

# *Coast* *Coast* **ESCORTS**

## ***Standard Operating Procedures***



Revised July 2026

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# I. Introduction

Coast 2 Coast Escorts Inc. is the first franchise of its kind within the pilot and escort industry, setting a new precedent for operational excellence and professional integrity. At Coast 2 Coast Escorts Inc., we go beyond established industry standards to define and uphold a higher level of performance, service, and accountability.

Safety stands as the cornerstone of our operations. Through comprehensive training programs, strict adherence to federal and state regulations, and integration of advanced communication and monitoring technologies, we ensure every escort and pilot service is executed with the utmost precision and care. Our dedication to safety extends to our employees, clients, partners, and the communities we serve, reinforcing our reputation as a trusted leader in the industry.

Coast 2 Coast Escorts Inc. is not merely participating in the evolution of the pilot and escort field — we are driving it forward, one safe and successful operation at a time. We are SETTING the standard!

At Coast 2 Coast Escorts Inc., our objective is to ensure that carriers receive the same high-quality escort experience—regardless of where in the United States the escort is dispatched from. To achieve this level of nationwide consistency, every operation conducted under the Coast 2 Coast Escorts Inc. brand adheres to a unified standard of professionalism, safety, and service excellence.

This includes:

- (a) A consistent, professional appearance of both the escort personnel and vehicles.
- (b) The use of standardized, high-quality professional equipment.
- (c) Adherence to the company's established professional dress code.
- (d) Uniform invoicing practices and procedures.
- (e) The maintenance of a consistent standard of professionalism and safety in every load movement.

The following Standard Operating Procedures (S.O.P.) serve as the guiding framework for all entities operating under the Coast 2 Coast Escorts Inc. brand. It is the responsibility of all Lease-On and Franchise Partners to ensure that their Pilot/Escort Vehicle Operators (P/EVOs) are fully trained, informed, and compliant with these procedures.

Coast 2 Coast Escorts Inc. will provide all necessary training and instruction to its Lease-On and Franchise Partners, including the proper use of our proprietary products, applications, software, communication systems, and invoicing platforms. Through this structured approach, we ensure brand integrity, operational uniformity, and the highest standards of safety and professionalism across the nation.

## II. Insurance

To ensure compliance, safety, and operational consistency across all Coast 2 Coast Escorts Inc. entities, all Lease-On and Franchise Partners must maintain the following insurance coverages. These requirements are mandatory for participation under the Coast 2 Coast Escorts Inc. brand.

### 1. Lease-On Commercial Auto Liability Insurance

- (a) Each Lease-On Partner must maintain Commercial Auto Liability insurance in at least the minimum amount required by their home state or \$500,000—whichever is greater.
- (b) It is strongly recommended that all Lease-On Partners maintain \$1,000,000 in coverage in order to service clients in all U.S. states.

### 2. Lease-On Commercial General Liability Insurance

- (a) Each Lease-On Partner must maintain Commercial General Liability insurance in at least the minimum amount required by their home state or \$500,000—whichever is greater.
- (b) It is recommended that a minimum of \$1,000,000 in coverage be maintained to ensure compliance and eligibility to operate nationwide.

### 3. Lease-On Professional Liability Insurance (Errors & Omissions)

- (a) Any Pilot/Escort Vehicle Operator (P/EVO) performing High Pole or Route Survey duties must obtain Professional Liability (Errors & Omissions) insurance with policy limits of no less than \$1,000,000.

### 4. Certificate of Insurance and Holder Requirements

- (a) All insurance policies must list Coast 2 Coast Escorts Inc. as the Certificate Holder at the following address:

Coast 2 Coast Escorts Inc.  
5462 Dewey Brown Road  
Bastrop, LA 71220

- (b) Certificates of Insurance must be sent directly from the insurance carrier to:

 [escorts@c2cescorts.com](mailto:escorts@c2cescorts.com)

### 5. Maintenance of Insurance Coverage

Failure to maintain the required insurance coverage at all times may result in immediate termination of the Lease-On Partner Agreement.

### 6. Additional Insured Requests

Clients and/or carriers may, at their discretion, request to be added as an Additional Insured or Certificate Holder. In such cases, the Lease-On Partner is responsible for ensuring the client or

carrier is properly added and that all updated certificates are forwarded to Coast 2 Coast Escorts Inc. for recordkeeping.

7. Description Requirements on Insurance Certificate

Within the ACORD certificate's description section, the following statement must be included:

"Pilot Escort Vehicle for escorting oversized/over-dimensional loads. Flagging and Pilot Car Duties."

If applicable, the following additional services must also be listed:

"High Pole and Route Survey."



