



Chief Freight Lines

Driver Manual



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WELCOME

Our goal is to serve our customers, exceeding their expectations every step of the way. We maintain quality service while keeping yours and the public's safety as our highest priority. Your help with this goal is key to being recognized as a professional ambassador of the road by those who work with us and travel alongside us. This manual provides an overview of policies, procedures, rules, and regulations that all drivers are expected to comply with. If you have any questions or need further information, please feel free to contact a company representative. Thank you for joining our company; we look forward to a successful relationship with you.

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SECUREMENT

Securement requirements vary depending on the equipment used, load being hauled, and federal, state, and local ordinances. Be sure to have the proper securement equipment available and inspected prior to loading to avoid any delays and extra costs.

Minimum Equipment Needed:

- | | |
|--|---|
| <input type="checkbox"/> 8 Coil Racks | <input type="checkbox"/> 2 16' x 24' Tarps on Flatbed Trailers |
| <input type="checkbox"/> 10 Chains | <input type="checkbox"/> 20 J-Hooks with Reitnouer or Mac Trailer |
| <input type="checkbox"/> 10 Ratchet Binders | <input type="checkbox"/> Fire Extinguisher |
| <input type="checkbox"/> 1 Binder Bar | <input type="checkbox"/> Triangles |
| <input type="checkbox"/> 4 Beveled Boards | <input type="checkbox"/> First Aid Kit |
| <input type="checkbox"/> 14 Load Straps for Winches | |
| <input type="checkbox"/> 30 Metal Edge Protectors with Rubber Insert | |
| <input type="checkbox"/> 1 Box of Bungees on Flatbed Trailers | |

If you have any questions about securement for a specific load, call the office. Additional information about cargo securement can be found on the DOT website: <https://www.fmcsa.dot.gov/regulations/cargo-securement/drivers-handbook-cargo-securement> or in materials provided to you during orientation.

Additionally, many state agencies now use social media to show current regulations and real life examples of equipment/cargo out on the road. Keep informed and up-to-date by reviewing the weekly safety notes, industry publications, and government agency posts/publications.

CARGO & SECURITY POLICY

Upon arrival at shipper, drivers will check in with the shipping office and provide them with ID and load information. Drivers will supervise the entire loading process and are responsible for ensuring that no unauthorized or unscheduled cargo is loaded onto their trailer. When loading is complete, the driver is responsible for securing and protecting cargo.

During transit, drivers will take all available precautions to prevent damage to equipment and cargo, including theft. Equipment should be parked in safe, well-lit areas designated for truck parking. Vehicles should remain locked at all times. Any driver who falls victim to cargo theft is instructed to notify the police as soon as possible. In the event of an attempted hijacking, the carrier has a NO STOP policy. Keep the vehicle moving as safely as possible.

Upon arrival at the consignee, driver will check in with the receiving office and provide them with ID to receive unloading instructions. Drivers will supervise the entire unloading process. In the event of cargo damage or discrepancy, drivers shall report the cargo claim immediately to the safety department. When unloading is complete, drivers are responsible for having all appropriate paperwork signed by the receiver and transmitting the required documents to the carrier.

BILLING

All loads must be turned in with their delivery receipt, all bill of lading pages, and any other supporting documents. Delivery receipts must be filled out and signed with each load and include the following information:

- Pro Number
- Unit #
- Truck Owner
- Driver Name
- Shipper's Information
- Receiver's Information
- Shipment Date
- Commodity/#/ Weight
- Receiver Signature
- Date

Bill of Lading pages must be signed or stamped by the receiver and all pages must be labeled with the pro # before being turned in. Loads cannot be processed without these documents. The settlement week is Monday through Sunday and all paperwork must be turned in by noon on Tuesday to be processed for Friday's settlement. In the event of holiday closures, paperwork will be required earlier and notice will be posted.

