

## DRIVER STANDARD OPERATING PROCEDURES (SOP)

Company: AGuyFreight.com a branch of PETHA Capital LIMITED LIABILITY CO.

Version: 1.0

Effective Date: 1 November 2025

### 1. PURPOSE

AGuyFreight.com partners with professional drivers to deliver reliable, safe, and timely freight services.

This SOP establishes clear expectations to ensure smooth operations, accountability, and mutual success.

### 2. SCOPE & APPLICABILITY

This SOP applies to all contracted drivers operating under AGuyFreight.com, regardless of vehicle type or assignment.

Compliance with this SOP is mandatory for active dispatch eligibility.

### 3. COMMUNICATION PROTOCOL

To maintain efficiency and accuracy, all driver communication must occur through approved company channels only.

Required Driver Check-Ins:

- Load acceptance confirmation
- Pickup confirmation
- En-route status updates
- Delivery confirmation

Pictures and screenshot are the only accepted proof

Drivers may not:

- Negotiate rates
- Contact brokers or clients directly
- Conduct business using personal contact information

### 4. OPERATIONAL RULES

- Drivers may refuse unsafe or illegal loads
- Once a load is accepted, completion is expected unless an emergency occurs

- Delays must be reported immediately
- Safety and cargo protection are top priorities

## 5. INCIDENTS & EXCEPTIONS

In the event of:

- Vehicle breakdown
- Accident
- Law enforcement stops
- Cargo issue

Driver must:

1. Ensure safety first
2. Notify dispatch immediately
3. Share location and issue details
4. Provide photos or documentation when requested

## 6. COMPLIANCE & DISCIPLINE

AGuyFreight.com enforces SOP compliance to protect all parties.

- First violation: Warning
- Second violation: Suspension
- Third violation: Termination

Immediate termination applies to:

- Fraud or theft
- Harassment or misconduct
- Substance use while on duty

## 7. ACKNOWLEDGMENT

By submitting the Driver Intake Form, the driver confirms they have read, understood, and agreed to comply with this SOP.