



Chapter 1

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# CHAPTER 1

## Welcome



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**SCHNEIDER NATIONAL'S MISSION STATEMENT**

We want our customer to identify Schneider as:

Safe, Courteous, Hustling Associates  
Creating Solutions That Excite Our Customers

Welcome to our Schneider family,

Congratulations! You are beginning your career with the world's premium truckload carrier. Schneider is the largest truckload carrier in North America and the only truckload carrier that has significant operations in Canada, Mexico and the United States. I am very happy to have you as a member of the Schneider team. We have high expectations of our drivers and we look for drivers that will represent our company and service our customers with professionalism. We believe the future of Schneider is determined by the talent and quality of our people.

Each one of us is a customer using goods and services every day. Our customers rely on our quality of service which is provided by the skill, knowledge and attitude of our people. Our drivers, owner operators, mechanics and support staff make up the strongest, most effective truckload team in this industry. I am very proud of our organization and very happy to have you join us. Our customer is why we are here and we must protect their business.

Schneider does have a number of positive advantages that you won't find everywhere in our industry. There are 14 large operating centers at major interstate highways that provide our drivers the comforts of home. Each has a lounge, showers, washers, dryers, fuel, maintenance, secured parking and most have cafeterias. We also have front line associates at these locations to assist you and aid in your success every day.

Leaving home can be difficult so we try to provide as many opportunities to stay connected with your home and family as possible, such as in-cab e-mail, discount phone services and an effective time at home policy. Driving the truck is a very hard job and only the people with solid training and desire to succeed stay in this business. It is a very challenging and rewarding career and one that I know you will enjoy. Our new drivers tell me that the most difficult time is the first 6 months because everything is new and it takes time to adjust to this new career.

Please understand that our desire is to have you succeed at Schneider. This is a good industry that provides vital services to all of us in North America. We will continue to reinvest in your training and development over your career as we want to provide every opportunity to be as good as we can be as transportation experts. We are supplying you all the tools to be successful – good equipment, competitive wages and benefits and the support of the people around you. I ask you to join us, learn as much as you can and build on your day-to-day experiences. Your positive attitude, solid communications and willingness to deliver results will certainly provide you a rewarding career in the trucking industry and with Schneider National Carriers or Schneider National Bulk Carriers.

Sincerely,

Wayne Lubner  
Vice President of Driver Relations

## **The Schneider Organization**

The Schneider Organization was started in 1935 when Al Schneider purchased his first truck. Seventy years later, Schneider National, Inc. has become the largest truckload carrier organization in North America. Donald J. Schneider recently relinquished his role as President and Chief Executive Officer of Schneider National but remains as chairman of the Schneider National Board of Directors. Chris Lofgren, currently holds the role of Chief Executive Officer of Schneider National, a privately held corporation with an unmatched reputation for financial stability, growth and fairness to its customers and associates.

Schneider National's distinctive orange tractor-trailer combinations carry both regional and long-haul loads throughout the continental U.S. and Canada, providing van, Refrigerated, Intermodal, and Bulk trucking services. Bulk fuel, Logistics, and truck leasing services provided by SNI subsidiaries qualify the corporation as a premier provider transportation, logistics and related services.

Serving thousands of shippers and consignees throughout the United States, including two-thirds of the nation's Fortune 500 Companies, Schneider trucks run over 5 million miles every day.

### **Schneider National Carriers, Inc.**

Schneider National's (SNC), largest subsidiary, is an irregular route common carrier, using union-free company drivers and contractors to haul dry van, general commodity freight throughout the 48 states and Canada.

## **Schneider National Bulk Carriers, Inc.**

Schneider National Bulk Carriers, Inc. (SNBC), was formed in the late 1960's and uses tank trailers to transport liquid chemicals and hazardous wastes. SNBC is an irregular route common carrier, using union free company drivers and Independent contractors leased to Schneider, and provides services throughout the 48 states and Canada.

SNBC is ISO-9002 certified and a Responsible Care® Partner Member.

