



AMERICA'S LARGEST TEAM CARRIER

Welcome to CRST Van Expedited!

In order to make sure your career with CRST Van Ex gets started in the best way possible, we have put together this information packet to help you transition from your driver training school to our Orientation facility. This will be reviewed with you before you graduate from school, but please read through the packet on your own as well. It will answer most of your questions ranging from items to bring, your bus ticket, your housing information, etc. If you have any additional questions, call your recruiter prior to leaving for Orientation. Our goal is to ensure you arrive at Orientation prepared.

Again, welcome to CRST Van Expedited!

Your Start Date and Greyhound Bus Ticket

You have been scheduled to begin Orientation at 7am on Monday, _____ at the CRST Van Ex terminal, 450 Allen Road, Carlisle, Pennsylvania. Your bus is scheduled to leave from _____ on _____ at _____ and arrive in Harrisburg, PA on _____ at _____. The confirmation for your bus ticket is _____.

Rental Car Information, if applicable

Rental Car Company _____ Confirmation No. _____ Pickup City _____

Return Date/Time _____ No. Days. _____ No. Miles _____ Mileage & Late Turn In Charge _____

Comments:

- (1) Turn in the car with a full tank of gas. You may not select the rental car company's fuel option where they fill up the tank for you.
- (2) Turn in the car when it is supposed to be turned in & with the expected number of miles. You are not authorized to take the car for your own personal travel.
- (3) Do not request any upgrades on the vehicle, such as requesting a van or SUV.
- (4) Save all your receipts for the rental car, gas and tolls, and turn them in during Orientation. The Training Supervisor will ask you for them.
- (5) Finally, do not purchase additional insurance from the rental car agency.

We are providing the rental car to you for your convenience and we expect you to go from the pickup location to the drop off location and turn in the car at or before the scheduled time. This is exactly the same expectation we have when you move our customers' freight with a CRST Van Ex tractor/trailer. You will be reimbursed for fuel and toll charges when you arrive at Orientation.

DOCUMENTS FOR ORIENTATION

The following is very important. Please double check that you have them before you leave your school and/or home to travel to the Orientation site.

- Social Security Card**
Make sure your card is an **original social security card** and not a stub, or a copy. **The name on the social security card must match the name on your driver's license, Medical Card and INS Documents.** If your social security card is valid only with an INS authorization, then you must provide your INS documents. Further, **your INS card must be current and cannot expire for at least 8-months.**

- Valid Class A CDL License with HazMat Endorsement**
You must have the Class A CDL before going to Orientation but you are not required to have a Hazmat endorsement at that time. You will, however, need to apply for a Hazmat endorsement within 60 days of being hired by CRST Van Ex. Less than 10% of CRST Van Ex's freight is low grade HazMat such as paint and liquid solvents and cleaners. In some situations, small amounts of HazMat freight are not "placarded", i.e., the freight does not require the driver to have a HazMat license endorsement. In these situations, you will be moving HazMat freight, even while in training.

- Long-Form Physical Form and DOT Physical Card**
You are required to present your DOT card at Orientation but you should carry your long form with you at all times. Your DOT physical should be valid for at least 6-months, and any restrictions listed on the physical should match those on the CDL. If you have a vision restriction and are required to wear glasses, you must have your glasses to take your road test in Orientation and operate the equipment.

- Application Information**
All questions regarding your driver application should be resolved before you leave school and travel to the Orientation site. If not, discuss with your Recruiter. As a minimum, you should bring with you all phone numbers with the dates of all the places you have worked the past three years. Also, bring along your tax returns, W-2's, pay stubs, or log books to verify your employment. This is a requirement set by the DOT to ensure we have verified your employment history for at least the past 3 years.

