

Safety Policy & Procedure

MISTRAS Group, Inc. | Services Division

Vehicle Fleet Policy (Safe Motor Vehicle Operations) 100-SP-100 Rev 1.4

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Management Approval

Matthew Becker, Canadian Compliance Director

Geoffrey M. Bottego, Safety Director

Issue Authorization

Beth Wood, Corporate Fleet Manager

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Issue Authorization

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Document History

Revision	Date	Description	
0	12/27/19	Original Issue	
1	4/29/20	Vehicle fleet additions and revisions	
		Update to new template	
1.1	6/5/20	Added paragraph 6.1.4, listing requirements for cargo	
1.2	3/15/21	Added legal requirements	
1.3	4/28/21	Revised Paragraphs 4.1, 4.2, and 4.3	
		Addition to Section 6.0 introductory paragraph	
1.4	7/9/21	Added Paragraph 1.4	
		Added Senior Management responsibilities (Paragraphs 3.1.7 and 3.1.8)	



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Caring Connects

At **MISTRAS**, we're a team **connected by a common thread of caring** — about one another, our customers, the environment, and the work we do.

We see it as our responsibility to look out for one another, by **fostering a culture of togetherness, safety, respect, and contribution** which enables each individual member to feel that they're a part of something bigger.

Safety and health are an integral part of all our activities. We believe that all safety incidents are preventable if the proper care measures are taken regarding safe motor vehicle operations.

MISTRAS Expectations:

- Role model and teach all MISTRAS safety processes / approaches
- Intervene if you see any unsafe action or situation
- Look out for your coworker's safety, and care enough to say something if you can see a better way
- Remember Caring is making sure everyone goes home in the same condition as they arrived

1.0 Purpose

The purpose of this procedure is to:

- 1.1 Prevent property damage and/or injury to employees of MISTRAS Group, Inc. and its subsidiaries (collectively, "MISTRAS") and members of the public, and to mitigate risks that result from the operation of motor vehicles.
- 1.2 Establish the criteria for driver approval.
- 1.3 Establish the expectations MISTRAS maintains regarding the safe operation and maintenance of vehicles. However, this document may not contain or address all situations and expectations regarding vehicle operations.
- 1.4 Improve our fleet fuel economy and fuel consumption in line with company targets of 1% annually.

2.0 Scope

- 2.1 This policy applies to all MISTRAS Group, Inc. employees operating MISTRAS-owned or leased vehicles unless otherwise addressed within this policy, or in another applicable document, policy, or procedure.
- 2.2 This document also applies to the operation of rental vehicles or driver-owned vehicles when utilized for MISTRAS business.

3.0 Responsibilities

- 3.1 Management Responsibilities
 - 3.1.1 MISTRAS' Executive and Senior Leadership is committed to supporting this program and promoting the safety of MISTRAS employees.
 - 3.1.2 Each facility General Manager (GM) is responsible for ensuring that new employees have a valid driver's license and a graded Motor Vehicle Report (MVR) or Drivers Abstract (for simplification consider MVR to equate to Drivers Abstract), with approved status, prior to operating a motor vehicle on behalf of MISTRAS.
 - 3.1.3 It is the GM's responsibility to maintain a list of approved drivers. Further, it is the GM's duty to have current employees' MVRs or drivers abstracts reviewed annually, at a minimum, to ensure drivers remain qualified in accordance with the guidelines of this document.



NOTE: In some jurisdictions, MISTRAS may connect with the jurisdiction's appropriate agency (i.e. Texas Department of Public Safety, California Department of Motor Vehicles) to receive on demand or "as updated" MVRs. This allows for MISTRAS to obtain up-to-date MVRs if and as events post to an employee's MVR.

- 3.1.4 MISTRAS-owned/leased vehicles will be maintained in safe operating condition and will be equipped with the proper safety equipment for the vehicle and its intended use. If there is uncertainty regarding what constitutes "safe operating condition," it is the driver's responsibility to contact his/her regional Safety representative prior to operating a vehicle. Minimally, this includes, but is not limited to, ensuring that there are appropriate and adequate protections (e.g. screens or compartments) in place when transporting tools and equipment. This is to minimize missile hazard issues in the event of an incident or rapid deceleration. Further additional safety equipment housed within the vehicle may include, if appropriate, fire extinguisher(s), eyewash, etc.
- 3.1.5 Ensure that employees operating a MISTRAS vehicle are trained on the requirements of this document. Training shall be retained on file and available for inspection at the local facility.
- 3.1.6 If employees are operating personally owned vehicles for company business, then management must obtain proof of insurance from the driver and confirm that coverages are in place.
- 3.1.7 Senior MISTRAS Management is responsible for tracking fleet fuel consumption and measuring against reduction targets.
- 3.1.8 Senior Management is responsible for disclosing the percentage of fuel consumption used from renewable sources.

3.2 Supervisor Responsibilities

- 3.2.1 Supervisors should be familiar with this document and its requirements.
- 3.2.2 Supervisors shall monitor the driving performance of their employees, respond to notifications (e.g. safety alerts, driver scorecards, etc.), and take appropriate actions for at-risk drivers in a timely fashion.
- 3.2.3 Supervisors shall prohibit employees who do not have a valid, class-appropriate driver's license from operating a MISTRAS-owned/leased motor vehicle or any other vehicle on behalf of MISTRAS.
- 3.2.4 Supervisors shall facilitate a program that ensure vehicles are inspected at least monthly utilizing **Attachment 2** of this document.
- 3.2.5 Ensure that employees operating a MISTRAS-owned/leased vehicle are trained on the requirements of this document. Training shall be retained on file and available for inspection at the local facility.
- 3.2.6 Supervisors are responsible for assisting in the investigation of vehicle incidents. Incidents shall include accidents or "How's My Driving" Reports.
- 3.2.7 Supervisors are responsible for ensuring that driver concerns regarding vehicle maintenance are addressed in an expedient manner.
- 3.2.8 Supervisors shall ensure that vehicles that frequent toll roads while on business are registered with the respective toll authority for automatic payment.
- 3.2.9 Supervisors shall ensure that MISTRAS is reimbursed by drivers for tolls accrued during their commute to/ from their residence.



