in gossip, bullying, vulgarity, intimidation, or other forms of compulsion. While on the job, all employees must maintain composure and exercise self-control. Disrespect for office staff, educators, parents, or management will not be condoned. Any employee who disobeys a supervisor's instructions or assignments will be viewed as insubordinate and may be fired.

DUTIES & RESPONSIBILITIES OF BUS DRIVERS

As a bus driver and bus attendant, you have many important duties and responsibilities. Students, parents/guardians, and school personnel rely on you to be polite, courteous, and punctual. They expect you to safely transport and supervise the students to and from school.

You must also follow the rules, guidelines, policies, procedures, and practices that have been established. Needless to say, you must be courteous and respectful to your supervisors, facility employees, and coworkers. Getting along with others is an essential part of the job. Respect earns Respect!!!

As the bus driver, you are ultimately accountable for the safe and efficient transportation of those on your bus. Make sure you are fully prepared to arrive and depart on time for your trip, and communicate those times to the sponsors. Take the time before the trip to get directions to and from the destination, and don't rely solely on the assistance of other drivers or a sponsor to get you there. Allowing passengers and sponsors to create an unsafe environment on the bus, such as placing objects in the isles, blocking emergency exits, standing in the isle, or moving around the bus while in motion, or allowing activities that distract you from your ability to safely transport your passengers, is strictly prohibited.

Drivers must be present and supervise students while they load/unload or ride the bus. In an emergency, the driver will not leave students unattended until another responsible person arrives to supervise them.

YOUR ROLE AS A SCHOOL BUS DRIVER

Professionalism and success in a school transportation operation begin with attention to detail, knowing, understanding, and adhering to policies and operating procedures. More than any other department position, the driver/monitor is the critical link in carrying out those essential elements that ultimately provide exemplary service to children. Drivers and monitors are unquestionably visible in the district. The manner in which bus drivers operate and maintain their

vehicles serves as the foundation for public opinion on the quality of the transportation operation as well as the district.

As a school bus driver, you contribute to the overall mission of providing children with safe, efficient, and caring transportation. Your daily responsibilities include:

- Maintain and drive district vehicles safely.
- Be courteous and competent when dealing with students and other passengers.
- Understand how to deal with routine and emergency situations correctly and legally.
- Demonstrate dependable work habits.
- Maintain a positive attitude and deal with stress responsibly.
- Interact appropriately with your employing school district and work diligently to provide a positive experience for our students.

ATTITUDE & APPROACH TIPS

The following suggestions will help you get a good start on setting the tone for your bus and establishing a solid foundation for student management:

- Be friendly but not overly so. Instead of allowing students to address you by your first name, use a courtesy title with your last name.
- Be firm but fair.
- Don't be inconsistent; don't be lenient one day and strict the next.
- Treat all students fairly; don't have favorites.
- Respect each student and ask them to respect you and one another.
- Be polite and not sarcastic; don't ridicule a student or his or her family.
- Remain calm and always control your temper.
- Maintain a low voice level and avoid yelling, but speak loudly enough to be heard clearly.
- Take care of your appearance. Arrive at work neatly, cleanly, and groomed.
- Communicate your expectations to students clearly: what the rules are and why they exist.
- Be a good role model.
- Be truthful in everything you do and say.
- Remember to keep your sense of humor, but make sure it isn't too sharp or adult for the students.
- Never hold grudges or take things personally.
- Never use derogatory language.
- Greet students by name. Say good morning and smile.
- Show an interest in things that they are interested in.
- Compliment students on their good behavior.
- Make students feel like they are a part of the team and are responsible for the safety of the group. Allow them to contribute to the bus's rules.
- Pay attention to the students' suggestions, complaints, and concerns.
- If you make a mistake, own up to it.
- Give positive instructions that encourage action: "Do this" rather than "Don't do that."
- Make sure the tasks you assign to students are reasonable.

DRIVER SAFETY

- If you are tired or ill, do not operate a vehicle.
- Do not drive if you are taking medication that contains a warning on the label that the medication may cause drowsiness or other negative side effects that impair your ability to drive safely.
- Always obey all requirements, traffic laws, and signs.
- Do not go faster than the posted speed limit.
- Except in an emergency, do not make sudden lane changes.
- Avoid following other vehicles too closely.
- Allow extra space between yourself and other vehicles when it is raining, someone is following you too closely, or you are driving faster than 72 kilometers per hour.
- While the gate or barrier at a railway crossing is in motion to open or close, do not drive the vehicle through, around, or under it.
- Drive under an overhang only if the clearance is adequate.
- Maintain three points of contact at all times when exiting your vehicle.
- Avoid driving with your wallet on your lap, as this can cause back pain.
- Avoid parking near intersections or stop signs; your vehicle may obscure the view of oncoming traffic or pedestrians.
- Stop for a few minutes when backing from sunlight into the shadow of a dock to allow your eyes to adjust to the change in light; always back slowly.
- Set the hand brake and chock the rear wheels before unloading your truck.
- Never try to open a trailers rear or side doors without first tapping them with a tightly closed fist. A change in sound from hollow to muffled could indicate that your load has shifted.
- When opening a swing door, never stand directly in front of it; always stand to the side. Always secure doors to prevent them from swinging open.
- Always slowly release load bars or other product restraint devices.
- Place heavier loads on the vehicles floor rather than on shelves.
- Unless you can do so safely, do not attempt to stop falling products.
- Before driving, secure the hand cart inside or on the vehicle.

AGGRESSIVE DRIVER

- If the other driver is being aggressive, do not retaliate or engage in any way.
- Make no eye contact.
- Maintain a safe distance between yourself and the vehicle in front of you.
- Do not underestimate the other drivers aggressiveness.

AVOID BECOMING AN AGGRESSIVE DRIVER:

- Be patient and polite.
- Allow for extra travel time to your destination.
- Change your schedule whenever possible to avoid traffic.
- Allow other drivers the benefit of the doubt; everyone makes mistakes.
- Even if you believe you are correct, avoid conflict.

DRIVER RESTRICTIONS

- The driver of a school bus is not permitted to smoke on any District-owned vehicle.
- The driver must not allow firearms to be carried on the bus.
- The driver must not fuel the vehicle while the engine is running or while passengers are on board.

CELLPHONE PROCEDURES/GUIDELINES

- When operating a bus or sitting in the driver's seat, no driver may use a cellphone.
- While riding on a bus, no monitor may use a cell phone.
- Your primary responsibility is to keep the school bus safe and free of external distractions.
- Transportation Services cell phone procedures/guidelines are strictly enforced. When there is a violation, immediate termination of employment is recommended.

SEXUAL HARASSMENT

Sexual harassment is illegal, ProCommute will not tolerate it.

Sexual Harassment (Employee-to-Employee): Sexual harassment of a coworker is a form of discrimination that is illegal. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct under the following conditions is considered sexual harassment:

- Submission to such behavior is either explicitly or implicitly a condition of employment.
- Acceptance or rejection of such behavior is used as the basis for employment decisions.
- The behavior interferes with an individual's work performance in an unreasonable way or creates an intimidating, hostile, or otherwise offensive work environment.

Employees who believe that another employee has sexually harassed them are encouraged to file a complaint. The district will investigate all allegations of sexual harassment as soon as possible and will take appropriate disciplinary action against employees who are found to have engaged in conduct that constitutes sexual harassment of other employees.

