

FRONTIER LOGISTICS, L.P.



EMPLOYEE GUIDEBOOK

FEBRUARY 2014

Welcome to Frontier Logistics, L.P.

We are pleased to welcome you as an employee of Frontier Logistics, L.P. It is our hope that you will enjoy your employment with Frontier.

Our goal at all times is to provide courteous and dependable service to our customers. The accomplishment of this goal requires the full cooperation of every employee.

This manual has been written to answer any questions you may have concerning Frontier and its policies. Please carefully read this manual and retain it for future reference. The policies stated in this manual are subject to change at the sole discretion of Frontier. If you should have any questions regarding your policies, please ask your supervisor for assistance.

We wish you success in your position and hope that your employment relationship with Frontier will be a rewarding experience.

Glenn Wiseman, President
Frontier Logistics, L.P.

The Vision and Mission of Frontier Logistics, L.P.

Our Mission - **WE** will continue to put the customer first by providing outstanding service and striving for a zero defect performance.

WE will pursue our goal with quality and equipment that can be used as a measure for industry standards.

WE will entrust to our employees the following **VALUES**:

- * Customer's needs maintain our existence.
- * We operate for safety, quality, and profitability.
- * Our future depends on our ability to change and work together to protect our environment today and for generations to come.
- * We must achieve our goals and share in the rewards.

Table of Contents

Introduction

| | |
|---------------------|---|
| President's Welcome | 2 |
|---------------------|---|

Employment

| | |
|------------------------------|-------|
| Employee Supervision | 7 |
| Employer-Employee Relations | 8 |
| Employment At-Will | 9 |
| Equal Employment Opportunity | 9 |
| Workers' Compensation | 9 |
| Sexual Harassment Policy | 10-11 |
| Orientation | 12 |
| Probationary Period | 12 |
| Open Door Policy | 12 |
| Work Hours | 13 |
| Full Time Employment | 13 |
| Recording Work Hours | 13 |
| Termination of Employment | 13 |
| Personnel Files | 14 |

Pay Practices

| | |
|-------------------------|----|
| Performance Review | 16 |
| Regular Pay Procedures | 16 |
| Overtime Pay Procedures | 16 |

Employee Benefits

| | |
|------------------------|-------|
| Disclosure of Benefits | 18-19 |
| Personal Time Off | 20 |
| Holidays | 21 |

Company Premises and Work Areas

| | |
|---------------------------|----|
| Safety Goals | 23 |
| On the Job Injury | 23 |
| Maintenance of Work Areas | 23 |
| Personal Property | 24 |
| Parking Lot | 24 |
| Solicitation | 24 |
| Bulletin Boards | 24 |
| Smoking Policy | 24 |

Absence from Work

| | |
|----------------------------|----|
| Attendance and Punctuality | 26 |
| Leaves of Absence | 27 |
| Funeral Leave | 28 |

Personal Conduct

| | |
|---|----|
| Standards of Conduct | 30 |
| Resolving Differences | 31 |
| Personal Appearance of Employees | 31 |
| Disciplinary Procedure | 31 |
| Drug and Alcohol Policy | 32 |
| Confidentiality of Business Information | 32 |
| Dress Code | 33 |

Acknowledgement

| | |
|----------------|----|
| Signature Page | 34 |
|----------------|----|

EMPLOYMENT

Employee Supervision

It is the policy of Frontier that the work of all employees will be assigned, directed and reviewed by supervisory personnel. Employees ordinarily will have only one supervisor to whom they report.

1. A primary role of each supervisor is to provide a link between management and non-management employees. Accordingly, supervisors are expected to communicate the goals and policies of management to the employees under them. They also are expected to communicate back to management the attitude, suggestions, and complaints of their employees.
2. In addition to mastering the technical skills needed in their work units, supervisors must be able to lead and motivate their employees to do their best work. Thus supervisors should be prepared to:
 - a. Treat employees as individuals;
 - b. Give recognition for good performance and provide guidance when improvement is needed;
 - c. Explain in advance when and why changes are necessary;
 - d. Recommend employees with growth potential for promotion, even if it means losing them to other work units;
 - e. Show integrity by admitting mistakes instead of shifting the blame to others;
 - f. Be impartial and let employees know the reasons for any decisions that might be interpreted as unfair;
 - g. Demonstrate a good performance by setting goals and standards for employees;
 - h. Create a feeling of teamwork among employees; and set good examples by holding themselves to the standards of conduct and performance that they demand of their employees.

Employer-Employee Relations Policy

It is the policy of Frontier to implement fair and effective personnel policies and to require all employees to support the organization's best interests.

