

HOWCO ENVIRONMENTAL SERVICES

**DRIVERS' MANUAL
2010**



Entered into
OCULUS
South District

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DRIVERS OPERATIONAL MANUAL:

I hereby acknowledge this _____ day of _____ in the year _____, confirming receipt of the DRIVER'S MANUAL containing regulations controlling the conduct and actions of drivers while working for HOWCO Environmental Services, as governed by rules of the Federal Department of Transportation.

My signature acknowledges that I agree to abide by all Company and Bureau of Motor Carrier Safety regulations prescribed therein, and that I will keep this manual in my possession while on duty.

Driver's Signature _____

Driver's Name (Printed) _____

Signature of Witness _____

DRIVER'S OPERATIONAL MANUAL

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WELCOME . . .

We are a professional operation offering superior service to our customers; with the safest, most efficient drivers available; using late model, well-maintained equipment. We expect all drivers to preserve our reputation for safe driving; prompt, a courteous pick up and delivery; and compliance with all state and federal regulations. Above all, we want you to feel that you are part of the family at HOWCO ENVIRONMENTAL SERVICES.

In this manual, we will cover safety policies and discuss some things that are essential to professional truck operation and delivery service. If in doubt about anything, contact the company's Transportation Manager or Dispatcher.

TO: ALL DRIVERS

This manual formalizes our longstanding pursuit of perfection in human health, safety, and loss prevention.

Today's driving demands a new type of driver with an up-to-date attitude.

The increased complexity of operating a commercial vehicle in all weather around-the-clock operations, and the vast increase in traffic volume make it essential that drivers update their knowledge and ability in commercial truck handling.

The staggering burden placed on trucking companies due to losses must be corrected. We must seriously realize the necessity for proper awareness in preventing accidents. It will be our policy to demand from all drivers this awareness in preventing accidents.

I expect 100% defensive driving practices by all drivers, the use of common sense and the strict observance of Federal, State, Local and Company rules.

Management takes pride in our operators and their attitude toward others on the road. By working together, we can eliminate the accident problem, resulting in a better and richer life for all of us.

Remember, it is **YOUR** attitude that counts and **YOU** can prevent accidents.

Tim Hagan,
President & CEO

PART I THE DRIVER

A. EMPLOYMENT

When you are given this manual, you have met certain basic qualifications as a driver applicant for HOWCO Environmental Services. You will have passed a road test and a physical examination.

During the next few weeks, you will be in training. You will be expected to learn a lot in a short time. This manual will help you learn what is expected of you.

It is agreed and understood that the driver will be on a 90-day, probationary period during which time he may be discharged without recourse.

The Transportation Manager and Dispatcher are directly in charge of all drivers.

B. PERSONAL APPEARANCE

Neat personal appearance makes a favorable impression on the public and the company's customers. The impression they form of the driver is the impression they form of our Company.

Long hair and facial hair present a particular hazard for our employees. Long hair can easily become tangled in moving machinery and facial hair can obstruct the proper fit of respirators and breathing apparatus. Mustaches and beards will be kept neat and trimmed. Many of our customers will not allow access to their facilities unless you meet this standard. With these points in mind, the Company has adopted the following policy:

The Company has a prescribed uniform ,shirts, slacks, black belt, black steel-toed safety shoes and has provided a cleaning service to clean your uniforms at no charge to you, provided that all of your dirty uniforms are turned in each week. Dirty uniforms shall not be worn home or leave Company property. White undershirts only may be worn under the uniform. All drivers shall be dressed in complete uniform while on the job. Protective eyewear shall be worn in the yard facility at all times. If you wear prescription glasses, they will serve as eye protection, as will sunglasses.

C. PERSONNEL

The Company expects its drivers to conduct themselves in a professional manner at all times. You are its representative in constant contact with its customers. By your action, both at our facility and our customer's sites, you can help build goodwill. Be as courteous as possible and never enter into an argument with a customer or his representative. If you find yourself being confronted by an angry or irrational customer, do not argue. Call the Customer Service Department and they will handle the customer. Drivers are not to contact any government agency (i.e., City of St. Petersburg, Florida Department of Environmental Protection [DEP], etc.) regarding questions. All questions are to be forwarded to your Supervisor.

D. OPERATING PROCEDURES AND POLICIES

1. It shall be the responsibility of the driver for the following:
 - a. To comply always with Company operating procedures and policies.
 - b. To comply always with the rules, regulations and laws of the Federal, State, and such other regulatory agencies having jurisdiction. (Reference FMC Safety Regulations Pocketbook, Pocket Guide to Hazardous Materials, Emergency Response Guidebook & FDOT Trucking Manual.)
 - c. To load, transport, and unload each shipment from origin to destination without delay, in route unless otherwise directed by your Supervisor.
 - d. To report, in writing on the appropriate form, all accidents, spills and injuries to the Transportation Manager/Dispatcher immediately, no matter how minor they seem.
 - e. Not to allow any firearms, knives, or concealed weapons of any kind on Company property.
 - f. Not to allow any pets or animals in the vehicles under any circumstances.
 - g. To wipe off any and all product splashes or drips from the vehicle which occur during the day. This includes oily handprints on doors and ladders.
 - h. Vehicle inspection and paperwork requirements.

E. TRAINING

New employees will make student trips with driver trainers when first employed. You will be taught how to handle the equipment, loading and unloading, various Company policies, paperwork, etc. You will be required to attend regular Safety and Training Sessions. Your Supervisor will provide dates and times. Those who desire will also be trained for, and be a part of, our Emergency Response Team.

F. SCHEDULES

The Company requires that a driver shall have a telephone at their home. Because of possible fluctuation of your schedule and emergencies, the Company must be able to contact you during off hours. All Company provided phones must be on and fully charged from the beginning of your business day until at least 5:00 p.m. If you are a member of the Emergency Response Team, you are required to have your cell-phone turned on twenty four hours a day, seven days a week.

PART II THE EQUIPMENT

A. EQUIPMENT MAINTENANCE

The law requires a driver to refuse to drive a unit considered dangerously in need of repair. This places the burden of responsibility squarely on you, the driver. Should you feel your vehicle needs to be taken out of service, you **MUST** report it to your Supervisor.

B. DAILY TRUCK INSPECTION

The procedure outlined below is standard for checking Company units. It is believed to be the quickest, most thorough method possible for checking the condition of a unit. Units are to be inspected daily, before and after the day's run. The inspection starts on the left front of the unit and proceeds counterclockwise around the unit, ending at the front. This complies with DOT regulations. A one-half hour period is allotted for pre and post trips.

1. Check water, fuel and oil and add if necessary - leave hood up.
2. Start engine, wait for the oil pressure to build up, then idle diesel engine at 1,000 RPM.
3. Turn on lights.
4. Check tires and inspect wheels and lugs.
5. Check lights - clean stop lights and turn signals. Make sure all are working properly.
6. Be sure landing gear is up.
7. Check emergency equipment. Never leave the yard in a unit that does not have a fire extinguisher mounted on brackets in the cab and flags or reflectors.
8. Clean windshield and windows.
9. Check for fuel, water, and oil leaks - fasten hood.
10. Check panel gauges and windshield wipers.
11. Check steering - any excessive looseness demands that linkage be checked.
12. Cut off engine and make air system check.
 - a. Depress brake pedal.
 - b. After the initial pressure drop, watch the air pressure gauge to see if it holds steady or continues to fall. When brakes applied, pressure should not drop more than 3 lbs. per minute.