Sexual Harassment (Student-to-Student): Student-to-student sexual harassment is a critical responsibility for school district employees, bus drivers, and monitors. When gender-based peer harassment occurs in a context under the District's control, and the District has substantial control over the harasser, the District must take appropriate action in light of the known harassment. This emphasizes the importance of bus drivers and monitors being prepared to detect and respond to such incidents. Students are not permitted to engage in sexual harassment of another student or a District employee. A student who is accused of sexual harassment is subject to disciplinary action. A student's sexual harassment includes unwanted and unwelcome sexual verbal or physical conduct, whether by word, gesture, or any other sexual conduct, including requests for sexual favors.

Sexual Harassment (Employee-to-Student): District employees are not permitted to sexually harass or abuse students. Relationships between students and employees are not permitted.

SPECIAL NEEDS PROCEDURES

1. Documentation: Students with special needs frequently exhibit behaviors and actions that differ from their peers. These actions or behaviors may or may not be included in the student's Individual Education Plan (IEP) or Behavior Intervention Plan (BIP). Any incidents that occur on your bus should be documented in a journal and shared with your supervisor by the Driver/Monitor Team. What you observe and record may be useful in meeting the educational needs of your students.

2. Communication with Parents: Please call EACH PARENT a few days before school starts and go over the Transportation Form with them. As an example:

- Time of pickup and drop-off
- Student Information
- Special Equipment
- Health Concerns (ask the parent/guardian if there are any other medical concerns or training you should be aware of)
- If they can be left at home alone, and/or who will be there to greet them when they get off the bus.

Since the use of a cell phone while the bus is in motion is against the law, it is recommended that drivers encourage parents to call the transportation centers to report when their students are not going to ride.

3. Special Equipment: Please DO NOT change a student's seat equipment at the request of a parent or campus personnel. We must adhere to certain procedures. If you have a safety concern, please notify your supervisor.

4. Alternate Addresses: Never transport a student to an address that is not listed. If the parent wishes for the student to be picked up or dropped off at a different location, the request must be made. Before releasing the student to the person at the alternate address, require that person to show identification.

5. Malfunctioning Wheelchair: If a student's wheelchair malfunctions and you believe it does not meet safety requirements, please notify Operations immediately; transportation may be unable to transport the student safely at this point.

6. Safety Concerns: Any safety concerns on your bus should be reported to your supervisor as soon as possible. These include, but are not limited to, malfunctioning equipment, harmful behavior/or activities to themselves or others, and student interaction that may not be displayed at school.

7. Student Protection: Do not allow anyone other than the driver, monitor, or school personnel on your bus. Allow parents to board the bus only if it is specified in their child's IEP.

8. Student Safety: The driver is responsible for the students' safety and the safe operation of the bus's equipment. Allow no parents or other students to help you monitor, load, or secure a student on your bus. Although school officials and teachers can help you load and unload students, it is recommended that the driver double-check that all equipment is properly secured.

9. Non-Riders: If a student has not ridden the bus for three (3) days, notify Operations and wait for the student until he or she is called. Make a note of every time a student fails to ride the bus.

10. Non-Rider Long Term: If the student has not ridden for two weeks for any reason, complete a Route Change Request Form, sign it, and submit it to Routing & Scheduling; they will contact the campus.

STUDENT MANAGEMENT PROCEDURES

As the bus driver, you play a critical role in ensuring that your students have a safe and enjoyable bus ride. You are the beginning and end of the bus riding experience. Your job is extremely important in the students' daily education.

- YOU, the bus driver, are the first point of contact a student has with our District every day. Maintain a positive and consistent attitude when dealing with your students.
- You should be friendly with your students, but there is a distinction to be made between being friendly and being familiar. Show that you care about each of your students by learning their names and showing concern for them. Sometimes the key is to discover and develop an interest they have.
- Never discipline an entire class for the actions of a single student. If individual students cannot be identified, it is preferable to wait and see if you can identify the individual student(s) after additional investigation (i.e., viewing the tape, speaking with the school, etc.) before acting.
- Learn about the procedures (i.e., the sequence of events) used to discipline students. This knowledge should help to reduce misunderstanding and change unacceptable behavior.
- Never force students to back into a corner. If you do, they may react negatively or in an unpredictable manner. Respect your students, and they will generally return it. Look for positive characteristics in children; they all have some.
- Do not judge misconduct based on how much it irritates you. Screaming or yelling at students is not an effective way to deal with them and is not tolerated in this department. Always keep your cool. Do not lose your cool. Never strike a student. When correcting a student, never touch them. When correcting students, always be professional.
- Do not use students as bus patrols or monitors.
- Be prepared to discipline your students if necessary. Post rules that will aid in the prevention of inappropriate behavior. Thinking ahead and considering all possible consequences is what intelligence in dealing with youth entails. Look for opportunities that will result in positive outcomes. These are some characteristics of effective leaders.
- Create an assertive discipline plan that includes clear consequences and positive reinforcement.
 - Make your plan clear to students so they know what to expect.
 - Communicate to the students their responsibilities to other passengers, which will make the trip safer and more enjoyable for everyone.
- Students are not permitted to:

- Make excessive noise or behave in a disruptive manner.
 - Put any part of their body outside a bus window.
 - Throw objects out bus windows or on the floor.
 - Touch the emergency doors or tamper with any part of the school bus.
 - Use unsafe items such as school supplies on the bus (i.e., pencils, compasses, etc.).
 - Eat or drink on the bus without prior permission from the Transportation Department.
 - Use or possess tobacco products, drugs, drug paraphernalia, or alcohol on the school bus.
 - Disassemble, destroy, damage or render inoperable and part or safety device on the bus.
- Make it clear what is and isn't acceptable on YOUR bus, and why.
 - Establish your bus rules from the start and review them on a regular basis.
 - If you have too many rules, your students will forget them.
 - The more you encourage and recognize appropriate behavior, the less frequently you will have to deal with it.
 - Basic rules should emphasize safety, respect, cleanliness, and courtesy to others; vandalism and harassment (whether gang-related or sexual in nature) should not be tolerated.
 - Basic rules should emphasize safety, respect, cleanliness, and courtesy to others; vandalism and harassment (whether gang-related or sexual in nature) should not be tolerated.

DRIVER-STUDENT RELATIONSHIP

The interaction between the bus driver and the student is an important part of the overall school experience. You are the first school representative the students meet every day. To maintain positive student relations, each driver must work tirelessly. The relationship between the bus driver and the student has a significant impact on maintaining proper discipline. Correct behavior is taught rather than inherited.

TIPS TO REMEMBER

- Earning student respect by showing respect will help with proper discipline.
 - Drivers must address the student by name.
 - Students should address the driver by his or her proper name (i.e., Mr. Smith, Mrs. Jones, Miss Green).
- Be polite and cheerful.
- Maintain a pleasant and reserved demeanor; never lose your cool.
- Avoid yelling and using a negative tone of voice.
- Greet students: “Good Morning” and “Good-bye”.
- It is your responsibility to inform students about the rules that they must follow on your bus and to consistently enforce these rules.
- Listen and observe carefully to avoid problem situations as much as possible.
- Avoid making disparaging remarks. Use no abusive or vulgar language.
- Reprimanding a student in front of other students should be avoided.
- Avoid using threats; threats only antagonize students and are frequently ineffective.
- Learn about your students.

- Listen to the students' ideas, complaints, and concerns.
- Give commands such as "Do This" rather than "Don't Do That."
- Make reasonable demands.
- Recognize and reward good behavior.
 - Show an interest in things that they are interested in.
 - Positive behavior and attitudes should be praised.
 - Be truthful in what you say and do.
- Nonverbal Communication.
 - Be mindful of your body language. Posture, movements, gestures, and facial expressions are all examples of this.
 - Keep an eye on the students' personal space.
 - Be familiar with your students' normal behavior and keep an eye out for body language cues that indicate a student is anxious or upset.