1. Frontier is committed to a mutually rewarding and direct relationship with its employees. Thus Frontier attempts:
 - a. To provide equal employment opportunity and treatment regardless of race, religion, color, sex, age, national origin, disability, sexual orientation or military status;
 - b. To provide compensation and benefits commensurate with the work performed;
 - c. To establish reasonable hours of work based on Frontier's production and service needs;
 - d. To monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety;
 - e. To offer training opportunities for those whose talents or needs justify the training;
 - f. To be receptive to constructive suggestions about the job, working conditions, or personnel policies;
 - g. To establish appropriate means for employees to discuss matters of concern with their immediate supervisor or department head;
 - h. To provide feedback on employee performance with semi-annual evaluations.
2. Frontier, as part of its commitment to provide customers with excellent service, expects all employees:
 - a. To deal with customers and suppliers in a professional manner;
 - b. To perform assigned tasks in an efficient manner;
 - c. To be punctual;
 - d. To demonstrate a considerate, friendly, and constructive attitude to fellow employees; and
 - e. To follow the policies adopted by Frontier.
3. Frontier retains the sole discretion to exercise all managerial functions, including the right:
 - a. To dismiss, assign, supervise, and discipline employees;
 - b. To determine and change starting and/or quitting times and shifts;
 - c. To transfer employees within departments or into other departments and other classifications;
 - d. To determine and change the size and qualifications of the work force;
 - e. To determine and change the methods by which its operations are to be carried out;
 - f. To determine and change the nature of services rendered;
 - g. To assign duties to employees in accordance with Frontier's needs and requirements and to carry out all ordinary administrative and management functions.

Employment At-Will

Frontier highly values the right of an employee to maintain or terminate at any time the work relationship between Frontier and the employee. Frontier values the same right, the right to maintain or terminate the employment relationship between Frontier and the employee. Thus employment is on an at-will basis, so that either Frontier or the employee may end the relationship at any time and without cause or prior notice. Nothing in this Guidebook changes the employment at-will relationship or creates an express or implied contract or promise concerning Frontier's policies or practices, including policies or practices it will implement in the future. No one has the authority to alter your at-will status except the president of Frontier who must make the change in writing.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Frontier will be based on merit, qualifications, and abilities. Frontier does not discriminate in employment opportunities or practices on the basis of race, color, religion, sexual orientation, age, disability, sexual discrimination, veteran status, or any other characteristics protected by law.

Frontier will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Worker's Compensation Notice

Frontier Logistics maintains Workers' Compensation coverage

NOTICE TO NEW EMPLOYEES

"You may elect to retain your common law right of action if, no later than five days after you begin employment or within five days after receiving written notice from the employer that the employer has obtained coverage, you notify your employer in writing that you wish to retain your common law right to recover damages for personal injury. If you elect to retain your common law right of action, you cannot obtain workers' compensation income or medical benefits if you are injured."

Sexual Harassment Policy

At Frontier, sexual harassment, whether verbal, physical or environmental, is unacceptable and will not be tolerated.

Definition of Sexual Harassment

Sexual harassment is defined as: Any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Conduct commonly considered sexual harassment includes:

1. Verbal: Sexual innuendos, sexual suggestive comments, humor and jokes about sex, anatomy or gender-specific traits, sexual propositions, threats;
2. Nonverbal: Suggestive sounds, leering, obscene gestures, sexually suggestive bodily gestures, or "catcalls";
3. Physical: Inappropriate touching (welcome or unwelcome), hugging or kissing, pinching, brushing the body, coerced sexual intercourse, or actual assault.

Sexual harassment can involve a man harassing a woman, a woman harassing a man, or harassment between members of the same gender.

Responsibility of Individual Employees

Each individual employee has the responsibility to refrain from sexual harassment in the workplace.

An individual employee who harasses a fellow worker is, of course, liable for his or her individual conduct.

The harassing employee will be subject to disciplinary action up to and including discharge in accordance with policy or a bargaining agreement, as appropriate.

Individuals Covered Under the Policy

This policy covers all employees (from executive management, to office staff, to drivers, to mechanics, to salespersons, to one and all). Frontier will not tolerate, condone or allow sexual harassment, whether engaged in by fellow employees, supervisors, suppliers, vendors or other non-employees who conduct business or provide services for Frontier. Frontier encourages reporting of all incidents of sexual harassment, regardless of who the offender may be.

Reporting a Complaint

Frontier encourages individuals who believe they are being harassed to firmly and promptly notify the offender that his or her behavior is unwelcome. In the event that such informal, direct communication between individuals is either ineffective or impossible, the following steps should be followed in reporting a sexual harassment complaint.

1. Notice to Appropriate Staff

Individuals who believe they have been subjected to sexual harassment should report the incident to their direct supervisor or Manager or Human Resources Department in person, by telephone or in writing.

2. Description of Misconduct – Written Report

An accurate record of objectionable behavior or misconduct is needed to investigate and then resolve a formal complaint of sexual harassment. Verbal reports of sexual harassment must be reduced to writing by the complainant.

3. Time Frame for Reporting Complaint

Frontier encourages a prompt reporting of complaints so that rapid response and appropriate action may be taken. However, due to the sensitivity of these problems and because of the emotional toll such misconduct may have on the individual, no time frame will be instituted for reporting sexual harassment complaints. Late reporting of complaints will not in and of itself preclude Frontier from taking remedial action.

4. Protection Against Retaliation

Frontier will not in any way condone retaliation against an individual who makes a report of sexual harassment nor permit any employee to do so.

Retaliation is a serious violation of this sexual harassment policy and should be report immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders.

