



CPC Driver Training Manual for Drivers Assigned to Walgreens





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Chapter 1 Welcome to CPC Logistics Inc.



Safety is always the first priority!

Great to have you on board!!!

We want to welcome you on board and let you know that at any time you have a question or problem, please feel free to call your local CPC office. We are here to help make your employment experience with CPC and your assignment to Walgreens Oshkosh, LLC (Walgreens) as positive as possible.

You are about to start a training orientation process. Whether you are an experienced driver or just starting your career this manual will help set you up for success with CPC and Walgreens. This training is primarily targeted at familiarizing you with our customer's system of operation and providing you with the keys to safely perform your job. Your training consists of two phases - a review of the Safety Manual and CD/Video and on the truck with one of our designated Driver Trainers.

Training – Part One

The first part of your training is to acclimate you with the CPC Logistics Inc. policies and procedures. In addition, you will be given targeted information about our Customer's (Walgreens) operational procedures. You'll be expected to read and become familiar with the policies and procedures for both CPC and Walgreens.

This training will familiarize you with the history of both companies, CPC and Walgreens, and you'll be given information about how the two companies work together. You'll understand after the training that all your personnel issues are administered by CPC, as your employer. Walgreens operational procedures will govern your day-to-day delivery tasks, but someone from CPC will always be available to provide you any guidance you might need in your daily duties.

In this phase of your training, you'll receive training in items like...

- Pre-trip and Post-trip inspections
- Security issues
- Yard procedures
- On-Board computer, BOLT, and Cameras
- Store deliveries
- Breaking-up doubles (if applicable)
- Backhaul procedures

The Goal of Training

The goal of our training program is to help show you the proper techniques to do this job safely and to develop long-term safe work habits. We want to train you to work "defensively" to prevent injuries from occurring. The job of delivering unsecured floor-loaded freight is a challenging one - but it can be done safely and efficiently when done properly. The greatest risk of injury occurs when we are careless. In most cases, injuries can be prevented. Our goal is to teach you to be proactive in recognizing a potential hazard when one may exist, and then taking all preventive measures to eliminate the hazard, and avoid injury. After all, there are no winners when an employee is injured. You suffer pain and loss of income. Our client loses manpower, and as your employer we incur medical and disability costs. At times, the loss of a worker increases the workload for other employees. As you can see, injuries affect everyone, NOBODY WINS.

Updated Policies

If you are a current driver, this new manual has updated all the policies that have been implemented since the last manual printing. You are likely familiar with all policies but it is your responsibility to review each and make sure you remain in compliance. Driving and Working safely are your number one duties at all times!

The most important thing to remember --- When in doubt about an action you are about to take
--- ASK!

We'll be happy to try and help!

In addition to these topics, we'll provide training in...

- All of the various forms and paperwork applicable to the job
- All of your payroll and benefit items will be discussed
- Safety items relating to accidents and incidents, use of back belts and safely handling freight

You'll also be versed in all of the policies related to...

- Speed in the trucks
- Log completion
- Scaling and weighing your load
- Returning merchandise

Training – Part Two

This training will be field-based, in the truck, and will provide you with "hands-on" training by one of our Delivery Driver Trainers. You'll receive training on items like...

- Proper equipment handling
- Unloading techniques
- Store delivery procedures
- Handling doubles
- Working safely in the trailer



Chapter 2 A Brief History of CPC Logistics Inc.

Leading the field of transportation service firms in the U.S.

Going your way!

CPC Logistics inc. is a national leader in the transportation service industry. Our primary business function is to provide the services of Class A drivers to private truck fleets of major companies in the United States, Canada and Puerto Rico. Founded in 1973, CPC remains one of the largest privately held companies in the transportation service field.

CPC, headquartered in Chesterfield (St. Louis), Missouri, operates over offices throughout the country and supports numerous private fleets. One of these fleets is the Walgreen Company. We have been providing transportation services to Walgreens since 1978. Walgreens relies upon CPC to meet their driver needs in most locations around the country. We currently have over 1100 drivers assigned to Walgreens.

As an employee of CPC, your wages, benefits and working conditions are established and managed by CPC Logistics Inc. Your daily dispatch instructions come from our private fleet customer, Walgreens. Working in harmony with Walgreens, CPC has provided excellent support to the distribution needs of this dynamic and growing drug store chain. We're glad you are "on board" and part of this partnership.

If you have any questions during your employment with us, we want to hear from you. Please call your local CPC office, or the headquarters location of CPC at 800-274-3746 at any time. Someone from our staff will be glad to direct you to the best source for answering any question that you may have.



Chapter 3

Responsibilities of CPC and Walgreens

Working together to deliver the freight



Your employment with CPC Logistics, Inc.

CPC, as your employer, maintains a direct employer-employee relationship with you and we are your sole employer. All of your wages, benefits and employment related insurance packages are provided by CPC. Your pay comes from CPC and can either be direct-deposited into your bank account or you will be issued a "pay card" to which your weekly wages will be sent. CPC handles all unemployment and disability taxes with the state in which you work. We provide workers compensation, so that coverage is provided in the event you are injured in the course of your employment. CPC monitors your job performance and is responsible for handling any disciplinary matters that might arise. We provide a safety program and work with the local Walgreens distribution center personnel to provide a safe working environment for you.

Any questions that you have related to your payroll, health insurance, disability, industrial injuries and safety issues can and should be directed to your local CPC office.

Walgreens, as the operator of the private fleet, has responsibilities also. Walgreens provides all of the equipment that you will operate. In many locations, this equipment is provided through a contract with a truck leasing entity. In most cases, the truck lessor is also providing maintenance to the vehicles supplied to Walgreens. Walgreens is responsible for all of the dispatch and distribution functions related to the private fleet. They set-up the truck runs, determine the number of runs needed and the store delivery plans. They insure the truck equipment for property and liability damage and are responsible for monitoring your hours of service. As the operator of the private fleet, they work diligently to meet and exceed all Department of Transportation and Federal Motor Carrier Safety regulations.

The major objective for CPC and Walgreens is to operate the private fleet safely. This effort depends on the partnership between Walgreens, CPC and YOU, the driver. Together we can meet the daily challenge of safely delivering EVERY load. If you ever have a safety issue and need assistance, do not hesitate to bring it to the attention of either your CPC manager or the Walgreen Fleet Supervisor or Dispatcher. We're all here to help.



Chapter 4

A History of Walgreens Drug Stores

America's Most Trusted Pharmacy

America's premier pharmacy

How did a neighborhood drugstore, founded in 1901 and measuring just 50 feet by 20 feet, become the pharmacy all others are measured by and one of the most respected American corporations?

It all started in a town called Dixon

It would be impossible to tell the story of Walgreens drugstores without telling the story of Charles R. Walgreen, Sr. the man who started it all. Walgreen was born near Galesburg, Illinois, before his family relocated to Dixon, Illinois - a town 60 miles north of his birthplace - when his father, a farmer turned businessman, saw the great commercial potential of the Rock River Valley. It was here that Walgreen, at the age of 16, had his first experience working in a drugstore, though it was far from a positive one. Working at Horton's Drugstore (for \$4 a week) was a job he took only because of an accident that left him unable to take part in sports. While working in a local shoe factory, Walgreen accidentally cut off the top joint of his middle finger, ending his athletic competition. Were it not for the accident, Walgreen might never have become a pharmacist, business owner and phenomenally successful entrepreneur. Ironically, his initial experience working at Horton's was itself a failure. Walgreen left after just a year and a half on the job.

Still, Walgreen realized that his future lay not in Dixon, but in a far larger city - Chicago.

Yet Chicago in 1893, the year of Walgreen's arrival, was far from promising for a future drugstore entrepreneur. More than 1,500 drugstores already competed for business (many exceedingly successful) and customers had no lack of choice. Given this stiff competition, Walgreen's ultimate achievements are all the more remarkable.

Determined not to rely on his family's resources to sustain himself, Walgreen resolved to achieve success on his own. In fact, faced with the prospect of being completely broke shortly after his arrival in Chicago, Walgreen defiantly tossed his few remaining pennies into the Chicago River, forcing himself to commit to his profession and a lifetime of perseverance and hard work.

A lesson well learned - and never forgotten - by Walgreen

In a series of jobs with Chicago's leading pharmacists - Samuel Rosenfeld, Max Grieben, William G. Valentine and, most importantly, Isaac W. Blood - Walgreen grew increasingly knowledgeable - and increasingly dissatisfied - with what he saw as old-fashioned, complacent methods of running a drugstore. Where was the desire to provide superb customer service? Where were the innovations in merchandising and store displays? Where was the selection of goods that customers really wanted ... and could afford? Where was the sense of trying to understand, please and serve the many needs of drugstore customers? And, most of all, where was the commitment to providing genuine value to the customer?



The answer was obvious: Walgreen had to open his own pharmacy.

However, it was not until 1901 that Walgreen was able to put together enough money for the down payment on his pharmacy. He wanted to buy the store in which he was working, owned by Isaac Blood. Walgreen had been not only a trusted employee, but a valuable business advisor as well. Yet even in view of Walgreen's outstanding business counsel on Blood's behalf, Blood was unyielding in the sale to Walgreen, raising his asking price from \$4,000 to \$6,000. Though it would take years for Walgreen to pay off the loan he signed for the purchase, he went ahead. He was now his own man and well on his way to building one of the most remarkable businesses in America.



Walgreen's drugstore was located in Barrett's Hotel at Cottage Grove and Bowen Avenue on Chicago's South Side. Originally built in anticipation of the 1893 World's Columbian Exposition, this was a thriving neighborhood. The store, however, was struggling. Dim, poorly merchandised and unwelcoming, it presented Walgreen with the first real challenge to his ideas on store layout, selection, service and pricing.

By every account, Walgreen succeeded brilliantly, simply by practicing what he preached and instituting what he felt were clearly needed innovations. New, bright lights were installed to create a cheerful, warm ambiance in the store. Each customer was personally greeted by Walgreen or his colleague, Arthur C. Thorsen. Aisles were widened, creating a spacious, airy, welcoming feeling - a far cry from the cramped interiors of other drugstores. The selection of merchandise was improved and broadened, including pots and pans (unheard of in a drugstore!) at the bargain price of 15¢ a piece! Prices were kept fair and reasonable. The quality of Walgreen's pharmaceutical compounds (he had become a registered pharmacist in 1897) met the very highest standards for purity and freshness. Efficiency was increased. But the most dramatic change Walgreen instituted was a level of service and personal attention unequalled by virtually any other pharmacy in Chicago. And this was exemplified by Walgreen's famous...



"Two Minute Drill"

Whenever a customer in the immediate area telephoned with an order for non-prescription items, Walgreen always repeated - loudly and slowly - the caller's name, address and items ordered. That way, assistant and handyman Caleb Danner could quickly prepare the order. Then Walgreen would prolong the conversation by discussing everything from the weather to current events. Invariably, Caleb would be at the caller's door before she was ready to hang up. She would then excuse herself and return to the phone amazed at the incredible speed with which her order had been delivered.



While Walgreen couldn't do this for customers living farther away, those who did benefit from it were thrilled and delighted to tell their friends about Charles Walgreen and his incredible service.

Chicago's South Side would remain for many years Walgreen's base of operations and the locale for the first wave of stores he was to eventu-



ally open. By transforming one quiet, average drugstore, Charles Walgreen had shaken up the entire drugstore business.

And it was, in fact, in the soda fountain - where milkshakes had long been a staple of American drugstores - that Walgreen's next innovations took place.

Our hot food brought a warm reception

The year was 1910. Walgreen now had two stores. His challenge: how to find ever-new ways of satisfying a growing customer base while outshining his competitors.

Over the preceding 100 years, the soda fountain had become key to virtually every American drugstore. Beginning in the early 19th century, bottled soda water, and later charged soda water, were considered important health aids, making it a natural fixture in drugstores. To dispense the icy-cold, charged water, a tin pipe and spigot were attached. Soon, flavored syrups were added to the fizzy water and still later, ice cream added to that. As sodas grew in popularity, so the "soda fountain" grew in beauty, ornamentation and importance as a revenue source to the drugstore.

Manufacturers vied in creating ornate fountains, with onyx counter-tops and fixtures of silver and bronze and lighting by Tiffany.

Walgreens was no exception to such a popular trend. Indeed, its soda fountains were among Chicago's most beautiful. Yet the reality was that the items soda fountains served - ice cream and fountain creations - were invariably cold. And cold items sold only in hot weather. That meant each fall drugstore owners everywhere were resigned to mothballing their soda fountains until the warm weather returned. Thus, the drugstores lost an important revenue stream, not to mention valuable store space that could have been used for other, profitable purposes.

Acceptance of the status quo, however, was not one of Charles Walgreen's strong points. His response to this dilemma was typically double-barreled: an idea that benefited his customers as much as his company.

"Why not serve hot food during cold weather?"

Beginning with simple sandwiches, soups and desserts, Walgreen was able to keep his fountain open during the winter and provide his customers with affordable, nutritious, home-cooked meals. And the food was home cooked, thanks to Myrtle Walgreen,

Charles' wife. All menu items - from her chicken, tongue and egg salad sandwiches to bean or cream of tomato soup to the cakes and pies - were prepared by Myrtle Walgreen in their home kitchen. She rose at dawn and finished cooking by 11 a.m., and the food was then delivered fresh to Walgreen's two stores.

As a result of this common-sense innovation, Walgreen once again demonstrated his knack for helping his company while better serving the public. From then on, through the 1980s, food service was an integral part of the Walgreens story. Every Walgreens was outfitted with comfortable, versatile soda fountain facilities serving breakfast, lunch and dinner. Just as Walgreen had reasoned, customers coming to the stores for food usually stayed to purchase other necessary items. And with its friendly waitresses, wholesome food and fair prices, loyalty to Walgreens increased exponentially.

By 1913, Walgreens had grown to four stores, all on Chicago's South Side. The fifth Walgreens opened in 1915 and the ninth in 1916. By 1919, there were 20 stores in the rapidly growing chain.

As impressive as this growth was, even more impressive was the superb management team that Walgreen had begun to assemble since his second store opened. Walgreen would often say - without any show of false modesty - that one of his greatest talents was his ability to recognize, hire and promote people that he considered smarter than he was. Among these early managers and executives were people who would guide Walgreens into national prominence for decades to come: William Scallion, A.L. Starshak, Willis Kuecks, Arthur C. Thorsen, James Tyson, Arthur Lundecker, John F. Grady, Roland G. Schmitt, Harry Goldstine, and later, the invaluable Robert Greenwell Knight, whom Walgreen hired from McKinsey and Company after Knight completed a visionary strategic study of Walgreen's entire operation and future.

In his ability to spot talent, Walgreen was rarely wrong. In fact, his uncanny ability to hire extended even as far as the people who manned his soda fountain, including the man who created Walgreen's next sensation.

The milkshake that shook up America by 1920, now 20 stores strong and growing quickly, Walgreens was an established fixture on Chicago's retail scene.

Throughout this decade, Walgreens underwent phenomenal growth. By 1929, the total number of Walgreens stores reached 525, including locations in New York City, Florida and other major markets. Many factors contributed to this unprecedented growth: a superb management team, modern merchandising, innovative store design, fair pricing, outstanding customer service and exceedingly high pharmacy quality and service. Yet, one can't overlook something that may have seemed a minor innovation at the time. This was the invention of Walgreens immortal malted milkshake, an instant classic, by Ivar "Pop" Coulson in 1922. Coulson was a lover of fountain creations and the backbone the Walgreens soda fountain since 1914. His chocolate malted milk was a development for the company that was anything but minor.

Coulson had always been eager to improve on whatever he and his fountain clerks had to offer, and he made generous use of Walgreens extra-rich ice cream, manufactured in Walgreen's own plant on East 40th Street in Chicago.

Until then, malted milk drinks were made by mixing milk, chocolate syrup and a spoonful of malt powder in a metal container, then pouring the mixture into a glass. On one especially hot summer day in 1922, Pop Coulson set off his revolution. To the basic mixture, he added a generous scoop of vanilla ice cream, then another.

Coulson's new malted came with a glassine bag containing two complimentary vanilla cookies from the company bakery.

Response could not have been stronger if Coulson had found a cure for the common cold! His luscious creation was adopted by fountain managers in every Walgreens store. It was written about in newspapers and talked about in every city where there was a

Walgreens. But most of all, it was the object of much adoration. It was not at all unusual to see long lines outside Walgreens stores and customers stand three and four deep at the fountain waiting for the new drink. Suddenly, "Meet me at Walgreens for a shake and a sandwich" became bywords as popular as "Meet me under the Marshall Field's clock" at State and Randolph in Chicago.

So, once again, Charles Walgreen's prediction that his soda fountain would be absolutely essential to his stores as a source of revenue, company growth and increased customer satisfaction (which translated into even higher levels of customer loyalty and patronage) came true. In its own way, Coulson's malted was the fuel for Walgreens dramatic growth.

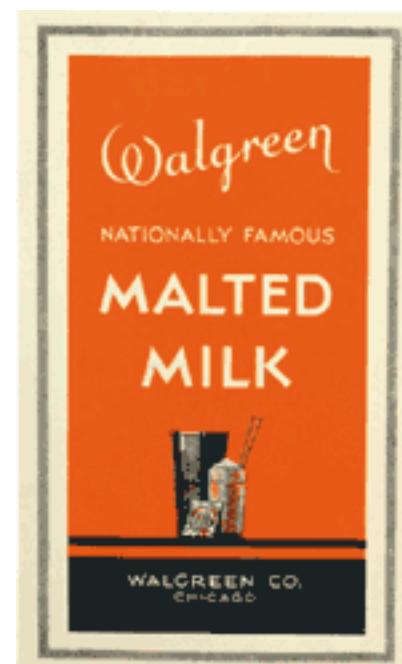
Surviving - and conquering - the Great Depression

By 1930, Walgreens had well over 500 stores and quickly was becoming the nation's most prominent drugstore chain.

And while Walgreens was no more immune to the dire effects of a shrinking economy than other American businesses, it persevered. Walgreen continued to come up with new, important ways to serve customers and - just as importantly - employ thousands of people

Old Fashioned Chocolate Malted Milk

1. Use a Frosted Malt Can
 2. 1 1/2 oz. Chocolate Syrup
 3. 3 - #16 Dips of Vanilla Ice Cream
 4. 5 1/2 oz. of Cold Milk
 5. Add Malt Powder (One Heaping Tablespoonful)
 6. Place On Mixer Only Until Mixed - Do Not Over Mix
 7. Use a Generous Portion of Whipped Topping In A #1808 - 10 oz. Glass
 8. Pour Malted Milk in Glass Approximately 2/3 Full
 9. Serve Remainder Of Malted In A Shaker Along With The Glass To The Guest With Straws and Package of Fountain Treat Cookies
- Priced at 20 Cents,





during this period of extreme economic distress. And testament to the continuing quality and stability of Walgreens, its stock (having become a publicly-traded corporation in 1927) continued to increase in price.

Throughout this period, Walgreens continued to innovate. It had already become convinced of the value of advertising and remained one of the biggest newspaper advertisers in Chicago as well as other parts of the country. In fact, Walgreens ran the largest promotion campaign in its history costing more than \$75,000 - during 1931. Perhaps even more significant was Walgreens entry into broadcast advertising. Also in 1931, Walgreens became the first drugstore chain in the country to advertise on the radio, with legendary Chicago Cubs announcer Bob Elson the "voice" of Walgreens.

Walgreens expanded its line of high-quality, private label, value-packed items, from sundries and over-the-counter remedies to the hugely popular "Peau Doux" (pronounced "Po Do") golf balls, talc and other products. As a result Walgreens saw consistent sales growth during the Depression years. In fact, so confident was Walgreen of his country and his company, he erected a brand-new building to serve as Walgreens state-of-the art warehouse/distribution center for stores in the greater Chicago area. The building also housed Walgreens ever-growing research and manufacturing laboratory and served as additional manufacturing space for its tremendously popular candy line.

Major philanthropy also became an important corporate mission during this time. In 1937, Charles

Walgreen began his association with the University of Chicago with a donation of \$550,000 in company stock to establish the Charles R. Walgreen Foundation for the Study of American Institutions.

Yet in 1939, just as the company emerged victorious from this period of great challenge, Charles Walgreen died at the age of 66. Always the planner and visionary, he left his company in superb condition and prepared for the future. In addition to a strong, disciplined management team, he had groomed his son, Charles Walgreen Jr., to lead Walgreens into the next decade and beyond.