3.3 Driver Responsibilities

- 3.3.1 Employees shall possess and maintain a valid, class-appropriate driver's license, as well as provide consent to MISTRAS to obtain their MVR or equivalent (i.e. Drivers Abstract). Employees shall not operate vehicles if they do not meet MISTRAS' prerequisites or have a valid, class-appropriate driver's license.
- 3.3.2 Vehicles are to be operated in accordance with the permitted use requirements of this policy, as outlined below.
- 3.3.3 Employees driving personally owned vehicles on behalf of MISTRAS shall be responsible for 1) ensuring that vehicles are in safe operating condition, and 2) maintaining the vehicle in accordance with the manufacturer's recommendations. In addition, if operating a MISTRAS-owned/leased vehicle, the operator is responsible for ensuring that vehicle maintenance is administered in accordance with the manufacturer's/MISTRAS' recommendations.
- 3.3.4 Drivers shall complete a 360 walk around of any vehicle prior to operating it, regardless of the length of time the vehicle was idle.
- 3.3.5 Employees operating a MISTRAS-owned/leased vehicle rented in MISTRAS' account shall notify their supervisor, when necessary, as outlined below:
 - 3.3.5.1 Accidents must be reported immediately, regardless of severity or significance. Any accident that is not reported may result in disciplinary action, up to and including termination.
 - 3.3.5.2 Driver's license suspension or revocation of driving privileges must be reported to management immediately and the employee may not drive a MISTRAS-owned/leased vehicle or any other vehicle on company business and/or property until the license is reinstated. Documentation of the reinstatement must be provided to the employee's immediate supervisor prior to driving any vehicle on MISTRAS business and/or property.
 - 3.3.5.3 Moving violations must be reported within three (3) business days of citation and again within three (3) business days of conviction or dismissal.
 - 3.3.5.4 Serious moving violations must be reported to the employee's supervisor. Serious moving violations include, but are not limited to, the following:
 - Driving while impaired/intoxicated
 - Reckless driving
 - Leaving the scene of the accident
 - Speeding that is equal to or greater than 15 mph over the posted speed limit
 - 3.3.5.5 Mechanical or maintenance-related issues must be reported immediately to the employee's supervisor. These issues include, but are not limited to, the following:
 - Check engine light on
 - Oil change due
 - Telematics keyreader doesn't beep to alert driver to fob in
- 3.3.6 Drivers shall not operate MISTRAS-owned/leased vehicles or personally owned vehicles while on MISTRAS business unless they are free from impairment. Any violation of this requirement may result in disciplinary action, up to and including termination.



- 3.3.7 Drivers are to operate MISTRAS-owned/leased vehicles or personally-owned vehicles while on MISTRAS business in a manner consistent with MISTRAS' values; therefore, in a safe and considerate manner. MISTRAS vehicles represent our company.
- 3.3.8 Drivers and passengers are required to wear seatbelts when the vehicle is in motion. It is the driver's responsibility to confirm that all passengers are wearing seatbelts. Drivers should report to their supervisor immediately if/when they are aware of a broken or damaged seatbelt.
- 3.3.9 Drivers shall be held personally responsible and liable for any tickets received while operating a MISTRAS-owned/leased vehicle or personally owned vehicle on MISTRAS business.
- 3.3.10 If a vehicle is not registered for automatic payment with a toll authority, the tolls are to be paid for by drivers and are reimbursable if incurred while conducting MISTRAS business.
 - 3.3.10.1 If a vehicle frequents toll roads, the driver should advise their supervisor immediately so that it can be registered with the respective toll authority.
 - 3.3.10.2 All non-business-related tolls are the driver's responsibility. This includes tolls incurred during the driver's commute to/from home and work.
 - 3.3.10.3 The driver must reimburse MISTRAS for all non-business-related tolls on a monthly basis. This may be coordinated with the driver's supervisor.
- 3.3.11 If operating a MISTRAS-owned/leased vehicle with the telematics fob system, the operator of the vehicle must fob into the vehicle telematics system before driving the vehicle; failure to do so may lead to disciplinary action.
- 3.3.12 If a driver encounters another driver exhibiting aggressive driving or road rage, the following is recommended:
 - 3.3.12.1 Avoid making eye contact with the other driver.
 - 3.3.12.2 Remain in the vehicle if at a stop.
 - 3.3.12.3 If the situation escalates, go to the nearest police station.
- 3.4 Vendor Responsibilities

ARI is MISTRAS' fleet management company. Their responsibilities, as it relates to our vehicle fleet, include, but are not limited to, the following:

- 3.4.1 Fuel management
- 3.4.2 Maintenance management
- 3.4.3 New vehicle acquisition (including applicable upfitting, such as a stake body, van cargo shelves and partitions, etc.)
- 3.4.4 Registrations (including new vehicles licensing and registration renewals)
- 3.4.5 Telematics are coordinated by ARI through our partner, Geotab
- 3.4.6 Vehicle and trailer decals are coordinated by ARI through our partner, Signature Graphics
- 3.4.7 Vehicle sales



4.0 Permitted Use Policy

- 4.1 Vehicles are to be driven by authorized employees only, except in the case of repair testing by a mechanic. Regular passengers are limited to those individuals who need to ride in the vehicle to conduct employer business, such as other employees, customers, vendor representatives, etc. Family members are allowed to ride in a company vehicle (but not operate the vehicle) only in the reasonable personal use scenario described in Section 4.2.
 - 4.1.1 Transporting strangers or hitchhikers or utilizing a company vehicle towards a non-MISTRAS delivery service is a violation of company policy.
 - 4.1.2 Do not, under any circumstance, accept any compensation from anyone riding in the vehicle with you.
- 4.2 Employees provided with MISTRAS-owned/leased vehicles that retain a company logo may use the vehicle for company business only. Individuals who are assigned company vehicles may voluntarily choose, if authorized, to take the assigned vehicle home and use them to commute to and from their assigned work reporting location, or may choose to park the vehicle at a designated MISTRAS location. Reasonable personal use of the assigned company vehicle during commute is permitted, which consists of personal use that does not require a significant geographical deviation from what would otherwise be the normal commute is permitted. Other types of personal use may also be permitted for good reason and upon prior approval by the Lab's Regional or General Manager.

Vehicles containing a radioactive source are to remain at a MISTRAS or customer site when not in use.

- 4.2.1 Parking at a hotel or customer site is permitted when the vehicle is on assignment.
- 4.2.2 Such vehicles should not be garaged at a driver's residence unless written permission is provided by a Lab's Regional or General Manager.
- 4.3 A vehicle assigned to individuals that does not retain a company logo may be used for personal transportation on a limited basis. Company vehicles may be assigned for the convenience and benefits of employees, but are not intended to be a fringe benefit unless otherwise specified by an executive officer of MISTRAS.