STANDARDS OF CONDUCT

Our operation expects all drivers to display a standard of conduct which will maintain an orderly, positive, and productive work environment. Behavior that violates this standard will be subject to disciplinary action. Types of behavior that is considered improper and unacceptable include, but is not limited to:

- Stealing
- Destruction of property
- Possession, sale, or use of illegal drugs or alcohol on company property or during work hours
- Falsification/ misrepresentation of information
- Immoral/ indecent conduct on company property, customer property, or while on duty
- Threats or intimidation
- Carrying or bringing a weapon to work, including concealed weapons in a personal or company vehicle
- Making defamatory or false statements detrimental to the company's operation and good standing in the community
- Failure to observe safety rules & regulations
- Failure to notify a supervisor of inability to deliver a load on time
- Unauthorized use of company time, materials, equipment, or funds

HARASSMENT POLICY

Title VII of the Civil Rights Act of 1964

The EEOC has issued guidelines setting forth the Commission's interpretation regarding sexual, racial, or religious harassment as a violation of Title VII. These guidelines are consistent with our policy that conduct which creates an intimidating environment will not be tolerated. Those violating this policy may be subject to disciplinary action up to and including discharge.

Any driver who feels they are subject to sexual, racial, or religious harassment is advised to contact human resources immediately. The driver must submit a written report of the incident as soon as possible or within three (3) days. All reports of sexual, racial, or religious harassment will be investigated and the appropriate action taken.

APPEARANCE / BEHAVIOR

As a driver, it is your responsibility to represent our company in a professional and courteous manner. The personal appearance, quality of service, and positive attitude of our drivers are essential to creating and maintaining a favorable image with our customers and the general public. Attire should be conservative, in good taste, and promote a professional attitude.

FOOTWEAR

Any shoe being worn in the work environment (company property, customer facilities, around/on equipment) must completely cover the foot with a closed toe and heel, and meet minimum standards. Please be aware that some customers may require more protection, so it is important to know the requirements at different locations for personal protective equipment.

HOURS OF SERVICE

All drivers are required to keep a daily log in accordance with FMCSR part 395. As a carrier, we require all log documents to be turned into the Portage, IN terminal no later than ten (10) days after the log date. This ensures we exceed the thirteen (13) day expectation of the DOT and promote quicker processing of data.

The following information is intended to aid drivers in following the DOT Hours of Service regulations. In addition, drivers may reference materials given to them during orientation or by contacting the safety department. The FMCSA also offers an [Interstate Driver's Handbook](#) you can view or download.

11 HOURS: A driver may drive 11 hours before taking a 10 hour break.

14 HOURS: A driver may have a combination of on-duty and driving time not to exceed 14 hours before a 10 hour break. Working includes driving, loading, unloading, maintenance, or any other activity engaged in work that is connected to your job and equipment. Once the on-duty time has begun, the 14 hour clock begins counting down and only a continuous 10 hour break can fully reset the time.

70 HOURS: On-duty and driving time may not exceed 70 hours in a consecutive 8-day period. Violation of this regulation can result in fines or imprisonment.

34 HOUR RESTART: A driver may take 34 consecutive hours off duty to reset the available 70 hours.

8 HOURS: Driving is permitted only if 8 hours or fewer have passed since the end of the driver's last break period of at least 30 minutes, which may be listed as on or off duty.

10 HOURS: A break of 10 consecutive hours will reset a driver's available on-duty time to 14 hours, assuming they have the hours available out of the total 70.

HOURS OF SERVICE, cont'd.

SPLIT SLEEPER: Drivers choosing to use a split sleeper berth must take at least 8 hours in the sleeper berth and may split the sleeper berth time into two periods provided neither is less than 2 hours.

- One shift must be between 2-8 hours and can be spent in the sleeper berth, off-duty, or personal conveyance (or a combination of the three).
- The other shift must be between 8-10 hours and can only be taken in the sleeper berth.

The two breaks can be taken in any order and by completing both 2/8 period and the 8/10 period, the 14 hour driving window is restarted from the end of the first sleeper berth shift, but not until after the second shift is completed.

Since the 14 hour driving window does not restart after the end of the second period, the split sleeper berth is not a full 10 hour reset, it simply moves the start time of the 14 hour driving window.

Any work done under the direction of the carrier or to benefit the carrier must be recorded as on-duty time. A log must be completed for each day the driver is in service of the carrier. The regulations require that the log be updated for each change of duty status. Paper logs should be clean, neat, and all writing should be printed with the exception of the driver signature. Graph lines should be drawn with a ruler to avoid any misinterpretation of time. The last seven days plus the current day should always be available to the driver in the vehicle. Electronic logging requirements can be found in the section titled Electronic Logs.

Local Drivers may be exempt from the requirements in 395.8 if they work within a 150 mile air radius, and begin & end their work day at the same location. Work time is not to exceed 14 hours and a period of 10 consecutive hours off must be taken before a driver may return to work.

