



Handling Freight & Loading Trailers – Claim Prevention Policy

Policy Statement

The Hunter Express US Inc. is committed to minimizing freight claims, preventing product damage, and maintaining high service standards through proper freight handling and loading practices. All employees, drivers, owner-operators, and contract drivers are required to exercise the highest level of care when handling freight.

Once a Bill of Lading (BOL) is signed, the Hunter Express US Inc. assumes responsibility for the freight until delivery is completed and a clear, signed Proof of Delivery (POD) is obtained.

Failure to follow proper procedures may result in cargo damage, financial loss, and disciplinary action.

Purpose

To establish standardized procedures for handling freight, loading trailers, and documenting shipments in order to reduce claims, protect revenue, and ensure accurate delivery practices.

Scope

This policy applies to:

- All Hunter Express US Inc. drivers
 - Owner-operators
 - Contract drivers
 - Warehouse personnel, dock workers, and helpers
-

Responsibilities

Drivers and Operators:

- Ensure freight is properly loaded, secured, and documented
- Verify counts and condition of freight
- Accurately complete shipping and delivery documentation
- Report all discrepancies immediately

Warehouse and Dock Personnel:

- Load freight safely and correctly
- Ensure accurate counting and documentation

Supervisors / Dispatch:

- Provide guidance in case of exceptions or issues
- Assist with documentation and claim prevention

Safety Manager:

- Oversee policy implementation and compliance
-

General Freight Handling Requirements

- All personnel must handle freight carefully to avoid damage
- Freight must be:
 - Properly stacked
 - Secured to prevent movement
 - Protected from shifting during transit

- Weight must be:
 - Evenly distributed across the trailer
 - Adjusted as deliveries are completed
 - Drivers remain responsible for ensuring safe load conditions, even if freight is loaded by others
-

Loading and Weight Distribution

- Ensure proper weight distribution to avoid axle overloads
- Adjust load as deliveries are made to maintain balance
- Drivers must monitor load stability throughout the trip

Overweight Prevention

- Drivers must ensure compliance with legal axle and gross weight limits
 - If overweight is suspected:
 - Stop and notify dispatch immediately
 - Approximate limits (subject to jurisdiction):
 - Steering axle: 12,000 lbs
 - Truck axles: 34,000 lbs
 - Tandem axles: 34,000 lbs each
 - Gross weight: 80,000 lbs
-

Bills of Lading (BOL) – Pickup Procedures

1. Verification

- Ensure all freight is:
 - Properly labeled
 - In good condition
 - Correctly addressed
- Drivers must verify freight counts before signing

2. Shipper's Load and Count (SL&C)

- Drivers must sign the BOL as “**Shipper's Load and Count (SL&C)**” whenever possible
- If not permitted:
 - Only sign for the quantity physically verified
- Clearly note any discrepancies or damage on the BOL

3. Pre-Loaded Trailers

- If unable to verify contents:
 - BOL must be signed **SL&C**
- Record trailer number and shipment identification clearly

4. High-Value or Fragile Freight

- Contact dispatch for approval before loading
-

Delivery Procedures

1. At Delivery

- Confirm seal integrity upon arrival
- Ensure consignee is aware of seal condition
- Obtain:
 - Full signature
 - Printed name
 - Date

- Piece count

2. Freight Verification

- Drivers are responsible for:
 - Counting delivered freight
 - Reporting overages, shortages, or damages

3. Exception Reporting

- If any issue occurs:
 - Contact dispatch before signing POD
 - Document all exceptions clearly and in detail

Examples of acceptable detail:

- Exact number of damaged units
- Description (size, type, product code)

Unacceptable wording:

- “One carton damaged” (too vague)

4. Proof of Delivery (POD)

- Drivers must:
 - Sign and date all delivery documents
 - Ensure documentation is complete and accurate

5. Prohibited Delivery Practices

- Do NOT accept vague consignee notations such as:
 - “Subject to recount”
 - “Subject to inspection”
- These notations must be clarified before acceptance

6. Drop Trailers

- When dropping trailers:
 - Follow dispatch instructions regarding documentation
 - Confirm whether signatures are required
-

Discrepancy Reporting

All personnel involved (drivers, dock workers, helpers, supervisors) are responsible for:

- Reporting:
 - Overages
 - Shortages
 - Damages
 - Ensuring documentation accuracy
-

International Shipments (Canada–U.S.)

- Ensure all applicable goods are properly marked (e.g., “Made in Canada”)
 - Verify compliance with cross-border requirements
-

Driver Accountability

Drivers are responsible for:

- Load condition during transit
- Accurate freight counts

- Proper documentation
 - Preventing damage through safe handling
-

Benefits of Compliance

Following this policy will:

- Reduce cargo claims
 - Protect Hunter Express US Inc. and driver revenue
 - Improve customer satisfaction
 - Maintain professional reputation
-

Non-Compliance

Failure to follow this policy may result in:

- Financial liability for damages
 - Disciplinary action
 - Contract termination (where applicable)
-

Go-To Person for This Policy:

Safety Manager

Attachments:

None

Responsibility:

The Safety Manager is responsible for the implementation, communication, and maintenance of this policy.

Authorized by:

Balkar S. Jhutti

President