

# TOP TRAINING PROGRAM

## **President's Statement**

The success of any organization depends on the commitment and performance of its employees. Simply stated we need your skills and energy to keep our company moving ahead and we are very interested in your success and happiness at Towne Air Freight.

Customer service is our product. Towne Air Freight and Rocket Expedited is committed to achieving the highest level of customer satisfaction to ensure our continued success. Our GOAL is to consistently deliver zero defect customer service.

## **TOP Training Program**

Towne Air Freight and Rocket Expedited Services are committed to having all drivers and warehouse personnel successfully complete its driver orientation program. Our GOAL is to make certain that all new driver associates start their careers at Towne Air Freight & Rocket Expedited with adequate and proper training, the right tools and equipment, appropriate driver support systems, and a thorough understanding of company policies and procedures to perform all functions and duties of their job in a safe, legal, and professional manner.

# **TOP TRAINING PROGRAM**

## **1. EMERGENCY PREPAREDNESS**

- A. Emergency Evacuation Routes
- B. Internal and External Emergency's

## **2. HAZARDOUS COMMUNICATIONS**

- A. MSDS
- B. Health and Physicals Hazards

## **3. ALCOHOL AND DRUG TESTING**

- A. Alcohol Testing Regulations
- B. Drug Testing Regulations

## **4. HAZMAT TESTING**

- A. Hazmat Table, Documentation, Packaging
- B. Labeling, Loading Placarding
- C. Emergency Response Guidebook

## **5. VEHICLE ACCIDENTS**

- A. Accident Reporting
- B. Documentation

## **6. LOADING AND UNLOADING PROCEDURES**

- A. Wheel Chock Use
- B. Dock Plate Use

## **7. LOG BOOK REQUIREMENTS**

- A. Hours of Service
- B. Log Book Grid

## **8. TSA**

- A. Freight Security
- B. Known Shippers

## **9. HAZMAT AND SITE SECURITY**

- A. Freight Security
- B. Terminal Security

## **10. DEFENSIVE DRIVING COURSE**

- A. Strategies and Recognizing Hazardous Situations
- B. Professional Driving Characteristics