

SAFELY BROKERING PACKAGED GOODS CHEMICAL TRUCKLOADS

CARRIER STANDARDS

Be proud of your partner carriers but hold them accountable. Demand the highest level of communication, safety, and service.

Use SAFER to monitor your carrier.

- Insist on Vehicle, Driver, and Hazmat Out Of Service below the Industry Average. Personally, any Drug/Alcohol violations is an automatic disqualification.
- Use a valid on-boarding service like SaferWatch, DAT, or Registry Monitoring Insurance Services to bring carriers into your network.
- Carrier must have a valid DOT Authority.
- Carrier DOT Safety Rating must be either “Satisfactory” or “Not rated”.
- Make sure your carrier’s Insurance Coverage – Auto, Cargo, WC – matches your customers’ requirements. Often times packaged goods chemical shippers require higher liability and cargo insurance amounts.
- Carrier must have reefer breakdown insurance coverage if the load requires temperature control.
- You must get a copy of the carriers Hazardous Material Registration and the drivers Hazardous Material Endorsement.
- IRS TIN Match
- A signed contract with your carrier is a must.
- Your carrier should have been in business for a minimum amount of time that should match your customers’ requirements.

CONTRACT STANDARDS

- Will not re-broker, co-broker, subcontract, assign, interline, or transfer the transportation of cargo hereunder to any other persons or entity conducting business under a different operating authority.
- CARRIER shall endeavor to maintain a satisfactory U.S. DOT Safety Rating but under no circumstances is CARRIER allowed to provide services under this contract if their safety rating falls to “unsatisfactory.”
- On behalf of Shipper, consignee and BROKER interests, to the extent that any cargo subject to this Agreement is transported within the State of California on refrigerated equipment, CARRIER warrants that it shall only utilize equipment which is in full compliance with the California Air Resources Board (CARB), Transport Refrigerated Unit (TRU) and Airborne Toxic Control Measure (ACTM) in-use regulations.
- CARRIER will notify BROKER immediately if its federal Operating Authority is revoked, suspended or rendered inactive for any reason.
- Is in, and shall maintain compliance with all applicable federal, state and local laws relating to the provision of its services including, but not limited to: transportation of Hazardous Materials (including the licensing and training of Haz Mat qualified drivers), as defined in 49 C.F.R. §172.800, §173, and §397 et seq. to the extent that any shipments hereunder constitute Hazardous Materials; security regulations; owner/operator lease regulations; loading and securement of freight regulations; implementation and maintenance of driver safety regulations including, but not limited to, hiring, controlled substances and alcohol testing, and hours of service regulations



CUSTOMER EXPECTATIONS

Know your customer requirements for:

- Safety
- Equipment
- Driver Behavior and Dress (PPE)
- Daily Updates
- ORM-D
- Proper Placards applied
- Totes and tank endorsement rules



Communicate these requirements to both your Driver and Dispatcher and include them in all rate confirmations. Examples of a customer's requirements:

- Carrier DOT Safety Rating of "Satisfactory" or "Not rated".
- Canada carrier: Satisfactory safety rating or equivalent in the provinces that the carrier operates
- Carrier must have a current emergency response plan, including the ability to respond to a spill or accident in a timely fashion.
- Carrier must report all spills or safety incidents that occur any time during loading at a XXX or XXX 3PL site, through transit and final delivery.
- All Transportation Events will be reported to CHEMTREC (800.424.9300) in the United States or (703.527.3857) in Canada.
- Carrier must adhere to all site Safety policies (chocking wheels, cannot be unescorted, etc.).
- Driver must be willing to submit to a site orientation safety written test in order to obtain ship site access.

YOUR RATE CONFIRMATION

Make sure the details are CLEARLY explained:

Special Instructions:

PU#28595811. DEL#4002373877. CHECK IN AS XXX.

HAZMATHAZMAT**UN#2218. TEMP

CONTROL REQUIRED. KEEP TEMP AT 70 DEGREES.

Driver behavior and dress while on-site at XXX facilities. Driver must be able to speak, read, write and comprehend English. Long pants, sleeves, no open toed shoes. No smoking at any facility. No children, animals, or unlicensed passengers are allowed in the cab while on-site. Trailer must be clean and, if a reefer, dry. Carrier must adhere to all site Safety policies (chocking wheels, escort if required, etc.) For ANY chemical spill, leak, exposure, fire, chemical reaction, accident or security incident, call CHEMTREC immediately and call us immediately at (XXX) XXX-XXXX.



BOTTOM LINE

As a Broker, your commitment to your customer is to vet and contract with carriers who will safely haul their shipments. You should require excellent pro-active communication and excellent on-time pickup and delivery service.

Brokers work in an environment of very short lead times, often when an asset based carrier has not been able to pick up a shipment as agreed, and on shipments that are not contracted because of low volume.

Brokers understand and accept the environment in which they work. They also understand that should not, under any circumstance, allow a carrier that does not meet their customers standards haul a load for us, just to cover a load. Rather, in those circumstances, the Broker should always turn down the load offer.