13. Drivers are visually to check their vehicle, product tank, and compartment(s) before movement of the vehicle to ensure proper product loading or unloading. Make sure they fill your truck to the proper amount, or empty, before moving the vehicle.
14. Drivers are required to fill out, sign and turn in the "Driver's Vehicle Inspection Report" before exiting Company property. A copy must be kept in the vehicle with the driver.
15. Inspect for damage, leaks and that the vehicle is clean and presentable to our customers.
16. Once you have started your vehicle, do not shut it off until you return at the end of the day, if possible. You must lock your vehicle doors, while it is unattended.
17. Drivers are to clock in at their designated time, start your truck, complete truck inspections, then return to the Drivers' Room to organize your paperwork. This will enable the vehicle time to warm up before exiting the facility.
18. Drivers are responsible for damage not reported, see Part IV.D.

C. TIRES

Tires are one of the greatest cost items that drivers can help control.

1. Tires should be inflated to a minimum of 80 lbs. pressure.
2. Avoid riding edges of pavement and rubbing tires against bridges, curbs, etc.
3. Always make pre-trip inspections of tires. Bump tires and check wheels each time you stop and at least every 100 miles or two hours. After changing a tire, lugs should be checked for tightness after traveling no more than 20 miles.
4. Report any unusual wear on a tire. Report any other abnormal conditions such as fender rubbing tires, etc.
5. Remove foreign objects from tires while loading and unloading.
6. In the event you have a flat tire or blow out a tire, the following procedure must be followed:
 - a. Pull off the road at a safe location using the emergency stopping procedures.
 - b. Identify the size and location of the tire on the unit and the unit number.
 - c. Contact your Supervisor.
 - e. Once a service person arrives, they will repair the flat tire. If the tire has blown out, they will replace it.
 - f. When ready to roll, sign the Service Ticket, get a copy and release the service truck. Make sure our P.O. number (if available) is on their Service Ticket.

PART III HANDLING CARGO

A. GENERAL

A driver shall always stay with his unit while loading or unloading. A driver may be terminated for leaving his vehicle unattended while loading or unloading.

Any tank truck or trailer being loaded or unloaded with a pump must have an open dome lid. The procedure is to open the lid, place the dome latches over the lid seating the ring, then lay the lid down on it. This gives an opening large enough to relieve the trailer and does not expose the product by having the dome completely open.

B. ROUTE DRIVERS

1. Route drivers shall follow these procedures at each pick up:

- a. When a driver reaches any destination or any customer location, the driver shall attempt to park his vehicle in an area that will not disturb the business flow of traffic in and out of the customer's facility.
- b. After parking the vehicle, the driver will check in with the contact person, if the manifest has driver instructions in the comment area. The driver will verify the instructions with the contact person prior to performing any services.
- c. After the driver has checked with the contact person at each facility, and has been approved to service the facility, the driver will then follow the testing procedures stated in Part III, Section C.
- d. The driver has to determine if the customer needs filter and/or absorbent service by asking the contact person or looking around the customer site, for filter or absorbent drums.
Tim's NOTE: Place #S (Memo dated Nov. 3) here.
- e. The driver is routed by the Companies Logistics Coordinator. All routes are to be driven in stop route order, as designated by the Coordinator.

2. The driver will first ensure that the filter basket on the truck is clean, and that the closed end wand is used during **all** pumping activity. All product **must** be pumped through the filter basket. **NO** product may be pumped directly into the truck through any other means, including the dome lids.

Connecting the hose to the wand will be done with care, being sure the cam lock has a good gasket and the seal is tight before pumping. If a leak is detected, pumping operations will be shut down immediately, until necessary repairs are made, before continuing pumping operations.

C. TESTING PROCEDURES

Each driver shall be issued a Halogen leak detector (Sniffer) and a reference fluid sample of 900 PPM. Your supervisor will have the Sniffers serviced and properly set on the first business day of each month. It is the driver's responsibility to present the Sniffer to the lab chemist. New reference standards shall be issued monthly.

All Used Oil pickups must be tested (sniffed and if necessary, dextsil tested) for Halogens before loading onto any company truck, including recovery, vacuum, and drum or box). Testing method(s) and results shall be documented in the comment section of the manifest. The procedure below shall be followed:

1. Testing procedures prior to collection: When the driver arrives at the customer/generator site the driver shall pull a representative sample from their tank(s) and/or each drum and use a Sniffer, referenced at 900 ppm, to test the oil for the presence of volatile chlorinated compounds above 900 ppm. To determine that the Sniffer is working properly, follow these steps to calibrate the Sniffer :
 - a. Turn the Sniffer on.
 - b. Shake the 900 ppm reference standard.
 - c. Remove the lid.
 - d. Place the tip of the Sniffer into the headspace of the bottle being careful not to touch the tip of the Sniffer into the liquid. The Sniffer should beep at a higher frequency, if not, turn the Sniffer off, replace the tip and/or the batteries and repeat at step a.
 - e. While keeping the tip into the headspace of the reference bottle, turn the Sniffer off and back on again. The Sniffer should beep at the lower frequency, if not, repeat this step.
 - f. The Sniffer is now set at the 900 ppm reference level and can be used to screen the used oil.
NOTE: Once the Sniffer is turned off the driver will have to repeat steps (a.) through (e.) before screening the next used oil pickup.
2. If the Sniffer indicates a presence of halogenated compounds above 900 ppm (peaks out), the driver must then inform the customer, describe the Dextsil test and cost, and request permission to do a Chlor-D-Tect 1000 (Dextsil) test (EPA method 9077). If the customer/generator is willing to pay, the driver shall then perform the Dextsil. Once this field test has been performed and the results indicate less than 1000 ppm, the driver shall then document the results of the Dextsil on the manifest and pump the oil. If this Dextsil indicates greater than 1000 ppm, the oil shall be rejected. The driver may bring back a sample of the potentially hazardous material for further testing. The driver must indicate the result of the Dextsil on the manifest, along with the cost of the service. The notation on the manifest will enable our sales department to be notified. Explain to the customer/generator that you are not allowed by Federal Law to pick up the product and that the product must be disposed of by

using a company certified to transport hazardous waste. Have Customer Service advise the customer that they can make arrangements with a certified company. If the customer refuses to allow any further testing, make the proper notation on the manifest along with the date, time, and name of the individual refusing the testing procedures. The driver shall inform the customer not to add any additional product since it will also become contaminated and compound the problem. REMEMBER: DO NOT PUMP THE PRODUCT OR REMOVE IT FROM THE PREMISES.

EXCEPTION: Conditionally Exempt Small Quantity Generator (CE-SQG) or Public Drop Off sites - The driver shall check the verbiage on the bottom of the manifest or obtain a copy of the certificate of registration to verify that the customer is registered as a Public Drop Off or CE-SQG and attach it to the Manifest. Liquid product must still be tested with a Sniffer, if the product fails the Sniffer test, the driver must indicate this on the appropriate space on the manifest. Make certain that Public Drop Offs have a separate tank for the do-it-yourselfers, and a different tank for the shop oil. These may never be mixed before pick up.