SEATING CHARTS

- You should create a Bus Seating Chart for the following reasons:
 - Safety
 - Proof of vandalism
 - In the event of an Accident
 - Accountability
 - Discipline
- When making seating assignments, keep the following guidelines in mind:
 - If possible, allow students to select their own seats. Assure that they understand that their assignments will last the entire school year.
 - If problems arise after students have selected their seats, the driver should make the necessary changes.
 - If the situation calls for it, male and female students should be separated by seating assignments.
 - Completed seating assignments must be included with route maps available at the transportation center.
 - If there are any changes, the seating charts must be updated.
 - After each run, drivers must inspect the bus for vandalism. Damage caused by inappropriate student behavior (for example, cut or torn seats, broken windows, and so on) should be reported to a Transportation Center Manager. The paperwork listed below must be completed.
 - ✓ Report on School Bus Safety (where students can be identified)
 - ✓ Work Order for Vehicle Repair

DISCIPLINING STUDENTS: BUS SAFETY GUIDELINES

Deal with unacceptable behavior right away.

- Never strike a student. When you're angry, don't touch a student.

- Never argue with a student. You're an adult now.
- Discipline the ringleader and isolate him/her from the group.
- Maintain command of the situation. Threaten only with what you can do, not with what you can't.
- Never use derogatory language.

Follow through. If you say you are going to report misbehavior, do it!

- Follow through on your promises.
- Be precise. If it was important enough to warrant reporting, it should have been important enough to warrant accuracy and precision. Generalizations and label links should be avoided. Report the actions rather than the attitude. ("beating the seats and refusing to sit," not "was acting like a hoodlum and acting crazy")

Only report misbehavior as a last resort.

Handling discipline issues on your own will earn you your students' trust and respect. It is critical to solve problems at the most basic level possible.

- Be a good role model.
- Do not pick and choose.
- Discipline should be reserved for serious or safety-related behavior.
- Change your seats.
- Communicate with the student away from the other students.

GUIDELINES FOR MAINTAINING CONFIDENTIALITY OF STUDENT INFORMATION

These include records directly related to a student and any information that could be used to trace the student's identity. This information includes the student's name, parent's name, address, disabilities, and health condition. This information is disclosed to school officials, including bus drivers and attendants, on a need-to-know basis. This Act applies to students in both Special Education and Regular Education.

All employees who have access to confidential information about a student must not disclose it to anyone who does not have a "need-to-know" position. Transportation administrative staff will determine the department's need-to-know status.

A school official or transportation employee may never identify or provide information about a student to anyone other than the parent or legal guardian (except in an emergency or "need-to-know" situation).

In an emergency, information may be released to appropriate individuals without parental consent. This may be done if knowing such information is necessary to protect the student's or another person's health and safety.

BUS RIDER RULES & EXPECTATIONS

BE SAFE:

- Obey school rules.
- Follow the driver's instructions.
- Maintain your assigned seat.
- Keep your body and your belongings to yourself and inside the bus.
- Maintain a clear aisle.
- Put on your seatbelt.

BE RESPECTFUL:

- Use internal dialogue and appropriate language.
- No eating, drinking, or chewing gum
- Do not cause any damage to the bus.

FAILURE TO COMPLY WITH THE RULES MAY RESULT IN THE LOSS OF BUS RIDING RIGHTS.

ROUTE POLICIES & PROCEDURES

1. Route Changes: No driver may alter his or her route without first obtaining permission from a Manager/Supervisor. Employees must not knowingly provide or create services that are prohibited by policy or practice, nor should they encourage gifts or favors for unauthorized/undocumented services. Temporary changes due to emergency situations are at the discretion of the driver; however, the change must be communicated to the transportation center immediately via radio.

Without the prior approval of a Manager/Supervisor, no driver may change or create bus stops or stop locations. Drivers who need to change stop locations or stop orders must speak with their supervisor so that the request can be documented and reviewed by the Routing Department before it is implemented.

Supervisors have the authority to make such emergency changes with proper documentation if a stop change is required due to an immediate safety issue. Such a change must be submitted to the Routing Department for approval and inclusion in the Route Via.

Routes are designed using the most up-to-date software and the best available information to create the most effective and efficient routes for our students. Drivers are critical to the routing process. If a driver notices an error on the route, the driver is required to immediately notify their supervisor. These are some examples of errors:

- Streets that are listed on the via but do not exist.
- Roads that appear to be connected but are not.
- Routes that begin on time arrive at school before it opens.
- Runs that start on time but arrive late at school

Route changes that are not related to safety will be accepted after the 15th day of school. The original route sheet will be modified and submitted to Operations for review. Supervisors will hand over control to Routing and Scheduling.

2. Route Sheets: Drivers must keep an up-to-date route sheet, or VIA, in the operations office files. If your route sheet is incorrect, notify your Transportation Center Supervisor immediately and provide written recommendations. Inaction may result in disciplinary action.

3. Bus Stops: The Routing and Scheduling Department determines bus stops and routes. Changes to bus stop locations or the order of pickup/delivery must be approved by your Transportation Center Supervisor as well as Routing and Scheduling. Every effort is made to locate school bus stops in the most secure location possible. If the operator suspects a safety issue at any stop, the Transportation Center Supervisor should be notified as soon as possible so that corrective action can be taken.

4. Route Schedules: Drivers must adhere to the route timetable. Under normal circumstances, do not deviate from the established schedule by more than 5 minutes. If you expect to arrive at a stop more than 5 minutes before your scheduled arrival time, find a safe place to pull over and wait until you reach the acceptable arrival time. Notify your transportation center if you are going to be more than 5 minutes late for a scheduled stop. If your entire route is running late, you only need to contact your center once.

5. Departure Times: Compliance with route sheet departure times, both from the transportation center and later from campuses, is critical to our ability to provide quality service. If corrections are required, it is the driver's responsibility to communicate with Transportation Center Supervisors.

6. Extra Assignments: There are several types of extra assignments (Midday, late runs, and special). Route sheets will be updated with long-term assignments (several or more days). Extra assignments on routes that become available may be transferred to another route based on the criteria listed below:

The following procedure will be used to handle open extra assignments:

- Priority is given to routes that last less than 5 hours per day.
- Efficiency (depending on the number of routes that can service the request).
- Employee attendance (excluding Jury Duty).
- Seniority.

7. Dissolved/Consolidated Routes: When a route is dissolved or consolidated, the following criteria will be applied:

- Drivers/Monitors will be able to choose from existing open routes (from any center). If there are no open routes, the driver/monitor will be assigned as a standby driver/monitor (working the same number of hours as the route they were last assigned) and offered the first available route (that they qualify for).
- A driver/monitor has up to 30 calendar days from the day they were offered an open route to choose a route or be released from their driving/monitoring duties. Employees will be assigned duties as needed to fulfill their assigned time during the 30 calendar days.

8. Route Selection: After the summer route changes are substantially completed, drivers and monitors will be given the opportunity to review changes to the route they held the previous year and choose whether to keep the route with changes or give up their route.

If the driver or monitor chooses to give up their route, that route will be added to open route selection, and the driver/monitor will be added to the list of people invited to open route selection, from which they can choose a new route from the available open routes. The following factors will determine the order of open route selection:

- Seniority (based on last hire date)
- Absences (from the previous school year including summer school if worked)
- Tardiest

Drivers/Monitors hired during the summer and who have completed training prior to the open route selection date of that year may select routes based on the selection order listed above during open route selection.

9. Selecting a Different Route (after open route selection): A driver/monitor will be permitted to change routes once per school year.