Limited basis is defined as the following:

- 4.3.1 Short trips, under 15 miles (24 km), to transport family members to a location.
- 4.3.2 Stops to and from work, or work-related activities, is authorized if aligned with expected commute.
- 4.3.3 Towing of any kind is prohibited.
- 4.3.4 The modification of a company vehicle requires both General Manager and Corporate Fleet Manager approval. Modifications include, but are not limited to, the following:
 - 4.3.4.1 Vehicle appearance, such as tint, tire rims, and bumper stickers
 - 4.3.4.2 Vehicle performance, such as wheel size and exhaust
 - 4.3.4.3 Audio system
- 4.4 Company vehicles, like MISTRAS facilities, are no smoking areas. Since many jurisdictions prohibit smoking in public areas and vehicles are often shared, MISTRAS prohibits smoking in company vehicles. If it is determined that the employee driving the vehicle smoked or permitted smoking, MISTRAS, as permitted by State/Provincial law, may deduct any associated cleaning cost from the employee's paycheck.
- 4.5 In the event an employee terminates or is terminated from MISTRAS, or takes medical or personal leave, his/her company vehicle must be returned immediately. It is the responsibility of the terminated employee's Manager to ensure that the vehicle is returned with registration, insurance card, fuel card, maintenance packet, all sets of



keys, as well as any additional company-issued equipment (including, but not limited to, toll transponders). **Under no circumstances should a vehicle remain in the possession of a terminated employee after termination**.

5.0 Personal Vehicles

- 5.1 Damage to personally-owned vehicles being operated on MISTRAS business, as well as any injuries to family members, friends, etc., will not be covered by MISTRAS' insurance policy and therefore is the sole responsibility of the employee.
- 5.2 Employees who use their personal vehicle for MISTRAS business will be reimbursed for business mileage pursuant to the MISTRAS' Mileage Reimbursement Policy. Reimbursed mileage is defined as mileage driven over and above the employee's normal commuting mileage or as prescribed by applicable policy.
- 5.3 All employees who use their personally owned vehicle for company business must observe the same policies governing the use of MISTRAS-owned/leased vehicles during the conduct of MISTRAS business.
- 5.4 In addition to adhering to the policies herein, any employee permitted to use his or her personal vehicle for MISTRAS business is required to carry a minimum limit of bodily injury/property damage automobile insurance as required by the drivers' state or province. The employee must provide his or her personal auto declarations page every January 1st as proof of compliance with this requirement to their General Manager or immediate supervisor.

6.0 Expectations for Use and Safe Vehicle Operation

As detailed herein, operators of MISTRAS-owned/leased vehicles must ensure that the vehicle is well-maintained and safe to operate. Drivers should also be cognizant of the vehicle appearance, including condition of the upholstery, body, paint, decals, windows, and overall general condition. If the vehicle is in ill repair or unacceptable appearance, then efforts should be made to address the issue by communicating with the driver's supervisor. Additionally, the vehicle cab/work area should be free of trash and debris and maintained in a way that is always presentable. Time spent performing maintenance to assigned vehicles should be paid to employees in accordance with MISTRAS' applicable compensation policies and procedures. Please refer to applicable policies.

6.1 Pre-Trip Vehicle Inspection

- 6.1.1 Prior to moving any vehicle or equipment, the driver should perform a pre-trip inspection including a "360" of the vehicle. A "360" is a complete walkaround of the vehicle and serves to ensure that no person, animal, equipment, or property will be injured or damaged when the vehicle is operated. Further, the "360" provides an opportunity to assess the vehicle prior to operation.
- 6.1.2 The pre-trip inspection shall ensure the proper operation and condition of the vehicle's brakes, tire tread, steering, mirrors, headlights, turn signals, and fluid levels, at a minimum. Additionally, the following documentation should be available in the vehicle registration and insurance documentation, fuel card, maintenance packet/card, etc. Any deficiencies that would affect the safe and legal operation of the vehicle, including missing or expired State inspection and registration stickers or plates, must be corrected before use of vehicle.
- 6.1.3 MISTRAS-owned/leased vehicles should be inspected on a monthly basis using Attachment 2 of this document to record the condition of the vehicle. The Vehicle Inspection form should then be turned into to supervision for retention. All Vehicle Inspection Forms should be reviewed to identify unsafe conditions reported on any vehicle and develop an effective mitigation plan to correct the deficiencies.
- 6.1.4 Any cargo on or in motor vehicles will be adequately stored and secured prior to vehicle use to prevent unintentional movement of the equipment which could cause spillage, damage to the vehicle, or injury to the operator.



6.2 Preventing Backing Incidents

- 6.2.1 When possible, drivers should park such that backing is not necessary. When backing cannot be avoided, back into the area when first arriving unless there is a valid reason why that is not the safest alternative for the specific situation.
- 6.2.2 When backing cannot be avoided, vehicle operators shall not back up a vehicle until they are sure that the vehicle can be moved safely.
 - 6.2.2.1 Use any backing assist equipment provided with the vehicle such as backing cameras, sensors, and/or special mirrors.
 - 6.2.2.2 When two (2) or more employees are present, one (1) shall serve as a spotter. It is critical that the driver and spotter establish communications before commencing backing. The spotter must remain in view of the driver and safely out of the path of the vehicle.

6.3 Distracted Driving/Mobile Device Use

- 6.3.1 Drivers should not use a hand-held mobile phone while driving a MISTRAS-owned/leased or personally owned vehicle while conducting MISTRAS business. However, if necessary, the following exceptions are authorized unless prohibited by State law:
 - 6.3.1.1 Mounted hands-free device within arm's reach from a seat-belted position, with a speaker function and one-touch dialing.
 - 6.3.1.2 Wired or wireless earphone with one-touch or voice-activated function, unless prohibited by local regulations.
- 6.3.2 Approved wireless devices should be ready prior to commencing driving, thereby preventing any unnecessary distractions caused by reaching for the headset or earpiece, manipulating audio controls, etc., all of which should be avoided.
- 6.3.3 Calls while operating a vehicle should be limited to only those calls that are essential.
- 6.3.4 Texting and manual operation of a global positioning system (GPS) while driving is prohibited.
 - 6.3.4.1 Texting means the manual entry of alphanumeric text into, or reading text from, a mobile device. This includes, but is not limited to, accessing the internet, short messages, pressing more than a single button to initiate or terminate a voice communication using a mobile telephone, or engaging in any other form of electronic test retrieval or entry.
 - 6.3.4.2 Inputting information on a GPS or navigation system is prohibited while the vehicle is in operation.
- 6.3.5 Emergency use of a mobile telephone is permissible when necessary to communicate with law enforcement or emergency services when it is safe to do so. Ideally, emergency use will be performed when the vehicle is in the stationary position.
- 6.3.6 Additionally, the following are prohibited when operating a motor vehicle: eating, reading, or any activity that may distract from the operator's ability to maintain focus on the road and operating conditions.

