



Table of Contents

1. Welcome

- 1.1 Purpose of Handbook
- 1.2 History, Goals, & Culture
- 1.3 At-Will Arrangement

2. Workplace Commitments

- 2.1 Equal Opportunity Company
- 2.2 Non-Harassment/Non-Discrimination
- 2.3 Drug Free/Alcohol Free
- 2.4 Open Door Policy

3. Company Policy and Procedures

- 3.1 Code of Professional Conduct
- 3.2 Dress Code
- 3.3 Company Property
- 3.4 Contractor Files
- 3.5 Payment for Services

4. Specific Performance Guidelines

- 4.1 Vehicle Maintenance
- 4.2 Vehicle Safety
- 4.3 Scheduling of Work
- 4.4 Scheduling/Adjustments
- 4.5 Airline Industry Terminology

4.6 Policies for Addressing Common Dilemmas

4.7 Communication

5. Attendance Policies

5.1 General Attendance

5.2 Tardiness

6. Work Performance

6.1 Expectations

6.2 Reviews

6.3 Insubordination

7. Discipline Policy

7.1 Grounds for Disciplinary Action

7.2 Procedures

7.3 Termination

8. Health and Safety

8.1 Workplace Safety

8.2 Workplace Security

8.3 Emergency Procedures

9. Acknowledgments of Receipt

9.1 Contractor Copy

9.2 Company Copy

Section 1 – Welcome

1.1 History, Goals & Culture

Air Crew Transport was founded in 1995. The company originally provided ground transportation to our military. In 2000, the company began servicing the airline industry flight crews by providing unsurpassed quality and service while assuring safe, secured reliable ground transportation. ACT currently operates throughout the United States servicing most of the major airports and various regional airports. Our client list includes all of the major airlines throughout the country. The company continues to serve our military in several locations throughout the U.S.

Our administrative headquarters are located in Ft. Lauderdale, FL (FLL) and our dispatch centers are located in LAX, DFW and VPS. Our dispatch is staffed 24/7 with automated state-of-the-art equipment.

Mission Statement

Our mission statement is to provide America's airlines safe, secure and reliable crew transportation, while conducting ourselves in a manner that promotes honesty, fairness, respect, and consideration for all our shareholders, employees, customers, and suppliers.

Vision Statement

Our vision statement is to become the global leader in our industry providing safe, secured and reliable ground transportation to crew members of the airline industry. We will continue to evolve and expand our software and mobile APP technology to insure a seamless interaction between our industry partners, their employees and our organization. Throughout our evolution, we will hold ourselves accountable to the highest standards and promote fairness, honesty, integrity and commitment to all of our customers, suppliers, employees and shareholders.

Core Values

Our core values that make our company strong and united are based on six fundamental values.

Communication

Acceptance

Trust

Respect

Integrity

Teamwork

1.2 Purpose of this Handbook

This handbook has been prepared to inform new contractors and employees of the policies and procedures of our company and to establish the company's expectations. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. A fundamental expectation from our contractors and employees is that they use mature judgment when having to make a spur of the moment decision. This handbook is not a contract, expressed or implied, guarantying work for any length of time and is not intended to induce a contractor or employee to accept work with the company.

The company reserves the right to unilaterally revise, suspend, revoke, terminate, or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed, made available or applicable to contractors.

1.3 At-Will Agreement/Contractor Employee Designation

Working with this company is at-will. An at-will working relationship can be terminated at any time, with or without reason or notice by either the company or the contractor. This at-will relationship exists regardless of any statements by office personnel to the contrary. The company operates in various locations throughout the country and based on demographics and other factors, the company will hire based on a contractor or employee type of designation. Contractors, for the most part, operate their own vehicle and operate independent services outside the scope of the company schedule. Employees operate directly for the company using company vehicles with no other outside commitments. There are tax implications related to each.

Section 2 – Workplace Commitments

2.1 Equal Opportunity Company

This company is an equal opportunity employer and does not unlawfully discriminate against contractors or employees on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. This policy applies to all terms and conditions of work, including recruitment, hiring, placement, compensation, discipline, and termination.

Whenever possible, the company makes reasonable accommodations for qualified individuals with disabilities to the extent required by law.

2.2 Non-Harassment Policy / Non-Discrimination Policy

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. Each individual has the right to work in an atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the

company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic that denigrates or shows hostility or aversion toward the person because of the characteristic, and has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as an unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's work agreement;
2. Submission to or rejection of such conduct by an individual is used as the basis for contract decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include; unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

Reporting:

Any company contractor or employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

There will be no retaliation for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If a contractor feels he/she has been retaliated against, the contractor should file a complaint using the procedures set for above.