Innovating for customers, employees and the industry as a whole

From the 1940s to today, the story of Walgreens is the story of a company that has never rested on its laurels, finding ever-new ways to satisfy its customers and stay ahead of the curve in operating its business.

During World War II, Walgreens established a not-for-profit pharmacy in the Pentagon, a service for which it was formally recognized by President Eisenhower. It was an important marketer of War Bonds during the war effort.

Walgreens was among the very first American companies to establish profit sharing and pension plans, to assure security for its employees. The initial funds for the pension - \$500,000 in cash - was contributed by the personal estate of Charles R. Walgreen Sr. in a plan called "a landmark in American industrial relations," by The Chicago Daily News.

Following the war, Walgreens was among the first



drugstore chains to see the importance of a new wave in retailing - the "self service" concept - and implement it across all its stores.

With Walgreens insistence on innovation and commitment to customers, growth and prosperity lay ahead. By 1975, more than 1,500 pharmacists in 633 stores filled close to 30 million prescriptions annually, four times the 7.5 million dispensed in 1962 and five million more than in 1972.

By this time, a third Walgreen was at the helm: Charles R. "Cork" Walgreen III. Like his predecessors, he realized continued prosperity could only come through continued progress.

By 1984, Walgreens opened its 1,000th store

As Illinois Governor James Thompson said to mark that occasion, "Walgreens has been a pioneer, not just in pharmaceuticals, but in retail service as well, since 1901. It's not just that Walgreens is an old and famous name in Chicago, and Illinois, and across the nation. There are many old and famous names that aren't with us anymore.

"Walgreens is not only with us, it is thriving.

"I think that's because of their quality and leadership in innovation. People depend upon them because their service and products are consistent, from store to store, year to year, customer to customer.

"In this life of uncertainty, people from my generation like to reach back and cling to the 'good old days.' Sometimes the good old days never really existed except in our imaginations. Walgreens good old days always existed, and the very comforting thing is that they're still here!"

Everything old is new again

On December 31, Walgreens took its products and services to the four corners of the world with the completion of its merger with Alliance Boots, a leading international pharmacy-led health and beauty group. With the completion of the merger comes the formation of a new global company, Walgreens Boots Alliance, combining two leading companies with iconic brands, complementary geographic footprints, shared values and a heritage of trusted health care services through pharmaceutical wholesaling and community pharmacy care, dating back more than 100 years each.

Today, with new stores opening each year, Walgreens continues to innovate. Walgreens new computer system for filling prescriptions, Intercom Plus, links all stores into a single network and represents how advanced technology serves customers' needs better than any other pharmacy resource. In fact, Walgreens is the largest private user of satellite technology (second only to the United States government). Billing, labeling and prescription histories (for tax planning and reimbursement) are available more quickly and easily than ever before.

And now, with the ability to fill prescriptions quickly and economically at www.walgreens.com, the latest piece of Walgreens advanced technology is in place. For now.

After all, you can't move forward if you're standing still.





Chapter 5

Safety Training Outline and Schedule

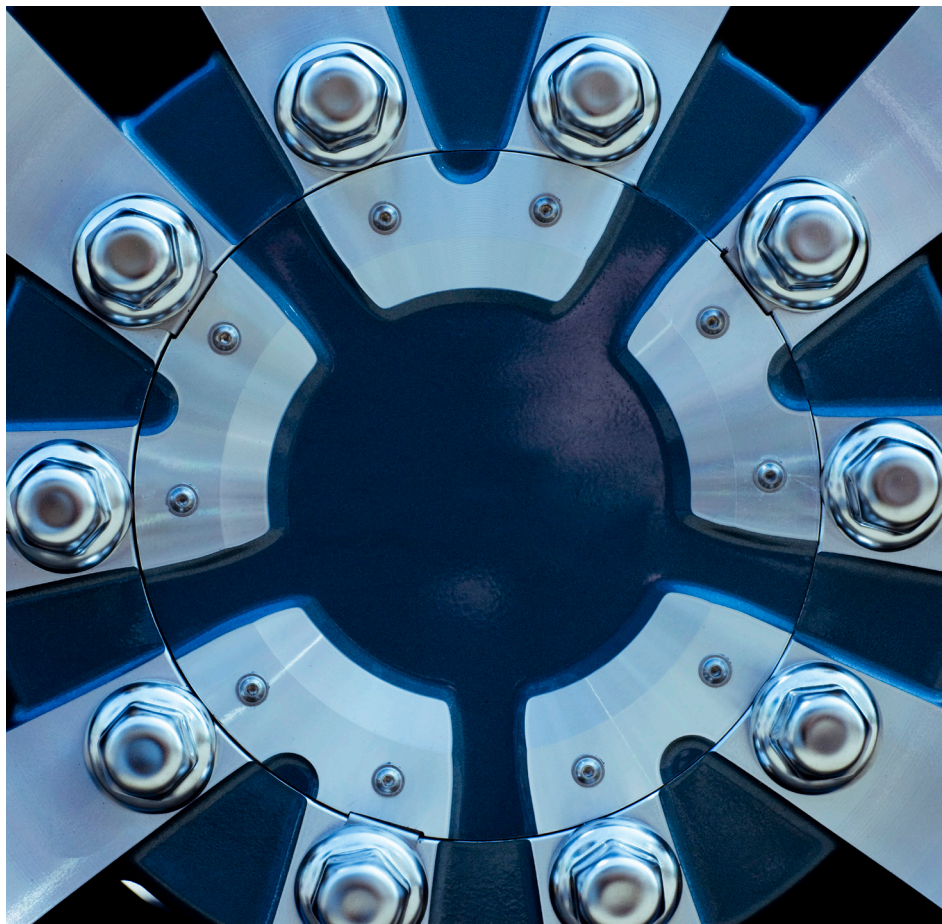
What to expect during your training experience



Initial Training Schedule

Here's what to expect during your initial training. We want to prepare you properly to understand your job and the role you play in making every delivery safely, on-time and damage free. From time to time, we may change this schedule around to better facilitate your time, but the basic guidelines of Manual and CD/Video training and field training will normally be observed.

- Review Safety Manual and Safety CD/Video
- 5 Days Minimum Training with CPC Driver Trainer
- A Follow-up with CPC Manager/Supervisor to Answer any Questions about the Job



Additional Safety Training

CPC and Walgreens are committed to additional Safety Training throughout the year and have established a comprehensive Safety Program. This training includes Smith System defensive driving training as well as ProTread online training. Please refer to Chapter 25 for additional details.

Chapter 6

Job Description

The right person for the job



CPC LOGISTICS INC.
 TRUCK OPERATOR JOB DESCRIPTION
 DRIVERS ASSIGNED TO WALGREENS / ALL LOCATIONS
 Truck Driver General Commodities
 Over-the-Road and Local/Load & Unload

JOB SUMMARY:

Transport and deliver packaged goods by driving a diesel-powered tractor/trailer unit in long distance delivery and local delivery.

Job Duties

- Hook and unhook trailers from the tractor itself.
- Unload trailer with conveyors, carts or lift-gates.
- Perform frequent lifting, pulling, pushing, and carrying of boxes, and other packaged goods.
- Inspect truck/trailer(s) for defects and safe operating condition before, during and after trips and submit a written report on the condition of the truck/trailer(s) at the end of each trip or tour of duty.
- Check shipping papers to determine the nature of product being transported, destination or delivery location and/or any special unloading instructions.
- When hazardous materials are present:
 - Check for proper preparation of shipping papers.
 - Check for agreement between information on shipping papers and any special markings or labeling that may be required.
 - Ascertain that vehicle is properly placarded.
- Install and remove tire chains as required by weather conditions.
- Drive truck to destinations in accordance with Federal regulations, normally in periods of up to 11 hours of driving followed by an off-duty period of at least 10 consecutive hours.
- Apply knowledge of commercial driving and skills in maneuvering vehicle at varying speeds in difficult sit-



uations, such as heavy traffic, inclement weather or in tight unloading locations.

- Ensure that all shipping documentation (e.g., manifest, bills of lading, shipping orders or freight bills, etc.) required to move with shipments is available for inspection and that appropriate paperwork accompanies shipment when delivered.
- Maintain records required for compliance with State or Federal regulations including driver's logs, records for fuel purchases, mileage records, and other records required by law. Includes the use of a truck computer for monitoring hours of service and delivery information.
- Perform all duties in accordance with company policies and procedures, and comply with all Federal, State, and local regulations for safe operation of a commercial motor vehicle.
- Report all accidents involving driver, company equipment and/or private property.
- Report any safety hazards.
- Promptly report any delays due to breakdowns, weather or traffic conditions or other emergencies, or in the event of irregularities relating to delivery.
- Good housekeeping. Clean-up any spills and pick-up any individual trash (e.g., coffee spills, lunch mess, candy wrappers, rags, etc.)

Responsibilities:

Safe and legal operation of a commercial motor vehicle.

- Safe and timely transportation of products from origin to destination.
- Proper unloading or products to assure safety at all times.
- Proper handling and accurate completion of all necessary paperwork related to truck operations and product movements.
- Proper execution of truck computer to monitor DOT compliance and delivery and pickup information.
- Professional representation of the company and the trucking industry through practicing responsible, safe and defensive driving techniques.

Job Specifications:

- Eligibility Requirements
 - Must possess a valid Commercial Driver's License with proper endorsements.
 - Must have no less than 12 months previous commercial driving experience.
 - Must have ability to read, write and perform simple mathematical calculations with mental ability to handle receipts, and read maps, road signs, maintain logs, etc.
 - Must have working knowledge of vehicle safety and control systems.

- Must have knowledge of the DOT regulations governing safe driving, hours of service, inspection and maintenance, and transportation of hazardous materials.
- Must be available to work scheduled shifts, unscheduled shifts, rotating shifts, split shifts on around-the-clock 24 hour per day dispatch system. Must be available to work any day within a 7 day work week to accommodate customer deliveries and must be able to be away from home on occasion, for extended periods of time.
- **PHYSICAL REQUIREMENTS TO PERFORM JOB FUNCTIONS:**
 - Must be able to sit and remain alert while driving for aggregate period up to 10 hours.
 - Must be able to shift manual transmission and operate foot pedals.
 - Must be able to perform bending and stooping of a minimum of less than 45 to 60 degrees.
 - Must be able to do repetitious lifting, pulling, pushing and carrying of boxes and packages which weight up to 50.
 - Must be able to lift and carry a weight up to 50 pounds 330 times per hour for 12 hours.
 - Must be able to lift and carry a weight of 50 pounds.
 - Must be able to perform ladder climbing on truck and/or trailer(s), climb ladders and steps on loading or unloading facilities.
 - Must be able to perform crouching positions to vehicle condition, check tires and the underside of equipment operated.
 - Must be able to enter and exit the vehicle's cab a minimum of 10 times a day. Cab floor level is generally from 36 to 66 inches above ground level, with entry and exit achieved with assistance of various configurations of steps and handholds; that requires bending, twisting, climbing, squatting, crouching and balancing.
 - Must be able to reach above shoulder level, at waist level and below waist level for maneuvering and direction controls to operate the truck.
 - Must be able to spend at least 25% of the day standing and sometimes on slippery and wet surfaces.
 - Raise and lower roll-up trailer doors and open and close trailer swing doors.
 - Must be able to hook/unhook various commercial vehicle combinations manually lower and raise landing gear, operate the fifth wheel release lever, lock and release pintle-hooks, attach and release safety chains, climb into and out of vehicles, fuel vehicles and check engine oil and coolant levels which may involve jacking up cab of tractor or raising hood, depending on type of equipment being operated.
- **WORK ENVIRONMENT:**
 - Drivers may spend 10%-30% of time out-of-doors, potentially exposed to difficult environmental conditions.
 - Drivers may be subject to irregular work schedules, temperature and weather extremes, long trips, short notice for assignment of a trip, tight delivery schedules, delays in-route and other stress and fatigue related to driving a large commercial motor vehicle on congested highways and streets in all kinds of weather.
 - Drivers typically spend 70%-80% of on-duty time in a truck. While driving, operators are exposed to noise and vibration levels which may be higher than those typically experienced in passenger cars.



- MEDICAL STANDARDS OF THE U.S. DEPT. OF TRANSPORTATIONS:

- Physical Qualifications and Examinations:
- There are certain medical conditions that may prevent a commercial driver from working. To qualify for operation in intrastate and interstate commerce, a driver must meet the following minimum physical requirements.
- No lost of foot, leg, hand, or arm, unless granted a special waiver under prescribed conditions pursuant to U.S. D.O.T., Federal Motor Carrier Safety Regulations, Part 391.49.
- No impairment of a hand or finger which interferes with prehension of power grasping; or an arm, foot, or leg which interferes with the ability to perform normal tasks associated with operating motor vehicle; or any other significant limb defect or limitation which interferes with the ability to perform normal tasks associated with operating a motor vehicle, unless granted a waiver pursuant to U.S. D.O.T., Federal Motor Carrier Safety Regulations, Part 391.49.
- Must not have any established medical history or clinical diagnosis of diabetes mellitus currently requiring insulin for control that restricts your ability to operate a motor vehicle safely.
- Must have no current clinical diagnosis of myocardial infarction, angina pectoris, coronary insufficiency, thrombosis, or any other cardiovascular disease of a variety known to be accompanied by syncope, dyspnea, collapse or congestive cardiac failure. Has no heart condition likely to cause loss of consciousness or sudden death.
- Must have no established medical history or clinical diagnosis of a respiratory dysfunction likely to interfere with his/her ability to control and drive a motor vehicle safely.
- Must have no current clinical diagnosis of high blood pressure likely to interfere with his/her ability to operate a motor vehicle safely.
- Must have no established medical history or clinical diagnosis of rheumatic, arthritic, orthopedic, muscular, neuromuscular, or vascular disease which interferes with his/her ability to control and operate a motor vehicle safely.
- Must have no established medical history or clinical diagnosis of epilepsy or any other condition which is likely to cause loss of consciousness or any loss of ability to control a motor vehicle.
- Must have no mental, nervous, organic, or functional disease or psychiatric disorder likely to interfere with his/her ability to drive a motor vehicle safely.



- Must have a distant visual acuity of at least 20/40 (snellen) in each eye without corrective lenses or visual acuity separately corrected to 20/40 (snellen) or better with corrective lenses, distant binocular acuity of at least 20/40 (snellen) in both eyes with or without corrective lenses, field of vision of at least 70 degrees in the horizontal meridian in each eye, and the ability to recognize the colors of traffic signals and devices showing standard red, green, and yellow or amber.

- o Must meet hearing requirements by perceiving a forced whisper at not less than 5 feet with the better ear, or meet specified requirements as measured by a testing device, with or without a hearing aid.
- o Must not use amphetamines, narcotics, or habit-forming drugs.
- o Has no current clinical diagnosis of alcoholism.
- o Drivers must pass a DOT physical examination every 24 months and upon passing, a copy of the certificate must be carried while on duty.

- Max. Weight per trailer
 - o 45,000 Lbs.
- Avg. Pieces per trailer
 - o 1915 Pcs.
- Max. Pieces per trailer
 - o 2600 Pcs.
- Avg. Loading/unloading time per day
 - o 5.5 Hours
- Max. Loading/unloading time per day
 - o 14 Hours

Weight Of Products Handled (Minimum And Maximum):

0.5 Lb. Minimum
50 Lb. Maximum

Greater than 50 lb. Weights can be unloaded with assistance

Equipment Used To Assist In Loading/Unloading:

Roller Conveyors - 3 rollers in 28' pup trailer - 6 or 7 rollers in a 48' or 53' long trailer Rolling carts and Lift gates

Other Special Conditions:

May involve team driving and/or overnight runs.

Statements included in this job description do not necessarily represent an exhaustive list of all responsibilities skills duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as circumstances may change.

Additional Statistics And Information Work Statistics:

- Avg. Driving time per day
 - o 6.5 Hours
- Max. Driving time per day
 - o 11 Hours
- Avg. Weight per trailer
 - o 30,000 Lbs.

Conditions Employees Must Work In:

Driving - air conditioned or heated tractor cab. Unloading or loading - inside watertight dry van type trailers. Air temperature varies with location, climate and/or time of year.

Types Of Products Handled:

Freight of all kinds.

Number Of Repetitions:

100 TO 2600





Chapter 7

Pre-trip Inspections and Driving

Make sure your equipment is ALWAYS safe!

Basic Inspection Issues

Vehicle Inspections

The driver must be able to inspect and determine the condition of critical vehicle components - instruments and controls, engine and drive train, chassis and suspension, steering system, braking system, coupling system, emergency equipment. As well as perform pre - trip and post trip inspections according to Federal D. O. T. regulations. See check list below. During your pre-trip fill out a scratch and dent form, and while exiting the yard give that form to Asset Protection.

Medical Cards, Drivers License, and Other Certifications

The driver must make sure that prior to departing on a trip that all required certifications are in the truck or in the driver's personnel possession. This includes up to date medical cards, driver's license and any required haz-mat certifications and Emergency Response guides related to the quantity of haz-mat hauled. The driver should also verify that the proper registration is in the truck.

Seat Belts

In accordance with Federal, State, and Local law as well as Company Policy, the driver is required to wear their seat belt at all times while operating the vehicle on a public road. This is for the safety of the driver.

Control Systems

The driver must be able to name, give location and the function of each of the primary controls and secondary controls. As well as the acceptable ranges of the various instruments required to monitor vehicle and engine speed, plus fuel, oil, cooling and electrical systems.

Basic Control

The driver must be able check trailer coupling. In addition, the driver must know...

- How to start, warm up and shut down the engine.
- How to put the vehicle in motion and accelerate smoothly, forward and backward. How to bring the vehicle to a smooth stop.
- How to position the vehicle for a turn and negotiate different turning radius.

Shifting

The driver must be able to shift up and down, including use of clutch, timing of shift and proper gear selection for speed and highway conditions.

Backing

The driver must be able to back in a straight line, curved path, back into a dock, parallel park, park in a jackknife position, judge side, rear, and overhead clearances and path of trailer.



Coupling

The driver must show the ability to align the tractor to properly connect with the trailer, back the tractor properly into the kingpin without damage, connect electrical and air lines properly, set air brake controls properly and retract and secure landing gear after coupling is secure.

Uncoupling

The driver must demonstrate the ability to select a surface capable of supporting the trailer. He must also be able to secure the vehicle for movement, set air brake controls, lower landing gear sufficiently to raise trailer to proper height, disconnect air and electrical lines, and check to make sure landing gear is supporting trailer as the tractor withdraws.

Communications

The driver must demonstrate knowledge of when using turn signals to provide adequate warning and to prevent accidents, as well as proper use of horns.

Speed and Space Management

The driver must show knowledge on proper following distances, lane use, changing lanes and passing other vehicles. The driver should also know the relationships of speed to stopping distance, hydroplaning, ability to maneuver the vehicle and ability to maintain fuel economy. The driver should also understand the effect on maximum safe speed of vehicle weight, center of gravity, loss of stability, available sight distance and road surface conditions.

Preventative Maintenance

The driver must show knowledge of checking and servicing, fuel, engine oil and coolants.

Cargo Documentation

The driver must have knowledge about cargo manifests in accordance with D. O. T. regulations

Hours of Service Requirements

The driver must show knowledge of all requirements of part 395 of the Federal Motor Carrier Safety Regulations. The driver should also be aware of the additional Hours of Service requirements of Walgreens as the carrier listed later.



Pre/Post Trip Checklist

INSTRUCTIONS: Inspect each item listed below and change status from OK to F/A if Follow-up Action is needed.



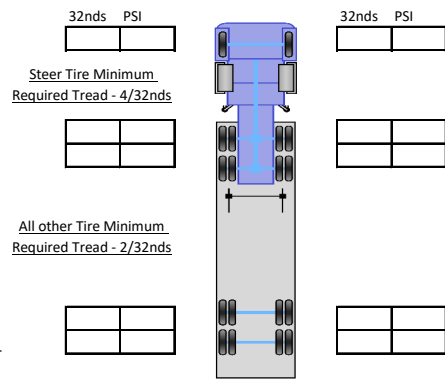
Driver Pre Trip Checklist

Driver Name	Trailer #
Odometer	Date / /
Tractor #	Time : AM / PM

INSTRUCTIONS: Inspect each item listed below and change status from OK to F/A if Follow-up Action is needed. Describe all Follow-up Actions needed on Page 2.










