

**Alpine Towing, Inc., d/b/a/ Galactic Towing**

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**ALPINE TOWING, INC.,**

**d/b/a**

**GALACTIC TOWING**

**DRIVER'S**

**HANDBOOK**

Updated January, 2023

## **WELCOME TO ALPINE TOWING, INC., d/b/a GALACTIC TOWING**

**ALPINE TOWING, INC.** IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE AGAINST RACE, RELIGION, SEX, NATIONAL ORIGIN OR ANY OTHER BASIS. THE COMPANY COMPLIES WITH THE AMERICAN DISABILITIES ACT AND DOES NOT DISCRIMINATE AGAINST ANY APPLICANT WHO HAS A PHYSICAL DISABILITY AS LONG AS SUCH CONDITION WOULD NOT PROHIBIT THE APPLICANT FROM PERFORMING THE JOB IN A SAFE AND SATISFACTOR MANNER.

This handbook is presented as a general guide to the rules and regulations of our company. ***We need to provide quality service for our customers through quality employees.*** Every customer wants to be treated with courtesy, and respect, so please treat our customer as you would like to be treated.

Let's all become members of a team that goes beyond the expectations of our customers. Remember.....**T**ogether, **E**veryone **A**chieves **M**ore!!!

***You are a professional driver in an industry  
that is fiercely competitive. Our efforts  
plus, your efforts will make us a  
successful team***

**IF ANY PART OF THIS HANDBOOK IS NOT CLEARLY UNDERSTOOD, FEEL FREE TO ASK FOR CLARIFICATION FROM SAFETY SUPERVISOR. BY SIGNING YOUR ACCEPTANCE OF THIS MANUAL, WHICH INCLUDES A REQUIREMENT THAT WEEKLY PAYROLL CHECKOUTS BE SUBMITTED, WE ASSUME THAT YOU HAVE RECEIVED AND UNDERSTAND THE COMPANY REQUIREMENTS UNLESS YOU COME FORWARD FOR CLARIFICATION.**

## **DRIVER APPLICATION & QUALIFICATION**

To become a wrecker driver at **ALPINE TOWING, INC.**, each person will proceed through a series of steps as follows:

### ***PRE-QUALIFICATION***

1. Applicant must have a minimum of 3 years verifiable experience of operating a wrecker
2. Applicant must be 25 years or older (due to insurance requirements)
3. CDL License is preferred, but not mandatory unless operating Class B, C, or D wreckers
4. Applicant should have a clean MVR with **NO** DWI/DUI and no more than two (2) moving violations in the last five (5) years and no more than one (1) in last twelve (12) month period
5. Applicant should have no more than one (1) accident in last three (3) years
6. Applicant should not have any convictions or any felony or any crime associated with theft
7. Applicant **MUST** have good character, clean appearance, and good attitude

### ***A. APPLICATION***

1. Complete employment application accurately, including required signatures
2. Sign three (3) previous employment information releases
3. Provide copy of Driver License or CDL License
4. Provide copy of Social Security Card or Alien Card
5. Complete certification of violations form
6. Complete Driver's data sheet
7. Complete and return notarized "Criminal History Release" and DAC Release form authorizing Alpine Towing, Inc., d/b/a Galactic Towing to investigate the background of the applicant through any source available.

**ANY FALSE OR OMITTED INFORMATION WILL RESULT IN IMMEDIATE DISMISSAL AND WILL BE GROUNDS FOR DENIAL OF CLAIMS ARISING FROM THE FALSIFICATION OR OMISSION.**

## ***B. VERIFICATION***

Once the application package is fully completed and delivered to **ALPINE TOWING, INC., d/b/a GALACTIC TOWING**, the Safety Director will complete the following:

1. Thoroughly investigate previous employers with minimum of 3 places and/or 10 years
2. Thoroughly examine current MVR
3. Personally, interview applicant
4. Thoroughly examine criminal history and other background data

## ***C. TESTING***

After verifying and analyzing history, Safety Director will oversee the administration of various tests as follows:

1. Drug testing will be ordered for all applicants. Any positive result will immediately disqualify the applicant. Driver cannot be dispatched until negative results have been confirmed by the Safety Department.
2. Physical ordered and reviewed (Note: All CDL drivers required to obtain annual physical, at driver's expense.)
3. Road driving test to be given only by qualified driver designated by the Safety Director.
4. Written test with minimum scoring of 70%, if applicable.