2.3 Drug Free/Alcohol-Free/Smoke Free Environment

Contractors and employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, contractors or employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work or engaged in company business. Any of the above mention will result in immediate termination. Prescription drugs or over the-counter medications, taken as prescribed, are an exception to this policy. Smoking while working in company vehicles is strictly prohibited and will result in termination of services.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

2.4 Open Door Policy

The company has an open door policy and takes the concerns and problems of contractors and employees seriously. The company strives to provide a positive work experience. Individuals are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

Section 3 – Company Policies and Procedure

3.1 Professional Conduct

This company expects contractors and employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. All representatives of the company should be respectfully, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

3.2 Dress Code

A contractor or employee's personal appearance and hygiene is a reflection on the company's reputation. Workers are expected to dress appropriately for their work responsibilities and position. The company has polo type shirts that must be worn while working. If this shirt is not available, the dress code should be dark Khaki style pants, (absolutely no shorts), and a red, black or white polo type shirt or dress shirt.

3.3 Company Property

Company property, such as vehicles, equipment, and software is not for private use. These items are to be used strictly for company business. Company property must be used in the manner for which it was intended. Upon separation, contractors are required to surrender any company property they possess. Company vehicles are expected to be maintained in clean condition at all times.

Violations of these policies could result in disciplinary action.

3.4 Contractor Information

Contractors are expected to inform the company of any change in name, address, phone number, or emergency contact information. Contractors cannot be paid without providing a valid tax identification number, address, and driver's license information. A current executed contractor agreement must be in place in order for payments to be received.

3.5 Payment for Services

Pay periods are twice monthly. The pay periods are divided into the first 15 days of the month (1st-15th) and the second half of the month (16th thru the end of the month). All pay checks for the pay periods will be distributed in no less than 7 days and no longer than 10 working days after the last working day of the period providing the contractor or employee submits the required payroll information in a timely manner. This is important for all contractors to be aware of and understand. No advances or loans will be made. Checks are directly delivered or mailed to each individual.

All contractors are required to submit a log sheet to the local manager within 24 hours following the end of the pay period. Payment will be based on the approved log sheet which is then transmitted to the company headquarters in Florida where payment is processed.

ACT is in line with several other transportation companies; ABM is a large air transport support company with hundreds of workers. They pay twice monthly, usually on the 7th and 22nd of each month (at least a 7 day period after the pay period ends). There are several companies which hold back payments for at least one pay period, which ACT does not do. We recognize our contractors do a good job, are an integral part of our success, and shall receive an agreed amount for their efforts.

Section 4 – Specific Performance Guidelines

4.1 Vehicle Maintenance

The company expects that each contractor or employee will maintain the vehicle they drive in a manner as if it were their own personal vehicle. This includes daily examination of tires, lights, and fluids. Vehicle maintenance logs are in each vehicle and any safety concerns should be brought up immediately to management. Safety is our number one priority.

4.2 Vehicle Safety

The company desires to ensure the safety of those individuals who drive company vehicles and to provide guidance on the proper use of company fleet vehicles. Vehicle accidents are costly to the company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. The company expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely.

1. Drivers must have a valid and current driver's license to operate a company vehicle.
2. Drivers must be 25 years of age to operate a company vehicle.
3. Company vehicles are to be driven by authorized drivers only.
4. Any driver who has a driver's license revoked or suspended shall immediately notify their supervisor and immediately discontinue operation of the company vehicle. Failure to do so may result in disciplinary action, including termination.
5. All accidents in company vehicles, regardless of severity, must be reported to the police and to the supervisor. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable). Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of work and could result in an arrest.
6. Drivers must report all ticket violations received during the operation of a company vehicle within 72 hours to the supervisor. The company's insurance company will receive this information and eventually contact us.
7. Driving a company vehicle while under the influence of intoxicants and other drugs is forbidden and is sufficient cause for termination.
8. Cell phone use while driving should be kept to a minimum. Drivers should complete calls while the vehicle is parked. While driving, attention to the road and safety should always take precedence over conducting business over the phone. No texting is ever allowed while driving a company vehicle.

9. No driver shall operate a company vehicle when his/her ability to do so safely has been impaired by illness, fatigue, injury, or prescription medication.
10. No unauthorized personnel are allowed to ride in company vehicles.
11. All drivers and passengers operating or riding in a company vehicle must wear seat belts at all times while driving.
12. Drivers are responsible for the security of company vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors secured whenever the vehicle is left unattended.
13. All vehicles used in transporting passengers must be clean both inside and out.
14. The company strictly prohibits anyone other than the driver and crew members to ride in a vehicle. Drivers are prohibited from having friends or family ride in a company vehicle.

