

# WELCOME TO



*A packet of information for our new TMC company drivers and owner-operators and their families*



**Harrold Annett**  
Chairman and CEO

## Welcome to the TMC Family!

Whether your family is new to the trucking industry or seasoned veterans, we know you probably have many questions about TMC Transportation and Annett Holdings, Inc.

To help answer your questions and to serve as a reference tool, we created this informational packet. It includes information on TMC's insurance program and answers to commonly asked questions about important things, such as home time as well as information on our bonus opportunities and award programs.

We know it isn't always easy having a family member who is on the road away from you and your family. That's why we hope this packet will help explain what we are about.

If you have any questions please feel free to ask your fleet manager, who is there to help you become successful with our company.

Again, welcome to TMC!

Sincerely,  
Harrold W. Annett  
Chairman and CEO

## Family Assistance Fund

The Family Assistance Fund (FAF) is a separate fund from TMC that was created to help our employees. This fund consists of donations from employees through payroll deduction each week.

# FAF

There are specific guidelines that must be met for FAF to help an employee who is in need.



If you would like to find out more about FAF and how you can contribute, visit the Driver Connection Web site.

## About TMC: the Past, Present and Bright Future!

TMC started in 1972 when Harrold Annett purchased a dormant trucking company called "The Mickow Corporation." With the purchase, he obtained authority to transport iron and steel articles from Chicago to points in southeastern Iowa and to Omaha, Neb. On March 6, 1972, the first truck was dispatched. The driver was Wally Harrah, and he hauled a load from Central Steel and Wire in Chicago to Fawn Engineering in Des Moines.

TMC (no longer known as The Mickow Corporation - just TMC) has experienced steady, sound growth since that first load was hauled in 1972. Today, TMC is the largest privately-held flatbed carrier in the nation. We now generate more revenue in one day than we did in the entire first year we were in business!



The early years: a driver stands in front of his truck with "The Mickow Corporation" decal on it.



Today: one of our black Peterbilt trucks at the Des Moines corporate office.

## Still have a question?

Contact the Public Relations Department



**Erin Monahan**  
Public Relations Manager  
1-800-247-2460, Ext. 3566  
erinm@annetholdings.com



**Katie Stien**  
Public Relations Coordinator  
1-800-247-2460, Ext. 3567  
katie@annetholdings.com

# Getting Started with Your New Career

## Our extensive training program prepares you for your job

The job our professional drivers do require a lot of skill, thinking and motivation. To help drivers do their job, our training program teaches the driver one-on-one how to operate the truck in the most efficient and safest way possible. The first week of orientation educates and informs our drivers on the company, benefits, policies, safety, defensive driving, math skills, and more. The second week consists of load securement to learn how to secure various flatbed loads, and yard training, where drivers actually maneuver trucks and get to know our equipment. The following weeks are spent in a truck over the road with an individual trainer.



At the conclusion of the over-the-road training you will graduate to your own rig and join the ranks of the "Black & Chrome" family!



TMC Transportation maintains one of the premier orientation and training programs in the industry today.

## Fleet Managers are here to help you become successful

Upon completion of training, you will be assigned a fleet manager who will work with you one on one. The fleet manager will get to know the areas in the United States you like/dislike, information about your family and your hobbies. Most importantly, the fleet manager will work with you to meet your goals. Upon meeting with your fleet manager, you will learn how loads are chosen, policies, procedures, and much more.

One of the most important aspects of the fleet manager-driver relationship will be to get the most out of the mileage pay program or certification program - the way TMC drivers are paid. This unique system pays drivers based on their performance. Such things as Out of Route, Miles Per Gallon and Certification points are tallied to determine a driver's pay percentage each month. (Have a question on when you get paid and how? See Q & A page in this packet).

**For other questions, ask your fleet manager!**

## Get Familiar with TMC's Benefits

Having excellent health benefit coverage for you and your family is important. All members must work actively for three months from their hire date to qualify for our group health insurance. Full-time employees receive health insurance benefits through an inexpensive weekly payroll deduction which includes medical, prescription, dental coverage and vision.

- *Low co-pays*
- *Prescription drug co-pays start as low as \$10 for generic drugs*
- *100% for dental cleanings and check-ups 2 times per year*

Also check out our flexible spending plan which allows employees to use pretax dollars to offset out-of-pocket medical expenses, dependent care expenses and additional life insurance premiums.