#### ***D. QUALIFICATION FILE COMPLETION***

At this point, we welcome you, the driver, as a new member of the ALPINE TOWING, INC., d/b/a GALACTIC TOWING family and request the following information to complete the file as required by the Department of Transportation's Rules and Regulations and Company Policy.

1. Sign receipt of Safety Regulations Book
2. Sign receipt of employee handbook
3. Sign qualification, road test, Physical & written test cards
4. Sign notice that advises 'ALL NEWLY HIRED EMPLOYEES WILL BE PLACED ON A 90 DAY PROBATIONARY PERIOD'
5. Sign release form to order future MVR's
6. Sign certification that driver has only one driver's license
7. Sign DRUG AND ALCOHOL Information release
8. Complete I-9 and other required payroll forms

#### ***E. ROAD TEST***

All new employees will be given a driving test by a qualified and competent supervisor. You will be tested for right turns, left turns, merging, lane changes, parking, and proper towing procedures.

**SAFETY POICY:**

**Your Safety and the Safety  
of those around you COMES FIRST!!!  
Everything else will follow!!!!**

## **ORIENTATION AND TRAINING**

### ***A. ORIENTATION***

All drivers will attend an orientation and safety training session and will sign a certification reflecting such training. The goal of said session is to familiarize each driver with the structure, philosophy, and policies of ALPINE TOWING, INC., d/b/a GALACTIC TOWING. We will review all operations of the company and clearly define the expectations of the employee. In addition, we will comply with the Department of Transportation's Rules and Regulations regarding required training.

### ***B. PERIODIC TRAINING***

Periodic training sessions will be conducted on various topics throughout the year. Attendance is mandatory.

### ***C. REMIDIAL TRAINING***

One-on-One or Group Training on specific topics including Safety, Company Policies, Health Issues, Etc., may be scheduled by Safety or other Departments.

### ***D. WEEKLY PAYCHECK INFORMATION***

Weekly newsletter and various safety information will be included in paychecks. Reading, and signing if indicated, is mandatory.

## **E. DRIVER'S RESPONSIBILITIES**

Alpine Towing is contracted with many Police Departments and Roadside Assistance/Service Companies, including Miami-Dade County; City of Doral; City of North Miami; North Miami Beach; Village of El Portal Police Departments, GEICO, Agero, AAA, and Urgent.ly. Each driver is responsible to perform their towing assignments as they are dispatched. Alpine Towing **DOES NOT AUTHORIZE** the solicitation of "BODY SHOPS", "ATTORNEY'S" or "CHIROPRACTORS" or any other destination or service other than the destination or service that was dispatched.

## **COMPANY PHILOSOPHY**

### **A. THE COMPANY PHILOSOPHY OF ALPINE TOWING, INC., d/b/a GALACTIC TOWING IS AS FOLLOWS:**

**PROFESSIONAL, ON-TIME, CUSTOMER SERVICE IS WHAT WE PROVIDE**

**YOU DELIVER THE FIRST IMPRESSION TO THE CUSTOMER,**

**SO, MAKE IT A GOOD ONE**

**LET'S ALL TAKE PRIDE WHEN PERFORMING THE TOW SERVICE**

**UTULIZE THE UTMOST SAFETY WHEN PROVIDING THE TOW SERVICE**

### **B. CUSTOMERS**

Our customers are the lifeblood of our Company. For each service/tow request that is received by dispatch, you will be provided a location and call back number for each service call you are assigned. Customer satisfaction and service is our primary goal. All drivers are to call each customer when the call is dispatched to you. You should alert the customer that you are the driver, and you will be providing towing service for them today. You should provide the customer with an estimated ETA and verify the location for service.



You have been provided a list of our Roadside Accounts which includes the hook-up mileage charges. This list also includes the charges for all other services including tire changes and lockouts.