## **Work Structure**

### **WORK TEAMS**

Our goal is to provide our drivers the support necessary to be successful in servicing our customers as well as success in their profession. Our drivers are assigned to work teams which consist of Service Team Leaders (STL) and/or Service Team coordinators (STC). Each STL works with approximately 30-50 drivers. This is our way to get to know and work with each driver on a one-to-one basis.

We have programmed our phone systems to provide access to your primary Service Team Leader.

Other team members are there to provide backup to keep the operation moving. A key to success at Schneider is a good, open and honest working relationship between each driver and STL.

## DEFINITION OF ROLES “Know your resources”

### Role of an SNI Driver

- To pick up and deliver freight courteously, on time, safely and legally.
- To communicate essential information accurately and one time.
- To manage the variable costs of operation that are under his/her control.
- To keep company equipment in his/her control clean and well maintained.
- To offer ideas and suggestions that lead to continuous improvement in the business.

### Support Resources for Drivers

**Training Engineers (TE)** -- Train drivers on the skills needed to provide quality customer service, safety procedures, and to practice effective cost management, while demonstrating and teaching Schneider National values in day to day work. In addition, Training Engineers may assist in recruiting, classroom instruction and operations.

**Operations Support Representative (OSR)** -- Available to drivers at the Operating Centers to meet their needs in the areas of remedial or scheduled training, problem resolution and O.C. driver services.

**Service Team Representative (STR)** -- Support the driver and the STL by efficiently handling dispatch and other daily operational needs and by being a part of the communication link between driver and company. In addition, they assist the drivers in solving problems.

**Service Team Leaders (STL)** -- Service Team Leaders help drivers develop their skills by sharing technical and administrative information through training, coaching, providing feedback and channeling resources to the drivers. They also provide the vital communication link between driver and company.

**Team Operations Manager (TOM)** -- Responsible for providing support and direction to a group of work teams. TOMs are responsible for the key factor performance of the STLs and drivers within their work team. TOMs can be a another resource for drivers if issues can not be resolved on a STL level.

**Operating Center Manager (OCM)** -- OCMs set direction for their operating center and are responsible for all work teams within the center and the key factor performance of those teams. An OCM is another resource for the driver.

**Regional Operations Director (ROD)**-- The ROD is responsible for a number of operating centers for which they create direction and provide leadership to the field operations group.



## **Schneider Operating Network**

Schneider National's network of operating centers was designed with the driver in mind. Optimal locations that offer ease of entry, security and the comforts of home were our main objectives. All of our operating centers are similarly designed and our operation's associates want you to feel at home when you visit the center. Here is some information that will help you while you are taking advantage of our operating center's amenities.

### **Full Service Operating Centers-**

- Fuel, Maintenance, driver's lounge, driver services to include showers are open 24 hours a day, 7 days a week
- Yard speed 10 mph
- Transient parking is short term parking ( 8-10 hours)
- Dropping off/picking up high value loads-Driver Services Desk
- Maintenance work – Estimator area
- Please park bobtails nose first in bobtail parking spots
- When dropping trailers, ensure landing gear rests on concrete pads (if available) so trailers don't sink in asphalt

## West Coast Operating Centers

### **Fontana, CA (Los Angeles OC)**

14392 Valley Blvd.  
SNI cc: EKM94  
Bulk cc: SCHFON00

### **O.C. Hours**

#### **Operations**

- 6:00-16:00 Monday through Friday

#### **Cafeteria Hours**

- 6:00-20:00 Monday through Friday
- 7:00-19:00 Saturday-Sunday

### **O.C. Services**

Maintenance Support/Full Service Maintenance  
Secure Parking  
Bobtail Parking with Plug Ins  
Company Store  
Shuttle to motel  
Vending Machines  
Fax Service- (909)574-2139/2176  
Showers-Full & Express

Cafeteria  
ATM  
Laundry Room  
TV Lounge  
Microwaves  
Exercise Room

## Midwest Operating Centers

### **Seville, OH (Akron OC)**

8860 Wooster Pike

SNI cc: 36100

Bulk cc: SCHAKR00

### O.C. Hours

Operations

- 8:00-17:00 Monday through Friday

Cafeteria Hours

- 6:00-22:00 Monday through Friday
- 6:00-20:00 Saturday-Sunday

### O.C. Services

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Company Store

Shuttle to motel

Vending Machines

Fax Service- (330-769-1167)