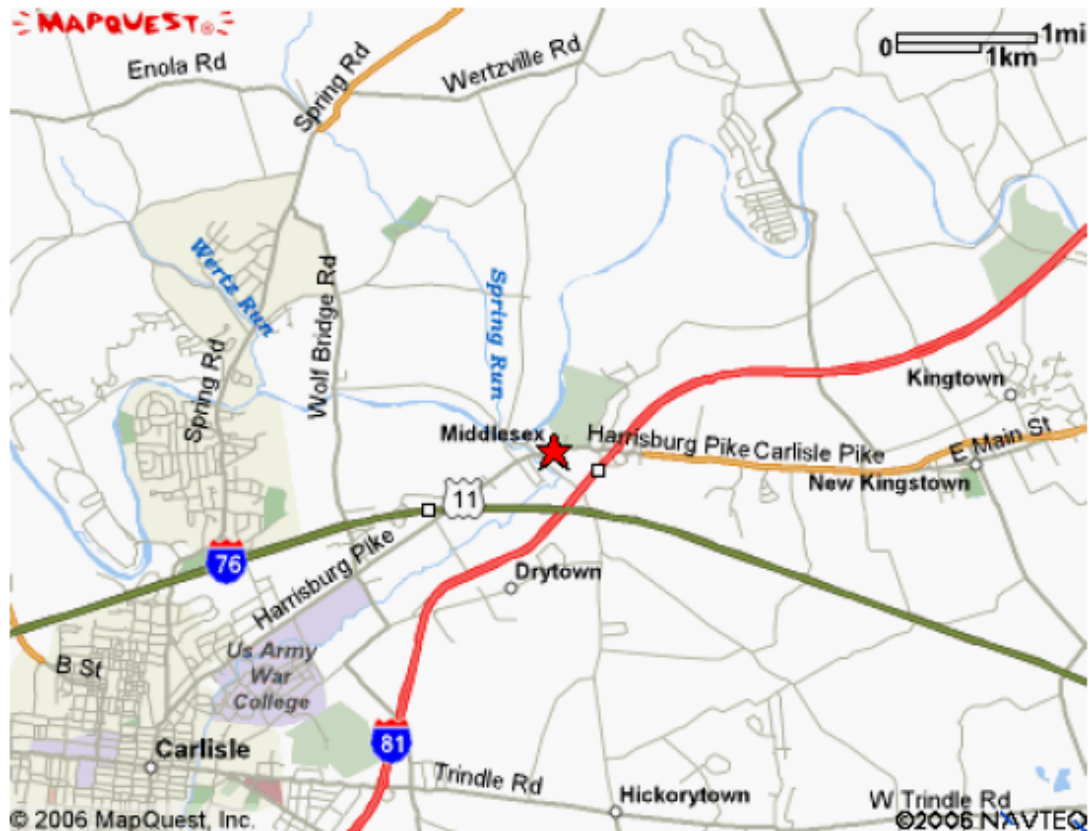
OTHER ITEMS TO BRING WITH YOU

- 7-10 changes of clothes to include **winter work clothing.**
- Bedding for a truck (sleeping bag, blankets, pillow)
- Alarm clock, flashlight, sunglasses, plus any glasses you must use when driving.
- Personal hygiene materials (soap, deodorant, shaving materials, etc.)
- Several towels and washcloths.
- A good pair of work gloves and work boots
- Cancelled or voided check for direct transfer of your paycheck (optional). This will allow you to have your pay deposited into your personal bank account.

COMMON QUESTIONS ABOUT ORIENTATION

- **Where is the CRST Van Ex Terminal Located in Carlisle?**
The Orientation class is conducted at the CRST Van Ex Terminal in Carlisle at 450 Allen Road, Carlisle, PA, off Interstate 81, exit 44 (Plainfield) east of the interstate. The phone number at the terminal is 800-756-2324 and the Training Supervisor is Dan Hepker.
- **What if I Arrive by Bus?**
The bus will arrive at the Harrisburg Greyhound bus station. Once you arrive, call the Rodeway Inn hotel at 717-249-2800. The hotel will dispatch their shuttle van to pick you up and take you to the hotel. **Orientation starts every Monday at 7am Sharp (Eastern Time). The shuttle leaves for the terminal everyday during the week at 6:15am (Eastern Time). As on time pick-up and delivery are the foundation of CRST Van Ex's customer service excellence, you are expected to be on time for orientation every day.**
- **What if I Arrive in Harrisburg by Rental Car?**
If you drive to Pennsylvania via rental car, take the car directly to the Rodeway Inn. Inform the front desk clerk you have a rental car and when you need to return the car to the airport. The hotel will then inform you as to when the hotel shuttle is available and this is when you will return your car. **Do not** return your car before receiving shuttle verification from the hotel. Be sure to drop the car off with a **full tank of gas** at the Harrisburg International Airport, which is about 30 miles from Carlisle. Remember to save your gas and toll receipts. You will need to retain the rental car return receipt to turn in at orientation. You can access the airport via The Airport Connector off Rte. 283. **Do not** at any point take a cab back to the hotel.
- **Where Will I Be Staying?**
All student drivers will stay at the Rodeway Inn in Carlisle located at 1239 Harrisburg Pike (phone number 717-249-2800). There will be **NO** single rooms assigned at any point, under any circumstances. Every room is designated as a **nonsmoking** room.