### ***C. COMMUNICATION IS KEY!***

**Always** notify the customer when you are running late. It is better to keep the customer advised of your status, so complaints are minimized. If you are not sure of the location for service, ask your customer for their input. Most of the time the customer will be happy to assist, especially if they think they will receive faster service.

If you are injured on the job or receive a citation of any type, you are to notify the company IMMEDIATELY.

### ***D. LATE ARRIVALS***

Arriving late to service calls should be kept at a minimum. Alpine Towing, Inc., d/b/a Galactic Towing wants you to strive to arrive on time and provide professional and courteous service. Always call your customer when you are running late. This is **MANDATORY**.

### ***E. "THEY MAY NOT ALWAYS BE RIGHT, BUT THEY'RE OUR CUSTOMERS"***

Please treat every customer as you would like to be treated by showing courtesy and professionalism always. Remember, it is important to act under the motto that ***"THE CUSTOMER IS ALWAYS RIGHT"***. If you have a problem with the customer, do not argue—please inform the dispatcher of the situation and wait for his instructions. The dispatcher will handle all problems through the Roadside Company.

### ***F. UNAUTHORIZED PASSENGERS***

Due to Insurance Requirements, only authorized employees and qualified passengers are authorized to ride in the tow truck. Wives, girlfriends, kids, and/or pets are not allowed to ride in your assigned truck under any circumstances. Violations will result in disciplinary action up to and including termination.

## **G. SAFETY AT ALL COSTS**

We care about the safety of every employee of Alpine Towing, Inc., d/b/a Galactic Towing and we care about the public's safety even more. Please follow these steps to safeguard our employees, customers, and the public:

- REPORT TO WORK AT SCHEDULED TIME, RESTED AND ALERT.
- TAKE RESPONSIBILITY BY CHECKING YOUR ASSIGNED VEHICLE, INCLUDING FLUID LEVELS, TIRES, LIGHTS AND BRAKES.
- DRIVE WITH SAFETY OF YOURSELF AND OTHERS AS YOUR PRIMARY GOAL **"THE LIFE YOU SAVE MAY BE YOUR OWN"**
- ALWAYS KEEP YOUR SPEED WITHIN THE POSTED SPEED LIMIT AND SLOW DOWN WHEN THE WEATHER OR ROAD CONDITIONS SUCH AS RAIN, FOG OR CONSTRUCTION REQUIRE YOU TO SLOW YOUR SPEED. USE COMMON SENSE AND YOU WILL ALWAYS BE RIGHT
- ALWAYS CHECK YOUR SURROUNDINGS WHEN YOU LOAD AND/OR UNLOAD THE VEHICLE IN TOW, REMEMBER SAFETY, SAFETY, SAFETY
- NEVER FOLLOW TOO CLOSELY – YOUR LOADED TRUCK WILL ALWAYS TAKE A LONGER DISTANCE TO STOP

In summary, Alpine Towing, Inc., d/b/a Galactic Towing stresses SAFETY first. Everything else comes after being safe. No tow or service call is worth your safety. Do not place yourself or anyone else at risk. Please drive defensively, wisely, and safely. We need you and care about your safety.

## **H. YOUR INPUT IS VALUED**

Please feel free to make suggestions, observations, comments, compliments, etc. to management. We value your opinion and try to reflect an open-door atmosphere. Please drop any comments/suggestions at the dispatcher's desk. Our cell phone numbers are listed in the Appendix Section of this handbook.

## ***I. RESPECTING FELLOW EMPLOYEES***

All employees should display respect for other employees including Dispatchers, Mechanics, Safety Manager, Office Staff, and fellow drivers. Any driver who intentionally jumps a call assigned to another driver will be disciplined accordingly. Please run **ONLY** the calls you are dispatched. Please treat fellow employees as you would have them treat you. Alpine Towing will not tolerate any fighting while on duty or on the property.

If you have a problem with another employee, or anyone at the service/tow location, report it directly to the Dispatcher. He will handle the situation with the Safety Manager or on-duty Supervisor. Never argue or fight with anyone in front of the customer.

## ***J. UNIFORM/APPEARANCE***

Each driver must report to work in a clean uniform. Employees, especially drivers, are to shower daily; be neat; clean; and free from odor when reporting to work. Employee's hair is to be neat and clean while on duty, long hair should be worn in a ponytail or braid, while working for safety reasons. Violations of dress/appearance code may result in immediate termination.

