

Coast Coast

ESCORTS

Standard Operating Procedures

Hourly Employees



Introduction

1. Coast 2 Coast Escorts LLC is a division of The Rougarou Group.
2. The Coast 2 Coast Escorts franchise is a first of its kind national pilot car franchise. As such, we are creating a national brand, with the same standards from coast to coast. We aren't just keeping up with the industry standard, we're setting the industry standard!
 - a. In doing so, we want carries to get the same "type" of escort, no matter where in the United States the escort is dispatched from.
 - The same professionally looking escort unit.
 - The same professional equipment.
 - The same professional dress code.
 - The same professional invoices and invoice procedures.
 - The same professional standard in which the load is moved.
3. The following S.O.P. are the guidelines for all entities working under the Rougarou Group: Rougarou Pilot Cars, Coast 2 Coast Escorts, Coast 2 Coast Heavy Haul, Acadian PCS, Bayou Dash, Rising Phoenix Logistics, Delta Transportation and any further holdings of the Rougarou Group.
4. It is the responsibility of the Lease-On and Franchise Partners to ensure that its PEVO's are fully aware of and adhere to the Standard Operating Procedures.
5. The Company (Coast 2 Coast Escorts) shall train and/or instruct the Lease-On and Franchise Partners on how to use our products, apps, software, email, invoices, etc. However, it is the responsibility of the Lease-On and Franchise Partners to train and/or instruct its PEVO's on the same.
6. This S.O.P. applies to all Hourly Employees, P/EVO's, Lease-On Partners and Franchise Partners under the Rougarou Group.

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 Employees, Lease-On and Franchise Partners are required to adhere to:
 - 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.
 - Shirts must have sleeves.
 - 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.



Invoicing

1. All invoicing to the client is done by Coast 2 Coast Escorts.
 - a. As per the Lease-On and/or Franchise Agreement, in 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 24 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.
 - 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.
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 dos 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.