## Allstate products available through TMC!

IMTA Exclusive Allstate Benefit Packages, a voluntary individual benefits program, pays cash directly to you, tax free, to use as you need to. Preparing you for the unexpected by protecting you and your family from the financial burdens that come with these unexpected events. No physicals and no blood work is required for these Allstate benefits.

### POLICIES AVAILABLE:

- Accident with Disability Package
- Cancer and Specified Disease Package
- Critical Illness Package

### Questions about coverage or why claim wasn't paid:

#### Contact

Wellmark: 1-800-524-9242

Delta Dental: 1-800-544-0718  
[www.deltadentalia.com](http://www.deltadentalia.com)

Avesis (vision): 1-800-828-9341  
[www.avesis.com](http://www.avesis.com)

### Need assistance finding a PPO doctor?

Contact BlueCard Access through Blue Cross Blue Shield at 1-800-810-BLUE or log on to [www.bcbs.com](http://www.bcbs.com) and click on "BlueCard Doctor and Hospital Finder".

## Life insurance

TMC has life insurance available to all employees. We also have additional life insurance that an employee can sign up for; the cost to participate is minimal. You may contact the Human Resources Department to find out more, Ext. 3982.

## 401(k) Plan

You may be missing out on a great opportunity to save and earn money towards retirement!

After 6 months of service, employees can sign up to participate in the 401(k) plan. If interested in more information, or to sign up, contact Tamie Pfaff in Des Moines, Ext. 3982.

Need to access account information, make changes to contributions, request a loan or change the way the funds are being invested? Contact Fidelity at 1-800-835-5097 or log on to [www.401k.com](http://www.401k.com).



### To enroll or get more information:

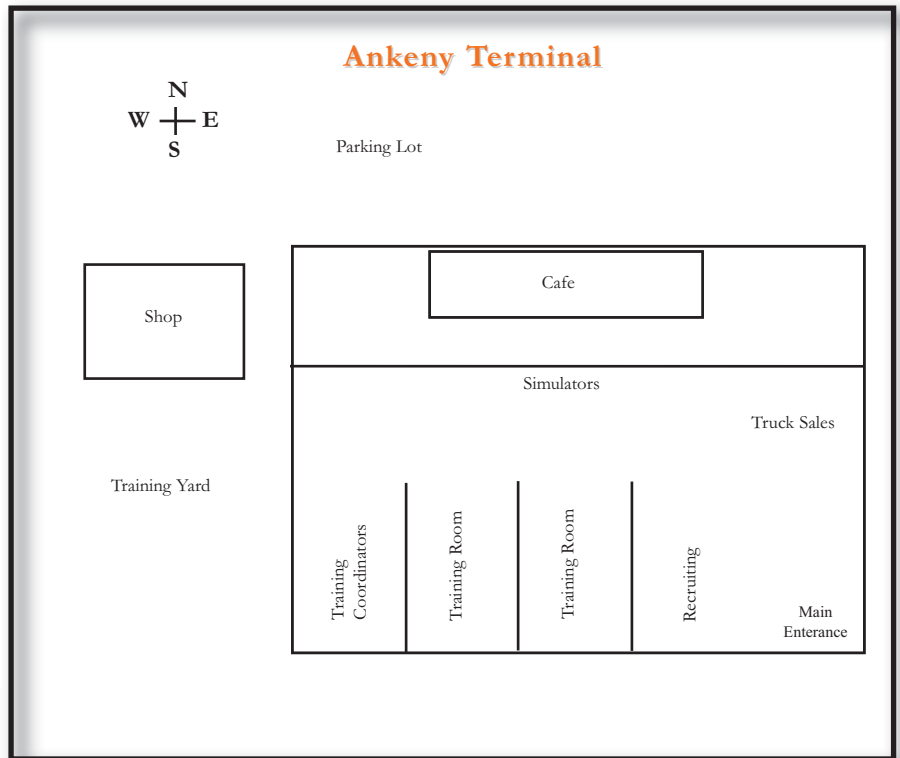
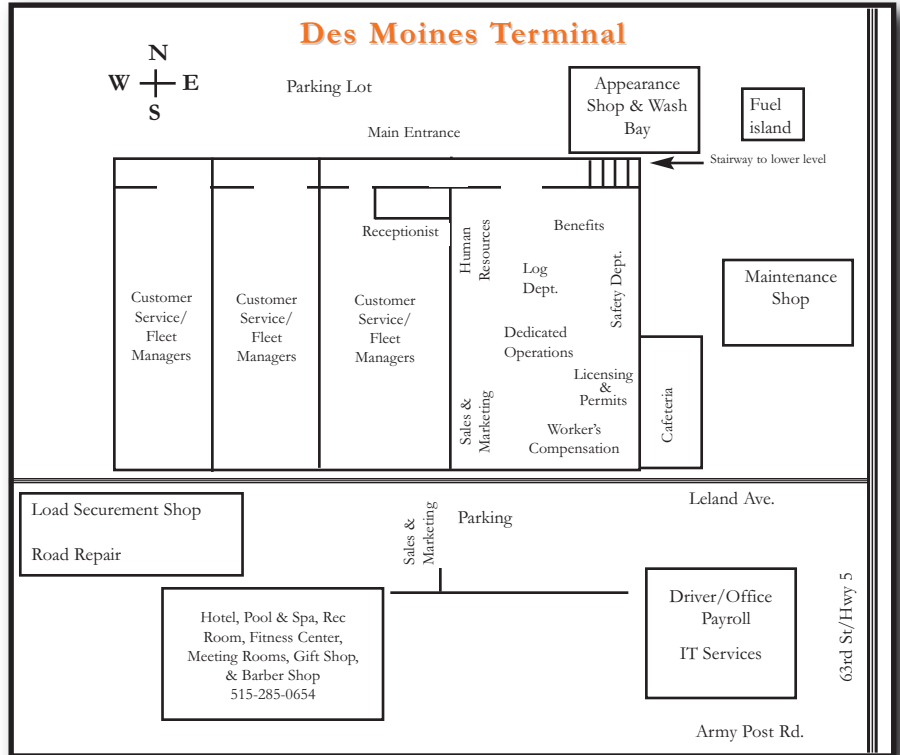
Ed or Eileen: 1-866-897-0585  
[biehns@biehns@mchsi.com](mailto:biehns@biehns@mchsi.com)