6.4 Motor Vehicle Operations

6.4.1 **Operating a vehicle while impaired is expressly prohibited**. Drivers must not operate a vehicle at any time if their ability to do so is impaired, affected or influenced by alcohol, illegal drugs, prescribed or overthe-counter medication, illness, fatigue, or injury. Operating a motor vehicle impaired is sufficient grounds for disciplinary action up to and including immediate termination.



- 6.4.2 Drivers of company vehicles must not pick up or transport hitchhikers or other unauthorized passengers. Unauthorized passengers include those individuals who are not company employees, not affiliated with the company, and/or not contracted to conduct specific company business.
- 6.4.3 The use of any radar detector, laser detector, or similar devices is prohibited in MISTRAS-owned/leased vehicles.
- 6.4.4 Seat belts are required to be worn by the driver and all occupants when the vehicle is in motion. It is the driver's responsibility for ensuring that passengers wear their seat belts.
- 6.4.5 Vehicle engines are to be turned off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended. NOTE: Customer site-specific policies may differ. When employees are on customer sites, they shall adhere to customer policies, if the customer policy is more stringent.
- 6.4.6 Employees are expected to ensure "reasonable care" is maintained of all MISTRAS property such as computers, work papers, and equipment under their control. The company will not reimburse the employee for the theft of personal property from MISTRAS-owned/leased or personally owned vehicles.
- 6.4.7 Vehicle operators are to honor posted speed limits. Further, in adverse driving conditions, speed should be reduced to safe operating levels based on the road conditions. Headlights should be used two (2) hours before sunset until two (2) hours after sunrise or during inclement weather conditions.
- 6.4.8 Drivers are always to maintain a safe following distance. Drivers should keep, as a rule, two (2) to three (3) seconds spacing between your vehicle and the vehicle immediately in front of you. During adverse road conditions, the following distance should increase to at least four (4) seconds.
- 6.4.9 Vehicle operators should be aware of their surroundings and leave themselves at least one (1) means of escape ("an out"), in the event it is necessary. "An out" is a space to the left or right that can be used if/when necessary to evade traffic accidents or other situations.
- 6.4.10 When parking and leaving the vehicle, the vehicle should be placed in park with the parking brake engaged and the keys removed from the ignition. (NOTE: some customer locations require that the keys remain in the ignition and this is only acceptable at those locations unless licensed radioactive material is being transported. In such cases regulations require that the keys be removed from the ignition.).
- 6.4.11 When parking a MISTRAS-owned/leased or personally owned vehicle on an incline or decline, the steering wheel should be positioned as follows:
 - 6.4.11.1 Uphill: When facing uphill, turn the front wheels away from the curb and let your vehicle roll backwards slowly until the rear part of the front wheel rests against the curb, using it as a block.
 - 6.4.11.2 Downhill: When you stop your car facing downhill, turn your front wheels toward the curb. Let your vehicle roll slowly until the front tire rests against the curb, using it as a block.
 - 6.4.11.3 When facing uphill (or downhill) with no curb, always turn your front wheels to the right so that if your vehicle moves, it will roll off the highway, not into traffic.
- 6.4.12 The following items, although not limited to, are prohibited from transport in a MISTRAS vehicle: illegal/impairing substances (e.g. marijuana, alcohol), hazardous materials (other than those required for work-related activities), fireworks, firearms, ammunitions, and radar detectors. Failure to comply with this requirement may result in disciplinary action, up to and including termination.
- 6.4.13 Driving when fatigued represents a significant risk when operating a motor vehicle. Drivers should schedule regular stops to reduce the chance of drowsy driving. Additionally, drivers should not exceed 10 hours of driving in a 24-hour period.



6.5 Telematics Devices

- 6.5.1 MISTRAS may install telematics devices into any and all MISTRAS-owned/leased vehicles. Telematics assists MISTRAS in the proper use and operation of its motor vehicles. Additionally, telematics assists in assuring that the equipment provided to employees is in good mechanical condition and that drivers operate the vehicle in accordance with MISTRAS expectations of a safe driver.
- 6.5.2 Tampering or unapproved modification of telematics devices is strictly prohibited, and actions otherwise may result in disciplinary action up to and including termination.
- 6.5.3 MISTRAS has the right to collect and act upon the data generated from the telematics devices. Actions may result in the following: rewarding good/safe behaviors, warnings for violations, and suspensions or other consequences for repeat or excessive offenders.
- 6.5.4 Telematics data is used to assist in the coaching of driver behavior, equipment maintenance, and route optimization, to name a few.
- 6.5.5 Currently, telematics (if installed) is enabled to monitor the following: hard braking, hard stopping, harsh turns, excessive acceleration, speeding, excessive speeding, and seat belt usage. Other categories may be enabled to provide greater monitoring depth; however, the items listed currently provide the best opportunity to evaluate mechanical wear of the vehicle and driver safety.
- 6.5.6 Disciplinary Process for Vehicle Violations
 - 6.5.6.1 MISTRAS is interested to develop a culture of safe driving behaviors, representing a safe and respectful attitude toward others. To promote safe driving habits MISTRAS may monitor company vehicles for, but not limited to, the following;
 - hard braking,
 - harsh turns,
 - excessive acceleration,
 - speeding,
 - excessive speeding,
 - and seat belt usage
 - 6.5.6.2 Employees shall always be cognizant of their surroundings while driving and aware of all road conditions and road rules. Employees shall observe and obey all traffic laws, this includes rules and regulations of specific customer sites as well. Violation of any of the monitored telematic actions (hard braking, hard stopping, harsh turns, excessive acceleration, speeding, excessive speeding, and seat belt usage) will lead to disciplinary action, loss of driving privileges and possible termination. All violations will be documented as disciplinary actions and placed in the respective employee's personnel file.
 - 6.5.6.3 MISTRAS expects employees that operate vehicles on behalf of MISTRAS to represent themselves and MISTRAS in a manner that reflects our values and the significance that MISTRAS places on safety. Therefore, violations of any of the expectations established in this policy, expectations established at customer locations for safe driving or actions that constitute unsafe driving behavior may lead to loss of driving privileges, disciplinary action and termination.