## ***K. PROBATION PERIOD***

All new employees will be placed on a 90-day probationary period, during which employment may be terminated for violation of any policy discussed above, or as otherwise determined that the relationship between the Company and the employee is not working out.

***L. WELCOME TO ALPINE TOWING, INC., d/b/a GALACTIC TOWING***

WELCOME ABOARD. We are pleased to have you as a new member of Alpine Towing, Inc., d/b/a Galactic Towing, and we look forward to a long-term relationship. We will make every effort to make your time at Alpine Towing, Inc., d/b/a Galactic Towing a safe and prosperous one. If you ever feel that these promises are not being met, please give us the opportunity to discuss the situation with you.

Thanks for choosing Alpine Towing, Inc., d/b/a Galactic Towing.

Please operate your tow truck with your safety and the safety of others in mind. Safe operation of the tow truck is the most important thing we can achieve.

**DRIVE SAFELY.....ENJOY YOUR JOB**

**WE CARE ABOUT YOU!!!**

**ALPINE TOWING, INC., d/b/a GALACTIC TOWING**

## **PAYROLL REQUIREMENTS**

### ***A. NEW EMPLOYEES***

All employees are to accurately complete the W-4 (Federal Tax Withholding Election). All employees must complete the I-9 (Proof of Citizenship) at the time of hire. Drivers will be assigned a Unit Number by Management and that Unit Number must be written on each invoice for payroll purposes. If you are required to pay "CHILD SUPPORT" our payroll company, ADP, will notify the State of Florida of all employees on payroll. They are required to report your name and Social Security number, so do not think that you can hide from paying. If you are required to pay Child Support from another state, ADP will find out and begin deducting the required amount(s) from your check. ADP is notified of the amounts to deduct and FrankCrum will not vary from those amounts.

### ***B. DAILY CASH SHEETS***

All Daily Log Sheets must be prepared daily and submitted to the Payroll Department for processing. Each Daily Log Sheet must include the date, driver name and unit number at the top of each Daily Log Sheet.

The daily calls are to be recorded in sequential order, starting with the lowest number first. Any invoice number that is missing may result in a charged-back if the respective driver is found to have **NOT** reported the towing service to dispatch. If you make a mistake on the invoice or VOID out the invoice, please submit the "UNUSED" invoice with the Daily Log Sheet. All "CASH" calls must be turned in with the cash amount collected on each invoice, clearly marked. If you do not turn in your collected cash on those tows, you will be required to repay the amount of cash not turned in plus a 25% service fee of the amount borrowed.

**DO NOT BORROW ANY CASH FROM YOUR DAILY RECEIPTS**

### **C. INVOICES**

Each driver must pick-up a book of invoices, as needed, which includes 30, 3-part Invoices, for use as calls are received by the driver. The driver must give the dispatcher the starting and ending number of each book, prior to leaving office. DO NOT TAKE ANY INVOICES WITHOUT NOTIFYING THE DISPATCHER.

Each invoice is self-explanatory and must be completed prior to vehicle removal from pick-up/tow location. You must insert the log number, purchase order number, call-back telephone number, complete address, description (Year, Make & Model) of towed vehicle including Tag and VIN number.

For Private Property Tows each invoice must have the name, signature and telephone number of the individual authorizing the vehicle removal. For vehicle removal from private property, driver must take a photo of vehicle for proof of location and/or any damage that may have been done to the vehicle prior to removal, and the driver should notate any existing damage on the invoice in the space provided or circle the damaged area on the vehicle picture. If the vehicle owner claims that the driver damaged the vehicle, we would have the proof that the damage was pre-existing. If Alpine Towing, Inc., d/b/a Galactic Towing does not have this proof, YOU may have to pay for those damages. PROTECT YOURSELF. TAKE THE PICTURES PRIOR TO REMOVAL OF THE VEHICLE.

You are required to notate any cash collected from the vehicle owner on the invoice. Remember the cash must be turned in with your Daily Log Sheet. PLEASE PRINT ALL INFORMATION **CLEARLY** ON THE INVOICE.