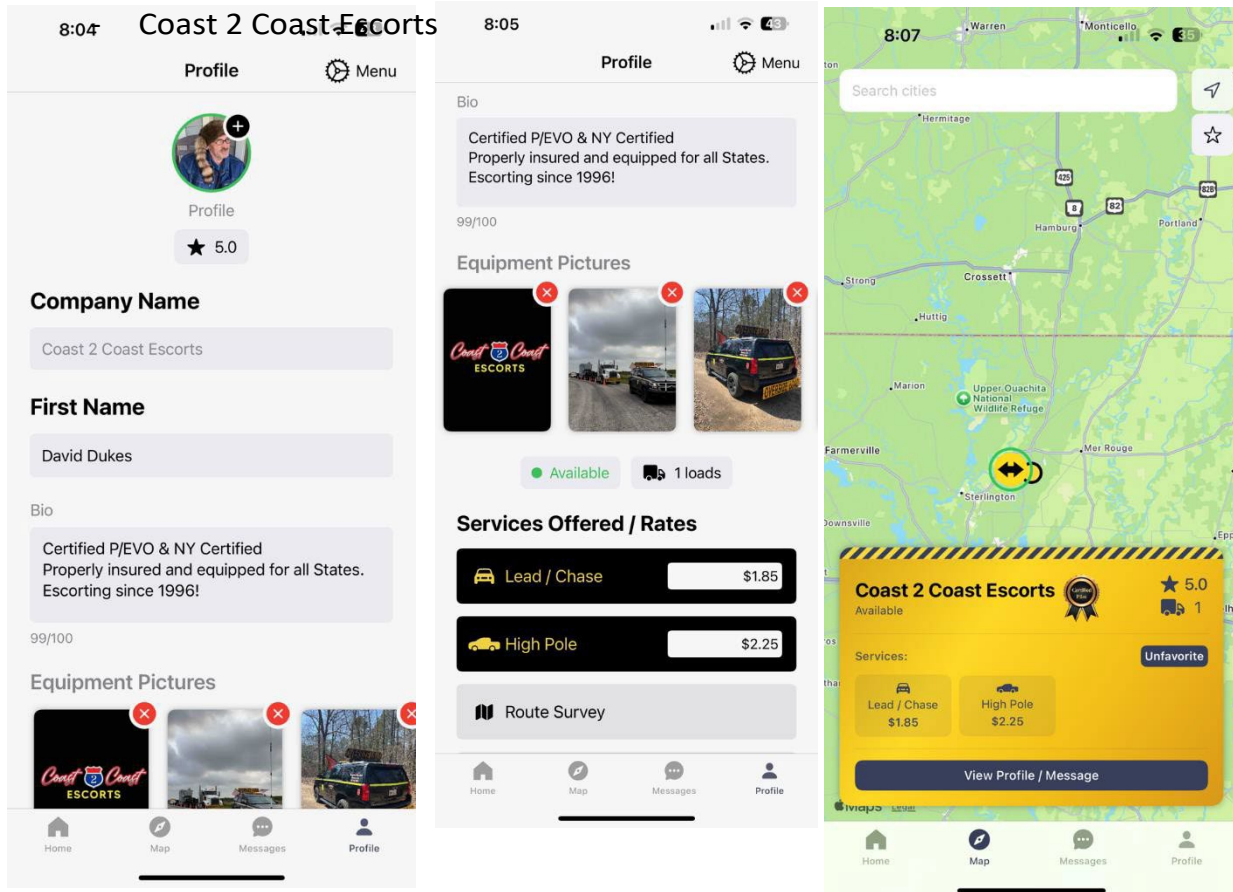
- Mileage must match permitted miles on permit, or inRoute when permit does not list miles.
 - Using odometer for miles is not permitted, unless recording deadhead miles for running errands for load driver.
- g. No-Go's must list reason in the bottom additional information section.
- h. We do not charge 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 1st 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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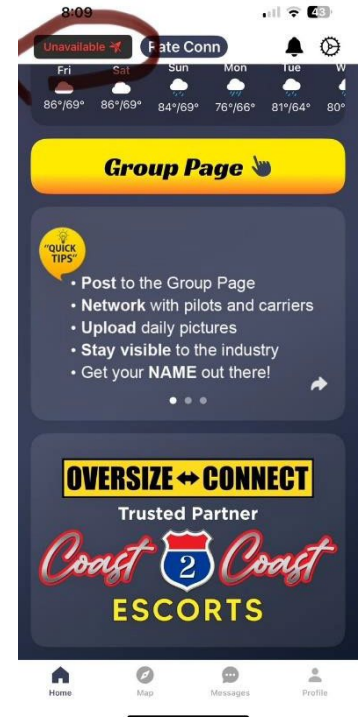
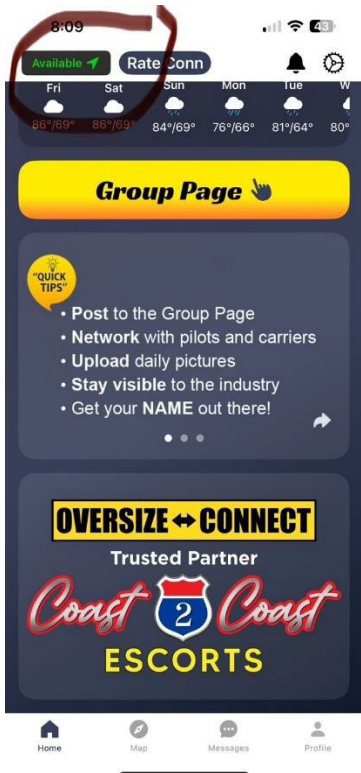
Oversize Connect App

1. All Hourly Employees, Lease-On and Franchise Partners must download and utilize the Oversize Connect App.
2. You must use your Coast 2 Coast Escorts email account to sign up for the Oversize Connect App. { @c2cescorts.com }
3. Profiles in the Oversize Connect App must be uniformed.
 - a. Business Name, Company Name must be entered exactly as follows:



- b. Pictures in the app must be in the same order as above.
 - First Picture is Coast 2 Coast Escorts Logo
 - Second Picture is of your unit, flagged up, with Coast 2 Coast Escorts decals in view.
 - Third and additional pictures can be of unit flagged up and whatever else you wish.
- c. You must use your own phone number when signing up or the number to the company phone assigned to you. This is how you will get your messages.
 - In the future, there will be a fleet version in which messages will go directly to dispatch / office.
- d. In the Bio Section, you should keep it extremely simple, you don't need to add amber permits or individual State requirements.
 - Use example above, other things allowed to use are WITPAC, TWIC.