Resolving the Complaint

Upon completing the investigation of a sexual harassment complaint, Frontier will communicate its findings and intended actions of the employee filing the complaint and the alleged harasser.

If the investigator finds that the harassment occurred, the harasser will be subject to appropriate disciplinary procedures, up to and including discharge. The complainant will be informed of the disciplinary action taken.

If the investigator determines that no sexual harassment has occurred, this finding will be communicated to the complainant.

If an investigation results in a finding that the complainant falsely accused another of sexual harassment knowingly or in a malicious manner, the complainant will be subject to appropriate sanctions, up to and including discharge.

If either party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit his/her written comments in a timely manner to the President.

Maintaining a Written Record of the Complaint

Frontier will maintain a complete written record of each complaint and how it was investigated and resolved. Written records will be maintained in a confidential manner at their Texas office. Written records will be maintained for five years from the date of the resolution unless new circumstances dictate that the file should be kept for a longer period of time.

Orientation Program

During the first few days of employment, you will participate in an orientation program conducted by various members of the company. During this program, you will receive important information regarding the performance requirements of your position, basic company policies, your compensation and benefits programs, plus other information necessary to acquaint you with your job and Frontier. You will also be asked to complete all necessary paperwork at this time, such as appropriate federal and state tax forms. In addition, you will be required to present Frontier with information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law.

Please use this orientation program to familiarize yourself with Frontier's policies and benefits. We encourage you to ask any questions you may have during this program so that you will understand all the guidelines that affect and govern your employment relationship with us.

Probationary Period

A 90 day (3 month) orientation period is required all of new employees. During this period, you will be learning about your job and we will be learning more about you and your job skills.

Absences during your orientation period are without pay. During your probationary period, you are classified as a temporary employee and you may be released from your responsibilities without further obligation on our part. All employees are employees "at-will".

In most cases, each new employee will receive a written evaluation by their immediate supervisor 90 days or 120 days into the orientation period. This written evaluation will become part of the employee's personnel file. The orientation period may be extended at the discretion of Frontier.

During the first ninety (90) days of an employee's employment with Frontier, he or she will not be entitled to any benefits announced in this guidebook.

Completion of Probationary Period

THE SUCCESSFUL COMPLETION OF THE PROBATIONARY PERIOD SHOULD NOT BE CONSTRUED AS CREATING A CONTRACT OR AS GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION OR AS ESTABLISHING A "JUST CAUSE" TERMINATION STANDARD. The employment-at-will policy of Frontier remains in force at all times – that is you (the employee) or Frontier may terminate the employment relationship at any time without cause.

Open Door Policy

Employees are encouraged to discuss all work related problems and concerns with their supervisor. However, if this is not satisfactory, you may contact the Human Resources Department. If necessary, the Department will contact the appropriate company manager for further resolution. We may not always be able to give an affirmative reply to every problem or concern submitted, but we assure employees that there will be an investigation of the matter, and that the affected employee will receive a fast, straightforward answer. NO question will go unanswered.

Work Hours

Because we are a 24 hour per day, 7 days per week operation each individual department has established its own work schedules. Your supervisor will inform you of your regular schedule.

Each employee is authorized to take two fifteen minute breaks throughout the day. In addition, each employee is entitled to a thirty minute lunch break. Scheduling of said breaks and lunch is at your supervisor's discretion. If you are a part-time employee, your working hours and schedule will be arranged by your supervisor.

Full Time Employment

An employee must work a minimum of 1,560 continuous employment hours on an annual basis to be considered a full time employee. Continuous employment hours is defined as: a period of work services performed by an employee in which there is no period of elapsed time in excess of 30 days, where an employee does not actively perform his or her duties.

Recording Work Hours

It is the policy of Frontier to comply with applicable laws that require records to be maintained of the hours worked by our employees. Consequently, most hourly employees are required to record their time worked using Frontier's time clock system. The time clock is considered the only official record of your time, and you are only eligible to be paid for the hours recorded on it. If for any reason the time clock is not working properly, you are still responsible for notifying your supervisor and keeping an accurate record of your time.

Please ensure that your actual hours worked and absence time taken is recorded accurately. Falsification of a time record is a breach of company policy and is grounds for disciplinary action, including discharge.

Termination of Employment

It is the policy of Frontier to terminate employment because of an employee's resignation, discharge or retirement. Discharge can be for any reason not prohibited by law. Employees are free to resign at any time for any reason, and Frontier reserves the right to terminate employment at any time for any reason.

(1) Employees are requested to give two (2) weeks written notice of their intent to resign. Failure to give written notice may result in forfeiture of non-vested company benefits and consideration for re-employment.

(2) Employees who are absent from work for one day without being excused or giving proper notice will be considered as having voluntarily quit.

(3) The appropriate Manager or Human Resources Department will attempt to conduct an exit interview not later than the employee's last working day, or earlier.

(4) Final compensation will be made in accordance with the regular pay schedules as soon as all necessary paperwork has been turned in so your compensation may be computed. If the employee owes Frontier any money or is responsible for any lost or damaged property, those accounts are to be settled as originally agreed or by deduction from final pay, unless prohibited by law.

