

# OUR BUSINESS DEPENDS ON TRUCK DRIVERS TO SUCCEED, LET'S SHOW THEM SOME RESPECT

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## Thank You for Everything You Do for Us

Here at Mesilla Valley Transportation, the success of our business depends on you, our employees. You are the most valuable part of our business.

We know that working for a busy transportation company can be tough. The work is demanding, and you have to deal with challenging situations every day. Thank you for everything you do to make sure we're all successful.

The core of our business is built on our drivers – recruiting, training, and keeping our truckers happy is vital. Truck drivers are key to our success and our future as a thriving transportation business. Despite this, one of the main issues MVT has is driver turnover – that happens when drivers join us and then leave for other employment.

We talked to truck drivers who have left MVT. They told us one of the main reasons they left is due to difficult interactions and conversations between them and other employees.

## Building RESPECT – The Importance of Everyone Working Together

Businesses succeed or fail based on how we all trust each other and work together. No one wants to work in an unpleasant environment, and the way we talk to each other can have a huge influence on how we feel. Our words and actions matter – if we want to improve things, we all need to make changes.

Creating a better working environment is better for everyone – truck drivers, fleet managers, admin staff, shop, and management.

We've put together a new company policy called "RESPECT." This policy is something we all need to use so we can interact better, create trust, have happier employees, and retain our truck drivers.

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# RESPECT – YOUR QUESTIONS, ANSWERED

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## **What do I Need to do Now?**

Carefully review the RESPECT policy so you know what is expected of you. Use it in your day-to-day interactions, whenever you are communicating or speaking with others.

## **Who Needs to Work With RESPECT?**

All of us. We expect this policy to be followed by everyone throughout the business. We can only create a better working environment if everyone uses the policy. It is now part of our official company guidelines.

## **Why Should I Follow The Policy?**

Because we all want to be happier at work. Trucking businesses are tough – tight deadlines, sudden changes, challenging situations. This policy will help all of us communicate better, resulting in a more positive experience for everyone.

## **Will I See Benefits from the Policy?**

Yes. If everyone starts using the policy we'll create a better place to work, reduce driver turnover, and create a better way forward for our business.

## **How do I use RESPECT?**

Simple. Just remember the policy and use it in your day-to-day interactions. Think about how you can improve life for yourself and others.

## **When Should I Start Using RESPECT?**

The policy is effective immediately.

## **How Can I Remind Myself of the Policy?**

Print it out and put it up on a noticeboard or somewhere else around you. Read it once or twice a day. Think about how you can apply the guidelines in your job.

## **Does RESPECT Just Apply to Drivers?**

No. Although it's drivers who we need to recruit and retain, RESPECT is a great way to interact with everyone throughout the business. But, we want to start by enhancing relationships with our drivers, so that is the focus at the moment.

## **What if Someone Isn't Following the Policy?**

Talk to them first of all. If that doesn't work, mention it to your manager.

## **I Still Have Questions**

No problem. Talk to your manager or the HR department for more information. We're here to help each other.

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# TREATING EACH OTHER WITH RESPECT – THE POLICY

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## **“R” – Relationships**

Develop good relationships, they are essential to working together effectively.

- Develop good relationships and communication with the people you work with.
- Learn and use people’s names.
- Take care of our drivers and they will take care of our customers.

## **“E” – Earn Each Other’s Respect**

Keep promises and treat others how we want to be treated.

- If a driver requests something of you, complete the task and follow-up with them.
- Always be polite and courteous in your communications.
- Manners matter, treat others how you want to be treated.

## **“S” – See Their Point of View**

Understand other people’s views and opinions.

- Understand that everyone is trying to do the best job they can.
- Be responsive to other’s needs and offer to help.
- Take the emotion out of a situation, especially if you feel you have been wronged.

## **“P” – Be Proactive**

Always think about how you can improve things.

- Understand what you can do right now to make work easier tomorrow and the next day.
- Anticipate what a driver’s next request is going to be and deliver on it.
- Look for ways to make a driver’s work easier and make it happen.

## **“E” – Effectively Communicate**

Communicate in a straightforward, easy-to-understand way.

- Communicate honestly with others, be transparent and straightforward.
- Follow up on communications to confirm, what you’re going to do.
- Meet and exceed other people’s expectations, especially our drivers.

## **“C” – Meet Your Commitments**

Keep your promises.

- Once you have made a commitment, follow through on it.
- If you miss a commitment, own up and sort out the issue.
- Notify drivers if you won’t meet a commitment and let them know what you will do next.

## **“T” – Be Thankful**

Gratitude is always the best approach.

- Take time to thank your colleagues for the work they do.
- Realize we are only successful together.

**Thanks for taking the time to read through the RESPECT policy, now, go do! If you have any questions, please speak to your manager or HR.**