# Where to Find Us, Where to Go for Help

TMC Transportation is headquartered in Des Moines by our parent company, Annett Holdings, Inc. We have six shops at three terminals to assist drivers with their truck maintenance needs. They are located in Indianapolis, Ind.; Des Moines, Iowa; Joplin, Mo.; Lexington S.C.; Lake City, Fla.; and Laredo, Texas. We also have a terminal located at Columbia, S.C. (also the other location of our driver training facilities). We have smaller terminals and employees located throughout the U.S. as well!

Starting a new career is exciting. It can also be a little overwhelming when you're still learning the ropes and getting to know more about each aspect of the company. The majority of our drivers will visit the Des Moines terminal to get prepared for their new career. See the map to the right; hopefully this will give you a better idea of where various departments are located in case you need further assistance! **You can also ask any employee at the terminal where to find something or someone; they'll be more than happy to help you!**

If you need to contact a department via phone, call: 1-800-247-2460. There is a phone directory that will guide you to the right department or person, or if you still need help, contact the receptionist during business hours and she can direct you to the right person. If there is an emergency after office hours, your family member/spouse may contact Night Operations.



# Classes, Meetings Available to Drivers

TMC offers a variety of classes and meetings to inform and educate drivers, and to help drivers with various aspects of their job. Check with your fleet manager for a class schedule, or check the schedule of events on the "Driver Connection." Classes with an (\*) denote Road Scholar classes (See section in this packet on Road Scholar).

**Driver Issues Meetings:** Held at various terminals every month for drivers to express their concerns or ask questions, discuss policies, etc. One topic will be focused on at each meeting. Topics will include: Operations, Safety, Maintenance and Training. These meetings also offer a way to honor and recognize drivers.

**Driver Recruiting Class:** Class held in orientation to prepare drivers to become driver recruiters. You can earn additional money by recruiting new drivers to the company!