7.0 Driver Training

Employees shall have the appropriate training, approvals, and a valid, class-appropriate driver's license prior to operating a MISTRAS-owned/leased vehicle.

7.1 Initial Training Requirements

When an employee is hired or transferred to a position that will require the regular operation of a MISTRAS-owned/leased vehicle, the employee will be instructed on vehicle operations via MISTRAS' web-based training program.

7.2 Post-Event Refresher Training Requirements

Drivers that meet one (1) of the criteria below may be required to undergo various activities before being able to operate a vehicle or equipment again for MISTRAS business:

- 7.2.1 An at-fault traffic incident.
- 7.2.2 License suspended or revoked by the state. In addition, the employee will also be personally responsible to take the necessary actions to remedy the situation before being permitted to drive a MISTRAS-owned/leased vehicle.

7.3 Driver Performance

It may be determined from MISTRAS' driver scorecard program that it is necessary for a driver to receive additional training. Therefore, if it becomes evident from review of the driver scorecard program that a driver is a potential at-risk driver, they may be requested to participate in additional driver training programs.

8.0 Actions Post-Vehicle Incident

- 8.1 The following section provides accident scene and accident review procedures. It also includes the classification of accident types. Copies of the vehicle registration, insurance card, and vehicle accident report packet should always be kept in the vehicle.
 - 8.1.1 Pull over to a safe place as soon as possible.
 - 8.1.2 If necessary, seek aid for any injuries; however, if a driver is trained and chooses to provide aid to a third party, they do so under their own direction as a "Good Samaritan". Drivers of MISTRAS-owned/leased vehicles must not assist accident victims beyond their level of medical expertise.
 - 8.1.3 Report the incident using 911 to emergency services, if necessary. Always report the incident to your supervisor immediately, or as soon as possible; however, the contact must be timely, ideally within 30 minutes of the conclusion of the incident.
 - 8.1.4 Police should be contacted in the event of incidents involving personal injury, when there is damage to any non-MISTRAS vehicle or property, or when a vehicle must be towed from the scene. Additionally, if third-party property or personnel are injured the incident should be reported to a supervisor and the Compliance Department as soon as possible.
 - 8.1.5 If a parked non-MISTRAS vehicle or other unattended property is damaged, or a domestic animal is injured, the driver must make efforts to locate the owner or contact the police.
 - 8.1.6 Exchange information with the other driver(s) or property owner(s).
 - 8.1.7 Gather and record other pertinent facts such as names, phone numbers, and statements of any witnesses, weather and road conditions, location and travel direction of all involved vehicles, and road signs or traffic signals. If possible, photographs of the scene should be taken.



- 8.1.8 MISTRAS' vehicle operator should not make any statements, admit fault, or sign anything (other than to police, company officials, and company insurance representatives).
- 8.1.9 MISTRAS' fleet management company, ARI, should be contacted for all accidents that will require vehicle repair and/or a tow from the site of the accident.
- 8.1.10 Supervisors should have the employee operating the MISTRAS vehicle involved in the vehicle incident complete post-accident drug testing if it is suspected that the operator was impaired, or drugs/alcohol were a contributing factor to the incident. Post-accident drug testing, if applicable, should occur as soon as possible after the accident, not to exceed four (4) hours unless no other options exist.
- 8.1.11 If a motor vehicle incident results in any injury requiring medical attention and/or significant property damage, the responsible MISTRAS driver will be immediately prohibited from operating a MISTRAS-owned/leased vehicle pending further review by the General Manager, in cooperation and support of the Corporate Compliance Department. Additionally, post-event refresher training as noted in Section 7.0 shall be completed.
- 8.2 All accidents will be reviewed by the driver's immediate supervisor, General Manager, and a member of the Compliance Department. The review will be based on the driver and police reports and available witness accounts. The purpose of the review is to collect the necessary information to determine accident preventability and to consider further improvements to avoid such future occurrences.

9.0 Accident Classification

9.1 Non-Preventable or No-Fault Accidents

Accidents that occurred even though the MISTRAS driver exercised reasonable precaution to avoid the incident are non-preventable accidents. Examples of non-preventable accidents include, but are not limited to:

- 9.1.1 Animal strikes
- 9.1.2 MISTRAS-owned/leased vehicle struck while legally parked
- 9.1.3 MISTRAS-owned/leased vehicle struck by another vehicle while stopped in traffic
- 9.2 Preventable Accident or At-Fault

Accidents where the MISTRAS driver failed to exercise every reasonable precaution to avoid the incident are preventable accidents.

9.3 Major Preventable Accident

Major preventable accidents are accidents arising from lane change, rear end collision, or intersection incident that resulted in a fatality, injury requiring treatment away from the scene, or disabling damage (tow away) to any vehicles.

10.0 Driver Eligibility and Motor Vehicle Records Assessment

10.1 MISTRAS allows for individuals to operate a MISTRAS-owned/leased or personally owned motor vehicle on behalf of MISTRAS. Those individuals who operate a motor vehicle are generally related to management, sales, and technical positions. However, it may be necessary for administrative positions to operate a motor vehicle while conducting MISTRAS business. Any individual operating a motor vehicle on behalf of MISTRAS must meet the requirements of this procedure.