PAPER LOGS: FORM & MANNER

Many violations can occur if form and manner regulations are not followed. In addition to the completion of the 24-hour grid, the following information must also be included on each log:

- Date
- Total Miles
- Name & Address of Carrier
- Remarks (must include city, state)
- Shipping Information (Bill of Lading # or Shipper & Commodity)
- Hours in each status
- Signature
- Name of Co-Driver, if applicable

After the completion of your day, you must sign/certify the log. A log is not valid unless certified. Multiple days off can be shown on a single log if the days are consecutive and within the same month.

MILEAGE REPORTS & FUEL RECEIPTS

Mileage reports should be turned into the carrier along with paper logs. All information on the report page is required and odometer readings marked as “broken” will result in the vehicle being placed out of service if not repaired within 2 weeks.

Fuel receipts are required to be turned in if the driver does not use the company fuel card. Fuel receipts must contain the following information: Date, Unit #, Name & Address of Seller, Number of Gallons, Price Per Gallon.

ELECTRONIC LOGS

Vehicles 2000 or newer are required to use an electronic logging device unless they are exempt under the local log rules mentioned previously. Any malfunction of the device must be reported to the carrier in writing and must be corrected within 8 days or the unit will be placed out of service. If a driver is required to use a paper log due to malfunction, the log must be reconstructed from midnight, and the previous days must be reconstructed if they are not available. Most of the time, the carrier will be able to email or fax copies of prior day's logs to the driver, so please contact safety immediately.

All drivers should be aware of how to use and demonstrate the electronic log and have all necessary documentation in the vehicle. Officers may experience stops with many different e-log brands and will likely be unaware of how to use all varieties. A driver's knowledge and cooperation during a stop can greatly impact the outcome.

The carrier reviews all logs for violations of the HOS regulations as well as form and manner. Issues found will be discussed with the drivers through a variety of methods including verbal, written, and training exercises. Excessive and/or repetitive issues may be followed up with disciplinary action tailored to the individual and the offenses specific to them.

OUT OF SERVICE

When a driver is placed out of service, that driver cannot be dispatched on any loads from any location. In most cases, this is due to the driver not completing or submitting necessary documentation required by the company and/or DOT. The following reasons may result in an OOS status:

- Logs not turned in within ten (10) days
- Non-use of electronic logs when required
- Mileage records or fuel receipts not turned in
- Quarterly inspections or maintenance records not turned in prior to the due date
- DOT physical expired or not posted to MVR after 15th day
- Expired CDL
- Other company or DOT violations for drivers and/or equipment

DOT ROADSIDE INSPECTIONS

LEVEL I: North American Standard Inspection: the most comprehensive inspection that includes compliance with critical elements of driver and vehicle requirements.

LEVEL II: Walk Around Driver/Vehicle Inspection: less extensive than a Level I inspection; the inspector will not inspect the items that require them to physically get underneath the vehicle.

LEVEL III: Driver Only Inspection: examination of documents pertaining to the driver and hazardous materials, if applicable.

LEVEL IV: Special Inspections: usually focus-based inspections as part of a study.

LEVEL V: Vehicle Only Inspection: follows the vehicle portion of a Level I and can take place with or without a driver present; possibly conducted at a carrier office during a compliance review.

Results of a DOT roadside inspection are shown on the inspection report and will explain any violations or defects found. If a driver or unit is placed out of service, violations and/or defects must be corrected before the unit can be dispatched again. All inspections must be reported and sent into the safety department within 24 hours. Proof of repairs must be kept on file and should be sent in as well. All DOT stops must be recorded on the driver's log and repairs must be recorded on maintenance reports.

When any violation occurs, the driver must contact the safety department immediately and complete/sign a corrective action form. Any violation of the Out of Service Order can result in license suspension or fines, and will result in termination of employment/lease.

FINES FOR VIOLATIONS

In the case of violations, the table on the next page displays fines that will be deducted from settlements. The fines collected will be donated to a charitable organization. Violations are tallied in a rolling 2-year cycle.

The “handheld phone” charge will be deducted in two settlements for the purchase of forward and rear-facing cameras.

The only exception to “brake violations” is ‘out of adjustment.’

