



Employee Handbook and Policies

These policies are in addition to the Standard Operating Procedures

Welcome to Coast 2 Coast Escorts. A Division of the Rougarou Group.

Coast 2 Coast Escorts is proud to be part of the Rougarou Group—One of the largest and most respected networks in the oversized transportation industry. The Rougarou Group specializes in heavy haul trucking, pilot/escort services, permit acquisition, bucket trucks, as well as logistics and project coordination.

At Coast 2 Coast Escorts, we don't simply follow industry standards—We're setting it! Committed to professionalism and safety, we actively collaborate with legislative committees to promote and implement best practices for the safe transport of oversized loads across the United States

Our strategic network of franchise offices currently includes locations in Florida, Louisiana, Texas, Missouri, Pennsylvania and California. Since 1996, we have built a nationwide reputation by serving a diverse and extensive client base with consistency and reliability.

The following Employee Handbook and Standard Operating Procedures (SOP) ensures that every escort operation under the Coast 2 Coast name delivers the same level of professionalism, safety and service—no matter where they are in the country.

Cell Phone Policy

- Employees must use an iPhone. Many of our apps we use are only compatible with iOS operating systems.
- In the event the employee does not have an iPhone, or does not wish to use their personal phone, the company shall provide one for the employee.
- In the event the employee has an iPhone and rather use their personal phone, Coast 2 Coast Escorts shall reimburse employee for use of the personal phone. Reimbursement shall be \$50.00 per month, paid at \$12.50 per pay period. The reimbursement shall be to offset cost of phone and any apps required by the company.
- Employee's are prohibited from using cell phones while under a load for purposes other than navigation.
- Texting while under a load is strictly prohibited and are grounds for immediate termination.
- Cell phones must have the following apps / programs:
 1. Business Email
 2. Adobe
 3. inRoute
 4. Truckers Path
 5. Oversize Connect App
 6. US Pilot Cars Regulations (as weblink icon)
 7. Love's Fuel App
 8. Pilot / Flying J Fuel App
 9. CLC App for Hotels
 10. Any other apps or web based programs required by the company in the future.

Email Policy

- Each employee will be assigned a company email through Coast 2 Coast Escorts.
- Email is ONLY to be used for business purposes.
- Coast 2 Coast Escorts will have access to all company issued email addresses.
- Email / Web mail must be downloaded on Company Phones or Employee's iOS device used for work.
- Dispatches, Permits, Invoices, Time Sheets and any other business correspondence will be via the email assigned to the employee.

Use of Company Credit Cards / Fuel Cards / Program Cards

- Employees will be issued credit/debit cards for fuel use or vehicle maintenance.
 1. Employee must save receipts and log use of cards on their trip log.
 2. Misuse and/or unauthorized use of said cards are grounds for termination and shall be prosecuted as theft.
- Employees will be issued credit/debit or CLC cards for hotel stays.
 1. Employee must save receipts and log use of cards on their trip log.
 2. Misuse and/or unauthorized use of said cards are grounds for termination and shall be prosecuted as theft.

Maintaining Documents and Logs

- Employees must maintain digital trip logs.
 1. Trip Log shall have starting location, ending location, mileage and use of electronic cards.
 2. Trip Log shall list fuel stops and hotels used at end of day.
- Employees shall maintain digital time sheets.
 1. Time sheets will be issued weekly.
 2. Time starts on Monday at 12:01 am each week.
 3. Time ends on Sunday at Midnight each week.
 4. Time Sheets must be submitted by Tuesday at 6:00 pm each week. (See Payroll Policy)
- Employees must log invoices daily while on a load. (See Invoice Policy)

Overnight / Hotels

- Employees using larger units with beds must sleep in their units on a 3:1 ratio. Meaning for every 3 days of travel, the company will only pay 1 night for hotel/lodging.
 1. Employees will not be required to sleep in units during extreme overnight temperatures.
 - (a) The overnight ambient temperature is above 85F
 - (b) The overnight ambient temperature is below 32F
- Employees using smaller units without beds, company shall cover hotel/lodging each day of travel.
 1. Hotel cost will not be covered if travel distance is 2 hours or less from home location before or post load. Unless prior authorization is given.
- Employees are responsible for finding “reasonable” accommodations.
 1. Prior authorization is required for rooms over \$100.00 per night
 2. Employees will be held responsible for any additional charges to a room.
 - (a) Room Services or Hotel Amenities
 - (b) Damage of hotel property
 - (c) Smoking in a non-smoking room
 - (d) Any other charges acquired and/charged other than normal hotel usage fees.
 - (e) Additional charges will be deducted from weekly pay roll. (See Payroll Policy)

Payroll Policy

- Pay periods end at midnight on Sunday each week.
- Time Sheets MUST be submitted by 6:00pm central time on Tuesdays to be processed on Friday.
 1. Any time sheet submitted after 6:00pm central time on Tuesday will be processed the following week for payroll.
 2. Any time sheet submitted with errors and/or not complete may be delayed or processed the following week.
- Weekly Trip Logs are required when submitting time sheets.