#	Status	Inspection Item	#	Status	Inspection Item
1		IN CAB INSPECTION	45		CHASSIS/BODY
2		Check tractor and trailer DVIR	46		Inspect wheels, frame, axles cleanliness
3		Check floor, seats and dash for cleanliness	47		Check springs for shifted, broken springs
4		Check sleeper, bunk mattress for cleanliness	48		Check body, floor and roof
5		Inspect seat belts and sleeper restraints	49		Check transmission and differential for leaks
6		Check operation all cab lights. (gauges, controls, dome, reading lamps)	50		Check brake lining thickness
7		Check engine for ease of starting	51		Check the body mounting bolts
8		Check operation of AC, heater and defroster	52		Check trailer landing gear, crank handle function
9		Check operation of all internal instrument gauges	53		Check trailer body for physical damage and cleanliness
10		Check wiper and washer operation	54		Check operation of swing or roll up doors
11		Check air and/or electric horn operation	55		Check required equipment decals in place
12		Check operation of all switches, accessories (radio, fans, controls, etc)	56		Check lubrication points for fresh grease
13		Check parking brake operation	57		Check air tank drain valve operation
14		Check complete Accident Kit	58		Check all lights and reflectors
15		Check Fire Extinguisher	59		Check license plate and decal (Is it current?)
16		Check complete Roadside Warning Devices	60		Check for trailer seals, if returns or inbound
17		Check complete Safety Cones and Chains	61		Check air pressure leak test
18		Check complete Spill Response Kit	62		Check low air pressure warning
19		DRIVER AND EQUIPMENT CREDENTIALS	63		Check operation of cab doors and latches
20		Check driver's license and medical card (Valid and Current)	64		Check mirror condition and mounting
21		Check current vehicle registrations (cab card)	65		Check muffler and exhaust system condition and mounting
22		Check current insurance card	66		Check mud flaps and brackets
23		Check current IFTA License/Agreement/Decal	67		TIRES
24		Check complete Driver's Paperwork; inc. BOL and general paperwork	68		Inspect and record tire tread depth and pressure below
25		Review Driver Load Feedback Sheet for Non-Conformance	69		Check for mismatched casing, design and logo
26		Elog HOS and DISPATCH SYSTEM COMPLIANCE	70		Inspect tire condition
27		Check Hours of Service Recap	71		Inspect wheel and lug condition
28		Check On Board Computer use	72		Check for leaks at wheel seals and axle flanges
29		Check BOLT Usage			
30		DRIVER APPEARANCE			
31		Check driver in uniform			
32		Check driver appropriate shoe use			
33		Equipment Appearance			
34		Check outside of cab and body for cleanliness			
35		Check for tractor physical damage			
36		Check state/federal inspections and PM reminder decal			
37		ENGINE COMPARTMENT			
38		Check Oil Level			
39		Check belt condition and adjustment			
40		Check condition of hoses			
41		Check coolant level			
42		Check for any fluid leaks			
43		Check air filter (reading on filter minder)			
44		Check fuel filter (fuel level)			

Tire Depth Gauge / Pressure :



Driver's Signature: _____

Notes: _____

SCRATCH / DAMAGE REPORT														
S - SCRATCH			B - BENT			D - DENT			P - PUNCTURE					
Damage - Any puncture, dent, bend, structure damage, or scratch that breaks the surface of the paint, aluminum, plastic, or metal surfaces.														
DRIVER:						DATE:								
TRACTOR UNIT #						CONVERTER UNIT #								
DAMAGE (INDICATE TYPE & LOCATION)						DAMAGE (INDICATE TYPE & LOCATION)								
														
														
TRAILER UNIT #				PAD LOCK ATTACHED?				DAMAGE (INDICATE TYPE & LOCATION)						
				YES		NO								
														
COMMENTS:														
Date and/or APO initials (Outbound)														
Date and/or APO initials (Inbound)														
(Check One)														
New Damage Recorded			Yes			No								



Chapter 8

Security Issues and Trailer Locks

Let's all do our best to protect You, the equipment, and merchandise

Trailer locks and loss prevention measures

The lock and seal programs provided by Walgreens are designed to protect the freight and, when followed, the CPC driver from allegations of theft. Please follow the below instructions for the lock and seal program.

General Rules on all Locks and Seals

- Trailers should only be opened and seals broken when Walgreens Personnel are present unless specifically directed otherwise by Walgreens Transportation or Asset Protection (AP).
- At stores, the store personnel must be present when the trailer is opened and closed.

Lock and Seal Program

Each driver will be assigned a key that works on the trailer you are assigned. If the locks are keyed differently throughout the fleet, a key for your assigned trailer will be given to you at the AP gate upon exiting the DC. This key will be returned to AP upon the completion of your day.

You will also be assigned seals that are to be put on the trailer through the lock opening with the lock at all times the trailer door is closed. Your trailer should be sealed when you hook up to it in the yard and that seal number should be written on your manifest. Inside your manifest, you should have enough seals to place a new seal after the completion of each stop, including any backhauls you are assigned. If you are short seals in your manifest, please get with dispatch or shipping before you depart.

When you arrive at each store location, please be sure to show the store manager the seal on the trailer matches the seal number written on the manifest. This ensure the trailer was not opened between leaving the AP gate and arriving at the first stop. Upon completion of that delivery, have the store manager write the next seal number on the manifest and then close, lock, and seal the trailer. Repeat these steps for all of your store and backhaul deliveries.

Trailer locks on backhaul freight

Upon arriving at your backhaul point

- The driver should leave the trailer unlocked or locked based on the specific instructions for that backhaul location. If you have any questions, contact your Walgreens Transportation Manager.
- The driver will inform Asset Protection that he is at a backhaul location and that he needs a down load number. Driver will also give Asset Protection the number of the trailer or trailers they will be picking up.

Before departing your backhaul point

- The driver will check to make sure trailer is locked and secured.

Upon returning to the distribution center

- The driver should call Asset Protection from the call box, with the trailer number(s) they are returning with.

Trailer Locks on Rental Trailers

If you have been dispatched with a rental trailer, you will possibly have a padlock and a seal on the trailer.

If this is the case you will need to insure that you have a key for the lock.



1. The trailer should also be sealed with a plastic seal, like the one above.
2. The number on the plastic seal will be given to Asset Protection to verify that you have the correct trailer.
3. You will also need to verify that you have enough "EXTRA" plastic seals. You will need a new seal before you leave each delivery or backhaul location.

What to do for an unexpected roadside inspection

If you are pulled over by a law enforcement officer (D.O.T. Inspector, etc.) and requested to open the trailer, **YOU MUST CONTACT ASSET PROTECTION** to report the trailer opening. Asset Protection will log this event. In addition, you **MUST** get the officer's name, badge number and affiliation (i.e. Highway Patrol, D.O.T.) before leaving the area. It would be best if the officer would sign your paperwork indicating this information to verify his request. This protects you in the event that there is missing product.





Chapter 9 Situational Awareness

Cargo theft is a low risk crime with potentially high reward. The Supply Chain industry continues to see an increase in the number of thefts of trucks and their cargo. Organized crime groups who hijack and steal trucks are now more common and sophisticated than in years past. The most commonly targeted items are electronics, pharmaceuticals, tobacco, fragrances, and brand name clothing.

What Is Situational Awareness?

Situational awareness is being alert and recognizing your surroundings in order to enhance your personal safety.

- Physical environment - truck stop, warehouse, pad, middle of a city, low versus high crime area
- Surroundings - People, things, and activities - are they unusual, suspicious, or are they normal for the setting
- Following Security Protocols - trailer locks, seals, checking in with AP, calling ahead to destination for security status check, locking the cab, etc ...

Practicing situational awareness enhances your personal safety

Best Practices To Staying Safe

Leaving the DC

- Loaded trailers must be locked and sealed at all times
- Familiarize yourself with your route
- Have alternate routes as back-up
- Communicate changes in route
- What if you are being followed
 - Conduct counter measures to verify if being followed
 - Report situation to AP/Dispatch
 - **Call 911 if you feel unsafe!**

Deliveries to the Stores

- During off hours, stay in your tractor until store staff is present
- Do not open trailer unless store staff is present
- Follow protocol to report arrival
- Have store staff remain until your trailer is locked and sealed - ready for departure
- Report inadequate lighting and other security concerns to store Management and Asset Protection

Deliveries to Third (3rd) Party Facilities

- For pick-ups or drops at Non-Walgreens facilities, avoid arriving at the facility prior to the facility being open
- When waiting, park in a well lit public area
- Familiarize yourself with the location of the facility and the parties you will make contact with
- Be alert for things or people that don't fit in or are out of the ordinary
- Situations that appear threatening or suspicious probably are

At a Domicile Drop and/or Pickup

- Be alert to what's going on as you arrive
- Park in a well lit area and stay in your vehicle until you are sure it's safe
- Communicate your arrival to the domicile location
- If you suspect something is wrong, consider exiting the scene and getting to a safer place
- Arrive within 30 minutes of the peddle driver picking up the dropped trailer
- AP conducts a risk assessment of domicile locations
- Remember that Freight at Rest is Freight at Risk!

Inbound at the DC

- Arriving at the DC is the safest part of your route
- AP Team is assigned to ensure the safety of the facility and its personnel
- Your cooperation with AP is appreciated when checking the trailers inbound
- Report any security concerns you may have encountered during your run to Asset Protection and Fleet Manager

What To Do If You Are A Victim

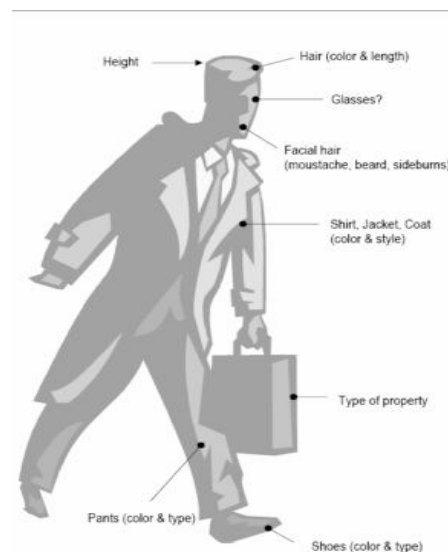
- Try to remain calm and comply with the SUBJECT
- Keep hands visible and assume a non threatening posture
- Don't assume that the SUBJECT you see is the only bad guy
- Don't assume you know what the SUBJECT wants
- Assist the SUBJECT in avoiding surprises and do nothing more than what is directed
- Inform the SUBJECT what you're going to do, before you do it
- If the SUBJECT threatens or displays a weapon -assume they are willing to use it
- Don't introduce a weapon to the situation
- Call 911 ASAP - once you are safe

Do not:

- Assume that the SUBJECT you see is the only bad guy
- Assume that the situation is too unreal to be happening to you
- Assume that you know what the SUBJECT wants
- Assume that you know why she/he is doing this
- Introduce a weapon into the situation

Being A Valuable Witness

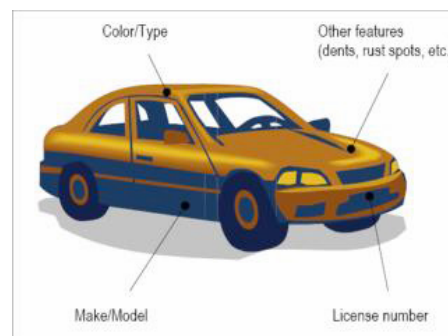
- Observe and make mental notes - you are the best eye-witness to this crime
- Focus on identifying characteristics rather than easily removable clothing and accessories
- Do not disturb, touch, or move anything involved in the crime and ensure others do not either
- Do not discuss details of the crime with other witnesses.
- Notify Management and Asset Protection of the crime to allow an appropriate and necessary response from the company
- Report all information no matter how irrelevant you may think it is



Your Safety Comes First!

There is no product or property which cannot be replaced!

Report security or safety concerns to Asset Protection and your Fleet Manager!





Chapter 10

Yard and Gate Procedures

Procedures for Operating in the yard and exiting the gate



Operating in the yard

- Obey the posted speed limit
- Always operate your equipment safely and with courtesy
- Emergency flashers should be "ON" when hooking and un-hooking trailers
- Leave room for the yard hostler to operate
- When parking in front of the dispatch entrance, be sure not to block the doors or the traffic area
- Do not block pedestrian crosswalk
- During the fire alarm, no movement allowed in the yard (except Perrysburg and Waxahachie)

Exiting the warehouse property

- Always "STOP" before exiting through the gate.
- Asset Protection will need to check the seal as well to make sure it matches your manifest.
- Give Asset Protection your Scratch and Dent and go around the trailer with AP to ensure equipment damage matches your form.

Entering the warehouse property

- Always "STOP" before entering through the gate.
- Upon arrival at the distribution center, ALWAYS check-in with Asset Protection BEFORE entering through the gate.
- Asset Protection will need to record the seal number and match it to your manifest.
- Go over the Scratch and Dent form again with AP upon your return and identify any changes to the appearance of the equipment.
- Follow any instructions from Asset Protection on where to spot or drop your trailers if instructions are given.

Domicile Procedures

- Relay driver should call peddle driver if peddle driver is not present at pickup point.
- If peddle driver is more than 30 minutes late, relay driver must call the fleet office to receive further instruction.

Chapter 11

Electronic On-Board Computer & In Cab Cameras

Walgreens is utilizing The PeopleNet Electronic On-board Computer (EOB) to gather information in a number of areas, including driver payroll. The EOB will also provide electronic logs for DOT purposes in compliance with FMCSA regulations. Drivers are not allowed use paper logs unless the EOB is not working. Drivers should carry a paper log book with them and use it only in the event that the EOB does not work or stops working during the trip. If the EOB stops working during a trip, Walgreens will fax a copy of the driver's previous 7 days logs if requested. Report any malfunctioning EOB to the equipment provider ASAP as they only have 7 days to remedy the issue. If the EOB is still not working after 7 days, you need to Red Line the tractor until it is repaired. Report to the Walgreens Dispatch team if this occurs.

It is the driver's responsibility to become familiar with and competent in the use of the system. Training will be provided as needed. A separate training manual will be provided by PeopleNet. Additionally, you must ensure a copy of the E-Log User Guide is in your tractor during your pre-trip inspection.

The following is an overall guideline on using the EOB:



Instructions for the PeopleNet EOB Computer (Solo Driver)

Recording your activities

Signing on:

1. Sign on with driver ID (Assigned to you by Walgreens dispatch)
2. Enter your password (Assigned to you by Walgreens dispatch)
3. Enter the trailer number (If unknown enter 1, then later change the trailer number in the updates) NEXT/ACCEPT
4. Enter shipping information ("Walgreens" & LOAD #) NEXT/ACCEPT
5. Select HOS regulation (USA 70 hour/8 day) NEXT/ACCEPT
6. Select Duty status (On Duty) NEXT/ACCEPT
7. Location of duty status change (No entry required) NEXT/ACCEPT
8. Duty status change remarks NEXT/ACCEPT
9. Confirmation screen (Verify information) NEXT/ACCEPT
10. You are now signed into Peoplenet eDrivers Logs.
11. Your driver ID and duty status will flash at the bottom left corner of screen.



Hot Key Functions: Payroll activities are recorded in the Hot Key Functions

Start of the Day

1. Trailer Hook: Initially Hooking the Trailer
 - a. Bring up the Hot Keys and press the TRAILER HOOK key.
 - b. Fill in the required fields (Trailer #, etc.), press BEGIN, press SEND
 - c. Do your physical hook of the trailer.
 - d. When finished bring up Hot Keys again, select TRAILER HOOK, END, press SEND key.
2. Route Request:
 - a. Bring up Hot Keys and Select ROUTE REQUEST (F1)
 - b. Enter required fields (driver ID, Parent DC#, Route DC#, Load #, Process cycle date) press the SEND key. NOTE- This information is found on your Dispatch Sheet under "DISPATCH ID" example 1212925210811= Parent DC 12, Route DC 12, Load# 92521, Month 08, Day 11
 - c. When your route is received you will receive an e-mail in your IN BOX letting you know if your request was successful and the route will appear in WORKFLOW.
3. Pre-trip:
 - a. Bring up Hot Keys and Select PRE-TRIP INSP (Alt 7), BEGIN, and press SEND
 - b. Conduct your pre-trip inspection on the vehicle.
 - c. At the end of your pre-trip, Bring up Hot Keys and Select PRE-TRIP INSP, END
 - d. Complete the Walgreens DVIR (Alt0)
 - i. Enter required fields
 1. Use drop down windows to record deficiencies, press SEND.
 - e. Press SEND

The pre-trip/ post trip in Hot Keys is a Walgreens function so you also need to record your pre-trip/ post trip inspections in the eDriver Logs:

1. If you need to enter the trailer number, do so now by selecting eDriver Logs, UPDATES, LOAD, CHANGE TRAILER #, ENTER SHIPPER/ LOAD # and then press DONE.
2. In eDriver Logs select Inspection, enter "PRE" OR "POST" in required fields, press SEND

WORKFLOW: You should now be able to see your route in WORKFLOW

1. Select the WORKFLOW icon from your home page or WORKFLOW from the list across the top of the Home screen.
2. The stops for your route will be listed. There is no further action in WORKFLOW at this time unless you wish to have the OBC route you to your first stop. Press the route key at the top left side of screen to be routed.

Proceed to the gate for departure. Follow DC procedures for departing

Arrival at a store:

1. As you enter the established GEO fence for that store the OBC will prompt you asking if you have arrived. Do not hit the ARRIVAL key if you are taking a lunch or a break. Once you are backed in and ready to unload you should hit the ARRIVAL key as this will place a call to the Store System Delivery Tracker (SSDT).
2. Once you have arrived at the delivery, if you are using the OBC navigation it will ask you if you want it to route you to your next store. Press YES or NO.
3. A stop form screen will appear, leave this screen until after you have made your delivery.
4. When finished with delivery fill out the Stop form screen and press SEND.
5. Proceed to your next stop.
6. Once you have left the delivery the OBC will notify SSDT of your departure.

Departure at the store: Mandatory

1. Use Hot Key to access Load Quality form
2. Fill out form thoroughly and hit submit

Taking Lunch: Hot Keys

1. Taking lunch at a stop before delivering:
 - a. Select NO when the OBC asks if you have arrived

- b. Bring up Hot Keys and select LUNCH (F7), BEGIN, press SEND
 2. Taking lunch after making a delivery:
 - a. Fill out the stop form, press SEND
 - b. In WORKFLOW select stop and press DEPARTURE
 - c. Bring up Hot Keys and select LUNCH (F7), BEGIN, press SEND
 3. Ending lunch, select Hot Keys, LUNCH (F7), END, press SEND

Going off duty for Lunch: eDriver Logs

1. After beginning lunch in Hot keys,
 - a. Go to eDriver Logs
 - b. Select DUTY STATUS
 - c. Select OFF DUTY, press DONE.
2. To end lunch go to eDrivers Logs,
 - a. Select DUTY STATUS
 - b. Select ON DUTY, press DONE
 - c. Then end lunch in Hot Keys as described above



Fueling on the road:

1. To start:
 - a. Bring up Hot keys and Select FUELING (Alt 1) - Select BEGIN,
 - b. In the Orange field select OTR, press SEND
2. To end
 - a. Bring up the Hot Keys and Select FUELING (Alt 1)
 - b. Select END, press SEND

End of day:

1. Post trip
 - a. To begin the Post-trip, bring up the Hot Keys and select POST TRIP (Alt8), BEGIN, press SEND
 - b. Conduct the post trip inspection**
 - c. To End the Post-trip, bring up the Hot Keys and Select POST TRIP INSP, END
 - d. Walgreens eDVIR (Alt0)
 - i. Enter the required fields
 - ii. Use drop down windows to record deficiencies
 - e. Press SEND
2. Trailer unhook: Dropping the Trailer
 - a. Bring up the Hot Keys and Select the TRAILER UNHOOK, BEGIN
 - b. Fill in required fields (trailer number, etc.) and press SEND
 - c. Physically Unhook the trailer**
 - d. When finished, bring up the Hot keys and Select TRAILER UNHOOK, END, press SEND
3. Fueling at the DC:
 - a. Bring up the Hot Keys and Select FUELING (Alt 1), BEGIN
 - b. In the orange field select DC, press SEND
 - c. Physically Fuel the Truck**
 - d. When finished bring up the Hot Keys and select FUELING (Alt 1), END, press SEND.