- Administrative reassignment to a different route will not count against their annual change limit.
- For three (3) working days, open routes are posted at all centers to allow existing drivers to sign up for the open route.
- Employees must wait at least six (6) months from the date of hire before requesting a new route.
- If multiple drivers/monitors sign up for the open route, the driver with the most seniority will be assigned the route.
- Driver Trainees are not permitted to choose an open route until it has been posted for a three (3) day selection process. If a route becomes available between open route selection and the start of school, drivers in training may choose it as long as they are able to drive it on the first day of school.

TRIP SELECTION AND ASSIGNMENT PROCEDURES

FIELD TRIP PROCEDURES

Trip Selection – Is determined by the number of average daily hours. Before choosing a trip, drivers must consider whether it will interfere with their regular route, mid-day run, shuttle, late run, or tutorial. Drivers who choose a trip that conflicts with their regularly assigned duties will be required to reverse the trip. Drivers must also ensure that the bus they intend to use will meet the requestor's requirements. Drivers who need to change vehicles must notify their supervisor at least 24 hours in advance prior to the trip.

Special Needs Trips – All qualified drivers are permitted to drive special needs passengers. Drivers who wish to select special needs trips must complete Special Needs Cross Training with our Training Staff in addition to regular driver qualifications.

VEHICLE OPERATION POLICIES

1. Operation of Buses: ProCommute buses may only be operated by Transportation Department employees.

2. Pre-Trip & Post Trip: Before driving any bus, the operator must conduct a thorough pre-trip check. As the bus driver, YOU are ultimately responsible for operating a safe, mechanically defect-free vehicle. ProCommute policy, department policy, and federal regulations all require you to conduct a thorough pre-trip inspection before driving your bus each time.

- **Pre-Trip Inspection:** Forms, as well as Daily Inspection and Work Order Forms, must be used to document the pre-trip check and request any necessary repairs. A bus operator is not permitted to operate a bus that is not safe in every way.
- **Post-Trip Inspection:** At the end of EVERY run, drivers must inspect the inside of the bus. The goal of this check is to detect the presence of sleeping children, seat damage, lost items, and so on.

Failure to perform the prescribed vehicle inspection will result in a recommendation for immediate termination.

3. Headlight Usage: "LIGHTS ON FOR SAFETY" means that the clearance lights and headlights must be turned on whenever the bus engine is running. This not only provides the obvious benefit of increased visibility when the vehicle is operating on the road, but it is also a visible signal when buses are parked nearby that the engine in a particular unit is running, which helps protect our mechanics and other service personnel from accidental injury.

4. Authorized Passengers: The bus may not be used to transport anyone other than students, teachers, or staff without prior permission from a Transportation Department Supervisor. This means that spouses, non-enrolled children or grandchildren, friends, or unassigned students on your route are not permitted to "ride along." A student may ride the bus if he or she has a signed permission form from his or her principal.

5. Personal Use of District Equipment: A school bus may not be driven on personal errands or to one's home unless authorized by a transportation supervisor, as these vehicles are only allowed to transport school children and school employees on school business.

6. Responsible Control: Drivers are in charge of the operation and maintenance of their bus. Drivers must keep control of their vehicle by not allowing anyone other than the driver to use or operate it.

7. Unauthorized Stops: The bus driver is not permitted to make unauthorized stops at stores, fast food restaurants, or other commercial establishments. The only exception would be if a driver requested permission to make a "Emergency Stop" via radio. Emergency Stops are intended to be used when the operator requires an emergency restroom and cannot wait until they arrive at a campus or transportation center. Requests for Emergency Stops are unlikely to be made on a regular basis by any individual operator. Requests for Emergency Stops are never permitted while students are on board, as this would result in students being left unattended. When an approved Emergency Stop occurs, the bus must be

parked in a safe location and secured, with the keys removed from the vehicle. Emergency stops should be as brief as possible.

8. Student Safety at Stops: In order to provide the best possible safety for students, it is the driver's responsibility to be extremely aware of his or her surroundings, especially during drop-off times. If something appears "out of the ordinary" and causes you to be concerned about the safety of your students, radio or call your transportation center for assistance. Situations to be on the lookout for include the absence of a parent who is usually at the stop to receive a child and you are not confident that the parent and child have planned for this occurrence in advance.

9. Assigned Seats: On all bus trips, drivers will assign seats. Allowing students to choose their seats at higher grade levels may be preferable at first.

10. Standees: Students will not be permitted to stand while the bus is in motion. While the bus is moving, all students must be properly seated. It is not permitted to sit on the floor or in the step well.

11. Railroad Crossings: All bus drivers are required by state law to STOP (whether transporting students or not) before crossing a train track.

12. Idling in Loading Zone: Drivers should not idle their engines in school loading zones or other public areas. In addition to wasting fuel and exposing students and coworkers to unnecessary fumes, we must be mindful of environmental concerns with exhaust emissions. Turn off the engine if you will be sitting in one place for more than 5 minutes.

13. Proper Fuel Levels: Never allow the fuel level in a bus to fall below half of the tank. Running out of gas on the road is an unforgivable oversight that results in delayed service that could have been avoided.

14. Food on Buses: On regularly scheduled routes, students are not permitted to eat or drink. Drinking water in plastic containers during extremely hot weather is the only exception. When students are onboard, drivers should not eat or drink or have food or drink visible.

15. Video Monitoring: Audio/video monitoring devices can help the department monitor student behavior and driver performance. Drivers are reminded that an audio/video monitoring system does not relieve them of their responsibility to monitor and manage student behavior. This capability gives you a tool to help you with this responsibility.

16. Air-Conditioned Buses: Buses equipped with cameras, GPS, and air conditioning units are assigned to routes based on the needs of the students and schools served and can be reassigned at any time. Drivers should not expect their assigned bus to have all or any of these options.

17. Proper Use and Control: Drivers are in charge of the operation and maintenance of their bus. During field trips or other activities, drivers should maintain control of their vehicle by not allowing anyone else to use or operate it, which could cause damage.

18. Bus Cleaning (interior): Drivers are expected to keep their buses clean and swept on a daily basis. Spot inspections may be conducted, and if unclean buses are discovered, appropriate disciplinary actions will be taken. After returning to your parking spot, buses should be cleaned. Garbage from buses should be disposed of properly. Do not apply tape to the bus's inside or outside surfaces.

19. Personal Items: Personal belongings should be kept to a bare minimum. In the event of an accident, such items can cause unnecessary distractions as well as potential safety hazards. Power cords, food, large bags, seat covers or steering wheel covers, excessive holiday decorations, signs, and other personal messages are examples of such items. The Center Manager has the final say on whether these or other items are appropriate. Even when students are not on board, the use of good time radios or the playing of music of any kind on any device is no longer permitted.

20. Radios: The two-way radio is a necessary communication device that should only be used for school-related business. Drivers must keep your two-way radio turned on and the volume turned up to a level that can be heard while on the bus.

21. Student Pickup & Delivery: Students will only be loaded and unloaded at designated stops. Any student who disembarks in an unauthorized location should be immediately reported.

PRETRIP VEHICLE INSPECTION PROCEDURES

Before driving any bus, the operator must conduct a thorough pre-trip check, whether manually or electronically. YOU, the bus driver, have the ultimate responsibility as the person in charge to operate a safe, mechanically defect-free vehicle. As a School Bus Driver, you are required by district and department policy, as well as federal regulation, to conduct a thorough pre-trip inspection before driving your bus each time.

PRE-TRIP INSPECTION:

As you approach the vehicle, take a good look around. Check for leaks of oil, fuel, water/antifreeze, or transmission fluid.