### III. Procurement & Performance Bonus'

#### 1. Procurement Bonus (Clients)

- a) Procurement bonus is 1% of invoice, (not including overnights).
- b) Procurement bonus is paid on any invoice for a load taken by another Lease-On or Franchise Partner, in which you procured and brought into Coast 2 Coast Escorts Inc.
- c) Procurement bonuses are paid out quarterly on invoices that have cleared payment process.
- d) Procurement bonuses are in perpetuity, as long as you are a Lease-On or Franchise Partner with Coast 2 Coast Escorts Inc.

#### 2. Procurement Bonus (Lease-On)

- a) Procurement bonus is 1% of invoice, (not including overnights).
- b) Procurement bonus is when you bring in a new Lease-On Partner, you will receive a procurement bonus on each invoice the new Lease-On Partner bills for a period of 6 months.
- c) Procurement bonuses are paid quarterly on invoices that have cleared payment process.

#### 3. Performance Bonus

- a) The Calendar for performance bonuses restarts the 1<sup>st</sup> day of each quarter.
- b) Performance Bonus is 3% off Lease-On / Franchise fees for all invoices after \$40,000 per quarter.
- c) Performance bonuses are instantly deducted from settlement once the \$40,000 threshold has been met for the current quarter.
- d) Performance bonus is per total for a Lease-On or Franchise Partner, not per escort.

## IV. Office Procedures

### 1. Initial Client Contact

- a) Contact shall only be made by Lease-On or Franchise Partners, The Company or dispatch management team.
  - PEVO's shall not contact clients, carriers, pilot car brokers.
- b) Assess client needs.
  - Will this be a route survey, high pole, hot stick, bucket truck, lead/chase, steer, etc.?
  - Will they need logistics and project coordination?
  - When and where do they need the escorts?
- c) Discuss rates with client.
  - With rates, discuss terms and conditions.
  - We do NOT set up 30 day accounts for other pilot car companies.
  - If account is through another pilot car company, they must be placed on C.O.D. account.
- d) Get release forms for credit and/or background checks.
  - Use Experian Business, Dun & Bradstreet as well as social media to determine credit worthiness.
  - If this is an "ASAP" job or the client doesn't pass credit worthiness, set up account as C.O.D.
- e) Send out High Pole Agreement on all High Pole loads.
  - High Pole Agreement must be sent to Carrier, Load Driver as well as third party if procured through a third party. (Pilot Car Broker).
  - High Pole loads may NOT proceed without signed High Pole Agreement and verified heights by both the load driver and the escort.
  - On High Pole loads, a copy of the High Pole Agreement must be sent to the load driver upon 1<sup>st</sup> contact.
- f) We only set up third party billing through an approved Pilot Car Broker. Currently these are the only pre-approved Pilot Car Brokers.
  - North American Pilot Car Services {All NAPCS loads must be billed through Coast 2 Coast Escorts. Regardless if NAPCS was a prior client OR if you initiated contact for load yourself}.
  - JLS Pilot Car Services
  - Rosebudz LLC (w/ restrictions check with office)
  - Blanchard Pilot Car Services
  - J&R Pilot Cars
  - SGS Pilot Cars (w/ restrictions check with office)
  - Angie's Pilot Car Services (w/ restrictions check with office).
- g) Dispatching Pilots/Escorts
  - Send dispatch sheet to the carrier/load driver/pilot car broker.
  - Send pilot/escort load pickup location/time and load driver contact information.
  - Request estimated drop time and location.

- The P/EVO is to contact the load driver immediately! If load driver does not answer the P/EVO is to text the load driver.

2. Invoicing the client.

- a) Clients shall be entered into Quick Books for billing by the Office.
- b) The Office shall check the invoice for errors prior to submitting the invoice to the client.
- c) The Office shall send out invoices via Quick Books.
- d) The Office may negotiate with the client as to errors on invoice, pricing or any other billing concerns, (Within 10% of total invoice).
- e) The Office shall set up "Settlement" sheets and email them to the Lease-On or Franchise Partner upon receipt of payment for an invoice,
- f) The Office shall deposit payments from invoices on the next business day.
- g) The Office shall submit payment to the Lease-On or Franchise Partner via ACH Deposit, no more than two business days after receiving notice of "cleared" payment.