4.3 Scheduling of Work

ACT provides support to airlines who request ground transportation support for their crews. The scheduling is determined by the airlines we serve and is based on various FAA requirements and flight schedules of the airline. Scheduling is generally provided as far as one month in advance, but is subject to change with both additions of trips and cancellation of trips at airports and hotels. Frequently airline crews make changes in plans based on specific situations of personnel. These changes can occur with minimal notice. The schedules received provide the time, pick-up and drop-off locations, flight numbers, and the number of individuals who are scheduled to be transported.

4.4 Scheduling/Adjustments

As indicated above, changes in scheduling may occur with minimal notice. ACT endeavors to provide service as requested. The company provides exclusive ground transportation to the airline crews and therefore the company must respond to instant schedule changes.

4.5 ACT Mobile App

ACT has developed a state-of-the-art mobile application which allows our airline crews and management staff to monitor pick-up and drop-off activities as well as provide an accurate record for billing of our services. Each driver is assigned trips/routes for the day.

The app has an excellent safety section which requires all drivers to check for vehicle safety prior to operation. The steps in the app help insure safer vehicle operations. The steps include: vehicle cleanliness, vehicle tires, oil levels, lights inside and out, and windshield wipers.

The company APP is a web based program that runs on a very sophisticated Microsoft platform. Each contractor or employee that drives crew members must use the APP. Drivers must own a smartphone, Android or Apple, and must download the APP from the company website.

The APP will have a driver's daily schedule loaded and once the user logs in, all pick up and drop offs are recorded in real-time. Drivers are required to keep the APP current with each pick up. Airlines use this APP to check the progress and location of drivers so it is essential that this information is maintained up to the minute.

Drivers not adhering to this policy could face disciplinary action as well as a loss of income from not properly reporting their pick ups.

4.6 Airline Industry Terminology

There is terminology specific to the airline industry. It is helpful to be familiar with some of these terms which are important:

Air Carrier	The airline that is being serviced.
Back-to-Back	This usually means immediate consecutive pick ups.
Base or Domicile	This is where the flight crew is based and initiates their schedule.
Captain	The main person of the flight crew. Usually, commands the airplane.
Crew	The entire staff operating an airplane.

Dead Head	This is a crew member that is part of a flight but is not actively working on the flight.
Duty Time	The period while a crew member is actively working. There are restrictions on how long crew members can work according to the FAA.
Show Time	Also known as report time. This is the time a crew is scheduled to clock in at the airport prior to a flight.
FAA	The Federal Aviation Administration, the government agency responsible for monitoring all airline activities.
Flight Attendant	The crew member that is responsible for safety procedures and customer satisfaction while in the airplane. They are not to be called stewardesses.
In Bound	The flight arriving at an airport.
Out Bound	The flight leaving the hotel going to the airport.
Layover	A point/place where crew members are staying for a certain period of time, usually within 24 hours.
Jump Seat	An extra seat located in the cockpit of the aircraft for pilots not operating the airplane.
Minimum Crew	The least amount of crew legally permitted to operate a commercial airplane.
No Show	This is when a crew does not show up for a scheduled pick up. This is only recorded after all contacts have been made to locate the crew and they are not found. Several factors could be the reason. The crew lives in the city they arrived in. The crew did a turn-around in the same plane due to scheduling. The crew is staying extra time at the hotel due to schedule conflicts.

Major Carrier	These are top main airlines. Examples: American, Delta, United, Jet Blue, Southwest
Regional Carrier	These are smaller airlines that operate in certain areas. Example: Envoy, ExpressJet, SkyWest, Compass
Brief Stay	Also know as NAP. This is a designation given to crews that stay at a location less than 6 hours. This crew generally arrives at a location very late, (after 11pm) and leaves first in the morning, (before 5am).
Short Stay	These are stays usually less than 12 hours at a location. Crew will usually stay at a hotel near the airport.
Long Stay	These are stays usually more than 12 hours at a location. Crews stay outside the airport area, usually at least 10 miles away.
IROP	This is a crew that is operating on an irregular schedule. This usually occurs when there are weather related incidents. An example is a crew that was flown in deadheading to operate a flight not on the schedule.

4.6 Policies for Addressing Common Dilemmas

There are certain common dilemmas that arise, sometimes daily in this type of business. Most issues require that you use mature judgment in responding to a situation. The most common dilemma is being asked by a crew to change the pick up time, almost always at the hotel. The company has a strict policy on not changing a pick up time unless instructed by our company management or dispatch. In most cases, we recommend using your judgment.