1. Inside Bus Check (First)

- Check Emergency Equipment (any Loose equipment should be secured)
- Reflectors (3)
 - Fire Extinguisher (Charged, Secure, Inspection Tag Current)
 - Body Spills Cleanup Kit
 - First Aid Kit (check contents at least weekly)
- Adjust Driver's Seat
 - The driver must sit comfortably in his/her seat without shifting position to see out of the mirrors. The vehicle seat should permit the driver to sit erect with the midback supported and the line of vision well above the steering wheel.
- Make certain brakes are set and bus is in neutral or park
- Start Engine
 - Look and listen for trouble signs and warning lights
 - Turn on headlights (lights on for safety!!), clearance lights and two-way communication radio
 - Check gauges
 - ✓ Oil Pressure – diesel bus 30 – 60 idling and on road

- ✓ Air Pressure – 90-120 (Both Tanks)
 - ✓ Temperature – normal range; 170 –190 after warm-up
 - ✓ Voltage – green or normal range
 - ✓ Amps – on “0” or “+” side
 - ✓ Fuel – never less than ½ tank
- Check Windshield Area
 - No Damage – no obstructions – clean.
 - Inspection sticker current
 - Mirrors – all mirrors clean and adjusted
 - Overhead
 - Left Windshield
 - Left Fender
 - Cross Over
 - Right Windshield
 - Control Panel Switches (as they appear; could vary with bus model)
 - All Heaters (Hi/Lo) Valve for heat
 - All Defrosters (Hi/Lo)
 - Master Switch/Manual (amber/red loading lights)
 - Dome Lights
 - Clearance Lights (may be attached to headlights)
 - Windshield Wipers/Washers (Hi/Lo)
 - Control Panel/Dash Lights
 - Steering Wheel Area
 - Head Lights (Hi Beam/Lo Beam; also dash indicators)
 - Turn Signals (inside and out; also dash indicators)
 - Hazard Lights (also dash indicators)
 - Horn
 - Steering Play – 2 inches or about 10 degrees maximum before wheels move

2. Outside Bus Check

- Before going outside, the bus:
 - Make sure the engine is running, parking brake set.
 - Make sure the headlights and clearance lights are on. Confirm proper operation at all locations as you complete the outside bus check.
 - Turn on the right turn signal and loading lights. Confirm proper operation as you complete the outside bus check.
- Front of Bus (Top to Bottom)
 - Antenna
 - Clearance lights, loading lights (proper color lens cover for position, proper operation)
 - School Bus Lettering (all letters present and clearly visible)
 - Windshield (any damage, inspection sticker, gasket)
 - Hood Area
 - Head Lights, Hazard/Turn Signal Lights

- Grill (no obstructions)
 - Bumper, License Plate, Bus Number
 - Tires – inflation, proper tread (4/32-inch min), any objects in the tire.
 - Axle Seals – not leaking; proper fluid level
 - Leakage under bus
 - Amber/Clear - power steering
 - Red – transmission
 - Green – radiator
 - Brown – oil
 - Clear – gas, diesel, or water
- Right Side of Bus (look down and then walk alongside)
 - Mirror Bracket
 - Side Marker Light
 - Tires – right front
 - ✓ Tread depth 4/32 inches minimum; even wear; no damage to tread or sidewall
 - ✓ Proper Inflation – no bulging
 - ✓ Side Walls – no bulges/cuts
 - ✓ Rims – not bent; no welds
 - ✓ Lug Nuts – no rust, corrosion
 - ✓ Valve Stems & Caps – present and not damaged
 - ✓ Hub Oil Seal – not leaking. If sight glass equipped, proper fluid level
 - Frame (not bent or cracked)
 - Spring Mounts (bolted to frame)
 - Leaf Springs (not broken or missing)
 - Hoses (properly secured; not touching tires or hanging down)
 - Windshield step up secured; hood latches secured
 - Door – no damage (including glass); opens and closes properly
 - ✓ Entry Steps – not loose or damaged.
 - ✓ Tread on steps not excessively worn.
 - ✓ Handrail Secure
 - ✓ Stairwell Light Working
 - Clearance Lights & Reflectors – present, proper color for position and working
 - Passenger Windows – no breaks/cracks; frames secure
 - Fuel Cap – secure; no leakage
 - Under Bus
 - ✓ Exhaust pipe and brackets
 - ✓ Check inside of tires front and back
 - ✓ Check fuel tank and bracket
 - ✓ Check Frame – not bent or cracked.
 - Spring Mounts (bolted to frame)
 - Leaf Springs (not broken or missing)
 - Hub Odometer (mileage reading)
 - Manual Air Tanks: Driver’s assigned buses with manual air tank drains (wire cable loops visible along bottom of bus body) are responsible for draining the air tanks at least once a week. See the Shop Supervisor if assistance is needed. Contact the shop if wire cables cannot be reached.

- Rear (Top to Bottom)
 - Lights & Markings
 - ✓ Clearance
 - ✓ Loading Lights & Lenses
 - ✓ School Bus Lettering
 - ✓ Windows (no breaks, cracks. Gaskets secure. Clean for visibility)
 - ✓ Hazard, turn signals brake lights and back up lights (Get assistance to check brake lights and backup lights. If no assistance is available, check operation by reflection)
 - ✓ Taillights
 - ✓ License Plate & Light
 - Tailpipe secure and extends to or slightly past rear bumper
 - Check bumper for damage/security
 - Open and close the rear emergency door. Make sure the buzzer is working.
 - Check dual tires (inflation, free of damage, nothing wedged between tires)
 - Check differential – no leaks

- Left Side of Bus (look down and then walk alongside)
 - Clearance Lights & Reflectors – present, proper color for position and working
 - Tires – left rear
 - ✓ Tread depth 2/32 inches minimum; even wear; no damage to tread or sidewall
 - ✓ Proper Inflation – no bulging
 - ✓ Side Walls – no bulges/cuts
 - ✓ Rims – not bent, no welds
 - ✓ Lug Nuts – no rust, corrosion
 - ✓ Valve Stems & Caps – present and not damaged
 - Frame (not bent or cracked)
 - Spring Mounts (bolted to frame)
 - Leaf Springs (not broken or missing)
 - Under the Bus:
 - ✓ Drive Shaft – looks O.K.; not resting on bracket.
 - ✓ Fluid Pans – no leakage
 - ✓ Check Muffler & Tailpipe – secure; no rust through spots.
 - ✓ Frame – not cracked or bent
 - Battery Box – make sure the door is closed securely
 - Passenger Windows – no breaks/cracks; frames secure
 - Stop Arm (if equipped) – mounted securely, lights working, no damage
 - Driver’s side windshield mirror bracket secure and not damaged
 - Windshield step up secured; hood latches secured
 - Tires – left front
 - ✓ Tread depth 4/32 inches minimum; even wear; no damage to tread or sidewall
 - ✓ Proper Inflation – no bulging
 - ✓ Side Walls – no bulges/cuts
 - ✓ Rims – not bent, no welds
 - ✓ Lug Nuts – no rust, corrosion
 - ✓ Valve Stems & Caps – present and not damaged
 - ✓ Hub Oil Seal – not leaking. If sight glass is equipped, proper fluid level
 - Check Frame – not bent or cracked.
 - Spring Mounts (bolted to frame)

- Leaf Springs (not broken or missing)
- Driver's side crossover mirror brackets secure and not damaged

3. Second Inside Bus Check

- Close Door – cancel hazard lights
- Before walking down the aisle turn on:
 - Amber Loading Lights
 - Left Turn Signal
- Walk the aisle
 - Shake the seats to ensure they are secured to the floor and frames are not broken.
 - Open Back Emergency Door – the door must open from the inside and warning device must work.
 - Check amber loading light and left turn signal.
 - On the way back, check to make sure that each seat bottom is secured to the frame!!!
- Check all other emergency exits and warning devices
 - Windows, roof hatches, side doors, etc. all must open and warning devices must work.
- Return to the driver's seat.
 - Check brake lights, back up lights by reflection, or get another driver to help. Check backup beeper. NEVER put the bus in reverse and walk to the back to check back up lights!
- Double-check for proper air pressure (90 – 120 lbs.) before releasing parking brake.
- Double check seat for proper adjustment. Fasten seat belt and adjust for proper fit.
 - **Correct:** The shoulder belt should be snug and cross the chest and collarbone. The belt should never cross your face or be worn behind your back.
 - **Incorrect:** Never wear your shoulder belt behind your back or under your arm.