**\*Map Reading/Out Of Route (OOR):** This class is a combination of Map Reading/Out Of Route. Taught in Des Moines on one Saturday each month, it helps drivers improve their map reading skills. (You can also take a home study course towards Road Scholar for this).

**Train The Trainer (TTT):** Drivers wanting to become trainers for TMC will need to take a Train The Trainer Class (held on specified Saturdays). Ask your fleet manager!

**Safety Meetings:** A series of classes/meetings to refresh drivers knowledge on such topics as logs, defensive driving, incidents, accidents and more! Safety Meetings offset negative Safety Points!

**\*Defensive Driving Class (DDC):** Class held in orientation and on specified Saturdays to teach and enhance drivers' knowledge on defensive driving techniques - what to do and what not to do in various driving situations. DDC offsets negative safety points.

**\*Driver Total Quality Management Class (TQM):** A two-day class held each month at various terminal locations for drivers who have been in their own truck for a few months. The class assists them in learning how to get the most out of their job with the company, how to work towards goals and make the money they want to make.



Above, Bill Richardson (L) is awarded the Wheel Master of the Year Award at a Driver Issues Meeting. The award was presented by Glen McCravy (R), Executive VP of Risk Management and Human Resources.

## Additional Opportunities for Drivers

**DRIVER RECRUITING:** Upon completion of taking the recruiting class in orientation or visiting the recruiting department for a one-on-one class, drivers can begin recruiting other drivers to TMC and earn money for it! Drivers will also receive 2 points towards certification. For recruiting a student you will receive \$300, for an experienced driver, you will get \$500 (after getting in own truck). If a driver goes into a school with a field recruiter, he will get \$100 for that visit.

**DRIVER TRAINING:** Drivers can earn more money by becoming driver trainers! To become a trainer, the driver must have approval from his/her fleet manager and the Safety Department. All new trainers must be certified with 6-12 months of driving experience in all types of weather with our company. The length of service depends on prior flatbed experience. Potential trainers must also successfully complete Train the Trainer (TTT) class.

### ROAD SCHOLAR PROGRAM:

All company drivers have the opportunity to earn additional certification points by participating in the Road Scholar Program. Road Scholar is a series of home-study courses that enhance and refresh basic skills that are necessary to be a successful driver. The home-study packets are available online on the Driver Connection and at the Des Moines terminal at the hotel front desk. To pass each course, drivers must have a score of 80 percent or better. There are two phases in the program: Phase 1 offers 5 points and Phase 2 offers 3 points. Points will be added to your snapshot



once you become certified! Pick up an informational flyer at the terminal for more details on what classes you need to complete or ask your fleet manager! Also contact Public Relations for information!

**SAFETY SUPPORT TEAM:** The Safety Support Team was designed by drivers as a way to assist other drivers with load securement and other safety concerns while out on the road. Drivers on the team are available to encourage drivers and help them do procedures correctly - not to judge, ridicule or report them for doing something incorrectly. To be on the team, you must meet the following criteria: be in your own truck six months, have a clean safety record, and be claim-free from the past year. Safety Support Team members can be asked for help out on the road and are identified by patches on their jackets or stickers on their trucks.



**Employee Suggestion Plan (ESP) Program:** The ESP Program is a way to submit ideas on how to make an improvement within the company. If your idea is approved and implemented, you will receive \$100. For complete criteria and guidelines on this, contact your fleet manager, or contact Team Leader Andrew Zaugg Ext. 3508. **Drivers may submit ideas on satellite through Macro 20.** You may also find information on the ESP Program on the Driver Connection.

# Commonly Asked Questions

## Q: What happens if we have a family emergency?

A: We will do everything we can to help. Remember, a driver who receives a message about a serious illness or death in the family should not automatically drive his/her unit home. A fleet manager or fleet operations personnel should be contacted immediately. Drivers will be given instructions on what to do with company equipment. Drivers are asked to keep their fleet managers up to date on the status of the emergency and the driver's estimated date of return to work. The Family Assistance Fund is available for those situations that meet specific guidelines (see Driver Connection).

## Q: What is TMC's policy on time at home?

A: We know that your home and family life are important to you, so TMC incorporates "time at home" procedures right into our dispatch routine. When a driver places himself on the board for the first time each week, the computer will ask if the driver was home over the weekend. If not, a "weekend at home" message will automatically be placed on the system. Drivers will usually go home "under load," which means the driver will know what to expect while he is home. Drivers will know how much time they will be home and when they will need to leave home to meet a delivery time. We are committed to giving drivers quality time at home.