(5) Termination and discharge procedures are only guidelines and do not create a legal contract between Frontier and its employees. Frontier reserves the right to implement its policies and procedures as it sees fit.

Personnel Files

Frontier maintains personnel files on each employee. These files contain documentation regarding all aspects of the employee's tenure with Frontier, such as performance appraisals, disciplinary warning notices, and letters of commendation. Access to your personnel file will be made available to you at all reasonable times. Contact your supervisor to schedule an appointment.

To ensure that your personnel file is up-to-date at all times, notify your supervisor of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, scholastic achievements, the individuals to notify in case of an emergency, and so forth. An employee's failure to comply could lead to lost or delayed benefit payments.

PAY PRACTICES

Performance Reviews

To ensure that you perform your job to the best of your abilities, it is important that you be recognized for good performance and that you receive appropriate suggestions for improvement when necessary. Consistent with this goal, your performance will be evaluated by your supervisor on an ongoing basis. If you are a new employee or if you are promoted and/or transferred to a new position, your performance will be evaluated in writing. Frontier endeavors to conduct written performance reviews of each employee's performance semi-annually. These reviews are not the sole basis from which an employee may receive additional compensation, advancement, or job assignment.

Regular Pay Procedures

Frontier currently pays its employees on a weekly basis every Friday. Most employees are paid a fixed, pre-determined amount except drivers.

All required deductions, such as for federal and state taxes and all voluntary deductions, such as health or others, will be withheld automatically from your paycheck.

Please review your paycheck upon receipt, in particular, the "pay stub" portion which details deductions. If you find a mistake, report it to your supervisor immediately. Your supervisor will assist you in taking steps necessary to correct the errors.

Overtime Pay Procedures

If you are classified as a non-exempt employee, you will receive compensation for approved overtime work as follows: one and one-half times your regular hourly rate of pay for all hours worked beyond the fortieth hour in any given workweek. However, forty regular hours must be worked before overtime as previously stated will be paid.

Your supervisor will attempt to provide you with reasonable notice when the need for overtime work arises. Please remember, however, that advance notice may not always be possible. You will normally receive payment for overtime in the pay period following the period in which such overtime is worked, provided your time sheet has been properly prepared, approved by your supervisor, and forwarded for processing in a timely manner. You **must** have your supervisor's approval before you work overtime (i.e., you cannot extend your work hours on your decision).

EMPLOYEE BENEFITS

Employee Benefits

Frontier has established a variety of employee benefit programs designed to assist you and your eligible dependents.

This section of the Guidebook is meant to highlight some features of our benefit programs. Our group health and life insurance programs are described more fully in summary plan description booklets which are always made available to you. Any conflicts or ambiguities between this handbook and the actual plan documents shall be resolved in favor of the plan documents.

Bonuses

Frontier may give monetary bonuses to its employees from time to time at its sole discretion.

Health & Life Insurance

All full time employees and their eligible dependents may be covered by company health and life insurance.

Health:

All full time eligible employees may participate in company health insurance benefits. Premiums are partially paid for by the employee and the balance by Frontier, as the health plan is contributory. Employee payments are made by a weekly payroll deduction.

Post Employment Coverage, COBRA:

Employees who are no longer employed with the company may, under certain circumstances, be eligible to continue coverage for themselves and their dependents. Dependents of former employees, and also dependents of employees who lose their coverage due to the employee qualifying for Medicare, may also qualify for extension coverage. Dependents of employees who cease to be eligible for benefits because of age, marriage or dropping out of school, may also be entitled to extension coverage. The person eligible must pay the cost of the COBRA premium plus an applicable administration fee. The payment amount may fluctuate in accordance with the underlying health plan costs of insurance. The premium amount due under COBRA should be obtained from the Human Resources Department upon election or inquiry.

Please remember that continuation of coverage must be elected within strict time frames. The qualified person must notify the Human Resources Department of his/her desire to continue coverage.

Coverage for a former employee may be stopped if the former employee obtains other group coverage, this includes Medicare. Coverage for a dependent may be stopped if the divorced spouse remarries and has other group coverage, this also includes Medicare. The employer must be notified in the event of a divorce or a dependent child who is about to lose coverage due to the attainment of a maximum age under the plan. In all cases non-payment of the monthly amount will automatically cancel coverage indefinitely.

Generally, coverage may be continued for a period of up to 18 months from the qualifying event. In certain circumstances, coverage for other qualifying persons can be extended up to 36 months. This policy will cover all eligible full time employees regardless of their age. This is a consolidated review of COBRA regulations. You should obtain a more detailed explanation from the Human Resources Department if you are considering exercising any of the options.

Group Term Life Insurance:

You are eligible for group term life insurance which is provided by the company after sixty days of full time employment following the first full month of employment. Your eligibility for coverage under the group term life benefit programs is conditioned upon your electing and being approved for health insurance coverage under the company's health insurance benefit program. If you have any questions, contact the Human Resources Department.

30 Day Calendar Absence – Coverage Payment

In most cases, an employee who is absent 30 consecutive calendar days will lose all benefits from Frontier for health, disability, or life insurance. To maintain insurance an employee must use COBRA post employment coverage just reviewed. To assist an employee under these conditions Frontier offers short term disability coverage.