## V. Transporting the Load

### 1. Pre-Trip

- a) P/EVO must arrive at pick-up location at least 7 hours before requested time to allow for rest before the trip.
  - If P/EVO cannot arrive at least 7 hours before the requested time, P/EVO is not to accept the load and notify dispatch immediately!
  - Exception to this rule, is if P/EVO received 7 hours rest and is within 2 hours from pickup location.
- b) Contact the load driver.
  - If load driver does not answer, you must text the load driver. If you choose to leave a voice mail, you MUST also text the load driver.
  - Verify pickup location and time.
  - Verify C.B. channel.
  - Receive advanced copies of permits (route surveys if applicable). Permits should be sent to your XXXXXX@c2cescorts.com email.
  - Send High Pole Agreement for driver to review, if high pole load.
- c) Check your unit.
  - Check fluids.
  - Check all lights and turn signals.
  - Check tires.
  - Clean unit, both exterior and interior.
  - Check safety equipment. (Dash cameras must be in EVERY unit, regardless of position, Safety Director may check compliance with dash cameras and other proper safety equipment.)
  - Check your operational documents / folder.
- d) Complete Pre-Trip routing.
  - Route your permitted route into inRoute. This is done per state, not the entire route at once!
  - Mark fuel stops for your unit and the load along the route.
  - Mark wide spots, rest areas and safe havens along the route.
  - Mark multiple stopping options for the load each day.
  - Mark any skinny bridges and railroad crossings along your route.
  - If doing High Pole, mark any obstacles along your route, double check permitted route against route survey.
  - If doing Steer, mark any obstacles and/or difficult turns along your route.
  - Completely read each and every permit, as well as the addendums.
  - Mark and be aware of curfews along your route and times of said curfews.
  - Mark safe havens near curfews.
- e) Pre-Trip Meeting with driver and other escorts.
  - High pole MUST measure load height with driver. Load height MUST be at or below permitted height.
  - High pole MUST measure high pole on unit with same height stick as used to

measure the load and verify high pole height with the load driver.

- Pilot/Escort AND Load Driver must sign off on High Pole Agreement Sheet with verified heights.
- High Pole shall be set at 5"-6" above load height.
- Discuss with the driver what he/she would like called out or not called out by the escort. (Pole, Lead, Chase, Steer, 3<sup>rd</sup> Car etc.)

- In the event that a bucket truck is used, discuss with bucket truck expectations of high pole (other escorts). What does bucket truck need you to do?
- Review the route with load driver and other escorts.
- Discuss any turns and/or obstacles that may cause issues.
- Discuss planned fuel stop(s) for escorts and load.
- Discuss any curfews and safe havens outside of curfew in event the load may need to stop.
- Discuss any stopping points for the day and/or alternate stopping points.
- Ensure proper safety equipment is set on unit for states traveling through.
- Ensure proper placement of banners and flags
- Ensure you have a safety vest Class II at minimum on and any other required PPE's.
- Check batteries in handheld radios.
- Stop/Slow paddle and flags within reach.
- Steerman – Make sure remote is charged, spare batteries, pony motor has fuel.

## 2. During the Trip

### a) Lead Car:

- Must stay more than ½ a mile in front of load on rural highways or interstates. (as long as radio communication isn't hindered).
- Must call any vehicle on the shoulder of the highway.
- Must call any large debris on the shoulder of the highway.
- Must call turns: 5 miles and 2 miles on interstate or high speed highways.
- Must call turns: 1 mile and ½ mile on smaller state highways or in low speed areas.
- Must call 4's back, 18's back or any traffic that may not be in the load driver's line of sight on a two-lane highway.
- Must call skinny's ½ mile out if pre-marked on inRoute or as soon as possible when you become aware of it.
- When possible, call hazards at landmarks or mile post. (Example: skinny at bottom of hill, or 18 on shoulder mile marker 46 over 7 (46.7)).
- When needing to stop traffic; either for a turn, a skinny, or any other reason. **YOU ARE NEVER PERMITTED TO CROSS THE CENTER LINE.** When allowed under law and safe to do so, you may position your unit near the center line and place a stop paddle out the window. Do not clear the load until all traffic has stopped or there is no traffic and it is clear for the load to proceed through the turn or over the skinny bridge, etc. If state law does not permit you to use a stop paddle out of the window, you must pull your unit to a safe stopping location, get out the unit with handheld radio and stop paddle and safely stop traffic before radioing truck clearance to make turn or cross skinny bridge, etc.

### b) High Pole

- High Pole must follow all guidelines for lead car, plus:
- Must call **STOP, STOP, STOP!** for any hit on a solid structure or obstruction. (i.e. bridges, railroad trestles, sky bridges, etc.).