**Our commitment to our drivers:** 1. In case of family emergencies, drivers will get home as soon as possible. 2. For a major event in the immediate family, such as a wedding or a graduation, drivers are asked to give their fleet manager at least one week's notice. We will then work to get a driver home. 3. Drivers may choose not to go home on a scheduled weekend. It is the driver's choice. 4. We will do our best to get long-haul drivers home once every two weekends. 5. In the event a driver doesn't get home, we will attempt to keep the driver moving to maximize his time away from home.

## Q: How does TMC ensure drivers get home?

A: On Fridays (or Thursdays, if necessary), those drivers scheduled for regular weekends at home will be assigned loads to their home if the freight is available. Those drivers not scheduled to be at home will select their loads from available freight as normal. The purpose of Priority Home Dispatch is to ensure as much quality home time as possible for those drivers scheduled to go home. At the same time, the quality of loads for those driving through the weekend should improve considerably. Drivers who wish to "stay out" on scheduled weekend's home must contact their fleet managers no later than noon on the prior Tuesday.

## Q: What is TMC's passenger/rider policy?

A: TMC allows family members to ride along with drivers. The passenger must be a direct relative such as a wife/husband, child, father, mother, brother or sister.

**Guidelines for TMC's Passenger Policy:** Children must be at least 10 years old. No more than one authorized passenger will be allowed to occupy the vehicle with the driver at any time. Any violation of this policy will result in the immediate termination of the contract and/or driver. No child or non-employee adult is allowed to roam freely in the shop work areas. Please note: We follow these guidelines to ensure safety at all times. We do not want to see someone needlessly injured!

**How to Request a Passenger Authorization** Drivers need to request a passenger authorization before taking someone on the road with them. Drivers should call TMC's Log department (DSM, Joplin, Indianapolis, or Lexington) Monday through Friday, 8 a.m. to 4:30 p.m. After providing the necessary documentation, the permit can be mailed, faxed, or left at a predesignated area. Drivers must have this pass in the truck before a passenger can be allowed in the vehicle- no exceptions.

**Year-Round Passenger Program** Drivers can participate in a Year-Round Passenger Program or a Temporary Passenger Program. The year round program requires a monthly deduction form for family insurance. The temporary program allows one passenger per month and can be issued for one round trip or a 14-day period. Please call the Log department for more details. Drivers must have permission prior to the passenger actually getting into the vehicle.

## Q: How do drivers get paid?

A: The method of payment for payroll and settlement checks is through direct deposit. This eliminates the possibility of checks getting delayed or lost in the mail. A driver's money is guaranteed to arrive at a financial institution by 8 a.m. Monday. TMC will send a backup statement to drivers on the Friday prior to that Monday. Drivers may have two accounts set up - one can be for a set amount and the other for the remainder of the pay. If only one account is desired, TMC will deposit the entire pay in that account. Local Des Moines financial institutions provide special services to customers with direct deposit.

## Q: What is TMC's vacation policy?

A: TMC company policy on vacation is as follows: 1 year of employment: 1 week; 2 years of employment: 2 weeks; 10 years of employment: 3 weeks; and 20 years of employment: 4 weeks.

Driver vacations must be approved in advance by the Fleet Manager. Vacation scheduling is coordinated through Operations. Vacation scheduling will take customer needs and a driver's length of service with TMC into consideration. The sooner a driver gets a request in, the better chance of taking vacation at the desired time. Approval of vacation at a particular time may be denied by AHI due to business needs. When a driver reaches an anniversary work date, he will be eligible for vacation. Drivers may take a vacation sometime in the next full year based on his preference, available weeks and/or other drivers' preferences. Vacation is paid at the time a driver takes it. If a driver goes through the entire year of eligibility without taking a vacation, the driver will be paid out for that time. In this case, drivers must notify Human Resources ahead of time or they risk losing their vacation. Drivers are paid according to their average weekly income over the last 12-month period.