Short Term Disability:

Frontier offers short term disability coverage to all full time employees on a voluntary basis. Employees are allowed through its insurance carrier to purchase this coverage through payroll deduction. All full time, permanent employees who qualify for health insurance coverage are eligible for the program. As an accommodation to you and only at your written direction and instruction, Frontier will deduct from your compensation (paycheck) the premium amount required.

Note:

An employee, who goes on short term disability, must elect to continue or not to continue coverage from the company medical insurance plan under the COBRA provisions. Frontier will not make your medical payment or disability contribution for you. Premium payments are your cost and obligation. If you elect to continue your medical and disability coverage, the premium for the coverage must be paid to the insurance carrier by the first day of each month. If you elect not to make your contribution, your coverage will be terminated the first of the month following disability, or as according to law. (This also applies to those employees who take a leave of absence.)

Personal Time-Off Benefits (PTO)

Personal Time-Off (PTO) benefits will cover salaried and hourly employees only. PTO pay will be paid upon your immediate supervisor's approval if it is submitted in the normal course of payroll in the TimeTrak system. PTO will include vacation time, sick time, doctor's appointments, dependent illnesses and other defined personal reasons for time away from your job. If you require more than two consecutive days then formal documentation is required by doctor's notice or other outside authority or 60 days notice to your supervisor. Frontier offers a voluntary short term disability program that will cover time lost due to injuries immediately and will cover extended illness lasting longer than 7 days. Any absenteeism over and above your prescribed allotment will be taken without pay. Recurring unapproved absenteeism outside of the rules for Family Medical Leave Act (FMLA) is grounds for termination. FMLA leaves of absence are without pay and only available after 12 full months of continuous employment.

Eligibility Rules:

- 1) After 90 days continuous employment – 5 days
- 2) After one full year continuous employment – 10 days per year
- 3) After two full years of continuous employment – 15 days per year
- 4) After eight full years of continuous employment – 20 days per year

Payroll Calculation:

- Salary Personnel - Normal daily salary for the number of days allowed.
- Hourly Personnel – 8 hours of normal regular pay for the number of days allowed and taken.

Other Limitations:

- PTO can only be taken ½ day (4 hour) increments.
- There is no carryover of PTO from a preceding year or carry forward into a future year.
- PTO must be used prior to last day of employment in the event of termination of employment. It will not be paid after last day of employment.
- Over 15 minutes late to your scheduled arrival time will be considered a warning. For every three warnings, a 4-hour deduction of PTO may be made to your account.
- Tardiness over 1 hour late to your scheduled workday may result in a 4-hour deduction of PTO from your account.
- Leaving work more than 1 hour before the end of your scheduled work day may count as a ½ day (4 hours) of PTO
- Leaving work between 15 minutes and 1 hour early and will be considered a warning. For every three warnings, a 4-hour deduction of PTO may be made to your account.

Scheduling:

All PTO requests must be submitted to your immediate supervisor and HR for approval. All requests of greater than 2 days must be requested at least 60 days prior to start of your PTO or they are subject to being denied. Requests with at least 60 days notice must be either approved or denied within two business days by your manager. Once request is approved it cannot be rescinded by management without reimbursement. All requests less than or equal to two days must be requested at least 7 days prior to start of PTO or they are subject to being denied. Employees and their supervisors should plan their PTO around the work schedule anticipated. In the event there are coverage issues in departments, longer tenured employees will be given priority.

Holidays

Frontier provides paid time off for six holidays to full time working and active employees in each calendar year. Those holidays are:

New Year's Day
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Christmas Day

When a paid holiday falls on a Saturday or Sunday, Frontier will designate another day in its place, usually the following Monday or previous Friday. Only full time active and working employees who have completed their 90 day probationary period will receive Holiday Pay. To be eligible for Holiday Pay, a full time working and active employee must work or be on an approved time-off for the work days immediately preceding the following holiday.

**COMPANY PREMISES
AND
WORK AREAS**

Frontier Logistic's Safety Goals

The efficiency of any operation can be measured directly by its ability to control loss. Accidents resulting in personal injury, damage to property and equipment represent needless suffering and waste. It is the responsibility of management to provide the safest conditions and equipment for all employees. The company policy on safety is:

1. The safety of the employee, the public, and the operation is paramount. Every effort will be made to eliminate hazards and reduce the possibility of accidents and injuries.
2. Safety will be given priority over expediency or shortcuts.
3. The company, its managers, and employees, will strive to comply with all safety laws and regulations. Every manager and every employee will be expected to demonstrate attitudes and actions which reflect this for their own safety and the safety of others.

On the Job Injury

Any injury, no matter how minor, sustained at or while working **must** be reported immediately to the Safety Department, your supervisor **and** the Human Resources Department. The report of an injury to one group without notifying the others could delay or prejudice your claim and processing. Remember we can only help if you notify us appropriately.

Maintenance of Work Areas

It is the policy of Frontier that work areas must be kept clean and orderly at all times.

