



Driver Conduct Policy

Policy Statement

Hunter Express US Inc. is committed to maintaining a professional image and high standards of conduct both on and off the road. Commercial drivers represent the Company to the public, customers, and regulatory authorities, and are expected to conduct themselves in a courteous, respectful, and professional manner at all times.

All employees, company drivers, owner-operators, and contract drivers must uphold the Company's reputation by demonstrating professionalism in their behavior, appearance, and communication. Hostile behavior or actions that negatively impact the Company's image will not be tolerated.

The Company encourages constructive feedback and welcomes suggestions for operational improvements; however, internal matters must only be discussed through appropriate Company channels.

Purpose

To establish clear expectations for driver behavior, professionalism, communication, and conduct when interacting with the public, customers, and regulatory officials.

Scope

This policy applies to:

- All company drivers
 - Owner-operators
 - Contract drivers
 - Employees representing the Company
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Professional Conduct Standards

1. General Behavior

- Drivers must act in a respectful and professional manner at all times
 - Hostility, disrespect, or inappropriate conduct toward the Company, its employees, customers, or equipment is strictly prohibited
 - Constructive concerns or suggestions must be directed to management through proper channels
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2. Appearance

- All personnel must maintain a neat, clean, and presentable appearance
 - Clothing must reflect a professional image suitable for customer interaction and public visibility
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3. Handling Complaints

- All complaints must be reported to the appropriate supervisor or management
- Internal matters are not to be discussed outside the Company

- Drivers must follow proper reporting procedures for any concerns or disputes
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4. Customer Interaction

- Drivers must remain professional when dealing with customers at all times
 - Under no circumstances should a driver lose their temper, even in difficult situations
 - Drivers must handle conflicts calmly, respectfully, and professionally
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5. Interaction with Regulatory Officials

- All enforcement and inspection officials must be addressed as “**Officer**”
 - Informal or inappropriate terms (e.g., “buddy”) must not be used
 - Drivers should greet officials respectfully and maintain professionalism
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6. Communication with Officials

- Drivers must:
 - Answer all questions truthfully and accurately
 - Provide clear and concise responses
 - Avoid unnecessary conversation or volunteering additional information
 - Honesty and compliance with regulations are mandatory at all times
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7. Documentation Standards

- All required documentation, including paper logbooks (where applicable), must be:
 - Neat
 - Legible
 - Complete and accurate
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Prohibited Conduct

- Disrespectful or hostile behavior toward any individual
 - Sharing internal Company issues outside authorized channels
 - Misrepresentation or dishonesty with customers or officials
 - Unprofessional appearance or conduct
 - Loss of temper in any professional interaction
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Responsibilities

Drivers and Operators:

- Comply with all aspects of this policy
- Represent the Company professionally at all times

Supervisors/Management:

- Monitor compliance and address conduct issues
- Provide guidance and support to drivers

Safety Manager / Human Resources Manager:

- Ensure implementation and enforcement of this policy
 - Conduct training and address violations
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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:
Safety Manager
Human Resources Manager

Attachments:
None

Responsibility:
The Safety Manager and Human Resources Manager are responsible for the implementation, communication, and maintenance of this policy.

Authorized by:
Balkar S. Jhutti
President