- e. You must use Coast 2 Coast Escorts' rates for Lead/Chase, High Pole and Steer. Route Survey and Projects may set their own rates, however rates must be submitted to Coast 2 Coast Escorts to issue a rate-con.
- f. Any load procurement via Oversize Connect App must be processed and invoiced through Coast 2 Coast Escorts.
- g. No Loads from Oversize Connect App may be taken from other pilot cars. Only the pilot car brokers on the "Trusted Pilot Car Broker" list can be taken without prior approval.
- h. When accepting a load via the Oversize Connect App. You must get a phone number and email address so that we can send rate-cons and other agreements to.



- i. Be sure to utilize the Oversize Connect App. When you are looking for a load, accepting loads, **Available** should be in Green as photo to the left. When you are on a load, or unavailable to accept a load, **Unavailable** should be in Red as photo on the right.
 - You must open the app and view your availability at least once every 12 hours, if not, the app may automatically list you as unavailable.

2. As participants and "Trusted Partners" on the Oversize Connect App, we will be asked from time to time to "test" certain features, make post on the Group Page and interact with others on the app. This is part of Coast 2 Coast Escorts' agreement to keep the app free to our Lease-On and Franchise Partners.

3. Ensure that notifications are turned ON for the Oversize Connect App. Check for messages regularly when seeking loads.

Transporting the Load

1. Pre-Trip

a. Contact the load driver.

- Get drivers' name and number from dispatch.
- Verify pickup location and time.
- Verify CB Channel
- Receive advanced copies of permits. If requesting permits yourself from load driver, ensure that these are sent to your company email address. (@c2cescorts.com).

b. Check your unit.

- Check fluids
- Check all lights and turn signals
- Check tires
- Clean unit, both exterior and interior.
- Check safety equipment
- Check your operational documents / folder

c. Complete Pre-trip routing.

- Place your permitted route into inRoute. This is done per state traveling through, 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 along your route.
- If doing High Pole mark any obstacles along your route.
- If doing Steer mark any obstacles and/or difficult turns along your route.
- Review route survey if one is available.
- 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.

d. Pre-trip meeting with driver and other escorts.

- High Pole Agreement signed by load driver.
- Measure the load with height stick.
- Re-measure the high pole once attached to the unit. (verify 5"-6" clearance above the load).
- Notify driver of your pole height
- Discuss with the driver what is to be called and not called.
- In the event a bucket truck is used, discuss with bucket truck expectations of the high pole. (What does he/she need you to do?)
- Review the route with load driver and other escorts.
- Discuss any turns that may cause issues.
- Discuss planned fuel stop for escorts and load (if different).
- Discuss any curfews and safe havens out side of curfew in event the load may need to stop.

- Discuss any stopping points for the day or drop off locations.
- Ensure proper safety equipment is set on unit for states travelling through.
- Ensure proper placement of banners and flags.
- Ensure you have Safety Vest Class III on and any other required PPE's.
- Check batteries in handheld radios.
- Stop/Slow Paddle and Flag within reach.
- Steerman, 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.
- 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 & 2 miles on interstate or high speed highways.
- Must call turns: 1 miles & ½ miles 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-marketed 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

- Ensure load driver has signed the High Pole Safety Agreement.
- No High Pole load shall move without High Pole Safety Agreement and a copy of the permit. If available, a copy of the route survey is also required.
- The High Pole must follow all guidelines for Lead Car
- Must call STOP, STOP, STOP! for any hit on a solid structure or obstruction. (i.e. bridges, rail road trestles, sky bridges, etc.
- STOP, STOP, STOP! must also be called for any hit on power lines, and thick communications cables.

- Hit or Tap may be called for smaller cable lines, tree branches or other clearance issues. Be sure to discuss this in the pre-trip meeting with the load driver.
- The High Pole shall be set at 5"-6" above the load. The load must be measured from all sides. Look for raised points in the center.
- After measuring the load, you must remeasure the high pole on your unit.
- You are **NOT** permitted to go off route for any reason. (In the event of fuel stops or other needs to pull off your route, you must pre clear any 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.

