

March 25, 2020

TCL Carrier Guidelines

All drivers must adhere to the most up-to-date policies that the sites have in place.

- Social distancing must be maintained (6 feet from others where glass or other partition is not available)
- Self-quarantined people must not attempt to come to the sites
- People showing signs of COVID-19 must remain off site
 - Fever, Cough, Respiratory ailment
- Respiratory hygiene must be respected
- Wash & sanitize hands upon arrival
- Ensure following instructions from staff

In efforts to keep our team, our community and our stakeholders healthy we must ensure that we are adhering to all the guidelines set in place and taking every possible extra precaution feasible. Please email any concerns to [Angela Baker@owfg.com](mailto:Angela_Baker@owfg.com)

Further to the above TCL will be implementing the following this week:

Security will be on site at yard entry where drivers will be asked to verify they understand and comply with our current guidelines.

Dunnage Drop-Off

- If carrier is dropping off dunnage and bobtailing out, they will be given exit number upon entry and will be asked to:
 - Email paper work to tcl_dist_ctr@owfg.com titled dunnage.
- Once email is sent they are not required to enter the facility and will use the exit number given to them at time of entry

Trailer Drop-Off

- If carrier is dropping off an empty trailer and bobtailing out they will provide the trailer number upon entry and proceed to yard gate for exit
- If carrier is dropping off a Purchase Order (PO) the vendor/carrier will be required to email their BOL and packing list to tcl_dist_ctr@owfg.com prior to them arriving at the facility (if paperwork has not been received, driver will be required to bring paperwork to the office) the email must state PO number and time of ETA of driver
 - At the entrance gate the driver will provide:
 - Their name
 - Photo Identification (to be verified by security guard on site)

- Company
- License plate number
- PO # (s)
- Trailer to be dropped in the yard or advised where to drop, and proceed to exit gate with the location of the dropped trailer given to the CSR upon exit

Pick-up of Empty Trailers

- If carrier is dropping off dunnage (follow dunnage procedure) or bobtailing in, but required to pick up an empty trailer, they will need to communicate with security before exiting and provide:
 - Open doors to show empty trailer
 - Trailer number recorded
 - Driver name given
 - Identification checked
 - Time will be recorded

Pick-up of Outbound Loads

- When a driver is picking up an outbound load they will be required to provide:
 - Their name
 - Photo Identification (to be verified by security guard on site)
 - Company
 - License plate number
 - CMV #
 - Phone number
 - CMV # PICK UP Information
- Driver can wait in the yard, the driver will be contacted at the number provided, when the load is ready to go he can come get paperwork and be directed to his trailer from there / a supervisor will come out and seal him.

Live PO Unloads

- Driver to give necessary information at entrance gate
- Driver will be directed to a door, or to come in the yard
- If there is no door the driver can wait in the yard and we will contact them
- Driver to bring in paperwork as directed / or called
- CSR to process paperwork

We will be using the **Waitwhile** application to take drivers phone numbers and be able to communicate through this app