ALL DAILY LOG SHEETS MUST BE COMPLETED AND SUBMITTED ON A DAILY BASIS. THE PAYROLL CUT OFF DAY FOR ALL DAILY LOG SHEETS TO BE SUBMITTED IS EVERY TUESDAY BY 7:00 PM.

**NO EXCEPTIONS!!!**

Payday is every Friday after 4:00 pm. Do not ask for your paycheck prior to that time. PLEASE, DO NOT ASK FOR ANOTHER DRIVER TO PICK UP YOUR PAYCHECK. YOU MUST GET YOUR OWN CHECK.

#### ***D. CONSEQUENCES OF NOT TURNING IN DAILY LOG SHEETS ON TIME***

All billing and collection of tows must be performed on a timely basis. Your cooperation is needed. Daily Log Sheets must be turned in every day. Please take responsibility for your paperwork and get it turned in on time. Should your paperwork not be turned in daily, the consequences will range from suspension to dismissal.

### **VEHICLE DAMAGE DURING TOW**

Alpine Towing expects the drivers that are employed be responsible and perform the tow with due care and respect. When the Dispatcher sends you a call, you are responsible for the safe and damage free loading, transporting and delivery of the vehicle from start to finish.

You are required to take pictures of the vehicle prior to towing and upload them to TOWBOOK. If there is damage to the vehicle it must be notated on the dispatched call (On Towbook) in the notes section. If you fail to notate the damage prior to the tow supported by photos, you will be responsible for payment to cure the damage. If you fail to take photos and the vehicle owner claims damage to their vehicle, you will be responsible for the damages.

Alpine Towing has insurance in effect to take care of major damages. If the damage exceeds our \$2,500.00 deductible the insurance should take care of paying for the repairs. The deductible amount will have to be paid by you, the driver, who caused the damage. Alpine Towing will deduct a percentage of the damage on a weekly basis until balance is paid in full. With the training and instruction on the proper methods of loading, towing, and delivering the vehicle without damages you as the driver should not cause damage to the vehicle being towed. Most damage is caused by not paying attention to what you are doing. **Stay off the cell phone while loading, towing, and dropping the vehicle and damage should not happen.**

## **PERSONAL INJURIES**

Personal injuries occur when your tow truck strikes another vehicle on the road. Every driver and passenger in the vehicle you have an AT-FAULT accident with will probably sue Alpine Towing. These claims do not affect you as a driver, but it certainly affects Alpine Towing by increased insurance premiums every year. Please make every effort to operate your truck in a safe manner.

## **RED LIGHT CAMERA CITATIONS & OTHER CITATIONS**

You as a driver are responsible for the safe operation of your tow truck. If you are operating your tow truck and we receive a notice that you ran a red light, the notice will be transferred to you along with your driver license number and the citation will be re-issued in your name and you will have to pay the fine directly. Once again, pay attention to your surroundings, especially when the traffic lights are changing from green to red. Leave yourself enough space to safely stop your truck to avoid this type of unnecessary fines and charges.

If you are issued a citation for running a stop sign, careless driving, etc., you are responsible for payment of the citation.

If you are issued a parking citation while performing the tow, please advise the Owner or Manager of the incident and a decision will be made regarding payment.

Alpine Towing expects you to operate your tow truck in a safe and professional manner at all times.



## VEHICLE MAINTENANCE

### A. GENERAL GUIDELINES

1. Alpine Towing, Inc., d/b/a Galactic Towing requires every driver to complete a Daily Truck Inspection Form daily. This is MANDATORY and will be discussed in the Vehicle Inspections section below.
2. Alpine Towing, Inc., d/b/a Galactic Towing has a mechanic on duty every day at the main office. Any repair should be communicated to the mechanic for scheduling. In addition to notifying the mechanic you can indicate what repair needs to be done on the Daily Truck Inspection Form. You may turn this form in with your Daily Log Sheet. Simple repairs turn into Major repairs in a short time. Please notify us as soon as possible to keep repair costs and vehicle down time, at the minimum.