c. Chase Car / Steerman

- Discuss with load driver prior to trip, what he/she would like called coming up from behind.
- Call turns in event there is no Lead / High Pole car.
- Verify turns in 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, have it pinned in inRoute.
- Mark fuel stop for escorts and load drivers.
- Mark rest havens, safe havens, wide spots, skinnies, fuel stops and any other pertinent information in inRoute.
- The chase car must have all the information the lead has in the event they need to take the 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 for said lane.
- Anticipate hazards. (Example: If the load driver or anyone is talking on the radio and you hear someone trying to talk over them, assume there is a road hazard and immediately block, cover, clear a lane for the load in the event that it may need to make a lane change.)
- 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.
- 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 during turns in either feet or inches. (*"You are looking good" is not a proper clearance call in turns!*)
- If the load begins to slow due to incline, chase car shall call speed reductions to the high pole or lead 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 car / high pole when the skinny or hazard has been cleared.
- 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. 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 that a 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 hand held 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.
- Steerman must have radio w/ mic that clips on vest or shirt.
- Steerman must have secondary warning device, such as pocket-sized air horn, in case of radio failure, to alert driver to STOP.

d. All Escorts

- 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 on highway.
 - Place safety cones around the load if parked in rest area or weigh station.
 - Check with load 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 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).
- When starting the next day:

- Check if the load driver needs anything before you head to 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 route for the day with the 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.
- Be sure to have a full tank of fuel before starting your trip.
- Check that all your equipment is in working order.

3. At Drop:

- a. Assist load driver with deflagging.
- b. Assist load driver with unbuckling binders.
- c. Assist load driver with hauling chains/straps etc.
- d. Assist load driver with shrinking trailer and/or any other assistance he may need.





Hourly Employees Pay Schedule

Coast 2 Coast Escorts is based out of Morehouse Parish, Louisiana. All loads are dispatched out of Morehouse Parish, Louisiana. All units are picked up from and returned to the yard in Morehouse Parish, Louisiana. Although loads may initiate from various states, and employees may live in various states, all wages are paid based on Louisiana employment law and out of the State of Louisiana.

Hourly Rates:

Training, Deadhead, Wait time are at minimum wage.	\$7.25 per hour
Base Rate Loaded	\$25.00 per hour
Certified Escorts	+ \$1.00 per hour
Flagging Certification	+ \$1.00 per hour
WITPAC Certification	+ \$1.00 per hour
Able to adequately read permits and plug into inRoute	+ \$1.00 per hour
Terminology based knowledge / test	+ \$1.00 per hour
Pass National Highway Administration Escort Training and Best Practices Exam	+ \$1.00 per hour
Experience Level II (50 Trips)	+ \$1.00 per hour
Experience Level III (100 Trips)	+ \$1.00 per hour
NY Certification	+ \$1.00 per hour
High Pole	+ \$1.00 per hour
Experience Level IV High Pole (25 Trips)	+ \$1.00 per hour
Steer	+ \$1.00 per hour
Experience Level V Steer (25 Trips)	+ \$1.00 per hour
Route Survey	+ \$2.00 per hour

No-Go's are paid at a 4 hour minimum at the Wait Time / Deadhead Time.

Back Solicitation

1. **Back Solicitation is a violation of the Non-Compete section of this SOP.**
2. The Rougarou Group, including: Rougarou Pilot Cars, Coast 2 Coast Escorts, 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 it's "Trusted Pilot Car Brokers".
 - a. Hourly Employees, 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. Hourly Employees, 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. Hourly Employees, 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)
 - 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 precured through Coast 2 Coast Escorts.
3. The Rougarou Group / Coast 2 Coast Escorts takes back-solicitation as a gross violation of our Standard Operating Procedures. Any such violation of the Back Solicitation section of the Standard Operating Procedures may result in immediate termination of said employment, lease-on agreements, in addition to subject to section of 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.

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 and/or hourly employees payroll.**
 - **In the event that the Hourly Employee, Lease-On or Franchise Partner is no longer an active participant, member, Partner with Coast 2 Coast Escorts 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' client loads through your individual company. All Coast 2 Coast Escorts clients must be invoiced through Coast 2 Coast Escorts, following company invoice procedures.
3. ***Upon separation from Employment, you may not contact or attempt to acquire clients or their truck drivers directly, indirectly or refer them to another escort company for a term of 6 months from date of separation.***
4. Hourly Employees, Former Employees, Lease-On or Franchise Partner agrees to payment of court cost in violation of Non-Compete.
5. 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.
6. Section Back Solicitation is a violation of the Non-Compete section of this SOP.



ESCORTS

Acknowledgement of the Standard Operating Procedures

I, _____, have read and understand the Standard Operating Procedures. I acknowledge that the Standard Operating Procedures are an addition to the Employee Handbook.

I further acknowledge and understand that violations to the Standard Operating Procedures may result in disciplinary action and/or termination of employment.

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 violations to these 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