



TRANS CARIBE
EXPRESS SHIPPERS

COMPANY POLICY

*Building a trustworthy and long lasting relationship with
our patrons, vendors and employees.*

For booking and inquiries:

www.transcaribe.com

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163 Tremont Ave, E. Orange, NJ 07018

Ask about our insurance options.

Table of Contents

Company Memorandum	3
Diversity & Equal Opportunity	4-5
Customer Service Policy	6-10
Telephone Skills & Etiquette	11-12
Efficiency	13
Problem Solving	14
Loss Prevention	15-16
Warehousing	17
Discipline Process	18
Improvement Plan	19
Work Rules	20
Attire & Grooming	21
Employee Acknowledgment	22-23



Memorandum from the Management of Trans Caribe Express Shippers

To all Employees and Independent Contractors

Our mission at Trans Caribe is to provide the highest level of customer service at all times. How we do this identifies how well we provide this vital service to our customers.

Excellent Customer Service requires courage and innovation!

We must work as a team to make sure our customers leave feeling they were well taken care of and must provide exceptional service that:

- Make customers feel important;
- Make customers feel heard;
- Make customers feel respected;
- Responds to the needs of customers to the greatest degree possible.
- Empower customers through honest and trustworthy interaction.

Exceptional customer service needs to come from all of us at all levels; internal and external. In each act of service we need to apply the measured listed above.

Providing Exceptional Customer Service even when we are saying 'No'! This is the time when listening, acknowledging and responding in a caring manner are very critical. We cannot always deliver what people ask for or need, but we can choose to work with them in a way that demonstrates that we care and are doing everything possible we can to respond.

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DIVERSITY

Equal Opportunity Statement

Trans Caribe Express Shippers, Inc., provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. Trans Caribe Express Shippers, Inc., complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Trans Caribe Express Shippers, Inc., expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of Trans Caribe Express Shippers, Inc., employees to perform their expected job duties is absolutely not tolerated.

Anti-Harassment Policy and Complaint Procedure

Trans Caribe is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Trans Caribe expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

EQUAL OPPORTUNITY

It is the policy of Trans Caribe to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. Trans Caribe prohibits any such discrimination or harassment.

Trans Caribe encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Trans Caribe to promptly and thoroughly investigate such reports. Trans Caribe prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Harassment is not tolerated

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Harassment will be investigated.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

CUSTOMER SERVICE

Creating an atmosphere of respect and excellent service

Whether you have just joined our staff or have been at Trans Caribe for a while, we truly consider our employees as family and our of most invaluable resources. This handbook has been written to serve as the guide for the employer/employee relationship.



"There is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same. It is the customer! The customer is the person who pays everyone's salary and who decides whether a business is going to succeed or fail."

The majority of us have a misconception that customer service is less important in certain areas – but this is indeed a misconception. Customer service is expected as much from freight handlers as it is from any other organization.

We should provide a valuable service every day that will benefit everyone! We must always demonstrate highest standards of personal integrity and professionalism, no matter the situation. When we have accomplished high standards, personal integrity and professionalism, we then gain the trust and respect of our customers and even our co-workers.

At Trans Caribe, we foster a culture centered on exceptional customer service that includes employees as well as external customers.

This handbook contains our customer service standards, supporting policies, and customer service principles. This information along with any additional meetings to enhance our customer service portal, provides for valuable customer service tools.

HIGHEST STANDARDS

“How you define service shapes every interaction you have with your customers. Limited definitions of service based on an exchange of monies for goods or service misses the overall point of customer service. “Service” should provide the customer with more than a product or action taken on his/her behalf. It should provide satisfaction. In essence, the customer should walk away pleased at the result of the transaction – not just content but actually happy. A happy customer will always be a returning customer.”

We respect individuals – We always use good people skills such as smiles and a pleasant voice. Make customers feel important and use the “golden rule” of treating others as you would want to be treated. Make the customers feel heard.