- (1) Employees are responsible for maintaining their work areas in a clean and orderly fashion. To fulfill this responsibility, each employee should, at a minimum, do the following:
 - (a) Consume food only in the cafeteria or in employee rest areas so that work areas are kept free of food and related litter.
 - (b) Prior to the end of the workday, clean and store all tools and equipment and properly secure all customer and company information (whether written or electronic information).
- (2) Frontier will attempt to maintain the temperature, lighting, and noise levels of its facilities at a level that is comfortable for employees yet appropriate for the nature of its operation. Employees should inform their supervisor of any concerns about working conditions.
- (3) Employees must abide by the smoking restrictions established by state or local law and may smoke only in the areas where it is specifically permitted by Frontier Smoking Policy.

Personnel Property

It is the policy of Frontier to ask employees to refrain from bringing unnecessary or inappropriate personal property to work. The company recognizes that employees may need to bring certain personal items to work. However, personal property that is not related to the employee's job performance may disrupt work or pose a safety risk to other employees.

Employees are expected to exercise reasonable care to safeguard personal items brought to work. The company is not responsible for loss, damage, or theft of personal belongings, and employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.

Personal visitors are required to sign in at the business office prior to visitation. No personal visitors are allowed in the railcar or packaging areas.

Parking Lot

Frontier allows employees to park their personal motor vehicle on company property while at work. Frontier assumes no responsibility for damage, theft, loss, or destruction of your property. You park at your own risk!

No Solicitation/No Distribution Policy

Distribution or circulation of printed materials by employees will not be permitted during working time or during non-working time in areas where it will disturb other employees who are working. "Working time" refers to that portion of any work during which an employee is supposed to be performing any actual job duties; it does not include other duty free periods of time.

Solicitation by employees for any purpose is not permitted during working time, nor is it permitted during non-working time in areas where it will disturb other employees who are working.

Solicitation and distribution by non-employees on Frontier's property, including parking lots, is strictly prohibited.

Bulletin Boards

All bulletin boards are to display company related materials. Non-company provided materials may not be displayed.

Smoking Policy

It is the policy of Frontier to comply with all applicable federal, state and local regulations regarding smoking in the workplace and to provide a work environment that promotes productivity and the well-being of its employees. Accordingly, smoking is restricted at all facilities.

Smoking is prohibited inside all Frontier facilities except for areas where it is specifically authorized. The Terminal Manager is responsible for implementing and monitoring smoking regulations, and supervisors are expected to enforce the regulations. The smoking policy applies to employees, customers and visitors while on premises.

Employees are expected to exercise common courtesy and to respect the needs and sensitivities of coworkers with regard to the smoking policy. Smokers have a special obligation to keep smoking areas litter-free and not to abuse break and work rules. Complaints about smoking issues should be resolved through the Company Smoking Policy, which is fully available through HR.

ABSENCE FROM WORK

Attendance and Punctuality

It is the policy of Frontier to require employees to report for work punctually and work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupt work flow and will not be tolerated.

Supervisors will notify employees of their starting, ending and break times. Employees are expected to be engaged in carrying out their duties during all scheduled work time and should be ready to begin work at their scheduled starting time. Supervisors should record all absences and tardiness or early departures.

Employees should notify their supervisors as far in advance as possible whenever they are unable to report for work, know they will be late, or must leave early. The notice should include a reason for the absence and an indication of when the employee can be expected to report to work. If the supervisor is unavailable, notification should be made to the Human Resources Department.

Unauthorized or excessive absences or tardiness will result in disciplinary action, up to and including termination. An absence is considered to be unauthorized if the employee has not followed proper notification procedures or the absence has not been properly approved. Employees who are absent from work for one day without giving proper notice to the company will be considered as having voluntarily quit. At that time, the company will formally note that termination and advise the employee of the action by mail to the employee's last known address.

Family Leaves of Absence

At most of our facilities, eligible employees who have worked at the company continuously for at least 12 months and at least 1250 hours during the previous 12 months may request unpaid family leave under the following circumstances: (1) birth and care of the employee's child; (2) placement of the child with the employee for adoption or foster care; (3) to care for a child, parent or spouse with a serious health condition; or (4) employee's serious health condition which makes him/her unable to perform the essential functions of his/her position.

Leave to care for a newborn, adopted or foster child must be taken at one time within 12 months of the birth or placement of the child. Leave related to the serious health condition of the employee or his/her child, parent or spouse, may, under appropriate circumstances, be taken on an intermittent basis or on a reduced leave schedule. The duration of the leave may not exceed 12 weeks in a 12-month period. Parents that are both employed at the company, taking leave to care for a newborn or adopted child, are entitled only to the aggregate number of weeks' leave allowable under law.

An employee requesting leave must provide reasonable advance notice whenever possible. At the time the leave is requested, a company representative will discuss with the employee the applicable rules regarding the duration and scheduling of the requested leave. Eligible employees may be required to use accrued paid leave time, such as vacation, as part of the family care and medical leave.

The employee's eligibility for group health plan benefits during the family care and medical leave will continue to the same extent and under the same conditions that apply during the employee's regular employment.

