

## Carrier Improvement Plan (CIP)

**Will be tracked based on a rolling 6 month period**

<b>Level 1 Violations</b>		<u>1st offense</u> - Warning <u>2nd offense</u> - Up to a 7 Day Suspension <u>3rd Offense</u> - Up to a 14 Day Suspension <u>4th Offense</u> - Permanent Suspension Possible
Description	Comments	
Missing Dunnage Failure to call origin and destination 24 hours ahead Failure to follow shipment instructions and/or read original bid comments Failure to communicate/notify any changes with UP Logistics Rejecting an awarded shipment less than 24hrs before scheduled pickup Not cooperating with management/contractors Use of profanity Failure to pick up on agreed upon scheduled date without prior communication Failure to deliver on agreed upon scheduled date without prior communication Repeated issues with invoice accuracy	Recommend specific driver banned from UP property Recommend specific driver banned from UP property	
<b>Level 2 Violations</b>		<u>1st offense</u> - Warning <u>2nd Offense</u> - Up to a 14 Day Suspension <u>3rd Offense</u> - Up to a 21 Day Suspension <u>4th Offense</u> - Permanent Suspension Possible
Description	Comments	
Damaged Material Failure to abide by UPRR Safety Standards and not following local UPRR signage	Repeated material claims	
<b>Level 3 Violations</b>		<u>1st Offense</u> - Discretionary Permanent Suspension Possible
Description	Comments	
Threats of Physical Contact Shipment held hostage Abandon Shipment	Shipment not released when requested after pickup Shipment left at non scheduled destination	