

Future Transportation LLC

Driver Policy

1. Purpose

This policy outlines the expectations, responsibilities, and standards for all drivers representing Future Transportation LLC. Our goal is to ensure safe, reliable, and professional transportation for every client.

2. Professional Conduct

Drivers must:

- Treat all clients with respect, patience, and courtesy
- Maintain a positive, calm attitude at all times
- Communicate professionally with clients, office staff, and case managers
- Avoid inappropriate language, jokes, or conversations
- Maintain client confidentiality at all times

3. Attendance & Punctuality

- Drivers must arrive on time for all scheduled shifts and pick-ups
- Any delay, emergency, or absence must be reported to dispatch immediately
- Repeated tardiness or no-shows may result in disciplinary action

4. Appearance & Dress Code

- Clean, professional attire is required
- Personal hygiene must be appropriate for a client-facing role
- Clothing with offensive graphics or messages is not allowed

5. Vehicle Standards

Drivers must:

- Keep vehicles clean, sanitized, and presentable
- Perform pre-trip and post-trip inspections
- Report mechanical issues immediately
- Never smoke, vape, or allow smoking in the vehicle
- Ensure seatbelts are available and encouraged for all passengers

6. Safe Driving Expectations

- Follow all traffic laws and company safety protocols
- Avoid speeding, aggressive driving, or distracted driving
- Use hands-free devices only when necessary
- Never use a phone while the vehicle is in motion
- Report accidents or incidents to management immediately

7. Client Assistance & Interaction

Drivers must:

- Greet clients respectfully
- Confirm trip details before departure
- Provide assistance entering or exiting the vehicle when needed
- Secure mobility devices safely
- Never leave a client unattended in the vehicle
- Respect client preferences (quiet ride, temperature, seating, etc.)

8. Confidentiality & Privacy

- Client information must not be shared outside the company
- Discussions about clients must remain professional and work-related
- Personal client details must be protected at all times

9. Substance Use Policy

- Drivers must not use alcohol, illegal drugs, or impairing substances while on duty
- Prescription medications that may affect driving must be reported to management
- Violation of this policy may result in immediate termination

10. Use of Company Property

- Company vehicles and equipment must be used for work purposes only
- Drivers are responsible for the proper care of assigned vehicles
- Misuse or damage must be reported immediately

11. Communication Expectations

Drivers must:

- Respond promptly to dispatch
- Follow all schedule changes and instructions
- Communicate respectfully and professionally at all times

12. Harassment & Discrimination

Future Transportation LLC has zero tolerance for:

- Harassment
- Discrimination
- Bullying
- Retaliation

Any violation will result in disciplinary action.

13. Disciplinary Action

Violations of this policy may result in:

- Verbal warning
- Written warning
- Suspension
- Termination

Severity depends on the nature of the violation.

14. Acknowledgment

All drivers must sign the acknowledgment page confirming they have read, understood, and agree to follow this policy.

Driver Policy Signature Page

Future Transportation LLC Driver Policy Acknowledgment & Signature Page

I acknowledge that I have received, read, and understand the **Future Transportation LLC Driver Policy**. I agree to follow all expectations, procedures, and standards outlined in the policy.

I understand that:

- It is my responsibility to ask questions if I need clarification
- Failure to follow company policies may result in disciplinary action
- Future Transportation LLC may update or revise policies as needed
- My signature confirms that I agree to comply with all driver policies

Driver Information

Driver Name (Print): _____

Position/Title: _____

Start Date: _____

Driver Signature

Signature: _____

Date: _____

Management Use Only

Manager/Supervisor Name: _____

Manager/Supervisor Signature: _____

Date: _____