NOTE: Drivers repeat the calibration procedure at every stop prior to sniffing the product.

3. After the liquids are tested for chlorinated solvents, the driver shall then determine if there is any free water in the storage container before removing the oil (refer to page 8, item D). If there is water present, the customer/generator must be notified beforehand how much is there and how much it will cost for disposal. If the customer/generator instructs the driver to remove the water, it must then be placed in the waste water compartment on the pump truck and the oil shall be pumped into the used oil compartment. Antifreeze and Water Soluble oils must be kept separate from oil and from each other. Drivers may put water in with the oil if necessary.
4. Driver is responsible for ensuring his Sniffer is in good working order by having their halogen Sniffer calibrated on a monthly basis, and making sure the halogen standard he uses to set the Sniffer is not more than thirty days old. The COMPANY lab will clean Sniffers monthly and provide new halogen test standards to each driver the day before the first working day of every month. If the Sniffer malfunctions during the day, the driver shall immediately call the supervisor for further instructions. The driver shall turn the Sniffer in to the Supervisor upon return to the facility, for service. The driver shall obtain a spare Sniffer for use the next work day
5. If the liquids being tested show that the amount of total halogens is less than 1000 ppm, the driver will then stick (method of measurement) his Truck Tank and look on his chart which shows the gallons per inch capacity of his tank(s), then proceed to pump the customer's tank, calculating the gallons going into the tank truck with the chart that each driver has on the vehicle. If during pumping out the customer's used oil tank the driver determines that there is rain water or antifreeze present in the bottom of the tank, the driver must stop pumping and inform the generator or the customer that there is water present in his tank, and of the appropriate charges involved. If the charges are approved, continue pumping to the appropriate tank on your vehicle. AGAIN, DO NOT MIX PRODUCTS, only oil and water, and only if it is necessary to provide the best customer service possible. If charges are not approved, do not pump any further. Indicate these circumstances in the comment section of the manifest and obtain the customer's signature.

NOTE: If there is no one on- site to sign the manifest, the driver shall indicate this in the **comments** section of the manifest, returning the manifest to the office for mailing to the customer.

D. PUMPING PROCEDURES AND RECOVERY

CAUTION: When pumping from non-automotive customer sites be wary of all product contents. Never pump any product through an open-end wand, or allow any product to enter your tanks without going through the filter basket. This could result in very expensive damage, for which you could be held responsible. When pumping from drums be especially mindful of the Hazardous Waste Mixture Rule CFR 40.260). The driver will assume that the first product will be water or emulsified oil. Before pumping, the driver will direct the flow of the product being pumped into his water compartment first. After allowing enough time to clean the line and having determined product is being pumped, the driver will switch to the appropriate tank for that product and continue to pump. Caution: The driver must make sure that the second (oil) compartment valve is open before closing the first (water) compartment or pump damage may occur. When the pumping activity has been completed, the driver will carefully disconnect the wand from the hose and look to see that no product has leaked onto the ground. Placing an Absorbent pad under the connection can do this, then returning the hose into its place on the truck.

When the driver removes the wand from the tank or drum, care should be taken to ensure the oil does not drip onto the ground. Again, an Absorbent pad can be used to wipe down the wand when taking it out of the tank or drum.

The driver will under no circumstances allow any pumping activity when the driver is not directly at the truck. The driver should remain on the top of the truck to ensure his compartment will not overflow.

After completing the pump activity, driver will look around and under the recovery truck to ensure that no product has leaked or spilled onto the ground. If so, the driver will immediately clean (wipe) up the area.

E. PUMPING ON/OFF TANKER TRAILERS:

When unloading your trailer truck you must follow the procedures below in order:

1. Be sure unit is secured against rolling away by applying tractor and tanker trailer brakes.
2. Always present the shipping papers (manifest) to the customer before you unload so that the customer can verify the instructions on the manifest are accurate. Confirm with the customer that the designated tank is the proper tank to receive product and that the receiving tank will hold the delivered amount of gallons, without causing an overflow.
3. Put a bucket and absorbent pad under your filter. Unscrew filter housing, remove filters, and visually check for clogging and debris. Clean if necessary. Replace filters, making sure gasket is properly seated in filter housing lid. Screw down tightly.
4. Remove hose from tanker trailer. Put bucket and absorbent pad under tanker trailer fitting and connect hose to your tank, while placing the dust cap or plug on the absorbent pad. Remove bucket and place under pump suction fitting. Connect suction line to pump.
5. Pull second hose and with bucket and absorbent pad under discharge fitting, attach hose to pump. Move bucket and absorbent pad to receiving tank connection and attach hose to receiving tank fitting.
6. Open dome lids on your tanker trailer. Open internal safety valve and trailer valve. Go to receiving tank, open dome lids and confirm tank can hold your load. If you cannot confirm that the receiving tank you're pumping into will hold your entire load, STOP and call your Transportation Manager/Dispatcher. Under NO circumstances pump the load into a receiving tank you personally have not checked and confirmed will take it all. Now you are ready to pump into receiving tank. Engage P.T.O. to pump.
7. Check all hoses, camlock, pump and receiving tank for leaks. Should leaks be spotted, stop immediately. (Fix leak and clean up spill.) Go to receiving tank and check to ensure pumping operation has started. STAY ON TOP OF RECEIVING TANK AT ALL TIMES except periodic checking of pumping operation. Make sure you are on top of tank during the last ten minutes. When product is 12" from the top of the tank, or at predetermined level, or if you detect air pumping into the tank, safely go down and close valves on the tanker trailer. Walk discharge hose to pump, disconnect using a bucket and absorbent pad and plug. Suction will occur if discharge hose is still connected. Walk discharge hose to receiving tank. Close valve on receiving tank. Go immediately to tractor and turn off pump. Using a bucket and

absorbent pad, disconnect and plug hose. Place hoses on tanker trailer. Survey work area for spill or other problems.

8. There shall be NO SMOKING around a loading or unloading location. Drivers must not smoke or allow anyone else to smoke while loading or unloading.
9. Close and lock down dome lids on the receiving tank and your tanker trailer.

F. PICKUP PROCEDURES

1. The truck driver shall inspect and verify the truck contents to ensure that the amount of empty drums on the truck, at a minimum, matches the amount of empty drums manifested for the working day.
2. Upon arriving at a customer's site, the driver shall contact the contact person listed on the manifest, to confirm that the instructions on the manifest are correct.
3. All drums of filters shall be marked with the corresponding manifest number, using Company drum stickers, or generic non-hazardous waste stickers, with the product contained within, clearly marked on the label with a paint pen. Lids and rings will be checked for security, lids will be tightened down as needed. The customer/generator will receive empty replacement drums. Note: If a rental box truck is used, all drums will be marked, and empty drum rotation required.
6. Liquid drums will follow the sampling and testing procedure listed in Section C of this manual. If drums conform, they will be closed, and labeled in the same manner as the filter drums. If drums containing liquids do not conform, the driver will follow the procedure outlined in section C2 on page eight (8) of this manual. **CAUTION:** Drivers are to be cautious when servicing drums at any industrial customer. Drums are far more likely to be contaminated at an industrial site.
7. All solid waste drums (i.e., soil, sludge, drill cuttings, ABS) shall only be collected if the manifest states an approval waste ID number, of at least four digits and an approval date of not older than five (5) years.

