



Courtesy with Dispatchers and at the workplace

Purpose

To promote respectful communication, maintain a positive working environment, and ensure effective collaboration between drivers and dispatch personnel.

Scope

This policy applies to:

- All company employees
 - Company drivers
 - Owner-operators
 - Contract drivers operating on behalf of the Company
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Company Commitment

The Hunter Express US Inc. maintains a fully staffed dispatch department and provides **24/7 support** to assist drivers with operational needs. Drivers are encouraged to communicate concerns or issues through appropriate channels.

Responsibilities

Drivers and Operators:

- Communicate respectfully with dispatch at all times
- Raise concerns professionally and constructively
- Avoid the use of abusive, aggressive, or inappropriate language

Dispatch Personnel:

- Provide timely and professional support to drivers
- Maintain clear and respectful communication

Supervisors/Management:

- Monitor adherence to this policy
 - Address and resolve communication issues promptly
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Unacceptable Conduct

The following behaviors are strictly prohibited:

- Verbal abuse, threats, or harassment toward dispatch staff
 - Use of offensive or inappropriate language
 - Aggressive or confrontational communication
 - Repeated refusal to follow reasonable communication protocols
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Reporting and Resolution

Drivers who experience concerns with dispatch communication should:

1. Report the issue to their supervisor or Safety Manager
 2. Provide clear details of the situation
 3. Allow management to investigate and resolve the matter objectively
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Disciplinary Action

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment or contract.

Go-To Person for This Policy: Dispatch Manager

Attachments: None

Responsibility:

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

Authorized by: Balkar S. Jhutti - President