**NEVER OPERATE AN UNSAFE  
VEHICLE FOR ANY REASON**

3. Please comply with all requests from the mechanic when your truck is ready for scheduled preventative maintenance work. When this service is performed, your down time will be kept at a minimum.
4. You know your truck best – Please notify the mechanic when the problem first occurs.
5. Please turn your truck off when you are not in them. By reducing idling; using top gear as much as possible; cruise control; and staying within the posted speed limits will result in less fuel consumption and lower fuel costs.
6. Please keep the inside of your truck neat and clean of debris always

## **B. VEHICLE INSPECTIONS AND WORK TOOLS**

Completion of the Daily Truck Inspection Form are most important and can mean the difference between arriving alive or not. Do not turn your truck in without reporting the damage or repair that is needed. Disciplinary action will be taken against any driver who tries to hide the damage or required repair(s) needed on the truck. Actions will range from suspension to termination. PLEASE REFER TO THE COPY INCLUDED IN THS BOOKLET.

### **1. Daily Pre-Work Inspection**

The initial pre-work inspection should be reflected on the required form and should include:

- a. Check and fill oil and coolant levels
- b. Start engine and check all instruments
- c. Visually check all items listed on Vehicle Condition Report including:

Steering	Stop, turn & head lights
Brakes	Safety Equipment
Tires	Hoses & connections
Wheels & lugs	Mirrors
Horn	Wipers
Beacons	Tow lights

- d. Check all chains and wheel lift
- e. Check mirror and seat adjustments
- f. Check all instrument and work lights
- g. Check for charge on jump box

### **2. Required tools for daily operation of your assigned truck:**

- a. Fully charged jump-box
- b. Lock-out kit
- c. Tire jack for changing tires
- d. Cell phone for communication to the dispatcher

## VEHICLE ACCIDENT POLICY

The following procedures must be followed if you are involved in an accident:

- A. Turn truck engine off to prevent possibility of fire
- B. Get your triangles and cones positioned on the roadway to alert oncoming traffic that there is a road hazard ahead.
- C. Obtain first aid. If you are not injured, please provide any assistance to any person(s) injured in the accident. **DO NOT MOVE THE SERIOUSLY INJURED UNLESS THEY ARE EXPOSED TO DANGER.**
- D. Notify the nearest police department or highway patrol office. Be sure to request EMT assistance if there are injuries.
- E. Obtain all pertinent information. Make a note of the time, date, exact location, names and addresses of other drivers, passengers, and witnesses. It is most important to get the other driver's name, driver license number and Insurance Carrier along with the Policy Number. **BE SURE TO GET THE POLICE OFFICER'S NAME AND BADGE NUMBER.**
- F. Report the accident to dispatch, no matter how serious.
- G. **DO NOT ADMIT ANY LIABILITY FOR THE ACCIDENT.** This will be done by our insurance company. Be polite, provide your personal information including Driver License Number and company name and insurance carrier information.
  - ***DO NOT MAKE ANY STATEMENTS ABOUT WHO WAS AT FAULT IN THE ACCIDENT.***
  - ***DO NOT MAKE ANY STATEMENTS ABOUT SETTLING THE ACCIDENT.***

***REMEMBER, BE PROFESSIONAL AND COURTEOUS TO EVERYONE AT THE ACCIDENT SCENE.***

If you are arrested, ask at once for permission to call your company. Do not pay any tickets or sign any paperwork unless you are advised to do so by an authorized company representative. Do not leave the scene of the accident until you are instructed to do so by the police officer in charge of the accident scene.

Due to the large number of Accidents Alpine Towing, Inc., d/b/a Galactic Towing has issued the following accident guidelines:

#### **A. Damages caused during hook-up, towing and drop off**

If the damage occurs while you (driver) are loading, towing, or dropping the vehicle you are responsible for the damages that you cause to the vehicle. As stated above, photos of the vehicle being towed should be taken prior to hook-up of the vehicle. This way the damages can be argued with the vehicle owner.

Most damages occur while loading or dropping the vehicle. There is no reason why due diligence and care cannot be taken to NOT cause damage to the vehicle being towed.

Most often, damages are caused by not paying attention to what you are doing.