We are responsive – don’t make excuses, instead adopt the motto: *“It’s my job.”* Exceed expectations.

Instead of Saying...

How About...

I need (want) you to ...

Will you?

You have to...

Are you willing?

I will try.

I will personally look into your situation

We don’t do that...

Let me give you a number...

Sorry.

I apologize for... (please be specific)

HARMONY

“Employees need to be empowered to satisfy customers. Employees will give bad service to customers if they themselves receive bad service and little feedback from their managers and supervisors. Remember: external customer service starts with internal customer service.”

Great customer service is our primary mission

“All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence”

Dr. Martin Luther King, Jr.

The manner in which we provide service to our customers, whether there are satisfied customers or dissatisfied customers is very important. In all our interactions, adhere to professional standards even when a more assertive approach is needed to manage an issue effectively.

If a customer is unsatisfied for whatever reason, you will have to use some of the many techniques of the customer service professional to win their support and continued loyalty. When coming into contact with a customer, communicating with him/her, or analyzing problems, do not forget to use the following methods or qualities of the customer service professional:

Listen: It is of critical importance when dealing with an unsatisfied or complaining customer to listen attentively to his/her complaint, gripe, frustration or grievance. Be patient, attentive, and friendly.

Express your apologies:

- “We apologize for this mistake/problem.”
- “We are terribly sorry for this inconvenience.”
- “How can we work to solve this problem together?”
- “I can imagine how frustrated you are.”

PRINCIPLES



"Talk to people in their own language. If you do it well, they'll say, "God, (s)he said exactly what I was thinking. " And when they begin to respect you, they'll follow you to the death.

- Lee Iacocca -

Do not argue and do not interrupt: This will only make the situation worse, especially if the customer is angry. Let him speak before you try to discuss with him what has happened.

Do not lose self-control: If you stay relaxed, customers will calm down.

Point out facts: Listen carefully – and write everything down. Do not make any comments until the customer is finished talking.

Admit the problem: If you can suggest a solution, do it! If not tell the customer what actions you will take and what actions will follow. Never make the mistake of promising something you are not able to do.

" Treat people as if they were what they ought to be, and you help them to become what they are capable of being."

Johann Wolfgang von Goethe

RESPECT

All our customer are entitled to fair and courteous treatment. Respect, concern, courtesy and responsiveness in meeting their needs are the key to interactions and to our success!

Points to remember:

- Welcome our customers,
- Use their names;
- Acknowledge their emotions and/or empathize;
- * "Thank customers and leave them with a positive comment. For example
- * "Thank you for bringing this issue to our attention; it helps us understand our customers' needs."

**THINK
LIVE
BE
POSITIVE**

Maintain a positive attitude at all times.

We have the ability to choose our attitude! How you think about customers is how you will treat them!

The main thing that really matters to customers is how they are treated. Always, always, keep your focus on what you can do to solve a customer's problem. Most importantly, exhibiting a 'glad I could help' attitude when dealing with customers is key to our success! Finally, a smile goes a long way.

Telephone Skills & Etiquettes

Building the right Image for the Organization
Power of non-verbal communication
Importance of Tone, Speed and Volume over the Telephone
Importance of Active Listening
Handling difficult customers



Telephone Etiquette

Telephone etiquette, unlike more varying body language, can be uniform and is not culturally based. The telephone is often the first or last place a customer comes in contact with an organization or company. Being telephone friendly is one of the least expensive and cost-effective ways to deliver better customer service.

Answering the Telephone

How a company answers the phone can tell the whole story of how they treat customers and employees. The correct phrase said in the right order in a positive tone leaves a good impression and starts the customer-client relationship off on the right foot.

Pick up the telephone in three rings. More than three rings signals chaos in your office or inattentiveness on the part of our company.

- Greet the caller, e.g. "hello", "good morning". Good manners shows you respect the caller!
- Give your name, e.g., "Hi, my name is Emma". This is a courtesy that serves to personalize the customer service experience as well as allowing the customer to hold you accountable for your level of service. He/she now has a point of reference and someone to contact when he/she calls back.