- **STOP, STOP, STOP!** must also be called for any hit on powerlines, and thick communications cables.
- Upon calling a **STOP, STOP, STOP!** ~ High Pole must confirm load driver acknowledges the hit.
- Upon calling a **STOP, STOP, STOP!** ~ High Pole should turn 4-way hazards on and come to a complete stop, Use any other verbal or visual communication possible to alert the load driver to **STOP!**
- In the event that the load must be adjusted or raised to clear a crown in the road, rail road tracks or any other reason, High Pole must remeasure the load.
- At the beginning of each day, the High Pole must remeasure the load.
- At the beginning of each day, at fuel stops or rest breaks during the trip, or any other time permitted, must remeasure and verify their high pole.
- High Pole pilot cars are not permitted to go off-route for any reason. (In the event of fuel stops, safe havens or any other reason needed to pull off your route, you must pre clear bridges, powerlines, etc. between the route and the fuel stops, before clearing the load to proceed to the fuel stops, etc.).
- In the event that you come to an unpassable structure on your route due to height restrictions, you must stop and contact management immediately. New Permits may be required. You are NOT authorized to proceed further without proper permits.
- High Poles working as Hot Sticks, Must be properly certified or trained to handle powerlines.
- High Poles working as Hot Sticks, Must use proper PPE's, including but not limited to a properly insulated hot stick, rubber gloves (rated for electric work) and shoes/boots with rubber sole.
- High Poles working as Hot Sticks, Must first verify its legality in the State in which the services are to be provided.

c) Chase Car / 3<sup>rd</sup> Car / Steerman

- Discuss with load driver prior to trip, what he/she would like called coming up from behind.
- Call turns in the event there is no Lead / High Pole Car.
- Verify turns in the event there is a Lead / High Pole Car. Call out if your route contradicts what the lead / high pole car and/or load driver calls out for turns. (Everyone must be in agreement of the route before proceeding.)
- Be familiar with your route and have it pinned in inRoute.
- The chase car needs to have all the information that a lead car has in the event they need to take lead position.
- Communicate regularly with the lead car. If the lead car calls an obstruction on the shoulder, immediately grab one lane left when safe to do so. Do not wait for the load driver to call said lane.
- If lead car / high pole / load driver calls out on the radio and you can't understand them, immediately grab one lane left (or if in far left lane, grab one lane right) to create a buffer zone until communication is restored and/or understood.

- When escorting loads 13' wide or wider, chase car must remain in 1 lane left of load on multiple lane highways to allow for a buffer zone for the load. (or 1 lane right if load is in far left lane.) However, chase car may not impede the normal flow of traffic and must move out of the lane he/she is holding in the event that traffic is waiting to pass. Chase car may continue to hold said lane, if load driver is about to move into said lane.
- Pilot /Escorts are advanced warning devices for the motoring public. We are there to warn the public of a danger or hazard ahead. At no point should an escort cut off traffic or force traffic into another lane or out of the travel lane. You may slow or stop traffic to allow the truck to maneuver into another lane but may only clear the truck to do so after ensuring there is no other motorist in said lane of travel.
- Escorts shall block open Right Turn lanes for trucks turning right and block open Left Turn lanes for trucks turning left.
- In the event of long loads, chase car shall also call clearance from curb or other obstacles during turns in feet and/or inches. ("You are looking good" is not a proper clearance call in turns.)
- In the event that rear axles climb curb, must call axles' stepping on and off curb.
- In the event that the load begins to reduce speed due to incline or any other reason, chase car is to call speed reductions to the lead / high pole car.
- When approaching a skinny, chase car shall block lanes on a multilane highway to allow the load to center-up. Chase car shall also call to lead / high pole car when skinny or hazard has been cleared.
- In the event of an over height load, if the load changes lanes on a multi-lane highway, the chase car is to call out which lane the load is currently tracking to the high pole car.
- In the event of an emergency stop, breakdown or any other reason the load is stopped along the highway, the chase car is to stop no closer than 100' from the load in the rear to give advanced warning to the motoring public. When parked the front wheels should be turned toward the curb or the edge of the highway. If the load is around a bend or over a hill, this distance may need to be increased to warn the motoring public of a hazard ahead.
- In the event of a breakdown and/or any other situation where the load will be on the highway, side of the highway, for more than 15 minutes (flat tire, mechanical issues, etc.) the chase car is to set out reflective triangles immediately.
- In the event the load is parked or partially parked in a travel lane, lead / high pole and chase cars are to exit the vehicle with Stop/Slow paddles and handheld radios and safely follow their Flagger Training to Stop/Slow traffic around load. Escorts may NOT direct traffic. You may stop traffic to allow other traffic to pass or may slow traffic to pass other stopped traffic.
- Steerman are to check batteries in remotes regularly throughout the day.
- Steerman are to check fuel levels in pony motor throughout the day.
- Steerman must have radio w/mic that clips on vest or shirt.