Showers-Full & Express

Cafeteria

ATM

Laundry

TV Lounge

Microwaves

Exercise Room

## **Gary, IN (Chicago OC)**

7101 W 17<sup>th</sup> Ave

SNI cc: QJ871

Bulk cc: SCHGAR00

### **O.C. Hours**

Operations

- 7:00-16:00 Monday through Friday

Cafeteria Hours

- 6:00-23:00 Monday through Friday
- 7:00-22:00 Saturday-Sunday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Company Store

Shuttle to motel

Vending Machines

Fax Service- (219-944-4076)

Cafeteria

ATM

Laundry

TV Room

Microwaves

Exercise Room

## **Des Moines, IA ( Des Moines OC)**

5929 N.E. 22<sup>nd</sup> Street, I-80

SNI cc: AJ488

Bulk cc: SCHDES00

### **O.C. Hours**

Operations

- 7:00-16:00 Monday through Friday

Cafeteria Hours

- 6:00-22:00 Monday through Friday
- 6:00-20:00 Saturday-Sunday

### **O.C. Services – Des Moines**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Company Store

Shuttle to motel

Vending Machines

Fax Service- (515-263-3947)

Cafeteria

ATM

Laundry

TV Room

Microwaves

Exercise Room

## **Green Bay, WI (Green Bay OC)**

2661 S. Broadway

SNI cc: 10039

Bulk cc: SCHGRE00

### **O.C. Hours**

Operations

- 7:00-16:00 Monday through Friday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Company Store

Shuttle to motel

Machines

Fax Service- (920-592-5201)

ATM

Laundry

TV Room

Microwaves

Vending

## **Indianapolis, IN (Indianapolis OC)**

7238 Western Select Dr.

Indianapolis, IN 46219

SNI cc: 14859

Bulk cc: SCHIND01

### **O.C. Hours**

Operations

- 7:00-16:00 Monday through Friday

Cafeteria Hours

- 6:00-22:00 Monday through Friday
- 6:00-20:00 Saturday-Sunday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Company Store

Shuttle to motel

Vending Machines

Fax Service- (317-322-3080)

Cafeteria

ATM

Laundry

TV Room

Microwaves

Exercise Room

## East Coast Operating Centers

### **Carlisle, PA (Harrisburg OC)**

1 Schneider Drive

SNI cc: EW259

Bulk cc: SCHCAR00

### **O.C. Hours**

Operations

- 8:00-16:00 Monday through Friday

Cafeteria Hours

- 6:00-22:00 Monday through Thursday, 0600-2200 Friday
- 7:00-20:00 Saturday, 0700-2300 Sunday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Company Store

Shuttle to motel

Vending Machines

Fax Service- (717-691-4466)

Cafeteria

ATM

Laundry

TV Room

Microwaves



## Southern Operating Centers

### **Charlotte, NC**

2420 Starita Rd.

SNI cc: WS775

Bulk cc: SCHCHA01

### O.C. Hours

Operations

- 7:00-17:00 Monday through Friday

Cafeteria Hours

- 5:30-22:30 Monday through Friday
- 6:00-20:00 Saturday-Sunday

### O.C. Services

Maintenance Support/Full Service Maintenance

Secure Parking

Company Store

Shuttle to motel

Vending Machines

Fax Service- (704-599-7571)

Cafeteria

ATM

Laundry

TV Room

Microwaves

Exercise Room

## **Atlanta, GA (Atlanta OC)**

3300 Int'l Park Drive

SNI cc: QMM95

Bulk cc: SCHATL00

### **O.C. Hours**

Operations

- 7:00-17:00 Monday through Friday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Shuttle to motel

Vending Machines

Fax Service- (404-329-8239)

Laundry

ATM

TV Room

Microwaves

Exercise Room

## **Dallas, TX (Dallas OC)**

34500 LBJ FWY

SNI cc: ETF18

Bulk cc: SCHDAL00

### **O.C. Hours**

Operations

- 7:00-16:00 Monday through Friday

Cafeteria Hours

- 6:00-22:00 Monday through Friday
- 6:00-20:00 Saturday-Sunday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking

Company Store

Shuttle to motel

Vending Machines

Fax Service- (469-941-3056)

Cafeteria

ATM

Laundry

TV Room

Microwaves

Exercise Room

## **West Memphis, AR (West Memphis OC)**

800 North Airport Rd., I-40. Exit 275

SNI cc: 99038

Bulk cc: SCHWES00

### **O.C. Hours**

Operations

- 7:00-16:00 Monday through Friday

Cafeteria Hours

- 24 Hours Monday through Sunday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Company Store

Shuttle to motel

Vending Machines

Fax Service- (870-732-7248)

Cafeteria

ATM

Laundry

TV Room

Microwaves

Exercise Room

## Canada Operating Center

### **Aberfoyle, ON (Toronto OC)**

7475 McLean Rd.  
Exit 299 N off Hwy 401  
SNI cc: DUT48  
Bulk cc: SCHABE00

### **O.C. Hours**

Operations

- 8:00-17:00 Monday through Friday

Cafeteria Hours

- 6:00-21:00 Monday through Friday
- 7:00-20:00 Saturday, 0700-1300 Sunday

### **O.C. Services**

Maintenance Support/Full Service Maintenance  
Secure Parking  
Bobtail Parking with Plug Ins  
Company Store  
Shuttle to motel  
Fax Service- (519-826-7377)  
Machines

Cafeteria  
Laundry  
TV Room  
Microwaves  
Exercise Room  
Vending

**Operating Centers**  
**(These Centers Do Not Provide All Services)**

**Woodhaven, MI (Detroit OC)**

21005 West Road  
SNI cc: KDD64  
Bulk cc: SCHW0001

**O.C. Hours**

Operations

- 8:00-17:00 Monday through Friday

**O.C. Services**

Maintenance Support/Full Service Maintenance  
Secure Parking  
Bobtail Parking with Plug Ins  
MachinesFax Service- (734-362-3701)

TV Room  
Microwaves  
Vending

## **Evergreen, AL (Evergreen OC)**

120 Ted Bates Rd., I-65 Exit 96

SNI cc: EUU16

Bulk cc: SCHEVE00

### **O.C. Hours**

Operations

- 7:00-16:00 Monday through Friday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Company Store

Vending Machines

Fax Service- (251-578-7297)

Laundry

TV Room

Microwaves

Exercise Room

## **Houston, TX (Houston OC)**

1415 Penn City Road

SNI cc: MNS07

Bulk cc: SCHHOU00

### **O.C. Hours**

Operations

- 7:00-16:30 Monday through Friday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Secure Parking

Bobtail Parking with Plug Ins

Shuttle to motel

Fax Service- (281-864-6430)

SNBC Tankwash

Microwaves

TV Room

Laundry

Vending Machine



## **Portland, OR (Portland OC)**

18055 SW Boones Ferry Road; Tigard, OR

SNI cc: AW393

Bulk cc: SHTIG00

### **O.C. Hours**

Operations

- 6:00-16:00 Monday through Friday

### **O.C. Services**

Maintenance Support/Full Service Maintenance

Laundry

Shuttle to motel

Vending Machines

TV Room

Microwaves

Showers

### **Other Operating Points:**

	<b>Van</b>	<b>Bulk</b>
Corapolis, PA-Bulk	77649	SCHCOR00
Mehoopany, PA	09637	SCHMEH00
Carteret, NJ-Bulk	CDQ54	UNICAR01
Reserve, LA	37780	SCHRES02
St. Louis, MO (Edwardsville, IL)	UFH59	SCHEDW00

Central LA / Vernon, CA                      MNR37                      SCHLOS00

**Wal-Mart Operating Locations**

Bedford, PA                                      MSR77                      WALCES00

Garret, IN                                        LFQ27                      SNIGAR00

Henderson, NC                                NAS70                      WALHEN00

London, KY                                      XE123                      SCHLON00

Olney, IL                                        CYA34                      WALOLN00

Washington Courthouse, OH                NAS63                      WALWAS01

Winterville, OH                                PJD87                      WALWIN00