#### **B. Property Damage**

When you (driver) cause property damage(s) to the property at the hook-up site or the drop off site, you as driver are responsible for those damages. Property damage includes damage to walls, grass, paved surfaces and/or other vehicles at the site.

### **DRIVER REIMBURSEMENT**

When you (driver) are found to have caused any damage(s) as discussed above, an estimate for the repair will be obtained by Alpine Towing. The amount of the repair will be discussed with you (driver) and a weekly payment shall be established and made by you (driver) to Alpine Towing in an effort to remedy or repair the damage(s) to the vehicle being towed or the property from which the vehicle was removed or delivered.

Be responsible. If you, as driver/operator of tow truck, are issued any citations, including Red Light Camera notices, from any Law Enforcement Agency, you will be responsible for payment of citation.

# **DRUGS AND ALCOHOL POLICY**

## ***A. DRUG FREE WORKPLACE***

For the safety of you as a driver; others around you; the customer; the equipment; the vehicle in tow; and the company; substance abuse cannot and will not be tolerated in any form. Drugs or Alcohol are not permitted to be in your truck or on the premises of any Alpine Towing, Inc., d/b/a Galactic Towing property or any customer pick-up or drop off location for any reason at any time. **VIOLATION WILL RESULT IN IMMEDIATE TERMINATION**. As members of the Drug Free Workplace Program, we require that you be completely free of any drug or alcohol prior to entering your truck, prior to coming to the yard or any customer pick-up or drop-off location, and prior to performing any function for the company.

## ***B. TRAINING***

All employees will be required to view videos which are at a minimum of 60 minutes each and supervisors a minimum of 75 minutes each. The two "Substance Abuse videos" addressing DOT prohibitions on: (1) Drugs, and their effects and (2) Alcohol and its effects will be reviewed and understood by each employee.

All employees are required to report any "Reasonable Cause" of suspicion of substance abuse as required by the FMSCR to the Safety Manager.

## ***C. TESTING PROCEDURES***

In accordance with the FMSCR and the Drug Free Workplace Program, drug and alcohol testing is being performed in 6 categories:

1. Pre-employment (drug test only)
2. Random
3. Post-Accident
4. Reasonable Cause
5. Bi-annual or periodic (with DOT physical renewal)
6. Return to duty

## EMPLOYEE ACKNOWLEDGMENT AND ACCEPTANCE

I acknowledge receipt of this **ALPINE TOWING, INC., d/b/a GALACTIC TOWING** Employee Handbook. I understand these concepts and their importance, and I agree to thoroughly read the contents, and comply with all guidelines. I understand these policies and guidelines may change from time to time. I agree to read future updates as they become available, through Company Memo's or updates included with my paycheck. I understand that I am encouraged to ask questions at any time to the Safety Manager or Supervisor regarding any item with which I do not have a clear understanding or with which I will not comply.

In consideration of employment, I agree to conform to the rules and regulations of **ALPINE TOWING, INC., d/b/a GALACTIC TOWING** and understand that my employment and compensation may be terminated, at the option of ALPINE TOWING, INC., d/b/a GALACTIC TOWING, or myself. I understand that no other employee has any authority to enter into any agreement for any specified period or make any agreement contrary to the foregoing on my behalf.

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Employee Signature

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Safety Department Signature

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Date

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Date

**SAFETY POICY:**

**Your Safety and the Safety  
of those around you IS PRIMARY!!!**

PLEASE SIGN AND RETURN TO THE SAFETY OFFICE  
THANK YOU

***COMPANY SAFETY POLICY***

***TO: ALL EMPLOYEES AND DRIVERS***

***RE: STATEMENT OF COMPANY SAFETY POLICY***

The profitability of our operation depends directly on our ability to control losses. Accidents that result in injury or damage to property or equipment cause needless suffering and waste of assets.

Our responsibility as a company is to provide safe working conditions and equipment for all employees and to remind you of our sincere commitment to safe operations.

The employee's responsibility is to obey all rules and regulations and to perform your job in the safest manner possible.

Our Policy is as follows:

1. The safety of the public; employees; and the company is our primary concern. Every attempt will be made to reduce the possibility of accidental occurrences.
2. Safety shall always take precedence over expedience and shortcuts.
3. The company is fully committed to compliance with all Federal, State and Local Safety Regulations and Ordinances.