Log Out:

Once you have completed your duties for the day and are ready to end your tour of duty.

1. Select LOG OUT.
 - a. Answer YES to log out and leave truck, or
 - b. Answer NO to just log out
2. Follow prompts for change of duty status and confirmation screens.
3. The OBC will return to initial sign in screen



PeopleNet On Board Computer “Helpful Notes”

The following are “helpful notes and suggestions” provided by a driver who worked in the implementation/orientation of the EOB for the Walgreens fleet. These are suggestions only and you should refer to the PeopleNet provided manual for specific instructions.

Signing on to the OBC:

1. After you enter your sign on and password, the next screen will ask you for the trailer number. You cannot pass this screen unless something has been entered. You may enter any number to continue with the sign on process and then go back and change it in eDriver Logs through the update or trailer option later once you have the correct trailer number.
2. After you are in the system, the Trailer screen along with the shipper information will give you a button labeled “SWITCH”. By pressing this button, it will automatically drop the information from the previous on duty time down into the window.
3. On the location of duty status screen the driver really doesn’t need to enter anything since the system knows where the truck is and it will fill that information in on the log.

Using NaviGo:

1. If you turn on the Navigation feature prior to downloading your route, you will see a button on the top right side of your screen in WORKFLOW labeled “ROUTE”. If you press the “ROUTE” button in PACOS it will route you to your first stop and upon arriving at each stop the OBC will ask if you want it to route you to your next stop. The only problem with this is that the NaviGo will be routing you based on the GEO Fence assigned to that location. At some DCs the fence is off and the directions are not very accurate.
2. However, if you go directly into NaviGo and enter the address it will route you to that exact address and is more accurate. The only thing to remember is that you have to bring up the keyboard prior to selecting Navigation. If you go into NaviGo, then bring up your key board it will kick you out. You can enter the whole address or enter “Walgreens” and the town and the system will bring up a list of stores in that area for you to choose from.

E-Driver Logs:

1. If a driver’s duty status is listed as “DRIVING” when they record their pre or post trip inspection, it will show up as a violation in the PFM on their log. Also the amount of time listed in the Delta column of the log is the elapsed time between performing the inspection and the previous entry. So if a driver records their inspection immediately after logging onto the system it will show a minute or even less. It is suggested that the driver perform and record their Hot Key inspection and then go into the eDriver Log and record the inspection. Then record the Post trip inspection in eDriver logs when you have completed the Hot Key post trip and have recorded it.



2. Drivers should look at the bottom left corner of the OBC screen and verify their duty status prior to recording the inspection.
3. A problem at some DCs is the size of the yard. A driver's duty status can change to Driving while still in the yard based on the established thresholds when driving from one area on the yard to another.
4. A vehicle has to be stopped for ten minutes straight or the duty status change reverts back to the last time the wheels were stopped for the required time. So a driver that signs on, travels to office for paperwork, then goes and hooks up, pulls out and performs inspection and then departs without ever having been parked for the required time will have their duty status change automatically revert back to when the truck first went into motion.
6. Every time a driver does a drop and hook changing trailer numbers, they need to record a post and then a pre-trip inspection in eDriver logs or it will show a violation.

Double Trailers:

1. Even though the system will allow a driver to download two routes into the OBC at the same time it is suggested that you do not do so. This will prevent the driver from accidentally arriving himself at the wrong store on the wrong route. This has happened a number of times. Downloading one route at a time prevents this.
2. The suggested way to do the doubles routes are once the driver arrives back at their split point, go into WORKFLOW and arrive in the system as if back at the DC. That releases the finished route and then you can download the second route.

Lunch:

1. When taking a lunch you should first go into Hot keys and begin your lunch, then go into eDriver logs and change your duty status to off duty. This will save them on your 70 hours at the end of the week.
2. When ending your lunch, go back into eDriver Logs and change your duty status back to on duty and then go into Hot Keys and end your lunch.
3. The system is now set up so that the Link where payroll is maintained will take whatever time is greater, the Hot Key lunch or the eDriver log lunch. If a driver does neither entry, the system automatically deducts 30 minutes for payroll. You are not to work through your required lunch as this is a company and DOT violation.

Store Delivery:

1. Once you acknowledge arrival at a store, you will get a delivery stop form on the screen and the system will update store tracker. The only way to get past this is to fill out the form and send it. Until you do this you cannot do anything else in the system. So if a driver hits the arrival button and they are early and wish to take their lunch, not only will they not be able to record, but it will affect their delivery time and throw rate.
2. If upon arriving at a delivery, you are not prompted by WORKFLOW for an arrival, you have to go into WORKFLOW and manually arrive yourself.
3. A problem that has occurred is a driver forgetting to acknowledge the arrival and realizing it after finishing the delivery. The driver then tends to hit the arrival button, fill out the stop form and then depart. This invalidates store tracker.
4. Another problem that can occur is when a driver is going to take their lunch at a store they just delivered to. Before beginning their lunch they need to go into WORKFLOW and use the depart button so the system will depart them from the store and update tracker. Filling out the stop form and sending it doesn't depart you from the store.



Logging In and Out:

1. In the reference guide it says to select "YES" once you press the log out button. This will log the driver out of the unit and out of the Peoplenet system. If you press "NO" it will only log you out of the unit but you will remain in the system. If a driver uses the same truck every day and no one else uses it, then by selecting "NO", when the driver goes to log back in, the Data call will be almost instant.
2. Another issue encountered is after the driver has selected Log Out. If the system is running slow for some reason, once they press "YES" (which is the third button down on the right side of the screen), and then press it again before the screen changes, it will record that for the next screen and flash right pass it. This usually means the driver will end up logging out but be on duty.
3. The same problem has occurred with the drivers logging in. If the driver is in a hurry and misses the screen that will pop up if they have not achieved the required DOT reset. The result is they end up logging in and not having any drive time available. This creates an HOS violation and changes to the log are recorded and highlighted in the PFM.

PeopleNet System - Reviewing Information from Computer

The driver has the ability to review and printout their log information and seven day summary from an outside computer. This can done by logging into the "driver center" at the web address: <https://www.pfmlogin.com/>

The following is the process:

1. Under the box for Company ID and Password on the log in page, there is a link for driver center. Click that link.
2. Use 3299 as the universal company ID.
3. Then enter your driver ID and password - the same ones used to log into the trucks is used as your driver ID and password.
4. You will then have a menu that allows you to review and print various information on your recent trips and past information.





BOLT PeopleNet Tablet Driver Instructions

In order for documentation of deliveries to occur smoothly and for payment of drivers to be clear and accurate proper use of the People Net OBC must take place. This instruction manual intends to assist drivers with requesting, confirming, arriving and departing delivery locations, ending loads, and releasing the load on the occasion when that is necessary.

Requesting A Load

The driver will begin with his OBC as in Figure 1. The **Workflow** is gray. If the **Workflow** is not gray the driver must open the Workflow and end the trip currently in the unit. After you have completed your delivery and have returned to your end location you should always check to be sure you have arrived at your final location and that your **Workflow** is gray. This indicates your trip is over.



Figure 1

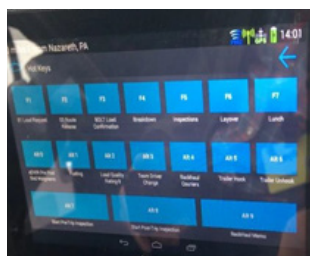


Figure 2

Once you have done so, you may request your load. This will most likely be done through your **Hot Keys** option. Touch the **Messages** button to open up messaging and select the **Hot Keys** option. The screen in Figure 2 will appear. **F1** is the key we need to do your **01 Load Request**. The only information required for a load request is your **DRIVER I.D.** Enter your I.D. and send the request.

You will enter your **Driver I.D.** in the field as shown in Figure 3. You will need to be patient as the system finds the load you are assigned and sends it to your truck. This usually takes two to five minutes. Once you get your load, you will get a message with a **Load Confirmation** status that you will need to verify your load number and trailer number assigned to you. If the trailer value is blank, enter your trailer number and send the message to confirm your load is the correct load on your manifest.



Figure 3

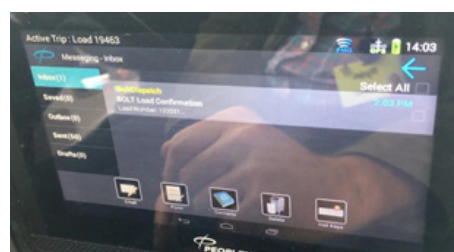


Figure 4

Confirming You Have the Correct Load

Figure 4 displays your **Messages** screen once your load has been sent to your truck unit. Open this message up and you will see a screen like Figure 5. **You need to verify that the Load Number is correct.** If you are sent the wrong load number contact your dispatcher immediately.

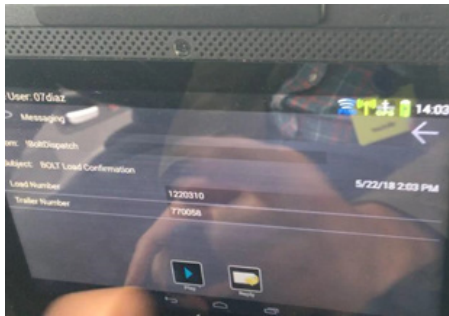


Figure 5

The trailer value should populate automatically. Verify it is correct. If it is not there, enter the correct trailer number. **When you have confirmed all is correct, touch Reply and Send the message to your dispatcher, confirming you have the correct load.**

Once this is sent you can return to the **Home Screen** where you first began your request. At this time, **your Workflow should be lit and colorful**. You have a load in the unit and therefore are ready to carry out your delivery as expected. You may touch the **Workflow** icon to view your expected delivery locations and the order in which they are to be done. You may also depart from your location and begin to travel to your first destination. **You should auto-depart from the origin point.**

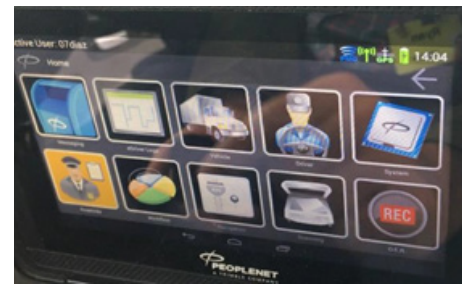


Figure 6

Manually Arriving and Departing

Your unit is set up to catch geo-fencing around specific locations. By getting to within 10,000 feet of a delivery point the unit is programmed to auto-mark you as Approaching. By getting to within 1,000 feet of your delivery point and remaining stopped for a certain period of time your unit is programmed to auto-mark you as having Arrived at your destination. This time-stamp is sent to People Net as well as BOLT to ensure on-time deliveries take place. When the delivery is complete your unit is set to mark you as Departed from a location upon driving outside of the 2,000 feet radius of that delivery destination.

There are and will always be exceptions to the unit being able to automatically arrive and/or depart. You must be able to account for these exceptions. Perhaps it was a bad geo-fence location, perhaps you were not allowed to be on the destinations property for delivery due to size restrictions, or perhaps you did not meet up with your relay/peddle at the typical/expected location. **This is how you go about Manually Arriving/Departing from your location.**

There may be times that your unit does not **auto-arrive** or **auto-depart**. Your unit should alarm you when an auto-arrive or auto-depart takes place. To ensure accuracy of load delivery times and payroll accuracy, you need to be sure arrivals and departures take place throughout your delivery. **From the moment you first depart you DC location you should make sure a departure occurs and that all arrivals and departures occur throughout the trip.**



When you touch the lit-up and colorful **Workflow** icon, the **Workflow-Stops** screen opens and you can scroll through your expected stops. See Figure 7. Notice the **Trip: Load ****** label in the top left area. (In the case of Figure 7, Trip: Load 19463) This is a different number than what you confirmed earlier but is very important for a Route Release if that becomes necessary. The top right gives you the option to **Go Back** with a Blue Arrow if you need it. This takes you back to the home screen. You also have two options at the bottom: **End Trip** and **Trips** icons. These are not necessary and ARE NOT your only options from this screen. You can **Go Back** with the blue arrow in the top right. You can also scroll through this page to see the trips. **You can double tap on any of the destinations to open that location up and view its details.**



Figure 7

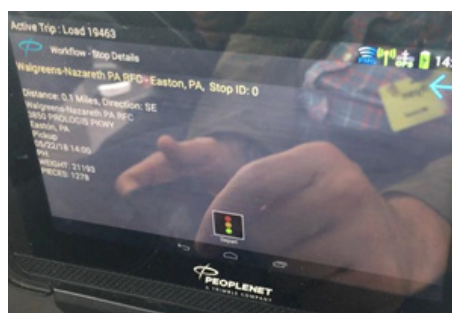


Figure 8

Figure 8 displays the initial departure point of a load. **Notice** the only option is to depart. If you do not auto-depart from your initial location, double-tap the location in your **Workflow** and touch the **Depart** icon. You will do so at your first stop. You cannot depart while driving. Do so at your first stop, then manually arrive at your first stop before delivering the goods.

This can be done for **arrivals and departures** for all of your destinations when necessary.

Again, auto-arrival and auto-departure should occur. But when it doesn't you should do so manually.

Releasing A Route

In the **rare** case that you need to release a load from your unit, you should be prepared to contact your dispatcher immediately.

A route release may happen in the case that you did not receive the correct load, you need to switch trucks after your request has been confirmed, or perhaps your truck broke down and a new truck is necessary for you to complete your delivery.

From the **Hot Keys** menu select the **F3, 03 Route Release**. You will be asked for specific information regarding the load you want to release. You will need your **Driver I.D.** as well as the **Load Number**. The Load Number is the smaller value that can be found when you open the **Workflow** icon. Refer to Figure 7 regarding this necessary value.

Once you send your request, you will wait until your request is granted by the unit. You will get a Release Confirmation message in the unit's inbox.

You must contact your dispatcher at this time. By releasing the route, you have sent the load back into pending with no driver assigned to it. Contact your dispatcher and tell them you either 1) need to be assigned to that load again so can successfully request it from another truck or 2) tell them you got the wrong load and verify with them you are assigned to the correctly assigned load in BOLT.



SMARTDRIVE®



Instructions for the SmartDrive Camera System

SmartDrive is intended to promote a positive, closed-loop communication that recognizes both good driving skills, as well as identifies risky maneuvers that are opportunities for improvement.

The SmartDrive program protects drivers and helps improve driving skills. SmartDrive uses sophisticated technology to take a snapshot of how the vehicle and driver are performing on the road. These snapshots are called "events" and are only recorded when the event is out of the ordinary. Examples are usually associated with aggressive actions, such as: hard braking, shock, evasive defensive maneuvering, hard acceleration and speeding.

Then, these events can be replayed in the SmartDrive Response Center, an Internet-based tool. It will show these snapshots like "game films," of what occurred during the event, similar to how they are used by sports teams and athletes. And, as necessary, you and your manager can review and learn how to improve your driving skills.

Road-facing (Primary) Camera

The primary camera shows the road in front of the vehicle, and is always mounted on the windshield. It has a green manual button on the bottom.

Driver-facing Camera

The cab-facing camera is the smaller camera. It can be separated from the primary cameras and mounted in various places in the cab.

Note: If the camera is not operational, please notify dispatch and Transervice. The unit should be put out of service unless absolutely necessary until the camera is repaired.

Logging In:

SmartDrive communicates with PeopleNet to identify who is logged in to each tractor. Once you follow the steps previously outlined to log into PeopleNet, you will automatically be logged into SmartDrive as well.

Privacy Mode:

The keypad can be used to engage the privacy mode. While in Privacy Mode, the system will record video from the road-facing camera, but it will not record audio and video from the cab facing camera. All other functions will continue to operate normally.

To engage Privacy Mode:

1. The vehicle must be stopped and the system must be powered on.
2. To activate, enter code "99999" and press the green check mark button. The gear icon on the sensor bar will turn green to indicate the camera has been put into Privacy Mode.
3. When you drive the vehicle over 5 MPH or cycle the ignition, the system will resume normal operation.

Chapter 12

Store Deliveries

Proper Delivery Procedures



Manifest Instructions

Prior To Your Departure

- Upon arriving at DC or domicile point locate paperwork for your load
- Your packet should contain delivery & Rx manifests. Any other special instructions will be noted on the dispatch sheet or manifest
- You will need enough seals to seal the trailer after each of your deliveries. Out-bound seal number will be written-in on manifest.
- Verify your tractor, trailer, & seal ('s) numbers according to the posted dispatch & manifest
- Verify that your trailer is locked
- Asset Protection will require notification prior to departing domiciles if required at DC.
- All seal discrepancies must be resolved prior to leaving the yard (domiciles must call)

Upon Arrival At The Store

- Park the truck, shut off the engine and remove the keys.
- A member of store management is required to sign, verify and remove your in-bound seal prior to opening the door.
- Store management must be present and observe you unlock and open the door.
- See delivery instructions for procedures at the store (unloading, counting, etc.)



Before You Leave The Store

- Rx (pink label) must be checked-in by store personnel & counted by the driver
- Store personnel must sign Rx manifest. If short or over, follow delivery procedures below.
- COUNTS MUST BE ENTERED FOR THE FOLLOWING ITEMS:
 - The Rx & Self-Serve (SS) driver count
 - RX & SS store count
 - Exception counts
 - The difference between the DC count and the store count
 - Any damages for either category
 - The total count for store & driver
 - Control drug count
- Store personnel must initial the manifest control drug total.
- Store & driver signatures must be entered
- Driver will enter driver count in the Telxon
- When using plastic seals, Store management is required to fill-in your out-bound seal number on the manifest and attach the seal to the trailer door.
- Store management must be present and observe you locking the trailer.

Delivery Instructions

See "manifest instructions" above for information prior to arriving at the store

Upon Arrival

- For trucks that are not equipped with an On Board Computer (OBC), the Store Delivery Tracker System (SSDT) is utilized by Walgreens to allow individual stores to track your arrival and departure schedule. This system requires a phone call upon your arrival and departure from each store.
 - Once you arrive at the store, call the toll free line 800-871-0204. The stores have been instructed to allow the use of their phone in the back room.
 - A voice will ask for the following information...
 - Enter your DC number - and then press the pound (#) key.
 - Enter the store number - You do not need to enter 'leading zero's". If the store number is 796, simply enter 796 and then hit the pound (#) key.
 - Enter 1 if you are arriving or 2 if you are departing.
- The system will then repeat the information back to you. When it repeats the DC number, it will say 88006 (even though you entered only a six for the DC number. This is OK. It was designed this way as a shortcut for you.)
- When the information is read back, you are asked to enter a 1 (if correct) or 2 (if incorrect).
- Enter 1 if correct. Then you may simply hang-up.
- Report your arrival to store personnel and have the manager verify that the seal number on the trailer matches the seal number on the manifest. Store management must be present and observe you unlock and open the trailer door.

During Your Unloading Process

- The Rx manifest remains with the store manager until signed, then returned to the DC (store is required to check in Rx cases)
- Store personnel & driver must count in lots of 25. Stick and/or asset counts are required to be written on the delivery manifest. SLS delivery drivers and store personnel will count total assets (carts & dollies) and loose cases (lots of 25 if applicable) and drivers will record the counts on the manifest.
- Resolve discrepancies on 25 counts prior to starting the next lot of 25.
- Send all Rx (pink label) together if possible. If not, check the pieces in by the case ID, verify the amount received & continue with the delivery (when found, check off the Rx manifest)
- All control drugs must be signed for separately by store management (see shipment manifest instructions)
- All Rx shortage ('s) or overage ('s) must be called in to the DC Asset Protection office by the driver (case ID will be required)
- Driver is to enter or visually confirm "Driver's Count", not Store's Count and alpha code (the first four letters of your last name) into the TELXON gun.
- If trailer was spotted, store should use "SPOT" in the driver ID field.
- All product not labeled for the store, product that will not scan, or found after the delivery is complete, must be returned to the DC
- If the trailer is returning to the parent DC, load the authorized returns and sign the "call-in" paperwork prepared by the store, load empty totes, load DPI returns.
- Authorized returns and DPI should be loaded on the left side of the trailer.
- DPI boxes must be securely taped and should be loaded in front of the away from the trailer door to avoid potential spillage out of the trailer.