- Steerman must have secondary warning device, such as a pocket-sized air horn, whistle, etc., in case of radio failure, to alert driver to STOP.
- Third 3<sup>rd</sup> Cars / 4<sup>th</sup> Cars should use radio only in emergency situations, keep radio clear for other escorts and the driver.

d) All Escorts

- When load is making a turn, do not key down on mic unless an emergency. Leave radio clear for chase car and/or steer to communicate with the driver.
- When approaching a Rail Road Crossing. Lead / High Pole should:
  - Slow to a stop.
  - Have windows down and radio off (Not CB).
  - Look & Listen for train.
  - Make note of location of contact number for rail road.
  - If tracks precede an intersection, be sure intersection is also cleared before clearing the load to cross the tracks.
  - Make note and advise driver of any crowns over tracks, tracks raised above pavement and/or rough tracks.
  - In the event of a load being caught up on tracks. **NOTIFY RAIL ROAD COMPANY FIRST**, in **most cases this is a small blue sign on the rail road crossing sign or near the crossing**. then call 911, then assist driver when safe to do so. You may need to Stop/Slow traffic as well.
  - After the load is cleared the tracks, you must contact rail road company and give all clear.



- Note when transporting super loads and low-boys, it will be necessary to contact the rail road company, prior to crossing the tracks.

- When stopping for the night.
  - Place safety cones around the load if in area not well lit.
  - Place safety cones around the load if parked in wide spot along the highway.
  - Place safety cones around the load if parked in rest area or weigh station.
  - Check with the driver if he needs any type of assistance. Offer a ride to nearby hotel, restaurant, and/or truck stop, if he isn't at one.
  - For loads not at a truck stop, offer to bring load driver to retrieve food or go get food (other supplies) the load driver may need.
  - The company shall reimburse up to \$30 for load driver meals, when driver is not parked at a truck stop. It is our policy to provide this service to our clients FREE OF CHARGE. (Submit receipts for food up to \$30 with invoice).
- Starting the next day:
  - Check if the load driver needs anything before you head to the load. (Especially if he is not at a truck stop).
  - Do a visual walk around the load. **LOOK, DO NOT TOUCH!** Point out anything that may look out of place to the load driver.
  - Go over the route for the day with load driver as well as fuel stops, rest havens, curfews and ending point for the day. (A backup or Plan B ending point for the day is also advised, just in case the original ending point of the day couldn't be achieved.
  - If running high pole, remeasure the load and the high pole on unit.
  - Be sure to have a full tank of fuel before starting trip.
  - Check that all your equipment is in working order.

### 3. At Drop

- a) Assist load driver unflagging.
- b) Assist load driver with unbuckling binders.
- c) Assist load driver with hauling chains/straps/binders etc. back to truck/trailer.
- d) Assist load driver with shrinking trailer and/or any other assistance he may need.
- e) Unflag your unit last and turn off ambers before leaving site.
- f) Complete your invoice at off-site, safe location.

## VI. Invoicing

1. All invoicing to the client is done by Coast 2 Coast Escorts Inc.
  - a. As per the Lease-On and/or Franchise Agreement, in the event of a dispute, Coast 2 Coast Escorts may negotiate with the carrier within 10% of the invoice without contacting or getting prior consent from the Lease-On or Franchise Partner.
  - b. All P/EVO's are required to fill out invoices completely.
  - c. All invoices should be completed and submitted to Coast 2 Coast Escorts within 12 hours of drop.
  - d. Lease-On Partners, Franchise Partners and P/EVO's must use a detailed trip invoice provided by Coast 2 Coast Escorts Inc.
  - e. All invoices must be properly numbered. Example: 02-05-0008
    - The first two numbers 02-05-0008 are your Lease-On or Franchise companies' identifier. Everyone within your company will have the same first two numbers.
    - The second two numbers 02-05-0008 are the PEVO's identifier. Each PEVO, subcontractor, employee of your company will have their own identifier.
    - The third set of numbers 02-05-0008 is the invoice number for that PEVO, within that company. This number will change sequentially with each invoice. It is the Lease-On, Franchise and/or PEVO's responsibility to ensure they use the correct number.
  - f. All invoices must have the client number. If the number isn't provided to you on the detailed trip invoice, please get it from Coast 2 Coast Escorts.
  - g. Invoices must be filled out completely.
    - Truck #, Load # Driver Name and Driver # are extremely essential for billing.
  - h. Must submit 1 permit with your DTI.
  - i. High Poles must submit High Pole Agreement with DTI.
2. All invoicing is to follow certain protocols. This is to ensure that each carrier and driver throughout the country have the same invoice standards. Please note the do's and don'ts of our invoicing.
  - a. We do not invoice an overnight for the night before the trip, unless prior authorization has been granted.
  - b. We do not invoice an overnight the night of the drop, unless prior authorization has been granted.
  - c. We do not invoice deadhead miles, unless prior authorization has been granted.
  - d. We do not invoice for miles to and from the hotel.
  - e. We do not invoice for miles running errands for the load driver, (i.e. get food, bring to a hotel, grab parts etc.).
    - Exception to rule 2.e.: total miles to run errands are greater than 20 miles. At this point a deadhead of \$0.55 per mile may be charged for running errands over 20 miles.
  - f. Miles on the invoice are broken down as follows:
    - From Start to:
      - Mark miles every time you cross a state line.
      - Mark miles at the stop of the day.