- 10.2 This section provides direction to management in determining and establishing the internal driving status (approved, probationary, and excluded) of new hire and current employees applicable to the use of vehicles for MISTRAS business.
 - 10.2.1 **Approved Status:** Employees may operate MISTRAS-owned/leased, rental, or personally owned vehicles while conducting MISTRAS business, without restrictions.
 - 10.2.2 **Excluded Status:** Employees shall not operate MISTRAS-owned/leased, rental, or personally owned vehicles for MISTRAS business.
 - 10.2.3 **Probationary Status:** Employees may operate MISTRAS-owned/leased, rental, or personally owned vehicles for MISTRAS business, based on a 6-month review of their probationary status.
- 10.3 Management shall initially, and then annually thereafter, establish and review the driving status of employees that are newly hired, currently employed, and/or transferred within the company. (NOTE: some jurisdictions provide for "as-updated" motor vehicle records (MVRs); therefore, in these jurisdictions, MVRs may be processed more often.).
- 10.4 Compliance with the requirements of this procedure is intended to assure that the MVRs of personnel that operate MISTRAS-owned/leased or personally owned vehicles for MISTRAS business are sufficiently reviewed and documented to limit the possibility of accident, injury, and property damage. The information shall involve both personal and company-related driving records.
- 10.5 Process for Reviewing MVRs
 - 10.5.1 Driving records shall be requested from a third-party service for all candidates for employment and all current employees.
 - 10.5.2 It is the responsibility of the General/Operations Manager to oversee the acquisition of required driving records prior to allowing a new-hire candidate to operate a MISTRAS-owned/leased, rental, or personal vehicle for company business.
 - 10.5.3 Current employees shall likewise have their driving records reviewed annually to establish status as previously mentioned.
 - 10.5.4 It is the responsibility of the General/Operations Manager to establish the driving status of an individual, using the criteria supplied below.
 - 10.5.5 The driving status of employees shall be documented using the Driving Status Evaluation Form (Attachment 1), or other systems designated by the Compliance Department.
 - 10.5.6 A copy of the Driving Status Evaluation Form shall be retained on file and available for review.
 - 10.5.7 In the case of transferred or temporary assigned personnel, it shall be the responsibility of each General/Operations Managers (from the sharer and receiver) involved to assure the driving status of the employee(s).
 - 10.5.8 A random check of the MVR of employees in the MVR Assessment category shall be performed by the General Manager, or designee, for a status update. (Random is suggested to be every 6 months at a minimum.)



10.6 New Hire Driver Status Criteria

10.6.1 Excluded Status

- 10.6.1.1 Candidate has a DUI/DWI or reckless operation violation in the past 3 years.
- 10.6.1.2 Three (3) or more accidents in the past 3 years.
- 10.6.1.3 Combination of four (4) or more accidents, speeding, or other moving violations within the past 3 years.

10.6.2 Probationary Status

Candidate has two (2) accidents or a total of three (3) moving violations within the past 3 years.

10.7 Existing Employee Driver Status Criteria

10.7.1 Excluded Status

- 10.7.1.1 The employee has a DWI/DUI or reckless operations violation in the past 3 years.
- 10.7.1.2 Three (3) preventable accidents in the past 3 years.
- 10.7.1.3 A combination of two (2) preventable accidents and two (2) or more other major moving violations in the past 3 years.

10.7.2 Probationary Status

- 10.7.2.1 The employee has two (2) preventable accidents in the past 3 years.
- 10.7.2.2 Any combination of three (3) preventable accidents or moving violations in the past 3 years.

10.8 Driving Status Change

10.8.1 Excluded Status Personnel

Prior to advancing to Probationary Status, all employees in the Excluded Status shall not operate any vehicle for company business for 1 year and have no recorded violations during that period. Employees excluded due to DWI/DUI violations shall additionally participate or have participated successfully in an applicable counseling program.

10.8.2 Probationary Status Personnel

Prior to advancing to an Approved Status, all employees in the Probationary Status may operate vehicles for company business, contingent on a 6-month record review and a violation-free record within those 6 months.

10.8.3 Unsolicited Calls/Complaints

Consideration for a Change of Status may be prompted by calls received by Operations from citizens complaining about reckless and/or erratic driving of an employee.

10.8.4 Discretionary Authority

MISTRAS reserves the right to exercise discretionary authority in the establishment of driving status in exigent circumstances. Any status determination that involves discretionary input must be approved by the Regional Manager and the company Vice President of Operations/Sales for the region, as appropriate.



10.9 Recordkeeping

The originals of the MVR documents shall be maintained by the responsible division or lab in a secure and protected location and shall include, but not be limited to, the following:

- 10.9.1 A legible copy of the individual's current driver's license
- 10.9.2 A copy of the MVR report
- 10.9.3 A copy of the Driving Status Evaluation Form

11.0 Fuel

- 11.1 Company fuel cards are to be used to purchase fuel only for company vehicles for business purposes.
- 11.2 A separate fuel card will be issued for each vehicle. The fuel card must remain with the vehicle at all times.
- 11.3 All fuel will be purchased using the company-approved fuel card provided by ARI unless procured from a bulk site operated by MISTRAS or a customer (with necessary approvals).

11.4 Fuel Type

- 11.4.1 Drivers must be mindful to always use the correct fuel type for company and rental vehicles.
- 11.4.2 All gasoline and flex-fueled vehicles should use 87 octane / "regular" gasoline, unless the manufacturer requires a higher octane.
- 11.4.3 It is integral for drivers to always utilize diesel fuel in a vehicle designated as requiring this fuel type, as gasoline will result in expensive repairs in this type of vehicle.
- 11.4.4 If a driver fills a vehicle requiring diesel fuel with gasoline, they should make every effort not to turn the ignition on or drive the vehicle from the pump. The driver's Supervisor and Corporate Fleet Manager should be notified of the incident immediately.

11.5 Fuel Card Requirements

- 11.5.1 Accurate mileage shall be recorded for the vehicle at the time of fuel purchase when required.
- 11.5.2 A unique PIN will be assigned for fuel cards. That PIN should not be shared with other drivers.
 - NOTE: As of this draft, Canadian fuel card systems do not offer driver-specific PINs; however, if this system becomes available, then it would be applicable at that time.
- 11.5.3 If a fuel card is lost or stolen, the driver or their supervisor should contact ARI for a replacement card.
- 11.5.4 If a vehicle is transferred to another lab, the card should remain with the vehicle.
- 11.5.5 If a vehicle is sold or disposed of, the card will be cancelled immediately.
- 11.5.6 Fuel cards may be issued to long-term rentals that are coordinated through ARI if the rental period exceeds 2 weeks.

11.6 Fuel Card Parameters

- 11.6.1 Approved fuel cards in the U.S. are limited to \$150 USD per transaction and three (3) transactions per driver per day.
- 11.6.2 Canadian fuel cards are limited to \$200 CAD per transaction and three (3) transactions per vehicle per day.
- 11.6.3 If higher thresholds are required, please contact the Corporate Fleet Manager.



11.7 Fraud and Misuse

- 11.7.1 Internal audit procedures will be utilized to review all fuel bills for possible fraud.
- 11.7.2 Possible fraud will be investigated by the driver's Supervisor and Corporate Fleet Manager, as well as other internal resources.
- 11.7.3 Company discipline policies will be used with employees found to have committed fraud, which may include termination and possible prosecution.