MAINTENANCE & REPAIR

Do not drive a bus if you suspect a mechanical problem that could endanger passengers or damage the vehicle. If you are on your way and encounter a mechanical problem, radio or call your transportation center, be as specific as possible, and wait for instructions on whether or not to continue. To determine if you are having difficulty, use your senses (smell, touch, and sight), experience, and education. Don't operate an unsafe bus. When your bus breaks down, stay with it. Contact your transportation center and wait for another driver to assist you.

MECHANICAL BREAKDOWN PROCEDURES:

- To avoid accidents, move your bus off the road if at all possible.
- Set the parking brake.

- To maintain communications, set the ignition switch to the auxiliary position.
- If necessary, activate emergency hazard flashers and place triangle reflectors in the recommended positions.
- Notify Base via radio or phone of your situation, as well as the number of passengers on board.
- If your radio isn't transmitting, ask two passing motorists to call the transportation center and report your location and suspected mechanical failure. The driver should give the assisting motorist the correct phone number to call. Drivers should not leave the bus.
- In most cases, keep students on the bus. The safety of the students comes first. The bus may need to be evacuated due to safety concerns. If students are evacuated, the driver should provide specific instructions on where students should relocate and how the evacuation should be carried out.
- When it arrives, the relief bus should pull up alongside and as close to the back of the disabled bus as possible. Consider safety!!!
- Before transferring students from one bus to the other, the drivers of both buses must activate the alternating red flashers.
- The driver of the relief bus must open the door, exit the vehicle, and stand to the right of the relief bus's door.
- The driver of a disabled bus must open the door, exit the vehicle, and stand to the left of the door.
- The driver of the disabled bus should instruct students to change buses in a single file and in an orderly manner.
- The disabled bus driver should walk the bus to ensure that all students and their belongings are off the bus.
- When all students have boarded the relief bus, the alternating red flashers will be turned off.
- The regular driver should complete the route after all students have been loaded onto the relief bus.
- The relief bus driver should assist in getting the loaded bus back on the road.

The relief bus driver should remain with the disabled bus until additional assistance arrives or until the bus can be driven back to the transportation center.

EMERGENCY PROCEDURES

EMERGENCY EVACUATIONS

In an emergency, the bus may need to be evacuated. This procedure is not difficult, but it does necessitate a clear plan, followed by regular practice in emergency evacuation drills.

REASONS FOR EMERGENCY EVACUATION OF A SCHOOL BUS

- Fire or the threat of a fire — If any part of a school bus catches fire, it must be stopped and evacuated immediately. Passengers should move 100 feet or more away from the bus and remain there until the bus driver determines that there is no longer any danger. If a school bus cannot move and is near an active fire or highly combustible materials, the "danger of fire" should be assumed and all passengers evacuated.
- Unsafe Location — If a school bus comes to a halt in an unsafe location and is unable to proceed, the driver must immediately decide whether it is safer for passengers to remain on the bus or to evacuate.
- A disabled bus must be evacuated by the driver if it is in the path of a train, or if it is on or near railroad tracks. Also, if the bus's final resting place is near a body of water or a precipice where it could slide into the water or over a cliff, it must be evacuated. The risk of a collision or reduced visibility is sufficient reason to consider evacuation.

IMPORTANT FACTORS IN SCHOOL BUS EVACUATION

- The safety of children is the most important reason and priority.
- Before evacuating, make sure the emergency brake is engaged, the ignition is turned off, the transmission is in park/neutral, and the 2-way radio mic is hung out the window.
- To ensure the smooth operation of the evacuation procedures, the driver should remain in the bus during the evacuation.
- Evacuations should be carried out at "deliberate speed." A time interval of 1 1/2 to 2 seconds per passenger has been found to be the most safe and efficient.
- Passengers must have their hands free to ensure a safe exit. They should leave everything on the bus.
- Passengers who have been pre-selected and trained should be assigned to serve as leaders and helpers. Passengers will be guided to safety by leaders. A safe distance of at least 100 feet from the bus is advised. Helpers are two students who are stationed to assist passengers exiting the bus via the rear emergence exit.

COMMON TYPES OF SCHOOL BUS EMERGENCY EVACUATION

- Evacuations through the front or service door should be carried out using the same procedures as routine unloading. The driver will decide whether to evacuate the bus one side at a time or in a staggered seat arrangement.
- The following characteristics distinguish evacuations using only the rear exit doors:
 - The bus driver should return to the rear exit and direct the pre-assigned leader and helpers to take their places.
 - The leader will exit through the rear emergency door and stand clear, ready to lead exiting passengers to a safe location designated by the driver.
 - The helpers will exit and take their positions, one on each side of the rear emergency exit, to assist passengers in safely and orderly exiting the bus.
 - Passengers should remain seated until the driver directs them to exit the bus. The driver can decide whether to evacuate the bus one side at a time or in a staggered fashion.
 - All passengers should be advised by the driver to keep their hands free and coats on. Before the next passenger exits, each passenger should take two steps away from the bus. Taller passengers should be reminded to duck their heads when exiting. Younger students should be instructed to sit near the entrance and "scoot" out the door to reduce the distance they fall.

BUS EVACUATIONS

1. Bus Evacuations: Occasionally, weather conditions necessitate the evacuation of students from a school bus. When the driver determines that evacuation is necessary, you must follow the procedure outlined in the Certification Course handbook to avoid chaos and minimize a potentially dangerous situation.

3 Basic Types of Evacuation:

- **Front Door:** Everyone exits the bus in a timely and orderly fashion through the front door to a designated leader designated by the driver. After all students have exited, the driver will physically check the bus for any passengers who have not yet exited.
- **Rear Door:** Everyone exits the bus in an orderly fashion through the back of the bus to a designated location designated by the driver. Two students should be assigned to assist the students in exiting through the back door. They should be chosen ahead of time and informed of their responsibilities.
- **Front and Rear Door:** Half of the students (first six rows of seats) will evacuate from the front of the bus, while the other half (last six rows of seats) will evacuate from the back.

2. Alternate Emergency Evacuation Exit: This would be a situation in which the front and rear doors were either blocked or unsafe to use. The students would have to flee through the emergency window or escape hatch.

3. Allow students to exit through the back door only in an emergency: This would only happen in the event of a major accident. You and others on the scene would be needed to assist the students. Although this is unlikely, you should be familiar with all of your emergency exits and how they work.

SCHOOL BUS SAFETY

SCHOOL BUS RULES

Some students will have to cross the street to catch the bus. The school bus driver is required by law to use a specific district hand signal that is taught to students to safely cross in front of the bus during loading and unloading procedures.