FINES CHART

Violation	1st Offense	2nd Offense	3rd Offense
Speeding 0-5 mph	\$50	\$150	Review
Speeding 6-10 mph	\$100	\$200	Review
Speeding 11-14 mph	\$200	\$400	Review
Speeding 15+ mph	\$550	Termination	
Tailgating	\$550	Termination	
Traffic Control Device	\$150	\$300	Review
Reckless Driving	\$550	Termination	
Handheld Phone	\$750	Termination	
Seatbelt	\$150	\$300	\$600
14-Hour Rule	\$275	\$550	Termination
11-Hour Rule	\$275	\$550	Termination
Falsification	\$275	\$550	Termination
Any OOS HOS Violation	\$275	\$550	Termination
Unsecured Load	\$275	\$550	Termination
Tires	\$200	\$400	Review
Brakes	\$200	\$400	Review
Fire Extinguisher	\$150	\$300	\$600
Permit Book	\$50	\$100	\$200

PERMIT BOOKS

Permit books shall remain in the unit at all times and should always be kept up-to-date. All drivers should be aware of the contents within the book in order to easily access correct documents when needed. Each book is unit-specific and can be reviewed by safety if any changes are needed.

TRAVEL PERMITS

State and local governments have varying rules regarding oversize loads and permit requirements. Every driver should plan each load according to size, time, and location so they can be prepared for any permits needed. Over-dimensional permits are required for most loads exceeding 80,000 lbs, 13' 6" tall, and/or 8' 6" wide. Ordering a permit will usually require axle spacings, weights, load measurements, and routes. All states have different rules requiring route, variances for fuel stops, and travel times. Always review permit documents, including provision sheets, before beginning your trip. If it does not appear that the permit ordered will cover the load size/weight, call the office immediately. Violations and fines can occur any time a permit is not followed, and in some cases, the state can shut down the ability to order or retrieve permits for the entire carrier. Return time and costs vary by state.

DRUG & ALCOHOL POLICY

It is the policy of the carrier that all drivers be free of substance and alcohol abuse. The use of illegal drugs by any driver is prohibited. Pursuant to DOT regulations, the company has implemented six circumstances for drug and/or alcohol testing:

- Pre-Employment
- Post-Accident
- Random
- Reasonable Suspicion
- Return to Duty
- Follow-Up

Refusal to submit to drug and/or alcohol tests required by the carrier will be grounds for refusal to hire/lease prospective drivers or termination of employment/lease for current drivers. Refusal to test is defined as a failure to provide an adequate breath or urine sample without medical explanation, as well as engaging in any conduct which would obstruct the implementation of any test. Any refusal requires a carrier to prohibit the driver from performing safety sensitive functions.

Pre-Employment: All applicants for driving positions must submit to urine drug tests prior to lease/hire. The company must also verify that no prior carrier or prospective carrier of the driver has records indicating a violation of any DOT regulation pertaining to controlled substance use or knowledge of records of a violation of the DOT alcohol rules in the prior three years.

Random: This carrier conducts random drug and alcohol testing per DOT regulations. The random selection system provides an equal chance for each driver to be selected every time a random selection occurs throughout the year. The nature of this selection process means a driver may be selected more than once in subsequent selections in a year, or a driver may not be selected at all during a calendar year. If a driver is selected for either drug or alcohol tests, a company official will notify the driver. Once notified, the driver must take action intended to lead to a collection. Any action, or

DRUG & ALCOHOL POLICY, cont'd.

inaction, that does not lead to a collection as soon as possible may be considered to be a refusal to test. A refusal will be considered to be a positive result.

Post-Accident: A post-accident alcohol test must be executed within four hours after a driver:

- is involved in an accident with a fatality
- receives a citation for a moving violation arising from the accident
- involved in an accident where any person involved in the accident is taken from the scene for medical treatment
- involved in an accident where at least one vehicle received disabling damage requiring it to be towed from the scene

No driver required to take a post-alcohol test under FMCSR 382.303 shall use alcohol for eight hours following the accident, or until the driver undergoes a post-accident alcohol test, whichever occurs first. If no breath sample can be obtained within eight hours, attempts to collect shall cease. If no urine collection can be obtained for the purposes of a post-accident test within 32 hours, attempts to collect shall cease.