11.8 Reimbursement

Reimbursement to a driver for the purchase of fuel and/or other services for a company vehicle may be granted if the issued fuel card is missing, damaged, or declined. In this scenario, ARI should be contacted to replace a missing or damaged card immediately.

12.0 Maintenance

12.1 It is the driver's responsibility to maintain the vehicle within the guidelines set forth by MISTRAS. These guidelines following the manufacturer or Corporate Fleet Manager's requirements for preventive maintenance based on the vehicle's utilization.

NOTE: Drivers are responsible for notifying their supervisor immediately if a vehicle experiences mechanical issues such as, but not limited to, unusual sounds or vibrations, lights alerting the driver on the dash, or oil change interval reminders on the windshield or vehicle's electronic system.

- 12.2 All company vehicles are covered under a maintenance agreement with ARI.
- 12.3 Vendors providing services for MISTRAS Fleet
 - 12.3.1 All vendors must process purchase orders through ARI.
 - 12.3.2 If a vendor is not setup in ARI's network, please contact ARI or the Corporate Fleet Manager in an effort to get the vendor registered.
 - 12.3.3 When possible, National Account Stores should be utilized for normal service and repairs.
 - 12.3.4 Car dealerships, factory branches, or local repair shops should be used for major repairs or warranty work or when a vehicle's location is remote and a National Account Store is not nearby.

12.4 Roadside Assistance

If a vehicle breakdown occurs and emergency repairs are required, contact the ARI Maintenance Department at 1-800-422-7647 to arrange for Emergency Roadside Assistance and vehicle servicing. ARI will also arrange for interim driver transportation, if necessary and with proper approval.

- 12.5 Fleet Repairs Delegation of Authority
 - 12.5.1 ARI has the ability to negotiate and approve repairs up to \$1,500 USD or \$2,000 CAD.
 - 12.5.2 The General Manager and other designated individuals at the Lab may approve repairs from \$1,500 \$2,999 USD or \$2,000 \$3,999 CAD.
 - 12.5.3 The Corporate Fleet Manager may approve repairs \$3,000 or more USD or \$4,000 or more CAD. For repairs at this threshold, the GM, Regional Manager, and Regional Controller will be contacted and provided with a variety of information in an effort to determine if it makes financial sense to repair versus replace a vehicle.



- 12.6 Tires
 - 12.6.1 Whenever possible, new tires should be ordered through a National Accounts vendor.
 - 12.6.2 Snow tires require the Corporate Fleet Manager's approval

13.0 Licensing, Registration, and Titles

- 13.1 Titles for owned vehicles should be forwarded onto the Corporate Fleet Manager.
- 13.2 All initial and renewed registrations are managed by ARI.
- 13.3 All requests for state or provincial transfers are coordinated through the Corporate Fleet Manager.
- 13.4 Replacement titles, registration, and stickers are coordinated through ARI.
 - Certain states and provinces require an inspection to be completed in order to process a registration renewal. ARI will notify the lab (typically a GM, Operations Manager, or other designated individual) that the inspection is needed. It is essential that a copy/scan of the inspection be returned to ARI in a timely manner in order to ensure that the registration is renewed before expiration.
- 13.5 All vehicles and drivers that fall under DOT, CDL, IFTA, IRP requirements must be properly registered/licensed and follow guidelines as set forth by the respective authorities.
 - 13.5.1 Vehicles should have all applicable stickers/decals as required by law.
 - 13.5.2 Any questions or concerns regarding eligibility should be directed to the lab's General Manager and the Corporate Fleet Manager.

14.0 New Vehicle Acquisition

- 14.1 All requests for new vehicles are coordinated through the Corporate Fleet Manager.
- 14.2 Email approval is required from the Lab's GM, Regional Manager, and Vice President before the order can be placed.
- 14.3 The preferred method of obtaining a vehicle is through a factory order with ARI and the manufacturer.
- 14.4 Vehicles can be obtained via a local dealership on an urgent basis, but all communication with the dealer should come from the Corporate Fleet Manager and ARI.
- 14.5 All qualifying new vehicle orders will have the following items included or ordered:
 - 14.5.1 Telematics (i.e. Geotab)
 - 14.5.2 Decals/signage (per MISTRAS' approved branding)
 - 14.5.3 Licensing and registration

15.0 Vehicle Disposal or Transfer

- 15.1 All vehicle disposals, sales, and transfers are coordinated through the Corporate Fleet Manager.
- 15.2 The preferred method of sale is through the vehicle's lease holder (ARI or Enterprise).
- 15.3 The sale of a company vehicle to a private party is allowed and requires the following:
 - 15.3.1 Sale price is based on Fair Market Value (as determined by ARI) at the minimum.
 - 15.3.2 Approval from Corporate Fleet Manager, Regional Manager, and either CEO or CFO.
 - 15.3.3 Buyer is responsible for all sales and retitling fees, as well as applicable taxes.



16.0 Vehicle Allowance

- 16.1 Employees qualified for a vehicle allowance will be informed as such by Human Resources.
- 16.2 Employees who drive their personal vehicle for company business are entitled to receive the IRS standard rate for mileage reimbursement via an expense report. No other compensation (including fuel cards, oil changes, etc.) are to be provided to employees, as the IRS standard rate takes into account fuel, maintenance, vehicle depreciation, and insurance.
- 16.3 Commuting to and from the workplace is not considered business miles (by IRS standards).

17.0 Glossary

- 17.1 **Approved Status:** employees may operate MISTRAS-owned/leased, rental, or personally owned vehicles for MISTRAS business, without restrictions.
- 17.2 **Excluded Status:** employees shall not operate MISTRAS-owned/leased, rental, or personally owned vehicles for MISTRAS business.
- 17.3 **Major Moving Violations:** examples listed as follows; however, this may not constitute a full listing. Any questions should be referred to the Group V.P. of Compliance or Corporate Safety Director.
 - 17.3.1 Hit and run/leaving the scene of an accident
 - 17.3.2 Driving while intoxicated (DWI)/driving under the influence (DUI) of drugs or alcohol
 - 17.3.3 Any felony, homicide, or manslaughter involving the use of a motor vehicle
 - 17.3.4 Racing or excessive speeds (20 MPH over the limits)
 - 17.3.5 Reckless, careless, or negligent driving
 - 17.3.6 License suspension or revocation
- 17.4 **MVR Assessment:** the process addressed by this procedure.
- 17.5 **MVR Assessment Category:** new hires and all operations personnel that may operate motor vehicles for company business (technicians through regional management).
- 17.6 **Non-Major Moving Violations:** all other violations not listed as major moving violations.
- 17.7 **Personally Owned Vehicle (POV):** vehicles owned/operated by an individual, not a MISTRAS-owned/leased vehicle.
- 17.8 **Probationary Status:** employees may operate company, rental, or personally owned vehicles for company business based on a 6-month review of their probationary status.