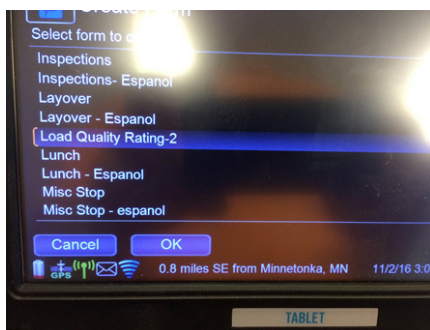
Before You Leave The Store

- Make sure that there are not items left behind for that particular store when down stacking
- Down stack any remaining merchandise to prevent damage (a minimum of three tiers)
- Exit the trailer and lock the trailer door. Store manager must verify the door is locked, write-in seal number, and attach the seal to the trailer door.
- Driver and store personnel sign the manifest.
- See "manifest instructions" for departing procedures.
- For trucks that are not equipped with an OBC, the SSDT must be called before you depart from the store.
 - Call the toll free line 800-871-0204. The stores have been instructed to allow the use of their phone in the back room.
 - A voice will ask for the following information...
 - Enter your DC number -and then press the pound (#) key.
 - Enter the store number - You do not need to enter 'leading zero's". If the store number is 796, simply enter 796 and then hit the pound (#) key.
 - Enter 1 if you are arriving or 2 if you are departing.
- The system will then repeat the information back to you. When it repeats the DC number, it will say 88006 (even though you entered only a six for the DC number. This is OK. It was designed this way as a shortcut for you.)
- When the information is read back, you are asked to enter a 1 (if correct) or 2 (if incorrect).
- Enter 1 if correct. Then you may simply hang-up.
- Before leaving the store, fill out load quality form on the OBC and hit submit. Access the load quality form through the hot keys.

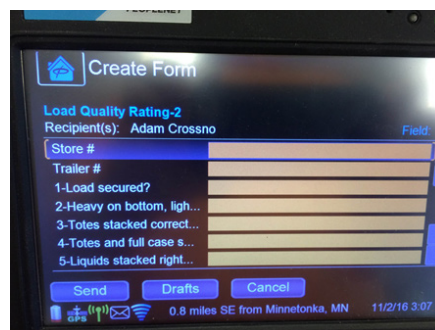


Store Service Delivery Tracker (SSDT)
800-871-0204

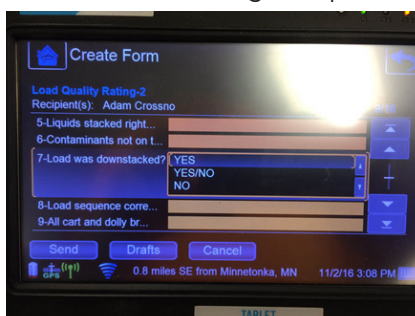
1. Select Load Quality Rating-9 (F7)



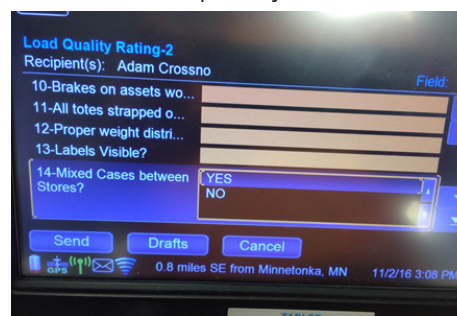
2. You must fill in Store number and Trailer number



3. Fill the questions with either Yes or Yes/No or No. Yes=Good Yes/No= avg No=poor



4. Fill in mixed case with either Yes or No. Once the form is finish completely hit send.



Loader Questions	Definitions
1. Load secured	Packed tight and strapped properly
2. Heavy on bottom light on top	All heavy items need to start at the base and build upwards with lighter items
3. Totes stacked correctly	Evenly stacked up to 8 or 9 high depending on the trailer size. No sideways totes
4. Totes and full case separated	Totes on the left and full case on the right
5. Liquids stacked right-side up	Look for arrows or identification of product
6. Contaminants not on top of food	No poisonous materials on top of food products, such as but not limited to, cleaners and bleach
7. Load was down stacked	First stop only. Fully cubed straight wall to back door. 85% and 50% cubed
8. Load sequence correct	Truck is loaded in order so that it can be unloaded with minimal handling of other units
9. All cart and dolly brakes locked	Any cart or dolly that product is placed on has the break set so that they don't roll around on their own
10. Brakes on assets working	The breaks on the dollies actually work
11. All totes strapped on dollies	Totes are loaded onto dollies, they to be strapped down to the dollies to prevent roll off
12. Proper weight distribution	Weight is spread over the trailer evenly, such as but not limited, the water stacked on one side and all the toilet paper on the other
13. Labels Visible	For tote dollies, the top tote is to be turned facing forward so it can be seen
14. Mixed Cases between Stores	Y or N Numerous store numbers mixed together
15. Proper # of straps/rollers present	No or Y =Indicate number straps or rollers

17. Comments Please enter the number of Walgreen Employees unloading at store - Numbers only, no words.



Chapter 13 Store Relations

Proper relations with Walgreens store personnel

The Walgreen Stores are the “customer” of the Walgreen’s Private Fleet. As such, good customer relations are essential to the success of the Private Fleet. Drivers should behave professionally at all times. This includes the following:

Courteous Behavior: Each Walgreen’s store employee should be treated as a customer. A driver should be friendly and courteous in all interactions.

Appearance: Drivers should wear their entire provided uniforms and use proper hygiene. Uniforms should be neat and clean.

Proper Language: All conversations should be on a professional level. Inappropriate language including racist, sexist or obscene comments will not be tolerated. Profanity should not be used. Drivers must be aware of and adhere to the CPC Harassment Policy found in your Schedule of Wages and Working Conditions.



Conflict Resolution: Drivers should not engage in arguments with the store personnel. If conflicts arise out of performing your duties, refer the stores to the Walgreen's Transportation Department for resolution.

Unloading At The Store

The driver is the key to the unloading process. Particular attention should be paid to the following:

Controlling The Unloading Process: The driver is in charge of the unloading process. The driver controls the pace of unloading and assures the procedures are followed. At times it will be necessary to "speed up" the stores. This must be done professionally and without creating a conflict. If you do not get cooperation, notify the Walgreens Transportation Department for their assistance.

Procedure Adherence: Drivers are required to follow the procedures set by the Walgreen's Transportation Department. If stores do not want to adhere the driver must immediately notify someone in the Walgreen's Transportation Department. The Driver should politely explain to the store the "these are the procedures given" and he/she is just "following the rules". Conflicts will need to be resolved by the Walgreen's Transportation Department. Drivers should not argue with the stores, but must follow set procedures. Store personnel do not have the authority to change any Walgreen's Transportations Departments stated rules or guidelines.





Chapter 14

Return Merchandise from the Stores



Items returned from the stores

There are only a few different reasons that merchandise should return to the DC on your trailer.

1. Reclamation Center Merchandise - These cases should have yellow stickers and will be loaded for Valparaiso, Indiana as soon as they arrive at the DC. The cases are also listed on the Reclamation Center (RC) manifest which should be placed in the pouch on the wall of the trailer or with the paperwork that you turn in.
2. Authorized Returns - Merchandise that has been pre-authorized for return to the DC. These cases will likely be marked ATTN: SAIL COORDINATOR. Yellow RC stickers MUST NOT be attached to these cases. All authorized returns MUST be in cardboard boxes.



3. Mis-picks, mis-loads, late cases, un-delivered, late-finds, un-labeled - These are cases found at the time of delivery that do not belong to the store. They are to be returned to the DC, and NOT to be left at the store. You cannot re-deliver these cases or allow store personnel to hold them or drop them off at the proper store.

Merchandise that does not fall into one of the above categories may not be picked up without authorization from the fleet office (dispatch) or the SAIL Coordinator.

Chapter 15

Controlled Drug Deliveries

Delivery Instructions for this most important commodity

Driver Control Inventory Sheet

- Upon arrival at the store the driver will check the manifest for the number of case of Controlled & RX Drugs for the store. This number can be found on the manifest and is labeled RX.
- The driver should unload the Controlled & RX drugs first, if possible. If all the Controlled & RX case can't be found, then the driver should stack them to the side, **inside the trailer**. While unloading the rest of the shipment the driver needs to pay special attention looking for the missing Controlled & RX. As the missing Controlled & RX are found, they should be stack on the side with the other Controlled & RX. All Controlled & RX should be unloaded at one time.
- **It is the responsibility of the driver to have the Controlled & RX drugs placed in the trailer at all times so that they do not get mixed with other freight, empty totes, or returns.**
- The RX manifest will list both the RX and Controlled.
- When all Controlled & RX are found, the driver will give the manager the RX manifest and unload all cases. The driver should unload the Controlled or PHAR-G case first and then the RX. The manager will check off each case as it comes down and when all Controlled & RX cases have been received, will sign and return the manifest to the driver.
- The count of Controlled case will be on the Shipping Manifest and needs to be filled in and initialed by the manager.
- **If the driver does not find all the Controlled & RX, he must call Asset Protection before leaving the store.**
- If the missing control drug is not found and the trailer is scheduled for a backhaul, **Dispatch must be notified immediately**, so that they can provide you with instruction.





Chapter 16 Product Labels

Labels on every product

All labels contain the following basic information (except for "Exception" labels)

- Ship date (upper middle)
- Store number (second largest number on label)
- Scan ID (below the store number)
- Ship to address
- Bar code for scanning
- Wave number is the largest number on label. (*Stores may have more than one wave number)

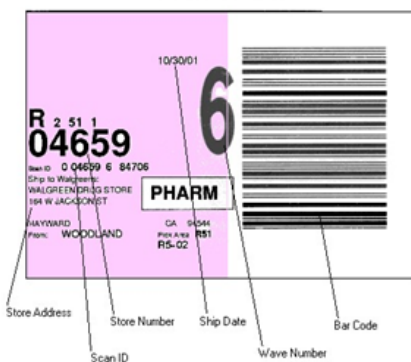
There are three types of labels:

- Rx (pink in color can be full case or totes)

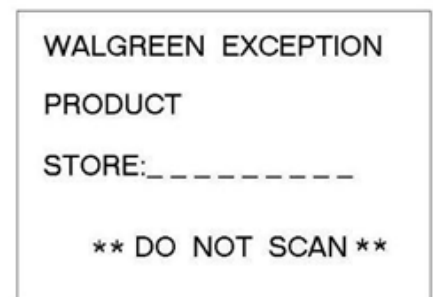
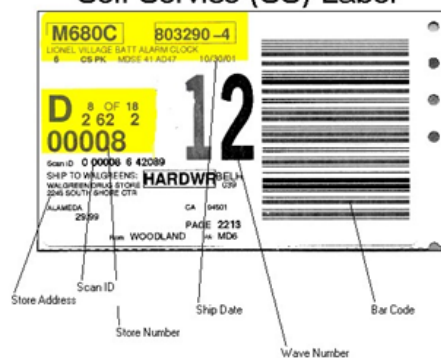
- Self-service (SS). Can be full case or totes

- Exception labels. White in color. Exception labels will contain a store number & ****DO NOT SCAN**** notation.

Rx Label



Self Service (SS) Label



Chapter 17

Operating with Doubles

General Information

At some DC locations, double trailer combinations (28 foot trailers) are used as part of the operation. Drivers at these locations will be required to obtain a doubles endorsement within 90 days of employment if they do not have the endorsement at the time of hire. At some DC locations, double trailer combinations (48 foot trailers) are pulled on allowable turnpikes. Drivers who are selected for these runs will need to obtain proper licensing and permits from the states.

All drivers who have not pulled double trailers in the past will be trained on the proper hooking and unhooking of the trailers. Training will be provided by the CPC trainer.

The following is some general information that applies to double trailers.



Hooking up doubles

1. Safety is always our number one concern! Hooking-up doubles takes longer. Don't take short cuts! When hooking up doubles there is a greater chance of getting injured. Always wear your gloves! Do not lift on the tongue of the dolly unless you have to, instead lower the front wheel on the dolly to raise the dolly to the height you need. When rolling the dolly be careful pushing or pulling it and make sure you keep your feet clear of the wheels. When hooking the dolly to the pintle hook of the first trailer be sure not to pinch you fingers or hand.
2. Before hooking up always check paperwork to be sure you have the correct trailers and you are putting the heavier trailer in the front.
3. Place the dolly (con-gear) in front of the second trailer. Be sure to check the height of the trailer to make sure it is not too low or high for the fifth wheel on the dolly to slide under.
4. Hook-up to the first trailer and back-up to the dolly.
5. Hook the dolly to the first trailer, make sure safety latch on the pintle hook is latched, and then hook-up your safety chains and air lines to the back of the first trailer. Raise the dolly wheel all the way up.
6. Back the dolly under the second trailer. Once the fifth wheel latches on the king pin pull forward to be sure it has locked in.
7. Set your tractor brakes and pull down the trailer hand brake. Do not set the trailer brakes (this will allow for air flow to charge your brake system on the dolly and second trailer). Turn on the lights and your emergen-



cy flashers, get the light pigtail that is in the cab.

8. Hook-up the air lines to the back trailer and turn on the air valves (this will allow the brake
9. system to start charging). If the air tank on the dolly has been drained be sure the air valve has been closed. Then hook-up your electrical pigtail. Always look under your second trailer and visually check to make sure the fifth wheel jaws have locked. Raise the landing gear on the second trailer.
10. Now you can do your pre-trip. While checking the back of your second trailer, open the air valve to make sure you are getting air supplied to the back trailer brakes. Also during the pre- trip, stop and do a visual check on the dolly to make sure that everything is hooked properly.
11. Once you have a routine, be sure to follow it. If your concentration gets interrupted, start from step one to make sure you haven't forgot a step.



Remember: When connecting Doubles, connect the heavier trailer in the front.

Driving with doubles

Pulling doubles is pretty much the same as pulling a single trailer. However, note these precautions.

- Don't get yourself where you have to back-up. Know your route before leaving the yard.
- Know where you are going to break-up the set BEFORE departing the DC.
- Remember on wet or slick roads you have less control of your trailers. This is particularly true when you are empty. The best way to control your trailers is to slow down and give yourself extra space in front of your truck. This will help eliminate the need for any hard braking.
- If your second trailer starts to get out of control you will need to back off the accelerator. Don't try to correct the swing of the trailers by steering.

Some differences are.

- You will find that the trailers track better and you do not have to swing as wide on the corners.
- This makes it easier to get around.
- Breaking the trailers down and only taking one trailer to a store, makes it easier to get into the store and lets you deliver to stores that cannot accept the longer trailers.
- It is very hard to back-up doubles.
- Your trailers (especially the back trailer) will follow the ruts in the road.
- If you are making a sharp turn and there is a dip in the road, the back of the front trailer can hit the front of the rear trailer.



Un-hooking doubles

1. Try to get your trailers as straight as possible.
2. Lower the landing gear on the back trailer.
3. Shut off the air at the back of the first trailer.
4. Disconnect your electrical pigtail, and disconnect the air lines to the back trailer.
5. Release the dolly brakes. There may be a button that releases them or you may have to drain the dolly air tank.
6. Pull the fifth wheel pin.
7. Pull the dolly out from under the back trailer slowly making sure that the brakes on the dolly have released.
8. Park the dolly.
9. Disconnect the safety chains, and air lines from back of first trailer. Unhook safety latch on pintle hook.
10. Lower front wheel on dolly until it is high enough to clear the pintle hook. Set dolly brakes or block the wheels to keep it from rolling.
11. Park the first trailer.
12. Hook-up to the second trailer and park it.
13. Never leave the converter dolly hooked to a dropped trailer.



Chapter 18 Backhauls

Returning to the domicile with backhaul freight

Instructions for backhaul freight

Check the dispatch sheet every day to see if you are dispatched to pick-up a backhaul.

If you are scheduled to pick-up a backhaul, when you are finished at your last Walgreens store delivery

- Prepare your trailer as instructed by Dispatch for the type of backhaul you will be picking up.
- Some locations will require a totally empty trailer, while others allow totes placed in the nose of the trailer at a specified height.
- Contact Dispatch for specific instructions if you are not sure of the requirements for your backhaul.

At the backhaul location

General Instructions

- If the Backhaul vendor says there is no load, you must call Dispatch immediately for instructions. If there is a problem picking up the load YOU MUST CONTACT DISPATCH.
- Never skip a backhaul or leave a backhaul empty without calling dispatch.
- NEVER accept a Hazardous load that requires placards.
- Never drop a single pup or pickup a single pup. We ALWAYS drop or pickup full sets unless specifically instructed otherwise by dispatch.
- When dropping an empty trailer, make sure you unlock it.
- Follow specific DC backhaul rules if delayed at vendor
- Never leave any controlled drugs in a trailer at a Backhaul vendor. Call for instructions.
- If the vendor has multiple loads ready to go, follow specific DC backhaul rules on which to pick up first. If the loads are loaded the same day, bring home a loaded set of pups if available.
- When picking up loaded trailers, sign for the trailer, not a case count. SLC = shipper load and count.

Live Load

- Back trailer into dock designated by vendor
- Watch freight being loaded and count the cartons or pallets
- If picking up a live load, sign for what you counted. For example: 5 shrink-wrapped pallets said to contain 100 cases. If you counted each case, then sign for XX number of cases
- If you are not able to count the cases then sign for a sealed trailer "SLC" (Shipper Load & Count)
- Sign paperwork and put our copies in your manifest packet
- Lock trailer and put seal on if provided one by vendor

Picking Up a Dropped Trailer

- Place your empty trailer in area designated by vendor. Unlock your lock on the dropped trailer.
- Check in vendor's office for the trailers number to be picked up. Sign all papers, and put Walgreen's copies in your manifest packet
- Pickup returning trailer or wait in staging area for trailer to be brought
- Inspect trailer for any damage before departing; report any new damage to Dispatch immediately.
- Re-apply lock before departing the backhaul point and put seal on it if provided for by vendor.

Returning to the Warehouse

- Give Asset Protection the trailer number, seal number (if applicable), and name of backhaul
- When arriving at the DC, ask Asset Protection or Receiving which door your trailers should be dropped at.
- Drop trailer in yard, or put at the door designated by Asset Protection or Receiving
- Give a copy of the bills to Receiving.
- Bring your paperwork to the dispatch office and place in the proper basket. All backhauls must have paperwork.





Chapter 19

Safe Unloading Techniques

And the use of back belts

Safe Unloading

Most Walgreens Distribution Centers utilize a floor-loaded freight methodology. Each trailer is loaded with a variety of freight for delivery to the stores. This freight includes boxed freight and “totes”, which are plastic containers designed to hold a variety of small, mixed products. Most of the freight is light and easy to handle, but the variety of sizes and shapes of the boxes can present some challenges.

Some DC’s utilize a dolly and cart system with lift-gate deliveries. It is important to use extreme caution when maneuvering the carts and follow the DO’s and DON’Ts listed below in operating the lift-gates.

The key to success in unloading the freight each day is to be prepared and use safe techniques in everything you do. You should work defensively to protect yourself from injury.

Your training during orientation will prepare you with safe unloading techniques. Field driver Trainers are particularly skilled in instructing you how to safely unload the freight.

However, some of the issues that you should be aware of are:

First Stops

- The first unloading challenge is at your first stop. During your transit, freight may have moved and lodged against the rear roll-up door.
- Always take care when opening up the rear door. If the door is difficult to open, seek help from a store employee.
- Don’t strain to open a stuck door by yourself.
- Another thing to watch when opening the rear door is falling freight. An item on the top of the load may be loose and could fall as the rear door opens.
- Always open the rear door slowly; being aware that freight at the end of the trailer may be un-secure.
- Should you be faced with this problem, use the trailer door as “a shield”.



- DO NOT try to climb into the trailer if freight is locked up against the back door.
- Use a stick or broom to knock individual boxes down to the trailer floor where they can safely be removed.
- Do not open the door further until it is safe to do so. The roll-up door serves as a safeguard between you and falling freight.
- Work the load at the back of the trailer from the bottom, knocking down freight until sufficient space is cleared from the bottom to the top of the trailer.
- Open the rear trailer door fully, ONLY when you have sufficient safe working space and the pressure has been relived from the door.
- As you work on the first part of your load, be sure to have good footing at the rear of the trailer.
- Do not work in the trailer until enough space has been cleared to allow proper stand-up footing.
- Most Walgreens stores have ladders in the back room. If you cannot stand at the back of the trailer, because enough space is not yet clear, ask for assistance from the store.
- Using a ladder to reach higher freight, might be an option, until enough space is cleared at the back of the trailer to safely enter. Use proper judgment in using a ladder.
- Use ladders only when necessary and follow all ladder safety criteria including, not using the top step, ensure all 4 legs are planted firmly on the ground; only 1 person should be on the ladder at a time.