For example, a driver arrives at the hotel for a pick up and the crew wants to delay it a few minutes, normally this is not an issue, however a driver shows up at the hotel for a pick up and the crew wants to delay it an hour or longer, this becomes a problem. A manager should be contacted to make the final decision. In most cases, a no show is recorded and a new trip is scheduled. This can only be done with the airline's permission.

Most dilemmas that are not a mature judgment call must be handled by management. A portion of the compensation received by contractors and employees is tips received by the crew. Responding to common dilemmas using mature and logical responses will almost certainly insure bigger tips. Always put yourself in the crew member's situation and resolve it as you would if you were in the same situation.

4.7 Communication

Communication is the core ingredient in the success of any business. This business is all about communication. The company strongly encourages its contractors and employees to always maintain an open level of communication. Most issues can be dealt with if they are communicated to management.

Communication among the entire team is essential to insure a strong bond within the work environment. The company management and officers have an open door policy with regards to communications. Email comments and suggestions are always welcome.

Section 5 – Attendance Policies

5.1 General Attendance

Work schedules are determined based on schedules provided by the airlines we serve. Hours will vary depending on location and schedules. Supervisors will provide scheduling support. Questions regarding scheduling should be directed to the supervisor.

Absenteeism without excuse is not tolerated due to the nature of the services the company provides. Supervisors should be notified in advance of any absences or as soon as possible in the event of an emergency. Absent without proper consent is grounds for termination.

5.2 Tardiness

Due to the nature of the services provided, tardiness is unacceptable and we have a zero tolerance policy, especially hotel pick-ups. Airlines are dependent on our services to transport crews in a safe and timely manner to their destination. A late crew to the airport can cause airline flight delays affecting hundreds of people and costing the airline thousands of dollars. We can lose a contract immediately because of this, especially if it is a continual problem. We do not accept tardiness or late pick-ups.

No late arrivals – no exceptions. Late pick-ups lead to termination.

Section 6 – Work Performance

6.1 Expectations

The company expects every contractor or employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is vital to this expectation. Individuals should act with diligence and consideration at all times. Poor performance can result in disciplinary action.

6.2 Reviews

The company may periodically evaluate a contractor or employee's performance. The goal of the performance review is to identify areas where a contractor excels and areas that may need improvement. The company uses performance reviews as a tool to determine contract continuation and/or renewal. Factors taken into consideration include, but are not limited to: quality of work, teamwork, attitude, compliance with company policies and customer service feedback from clients.

6.3 Insubordination

Contractors and supervisors should interact with mutual respect and common courtesy. All parties are expected to comply with company guidelines and instructions. Failure to comply or unreasonably delay compliance is considered an act of insubordination. Acts of insubordination are grounds for termination of the working relationship.

Section 7 – Discipline Policy

7.1 Grounds for Disciplinary Action

The company reserves the right to discipline and/or terminate any contractor or employee who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination. The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices or assets;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation or omission of information, documents or records;
- Lying;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Illegal or violent activity;

- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

7.2 Procedures

Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by the company at its sole discretion as it deems appropriate.

7.3 Termination

Working with the company is on an at-will basis and may be terminated voluntarily or involuntarily at any time. Upon termination, a contractor is required to turn in all reports and paperwork required to be completed by the contractor, to return documents, equipment, keys, access cards, software or other property belonging to the company that are in the contractor's possession, custody or control, and turn in all passwords to his/her supervisor.

Section 8 – Health and Safety

8.1 Workplace Safety

The company takes every reasonable precaution to ensure contractors have a safe working environment. Safety measures and rules are in place for the protection of everyone. Ultimately, it is the responsibility of the individual to help prevent accidents. To ensure the continuation of a safe environment, everyone should review and understand all provisions of the company's workplace safety policy. Contractors who observe an unsafe practice or condition should report it to a supervisor immediately. Contractors are prohibited from making threats against anyone in connection with his/her work or engaging in violent activities while in contract with the company. Any questions regarding safety and safe practices should be directed to a supervisor. In the event of an accident, supervisors must be notified immediately. Report every injury, regardless of how minor, to a supervisor immediately.

8.2 Workplace Security

Individuals must be alert and aware of any potential dangers to themselves or their passengers. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and company property. Report any suspicious activity to a supervisor immediately.