Some things which may upset a customer are simply unavoidable. Here are some tips on how to best handle these situations.

"Putting a Customer on Hold"

Ask the customer if you can put them on hold; wait for them to say "yes" or "no" and then explain it will only be for a short period of time. Explain to customers why you are putting them on hold.

Thank customers for holding.

"Transferring a Call"

Ask the customer if they mind being transferred; wait for them to say "yes" or "no" and explain why they are being transferred and to whom.

"Taking a Message"

Explain your co-workers absence in a positive light but do not be too specific. Explain that your co-worker is in a meeting, conference, or training. Do not say he or she is gravely ill, is too hung over to come to work, called in today, can't be found, that you do not know where he or she is, or that he or she "was just here".

EFFICIENCY

Respect the Customers View Point

Always remember that most of our customers are very concerned about their cargo. When they come into our office, or call us on the telephone, we must always communicate honestly with them. In order to be effective, we need to respect their view point.

Take the time to listen carefully and understand their concern(s). Each customer deserves to be heard!

Remember the acronym L.A.S.T.

Listen	Listening is one of the most important! It's one thing to hear what someone is saying; it's another to truly listen. Don't interrupt while customers are speaking.
Apologize	It's hard to apologize – especially if something isn't your fault! But, it goes with the territory.
Solve	Solve customers' problems efficiently. The important thing to demonstrate is that you, personally, are going to take responsibility to work with your customer to try and resolve whatever you can.
Thank	Leave your customer with the feeling that their problem (and your shared experience of solving it) has been worth it

PROBLEM SOLVING

Complaints

An effective customer complaint process is an integral part of our company's quality system. To that end, we have a specific complaint process to follow. The complaint process goes through a chain of command. Be sure to check with a manager to determine who you should speak with.

Try to resolve the complaint yourself, first!

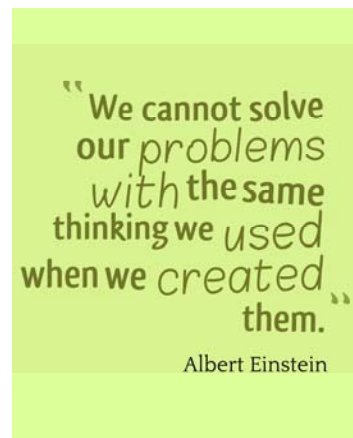
First, always try to solve a customer's complaint yourself. Ninety percent of the time, complains are resolved using the informal process.

Escalate to management

If the customer is not satisfied, the first point of contact should be management. Customers have the right to speak to management, whether or not a formal complaint has been filed.

Compliments

While we do not want you to solicit compliments from our customers, we expect you to thank customers for their recognition of your efforts. When you get a compliment, be sure to send it up the chain of command. If a customer compliments a co-worker, take the time to tell your co-worker and/or management. This helps us become better service providers.



LOSS PREVENTION

There are four levels of responsibilities.

OFFICE

1. When entering the bills of lading in Crostracker, be sure the destination port is entered on the bills of lading beforehand. If you are not sure, contact the customer immediately to verify.
2. After entering order, verify all the names and address are correct. Consignee names and addresses are particularly important here.
3. When assigning an order to the booking, be sure the order is assigned to the appropriate destination port as on the bills of lading.

DRIVER

1. Be sure each bill of lading that is written is legible. BLs that are poorly written is subjected to the customer or Trans Caribe having to pay amendment fees.
2. Be sure that names and addresses on each package matches the information on the bills of lading. If a customer writes up the BL / package, it is the driver's / warehouse receiving personnel (in the event of a warehouse drop) responsibility to check for accuracy



LOSS PREVENTION

CFS DROPOFF – for LCL Freight

1. When delivering freight to the CFS (Container Freight Station), it is typical to group barrels and general cargo by the individual destination ports. Be sure that the freight loaded on each pallet is group by destination port
2. Freight that does not have paperwork should be reported to the Trans Caribe documentation department. The proper document will be sent via fax or email to the primary contact person at that CFS / warehouse.
3. Documents for freight that was not loaded onto the truck must be noted and Trans Caribe documentation department notified
4. Driver should not leave until all freight is checked and accounted for.