- Mileage must match permitted miles on permit, or inRoute when permit does not list miles.
  - Using odometer for miles is not permitted, unless recording deadhead miles for running errands for load driver.
- g. No-Go's must list reason in the bottom additional information section.
- h. We do not charge detention time, however a No-Go with a wait over 5 hours is billed the daily minimum.
- i. Overnights must list where the truck stopped for the night, not where you went for the night.
- j. We have a 300 minimum miles per day policy. However, we do not mix match minimum miles with actual miles.
  - If you have 360 the first day, 450, the second and 250 on the last day, you do not charge a minimum miles per day, because the average for 3 days at 300 minimum per day is 900 miles and the actual miles are 1,060 miles. The actual miles are greater than the daily minimum.
  - However, if you have 290 on the first day, 250 on the second day and 325 on the last day, you may charge the 300 minimum miles per day on the 1<sup>st</sup> two days, due to the actual mileage of 865 is less than the  $300 \times 3 = 900$  minimum miles.
  - If you are unsure how to bill the minimum mileage for your invoice, reach out to Coast 2 Coast Escorts for clarification.
- k. Route Survey, Steerman & Project rates may be negotiated by the Lease-On or Franchise Partners. However, must send rates to Coast 2 Coast Escorts for proper rate-con to be issued.

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## VII. Settlements and Adjustments

1. Upon payment of an invoice by client, the Lease-On and/or Franchise Partner shall receive a Settlement Sheet.
  - Settlement Sheet shall have:
    - Total invoice amount
    - Overnights
    - Total amount subject to franchise fee (minus overnights)
    - Franchise fee amount
    - Deductions for Shell Fleet, CLC lodging, Take 5 and/or any other deductions.
    - Payment amount to Lease-On or Franchise Partner
    - Any adjustments and the reason why.
    - Invoice pay date. (This is the date Coast 2 Coast Escorts initiates the ACH, it may take 24-72 hours to complete process depending on your financial institution, weekends and holidays.)
2. Adjustments may be made to the invoice or settlement sheet if:
  - An error has occurred or entered incorrectly by the PEVO, as per our invoicing policy.
  - There was a dispute by the client and negotiations were made within the 10% allowed by Coast 2 Coast Escorts.
  - There was a dispute by the client in an amount over 10% allowed by Coast 2 Coast Escorts and the Lease-On / Franchise Partner agreed to the greater than 10% negotiation.
  - An adjustment made to invoice due to fines levied on load driver for improper escort. (i.e. escort didn't have proper insurance, escort didn't have proper certifications, escort didn't have proper equipment, escort failed an inspection or any other reason the load driver was fined due to negligence of the escort.)
  - Any cost to the carrier and/or load driver due to a breakdown of the escort vehicle.
  - Load delayed
  - Ordering of replacement escort.
  - Payment of day rates etc. to other escorts on the load.
  - Any other cost associated with the breakdown of the escort, or escorts inability to complete the load, or delay of load movement.
3. Settlements shall be paid out within two business days of cleared payment from client.
  - (This is the date Coast 2 Coast Escorts initiates the ACH, it may take 24-72 hours to complete process depending on your financial institution, weekends and holidays.)