G. SCHEDULE

It is important to meet times scheduled. If you are late, the customer could be detained from accomplishing his planned business. If you are going to be delayed on an appointed/delivery time, you must notify your Supervisor immediately.

H. HAZARDOUS MATERIALS

You have been supplied with a copy of the Federal Motor Carrier Safety Regulations including regulations governing transportation and handling of hazardous materials. It is your responsibility to thoroughly familiarize yourself with these rules and to strictly abide by each of them. Some of the important rules are:

1. You cannot smoke on or within 25 feet of vehicles transporting flammables or combustibles whether you are loaded or empty, whether you are in or outside the cab of the tractor, and whether or not you are moving.
2. When you are in the cab of your vehicle, your manifest must be within your reach while you are restrained by your seat belts. If you leave the cab of your vehicle, for any reason, you must leave the shipping papers on the driver's seat, or door pouch, with the dispatch facing up.
3. When you park a vehicle which is transporting or has transported a hazardous material, it must be parked in a safe haven and never may it be parked closer than 5 feet from the traveled portion of any highway. If local authorities have designated specific areas for parking such vehicles, you must comply.
4. While loading or unloading hazardous materials, you must remain with your vehicle. Violation of this policy could result in termination.
5. Make sure your vehicle is properly placarded for the materials you are transporting. The shipper or your Supervisor will supply you with the proper placards, but it is your responsibility to see there is a placard on both sides and one on each end of your tank. Replace immediately any faded or missing placards.
6. It is your responsibility to check your tank and all connections for leaks. If a leak is discovered, do not move the vehicle. Stop the leak if you can. If you cannot, call your Supervisor for instructions.
7. ***You must come to a complete stop at all railroad crossings as required by DOT regulations.***

I. WHAT IS A SPILL?

Spill Prevention and Definition:

A spill is an accidental release of any amount of water, oil, antifreeze, free product, water soluble oil, etc., that you are handling including, but not limited to:

1. Left over product - the spill from your hose or fittings onto the ground.
2. Any product that comes out of your dome lid on the top of the tank.
3. Overflowing of a tank into which you are pumping.
4. Any excessive leaks, broken pipes, or P.T.O. (Power Take-Off) leaks.
5. Any time product meets the ground in excess of one quart.

If any of the above (1-5) occurs, you are required to:

- A. Notify your Supervisor immediately
- B. Take pictures of the spill
- C. Fill out an Accident Spill Report, as part of your Vehicle Incident reporting Kit

Spill Preventions:

The best way to treat a spill is not to have one. You can almost always prevent spills and tank over flows by taking the time to:

1. Think ahead.
2. Ask yourself what can go wrong.
3. Placing bucket and absorbent pad under your hose before uncoupling fitting under valves.
4. Walk your hose empty.
5. Walk up on the tank into which you are pumping. Check the void space in the tank before you start pumping.
6. Make sure all the right valves are open.
7. Inspect all equipment serviceability and security of all fittings and connections before you start pumping.
8. Make sure all your compartment dome lids are open.
9. After engaging P.T.O., (Power Take-Off), inspect the receiving tank to ensure you are pumping. Stay on top of receiving tank to make sure it does not overfill.

Remember: You are responsible!

J. GENERAL OVERVIEW - RESPONSE PLAN

For spills consisting of petroleum products that may endanger human health, welfare, or the environment, notification is necessary. The State of Florida Department of Environmental Protection requests immediate notification of any petroleum discharge of 25 gallons or greater. Notify your Supervisor in this case, immediately, your Supervisor will notify the proper authorities.

If the petroleum discharge is into the water, you must notify FDEP immediately and possibly the United States Coast Guard if the discharge is in navigable waterways.

It is a violation to purposely discharge any type of hazardous material that may cause pollution, harm or injure human health, welfare, animal, plant, aquatic life or the environment.

K. REPORTING SPILLS

1. The telephone numbers for reporting spills:

Immediately Call: 1-800-435-8467 - Facility Response Personnel, i.e., Supervisor. After hours, contact your Supervisor on cell phone.

2. Be prepared to report the following information to your Supervisor:
 - a. Name, address and telephone number of person reporting.
 - b. Exact location of spill.
 - c. Company name and location.
 - d. Material spilled.
 - e. Estimated quantity.
 - f. Source of spill.
 - g. Cause of spill.
 - h. Name of body of water involved, or nearest body of water to the spill.
 - I. Action taken for containment and clean-up.

In case of fire, notify the authorities and your Supervisor, immediately and try to extinguish the fire unless this act would endanger your life.

L. EMERGENCY RESPONSE PROCEDURES

1. Immediate steps for drivers:
 - a. Stay with vehicle until help arrives.
 - b. Call 911 for fire, medical or police assistance.
 - c. Use emergency numbers in spill plan to contact appropriate persons.
 - d. Keep the public away.
 - e. Dike off or boom liquids from entering sewers, storm sewers, or waterways - follow emergency plan for further containment.

P. EMERGENCY RESPONSE PLAN

This practical emergency response plan is designed to provide a guide to appropriate actions in the event of a spill. The most important thing is to remain calm and try to get the situation under control as much as possible. If you are hurt or incapacitated, notify emergency personnel of the copy of this plan that should be in the glove box.

1. Do not panic; remain calm. Examine your own condition first. If you or anyone else is hurt or incapacitated, call for medical assistance.
2. If you are OK, assess the extent of rupture or damage to the vehicle. Close off any valves, hatches, or hoses - this will help stop the oil flow.
3. Try to evaluate the degree of contamination to the environment, and estimate the amount of gallons spilled.
4. If possible, pump liquid back into the tank, even if tank is ruptured. This will recycle the spilled oil to the truck rather than spreading on the ground.
5. Do your best to dike ahead of the spill to prevent oil from entering sewers and waterways.

Q. SPILL CONTAINMENT PROCEDURES

1. Spills on water:
 - a. Call for booms or sweeps in lengths appropriate to contain spill. Until help arrives, use tree branches, extension hoses, or any object that will float to prevent the oil from spreading. Skim oil into truck if possible. Determine the direction of the flow of water and set booms in front of flow to dam the oil. If notified help is not sufficient for the volume of spilled oil, call for tankers or vac trucks with skimmers.
2. Spills on pavement:

- a. Call for booms, pads and clay absorbent (oil dry) in amounts appropriate for spill. Use booms to contain spill by wiping them in a circular motion. Use truck pump with skimmer to remove oil. If spill is too large for booms; (a) call for sand, and contain the spill by using sand to circle the spill; (b) call for vac truck, skimmer and backhoe. Remove oil-soaked sand, place on plastic tarps and cover with additional plastic or tarps to prevent rain from spreading oil.
3. Spills on soil:
 - a. Call for earth-moving equipment (loader, backhoe, dump truck) and sand. Determine direction of oil flow, and excavate an area for the oil to flow into. Around spill, contain oil with sand berm. Pump liquid oils into truck. Prepare a plastic tarp and sand berm on an area of clean ground. Remove oil-soaked soil to tarp while making sure that soil is contained by tarp and berm. Have backhoe remove one foot below surface of spill, or until visually clean. Call for further assistance to remove soil for treatment.
4. Emergency response action plan:

Company Name:

HOWCO Environmental Services
3701 Central Avenue
St. Petersburg, FL 33713
Phone: (727) 327-8467; or (800) 435-8467

The person in charge (PIC) of the terminal facility is in charge of notification to FDEP of any accidental discharge into the surface water and/or soil.