If the employee is requesting leave because of the serious health condition of the employee or his/her child, parent, or spouse, the company may require certification of the health condition by the health care provider requiring care. Prior to returning to work from leave, you must have a physician write a letter stating you are able to return to work. Upon termination of the leave, the employee will be reinstated to the same or equivalent position, unless circumstances change which would make it impossible or impractical to reinstate you to your prior position. All requests must be made in writing to the Human Resources Department. Your failure to give proper notice may result in lost benefits.

Personal Leaves of Absence

Unpaid personal leaves of absence in excess of five (5) days may be requested by full time employees.

Any employee requesting in excess of five or more consecutive working days of work, when no vacation or other compensatory time is available, must make such request in writing. Said request must be submitted to the appropriate supervisor and must contain all relevant circumstances which necessitate the request.

A personal leave of absence can be authorized for a maximum period of ninety days.

An employee on a personal leave of absence will receive no monetary compensation for the period which they are off.

An employee who returns from a personal leave of absence will be reinstated to his or her former position or a comparable position, provided that circumstances have not changed which would make it impossible or impractical to reinstate the employee.

The duration of the personal leave of absence shall be excluded from the determination of length of service (i.e., for the purpose of determining benefits, seniority, vacation, etc.).

Funeral Leave

Salaried Employees

The purpose of funeral leave is to provide you with time to attend the funeral of a member of your family and to handle personal affairs without disrupting your income. Only permanent full-time employees are eligible for funeral leave benefits, and the benefits become effective after you complete your training and adjustment period.

Hourly Employees

All hourly employees, subject to the conditions below, will receive funeral leave in the event of a death in their immediate family. The employee will be compensated for his scheduled work hours from which he is absent due to the funeral leave, not exceeding eight hours each day, at his regular basic straight time hourly rate.

Time allowed: You may be granted a leave ranging from one to three consecutive working days with pay in the event of the death of an immediate family member. The time period is discretionary, but will be from one to two days in most cases.

Definition of immediate family member: The term immediate family member is defined as:

- Spouse
- Dependent
- Child
- Sibling
- Parent or In-Law Parent
- Grandparent (one day maximum leave)

Funeral pay: Your funeral leave pay will be figured at your regular rate of pay.

Leave without pay: If you are not eligible for funeral leave with pay, you may be given time off without pay in case of a death in the family. Time off without pay may be arranged to attend the funeral of a close friend. Each day off will be counted as an absence without pay.

Forfeiture: You forfeit your rights to funeral leave benefits if you terminate employment before returning to your assigned position after using funeral leave benefits for at least one work week.

When you are granted funeral leave benefits, it is mandatory that you attend the funeral of the relative for whom such funeral leave was requested. We reserve the right to ask you to supply the name and relationship of the deceased and the name of the funeral home that handled the arrangements.

PERSONAL CONDUCT

Standards of Conduct

Rules are essential to the efficient operation of Frontier and are the cornerstone of any successful operation. Observance of the rules by all employees is essential to making the work environment safe, pleasant and conducive to good performance. The whole-hearted cooperation of all employees is needed and expected in the observance of these rules. Your observance of these rules is considered when your supervisor reviews your performance for salary reviews and in determining your continued employment with Frontier.

The following rules of conduct are established for the benefit of everyone. These rules are not made as restrictive measures, but as a means of furthering cooperation among each employee and safeguarding the health and safety of all concerned. At Frontier's discretion, employees breaching these rules are subject to disciplinary action including immediate discharge.

The following are examples of violations of rules and conduct:

- Employee Wages – Under no circumstances should the discussion of wages be held between fellow employees. Wage information is strictly confidential between the employee and employer.
- Destruction of, damage to, defacing or unauthorized removal of company property or personal property of others without prior approval.
- Inefficient or careless performance of job responsibilities or inability to perform duties successfully or in a timely fashion.
- Intentional falsification of records required in the transaction of the company's business.
- Irregular attendance: repeated tardiness, unreported or unexcused absence without authorization. No show/no call for two (2) consecutive days will be considered a voluntary resignation.
- Insubordination, including refusal or failure to perform assigned work, including overtime assignments.
- Possessing or being under the influence of alcohol, narcotics, or drugs during work time or while on company property.
- Unauthorized entry in Frontier's facilities, files, computer networks or data, etc.
- Making malicious, false or derogatory statements that may damage the integrity or reputation of the company or its employees.
- Misrepresentation or withholding of pertinent facts in securing employment.
- Refusal to follow instructions of authorized personnel, rude or discourteous conduct, or any action that endangers the health or safety of others.
- The personal use of any company equipment/resources without prior approval.
- Falsifying a time record or any other company record/document, or completing time record of a co-worker.
- Smoking in unauthorized area(s).
- Violation of any company safety, security, or protection regulation.
- Theft, embezzlement, possession of lost/stolen property, withholding of any information which may be pertinent to the investigation.

The foregoing is presented for guidance purposes only. Please remember that the standards of conduct just reviewed are not all exclusive, nor do these rules alter or modify the Employment-at-Will relationship between Frontier and its employees. Frontier affirms its right to terminate employment at any time, just as an employee may terminate employment at any time.

