

# **Brenny Transportation, Inc. & Brenny Specialized, Inc. Team**

## **Agreements & Expectations**

**Team Commitment-** All Brenny team members are expected to live up to Brenny's Road Map to Success.

Mission: Grand Champions of Customer Service

Promise: Driving to be Champions of Safety

Purpose: Driven to serve

Values:

TRUST: Brenny team members have an honest character, we take the high road! We have Champion attitudes and admit when we have made a mistake, without excuses. We forgive ourselves and each other in order to build trust.

COMMUNICATION: We are solution focused and respond calmly to all situations. We offer and accept feedback and will not tolerate talking behind one another's backs. Our behavior is respectful & professional.

COMMITMENT: We put the team before our individual goals. We remember that the purple ribbon is a symbol that Champions Never Give Up! Safety and professionalism are our foundation.

ACCOUNTABLE: We are self accountable and hold each other accountable. We agree that our health is our wealth (mind, body, spirit).

RESULTS: We prove that action = results! And safety = success! Details & follow through are everything! We have a culture of empowerment & continuous improvement. We foster an environment of creativity and fun. We work hard, so that we exceed our goals!

There is no "I" in team. Brenny believes for our company to be successful we must put the team before our individual goals. Our team will not tolerate gossip, rumors, cliques or triangling. Please respect and value people.

Each Brenny team member is expected to bring their true talents to the team in order to help the team excel to a higher level. We expect hard work and drive! Please be of honest character and admit if you made a mistake, allow the incident to help you build trust with the team. Never take short cuts; we believe that there is never a short cut to a job well done.

All important company information is reported in the team talk screen; please view and report daily. To help build trust with your team, we ask individual team members to update their personal team talk screen with information they feel the team should be aware of.

**Controlled Substance & Alcohol-** All applicants must undergo testing for controlled substance & alcohol, after a conditional offer of employment has been made. All team members will be part of random drug & alcohol testing while employed at Brenny.

**Attendance & Earned Time Off-** A personal call to your leader no less than 1 hour before your scheduled start time is the only acceptable communication for missing any amount of work (no text message). At the discretion of your leader, a doctor's slip may be requested upon absenteeism. We ask that you refrain from taking more time off beyond your earned time off unless it is an emergency.

Approved (A) – 1 week or more notice, this is what is expected when requesting time off

Unexcused (U) = less than 1 week notice

-One Unexcused (U) during first 3 months of employment = Written Warning or possible termination

-Per review year but after 3 months of employment

1<sup>st</sup> & 2<sup>nd</sup> Unexcused (U) = Verbal Expectation Reminder

3<sup>rd</sup> & 4<sup>th</sup> Unexcused (U) = Written Expectation Reminder

After 4<sup>th</sup> = Disciplinary action, left to the discretion of your leader

If after 3 months an Unexcused (U) is a Monday or Friday or a business day before or after a holiday a Written Warning will be given.

The above disciplinary actions could be adjusted by your leader based on the urgency level or the reason for the absenteeism. After your 2<sup>nd</sup> Written Warning further disciplinary action will result.

If a Team Member misses 20 or more days above their earned days off in a one year review period; earned time off days, benefits, review date and/or pay could change. If Team Member quits without a 2 week notice or is let go for any reason, earned time off days and bonus money of any sort will not be paid.

**Office Equipment-** When the phone rings it is an opportunity to make money; answer it! Please use the hold button sparingly. Please do not send any calls to voicemail without consent from person receiving the call. Take good messages for co-workers and make sure to include your name on the message in case your co-workers have questions. We ask that you make and receive personal calls on your breaks, unless an emergency. Abide to Brenny Electronic Communications Expectations. Permission from management is required to use ANY & all Brenny owned property for personal use, this includes making personal phone calls.

**General Information & Housekeeping-** \*As of January 1, 2014 all Brenny property is smoke free \*Three breaks per day, 10 min. morning break, lunch break 30 min., 10 min. afternoon break. Please discuss break time & floor coverage with your leader. \*Please park in East lot, away from the building \*Work stations must be kept neat and safe \*Refrain from putting personal hygiene products in plumbing, use trash receptacles \*If you used the last hand towel, change it! \*The Brenny team reads an inspirational reading in the morning and says the pledge of allegiance daily. \*Monthly motivators are responsible for tidiness of the kitchen and for taking out the garbage \*No weapons of any type are allowed on Brenny property! \*If any personal relationship develops with another team member please bring it forth to your Team Lead. The personal relationship must NOT interfere with the team, your job, or your attitude; if there is any interference you will be held accountable and/or disciplinary action will be taken.

\*All gifts received from stakeholders are to be given to management and will be used for charity events.

**Personal Property-** \*Brenny is under no obligation to return, protect or insure team members' personal property which is brought onto or into any Brenny property. If employment ends Maintenance Technicians are required to make arrangements with their leader to pick up their personal tools.

**Appearance-** Please dress in a clean, respectable, and professional manner, always. The following is unacceptable attire: baggy pants, sweat pants, cut off clothing, spaghetti or razor tanks, undergarments showing, tears or holes in clothing, low cut tops, skirts or shorts more than 2" above the knees. Caps allowed on Fridays only. NO PERFUME/COLOGNE/BODY SPRAY- EVER! The Brenny team does not allow any facial piercing, or spacer earrings. All body piercings or tattoos must be able to be completely covered when attending outside company functions, classes, or customer visits (when in doubt ask). Remember you represent Brenny as a transportation professional.

**Being a Grand Champion-** If you chose to be a part of the very important and vital industry of transportation, remember the following. People depend on you, therefore, you must be on time and rarely, if ever, miss work - trucking is a 24/7 industry! These are not just Brenny expectations, these are trucking expectations! Please know that without trucks America stops! We must have committed individuals who are ready and willing to serve the trucking industry. Thank you for understanding how important your role in the transportation industry is to our country!

Any infraction to the Brenny Team Agreements & Expectations will result in disciplinary actions up to and including termination.

Brenny Transportation, Inc. & Brenny Specialized Team Expectations were updated and agreed upon by the Brenny Team on 07/01/2016.