For discharges on land in excess of 25 gallons, file FDEP Form 17-761.900(1).

5. Notification procedures:
 - a. Report the following information:

- (1) Name, occupation, title and telephone number of person making notification.
- (2) Type of pollutant spilled.
- (3) Location of the spill.
- (4) Size of area affected by the spill.
- (5) Cause of spill.
- (6) Type of tanker or vessel involved in the spill.
- (7) Estimated amount of spill.
- (8) Persons or agencies already contacted.
- (9) Containment and clean-up efforts to date.
- (10) Person or firm in charge of source.

6. Spill Mitigation Procedures:

a. Oil spill check-off list, if a spill is discovered:

- (1) Report spill to your Supervisor. The Supervisor will notify FDEP.
- (2) Search for, locate, and verify any spill.
- (3) If casualty related, stabilize the situation (vessel collision/fire/pipeline damage).
- (4) Immediately stop, control or mitigate the spill and contain the pollutant.
- (5) Deploy/apply response equipment carried in tank truck.
- (6) Act as on-scene coordinator until relieved of that duty by:
 - a - Another authorized Transportation employee;
 - b - On-scene coordinator designated by Transportation Manager/Dispatcher.
- (7) Verify with Transportation Manager/Dispatcher that required notifications have been made.

7. Facility's response activities:

- a. Leak at pump, hoses/couplings: Shut down all power to unit by disengaging PTO. Contain any spillage that has occurred. Once contained, form a dike around the spill with absorbent boom, dry absorbent or sand. Then recover oil and absorbent with shovel or absorbent pads. After material is recovered, store and dispose of properly.
- b. Over flow of tank: Shut down all power to unit by disengaging PTO. Put absorbent boom completely around tanker. Proceed with steps outlined above in example 1.

- c. Leaking tank: Shut down all transfer operations. Plug if possible. Try to collect any leaks with bucket or drip pan. Recover any spill as outlined in example 1. Call your Supervisor for back-up tanker trailer. Transfer any product from leaking compartment to another compartment.
- d. Fire on vessel or tanker: Shut down all pumping operations. Use dry chemical, CO₂ or foam to fight fuel or fires. DO NOT use water to fight fire. Call Fire Emergency (911).

8. Spill Scenarios

Scenario (A)

The average-level, most probable discharge would occur during hook-up of transfer hoses. The volume of product discharge for this type of spill would be less than 20 gallons.

To prevent a spill of this kind, make sure hoses are empty of product BEFORE TRANSFER OPERATIONS begin! After locking couplings together tie an absorbent pad around the ears of the coupling for incidental leaks. Place absorbent materials at all connections.

If a spill should occur during hook-up of transfer hoses immediately put the hose end in a 5-gallon bucket. Engage PTO and drain hoses of product. While PTO is engaged, pump onto tanker any free product that may have spilled. Assess the situation and act accordingly.

Scenario (B)

The maximum-level, most probable discharge would occur during pump-off operations, if the transfer hose or pump would compromise integrity or tank overflow. The volume of product discharge for this type of spill would be less than 200 gallons.

To prevent a spill of this kind, BEFORE PUMPING OPERATIONS BEGIN, inspect all hoses and connections for cracks, broken straps, and worn areas. At all times during pumping, be alert to mechanical problems. During pumping operations, look at pump and connections to spot potential problems. Check volume often during pumping operations.

If a spill should occur during pumping operations, immediately shut down pumping operations. Do this by shutting off the PTO. Contain spill, if not already done, by using the booms. If the problem can be fixed or solved, restart PTO and pump any free product back onto the tanker. Assess the situation and act accordingly.

Scenario (C):

A worst-case discharge would occur with tank integrity compromise. The volume of product discharge for this type of spill would be 6,800 gallons, if fully loaded.

This would be the worst-case spill for The Company. Each driver must inspect his tanker daily. Look for weeping product from any stress cracks. If cracks are detected, immediately WRITE IT UP ON YOUR DAILY INSPECTION REPORT FORM and OUT OF SERVICE (OOS) THE TANKER. NEVER USE AN UNREPAIRED TANKER FOR ANY TRANSFERS. If a spill of this kind occurs, immediately STOP all pumping activities by shutting off the PTO. Give full attention to the problem at hand.

9. Disposal plan.

All waterways and land areas will be tested to verify completion of clean-up operations. Water and soil samples will be sent to a certified laboratory.

All materials will be manifested, transported, and disposed of according to EPA guidelines.

10. Notification Procedures.

The size and location of the spill and the threat of any further discharge will determine the equipment and response needed to quickly and correctly respond to, contain and recover the pollutant.

The amount, type, and characteristics of the pollutant must be quickly verified and reported to the Transportation Department Manager who will summon appropriate equipment and personal resources.

In the event that Company personnel and equipment are unable to respond, the Company has contracted with the clean-up firm of Southern Waste Services to quickly respond to any spill. They can be on the scene with up to 5,000 feet of containment boom and commence deploying boom within one hour of receiving our telephone report of the spill.

It is the responsibility of the driver of the tanker to act as the person in charge until relieved of that duty by the Transportation Manager/Dispatcher or the Incident Commander.

PART IV SAFETY PROGRAM

A. SAFETY MEETINGS

Safety meetings are held in conjunction with monthly drivers' meetings. Your attendance and participation are mandatory unless you have previously arranged with your Transportation Manager/Dispatcher to be excused.

B. TIME CARDS

Hourly drivers are entitled to overtime for all time worked more than forty hours.

1. Our work week starts at 12:01 Sunday morning.
2. Should you not be able to work your scheduled day, you are to request that day off from the Transportation Manager/Dispatcher five (5) working days prior. If it is an emergency or if you are sick, you must notify the Transportation Manager/Dispatcher, by phone, as much before the starting time of your shift as possible. Before or after hours, call the Transportation Manager/Dispatcher. Not calling in before your shift will be considered a violation of Company policy.
3. Only the person whose name is on the time card is authorized to swipe in or out on that card. **NO OTHER PERSON IS ALLOWED TO SWIPE YOUR TIME CARD FOR YOU.**
4. Hourly drivers shall clock in at the exact time specified by the Transportation Manager/Dispatcher. You may clock in five (5) minutes before your shift. **EXCEPTION:** On meeting days, all drivers shall clock in at designated time.
5. Clocking in earlier or later than the designated time will be considered a violation of Company policy.
6. The time clock system has been replaced by data processing. All employees will be paid based upon the information accumulated by the data machine. This information is the result of your electronic card swipes during the pay period. If you fail to swipe in or out, it is your responsibility to prepare a Payroll Adjustment Card and have it approved by your Transportation Manager/ Dispatcher, and processed by the accounting department during the current pay period in order to be paid for this time. If the missing information is not received during the pay period in which it occurred, the time missed will not be paid until the following pay period.