The following bus rules should be communicated to students frequently and posted inside the bus as a daily reminder:

- **Getting To the Bus**
 - Students must arrive at the bus stop on time.
 - They should allow plenty of time for themselves.
 - They should use book bags to transport books and other items.

- **Getting On the Bus**
 - Students should take a 10-foot step back from the bus (5 giant steps)
 - They are not permitted to push, shove, or run toward the bus.
 - They should board the bus in a single file and hold on to the handrail.
 - They should proceed to their assigned seat.
 - They should store their bags or other items beneath their seats.

- **Riding On the Bus**
 - They should sit in their proper places.
 - They should sit quietly, with both feet on the floor, facing forward.
 - They must keep their hands, feet, and inappropriate remarks to themselves.
 - They are not permitted to throw or shine anything out the windows.
 - They must not stick their heads, hands, or arms out the window.
 - They need to keep the bus aisle clear.
 - At railroad crossings and other times when you, the driver, require silence for safety reasons, they should stop talking and sit quietly.

- **Getting Off the Bus**
 - School bus drivers and students must be aware of "school bus danger zones."
 - School bus drivers must count students as they exit the bus and account for all of them before leaving the stop. If a student is unaccounted for, the driver should not move the bus. The driver should place the transmission in neutral, set the emergency brake, turn off the ignition and take the key before exiting the bus to see that the student is not around or under the bus.
 - Again, law requires school bus drivers to signal students when it is safe to cross in front of the bus and cross the street when unloading. During this procedure, drivers should also place one hand over the horn in the event that a motorist poses an immediate danger to a crossing student.
 - Students should exit the bus in a single file and hold on to the handrail.
 - They should step back 10 feet (5 giant steps) from the bus.
 - They should never stop to retrieve something dropped near the bus.

- If they must cross in front of the bus, they must ensure that they can see you, the driver.
- Before crossing, they should always make eye contact with the driver.
- They must wait for the driver to signal that it is safe to cross the street.
- After getting off the bus, they should proceed to their destination.
- Students should be taught not to stop to talk to strangers and not to get into cars unless they are required to.

ACCIDENTS

1. Accident Reporting: School bus drivers must immediately report accidents to the appropriate transportation center via radio or cellular phone. If you are unable to contact either transportation center, stop two separate motorists and hand them a road call card containing the telephone number of the center, the location of the accident, and any injuries. If the accident happens after hours, outside of town, or on weekends, you must contact the police. This is critical so that trained responders can be dispatched to you as soon as possible to determine the condition of students. It is also critical to identify the factors that contributed to the accident. It is NOT ACCEPTABLE to leave the scene of an accident. DO NOT WAIT until you return to the transportation center to notify transportation officials. Drivers who fail to report accidents as soon as possible may be fired.

2. Citation Notification: According to department policy, a school bus driver must notify the Transportation Center Manager immediately and in writing if he or she receives a traffic citation or warning while operating a school district vehicle. A driver who receives two or more traffic citations in a 12-month period, or who demonstrates a pattern of violating traffic laws by receiving multiple citations or warnings, may face termination.

3. Mandatory Notification: A ProCommute bus driver must notify their manager within 30 days of a conviction for any traffic violation (except parking), regardless of the type of vehicle being driven at the time of the violation. Convictions for violations committed in a private vehicle are included. Failure to report an accident or citation in your own vehicle may result in disciplinary action.

4. Preventable Accidents in a district vehicle: Any driver who is involved in two (2) avoidable accidents within a twelve (12) month period will be required to re-train and may face suspension without pay or termination. A school bus driver who has three (3) avoidable accidents in twelve (12) months may be fired. It is impossible to detail all of the ways a driver could avoid an accident without being primarily or legally responsible.

RADIO ETIQUETTE & PROCEDURES

All Transportation personnel who use radios are instructed to use proper etiquette. There will be no personal conversations, and inappropriate language will not be tolerated. Unnecessary radio traffic will cause emergency dispatch calls to be delayed. The radio communications are solely to ensure the safety of students and employees.

When using the radio, drivers are instructed to follow the following basic rules:

- Before transmitting, check the air. Transmitting while someone else is transmitting will either block his or her transmission or both.
- Keep your message brief. Prepare what you're going to say.
- Wait for your turn to speak. You can only speak if you press the microphone button. You can only listen when the button is released. Before you can start speaking, the other party must finish. Respect the dispatcher's request to "STAND BY."
- Speak clearly and in a conversational tone of voice. Speak directly into the microphone's face. Shouting can dilute the message's clarity.
- Be familiar with emergency call procedures.
- Avoid unnecessary conversations with other drivers.
- Avoid using jargon.
- Always identify yourself as well as your route number.
- By saying "CLEAR," you always acknowledge that you understand information and/or complete your message. Never assume that your message has been heard and comprehended. Recognize it.
- Place your microphone in its mounting clip at all times.
- Only listen to the radio when time is of the essence. Problems or questions that can wait should be addressed when you arrive at the Transportation Center.
- Drivers must immediately identify the following when reporting an accident:
 - Location
 - Injuries
 - Whether a school bus is involved.
- Remember STUDENT CONFIDENTIALITY!
- It is not permitted to turn your radio down or off while the bus is in motion. The radio is an essential piece of emergency equipment and should not be turned off.

NO IDLE POLICY

ProCommute recognizes and can address the contribution of engine exhaust emissions to air quality and the associated health impact on people, particularly children:

- All ProCommute school buses are subject to a "NO IDLE" policy.
- Departure of the Route/Trip Buses should be started only enough time before the route/trip departure to allow for pre-trip inspection. BUSES SHOULD NOT BE STARTED AND LEFT UNATTENDED PRIOR TO DEPARTURE, nor should they be allowed to run for longer than necessary to complete the pre-trip.
- Engines are to be turned off upon arrival at a campus or other destination (including field trip locations) unless there is a special needs student on board with a documented need for A/C when outside temperatures indicate the need for A/C. To reduce student exposure to unnecessary exhaust emissions, engines must always be turned off when students are loading and unloading at a campus or other group boarding location (not a bus stop on a route).
- When you return to the transportation hub, the bus may only be idled long enough for the driver to complete the required post-trip inside bus inspection to detect the presence of any remaining children or lost articles.
- Exception for Cold Weather - when the temperature at a.m. If the route departure time is below freezing, shop personnel may start buses and allow them to warm up and address "no start" issues prior to route departure times, with approval from the Director of Transportation.

FUELING

At no time should a bus be left unattended at Fuel Island. To enter the fuel bay, buses must be lined up in a single file. Above all, everyone must exercise common courtesy. There will be no additional time allotted for bus fueling because it is already built into the route time. It is the driver's responsibility to fuel during the time allotted for his or her route.

- While passengers are on board, school buses must not be fueled.
- Fuel is only for District use. Personal vehicles are not permitted to use district fuel.
- While fueling the bus, all electrical items must be turned off.
- Buses are not permitted to be swept at the pumps.
- Cell phones are not permitted to be used while fueling.
- While fueling, no pre-trip inspections will be performed.
- District vehicles (buses, trucks, and police cars) must not be left unattended on the fuel line.

VIDEO/DIGITAL RECORDING SYSTEMS

The systems' purpose is to aid student management by providing a real-world foundation for identifying, preventing, and resolving disciplinary issues.

Driver Responsibilities:

- DO NOT MAKE ANY CHANGES OR COVER THE CAMERA LENS FOR ANY REASON. Report any mechanical Audio/Video malfunctions to the assigned "Video Tech" immediately or upon return to the designated center.
- The driver may request video support for disciplinary issues that cannot be identified otherwise. To help clarify unexplainable occurrences, the Driver/Monitor may be asked to attend a viewing/conference.
- When completing a "Pull Tape Request," include as much detail as possible, such as time, date, incident description, and so on.

