



DETENTION & WAIT-TIME POLICY

Freight Operations Detention, Documentation and Billing Standard

Policy Number	OPS-FIN-001	Department	Operations / Finance
Effective Date	_____	Review Cycle	Annual
Approved By	_____	Applies To	Freight operations, drivers, dispatch and finance

1. PURPOSE

Blue Ridge Transportation is committed to maintaining efficient, fair, and well-documented freight operations. Detention occurs when a company vehicle and driver are required to wait at a shipper or receiver beyond the established free-time period. This policy establishes a consistent process for determining, documenting, billing, and administering detention time.

2. POLICY STATEMENT

Blue Ridge Transportation expects shippers and receivers to make reasonable efforts to load and unload freight promptly. When a vehicle and driver are detained beyond the established free-time period due to circumstances outside the reasonable control of the driver or company, detention charges may apply. Detention will be administered according to this policy and any controlling rate confirmation, broker agreement, customer agreement, or transportation contract.

3. STANDARD FREE TIME

Unless otherwise specified in writing for a shipment, Blue Ridge Transportation provides **two (2) hours of free time** at a shipper or receiver. Free time begins when the driver arrives at the designated facility at or within the permitted appointment window, is ready and available for loading or unloading, and completes any reasonable required check-in procedure. The free-time period applies separately at pickup and delivery unless otherwise agreed.

4. STANDARD DETENTION RATE

Unless otherwise agreed in writing, detention is charged at **\$50.00 per hour** after the two-hour free-time period. Detention is calculated in **30-minute increments**. For example, a driver arriving at 10:00 a.m. and released at 1:30 p.m. would have two hours of free time and 1.5 hours of billable detention, resulting in a \$75.00 detention charge.

5. DRIVER DETENTION PAY

Customer detention charges and driver detention compensation are separate financial matters. When applicable, driver detention compensation will be governed by the driver's compensation plan or other written company compensation schedule. Blue Ridge Transportation will comply with applicable wage-and-hour requirements regardless of whether a detention charge is successfully collected from a customer or broker.

6. DRIVER RESPONSIBILITIES

Drivers are responsible for accurately documenting detention events. Drivers must arrive on time or within the permitted appointment window; complete required check-in procedures; record arrival, loading or unloading, and release times; notify Dispatch when a delay appears likely to exceed free time; obtain supporting documentation when reasonably available; and promptly submit required detention information. Drivers must not falsify, alter, exaggerate, or intentionally misrepresent detention time.

7. DISPATCH RESPONSIBILITIES

Dispatch will monitor significant loading and unloading delays and assist drivers with documenting qualifying detention events. When practical, Dispatch should contact the broker, customer, shipper, or receiver before the free-time period expires when detention appears likely. Relevant communications should be retained with the shipment record.

8. DOCUMENTATION

Detention may be verified through electronic logging or telematics information, GPS arrival and departure data, bills of lading, proof of delivery, facility check-in or check-out records, driver and dispatch communications, emails or electronic messages, rate confirmations, or written acknowledgement from a shipper or receiver. Failure to obtain a facility signature does not automatically invalidate an otherwise verifiable detention event.

9. CUSTOMER & BROKER AGREEMENTS

If a rate confirmation, broker agreement, customer agreement, transportation contract, or other applicable written agreement establishes detention terms different from this policy, the applicable written agreement will control for that shipment. Dispatch and Finance should review applicable terms before detention charges are submitted.

10. DRIVER- OR COMPANY-CAUSED DELAYS

Detention charges generally will not apply when a delay results primarily from circumstances within the driver's or company's reasonable control, including late arrival outside an authorized appointment window, driver unavailability, failure to follow reasonable facility procedures, company-attributable equipment problems, missing required transportation documentation, or other preventable company-caused delays. Each situation may be reviewed individually.

11. EXTENDED DETENTION & LAYOVER

A delay that substantially disrupts the driver's schedule or requires the vehicle or driver to remain at or near a location for an extended period may be treated as a layover rather than ordinary detention. Layover charges and any related driver compensation will be determined under the applicable rate confirmation, customer agreement, compensation plan, or company rate schedule. Detention and layover generally will not be billed for the same period unless specifically authorized.

12. HOURS-OF-SERVICE & SAFETY

No customer, broker, shipper, receiver, dispatcher, manager, or other person may require or encourage a driver to violate applicable safety or hours-of-service requirements because of detention or scheduling delays. Safety and regulatory compliance take priority over delivery schedules. Drivers must notify Dispatch when detention affects their ability to lawfully or safely complete a shipment.

13. BILLING & COLLECTION

Finance is responsible for invoicing approved detention charges using documentation provided by Dispatch and Operations. Detention may be included with the applicable freight invoice or submitted according to customer or broker procedures. Blue Ridge Transportation may dispute, negotiate, waive, or adjust a detention charge when appropriate based on contractual requirements, documentation, customer relationships, or operational circumstances.

14. RECORD RETENTION

Documentation supporting detention charges and associated driver compensation will be maintained with the applicable shipment, accounting, payroll, or operational records according to company record-retention requirements.

15. FALSE OR INCOMPLETE INFORMATION

Employees and contractors are expected to provide accurate and complete detention information. An apparent discrepancy will not automatically be treated as intentional falsification. When appropriate, the individual may be given an opportunity to explain or correct conflicting, incomplete, or inaccurate information. Knowingly and materially falsifying detention records may result in corrective action, up to and including termination of employment or contractual relationship, consistent with applicable law.

16. RESPONSIBILITY

Operations is responsible for implementing detention procedures. Dispatch is responsible for monitoring and documenting qualifying detention events. Finance is responsible for reviewing, invoicing, collecting, and recording approved detention charges. People Operations / Payroll is responsible for processing applicable driver detention compensation consistent with established compensation plans and applicable wage-and-hour requirements.

17. POLICY ADMINISTRATION

This policy establishes Blue Ridge Transportation's internal standard for detention administration. It does not replace or reduce any requirement imposed by federal, state, or local law or a controlling contractual obligation. When applicable law or an authorized written agreement establishes a higher or different requirement, that requirement will control. Blue Ridge Transportation may revise this policy as laws, contracts, operations, insurance requirements, or company needs change.

EMPLOYEE/DRIVER ACKNOWLEDGMENT

I acknowledge that I have received or been provided access to Blue Ridge Transportation's Detention & Wait-Time Policy. I understand my responsibility to accurately document detention events and comply with company procedures. I understand that customer detention charges and driver detention compensation are separate matters governed by applicable agreements, company compensation plans, and law.

Name: _____

Signature: _____

Date: _____

Blue Ridge Transportation

Local Roots. Regional Reach. Moving What Matters.