## IX. Billing and Collections

1. All Billing for Franchise Partners must run through Coast 2 Coast Escorts Inc.
2. Quick Pay for a % is not allowed.
3. Pilot Car Broker Fees % are not allowed.
  - They may adjust their rate to include fee, but the actual invoice must be invoiced as a whole without deductions for such fees.
4. Net Terms are the terms in which Coast 2 Coast Escorts bill the client.
  - a. All terms are NET-30, unless otherwise specified.
    - Net-30 is the clients' time to pay, not the Lease-On / Franchise Partners' time to get paid. Settlements are issued two business days from cleared payment from the client.
  - b. In the event that a client does not pay within the Net-30 days, It is the Company's {Coast 2 Coast Escorts Inc.} responsibility to contact the client for collections.
    - At no point is the Lease-On or Franchise Partner allowed to contact a client in regard to a billing issue, including but not limited to collection of past due invoices.
    - The cost of collections and/or legal cost in pursuance of collections shall fall upon the Company. {Coast 2 Coast Escorts Inc.}
  - c. Any past due fees collected from the client will be passed on to the Lease-On or Franchise Partner.
    - If there is a % late fee billed to the client, the Partner shall receive the entire fee.
5. Invoices not yet due.
  - a. Lease-On and Franchise Partners shall not pursue billing inquiries on invoices not yet due.
  - b. There are NO advancements on Invoices.
    - It is the responsibility of the Lease-On and Franchise Partners to be financially stable and responsible for their own business.
    - Factoring invoices is strictly prohibited.
  - Any factoring company making an inquiry to Coast 2 Coast Escorts will be advised that we do not allow third party billing and that factoring is against our policy.
  - Any factoring company making an inquiry to Coast 2 Coast Escorts will be denied any company information to render such a judgement or decision on credit worthiness.
6. Any attempt to Direct Bill a client and/or circumvent the invoicing, billing and/or collection process set by Coast 2 Coast Escorts Inc, will result in non-payment of said invoice and forfeiture of said invoice.
  - Furthermore, any attempt to Direct Bill a client, and/or circumvent the invoicing, billing and/or collection process set by Coast 2 Coast Escorts Inc. may fall under the Non-Compete section of this Agreement and S.O.P.

## IX. Non-Compete

1. **The fee for violating the Non-Compete section of this agreement shall be \$4,500.00 per violation of said Non-Compete.**
  - **This fee will be taken out of any open, unpaid invoices.**
  - **In the event that the Lease-On or Franchise Partner is no longer an active participant, member, Partner with Coast 2 Coast Escorts Inc. and a judicial order is needed, court cost and other legal fees may be associated with the collection of this fee.**
2. Lease-On and Franchise Partners may NOT take Coast 2 Coast Escorts Inc.'s client loads through your individual company. All Coast 2 Coast Escorts clients must be invoiced through Coast 2 Coast Escorts Inc., following company invoice procedures.
3. ALL invoicing for North American Pilot Car Services MUST be billed through Coast 2 Coast Escorts Inc. Regardless if NAPCS was a prior client of yours OR you secured the load on your own.
4. Upon separation from Lease-On or Franchise Partnership, said Partners may take its own clients. However, may not use any Company {Coast 2 Coast Escorts Inc.} clients for a period of 12 months from the date of separation.
  - This includes our clients' clients. (i.e. you took a load for Bulldog via NAPCS, Bulldog falls under the non-compete because they are our clients' client.)
5. Lease-On or Franchise Partner agrees to payment of court cost in violation of Non-Compete.
6. Lease-On or Franchise Partner's may request to get a release from said Non-Compete. The release shall be in writing and client specific.
7. Lease-On and Franchise Partners may not poach escorts from one another or from the Company.
  - An escort wishing to leave their current lease with a Lease-On or Franchise Partner must get a letter of release before switching to the Corporate Office or another Franchise / Lease-On Partner.
  - Coast 2 Coast Escorts Inc., Lease-On Partners & Franchise Partners can only employ a pilot/escort if they have completed their lease agreement from the other party or have received a letter releasing them.
8. Section X. Back Solicitation is a violation of the IX. Non-Compete section of this agreement.

## **X. Back Solicitation**

- 1. Back Solicitation is a violation of the IX. Non-Compete section of this agreement.**
2. Coast 2 Coast Escorts Inc. ~ including: Rougarou Pilot Cars, Coast 2 Coast Heavy Haul, Delta Transportation, Acadian PCS, Bayou Dash, Phoenix Logistics, and all its lease-on and franchise partners have a non-compete agreement and/or understanding with its "Trusted Pilot Car Brokers".
  - a. Lease-On and Franchise Partners will not back-solicit any client, client's client, or other organization, entity, individual, etc. in which loads were procured from.
  - b. Lease-On and Franchise Partners will not card or attempt to procure business from any carrier or load driver in which the load was procured through one of our "Trusted Pilot Car Brokers".
  - c. Lease-On and Franchise Partners are NOT allowed to contact carriers, clients, load drivers etc. unless specifically dispatched to that carrier, client, load driver etc.
  - d. In the event that a load driver or carrier contacts the PEVO directly, the PEVO is to refer them back to the company. (Coast 2 Coast Escorts Inc.)
  - e. No PEVO, Lease-On or Franchise Partner is allowed to negotiate or book client loads or third party loads outside of the Rougarou Group / Coast 2 Coast Escorts, that were previously procured through Coast 2 Coast Escorts Inc.
3. Coast 2 Coast Escorts Inc. takes back-solicitation as a gross violation of our Lease-On and Franchise Partner agreements. Any such violation of the Back Solicitation section of the Standard Operating Procedures may result in immediate termination of said agreements, in addition to subject to section IX. Non-Compete.
  - a. It is the responsibility of the Lease-On and Franchise Partners to inform all its PEVO's, employees, subcontractors, escorts, etc. of this policy.