WAREHOUSING

FREIGHT RECEIVING, SHIPPING & STORAGE

1. Make sure everything piece of freight that enters the warehouse is properly addressed
2. Check the name and address on each package to be sure it matches with the bill of lading
3. If a courier service / trucker is making a delivery on behalf of a customer, a warehouse receipt MUST be generated under that customer's name. All pertinent information such as, but not limited to, measurement, weight, tracking number, PO#, trucking company/ courier name, delivery date, should be entered on the Warehouse receipt. This MUST be accompanied by pictures and a copy of a packing list and emailed to the customer. This is the typical process for commercial shipments or shipments that enters the warehouse without a bill of lading; which is typical for customers expecting multiple deliveries.
4. Place appropriate color label on package and be sure the destination port / port code is marked on the label.
5. When freight is being delivered to the warehouse, be sure to measure all general cargo to ensure it matches the measurement on the bill of lading. If not, update the bill of lading with the correct measurements.
6. Sign and date all bills of lading along with the number of pieces to confirm how many pieces are delivered
7. Group all packages in their designated areas with respect to their individual destination ports. For example, all Kingston cargo should be stored in the same row; likewise, all Port of Spain in its respective area, and so on.
8. When consolidating freight onto a container, be sure to check and number each piece against the cargo manifest. Pieces that are not

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DISCIPLINE PROCESS

Progressive Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

Trans Caribe Express Shippers, Inc., supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. Trans Caribe Express Shippers, Inc., reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines Trans Caribe's progressive discipline process:

Verbal warning: A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.

Written warning: Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.

IMPROVEMENT PLAN

WORK RULES

Performance improvement plan

The following work rules apply to all employees:

Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

Trans Caribe Express Shippers, Inc., reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.



Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, they are prohibited from:

- Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
- Being under the influence of alcohol or an illegal drug as defined in this policy.
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing company business or while in a company facility is prohibited.

Trans Caribe Express Shippers, Inc., will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Confidentiality

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the medical review officer (MRO) shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

ATTIRE & GROOMING

It is important for all employees to project a professional image while at work by being appropriately attired. Our employees are expected to be neat, clean and well groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

All employees must be appropriately covered at all times (no see-through or sleeveless clothing is permitted at any time). Natural and artificial scents may become a distraction from a well-functioning workplace and are also subject to this policy

Trans Caribe Express Shippers, Inc., is confident that employees will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.



ACKNOWLEDGMENT

Employee Handbook Acknowledgment and Receipt

I have received my copy of the Employee Handbook.

The employee handbook describes important information about Trans Caribe Express Shippers, Inc., and I understand that I should consult my manager or Human Resources regarding any questions not answered in the handbook. I have entered into my employment relationship with Trans Caribe Express Shippers, Inc., voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Trans Caribe can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.

I understand and agree that, other than the President of Trans Caribe Express Shippers, Inc., no manager, supervisor or representative of Trans Caribe has any authority to enter into any agreement for employment other than at will; only the president of the company has the authority to make any such agreement and then only in writing signed by the president of Trans Caribe.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with Trans Caribe Express Shippers, Inc. By distributing this handbook, the company expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Trans Caribe Express Shippers, Inc., and the company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the president of Trans Caribe Express Shippers, Inc., has the ability to adopt any revisions to the policies in this handbook.

Trans Caribe Express Shippers, Inc.

PLEASE AGREE & SIGN

Employee Handbook Acknowledgment and Receipt (continued)

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Trans Caribe Express Shippers, Inc., is employment at will, which may be terminated at the will of either Trans Caribe Express Shippers, Inc., or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Trans Caribe Express Shippers, Inc., or myself.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee's Signature



Employee's Name (Print)

Date



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