Maps are provided on the following page. The star represents the hotel.





- **How Much Money Do I Need to Bring to Orientation?**
You will need to pay for all of your meals and personal expenses for one week. CRST does not provide any meals during orientation.
- **Where Do I Eat During Orientation?**
The Rodeway Inn does provide a continental breakfast each morning. There is a meal truck that will arrive at the terminal at 12:15 PM sharp everyday, and there are a variety of places to eat near the hotel.
- **Do I Go Home after Orientation?** No. You will go right on the road with a lead driver (trainer) for 28 days to complete your on-the-job training. After that, you will head home for 5 to 6 days of home time. CRST Van Ex Operations is responsible for getting you home, and the way you get home will be handled on a case-by-case basis.

ORIENTATION PROGRAM

CRST Van Expedited's **8-month training program** leading to your certification as a professional OTR driver has 4 phases. **Phase 1** is the driver training program and your being issued a state Class A CDL; **Phase 2** is Orientation; **Phase 3** is the 28-day OTR driving training program with a lead driver; and **Phase 4** is your 7 month driver program as a codriver. Now that you are completing Phase 1, you will enter the Orientation Program, which is Phase 2. During CRST Van Ex orientation you will learn policies and procedures unique to CRST Van Ex. Some of the topics covered during orientation include: payroll, benefits, safety, logs and hazardous material procedures. **At the completion of Phase 2, you will be hired as a CRST Van Ex employee and you will sign the CRST Van Ex 8 month Driver Employment contract.**

- **Where Do I Start on Monday Morning?**

All drivers must report for orientation at the CRST Van Ex Carlisle yard at 7:00am each day. **Do not be late!** Being a professional truck driver is about being on time, make sure you are not late for any session during orientation.

- **How do I get to Orientation?**

If you are staying at the Rodeway Inn, the motel shuttle will pick you up at the front desk every day. Meet the van at the front desk of the motel. It leaves at 6:15am daily. **The phone number at the Carlisle Orientation site is 800-756-2324.**

- **How long is Orientation?**

Orientation begins at 7am on Monday morning and concludes by 12:00pm on Thursday.

- **Tests**

There are several tests you must take depending on your individual circumstances. All drivers will take: (1) a road test; (2) a series of 4 written tests; (3) an agility test; and (4) possibly a DOT drug screen and physical.

Will I Need to Take A DOT Physical and Drug Test?

If you do not have a valid DOT physical card you will take a physical on Monday morning. All DOT physical cards must be a minimum of **6-months** in length.

If you have taken a drug test in the past 30 days at a CRST Van Ex contract school, you will not need to take another drug test. However, if the drug test you took at the CRST Van Ex contract school is older than 30 days, you will be expected to take another drug test. Any experienced driver and any recent graduate from a non-contract school will be expected to take a drug test. All drug tests are performed on Monday morning. Any drug test failure or refusal will be cause for immediate termination and the applicant will be required to pay for his or her transportation home.

- **Hiring and the CRST Employment Contract.**

You will sign a preemployment contract at the start of the driver training school program and then sign the **8-month employment contract at the end of Orientation**. You should have discussed the contract with your recruiter prior to arriving at school and, again, at the beginning of school.

- Phase 1 is your driver training school, the length of which varies by school;
- Phase 2 is Orientation, which is roughly 4 days;
- Phase 3 is the 28-day or roughly 1-month OTR training period with a Lead Driver;
- Phase 4 is a 7-month period in which you will work as a co-driver.

Phases 3 and 4 together are the 8 months covered by the contract. The contract essentially states that CRST Van Ex expects you to work as a professional OTR driver for the company in exchange for paying your school training fees. If you have any questions regarding the contract, please discuss them with the recruiter before you leave school.

PHASE 3 OVER THE ROAD TRAINING (28 DAYS)

After you are hired, you will be matched with a CRST Van Ex Lead Driver and begin Phase 3 of your 8 month training program. You will go out on the road with your Lead for 28 days to train in the real world environment, move our customers' freight cross-country in all kinds of weather & traffic conditions, and develop your skills. Everything you have learned about equipment inspections, logbooks, bills of lading, HAZMAT rules, trip planning, and, of course, driving, will become part of your everyday work routine. The 28-day training period is not hard and fast. If your Lead Driver thinks you need more time on the road, then he will recommend that. But the usual training period is 28-days.