We encourage all to develop and demonstrate an attitude that will reflect this Policy and we expect all employees to observe the safety rules always.

Your Cooperation will be greatly appreciated.

I have received, understand, and agree to follow this Safety Policy.

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Employee Signature

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Safety Manager Signature

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Date

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Date



## **COMPANY "NO-SMOKING" POLICY**

**TO: ALL DRIVERS**

**RE: STATEMENT OF "NO-SMOKING" COMPANY POLICY**

1. All drivers must **NOT** smoke while operating any Alpine Towing tow truck. Each Alpine Towing tow truck will be checked on a regular basis to monitor that drivers are not smoking in the truck during operation.
2. All drivers must not smoke in front of any customer while performing the towing service, **NO EXCEPTIONS**.
3. If you must smoke wait until the tow service has been completed, park the truck and step outside of the cabin to smoke.

If you are observed smoking in the truck or in front of the customer, you will receive the following:

- 1<sup>st</sup> Offense: Employee reprimand
- 2<sup>nd</sup> Offense: 3-day suspension
- 3<sup>rd</sup> Offense: 1 week suspension
- 4<sup>th</sup> Offense: TERMINATION OF EMPLOYMENT

I have received, understand, and agree to follow this "NO-SMOKING" Policy.

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Employee Signature

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Date

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Safety Manager Signature

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Date

## ***PICTURE/CELL PHONE/SOCIAL MEDIA POLICY***

1. You, as a driver must operate your assigned tow truck in a professional and safe manner.
2. Pictures taken at accident scenes and arrests are for the protection of you as driver and Alpine Towing. These pictures are to be uploaded to TowBook **ONLY** as a record of the vehicle condition and proof of vehicle condition prior to Hook-up and when the vehicle is dropped off.
3. These pictures are not to be shared with other drivers and most importantly are not to be posted on any Social Media site.
4. Pictures of injured parties are not to be photographed or shared with anyone.
5. Personal Cell Phones are authorized for use during hours of employment under the following circumstances:
  - a. To receive dispatches for jobs
  - b. To update and upload pictures of towed vehicles into TowBook
  - c. To file completion of job information and correct charges for services rendered in TowBook
  - d. You must upload these pictures and update the charges for service, prior to leaving the scene and/or operating your truck.
  - e. Everything that happens while you operate your assigned truck, is VIDEO recorded, including using your phone while operating your assigned truck.
  - f. Safely use your cell phone by using it hands free, with it being located in close proximity, or stopping your vehicle in a safe place, before using your cell phone.
  - g. Hands free phone compliance:
    - Make sure the mobile telephone is within close enough proximity that it is operable while the driver is restrained by properly installed and adjusted seat belts.
    - Use an earpiece or the speaker phone function.
    - Use voice-activated dialing.
    - Use the hands-free feature. To comply, a driver *must* have his or her mobile telephone located where he or she is able to initiate, answer, or terminate a call by touching a single button. The driver must be in the seated driving position and properly restrained by a seat belt. Drivers are **not** in compliance if they unsafely reach for a mobile phone, even if they intend to use the hand-free function.

- h. **DO NOT TEXT AND DRIVE UNDER ANY CIRCUMSTANCES.**
- i. IF YOU POST YOUR PICTURES ON ANY PLATFORM OF SOCIAL MEDIA, OTHER THAN TOWBOOK, YOUR EMPLOYMENT WITH ALPINE TOWING WILL BE TERMINATED IMMEDIATELY.
- j. IF YOU USE YOUR PHONE IN ANY MANNER, INCLUDING TEXTING, WHILE OPERATING YOUR ASSIGNED TRUCK YOU WILL RECEIVE THE FOLLOWING:
- 1<sup>st</sup> Offense: 1-week suspension
  - 2<sup>nd</sup> Offense: 2-week suspension
  - 3<sup>rd</sup> Offense: TERMINATION OF EMPLOYMENT

I have received, understand, and agree to follow this "PICTURE/CELL PHONE/SOCIAL MEDIA" Policy.

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Employee Signature

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Safety Manager Signature

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Date

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Date