100-SP-100 ((Rev 1.4	.)
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hicle Flee	et Policy (Safe Motor Ve	ehicle Operations)			
tachmer	nt 1: Driving Status Ev	valuation Form			
andidate/E	mployee Name:		DL#:	State:	
eneral/Ops	s Mgr:	Signature:		Division/Lab:	
	Status:	☐ Approved	☐ Probationary	☐ Exclud	ed
EW HIRE	: CANDIDATE				
Exclu	ded Status				
1.	Candidate has a DU	I/DWI or reckless operation	violation in the past 3 years		
2.	Three (3) or more a	ccidents in the past 3 years.			
3.	Combination of four past 3 years.	Combination of four (4) or more accidents, speeding or other major moving violations in the past 3 years. \Box			
Proba	tionary Status				
•	Candidate has two (2) accidents or a total of three (3) non-major moving violations within the past 3 years. \Box				
XISTING	<u>EMPLOYEE</u>				
Exclu	ded Status				
1.	. Loss of driving privileges, transfer to a non-driving position OR termination if other alternatives $\hfill\Box$ are not available.				
2.	The employee has a	DWI/DUI or reckless opera-	tions violation in the past 3 y	ears.	
3.	Three (3) preventab	e (3) preventable accidents in the past 3 years.			
4.	A combination of two (2) preventable accidents and two (2) more other major moving violations in the past 3 years. $\hfill\Box$				
Proba	tionary Status				
1.	The employee has t	wo (2) preventable accident	s in the past 3 years.		
	Any combination of	three (3) preventable accid	ents or moving violations in	the past 3 years.	



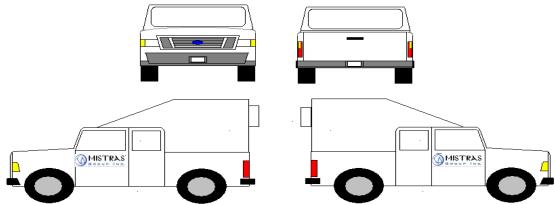
achment 2: Vehicle Inspection Form		
me of Driver:	Location:	Date:
hicle Inspected By:	Type of Vehicle:	
· · · · —	 ′ 	
es This Vehicle Have a Darkroom Attached? :	Yes No	
ance Dieta Number	VINI Ni mahaw	
ense Plate Number:	VIN Number:	
ar:	Make:	
odel:	Mileage:	
Condition	ltem	Comments
Good Needs Attention Bad Licen	se Plates (2 or as required by law)	
Good Needs Attention Bad Tires	(Front Right, Left: Rear Right, Rear Left)	
Good Needs Attention Bad Spare	e Tire	
Good Needs Attention Bad Vehic	cle Jack	
Good Needs Attention Bad Head	Lights (Includes Parking Lights)	
Good Needs Attention Bad Taillie	ghts	
Good Needs Attention Bad Brake	e Lights	
Good Needs Attention Bad Reve	rse Lights	
Good Needs Attention Bad Wind	shield	
Good Needs Attention Bad Fluid	Levels	
	n (If installed)	
	MISTRAS Logos	
	cle Front (Dents, Dings, Scratches, Etc)	
	cle Left Side	
	cle Right Side	
	cle Rear	
	TAINS A DARKROOM, COMPLETE THE FOLL	
Condition	Item	Comments
	Closes / Locks	
	Chemicals	
Good Needs Attention Bad Drye		

Expiration Date	Item
/ /	Registration Sticker
/ /	Inspection Sticker
/ /	Insurance Card

PLEASE COMPLETE THE SECTION ON THE LEFT FOR ALL VEHICLES (as applicable)



PLEASE NOTE ANY / ALL DAMAGE TO VEHICLE ON DRAWINGS BELOW



GROUP ING	O TO	GROUP INC.		
Additional Comments:				
By signing below, you are certifying that you have reviewed the inspection form and that you are receiving this vehicle in good condition. The vehicle is your responsibility while in your possession. You are responsible for any damages and / or missing / damaged equipment.				
Name	Signature	Date		



Driver Acknowledgement of Policies

- 1. The Company has provided me with a copy of the policies defining use of Company vehicles. I understand and agree to comply with these policies.
- 2. I understand that it is my responsibility to notify proper law enforcement agencies as soon as possible and to prepare a written report describing the accident events.
- 3. I agree not to operate any Company vehicle while under the influence of alcohol or drugs. I fully understand that, should I be found operating a Company vehicle while under the influence of drugs or alcohol, it shall constitute grounds for immediate revocation of driving privileges and may be grounds for disciplinary action up to and including immediate termination.
- 4. I understand that I must report to the Company any suspension, revocation, or cancellation of a driver's license at the beginning of the business day following the day that I received notice of the suspension, revocation, or cancellation.
- 5. I agree to allow the Company to request copies of my Motor Vehicle Report as often as the Company sees fit.
- 6. I understand that my use of any Company vehicle may be revoked or restricted in accordance to the provisions outlined in Company policies, which I have read and reviewed.
- 7. Should the revocation or suspension of these privileges affect the performance of my assigned job responsibilities, I understand that this will constitute grounds for suspension without pay or dismissal from my position.
- 8. Telematic monitoring Some MISTRAS vehicles have been installed with telematics. Telematics monitor, but not limited to, the following: vehicle speed, location, harsh braking, harsh corning, and seatbelt use. MISTRAS leased/owned vehicles are company assets; therefore, acknowledgement of this policy is equally acknowledging the use of telematics in a company owned vehicle.

IN WITNESS WHEREFORE the parties have executed this Agreement as of the date indicated below. By signing this form, you recognize your responsibility to read this policy of MISTRAS Holdings Group: Services Division and adhere to them.

MISTRAS Holdings Group: Services Division

Employee Signature	Company Representative Signature
Employee Printed Name	Company Representative Printed Name
Date	Date