Resolving Differences

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Often incidents resolve themselves naturally, however, should a situation persist that you believe is detrimental to you or to Frontier, you should follow the procedure described below to bring your complaint to management's attention.

1. Discuss the problem with your immediate supervisor who will investigate and attempt to give you an answer within 72 hours.
2. If your problem is not resolved after discussion with your supervisor or if you feel discussion with your supervisor is inappropriate, you are encourage to request a meeting with the highest ranking employee at your site or contact the Human Resources Department. In an effort to resolve the problem, the company will consider the facts and conduct an investigation. You will normally receive a response regarding your problem within ten working days of meeting.
3. If you are not satisfied with your supervisor's decision and wish to pursue the problem or complaint further, you may prepare a written summary of your concerns and request that the matter be reviewed by the general manager and/or the President. After a full examination of the facts (which may include a review of the written summary of your statement, discussions with all individuals concerned, and a further investigation if necessary), you will normally be advised of a decision within 15 working days. The decision shall be final.

Frontier does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be concerned, however, as preventing, limiting, or delaying Frontier from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems or overall performance, conduct, attitude, or demeanor) where the company deems disciplinary action appropriate.

Personal Appearance of Employees

It is the policy of Frontier that each employee's dress, grooming, and personal hygiene should be appropriate to the work situation. Employees are expected at all times to present a professional, business-like image to customers, prospects, co-employees, and the public. Favorable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with the company. Employees are expected to dress in a manner that is normally acceptable in similar business establishments. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. For safety reasons, warehouse, packaging, and loading personnel are not permitted to wear earrings that dangle while working or wear their hair past their shoulders unless it can be netted or pulled back. Drivers are required to conform to Frontier's dress code as a condition of employment.

Disciplinary Procedure

It is the policy of Frontier that all employees are expected to comply with the company's standards of behavior and performance. Any noncompliance with these standards must be corrected. Under normal circumstances, the company endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the Employment-at-Will doctrine set out in this guidebook or in any way restrict the company's right to bypass the disciplinary procedures suggested.

Drug and Alcohol Policy

It is the policy of the company to maintain a workplace that is free from the effects of drug and alcohol use. Employees are prohibited from the illegal use, sale, dispensing, distribution, possession, or manufacturing of illegal drugs, controlled substances, narcotics, or alcoholic beverages on company premises or work sites. In addition, the company prohibits the off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when those activities adversely affect job performance and job safety. Frontier has a Drug Free Workplace policy that mandates pre-employment, random, post-accident, and reasonable suspicion drug and alcohol testing.

Confidentiality of Business Information

It is the policy of Frontier to ensure that the operations, activities, and business affairs of the company are kept confidential to the greatest possible extent. If during the course of your employment you acquire confidential information about a co-employee, Frontier, its customers or vendors, such information is to be kept in strict confidence and not to be revealed or discussed with outsiders or co-employees who have no need to know such information. Employees are also responsible for the internal security of such information.

Employees found to be violating this policy are subject to disciplinary action, up to and including termination.

Dress Code

As representatives of Frontier Logistics, employees should remember that their appearance is a direct reflection on the level of professionalism in the company. For this reason, all employees shall follow these basic minimum guidelines in regard to dress and personal appearance. Management may impose additional appropriate standards.

- Employees in office positions should dress in a manner that is in keeping with the accepted standards of professional office attire; i.e. what our customers would wear or expect to be worn. Slacks, nice jeans and collared shirts are preferred dress for men. Slacks, dresses, skirts and blouses, and pantsuits are preferred dress for women. Nice jeans and collared shirts are also acceptable. Sweatshirts, descriptive t-shirts, leggings, cutoffs, revealing clothing, hot pants, halter tops, visible body piercing (i.e., nose, eyebrow and tongue rings) and tattoos are not appropriate.
- Employees in positions that do not require direct contact with our customers or in warehouse type operations should be uniformed or in clean shirts and jeans. Even though the essential functions of an employee's job may not involve direct contact with the public, being housed in a building where members of the public or customers visit constitutes direct contact. Sweatshirts, descriptive t-shirts, leggings, cutoffs, revealing clothing, hot pants, halter tops, visible body piercing (i.e., nose, eyebrow and tongue rings) and tattoos are not appropriate.
- Footwear should also be appropriate for a professional office environment. Acceptable items include oxfords, loafers, pumps, boots, and flats. Sport shoes, tennis shoes are appropriate in some environments. Open sandal-type footwear is acceptable if it has backs that keep it on your feet. Flip-flops or other casual footwear are not appropriate.
- If an employee requires a reasonable accommodation regarding their dress for bona fide religious reasons, they should contact their supervisor or the human resources department. Unless an undue hardship would result, such an accommodation will be made.
- Employees who refuse to comply with Frontier's reasonable standards of dress can be sent home to change into more appropriate attire. Repeated violation of this policy can lead to disciplinary action up to and including termination.

An employee who is in doubt about the appropriateness of a particular mode of dress should consult their supervisor or manager in advance. Supervisors and managers are charged with the responsibility of enforcing this policy.