S&L Dispatching — Employee Handbook and Company Rules

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Purpose and scope

This handbook sets standards for employees and office personnel. Contractor/carrier agreements remain separate. Federal, state and local law and signed contracts control if a conflict exists.

Employment relationship

For Texas employees, employment is at will unless a signed written agreement by an authorized owner expressly states otherwise. Either party may end employment at any time for a lawful reason, with or without advance notice. This handbook is not an employment contract.

Equal opportunity, anti-harassment and retaliation

Employment decisions must be lawful and nondiscriminatory. Harassment, bullying, threats, sexual harassment, and retaliation for good-faith reports or protected activity are prohibited. Report concerns to the owner or designated alternate; complaints are reviewed impartially.

Attendance, performance and honesty

Be ready for scheduled shifts, accurately record hours, promptly report absences, meet role expectations, and keep complete, truthful records. Falsifying forms, signatures, inspections, pay records, or load information is prohibited.

Confidentiality and data protection

Access only information required for assigned duties. Secure devices and files, report suspected disclosure, and use company-approved storage. Medical, drug-testing, I-9, payroll, and bank information must have restricted access and appropriate separation.

Safety and incident reporting

Report injuries, hazards, equipment issues, security incidents and near misses promptly. Do not retaliate against safety complaints or legally protected reports.

Workplace conduct

No violence, intimidation, theft, dishonesty, unauthorized use of company assets, or working while impaired. Follow lawful instructions and conflict-of-interest disclosure requirements.

Company property and technology

Use equipment and company accounts only as authorized. Return keys, cards, devices, documents and credentials at separation; do not delete or conceal company records.

Pay, breaks and leave

Written pay agreements and applicable wage laws govern compensation. Record all hours worked; overtime-eligible employees must be paid legally even if overtime was not preapproved. Requests for leave and accommodations are handled under applicable law and company procedures.

Progressive discipline and immediate action

Depending on severity and circumstances, management may use coaching, written warning, final warning, suspension where lawful, or termination. No fixed sequence is promised. Serious safety threats, fraud, violence, harassment or intentional record falsification may warrant immediate removal from duties and investigation.

Separation and termination procedures

Management documents objective reasons, preserves relevant evidence, checks for protected leave/activity and consistency, and obtains owner approval. Notify the employee privately; document date and property return; disable system access promptly; issue required notices and final wages on time. In Texas, involuntary final pay is generally due within six calendar days, voluntary final pay by the next regular payday. Never withhold wages for unreturned property.

Policy changes and reporting

The owner may revise policies prospectively subject to law. Staff receive notice and may ask questions. Nothing here limits lawful whistleblowing, concerted activity, or protected reporting.

Dispatch authority and carrier relationships

Dispatchers work only for authorized carriers under current written dispatch agreements and documented authority. S&L acts as a dispatch service, not as a freight broker or motor carrier. Never represent S&L as the carrier, assume broker authority, or rebroker freight.

Broker verification and credit checks

Before accepting loads, verify broker identity, MC authority and contact details, rate confirmation, and carrier-specific factoring credit status. Do not book a rejected broker without documented owner approval; escalate suspected fraud or double-brokering.

Carrier authority, insurance and onboarding

Confirm signed dispatch agreement, limited power of attorney if used, active carrier authority, COI, equipment information, W-9, factoring instructions, and approved contact. Do not dispatch carriers with expired required documentation.

Load sourcing and booking

Record lane, commodity, weight, dimensions, equipment, pickup/delivery times, detention terms, lumper, cancellation/TONU terms, broker name, rate, and load number. Obtain carrier approval where required before signing a rate confirmation on its behalf.

Check calls, routing and HOS

Coordinate check calls, track ETA and service exceptions, and communicate accurate updates. Do not demand that drivers exceed legal hours, speed, bypass inspections, or operate unsafe equipment. Escalate HOS conflicts.

BOL/POD, invoices and factoring

Collect legible signed BOL/POD, receipts and seal numbers; match them to the load and rate confirmation. Verify factoring/payee instructions through known contacts before changing them. Do not modify invoice amounts or bank details without authorization.

Dispatch fees and collections

The carrier dispatch fee is 7% of gross load revenue under the approved carrier agreement, unless a signed agreement states otherwise. Employee compensation is governed by a separate written pay agreement; do not promise unauthorized discounts or commissions.

Confidentiality and access security

Protect carrier lists, customer rates, broker contacts, logins, tax and banking data. Use individually assigned accounts, multifactor authentication when available, and approved systems only. Never share credentials or export lists for personal use.

Communication and professionalism

Document material instructions in company systems, use courteous communications, avoid misrepresentations, respond to urgent exceptions, and escalate complaints or threatened claims. No harassment, retaliation, or discriminatory treatment.

Training and quality review

Complete assigned training on load boards, rate confirmations, fraud indicators, factoring, filing, and escalation. Supervisors review bookings and corrections; staff must promptly report errors and preserve an audit trail.

Employee receipt: I acknowledge receiving these policies. My signature confirms receipt, not waiver of legal rights.

Employee printed name: _____

Employee signature: _____ Date: _____

Company representative: _____ Date: _____