C. ACCIDENT REPORTS

Any accident causing any damage to the Company's property equipment or to any person or property must be reported. It is the driver's responsibility to report to his Transportation Manager/Dispatcher any accident, or near accident, involving any other vehicle, personal injury, property damage, spillage, mixtures, or contamination from the scene or the nearest available telephone. Notify the police immediately, then the Transportation Manager. An accident report must be filled out completely and turned in when the driver returns to the facility. Each driver will be issued an accident kit, including a camera, as photographs will be required to document the scene.

You are required to take pictures of all damage to all vehicles and property, involved in the accident.

D. ACCIDENT REVIEW

If you are involved in an accident or other incident such as a spill, mixture, contamination, etc., the circumstances will be reviewed immediately by your supervisor and Company management. You will be notified if you will be subject to any disciplinary action. You may be required to pay for the damages resulting from the accident or part of it; you may be suspended without pay; you may be discharged; or you may be subject to other action appropriate for the circumstances.

E. SAFETY OPERATING RULES

1. Use of, possession of, or being under the influence of any alcoholic beverages, narcotics, barbiturates, or amphetamine drugs, while on duty or on Company property is strictly prohibited and will result in immediate termination. If your doctor prescribes medication, you must notify the Supervisor in writing, before starting your shift. Notification includes dose amount and the length of time you will be medicated.
2. No driver shall allow anyone other than THE COMPANY employees who are on duty to ride on any truck, except by written authorization of the employer or in case of an emergency arising out of disabled commercial equipment or an act of God.
3. Failure to report all incidents involving other vehicles, personal injury and/or property damage, spillage, and contaminations from the scene of the incident or the nearest available telephone is subject to disciplinary action up to and including termination.
4. Leaving the motor vehicle unattended during the process of loading or unloading is subject to disciplinary action up to and including termination.
5. Failure to wear safety clothing or use other safety equipment, including safety glasses, when required will result in strict disciplinary action.
6. Failure to comply with any rule of the Federal Department of Transportation or failure to comply with any posted state, county, city or local regulations, where such posting is visible by the driver will be subject to disciplinary action up to and including termination.
7. The maximum speed limit will be the legal posted speed limit. When highway, weather and/or traffic conditions warrant lower speed, no driver shall drive a vehicle at a speed greater than is reasonable and prudent under the existing conditions. The use or possession of radar detectors in a company vehicle is strictly prohibited.

PART V PAPERWORK

A. DRIVER PAPERWORK

Use of Truck/Vehicle Inspection Reports: A driver is required by the DOT to fill out a "Driver's Vehicle Inspection Report" every day.

This report shall be filled out during the daily truck inspections, noting any defects. Turn in the white/yellow copies from your pre and post-trip inspections to the maintenance box in the pump house. The mechanic will return the yellow copies to the Transportation Manager/Dispatcher with the noted defects shown as corrected. The pink copy stays in the truck.

1. It is the driver's responsibility to ensure he or she has enough manifests/invoices to cover each pick up and call-ins for that day. (Reference HWI-030 and follow completely). Drivers will only handwrite a manifest after receiving approval from the Supervisor. This must be noted on the bottom of the manifest in the comment section.
2. A new Truck Report form will be used each day. The driver will provide all information requested on the form.
3. Any missing fittings will be noted on the form before leaving.
4. Whether or not there are problems to report, the driver signs the Vehicle Inspection Report form on the line marked, "Driver's Signature", and checks the appropriate box.
5. Maintenance reviews the discrepancy list and determines those needing immediate work before operations can continue.
6. Work is performed immediately or the mechanic advises the Supervisor how long the unit will be out of service.
7. Once work is complete, a Maintenance Representative signs off, stating that defects are corrected and returns the yellow copy, with his completed work order to the Supervisor.
8. If no action is required by maintenance, the mechanic will sign the form and return the yellow copy to the Supervisor for a signature. This dually signed form is to be kept on file for three months (to comply with DOT regulations).

Before starting a trip, tractor trailer, vac truck, and haz-mat drivers shall have the following:

- a. Driver's Daily Trip Report: This report outlines the driver day start and finish times, mileage and standby times.
- b. Work Order Form (green copy) if applicable: This report explains what to do, where to go, and special equipment needed.
- c. Manifest/Invoice: This form is required by the DOT. It indicates the customer, EPA number, number of gallons and product being transported. **These forms are to be returned daily to the office. No one should be in possession of these forms unless they are on-duty, as they are the property of HOWCO Environmental Services.**

B. EXPENSE REPORTS

All drivers shall have the following:

1. All original receipts shall be turned in, within 5 days of the receipt, to the Supervisor, for reimbursement. If not turned in within 5 days, it may be reimbursed. Receipts without the required information will not be reimbursed.
2. Mileage shall be recorded, in miles driven, only if the driver is asked to use his or her personal vehicle to conduct company business. This does not include driving to and from a job site or work. The money due is recorded in the last column. Multiply the total number of miles driven by the Company authorized amount.
3. Receipts: All purchases for the Company must accompany a receipt to be eligible for reimbursement. The receipts shall, at a minimum, show:
 - a. The name and address of the seller (store).
 - b. Our Company name.
 - c. Product(s) purchased; if fuel, you must show what kind of fuel and gallons purchased.
 - d. Date of purchase.
 - e. Dollar amount purchased.

C. DAILY RECEIVING REPORT

1. Used before the driver has unloaded the vehicle.
2. Complete a yard receiving report (SOP908/01) for the drum truck or a plant receiving report (SOP908/02) for recovery and vac trucks, obtained from operation's pump operator. Manifest numbers on drums must match those listed on the receiving report. Manifest numbers for public drop offs must be listed on the plant receiving report as well.
3. This form tells the operator what product you are carrying and the volume. At this time, you will be instructed where to unload your products.

D. CREDIT POLICY

1. All new accounts must be C.O.D. for first pump, courtesy pumps, and prior credit approvals excluded. This will be noted on the first Manifest for that customer. The driver must collect for any chargeable product, at the time of the first pickup.
2. After the first pump, all accounts will have an automatic credit limit of \$250.00 unless the following applies:
 - a. Customers on stop list.
 - b. Notation on manifest with instructions to collect charges.

- c. Drivers must obtain approval in advance if charges are to exceed \$250.00.
- d. Stop list customers must be collected unless approved by the Accounting Department management personnel.

NOTE: If a driver services a customer, without proper approval, who has chargeable product and is on the Stop List, that driver shall be held responsible for those charges.

PART VI IF YOU HAVE AN ACCIDENT

A. KEEP AN ACCIDENT FROM GETTING WORSE

Remain calm. Take every precaution possible to remove the danger of anyone else becoming involved. You shall get the reflectors out as quickly as possible, but in any case within ten minutes and place the warning devices in accordance with Subpart C-392.22 of the Fleet Safety Compliance Manual.

B. NOTIFICATION

1. Send for help immediately if injuries have occurred. Call "911".
2. Give complete and detailed information.
3. Notify your Supervisor. If your Supervisor is not available then call: (1-800-435-8467).

Under no circumstances should you leave the scene. Ask for assistance from passing motorists to make calls for you and ask witnesses to remain on the scene. If a witness does not wish to stay, obtain their statement, name, address, phone number, and signature.

C. CARE FOR THE INJURED

The most important thing to remember, if someone is injured, is not to allow anyone to move that person.

Make the injured person as comfortable as possible until an ambulance arrives. If necessary, ask someone to stand watch over the injured person and keep people from crowding around.

