

## Carrier Improvement Plan (CIP)

Will be tracked based on a rolling 6 month period

<b>Level 1 Violations: Coachable Opportunities</b>		<u>1% of Shipments</u> - Warning <u>2% of Shipments</u> - Up to a 7 Day Suspension <u>3% of Shipments</u> - Up to a 14 Day Suspension <u>4% of Shipments</u> - Up to a 21 days Suspension
Description	Comments	
Missing Dunnage Failure to call ahead 24 hours (coachable opportunity) Failure to follow shipment instructions Failure to communicate/notify any changes with UP Logistics Rejecting an awarded shipment Use of Profanity Threats of Physical Contact Not cooperating with management/contractors	Recommend drivers not coming on property Recommend drivers not coming on property Recommend drivers not coming on property	
<b>Level 2 Violations</b>		<u>1% of Shipments</u> - Up to a 7 Day Suspension <u>2% of Shipments</u> - Up to a 14 Day Suspension <u>3% of Shipments</u> - Up to a 21 Day Suspension <u>4% of Shipments</u> - Perm. Suspension Possible
Description	Comments	
Damaged Material Failure to pick up Late Delivery Double-Dipping Shipments Failure to abide by UPRR Safety Standards	Over 50K on a single incident Dependent on no 'alts' or other instruction Dependent on no 'alts' or other instruction This is a huge safety/risk concern	
<b>Level 3 Violations</b>		<u>1st Offense</u> - Up to a 21 day Suspension <u>2nd Offense</u> - Permanent Suspension Possible
Description	Comments	
Turning back load day of scheduled pick up Refusal to follow receivers instructions		
<b>Level 4 Violations</b>		<u>1st Offense</u> - Discretionary Permanent Suspension Possible
Description	Comments	
Abandon Shipment		