Deductions- in addition to normal payroll tax deductions, your payroll may be deducted for the following:

 1. Child Support and processing fees for child support when applicable by law.
 2. Court Ordered Garnishments and processing fees for the same when applicable by law.
 3. Unauthorized card purchases.
 4. Additional charges due to those on our Hotel Policy
 5. Damage to company equipment and property due to negligence.
 6. Advance payments for training and certifications.
- Overtime is paid at 1.5 X Rate over 40 hours per pay period.
 1. Overtime rate is calculated using an average of Pay Rate 1 (Deadhead, Training, Wait time) and Pay Rate 2 (Loaded).
- Pay Day is on Fridays.
 1. Payroll is issued by ACH (Direct Deposit)
 2. If Direct Deposit is unavailable a paper check will be issued via U.S. Mail to the address listed on your W-4. It is your responsibility to have a current address on file.
 3. Payroll debit cards may be available, please check with office.
 4. In the event that Friday falls on a holiday, your payroll may not clear until the following business day.
 5. Some banks / financial institutions put a hold on ACH payments. Please be aware of your bank / financial institutions policy on these payments.
- Paid Vacations –
 1. Paid Vacations are set as follows:
 - (a) 40 hours @ your loaded rate per year after 100 loads.
 - (b) 80 hours @ your loaded rate per year after 200 loads.
 - (c) Paid Vacations must be taken during the Calendar Year.
 - (d) Must submit Notice/Request for vacation time 14 days prior to use.
 - (e) Vacation Time may need special approval during peek season June 1st through August 30th.

Availability

- Hourly employees must be available 21 days per month.
- Request for Personal Time Off (unpaid) must be submitted 72 hours in advance.
- Coast 2 Coast Escorts does not provide hotel, fuel or travel expenses for personal time off. (Example: if you live in Louisiana while currently dispatched in Montana, and request personal time off. The Company does not pay for travel time/expense back to Louisiana).

Drug and Alcohol Policy

Coast 2 Coast Escorts maintains a strict zero tolerance policy regarding drugs and alcohol to ensure the safety of our personnel, clients and the general public.

- Alcohol Use
 1. The consumption of alcohol is strictly prohibited within 24 hours prior to operating under a load.
 2. Alcohol use is also prohibited within 12 hours of operation or riding in a company vehicle, regardless of duty status.
 3. Any violation of this policy is grounds for disciplinary action, up to and including termination.
- Illegal and Controlled Substances
 1. The use, possession, or influence of illegal drugs is strictly prohibited and will result in immediate termination.
 2. This includes substances such as marijuana, even if legal in the state being traveled through or prescribed for medical use. Coast 2 Coast Escorts prohibits the use of such substances under any circumstances while employed or contracted.
- Over-the-counter and Prescription Medications.
 1. Use of any over-the-counter or prescription medications that may cause drowsiness, impaired coordination, or delayed reaction time is not permitted within 12 hours of operating under a load or using a company vehicle.
 2. Employees / Contractors are responsible for understanding the effects of their medications and must consult a medical professional or supervisor if uncertain.
- Drug and Alcohol Testing
 1. Coast 2 Coast Escorts reserves the right to perform random drug and alcohol testing.
 2. Refusal to comply, attempts to falsify results, or failure to appear for a test will result in immediate termination.
- All employees, lease-on partners, and contractors are expected to adhere to this policy at all times. Safety is our highest priority.

Authority of Franchise Partners

At Coast 2 Coast Escorts, our commitment to a national standard of professionalism and safety is unwavering. To uphold these standards across all regions, Franchise Partners are granted the authority to enforce our Standard Operating Procedures (SOPs) nationwide.

Franchise Partners have the authority to:

- Correct SOP violations committed by any hourly employee or lease-on contractor—regardless of which franchise they are affiliated with.
- Issue disciplinary reports for infractions ranging from minor SOP violations to serious safety concerns or inadequate equipment.
- Remove or replace an escort from a load if a safety violation or equipment issue is identified, regardless of their franchise affiliation.
- Franchise Partners do not have the authority to terminate employment or a lease-on agreement for individuals outside their own franchise. In such cases, the Franchise Partner must:
 1. File a disciplinary report with both the escort’s home franchise and the Coast 2 Coast corporate office.

This policy ensures that every load is handled with consistent professionalism and safety, no matter where it originates or who is involved.

Passengers

- Passengers are not permitted in escort vehicles under any circumstances, except in the following limited and approved situations:
 1. Another certified escort assigned to the same load and actively performing duties.
 2. An employee in training who is authorized to shadow a certified escort as part of their onboarding.
 3. A load driver being transported to or from essential amenities such as a hotel, truck stop, or restaurant.
- In all cases, the presence of an additional person must be directly related to the performance of escort duties or operational necessity.
- Pets are strictly prohibited in escort vehicles at all times. Animals present a potential distraction and pose a safety risk while operating or escorting a load.

I, _____ (print name) have read and understand the policies listed in the above hourly employees handbook.

Employee Signature

Date