ZERO TOLERANCE

We are in charge of transporting the most valuable resource in the district, our children. As a result, certain unacceptable behaviors will face both immediate and long-term repercussions. The following actions will result in immediate dismissal from bus driving jobs:

- Crossing railroad tracks with broken lights or arms
- Leaving a Child Unattended on a Bus
- Unauthorized School Bus Use
- Taking a Child Off the Bus Without Authorization
- Leaving the Accident Scene
- Positive Drug or Alcohol Testing

PRE-KINDER & KINDER STUDENTS

A Pre-K and/or Kindergarten student shall NEVER BE RELEASED FROM YOUR SUPERVISION WITHOUT AN AUTHORIZED ADULT PRESENT TO RECEIVE THE CHILD. If you are unsure whether a student is in Pre-K or Kinder, look for their grade tag and ask them. Require them to identify the adult who is waiting for them, and then have the adult come to the loading door to receive their student.

PARENT INTERACTION

It is critical to maintain positive working relationships with our students' parents. Please be courteous and professional at all times. Parents are not permitted to board the bus. If a parent wishes to speak with the driver while at the stop, ask them to remain on the ground or at the driver's window, or encourage them to contact your center to arrange a more convenient meeting time.

COMMUNICATION WITH PARENTS & STUDENTS

Any written communication (including electronic communication) regarding bus procedures and/or protocol with parents or students must be approved by a Transportation Manager or Supervisor. Drivers who do not receive this approval will face appropriate disciplinary action. Unauthorized materials (including electronic communication) may not be distributed to students.

EMPLOYEE CHILDREN

Employees of the Transportation Center are not permitted to leave their own children unattended. Drivers/Monitors should not expect other employees to keep an eye on their child(ren) at any time of day. Children are only permitted in the dayroom or on their parent's or guardian's bus. Children who are disruptive will not be permitted to stay in the dayroom. This privilege will be revoked if this policy is violated. Employee break rooms must always be neat and clean. Keep in mind that this is a place of business for all CISD employees.

AUTHORIZED PERSONNEL ONLY

Employees must remain in designated areas. Drivers should not enter the Shop area unless they are authorized to do so. Employees should not "visit with" or distract other employees while they are working and/or "on the clock."

PARKING

Employees must park their personal vehicles in designated areas. Drivers are not permitted to park in spaces that are not designated for them. Bus drivers must park their vehicles in the designated parking space.

SCHOOL USE

The use of a school's facility for any reason is at the discretion of the building principal, and permission to use the facilities should be obtained to ensure that your use does not interfere with the school's normal operations.

LOST OR CONFISCATED ITEMS ON THE BUS

Except for valuable items, medication, or items specifically requested to be taken into the Transportation Center by Operations Specialists, any personal items belonging to students left on the bus at the end of a run are to be kept on the bus and returned to the student the following run or day. Field trip items should be labeled with an identification note and the Transportation Trip Coordinator should be notified the following day or as soon as possible.

TOWING

The shop staff will decide whether or not the disabled bus needs to be towed. While transporting children, school buses may not be operated with a trailer or other vehicle attached.

ALTERING BUS APPEARANCE

The interior or exterior of any ProCommuter bus may not be altered in any way by installing or affixing the driver's personal property (i.e., cassette players, radios, speakers, bumper stickers, etc.). Nothing shall ever cover the windows, windshield, or mirrors.

MOTOR VEHICLE RECORD

An employee must immediately notify the district, through their manager, of any changes to their driver's license, including convictions or suspensions. A driver who operates a district-owned vehicle while his or her license is suspended or revoked faces immediate termination.

FINES

Employees are liable for any civil or criminal fines imposed for any type of violation received while driving a district vehicle, including but not limited to parking violations, red light camera violations, and toll road violations.

COVID-19 VACCINATION POLICY

PURPOSE

Consistent with its duty to provide and maintain a workplace that is free of recognized hazard ProCommute has adopted this policy to safeguard the health and well-being of employees and their families; others who spend time on our buses and in our facility, and the community from infectious conditions that may be mitigated through an effective vaccination program. This policy is intended to comply with all state and local laws. It is based upon guidance provided by the Centers for Disease Control and Prevention (CDC) and public health and licensing authorities, as applicable.

SCOPE/AVAILABILITY

This policy applies to all employees. It does not apply to vendors or visitors.

POLICY

ProCommute strongly encourages all employees to receive the Covid-19 vaccine. Those who do not wish to receive the vaccine must either (a) always wear an approved face-covering while in the workplace; or (b) obtain an approved exemption from the requirement to wear an approved face-covering in lieu of being vaccinated.

To establish that they have received a vaccination, employees may present written evidence of immunization from the designated site or from another authorized healthcare provider.

VACCINE ADMINISTRATION

Employees are responsible for scheduling and obtaining all recommended doses of an FDA approved COVID-19 vaccine or a COVID-19 vaccine granted Emergency Use Authorization by the FDA. You may get the vaccine during your regularly scheduled work hours contingent on supervisor approval. ProCommute will pay employees for time spent getting the vaccine if done during your regular work hours. Your supervisor must approve your leave to take the vaccine during working hours to minimize business interruptions.

REQUEST FOR EXEMPTIONS:

1. DISABILITY ACCOMMODATION

In accordance with ProCommute Disability Accommodations Policy, ProCommute provides reasonable accommodations, absent undue hardship, to qualified individuals with disabilities that enable them to perform their job duties. If you believe you need accommodation regarding this policy because of a disability, you are responsible for requesting reasonable accommodation from the Human Resources Department.

2. RELIGIOUS ACCOMMODATION

ProCommute provides reasonable accommodations, absent undue hardship, to employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. If you believe you need an accommodation regarding this policy because of your

sincerely held religious belief, you are responsible for requesting a reasonable accommodation from the Human Resources Department.

3. EXEMPTION FOR OTHER MEDICAL REASONS

Exemptions for other medical reasons may be available on a case-by-case basis/for conditions such as pregnancy, breastfeeding, history of certain allergic reactions, and any other medical condition that is a contraindication to the COVID-19 vaccine even if they do not qualify as a disability under federal, state, or local law. ProCommute will engage in an interactive dialogue with you determine whether an exemption is appropriate and can be granted without imposing an undue hardship on ProCommute.

POLICY MODIFICATION

Government and public health guidelines and restrictions and business and industry best practices regarding COVID19 and COVID-19 vaccines are changing rapidly as new information becomes available, further research is conducted, and additional vaccines are approved and distributed. ProCommute reserves the right to modify this policy at any time in its sole discretion to adapt to changing circumstances and business needs, consistent with its commitment to maintaining a safe and healthy workplace.

NON-RETALIATION

ProCommute prohibits any form of discipline, reprisal, intimidation, or retaliation for reporting a violation of this policy or any other health and safety concern. Employees also have the right to report work-related injuries and illnesses, and ProCommute will not discharge or discriminate or otherwise retaliate against employees for reporting work-related injuries or illnesses or good faith health and safety concerns.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT & RECEIPT

I have received my copy of the Employee Handbook.

The employee handbook describes important information about ProCommute, 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 ProCommute voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or ProCommute can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

I understand and agree that, other than the president of company, no manager, supervisor or representative of ProCommute 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 ProCommute.

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 ProCommute. 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 ProCommute, 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 ProCommute 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 ProCommute is employment at will, which may be terminated at the will of either ProCommute 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 ProCommute or myself.

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.

Signature Over Printed Name/Date

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE