



December 11, 2015

Dear Valued Jetco Customer,

As you are now aware, public access to all CSA scores has been blocked as of Friday, December 4, 2015. So what does this mean when it comes to your options to vet your carriers, and how are we ensuring that we're doing our own due-diligence when hiring drivers?

We understand that hiring the safest, most qualified carrier is what gives you peace of mind. Safety is less about rules and regulations. It's much more about people, process, behavior, and culture. Knowing your carrier's history is essential. The absence of the CSA portal (for now) is an opportunity for shippers and carriers to have a discussion about what really drives safety. To support you in your quest to know who is moving your loads, here are some questions to consider asking your carrier:

- Describe your company's safety program?
- Do you have a training program? If so, what type training? Describe your training programs.
- Do you have a preventative maintenance program in writing? Can you explain?
- What is the average age of your equipment – for tractors and trailers?
- How does your company investigate accidents and near misses? What actions are taken?
- Do you have a performance/safety award program?
- Do you have safety meetings with your employees? If so, how often?

When reviewing your carrier's insurance coverage, don't just look for the certificate and check the box. It is critical that you set standards for the quality of the insurance company you accept. What good is insurance if the insurance company is weak? Ensure your carrier's coverage amount lines up with the liabilities and cargo value you seek to protect.

Although we're proud of our exemplary CSA scores, we also understand and agree with the thinking that the system is full of problems that must be worked out. At the same time, CSA scores are a look in the rearview mirror. Ensuring that your carrier believes safety is a non-negotiable core value, and does not compromise that belief, is what will help ensure excellent safety outcomes.

You may not be able to access CSA specifics, but you can still get a limited glimpse of your carrier's safety data here: <http://safer.fto.knowing.mcsa.dot.gov/companynapshot.aspx>

At Jetco, we put the safety of the public, your and our employees, and the protection of your cargo, above all else. You can find out more about the Jetco Safety Advantage here: <https://www.jetcodelivery.com/about-us/safety-procedures/>.

Creating a culture of prevention is a personal passion of mine. I travel internationally teaching business leaders in safety-sensitive industries how they can help ensure safe practices amongst their teams. If you're interested in learning more, our Jetco Academy team would be happy to share ways we can all raise the bar on safety — on the road, and in our warehouses and production facilities. Feel free to reach me at [brian@jetcodelivery.com](mailto:brian@jetcodelivery.com) or 713.676.1111.

Sincerely,

Brian Fielkow  
CEO, Jetco Delivery