Additional Unloading Safety Guidelines

- When reaching for freight above your head, lift it slowly until you are confident of the weight of the box or tote. Don't attempt to "jerk" a box or tote that may be heavy.
- If the boxes above your head are too heavy use the trailer walls to unload the freight. This is accomplished by "pushing" the box against the wall and sliding the box down the wall until it can be lifted properly.
- Down-stacking freight is an effective technique to avoid shifting or falling freight. This technique can also minimize load shifting when a trailer load is split between two stops.
- Whenever you suspect an unstable load in the trailer, you should knock down the freight and pick it up.
- Drivers should avoid "tunneling themselves" in the trailer by unloading specific product such as totes only.
- Drivers should also create a space around them by removing all loose boxes.
- Never attempt to "catch" falling freight. Instead move out of the way and let the freight fall.
- Take the time necessary to clean-up liquid spills, package strapping, and other materials on the floor of the trailer that could be a potential hazard resulting in slips or falls.
- When reaching for freight on the upper rows, insure that you have secured proper footing.
- Use proper lifting techniques at all times when lifting heavy freight and handling empty return totes.
- Always anticipate that hidden freight is loaded in spaces above your head that you cannot see.
- Do not tilt the box towards you but away from you so you would avoid being struck by a hidden case.
- If an item is heavier than 50 lbs, ask store personel for help!





Load Restraint Devices

Load Securement - Load Restraint Devices

In general, the Walgreens Fleet does not provide load restraint devices that reach across the trailer for use in securing loads in the trailers for floor loaded freight. These devices when used improperly can result in damage to the equipment and/or injury to the driver. The driver should “stack down” the floor loaded freight between stops providing for safer unloading of the trailer and less damage to the freight, versus relying on the use of a load restraint device.

On occasions and only with approval from the Walgreens Fleet Management, it may be necessary to use load restraint devices (load bars, etc.) on backhauls or other situations. Again, the driver must be given specific approval and the device must be used properly. Safety must be the drivers first priority in using the device either securing the load or unfastening the device.

The most common load restraint device is a load bar. Load bars are telescoping bars that have ratcheting mechanisms inside, and are typically made of steel or aluminum. To set load bars in place, the bar is “telescoped” until the ends contact the wall or the floor and the ceiling, then the “tension handle” is flipped to secure it in place.

The following are “do’s and don’ts” when using a load restraint device to secure the load:

DO:

- Be sure you are familiar with the operation of the device.
- Lift correctly when picking up your load restraint device.
- Lay your load restraint device on the floor of the trailer when not in use.
- Check your load restraint device to ensure it is safe and functioning properly
- Breakdown the load if necessary so you are not relying solely on the load restraint device
- Secure your load restraint device to the trailer and tug to ensure it is secure.

DON'T:

- Leave the load restraint device standing up against the trailer wall
- Over tighten or force a load restraint device that is not functioning correctly, this could damage the load and the trailer
- Lay load restraint devices on top of freight

The following are the safety rules for unfastening the load restraint device:

- The load should be appraised before the load restraint device is removed to assure that it is safe to unfasten the load restraint device.
- If freight has shifted or fallen towards the rear of the trailer, the loose freight should be removed before the load restraint device is unfastened.
- If there is extreme pressure on the load restraint device, the pressure must be removed before the load restraint device is unfastened.
- Never stand on the back edge of the trailer when unfastening a load restraint device without room to maneuver if the load should shift when the load restraint device is removed.

Specific Training in the handling of Load Restraint Devices will be provided as needed. Any driver who needs additional training should contact their CPC Manager or the Walgreens Transportation Department.

Lift-gate Delivery Operations

The DO's and DON'Ts to Lift-gate Safety

The DO's

- Make sure all drivers or operators of lift-gates are properly trained before being allowed to operate the lift-gate.
- Be certain vehicle is properly and securely braked before using the lift-gate.
- Choose a level surface area whenever possible to operate on.
- Make certain the area in which the platform will open and close on is clear before opening or closing platform.
- Make sure the platform is clear of snow or ice and is kept slip resistant.
- Keep hands and feet clear of all pinch points while the gate is in operation.
- Make certain platform is properly latched when in transit.
- Make sure the safety lip is up when raising/lowering the lift-gate; this ensures carts do not roll off back of lift-gate.
- Make certain platform area, including the area in which loads may fall from the platform, is clear before and at all times during operation of the lift-gate.
- Operate the lift-gate with the control switches only.
- Read and follow the WARNING DECALS, OPERATIONS DECALS and OWNER'S MANUAL.
- Visually inspect the lift-gate daily as part of your pre-trip inspection.
- Write down any defects to the lift-gate on your daily vehicle inspection report and report to maintenance personnel immediately.
- Tell maintenance personnel when adjustment to the lift-gate is needed.
- Keep all decals in place and legible and retain the Owner's manual in vehicle.

The DON'T's:

- Allow the lift-gate to be used by persons not familiar with its operation.
- Use the lift-gate if unit shows signs of abuse or fails to operate freely.
- Permit the motor to run after the lift gate is raised to bed level.
- Overload the lift-gate. (Refer to the capacity chart for proper capacity of lift-gate.)
- Use the lift-gate for any other purpose than raising and lowering cargo from your truck.





Swing Door Delivery Operations

Swing door trailers bring a new challenge to the floor loaded delivery operation of Walgreens freight. In order to ensure a safe delivery, please follow the below guideline when arriving at a store with a swing door trailer.

- When arriving to a store, you may need to open the swing door prior to backing into the receiving area. If that is the case, back up as close as you can to your final stopping point before getting out to open the trailer door.
- Open the right swing door first, leaving the left door closed.
- Open the door slowly, checking to see if freight is leaning against the door as you open it.
- If freight begins to fall, DO NOT attempt to catch it - let it fall.
- Once the freight is stable, complete your backing into the store receiving area.
- Work the load at the back of the trailer from the bottom, knocking down freight until sufficient space is cleared from the bottom to the top of the trailer.
- Open the rear trailer door fully, ONLY when you have sufficient safe working space and the pressure has been relieved from the door.
- As you work on the first part of your load, be sure to have good footing at the rear of the trailer.
- Do not work in the trailer until enough space has been cleared to allow proper stand-up footing.
- Take extra care climbing into and out of the swing door trailer, as they do not have a handhold or additional step. You may be able to use a store ladder to assist you entering and exiting the trailer.
- In some cases, you will not be able to work a load from the floor and will need to start unloading from the top. In those instances, use a Walgreens Store ladder to reach the top items until you have enough room to climb into the trailer.
- Use ladders only when necessary and follow all ladder safety criteria including, not using the top step, ensure all 4 legs are planted firmly on the ground; only 1 person should be on the ladder at a time.
- Once you have room to work and the freight is off both doors, open the left swing door.
- DO NOT ask the store for assistance unloading. Store personnel is to remain outside the trailer at all times and should assist in scanning and receiving only. **The only exceptions to this policy** is when unloading items 50lbs or more, or awkward display items.

Back Belts

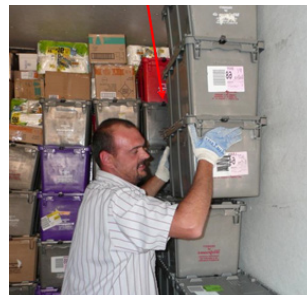
Back belts are provided by CPC to assist you in the safe performance of your unloading duties. If a back belt is issued to you it is expected that you will wear it while at work. While the belt is the property of CPC, it is expected that you will keep the belt in a clean condition.

Not everyone finds these belts to be effective. It is not a job requirement that you have a back belt. However, if you wish to have a belt, CPC will be happy to issue one to you. If you choose to use a back belt, please follow the directions on the correct usage of the back belt.

Do's and Don'ts of Lifting

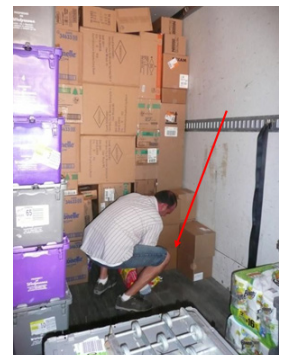
THE DO's

- Plan ahead before lifting.
 - Knowing what you're doing and where you're going will prevent you from making awkward movements while holding something heavy. Clear a path, and if lifting something with another person, make sure both of you agree on the plan.
- Lift close to your body.
 - You will be a stronger, and more stable lifter if the object is held close to your body rather than at the end of your reach. Make sure you have a firm hold on the object you are lifting, and keep it balanced close to your body.



Use the wall to walk down the tote

Use you legs and squat



- Feet shoulder width apart.
 - A solid base of support is important while lifting. Holding your feet too close together will be unstable, too far apart will hinder movement. Keep the feet about shoulder width apart and take short steps.
- Bend your knees and keep your back straight.
 - Practice the lifting motion before you lift the object, and think about your motion before you lift. Focus on keeping you spine straight--raise and lower to the ground by bending your knees.
- Tighten your stomach muscles.
 - Tightening your abdominal muscles will hold your back in a good lifting position and will help prevent excessive force on the spine.
- Lift with your legs.
 - Your legs are many times stronger than your back muscles--let your strength work in your favor. Again, lower to the ground by bending your knees, not your back. Keeping your eyes focused upwards helps to keep your back straight.
- If you're straining, get help.
 - If an object is too heavy, or awkward in shape, make sure you have someone around who can help you lift.



Squat and use your legs to lift



Put yourself in a better position by standing on something sturdy

THE DON'TS

- Don't lift things when your feet are too close together. If your feet are closer than shoulder width you'll have poor leverage, you'll be unstable, and you'll have a tendency to round your back.
- Don't lift with your knees and hips straight and your lower back rounded. This is the most common and stressful bad lifting move. Twisting the trunk during this bad move compounds the problem.
- Don't tense and arch the neck when lifting. This crams your neck joints together and causes pain especially if maintained for a long period of time.
- Don't lift and/or carry an unbalanced load.
- Don't lift and bend too much in a short period of time.
- Don't lift objects that are too heavy for you.
- Don't lift heavy objects directly following a sustained period of sitting, especially if you have been slouching.
- Don't lift things overhead with your neck and back arched, if possible.



Do not reach too far above your head



Do not twist your body, walk freight to roller



Do not bend at your back



Chapter 20

Using Conveyor Rollers

These tools make the job safe. Use them to avoid a lifting injury.

- Trailers are not to be opened prior to departing the yard unless directed to do so by Walgreens Transportation or Asset Protection.
- Rollers will be in the trailers stacked in the cradles and are never to be carried on the tractor.
- Rollers must be re-staked in the cradles and secured between stores.
- If the proper number of rollers is not loaded on the trailer, contact dispatch and report it right away. They will follow up with a message to the DC Manager.
- Once again safety is our number one concern. Please remember to wear your gloves. Most injuries with the rollers are either cuts or pinches.
- Start using your rollers as soon as you can set the first one up.
- Your first roller will hook to the rollers that the store have. One end of the rollers has hooks.
- You need to make sure these hooks are securely hooked to the stores rollers. You will need to elevate the other end of the rollers; usually one tote will be sufficient. You want it elevated enough so that the product rolls down okay (if you don't have it high enough it won't roll down, if too high it rolls too fast and is hard for the store to handle).
- Continue unloading, working your way back in the trailer. When you are back far enough you will need to add the second roller and add additional rollers as you move deeper into the trailer.
- Do not leave rollers at the stores. They belong to Transportation department.
- Please inspect rollers and report any damage so that they can be repaired or replace. This needs to be reported to the Walgreens Transportation department.
- Report to the Transportation office if you observe any transportation rollers at the stores.
- If the stores have insufficient equipment to reach the back of the trailer, please report this to the Transportation office. They will work with the stores to remedy this.



Chapter 21

Injury Reporting Procedures

What to do if you are injured on the job?

Workers Compensation

Worker's Compensation benefits are established by law to fill a need to provide prompt and reasonable income and medical benefits to work/accident victims or income benefits to their dependents.

Workers' Compensation benefits are provided by the employer and paid for by the employer. In recognition of the fact that the Employee will be providing services to customers of the Company using equipment provided by and/or while on the premises of such customers, the Employee understands and agrees that any injury which is compensable under the Company's workers compensation coverage will be the Employee's sole and only remedy for such injuries as against the Company or any customer for whom such Employee was providing services to at the time of such injury and that the Employee will have no independent right to seek compensation for such injuries against any such customer other than their right to workers compensation benefits.

Workers Compensation is not a government insurance program and the benefits do not come out of tax dollars. The benefits are funded in accordance with State guidelines for employers. The cost to employers for this insurance is directly related to the number and severity of the claims filed by its employees.

Prevention of workplace accidents is a financial incentive to both employees and employers. Our company philosophy is that we want to provide our employees with a safe workplace and to do everything possible to minimize the risk of injury to our employees. At the same time, our philosophy is to support those employees who do get injured on the job and to work with them in their treatment and help them return to work as soon as possible after an injury. It is also the company's expectation that its employees will do everything they can to maintain a safe workplace, to perform their work in a safe manner, to protect themselves from injury, and also to cooperate in the event of any injury with a view toward returning to work as soon as medically reasonable.

For these reasons the company has written this handbook to encourage each of its employees to work safely and to set forth in writing the company philosophy of providing a safe work environment. The successful achievement of these goals will establish a working relationship that will allow the company to offer qualified and safe drivers to its clients.



To Report a Work Related Injury:

In the event of a medical emergency call 911 as appropriate

Notify your CPC supervisor as soon as possible.

Call the nurse line at **1-866-832-4428** (Option 1) to speak with a nurse (available 24 x 7) and report the injury.

Questions or Follow up calls? Call 1-866-832-4428, option 3 or 4 for CPC's WC Dept.



Injury Investigation Worksheet Reminder: Injury Investigation Report MUST be completed within 7 days from notification of Injury from WC Dept. **EXIT**

Find an EXISTING Injury: Safety Manager Preview Printer **Injury Investigation Worksheet**

Employee Name Date of Injury Type of Injury

WHAT HAPPENED
Employee states he tried to catch a stray cat in a store and got bit on both hands. Bleeding, pain.

CORRECTIVE ACTION PLAN

ROOT CAUSE

FOCUS

ANTICIPATE

CORRECT

TALK

SAFETY MANAGER After Investigating the injury, in your opinion was the injury Preventable OR Non Preventable ?

Safety Manager Signature Date Reviewed

MANAGER Do you Agree OR Disagree Why?

Manager Signature Date Completed **FINAL INJURY DETERMINATION**

Note: Final Injury Determination defaults to PREVENTABLE, if you determine the Injury is NON-PREV, then you MUST click the button to change the determination. This determination is what filters to all the various reports/forms

Work Injury/ Accident Investigation and Prevention

The prevention of accidents and elimination of accident causes is dependent on all employees, from corporate officer to worker. Each employee of the company has the responsibility to effectively use their skills, effort and time to assure that safe performance is the first consideration. They are also expected to develop the necessary skills and know how to promote safety and create an attitude of enthusiasm for the accident prevention activities of the company.

It is the stated policy of this Company that an employee is expected to notify their Regional Manager/ Operations Supervisor within twenty-four (24) hours of any injury of any kind that occurs in the course of their employment and contact the injury intake hotline at 1-866-832-4428 immediately. In addition, it is Company policy that, if an employee sustains a work related injury that requires them to be off the job, they will immediately provide their Regional Manager/Operations Supervisor with all necessary facts and information regarding the circumstances of the injury and personally communicate their medical status to the Company on a weekly basis as per CPC Company Policy I-003.

It is the policy of the Company to investigate all accidents that result in the injury of an employee whether vehicle or work related, regardless of the seriousness of the injury. The investigation is to be conducted as soon as possible after the incident so that facts will be as clear as possible to the manager and the employee. In most instances, it will be conducted by the manager responsible for the client account. Based on the information submitted on the first report of injury, the Safety Department may request additional information relative to the accident/injury and to see if the cause of the accident/injury applies to other work sites.

It is also the policy of the Company that management personnel will maintain contact with injured employees to stay informed as to the employee's condition and treatment. Through mutual cooperation, the ultimate goal is to achieve the employee's quick return to work.

Chapter 22

Accident Procedures

Be prepared to handle emergency situations

What Is an Accident?

ANYTIME damage is done to equipment, leased or rental, or to some else's property (including damage to stores) CPC and Walgreens considers it an accident. This can be as minor as broken light or scraped stucco on a building side.

CPC policy clearly states that any employee involved in ANY accident shall immediately report said accident. Failure to comply will subject the employee to disciplinary action, up to and including discharge.

Reporting an Accident

When you are involved in an accident, you need to follow certain steps.

- Contact Dispatch immediately. Someone should be available at all times as each warehouse has a cell-phone carried by the Manager/Supervisor on duty.
- You also need to notify your CPC Manager.
- Take pictures. There should be a camera in the truck. Take pictures of the damage and surrounding area. If there is damage at a store, ask the Store Managers to take pictures.
- Upon return to your home terminal, you must fill out an accident report. You will not be dispatched again until the report is completed.
- If the vehicle is struck while parked at a truck stop, domicile, store location, or anywhere outside the distribution center, you are required to notify law enforcement. If they respond, make sure you document the time you called and who you talked to (name and badge number).

Remember...

- Any damage is considered an accident.
- Any accident needs to be reported immediately.
- If the vehicle is struck while parked, you need to contact law enforcement.
- All calls you make must be documented.
- Any accident NOT reported immediately will subject the driver to disciplinary action, up to and including discharge.
- All accidents go on your employment record.

What to Do In Case Of An Accident On The Road

In the event you are ever involved in an accident involving your equipment, it is imperative that you follow the guidelines listed below.

Stop

- Get out of harm's way and park off the road if possible
- Turn on hazard flashers
- Use extinguisher if necessary
- Place warning signals and/or set up triangles
- Use snakes to protect any drains, sewers or waterways from contamination in the event of a fuel spill

Care & Protection of Injured Persons

- Care for injured
- Protect them from further injury or collision
- Render only what first aid you are qualified to give
- Do not move an injured person unless absolutely necessary
- Call 911





Protect Cargo

- Take necessary steps secure and protect spilled cargo
- Account for and safeguard pharmacy merchandise
- Use spill kit if diesel has spilled

Notify

- Call your dispatcher
- Notify CPC
- Follow your dispatcher's instructions
- If you are injured, ask someone to call your dispatcher

Obtain

- Get information from other party, including name, address, phone number, drivers license number, vehicle license number, type of vehicle
- Get name & badge number of authorities and address and phone number of reporting agency
- Get officer's card and write case or report # on the back of the card
- Get accident report or information on how to obtain one before leaving the scene
- Get witnesses names, addresses & phone numbers
- Provide only your name, address, Company phone number and insurance information
- Obtain phone number where your truck will be towed if applicable
- Use camera to take photos of Walgreen's tractor trailer, other party's vehicle, scene, damage, skid marks, signals, street signs and other property damage and evidence
- Take notes and draw diagrams, don't rely on your memory later

Avoid

- Any admission of guilt or responsibility
- Don't discuss the accident with anyone except a CPC or Walgreens official or law enforcement officer

Cooperate

- Follow law enforcement instructions
 - Provide police with all vehicle and driver documents: Manifest, insurance, registration, driver's license and medical card
- Be courteous to all parties
- Follow CPC's instructions for drug testing, if required
 - DOT Post accident testing must be done, if...
- There was a fatality, OR...
- If you receive a citation at the scene of the accident, AND...
 - A person is injured and requires immediate medical treatment away from the scene, OR...
 - One or more of the vehicles incurs damage and must be transported from the scene by a tow truck or another vehicle
- Pick up emergency equipment
- Don't leave the scene until all details are taken care of, and you have obtained all information

Refer To Accident Kit

- Every tractor should contain an accident kit with an Accident Kit Check List, Accident report and a disposable camera
- Follow instructions on accident kit check list in the event of an accident

Preparing An Accident Report

Walgreens Accident Report Form

Complete The Report

- You must complete a report as soon as you return and within 24 hours of the accident
- Turn in the camera
- The report must be filled out in full, with all blanks filled in
- Print clearly
- Both sides must be filled out
- Answer all the questions on the back-side of the form
- Refer to your notes taken at the scene
- The report must be signed
- Ask for help with Vin & license numbers

Diagrams

- Make a diagram of the scene
- Indicate direction of travel of all vehicles
- Show signals, buildings & other stationary objects
- Use a full sheet of paper if necessary
- Make it legible, it may be used by the insurance company and the accident review committee

Statement

- Use another piece of paper to write a statement if necessary
- Start with the situation or events just before the accident
- Explain in your own words the events of the accident
- Include what you did immediately after the accident
- Tell what you did to avoid the accident
- Refer to your notes
- This statement, along with pictures & diagrams will be used in a determination of preventability

RETURN TO WORK

- If you are injured on the job as a result of the accident, you will need to supply your CPC Supervisor with any required medical clearance before returning to work

The image shows the front side of a yellow Walgreens Vehicle Accident Report form. At the top, it says 'Walgreens VEHICLE ACCIDENT REPORT Form 802 Rev. 10/01/18'. Below the title, it instructs to 'Answer All Questions - Every Accident Must Be Fully Reported'. The form is divided into several sections: 'Accident Information' (Date, Time, Location, Police Number, etc.), 'Company Information' (Company Name, Address, etc.), 'Company Vehicle' (Make, Model, Year, etc.), 'Cargo' (Type, Weight, etc.), 'Person Involved' (Name, Address, etc.), 'Other Vehicle' (Make, Model, Year, etc.), 'Other Information' (Witness Name, etc.), and 'Police Action' (Officer Name, etc.). At the bottom, it says 'List Names, Address and Phone Numbers of Other Persons Involved on Separate Sheet of Paper. Use Reverse.'