# Award Programs & Recognition

**Years of Safe Driving:** Drivers are recognized for their effort to be safe out on the road: annually, for each year of accident free driving - certificate, pin & patch; 5 years - TMC Safe Driving Watch; 10 years - TMC Safe Driving Ring with either 2 diamonds or 2 emeralds; 15/20 years (or every 5 after 10) - additional stone added to the 10 Year Safe Driving Ring.

**Million Mile Club:** The Safety Department implements this program to recognize those company drivers and owner-operators who have accumulated a million or more of safe miles while driving for TMC.

**TMC Driver of the Quarter/Wheel Master Award:** Our Driver of the Quarter Award is given each quarter to a TMC driver or owner-operator who has shown exemplary performance as a driver for our company. The Wheel Master Award is given to a Driver of the Quarter at the end of the year for standing out in the fleet as the best of the best. The quarterly award includes a plaque. The yearly award includes a ring and plaque and the driver's photo on the Wheel Master Wall in Des Moines.

**Trainer of the Month/Trainer of the Year:** Trainers are recognized with the Trainer of the Month or Trainer of the Year Award. Trainer of the Month gets a plaque and shirt. Trainer of the Year gets a plaque, jacket and ring.

**Service Anniversary Awards:** As a way to recognize employees for years of service, TMC offers a Service Anniversary Award Recognition Program. Awards are available for the 3-year, 5-year, 10-year, 15-year, 20-year and 25-year anniversary levels. You will receive a brochure in the mail filled with a variety of gifts. You will then be able to choose a gift from the appropriate years of service category.



Above, Joseph Searfino (R), received his 5 year safe driving watch from Todd Bunting, VP of Safety.



Left, several of the hatpins drivers can earn for their hats!

## Communication is the Key!

We know that communicating important information to our employees, especially our drivers, is key to your success! We face the challenge and the fact that our drivers are not here at our main office, rather they are located all across the United States! Ways we try to communicate with our drivers are through the following. If you have any ideas for improvement, contact the Public Relations Department in Des Moines. We'd be happy to hear from you!

**Destination: Excellence:** A quarterly printed magazine publication aimed at our drivers, customers and vendors. These are mailed out to you four times each year with interesting articles such as driver awards, special events, important maintenance information and much more!

**Black & Chrome:** A newsletter for employees, specifically drivers which includes articles, award recognitions, updates on policies and other information to assist you with your job. This is published on the "Driver Connection" every other month. If you ever have a new baby, wedding anniversary or something else exciting happen with your family, contact us! We'd love to share this in the newsletter. We also love to receive photos to accompany such announcements!



**TMC News Flyers:** These are flyers sent to your home in pay settlements whenever we have important and timely information to communicate to you. If you ever have questions about this information, your fleet manager.



Are you currently taking advantage of CabCard? You will receive a welcome packet once you are released into your own truck. It's a great way to communicate with family via e-mail directly to your truck and vice versa! This program is managed by "Qualcomm" - not TMC. You can sign up through Macro 62 to get started. You will need a credit card to sign up.

## DRIVER CONNECTION

Driver Connection provides information on TMC, your health insurance program, your 401(k) plan, driver award programs, Road Scholar, TMC Kid's Club, company gift shop, **driver pay settlements**, and more! We are excited to be able to provide you with this informational tool. If you have problems getting linked to this site, please contact **Erin Monahan or Katie Stien in Des Moines, 1-800-247-2460, Ext. 3566 or Ext. 3567.**

### HERE ARE THE INSTRUCTIONS FOR GETTING SIGNED UP:

#### Drivers must first sign up via satellite:

- ▶ Sign up to obtain your free Login and Password by completing **Macro 32!** Your login is your Social Security number or employee ID and you choose your own password (6 characters or longer). Once you sign up, it will be up to you to remember your password.
- ▶ If you want your family members to see this web site, you will need to give the login/password to them. Please note: When you have access to the Driver Connection, you can also access the pay settlements. If you do NOT want anyone to see your driver pay settlements, do NOT give out your login/password.

#### You and your family members will be able to login from home:

To gain access to TMC's Driver Connection, you must have the Login and Password.

Then, use any computer with internet access. Go to one of our websites: [www.tmctrans.com](http://www.tmctrans.com)

- ▶ Click on Employee Login on front of Website
- ▶ Enter your Login (your Social Security #)
- ▶ Enter your Password