8.3 Emergency Procedures

If you are involved in a life threatening situation, dial 911 immediately. In case of an accident, contact the manager and dispatch immediately. If crew members are involved, make sure everyone is safe and any injuries are noted. Once police arrive, have vehicle registration and insurance information handy along with your driver's license. Never leave the scene of an accident. Never exchange insurance information with someone you were involved in an accident with unless the police is present and a report is filed.

Acknowledgement of Receipt for Company Handbook
(Contractor Copy – Keep with handbook)

I acknowledge that I have received a copy of the Company Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the company’s policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for work, nor does it guarantee a contract for any period of time.

I understand and accept that my contract with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my contract at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the handbook or in any oral or written statement alters the at-will relationship, except by written agreement signed by all parties.

I acknowledge that the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or in part, with or without notice at any time, at the company’s sole discretion. A copy of this handbook can be downloaded off the company website, www.aircrewtransport.com.

(Signature of Contractor or Employee)

(Date)

(Company Representative)

Addendum

Specific Difficulties and Suggested Resolutions:

a. Captain/crew wants to delay pick-up at hotel due to flight delay.

What to do?

The company has a strict policy of not allowing changes in crew pick up times unless authorized by the airline. Insignificant changes of 10 minutes or less is acceptable providing it does not affect the next scheduled pick up.

b. How long to wait at airport for crew?

We are required to wait for a crew unless authorized to leave from the airlines. The standard waiting period is 20 minutes at the airport, however this could be even longer based on the circumstances. If a crew is not out in 30 minutes after the airplane has arrived, the driver must notify management. In some instances, we will allow the drivers to contact the airline directly to inquire about a crew. A driver is never to leave without confirming that the crew is not coming out.

c. Crew wants to smoke/drink/eat in vehicle. What to do?

Eating, smoking and drinking is strictly forbidden! Should a crew member need to do this, they must do it outside the vehicle. If the crew is smoking, they must be at least 25 feet from the vehicle.

d. More people show up than listed on the schedule.

There are no problem taking additional crew members as long as there is enough room in the vehicle. Occasionally, crew members will bring their family members. This is acceptable as long as the captain accepts this and if no captain is present, as long as the other crew members don't mind. If there is not enough room, the extra people must make alternative arrangements.

e. Crew wants to make a stop on the way to hotel/airport. What to do?

This is perfectly acceptable as long as the captain authorizes it and if no captain is present, as long as the other crew members don't mind. A driver is never to deviate from the standard route to take crew somewhere that is unfamiliar territory.

f. Crew wants you to speed to get to the hotel/airport. What is your response?

Under no circumstances is a driver allowed to break the rules of the road regardless of what a crew member wants.

g. You are going to be 5-10 minutes late to the hotel pick-up. What to do?

In the highly unusual circumstance that a driver is running a few minutes late to a hotel pick up, they must call the hotel immediately and inform them about the situation so the crew is notified. A manager of the company should also be notified.

h. How long do you wait at hotel for pick-up? What steps to take at the hotel?

The normal wait time at the hotel is no more than 15 minutes, past this there is likely an issue. The driver is to exit the vehicle and inquire with the front desk. A company manager must be notified immediately so the airline can be called.

i. You have a mechanical problem with the vehicle. What steps should be taken?

Should your vehicle have a mechanical issue with crew being transported it is imperative that you find a safe place to park away from any traffic or dangers. You should immediately call the manager and dispatch to inform them of the situation. Never allow the crew to exit the van unless there is an emergency. If there are no crew members present and you have a mechanical issue that renders the van inoperable, call the manager immediately.

j. What if you receive a call telling you a passenger left an item at the hotel/airport/vehicle? What do you do?

The first priority is to make sure the driver continues his regular scheduled pick ups. When the driver has some free time, any personal items left in the van should be taken to the hotel or airport. Most of the time, the driver can find a crew member willing to take the item to a designated location for the crew member that left it. If a crew member left an item at the airport or hotel, it is not our responsibility to deal with it.

k. What do you do if your cell phone rings? What is your response?

Our drivers should be using a Bluetooth device which allows them to answer the phone while maintaining both hands on the wheel. Only calls that are related to work are allowed while driving and the calls must be kept to a minimum. It is illegal in certain states to use the cell phone while driving without a Bluetooth or similar hands free device.

l. Should you text/respond while driving the vehicle?

It is absolutely prohibited to text and drive!!! That is the law in every state.

m. Crew/captain wants to change scheduled pick-up time for hotel pick-up. What do you do?

Call a manager.

n. What if a crew member is running late and is left at the hotel/airport?

The only time a crew member should be left behind is if the captain insists on leaving. At that point, it will be up to the airlines to decide if we go back to get the crew member or not.