D. WITNESSES

You should get as many witnesses as possible. All too often, drivers come back and say there were no witnesses. There is always one witness - the other person. Please, get their name, address, and telephone number. This information can be documented, using the Incident Kit.

If there were no other eyewitnesses, get the names of the first people to arrive on the scene. Their observations may be valuable. They can state how the vehicles were positioned immediately following the accident. Be sure to get the name of anyone taking pictures.

E. STATEMENTS

The law requires you to show your driver's license to the other party in an accident. You do not have to give out any other information except to the investigating officer. Make no statements to anyone else.

F. ACCIDENT REPORT KIT (see sample included in FORMS section)

While you are on the accident scene, be sure to write down information you will need in reporting the accident. This is time, place, make and license number of other vehicle, names of investigating officer, name of other party, etc.

When you make your report, be honest and truthful. It is a mistake to try to escape blame by making false statements. Be as detailed as possible in your report. Sometimes seemingly insignificant facts can make a big difference.

REMEMBER: YOU ARE NOT TO BE RE-DISPATCHED UNTIL THE ACCIDENT REPORT IS COMPLETE.

The driver shall be sent for a drug test and not be dispatched until authorized by your Supervisor.

**PART VII
BUREAU OF MOTOR CARRIER
SAFETY REGULATIONS**

Outlined below are the BMCS regulations that apply to drivers. They are not complete, but simply highlight some driver responsibilities.

A. HOURS OF SERVICE

HOURS-OF-SERVICE RULES	
Property-Carrying CMV Drivers	Passenger-Carrying CMV Drivers
11-Hour Driving Limit May drive a maximum of 11 hours after 10 consecutive hours off duty.	10-Hour Driving Limit May drive a maximum of 10 hours after 8 consecutive hours off duty.
14-Hour Limit May not drive beyond the 14th consecutive hour after coming on duty, following 10 consecutive hours off duty. Off-duty time does not extend the 14-hour period.	15-Hour On-Duty Limit May not drive after having been on duty for 15 hours, following 8 consecutive hours off duty. Off-duty time is not included in the 15-hour period.
60/70-Hour On-Duty Limit May not drive after 60/70 hours on duty in 7/8 consecutive days. A driver may restart a 7/8 consecutive day period after taking 34 or more consecutive hours off duty.	60/70-Hour On-Duty Limit May not drive after 60/70 hours on duty in 7/8 consecutive days.
Sleeper Berth Provision Drivers using the sleeper berth provision must take at least 8 consecutive hours in the sleeper berth, plus a separate 2 consecutive hours either in the sleeper berth, off duty, or any combination of the two.	Sleeper Berth Provision Drivers using a sleeper berth must take at least 8 hours in the sleeper berth, and may split the sleeper-berth time into two periods provided neither is less than 2 hours.

B. TANKER TRAILER SPOTTING

It is the driver's responsibility to ensure tanker trailers are spotted and supported safely and completely. Use the following rules to do so:

1. No trailer will be dropped in any area that will not support the trailer completely and safely.
2. Drivers will take all precautions so that under no circumstances will any damage occur to our equipment.
3. You must be assured that the proper equipment is on the job site to ensure that no damage will occur to the trailer in any way.
4. Chocks, landing gear pads and trailer stands must be used on all trailers spotted off HOWCO property. No exceptions.

5. If there are any questions concerning the correct procedure and/or any deviation from the correct procedure, you are to clear this with your Supervisor before you comply with the customer's wishes.

C. RECORD OF VIOLATIONS

Each driver must furnish a list of all violations of Motor Vehicle Traffic Laws and Ordinances (other than violations involving only parking) of which the driver has been convicted or because of which he has forfeited bond or collateral during the preceding twelve months. This list must be furnished annually, before January 31st, in accordance with Section 391.27 of the Motor Carrier Safety Regulations.

D. PHYSICAL EXAMINATIONS

Drivers shall be tested in accordance with Motor Carrier Safety Regulations (Part 40, Subpart 391.105) at least once every two years commencing with the driver's first examination required under 391.45. It is the driver's responsibility to keep his medical card up-to-date and notify the Supervisor thirty (30) days prior to expiration. Drivers that do not comply shall be subject to disciplinary action.

PART VIII MISCELLANEOUS

A. FUELING UP

Be sure to check your fuel level during your pre-trip. Fuel will be purchased with your assigned Fuel Card. Record the number of gallons in the upper right-hand corner of your truck report. Fuel tanks should never be filled to the brim; you should leave room for expansion. Trucks shall be fueled at the end of the working day.

B. UNITS NOT TO BE PUSHED

Bumpers on Company units are not designed to be pushed or pulled on. The units must be towed. If your unit becomes immovable, call the Supervisor. Assistance will be arranged for you.

C. REIMBURSEMENTS TO THE COMPANY

By accepting employment with the Company and signing for receipt of this handbook, you agree that any amount you owe the Company at the time you leave its employ, including amounts owed for accident damage, contaminations, spillage, etc., may be deducted by the Company from any pay or other compensation due to you.

D. TOOLS, FITTINGS, AND HOSES

Truck equipment will be assigned to each unit and will be inventoried on a spot check basis. If any truck's assigned equipment is missing, the driver who pulled the last load with the equipment may be charged for the equipment missing.

It is the driver's responsibility to inspect and insure that the following equipment is available on the truck, before starting the workday.

Equipment Issued to Units:

- | | |
|---|-------------------------------------|
| 1 First Aid Kit | 1 Five Foot 3/4" Closed End Wand |
| 1 Fire Extinguisher | 1 Eight Foot 1 1/4" Closed End Wand |
| 1 Set Emergency Triangles | |
| 1 Spill Kit, containing: | |
| 1 Foldable shovel | |
| 1 5 Gallon Bucket | |
| 1 Bag of Absorbent, granular | |
| 12 Absorbent Pads, minimum | |
| 1 13' x 42" Closed End Barrel Wand | |
| 1 Twelve Foot 1 - 1/4" Slot Closed End Wand | |

Drivers are also issued a variety of Company Property and equipment. When you receive the property and/or equipment drivers shall sign and date the COMPANY PROPERTY/ EQUIPMENT ISSUED form.

The responsibility for this equipment is totally yours. Any item missing or requiring replacement will be charged to you. Your compliance concerning our equipment policies is required.

Company provided tools, include:

- 1 Bung wrench
- 1 $\frac{11}{16}$ " Socket
- 1 $\frac{3}{4}$ " Ratchet
- 1 Hammer
- 1 15' Tape measure, 1" or wider
- 1 12" Pipe wrench
- 1 Air impact wrench, if applicable
- 1 Tool box

These tools will be issued to individual drivers. It is the driver's responsibility to replace any lost items. If items are broken, take them to your Supervisor, to be replaced.

Periodic audits will be performed. Missing items will be replaced at the driver's expense.

E. DRIVER RESPONSIBILITY FOR OVERLOADS (OVERWEIGHTS)

Drivers who load their own vehicle shall be responsible for any overweight citation received, regardless of circumstances.