The image shows the back side of the Walgreens Vehicle Accident Report form. At the top, it says 'THIS REPORT IS CONFIDENTIAL AND TO BE USED ONLY BY COMPANY OFFICIALS AND THE INVOLVED OPERATOR'. Below this, there is a diagram area with a grid and a car icon, labeled 'Diagram of Accident Scene'. Below the diagram, there is a table with columns for 'Number of', 'Location', 'Action Taken', 'Result Observed', 'Other Comments', 'Yes', 'No', and 'Other Party'. The table has rows for various accident types like 'Collision', 'Rear End', 'Side Impact', etc. Below the table, there are several sections for 'ANSWER EVERY QUESTION' with checkboxes for 'Yes' and 'No'. At the bottom, there is a signature line and a date field.



Chapter 23 Forms and Important Documents



Miscellaneous forms & documents

The following pages contain some important forms pertaining to operations at the Walgreens warehouse and domicile locations.

If you need any of these forms, or need further explanation of their use, please see your local Driver Safety Trainer, CPC Regional Manager, or Walgreens Dispatcher for assistance.

Load Evaluation Forms

Each warehouse has a form designed for the driver to give feedback on the quality of the load that day. The form should be completed at the end of each run and turned in with the driver's paperwork at the end of the trip. All information should be constructive and the form should be completed in a professional manner. This information provided will be used by the warehouse to make adjustments and for follow-up with the loaders.





Shipping Manifest

This is your main Shipping Document.

*Trackey # and Trackey download code no longer exist
**RX Controlled no longer listed on RX Manifest as PHAR-G

Driver Name 2/20/02 12:17:45 **Trackey # (back of Trackey)** 121251

SBP215 WALGREENS SHIPMENT MANIFEST
WPRDD

DC.: 88006 Trailer: 775033 Drv 1: Drv 2: Extra Seal: B/L Nbr: 121251
Name: WALGREENS- SCAC.: MAGL Route: 19

***** HAZARDOUS ***** HAZARDOUS ***** HAZARDOUS ***** HAZARDOUS ***** HAZARDOUS ***** HAZARDOUS ***** HAZARDOUS ***** HAZARDOUS *****
***** Use Proper Shipping Name & Hazardous Class (H.M. REG. 49 CFR. 172-101) *****
***** In Case Of Trouble, Please Call This Number: 800-424-9300 *****

SHIP TO	DC ADDRESS	ITEM	HAZARDOUS DESCRIPTION	HAZARDOUS CODE
02961	002961678238	12 1 CRICKET LIGHTER SINGLE	LIGHTERS OR LIGHTER REFILLS (CIGARETTES) CONTAINING FLAMMABLE GAS	2.1 UN1057 FLAMMABLE GAS

Any Hazardous listed in this section

SHIP FROM 88006 WALGREENS-WOODLAND 2370 E. MAIN ST. WOODLAND CA 95695

SHIP TO STORE ADDRESS: 75 NORTH HAM LANE, LODI CA 95242, Phone Nbr 209-369-0798

SHIPMENT NUMBER: 06M1170

WEIGHT: 11,221 CUBE: 1,120

MEMO: CTRL CNT 2

DRVR	DC	SHIP	TOTAL	DIFF FROM	RCVD	DC SHIP	DMGD
RX		14					
SS		723					
TOTAL		737					
* EXC		0					
GRAND TOTAL		737					

DRIVER SIGH _____ STORE SIGH _____

Store # Address Phone

Weight and Cube of THIS store

Manifest #

RX Controlled Listed on RX Manifest as PHAR-G

3 columns to report What the store received Difference from DC Damaged cases received

Store Manager initials that door was locked upon arrival and locked upon departure

Check trailer weight to see if it needs to be weighed

SBP215 WALGREENS SHIPMENT MANIFEST 2/18/02 18:13:24

DC.: 88006 Trailer: 78577 Drv 1: Drv 2: Extra Seal: B/L Nbr:
Name: WALGREENS- SCAC.: MAGL Route: 47

RETURN TO WALGREENS-WOODLAND SEAL IN INITIALS

TRAILER TOTALS:
PIECES: 1,311 WEIGHT: 16,311 CUBE: 1,900

* EXC Exception Product Definition: Cases with special labels marked 'WALGREEN EXCEPTION PRODUCT'

*THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED. ARE IN PROPER CONDITION FOR TRANSPORTATION, ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.
*MARK WITH "X" TO DESIGNATE HAZARDOUS MATERIALS AS DEFINED IN TITLE 49 OF FEDERAL REGULATIONS. PLACARDS SUPPLIED YES: NO:

NOTE: WHERE RATE IS DEPENDENT ON VALUE, SHIPPERS ARE REQUIRED TO STATE SPECIFICALLY IN WRITING THE AGREED OR DECLARED VALUE OF PROPERTY. (INTERMODAL EXCEEDING \$250,000)
THE AGREED OR DECLARED VALUE OF PROPERTY IS HEREBY SPECIFICALLY STATED BY SHIPPER TO BE NOT EXCEEDING:
\$ _____ PER _____

FREIGHT CHARGES: "ARE TO BE PREPAID"
SEND FREIGHT BILLS TO: WALGREEN COMPANY
ATTN: TRAFFIC DEPT.
200 WILMOT ROAD
DEERFIELD, IL 60015

CARRIER NAME: AUTHORIZED SIGNATURE: DATE:

** END OF REPORT **

Shipping Manifest for RETURNS FROM THE STORE

This is provided by the store for returns. Check the trailer weight to determine if the load needs to be weighed.

VRP8100

WALGREEN COMPANY
RETURN CENTER MANIFEST

TIME: 7:27:39 DATE: 5/22/02
PAGE: 1

SHIP TO: Walgreen Return Center
730 W.U.S Highway #30
Valparaiso, IN 46385

From: 02869
1407 N. DIMURA BLVD
VISALIA

CA 932910000

Box Numbers

901028691053
901028691054
901028691055
901028691149
901028691153
912028691160
912028691161

Date Shipped: 5/22/02 Estimated Weight: 126 LBS.

Number of Boxes: 7

Driver Signature: *Michael Davis*

Walgreen Fleet Trailer Number: 715391

Store Signature: *[Signature]*

Transportation Copy

*** END OF REPORT ***

RX Case Count by Shipment

This document denotes the RX merchandise on board, by delivery stop. Each case of pharmacy items is listed by "Case Scan ID #" and must be individually "checked off".

ALWAYS have the Store Manager initial this document, confirming a complete delivery of these items.

WPPB201
WOODLAND
WPRGD *

WALGREENS
RX Case Count By Shipment

12/13/01
14:51:07
PAGE 1

Trailer	SCAC	Ship To	Shipment Nbr	Process Date	Repack Prod Type	Case Scan Id
715309	0	WAGL	02526	0694041	12/13/01	
					PHARM	002526656395
					PHARM	002526656396
					PHARM	002526656397
					PHARM	002526656398
					PHAR-G	002526656399
					PHARM	002526656400
					PHARM	002526656401
Total RX Case Scan IDs:						7

Trailer # → 715309

Store # → 0

Controlled items are listed as PHAR-G (one on this load) → PHAR-G 002526656399

Total RX Case Count for this shipment → 7

Every item should be checked off and the Store Manager must initial → [Initial lines]



Chapter 24 Policies

A short summary of some of the more important policy issues

Breakdowns

When needing help due to a breakdown, call the Transervice toll-free road service phone number at 877-601-7803. Road Service will ask for unit number and 4-digit location code. If you breakdown with a rental unit, call the appropriate rental company. Report all delays associated with breakdowns to the Walgreen's Dispatch Office.

Important: in the event of a tire related roadcall, the blown tire must be returned to the Transervice shop upon return, irrespective of the condition. Each trailer is equipped with a spare tire carrier for this purpose. The vendor will be instructed to put the tire in the tire carrier. This is a requirement!



Calling Dispatch

Call your dispatch office when any of the following situations occur...

- Accident or damage to equipment
- Any incident at a store location
- Breakdown
- Delay in excess of 30 minutes
- Manifest does not match the load
- Relay driver is more than 30 minutes late
- If a run cannot be completed, call 2 hours before reaching your maximum hours of service limitation

Calling Asset Protection

Call Asset Protection when any of the following situations occur

- Short regular or controlled RX (Prescription)
- Over regular or controlled RX
- Seal or Lock discrepancies
- Any situations where you need dispatch and are unable to contact them

Camera use

The "one-use" cameras located in each tractor are there to record photos of accidents only. Please do not use them for any other purpose. If you want to take a picture of a bad load, ask the store manager to take a picture using a disposable type camera. Photos taken with your cell phone are also acceptable.

Cell Phone Policy (CPC Policy G-014)

Effective January 3, 2012, the U.S. Department of Transportation (DOT) established a hand-held cell-phone ban for all commercial drivers.

The rule – issued jointly by the Federal Motor Carrier Safety Administration (FMCSA) and the Pipeline and Hazardous Materials Safety Administration (PHMSA) – prohibits interstate commercial motor vehicle (CMV) drivers from using hand-held cell phones while driving.

Under this rule, CMV drivers will not be able to hold, dial, or reach for a hand-held cell phone, including those with push-to-talk capability. Hands-free use is allowed, as is the use of CB Radios and two-way radios. Specifically, the rule prohibits drivers from:

- Using at least one hand to hold a mobile phone to conduct a voice communication;
- Dialing or answering a mobile phone by pressing more than a single button, and
- Reaching for a mobile phone in a manner that requires the driver to maneuver so that he or she is no longer in a seated, belted, driving position.

Drivers will not be able to use hand-held phones while temporarily stopped due to traffic, a traffic control device, or other momentary delays, but they will be able to use them after moving the vehicle to the side of, or off, the highway and stopping in a safe location.

Drivers who violate this ban will face federal civil penalties of up to \$2,750 for each offense and disqualification for multiple offenses. Companies that allow their drivers to use hand-held cell phones while driving face a maximum penalty of \$11,000.

In accordance with this law, CPC has established the following policy regarding hand held cell phones:

The company prohibits employee use of personal hand-held cellular phones, business supplied hand-held cell phones or similar devices for business purposes related in any way to our company or our customer, while driving. This prohibition of cell phone or similar device use while driving includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any other purpose related to your employment or any personal related purpose. This policy does not prohibit the use of hands-free devices so long as the usage is in accordance with DOT guidelines unless specifically addressed in the Schedule of Wages and Working Conditions for the operation at which you are assigned.

Therefore, employees are required to stop your vehicle in a safe location so that you can safely use a hand-held cell phone or similar device. Using a hand-held cell phone or similar device while driving is strictly prohibited. From time to time, both CPC and/or our customer may contact you by cell phone for business reasons. Every attempt will be made not to contact you while driving. Regardless, if you are driving you are not to answer a hand-held cell phone. You should follow the policy and the DOT requirements above regarding hand-held cell phone use when returning the call - only when you are safely stopped and not driving.

If a driver is fined for violations of this or any other laws, the fine is the sole responsibility of the driver. CPC will not cover the cost of the fine.

Finally, while on-duty not driving, cell phone or other business related device usage is limited to business related matters. Personal cell phone and other electronic device usage should only occur while you are off-duty and on break and should not interfere with your work duties.

Employees who violate this policy will be subject to disciplinary action, up to and including employment termination.

Departure times from the yard and Yard Policies

- The pull time listed on the Dispatch Sheet is the time you should be physically leaving the yard
- The start time for drivers pulling single trailers is 30 minutes prior to pull time.
- The start time for drivers pulling double trailers is 45 minutes prior to pull time.
- Do not depart the yard more than 15 minutes prior to you scheduled pull time.

Policies while on premises at the customer DC:

Reflective Vests:

- Reflective vests are to be worn at all times while outside the vehicle in the DC yard. The yard at most DC's can be a very busy and hectic place with vehicles from several outside carriers trying to navigate in an unfamiliar location. Reflective vests increase your visibility to other vehicles in the yard, reducing the likelihood of injury.

Speeding:

- Speed limits for the yard are posted at each DC. As with all other posted speed limit signs, you are to adhere to the DC speed limit at all times while on premises.

Doors and Gates:

- Asset Protection tracks the entries and exits from the yard and DC at all times. You are expected to have and use your assigned ID badge each time you enter through the Yard Gate or Dispatch office door. If you forgot or lost your ID badge, please report this information to Asset Protection at the front of the Distribution Center and request a temporary badge. You should never prop a gate or DC door open as AP will not be able to track who is entering their facility.



ELD Policy

Effective December 18, 2017, all carriers are required to utilize Electronic on board logging devices when operating in the United States.

Section § 395.8(a)(1) directs a motor carrier operating CMVs to install and require each of its drivers to use an ELD to record the driver's duty status no later than 12/18/2017.

This rule requires the ELD's to be able to automatically record date, time and location information; engine hours; vehicle miles; and ID information of the driver using the device. The devices must sync with its corresponding vehicle's engine to record engine on and off time.

The rule also requires compliant devices to be able to transfer data during roadside inspections "on-demand," via either a wireless Web-based services, email, USB 2.0 or Bluetooth. The rule also stipulates that the ELDs "present a graph grid of a driver's daily duty status changes either" on the units themselves or in printouts.

If you are operating a vehicle with an inoperable ELD, please notify the Equipment Lease provider immediately to have it repaired. Tampering with or disabling the ELD will result in immediate discipline, up to and including termination. Failure to use the ELD will also result in progressive discipline as outlined in the Uniform Work Rules and could subject you to fines and CSA points from the US DOT.

Equipment Damage

- All damage (including mud flaps) must be reported to Dispatch immediately.
- All damage not reported to Dispatch immediately will be deemed unreported and will subject the driver to disciplinary action.
- An accident report must be filled out immediately upon returning to the yard at the end of your trip.
- No driver will be dispatched if an accident report is pending.

Equipment Repairs

- Upon returning from any trip, if any equipment repairs are necessary, they are to be written up and given to the shop personnel immediately. Park the unit in the location designated for units needing repairs and give the DVIR to Transervice or dispatch.
- Any problems with the on-board computer or camera should be reported to dispatch immediately. Any tampering with the on board technology to avoid compliance is a terminable offense.

Fueling at the DCs

- If your fleet uses Fuel Force system, the EFS card is used along with the Touch Pad screen at the pump to fuel the tractor.
- After inserting the EFS Driver Card, drivers must enter odometer, vehicle and hose # before pumping fuel - Please enter the correct tractor number every time you fuel. If your tractor number does not work, contact dispatch immediately.
- Drivers must be in attendance while fueling.



Fueling on the Road

Drivers should always attempt to fuel their vehicles at the DC location unless they are given specific instructions otherwise. But, if fueling is required on the road the following procedure should be followed:

Walgreens has designated certain Truck Stops and/or Providers as their Preferred Fueling Network for purchasing fuel when necessary while on the road. The Preferred Fueling Network locations are the only locations that should be used unless specific permission is given by Walgreens dispatch. These "In Network" fueling locations include Pilot Flying J, TA, Love's, and Ambest.

- If a driver will be required to fuel on the road, the driver should plan their trip ahead of time to fuel at one of the preferred locations. This means that the driver should not wait until low on fuel and then have to use another location out of emergency.
- Each driver will be issued a Fuel Card that can be used at the Preferred Fueling Network locations. Each driver will be responsible for their card and must have it in their possession at the time of any run. The driver must also turn in the card at the end of their employment in order for their final pay to be processed (unless required otherwise by state law).
- Misuse of the card will result in termination of employment and prosecution of the employee on criminal and civil charges as well as restitution of damages.

Failure to follow the policy will subject the driver to disciplinary action.

Fuel Spills

All fuel spills, regardless of amount, must be reported immediately to the Dispatcher or Supervisor in the Walgreen Dispatch office. If the spill happens after Dispatch Office hours, follow the after-hours contacting procedures in effect for your home location.

Make every effort to contain and/or clean up the fuel spill with the fuel containment materials (kitty litter, booms, etc.) at the fuel pump area.

Fuel spills on the road should be handled the same way as mentioned above. Use the fuel spill containment materials in the tractor.

If you have an emergency situation involving a fuel spill and/or hazardous material spill AND you are unable to contact a Walgreen Dispatcher or Supervisor or Manager, notify Asset Protection.

All fuel spills over 25 gallons will be reported to the local, state, and federal EPA by Walgreen's management.

Hours of Service

At all times, drivers are to operate in strict compliance with all FMCSR hours of service regulations. Additionally, all drivers are expected to comply with State-specific laws pertaining to Meal and Rest Periods. **No exceptions.** The 11-hour driving, 14-hour consecutive tour of duty, and 70 hours in 8-day maximum hour rules will be strictly enforced.

While DOT regulations allow a driver to continue on-duty not driving beyond 14 hours (so long as the driver does not drive before a 10 consecutive hour break) Walgreens requires all drivers to be completely off-duty after 14 consecutive hours unless specific permission is granted by the Walgreens Fleet Manager for that run. DOT allows for a once a week 16 hour exception allowing the driver to drive after 14 hours based on certain criteria and allows for a driver to continue on-duty but not driving after 14 hours. But, Walgreens will only use these exceptions based on its specific permission for that day and under very limited circumstances. A driver should arrive at his final destination at least 15 minutes prior to the end of the 14-hour period and be off-duty by the 14-hour limitation.

Drivers must take a 30-minute break on any run of eight (8) hours or more. Walgreen policy authorizes the driver to take and log the break off-duty. Written authorization is posted at each warehouse.

A driver will take at a minimum a ten (10) hour break off-duty at the home domicile upon the end of his tour of duty. A driver returning from a layover run, with available hours to work can be dispatched out on another run as needed.



Job Bidding

The process of bidding runs is established in the Bid rules for the warehouse or domicile location. Please see your local CPC manager for details on the bid process at your location. A written copy of the bid rules will be issued to you at the time of hire, as part of the SWWC.

Motel Policy

Walgreens has a discounted rate with the hotels that take the Corporate Lodging Consultants card. Whenever possible, you are required to manage trips when layovers are necessary and to patronize the designated hotels. If that is not possible, you are to discuss the situation with dispatch two hours prior to shutting down for a layover.

Paperwork Issues

All daily paperwork (logs, bills, accident reports, etc.) is to be turned in at the completion of each trip. No paperwork is to be carried home or held over until a later day.

Passenger Policy

Carrying unauthorized passengers is in violation of Sec. 392.6 of the Federal Motor Carrier Safety Regulations and is prohibited by CPC. No driver shall allow anyone to ride in their truck at any time other than employees of CPC or our clients without written permission or verbal from our client. Drivers found violating this rule are subject to immediate dismissal.