## XI. Dress Code

1. Dress Code is used to create uniformity within the Franchise.
  - At a time when a specific uniform is offered and/or required by Coast 2 Coast Escorts, it will in effect be part of this Standard Operating Procedure.
2. The following Dress Code is in effect currently. All Lease-On and Franchise Partners are required to adhere to:
  - Type II orange safety vest with Coast 2 Coast Escorts Inc. Logo printed on back.
  - Safety Vest must be worn at all times.
  - This includes, but is not limited to fuel stops, driving the escort vehicle, stepping out the escort vehicle to control traffic, stepping out the escort vehicle to assist load driver, assisting parking the load at the end of the day, walking across a parking lot. Simply put, if you're on the clock, if you're currently working, you must have a safety vest on!!
  - Pants or jeans must be worn at all times while working.
  - Knee length shorts of denim or similar material may be worn during summer months.
  - Not permitted:
    - Leggings
    - Skirts / Dresses
    - Tights
    - Loose fitting jeans or pants.
    - Jogging pants
    - PJ's
  - Shirts must have a collar, and ¾ sleeves. Can be button up or pull-over.
  - Not Permitted:
    - Tank tops
    - Muscle shirts
    - Half shirts
    - Loose fitting shirts or shirts with long tails
  - High Vis Hat, Cap, or Bandana is required at all times, when not in your unit.
  - If on a job site that requires certain PPE's, such as a hard hat, the hard hat must have reflective material or tape.
  - Must wear hard toed shoes or non-slip hard toed boots at all times.
  - Steel toe is preferred but not required unless on a job site that requires it.
  - Jacket, Coats, Hoodies etc. are allowed, however must be High Vis, or have high vis markings, or covered with a high vis vest.
  - Must not be too large or too loose for the individual as to get caught in machinery or other equipment.

## **XII. Franchise Partners**

### **Additional**

1. The purpose of the Lease-On partnership is to ensure that you are a good candidate for Coast 2 Coast Escorts Inc.'s Franchise Partnership, as well as, if we at Coast 2 Coast Escorts Inc. is a good fit for you.
2. In addition to all the above sections, the following are for Franchise Partners.
3. To become a Franchise Partner you must:
  - Have completed your 6 month Lease-On Partnership or;
  - After completing 50 loads, you may request for the Board of Directors to waive the 6 month Lease-On requirement and;
  - Based on number of years of overall experience..
  - Must be certified, insured and equipped to run all lower 48 states.
  - Must have Coast 2 Coast Escorts vinyl decals on the units operating under the Franchise.
    - You may have your own logo and/or name as well; however Coast 2 Coast Escorts logo must be the prominent logo.
4. All invoices must be done through Coast 2 Coast Escorts Inc. for units operating under the Franchise.
5. Franchise Partners must be available for long term projects.
6. Franchise Partners and their PEVO's must have basic knowledge of the Pilot/Escort Vehicle Operators Training Manual set forth by the National Highway Safety Administration.
  - A knowledge based test on this will be given to each PEVO within a Franchise.
7. Franchise Partners MUST attend monthly meetings with Board of Directors.

### **Authority of Franchise Partners / Board of Directors and Safety Director**

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

Franchise Partners, members of the Board of Directors, and the Safety Director 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, Board Members and the Safety Director 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, Board Member or Safety Director 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.



## **XV. Acknowledgement of the Standard Operating Procedures**

I, \_\_\_\_\_, have read and understand the Lease-On Agreement and attached Standard Operating Procedures. I acknowledge that the Standard Operating Procedures are an addition to the Lease-On and Franchise Partner Agreements.

I further acknowledge and understand that violations to the Standard Operating Procedures shall have the same effect as violating the Lease-On and Franchise Partner Agreement.

I have read and understand the Non-Compete and Back Solicitation portion of the Standard Operating Procedures, as well as the fees that may be associated with violating these sections of the agreement.

I, \_\_\_\_\_, understand that any legal proceedings in connection with this Lease-On / Franchise Partner Agreement and the Standard Operating Procedures shall be filed in the Parish of Morehouse, State of Louisiana. I waive jurisdiction in any legal proceeding and agree to settle all claims and disputes in the State of Louisiana, Parish of Morehouse. (Unless otherwise prohibited by law).



\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature