

DOWSE HAULAGE LTD

Drivers Code of Ethics

Safety

First and foremost, place the SAFETY of the public and themselves as a primary goal.

Communication

Strive to COMMUNICATE in an HONEST and PROFESSIONAL manner.

Performance

Meet customer needs in a SAFE, TIMELY, and PROFESSIONAL manner.

Appearance

Take PRIDE in personal appearance by presenting themselves in a NEAT, CLEAN and PROFESSIONAL manner at all times.

Property

Maintain and RESPECT all equipment, facilities, and grounds of both Customer and the Company as if they were their own.

Company

Be LOYAL to Dowse Haulage by promoting and supporting Company GOALS.

Customer Service

Always be POLITE, COURTEOUS, and HELPFUL; never argue with a customer, resolve misunderstandings in a PROMPT and COOPERATIVE manner with the appropriate personnel.

Role Model

Take the time to LISTEN, LEARN, and pass on the KNOWLEDGE that has been attained, remembering that regardless of division, we are all part of a TEAM.

Thoughtfulness

Treat FAIRLY all persons regardless of such factors as race, religion, gender, disability, age or national origin. Strive to be the strongest link in the chain, by being CARING, CONSIDERATE, and HELPFUL toward other team members. Be aware of fellow drivers' feelings. Look out for other drivers' needs by leaving equipment in proper order. Give assistance when needed. Be thoughtful in an effort to set the next driver up for success.