Sec. 392.6 of the Federal Motor Carrier Safety Regulations

- a) Unless specifically authorized in writing to do so by the motor carrier under whose authority the commercial motor vehicle is being operated, no driver shall transport any person or permit any person to be transported on any commercial motor vehicle other than a bus. When such authorization is issued, it shall state the name of the person to be transported, the points where the transportation is to begin and end, and the date upon which such authority expires. No written authorization, however, shall be necessary for the transportation of:
 - i) Employees or other persons assigned to a commercial motor vehicle by a motor carrier;
 - ii) Any person transported when aid is being rendered in case of an accident or other emergency;
 - iii) An attendant delegated to care for livestock.
- b) This section shall not apply to the operation of commercial motor vehicles controlled and operated by any farmer and used in the transportation of agricultural commodities or products thereof from his/her farm or in the transportation of supplies to his/her farm.

Payroll issues and questions

Drivers will be paid off the computer trip report or the log. The report must be an accurate reflection of the run and match the log.

If after receiving a paycheck, you have any questions about the accuracy of your payroll, please call your local CPC office and they will be pleased to assist, or direct you to the proper party to help you.

Personal Injuries

Any personal injury suffered on the job must be reported to your CPC Supervisor/Manager and the Workers Compensation Centralized Intake at 1-866-832-4428 immediately. You should also notify the Dispatcher or Supervisor at Walgreens of the occurrence.

Personal Items in trailers - Salvaging - Store Purchases

Drivers should not use the trailers for transporting personal property or items that may have been acquired on a trip. Please refrain from rummaging or salvaging discarded store items during store deliveries. If a store offers to give you some discarded items, get a written receipt and make arrangements to pick the items up in your personal vehicle after work. Store purchases during your trip should be made when off duty and limited to consumables or incidental items needed during your trip. If you take Walgreens merchandise from your tractor to your car, please notify dispatch or Asset Protection and provide a store sales receipt.

Pintle Hooks

The pintle hook located on the rear of the Walgreens fleet tractors, must be closed at all times. While attempting to hook up, the bottom of the trailer can hit an open hook. This will bend the pintle hook and bracket, requiring repairs and replacement.

The pintle hook should not be used to hook a con-gear to a trailer. This will also damage the pintle hook and bracket.

Pre-trip and post-trip inspections

A pre-trip inspection is required by DOT Safety Regulations and must be done at the beginning of every trip.

CPC allows up to 15 minutes at the beginning and end of each trip as well as 15 minutes at a relay point to perform the required pre & post trip inspections. CPC believes an adequate inspection can be completed in this time if the steps are followed as outlined in the CPC Handbook. The time allowed is for the pre and post trip inspection, completion of the daily vehicle condition report and signing on or off the computer only. Other tasks should not intrude on the time intended for the pre & post trip inspection. Pickup and delivery paper work should be completed while on duty at the store or backhaul. Personal gear should be moved in or out of the tractor before or after your shift.

Our primary interest is your safety and the safety of the public. For that reason, we want to stress the importance of a proper and thorough pre & post trip inspection.

The Federal Motor Carrier Safety Regulations section 392.7 states:

"No commercial motor vehicle shall be driven unless the driver thereof shall have satisfied himself/herself that the following parts and accessories are in good working order... service brakes, including trailer brake connections, parking brakes, steering mechanism, lighting devices and reflectors, tires, horn, windshield wipers, mirrors, coupling devices."

FMCRS 392.8 goes on to say:

"No commercial motor vehicle shall be driven unless the driver thereof is satisfied that the emergency equipment required....is in place and ready for use...."

FMCRS 396.11 and 396.13 cover Drivers Vehicle Inspection Reports

"...Every motor carrier shall require its drivers to report...in writing at the completion of each day's work on each vehicle operated...and list any defects or deficiencies which would affect the safety of operation..."

"Before driving a motor vehicle the driver shall: 1) Be satisfied that the motor vehicle is in safe operating condition: 2) Review the last inspection report required to be carried

in the power unit; and 3) Sign the report, only if defects or deficiencies were noted by the driver who prepared the report, to acknowledge that the driver has reviewed it and there is certification that the required repairs have been repaired." The driver may certify that repairs have been made. {FMCSR Interpretations}



The CPC Drivers Handbook outlines required pre-trip and post-trip inspections as well. It also expands on the DOT regulations by including items such as: coolant level, engine oil level, cab-cards, trip reports, etc...

Walgreens expects all equipment provided to be treated professionally by our drivers and damage to the equipment is taken seriously. All drivers must properly fill out the daily Vehicle Condition Reports (VCR). The only way for a driver to protect himself from responsibility for damage that others might do is to note ANY vehicle damage on the Scratch/Damage Report. **Any "new" damage must be noted and reported prior to departing with the vehicle.**

Risky Maneuver Policies

CPC Drivers assigned to Walgreens will be prohibited from performing certain risky maneuvers as outlined in the below policy unless prior approval has been granted on an exception basis.

1) U-Turns

A U-Turn is one of the most risky maneuvers a driver in any vehicle can make. As a result, the likelihood of an accident increases significantly when this maneuver is made on the road. U-Turns will only be allowed under the following conditions:

- a) Geographical restrictions, which limit or prohibit access to a Walgreens store which a Safety Manager confirming the necessity has approved. A list of approved stores will be kept by CPC Management and updated as needed based on feedback from drivers and Safety personnel.
- b) Driver is instructed to perform a U-turn by a law enforcement officer (or other directional control) due to detour or construction outside the normal flow of traffic

2) Parking on the Side of the Road

Drivers are prohibited from parking on the side of a road unless:

- c) They are experiencing an equipment issue requiring them to pull off the road immediately
- d) The driver is involved in, or witness to an accident.
 - (1) In the event a driver is required to park on the side of the road, the driver is required to utilize triangles per the Training Manual and wear their reflective vests.
- e) Meal and Rest breaks along with other stops throughout the day should be taken in parking lots with enough space to safely park the tractor and trailer without impeding traffic.

3) Following too Closely

Following too closely in a tractor trailer does not allow the driver enough time to respond should something in front of him require a sudden reduction in speed. This reduction in speed can be the result of building traffic, an unforeseen maneuver from another motorist, an animal entering the roadway, or even debris in the road. Drivers can greatly reduce the risk of an accident by allowing a 4 second following distance between the front of the tractor and the vehicle in front of it.

There are a few items to add to this maneuver:

- f) Tail Gating - this should never happen, even in high traffic situations. Closing the gap to not allow other vehicles in does not get you to your destination any faster. Always maintain a safe trailing distance at any speed.
- g) Driving too fast for conditions - the speed policy and posted speed limit are for ideal conditions. Anything from rain, snow, to night time greatly reduce visibility and response time. If conditions are less than perfect, slow down to a safe operating speed.
- h) Hard Braking - hard braking is a sign that not enough space is being given in front of the tractor, thus requiring the driver to react more forcefully than would otherwise be required. Hard braking should be avoided unless necessary to avoid an accident.

4) Speeding Policy

Speed management is the single most important factor in preventing accidents. CPC and Walgreens have established a maximum tractor speed policy which is not to be exceeded. The policy for all drivers assigned to Walgreens is to drive at (only in ideal conditions) or below the posted speed limit, up to a maximum speed of 64 mph. No tractor should go above the maximum fleet speed nor above any posted speed limit.

5) Parking in Properly Designated Locations

Parking a tractor trailer may be extremely difficult, especially in large cities that are not designed to accommodate large vehicles. When parking, all effort should be made to park in a spot properly designated for a tractor trailer. This is especially true at Rest Stops.

If you are not able to park in a Tractor Trailer spot, please follow the following guidelines:

- i) Do not block the roadway. Park so that your tractor and trailer are not blocking traffic and that pedestrians can easily pass on the sidewalk.
- j) Do not park in Fire Lanes. If an area is a designated Fire Lane, identify another location to park your equipment.
- k) Do not park on the side of the roadway (see section II. above).
- l) Do not block emergency vehicles or signs.
- m) When possible, park in a location where you can easily pull through rather than have to back up, reducing the likelihood of an incident.

6) Swerving

Swerving means to change direction abruptly and is one of the most dangerous maneuvers a driver can make. Swerving greatly increases the likelihood of a rollover and brings peripheral items into danger rather than just what is in front of the tractor. Swerving should only be used to avoid hitting a pedestrian or to avoid a major accident.

Swerving should not be used to:

- n) Avoid road debris.
- o) Avoid animal strikes. More harm to humans can occur if you swerve to avoid an animal.
- p) Make a late turn to exit the interstate. If you miss your exit, just go to the next exit.

Sickness and sick call-ins

- When calling in sick or requesting time off, every effort should be made to call during Dispatch Office hours.
- Every effort should be made to give as much time notification as possible, so a replacement driver can be secured.
- Drivers calling in sick or requesting time off should consider the minimum two-hour notification time prior to the scheduled start time.
- If you must call after Dispatch Office hours, follow the after-hours procedures put into place at your home location.

Tobacco Free Policy

Effective July 4, 2010, our client, Walgreens, is instituting a Distribution Center Tobacco Free policy for all their owned and leased property. This includes all of the Walgreens Distribution Centers (DC), Regional Full Case facilities, and owned and leased vehicles. This also includes the DC parking lots, personal vehicles while on Walgreens owned or leased property, the maintenance shops on the DC property, and all owned or leased tractors and trailers. The intent of the policy is to promote the wellness and health of all employees.

As a vendor, CPC has an obligation to remain in compliance with this policy. As such, CPC is instituting the following policy effective July 4, 2010:

Smoking, Vaping, or the use of any tobacco product will be prohibited for any CPC employee while on any of our client's owned or leased property including any Client owned or leased vehicles.

This policy will be a part of the CPC Logistics' operational procedures and failure to comply with this policy will result in discipline up to and including discharge in accordance within the normal discipline process outlined in the CPC Schedule of Wages and Working Conditions.



Totes

All empty totes should not be stacked higher than the maximum height allowed at your location. The standard for totes is 25 high when returning to the DC. The stack can be strapped against the wall or in the nose of the trailer. If the trailer is being dropped at a backhaul location, follow the proper procedure for that location.

Tractor and Trailer Cleanliness

The Walgreens operation is a "slip seat" operation, meaning multiple drivers will likely share a truck during a week. As such, each driver has a responsibility to keep the tractor neat and clean. Any trash should be removed at the end of the trip. Any personal items brought into the truck should also be removed at the end of the trip. If a driver creates a mess or has a spill the driver should clean up at the end of the trip.

If it appears that your trailer was not swept before loading, please let dispatch know. When unloading damaged cat litter, put it in an empty tote so that it will not spread the entire length of the trailer.

Trailer Nose Stands

A loaded pup trailer (28') will tip forward on its nose during the loading or unloading process UNLESS the nose stand is deployed. Any time a trailer will be entered when it is not connected to a tractor, the nose stand MUST be deployed. This includes trailers that are left at stores (to be unloaded by the store) and trailers being unloaded or loaded at the dock. This is a critical safety issue for anyone entering a pup trailer not supported by a tractor. Please insure you ALWAYS deploy the nose stand if a trailer is separated from the tractor and potentially could be entered by someone.

Seat Belt Policy

Drivers: No driver shall operate a commercial motor vehicle, and a motor carrier shall not require or permit a driver to operate a commercial motor vehicle, that has a seat belt assembly installed at the driver's seat unless the driver is properly restrained by the seat belt assembly.

Passengers: No driver shall operate a property-carrying commercial motor vehicle, and a motor carrier shall not require or permit a driver to operate a property-carrying commercial motor vehicle, that has seat belt assemblies installed at the seats for other occupants of the vehicle unless all other occupants are properly restrained by such seat belt assemblies.

The use of seat belts will lessen the chance of injury in a collision. The occupant is much less likely to be injured if restrained in the vehicle. Being thrown from the vehicle can result in extremely serious injuries. Studies by the National Safety Council and other groups have shown that the use of safety belts can reduce the effects of even the most severe accident.

All employees engaged in the operation of commercial motor vehicles must comply with Section 392.16 of the Federal Motor Carrier Safety Regulations which states the vehicle shall not be driven unless the driver has restrained himself with the seat belt provided. Employees operating personal vehicles will comply with state regulations governing the use of seat belts. All employees on company business will use seat belts and require the use of seat belts by authorized passengers. Drivers of vehicles utilizing a sleeper berth in a vehicle in motion must use the restrains provided. Failure to use safety devices provided may result in denial of benefits in the event an accident occurs and subject the driver to disciplinary action as outlined in the Schedule of Wages and Working Conditions.

Unscheduled layovers

If a driver determines he cannot complete his run due to hours of service limitations, he must notify the Walgreen's Dispatcher or Supervisor as soon as possible. This call should be made at least two hours prior to reaching his authorized maximum hours of service

Vehicles at Personal Residences

You are not to park or take the tractor-trailer units by your personal residence for any reason, without specific prior approval from the Walgreens Traffic Manager. This includes during meal breaks or while on a run. Failure to comply with this policy will result in disciplinary action up to and including discharge.

Equipment Tampering

Drivers are not to tamper with the equipment in any capacity unless instructed to do so by an agent of the lessor. Tampering or thief with installed safety equipment, including but not limited to:

- Lane Departure Warning
- Back-up Alarm
- On Board Computer
- Speed Governor
- In Cab Camera
- Forward Collision Avoidance Sensors
- Tablets

Shall result in discipline as outlined in the Schedule of Wages and Working Conditions, which is subject to discharge on the first offense.

Overweight Policy

1. Manifest Weight is over 40,000#.
 - i) Driver should Slide Tandems all the way back when leaving the DC.
 - ii) Driver to scale the Load at nearest available scale.
 - iii) 3 Nearest Cat Scales posted in each Driver Lounge.
 - iv) Scale Locator <https://catscale.com/cat-scale-locator/>.
 - v) Relay Driver responsible for scaling DomicileLoads.
 - vi) EFS Cards can be used at Scales

Fatigue Management

§392.3 Ill or fatigued operator.

No driver shall operate a commercial motor vehicle, and a motor carrier shall not require or permit a driver to operate a commercial motor vehicle, while the driver's ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness, or any other cause, as to make it unsafe for him/her to begin or continue to operate the commercial motor vehicle. However, in a case of grave emergency where the hazard to occupants of the commercial motor vehicle or other users of the highway would be increased by compliance with this section, the driver may continue to operate the commercial motor vehicle to the nearest place at which that hazard is removed.

Drivers are responsible for:

- Participating in risk management processes
- Using time off from work to recuperate to be fit and able for the next shift
- Participating in education and training to gain an understanding of fatigue
- If you are required to change from day to night shift or night to day shift, plan your rest accordingly to be as well rested as possible when your new shift begins
- Avoiding behaviors and practices that contribute to fatigue and which could place themselves and others at risk—for example, secondary employment or not using time off work to recuperate
- Recognizing signs of fatigue that could place the health, safety and well-being of themselves or others at risk and reporting this to their manager or supervisor. For example: difficulty focusing, excessive yawning, long blinks, difficulty staying in your lane, significant speed variations, etc.



Distracted Driving Policy

Distracted driving is one of the leading causes or contributors to Motor Vehicle Accidents on the road today. The main purpose of this policy is to protect the health and safety of CPC employees, by prohibiting or restricting them from undertaking activities that distract their focus from driving responsibilities while operating any motor vehicle in the course of their work.

This policy has been implemented to reduce the incidence of driver distractions and to ensure the safety of our employees and the motoring public. We will do this by eliminating distractions from the cab while the vehicle is in operation, ensuring each driver is focusing all attention on driving while performing that function.

Application

This policy applies to all CPC employees assigned to Walgreens.

Definition: Distracted driving is the diversion of attention from driving, as a result of the driver focusing on a non-driving object, activity, event, or person. This diversion reduces cognitive awareness, decision-making, or performance leading to increased risk of driver-error, near-crashes, or crashes.

Prohibited Activities - Employees will not engage in the following while driving.

- Operating a cell-phone (hand-operated),
- Operating a computer / laptop, text messaging device, or Global Positioning System (GPS) tools and devices,
- Reading (a book or newspaper, etc.)
- Smoking

Restricted Activities - A driver may undertake activities listed below provided they do not reduce the driver's focus. Different driving environments and circumstances (e.g. a school zone at 3:05 p.m. compared to an open highway at 10:00 a.m.) better lend themselves to undertaking the following without perilously limiting the driver's ability to recognize and respond to hazards.

- Adjusting the radio / MP3 / CD player
- Adjusting vehicle climate controls, or other accessories,
- Eating / drinking

Enforcement

Violations of this policy will be considered a serious matter and will be subject to discipline as outlined in the Uniform Work Rules, up to and including termination of employment.



Chapter 25

Comprehensive Safety Program

Safety is an ongoing learning process. The goal of all parties is to continue to strive to improve in recognizing hazards that are likely to cause an injury or accident and minimize or eliminate those hazards to prevent an injury or accident from occurring.

Smith System® Training

During your employment with CPC you will be trained in the Smith System® Defensive Driving Program. CPC has Managers and Driver Trainers who have been qualified as Smith System® Certified Trainers who will perform both classroom and field training with all new and existing drivers. The purpose is to promote and enforce those defensive driving habits that will assist you in your safe operation of the vehicle. Your cooperation is required and you will be compensated for your time.

Annual Safety Program

An annual safety Program has been established where each driver is training in a safety activity each quarter. This will result in 6 to 8 hours of Safety Training each year. The following is a summary of the annual program. Details on the activity for each quarter will be provided.

CPC Drivers assigned to Walgreens Comprehensive Annual Safety Program

Goal and Expected Results:

The goal is to assure the focus of all drivers on the importance of Safety and its impact. This will be accomplished by quarterly safety activities that keep the drivers paying attention to defensive driving skills, safe work habits, etc., as well as overall programs that promote Safety. The end result should be fewer accidents and injuries.

Safe Driving Program:

A quarterly Safety Activity will be implemented at each DC and domicile location. This will require the participation of all drivers and the activity must be completed in that quarter. The timing of the activity will vary at by DC location.

The activities are as follows:

- 1) Annual Safety Meeting - Continue Current Annual Safety/Awards Meeting with an added follow-up program for those drivers that do not attend for whatever reason.
- 2) Second Mandatory Safety Meeting - 2 hour mandatory paid meeting where specific safety items will be presented and discussed. The meetings may be held in smaller groups during a set week.
- 3) 2 quarters of Pro-Tread Individual Training - Each driver would be required to complete an assigned Pro-Tread Training course during the 2 quarters when the safety meetings are not held. The course takes 15 to 25 minutes to complete and the driver is required to answer a series of questions. The course does require computer access and alternate training will be made available for those drivers who do not have personal access. The drivers will be paid for their time in completing the task.

Post-Accident Training

When a driver is involved in a preventable vehicle accident, the driver will be required to complete a training program related to the causes of this accident. The training will be based on the type of accident and the driver's accident history with CPC. The training must be completed in a timely manner based on the guidelines set by CPC. Drivers who refuse to complete the training will be suspended from dispatch until the training is completed.



Safety is a **CPC FACT**

F = **FOCUS** on the Current Task

The most important part of the job is what you are currently doing

Examples

- When I'm backing, I'm not on the cell phone
- When I'm getting out of the truck I'm not looking at the cool truck that I parked next to

A = **ANTICIPATE** And **ADJUST**

As things change I adjust to maximize my safety and those around me. I have to be constantly on guard for the unexpected

Examples

- Down stacking freight
- Switching which side of the rollers I'm throwing freight from
- Traffic patterns

C = **CORRECT**

I correct what jeopardizes my safety

Examples

- There's a puddle on the floor. I put out a sign and mop it up or call maintenance
- A truck step is bent, I write it up so that it gets attention
- Someone just came out of the cab facing out, I remind them of our values and the benefits of following the right procedure

T = **TALK**

Talk about the Safety Concern with others in order to help keep everyone safe

Examples

- We are going to talk about successes
- We are going to talk about how injuries occurred and how to prevent them
- We are going to talk about safety issues in general and the fixes we can make
- We are going to talk to somebody about near misses





Driver Training and Operation Manual

I acknowledge receipt of the CPC Logistics Inc. Driver Training and Operation Manual. This Driver Manual has been fully explained and I agree to comply with the policies and procedures outlined in this Manual.

I further understand that failure on my part to comply with the policies and procedures set forth in this Manual may subject me to disciplinary action.

Driver Name

Driver Signature

Date

Company Representative

Date

This receipt will be read and signed by the driver and a responsible company supervisor and then placed in the driver's file.