

DECKER TRUCK LINE, INC.

AMBASSADOR AND RESOURCE TEAM

ART PROGRAM

- This program provides new Drivers with a contact in the Office/Shop (Ambassador) who is there to help them succeed in their first few months at DTL.
- During the program, a Driver will be asked specific questions related to processes and procedures; areas related to these actions include:
 - Device operations
 - Phone system
 - Registrations
 - Specific apps
 - Portal to company websites
 - Paperwork
 - Claim reporting
 - E-logs
 - Road service
 - Scorecards and bonuses, etc.
- Furthermore, a list of subject matter experts is given to every Ambassador to assist in routing the Driver to the opportune person who will be able to answer challenging questions.
- Each Ambassador contacts their Drivers on a weekly basis to answer any questions they may have or to just check in with them to see how they are doing. This resolves any issues early on by directing and familiarizing Drivers of the processes and procedures of the company.
- Pairing Drivers with individuals other than their Fleet Manager has been very beneficial for the Drivers, it gives them an even deeper connection with DTL and has proven to improve our communications with and retention of Drivers.
- This Program was designed to help new Drivers in their career transition with Decker by not only helping them during the first few months of their employment but thereafter, on a random basis as some Drivers even stay in contact with their Ambassador after the initial time frame of the program has lapsed because of the connection and relationship that has been established.
- The ART Program acts as a crucial component in the retention of quality Drivers.