In the event that Federal, State, or Local officials perform the tests for controlled substances or alcohol, these tests shall be considered to meet the requirements of this section as long as they meet applicable Federal, State, or Local requirements. The driver will sign a release allowing the company to obtain the tests results from the testing officials.

In the event a driver is so seriously injured that that they cannot provide a urine or breath specimen at the time of the accident, the driver must provide necessary authorization for the company to obtain hospital records or other documents that indicate whether there were controlled substances or alcohol in the the driver's system at the time of the accident.

DRUG & ALCOHOL POLICY, cont'd.

Any driver involved in an accident must contact the company immediately.

Reasonable Suspicion: If the company has reasonable suspicion that a driver has engaged in prohibited conduct, the company may require the driver to submit to drug and/or alcohol testing.

If a driver engages in prohibited conduct, they are no longer qualified to drive a commercial motor vehicle and will be immediately removed from service. The company will then begin action regarding termination of contract or employment. The driver shall be provided with the name, address, and phone number of a qualified substance abuse professional (SAP.) If the driver desires to become re-qualified, they must be evaluated by a SAP at their own expense. Following evaluation and treatment, the driver is subject to follow-up testing in accordance with the instructions from the SAP. Follow up testing may continue up to 60 months following the return to duty and no fewer than six tests shall be performed in the first 12 months. The cost of SAP evaluation, prescribed treatment, and follow up testing is borne by the driver. The company will not guarantee or promise a position to a driver should they regain qualified status.

For the purposes of this policy, prohibited conduct shall be considered the following:

- reporting for duty with any alcohol concentration in the system
- being on-duty or operating a CMV while possessing alcohol, unless the alcohol is manifested and transported as part of a shipment
- using alcohol while performing safety sensitive functions
- consuming alcohol within eight hours when a post-accident test is required and has not yet been performed
- an alcohol test with a concentration result of 0.04 or greater, a positive controlled substance test, refusal to be tested

DRUG & ALCOHOL POLICY, cont'd.

Drug Testing is performed through urinalysis and tests for the following substances:

- Marijuana
- Cocaine
- Opioids
- Amphetamines
- Phencyclidine (PCP)

The procedure begins with the urine sample collection before it is then submitted to a SAMSHA approved laboratory for testing. The collection site has all supplies, personnel and equipment required for the collection, security, temporary storage, and shipping of urine specimens to a certified laboratory. As part of the collection process, the specimen is split into two vials: primary and secondary. The laboratory then performs the screening on the primary vial, and in the event that specimen tests positive, a confirmation test will be performed before reporting to the medical review officer (MRO) as a positive.

All laboratory results will be reported to the MRO designated by the company. The MRO is a licensed doctor of medicine employed by DSI Medical Service, Inc of Warminster, PA and possesses adequate knowledge of drug abuse disorders. Before a positive result is reported to the carrier, the MRO will attempt to contact the driver directly to discuss the result. If the MRO is unable to contact the driver, they will then contact the designated carrier official who will in turn contact the driver to contact the MRO. The driver will contact the MRO immediately or at the start of the next business day in the case the MRO's business hours have passed. It is at the MRO's sole discretion into a determination if the result is positive or negative. No further information will be reported to the carrier, however, the driver will be advised regarding the drugs involved in the positive test.

An individual testing positive may make a request of the MRO to have the secondary vial tested. The driver may request the vial be tested by a different SAMSHA

DRUG & ALCOHOL POLICY, cont'd.

certified lab than the first specimen. The request for testing of the second specimen is timely if made to the MRO within 72 hours of the driver being notified of a positive test result. All shy bladder, adulterated, and diluted screens are required to have follow-up testing done.

Pursuant to DOT regulations, individual test results for drivers will be released to the company and will be kept strictly confidential unless consent for the test results has been obtained. Any individual who has submitted to drug testing in compliance with this policy is entitled to receive the results of such testing upon timely written request.

Alcohol testing is performed using evidential breath-testing devices by a breath alcohol testing technician, and the driver will follow all instructions given to ensure an accurate test. In the event that a driver has a result of BAC .02-.399, the driver will be removed from duty and will not be able to return to duty until a 24-hour time frame has elapsed. Tests resulting in a BAC result of .04 or higher is considered prohibited conduct and may result in disciplinary action up to and including termination of employment or contract.