ATTACHMENTS

LIST OF FORMS AND SAMPLES

- ! Physical Examination Form
- ! Vehicle Inspection Report
- ! Truck Report (Receiving Report)
- ! Drivers' Daily Trip Report
- ! Travel Expense Statement
- ! Motor Carrier Accident Report (Accident Kit)
- ! Accident Spill Report/Incident Report
- ! Information on Discharge
- ! Company Property/Equipment Issued
- ! HWI – 030
- ! HOWCO Manifest

REFERENCE MATERIAL

Federal Motor Carrier Safety Regulations Pocketbook

Pocket Guide to Hazardous Materials

Emergency Response Guidebook

Florida Department of Transportation Trucking Manual

UAUOS Transporter Certification Manual

HOWCO

WORK INSTRUCTIONS	How to Document a Manifest	HWI-030 03/06/96
All Personnel		Rev: 0 Page 1 of 5

THIS IS AN ACTUAL TRUE OFFICIAL PROCEDURE AND SHALL BE FOLLOWED AS WRITTEN.

Purpose:

The purpose of this procedure is to identify and assign responsibility to ensure that manifests are filled out completely and accurately.

Procedure:

The following procedure is numbered sequentially to follow the attached Certified Manifest/ Invoice.

Account Number and Route Information

If the Manifest/Invoice is pre-printed, it is computer generated by the Customer Service Department. If the Manifest/Invoice is a blank, it is the Driver's responsibility to fill in the account number and route information following information received from the Customer Service Department.

Bill To

This information must include Customer Name, Address, City, State, Zip Code and Phone Number. If the Manifest/Invoice is pre-printed, it is computer generated by the Customer Service Department. If the Manifest/Invoice is blank, the Driver shall fill in all of the required information.

Generator/Customer

This information must include Customer Name, Address, City, State, Zip Code, Phone Number and Contact Person. If the Manifest/Invoice is pre-printed, it is computer generated by the Customer Service Department. If the Manifest/Invoice is blank, the Driver shall fill in all of the required information including a contact name. NOTE: If the Bill To information is exactly the same as the Generator, it is acceptable for the Driver to write "SAME".

Units

The Driver shall identify the units for each description, i.e., gallons, drums, etc. This information shall be entered in the block that corresponds to the appropriate materials that are collected.

Estimated Quantity

In all cases the Drivers shall complete this section. All quantities shall be in gallons or drums. Recovery/drum truck drivers shall record actual quantities on all product.

Actual Quantity

The Accounting Department shall fill in the actual quantity. Recovery/drum truck drivers shall record actual quantities on product.

Unit Price

If the Manifest/Invoice is pre-printed, it is computer generated by the Customer Service Department. If the Manifest/Invoice is handwritten by the Driver, he/she shall fill in the unit price. No pricing shall be included on any Manifests for Brokered accounts.

Total Price

The Accounting Department and/or Transportation Department personnel shall fill in the actual quantity.

NOTE: Tractor Trailer drivers and Vacuum Truck technicians are not included in this step. No pricing shall be included on any manifests for Brokered accounts.

Total Recovery

The Driver shall add the product gallons in Estimated Quantity, The Actual Quantity, Unit Price and Total Price blocks and record those totals unless the Driver is specifically instructed not to do so by the Accounting Department. Drum truck drivers shall record both the picked up and dropped off totals, i.e., 2/4, 1/1, etc). NOTE: Tractor Trailer drivers and Vacuum Truck technicians are not included in this step. The driver of Unit 33 shall record the drum total on the line above the Total line block by writing "Total Drums" indicating the quantity as stated above.

Arrival Time

The Driver shall always fill in the arrival time.

Departure Time

The Driver shall always fill in the departure time.

Cash

The Driver shall provide the dollar amount of cash received. NOTE: If Not Applicable, the Driver must indicate by "N/A".

Charge

The driver shall provide this information indicated by a check mark. NOTE: If Not Applicable, the Driver must indicate by "N/A".

Check No.

If the Customer is paying by check, the Driver shall record the check number. NOTE: If Not Applicable, the Driver must indicate by "N/A".

C.O.D.

If the Manifest/Invoice is pre-printed, it is computer generated by the Customer Service Department indicated by open (okay to pick up) or stop (no service unless approved by the Accounting Department). If the Manifest/Invoice is handwritten the Driver will be so directed as to the status of that particular Customer. If it is to be C.O.D., a check mark in this block is acceptable with the dollar amount indicated in No. 12.

NOTE: The C.O.D. monies shall be collected by the driver and turned in to the Accounting Department.

P.O. Required

If the Manifest/Invoice is pre-printed, it is computer generated by the Customer Service Department. If the Manifest/Invoice is handwritten by the Driver, Customer Service will have the Driver indicate this information by a "Y" or "N".

Customer P.O. Number

If the Manifest/Invoice is pre-printed, it is computer generated by the Customer Service Department. If the Manifest/Invoice is handwritten by the Driver, and a P.O. Number is required, the Driver must indicate the P.O. Number in block 17 and attach the actual P.O. from the Customer to the Manifest/Invoice. NOTE: If Not Applicable, the Driver must indicate by "N/A".

Driver's Signature

The Drivers signature and employee number shall be entered.

Date

The Driver shall enter the date.

Truck/Trailer #

The Driver shall write in the proper truck/trailer number.

Per

The Driver shall make every attempt to obtain the Customer Signature.

Oil Filter Drums to be Serviced

The driver shall indicate how many drums need to be serviced.

Comments

If the Manifest/Invoice is pre-printed, any comments necessary will be computer generated by the Customer Service Department. If an extra technician is required for the job, Customer Service will leave space for the extra technician to sign off on the Manifest. The Driver may write any comments necessary in this section also. If a Driver physically arrives at a site where there are charges (specifically the \$25.00 call-in charge) and the Customer tells the Driver he has decided to wait, the Driver shall collect the call-in charge for going to the site. If the Driver calls ahead and the client tells him to wait, the Driver may VOID the Manifest/ Invoice and the call-in charge will be waived. If a Work Order is issued for a Manifest, it shall be indicated in this section.

HOWCO Facility Signature (For PCW)

The Plant Operations Manager or the Assistant Manager shall sign.

Receiving Date

The Plant Operations Manager or the Assistant Manager shall sign.

Customer Signature

The Driver shall make every attempt to obtain the Customer Signature. If no one is available, the Driver shall so indicate on the Manifest/Invoice.

Title

The Customer shall enter title. If the customer fails to write in his title, the driver shall ask "what is your title please" and the driver will write in the customer's title.

Date

The Customer shall sign the date he received services.

General

A manifest is a legal document that is required by the Environmental Protection Agency and serves as proof of product collection. This must be maintained for a period of three years.

Manifests are turned in on a daily basis to the Transportation/Accounting Departments

- 4.3 Upon completion of the manifest turned in by the driver, this becomes a certified document that cannot be altered by anyone other than the Accounting Department.
- 4.4 No pricing is to be included on Manifests for "Brokered" accounts.

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<p>A Brokered account is one where work is done at various sites which are not owned by the "Bill To" company.</p> <p>All drivers must verify that all copies of the manifest are legible and have clearly transferred through all copies. The driver shall clearly re-write all information on the blue copy of the manifest if it is not legible.</p> <p><u>Responsibilities:</u></p> <p>Transportation Department Customer Service Plant Manager/Supervisor Accounting Department</p> <p><u>Attachment:</u></p> <p>Manifest HWI-030/01 - Rev. 0 - 3/6/96</p>		