At the end of the 28-days, you will go home for a few days rest, and then you will be out on the road again. This time, however, you will be a co-driver and no longer a student. You will be matched with another co-driver as you enter Phase 4 of your training program. This is the truly the beginning of your career as a professional OTR driver for CRST Van Expedited.

- **Female Lead Drivers**

CRST Van Expedited cannot promise that a female recruit will train with a female lead driver. Every female student should expect that she will train with a male lead driver for 28 days.

- **Taking the Truck Home (Student)**

The student may not take the truck home once he/she has completed the 28-day training program. Your Operations Fleet Manager will arrange for your transportation home in the most convenient manner. It will be based on a case-by-case basis depending on the load you are under and where you live.

- **Taking the Truck Home (Experienced Driver)**

The policy regarding drivers taking the truck home is handled on a case-by-case basis. It depends on where the driver lives, the distance from a terminal or drop yard and the driver's experience level.

OTHER ITEMS

- **Alcohol**

CRST Van Expedited has a zero tolerance policy towards the use of alcohol. This is not a DOT policy but rather a company policy. While you are "eligible for dispatch", you may not consume alcohol. Specifically, it means that if you have a layover but are still under the control of a fleet manager (dispatcher), you cannot drink. If your fleet manager says he does not have a load for you until the next day, you are still eligible for dispatch and the fleet manager could suddenly find a load for you. Therefore, you cannot consume alcohol. It also means you cannot carry alcohol in your truck. If you are on your way from Ohio to California, and you like a certain brand of beer that is only sold in Ohio, you cannot buy it, place it in the truck, and carry it with you to California. The rules are strict and clear: (1) No alcohol in the truck, ever; and (2) No consumption of alcohol when "eligible for dispatch". Unless you are at home, do not possess or drink alcohol.

- **English Language**

Every driver must be able to read, write and understand the English language according to DOT standards. You must be able to follow signs, understand Bills of Lading, etc.

- **Foreign Born Applicants**

Applicant must have correct and proper documentation with a card that does not expire for at least **8-months**.

- **Pets**

You may have one pet per truck under the following guidelines: It must be a cat or a dog, and it cannot weigh more than 40 lbs. You must keep its papers on board, there is a \$500 deposit required (which you must pay up front), and your co-driver must agree to have the pet on board. Since your co-driver must agree to this, it is for this reason that usually only matched teams such as husband and wife teams have pets in the truck.

- **Team Driving**

CRST Van Expedited drives in teams only. Team driving offers you the safest way to learn and also offers you a chance to drive more miles, which ultimately leads to higher paychecks. Do not expect to drive solo with CRST Van Ex. If you arrive at CRST Van Ex without a partner, your fleet manager will help find you a co-driver near you and with your same smoking preference.

- **Home Time Policy**
CRST Van Ex offers one of the best home time policies in the trucking industry. You are entitled to 1.5 days off for each week you are on the road. You will be expected to be away from home for three weeks at a time. If you are away for three weeks, you will be rewarded with five days off.
- **Types of Freight, Miles, and CRST Van Ex Customers**
CRST Van Ex operates company owned equipment and hauls 100% dry van freight. Utilizing two person teams, CRST Van Ex serves over 1200 customers across the country specializing in the time-sensitive, single pick-up, single delivery truckload market. Our average length of haul is between 1,400-1,500 miles. Our customer base includes industry leaders such as General Mills, Starbucks, Wal-Mart, Kohl's and Gap, to name a few.
- **Important Phone Numbers**
CRST Van Ex Recruiting – 1-800-553-2778
CRST Van Ex Recruiting Fax – 1-800-998-2778
CRST Van Ex Dispatch – 319-390-2616
Carlisle Terminal Fax – 717-241-0958
Capital City Cab – 717-939-6363
Rodeway Inn – 717-249-2800

- As a note, a CRST Van Expedited reference specialist in Cedar Rapids, Iowa will review each application and may have questions for you. If you need to contact any reference specialist to answer any questions, please call the Safety Department at 800-366-8460 and ask for the Reference Specialist who handles Carlisle.
- **CRST Mailing Address (should you need to receive mail while in Orientation)**
CRST Van Expedited
(Your name and your recruiters name)
450 Allen Road
Attention Safety Dept.
Carlisle PA 17013