All alcohol tests shall be performed just prior to, during, or just after duty. The carrier will ensure a supervisor is designated to determine if reasonable suspicion exists to require a driver to undergo testing. The training covers the physical, behavioral, speech, and performance indicators of probable use of controlled substances and/or the misuse of alcohol. Records of testing will contain the date, location, result of tests as well as the name of the person performing the test. The carrier is required to notify driver applicants of their pre-hire testing results within 60 days of the disposition of the application. Negative results are kept by the carrier for a minimum of five years. The MRO is the sole custodian of all individual test results and must retain them for a period of five years.

DRUG & ALCOHOL POLICY, cont'd.

In addition, the carrier will maintain a calendar year summary of records pertaining to the testing and results of the DOT drug testing program. As of January 6, 2020, the FMCSA Drug & Alcohol Clearinghouse is now operational. Anyone holding a CDL is required to register with the FMCSA in order to respond to queries about their Clearinghouse record. Motor Carriers must conduct full queries on drivers prior to hire/lease, as well as limited queries annually on drivers already hired/leased. Further information regarding drug and alcohol testing guidelines regulated by the FMCSA can be found at the following URL:

<https://www.fmcsa.dot.gov/regulations/drug-alcohol-testing/overview-drug-and-alcohol-rules> or in the FMCSA green book given to all drivers during orientation.

Substance Abuse is a serious matter and many groups are available for information and support.

PASSENGER POLICY

An authorized passenger may be allowed in a company or contractor equipment if the following conditions have been met:

- Driver must be leased on for 30+ days and cannot be subject to probation
- Driver and passenger/legal guardian must each sign a release of liability
- An insurance policy on the authorized passenger is required
- Authorized passengers may not help with loading/unloading of freight, drive equipment, or be allowed on the dock during loading/unloading
- Depending on customer policy, authorized passengers may not be allowed on premises
- Authorized passengers must be able to enter & exit vehicle without assistance using the proper 3-point contact method
- Family members defined as either a natural child, adopted child, or minor to which the driver is a legal guardian aged 12-18 years may be taken as authorized passengers only during the months of June, July, and August, and up to only 2 times per month
- Cohabiting spouses and significant others aged 19+ may participate in the passenger program year round
- Any passengers not conducting themselves in a professional manner at all times may be discontinued from the program
- Only one passenger is allowed at a time

Violation of this policy is grounds for termination. If you have any questions regarding passengers, please contact the safety department. This program is subject to change or cancellation at any time.

JOB DESCRIPTION

The following are qualifications and responsibilities of the driver:

- High School Diploma or GED
- 2 years of verifiable Class A experience, with 6 months of flatbed
- Ability to read & interpret documents such as safety regulations, shipping/operation documents, and maintenance manuals
- Ability to complete company & DOT paperwork required to operate a truck
- Ability to communicate with co-workers and customers
- Ability to perform basic mathematical functions such as addition, subtraction, multiplication, division, & ratios
- Ability to carry out written, oral, and diagrammed instructions
- Ability to drive a tractor-trailer combination for a period of up to 11 hours in accordance with DOT regulations
- Perform and report pre- & post-trip inspections on equipment on a daily basis
- Ability to hook/unhook trailers
- Ability to lift, pull, push, or carry freight and/or materials up to 100 lbs
- Ability to conduct vehicle operations safely at all times
- Ability to enter & exit vehicle properly up to 20 times per day
- Ability to reach above shoulder level and below waist in order to maneuver the controls of the truck, including mandatory use of seatbelts at all times
- Ability to chain, tarp, strap cargo according to securement guidelines per DOT regulations
- Ability to perform all duties in various environments including, but not limited to, extreme weather conditions
- Ability to withstand loud noises, vibrations, and exposure to hazardous materials
- Ability to work around the clock, including overnight travel

LEASE TERMINATION

In the event a lease is terminated, either voluntarily or otherwise, the driver/contractor is required to return the following items to the safety department prior to the release of any deposits or escrow being held:

- Door signs
- IFTA decals
- Permit Book
- Signed-off Lease Agreement
- All logs, mileage reports, fuel receipts, maintenance reports
- All DOT inspections
- All electronic logging equipment

Items not returned within thirty (30) days from the date of lease termination will cause the forfeiture of all deposits. After these items are received, deposits and/or escrow, minus any outstanding deductions, will be returned within forty-five (45) days. Exceptions to this would be unsettled or potential cargo claims and accidents under investigation.