

FAIR AND EQUITABLE TREATMENT



SCHNEIDER'S COMMITMENT

Associates are the most important resource at Schneider. The organization is dedicated to the fair, prompt and equitable resolution of associate concerns and recognizes that from time to time, associates will have problems, complaints or concerns about decisions that directly affect them. The Fair and Equitable Treatment Process provides an associate a way to "appeal" a decision made by their leader. There are 3 steps in the process and the associate who initiated the appeal makes the determination to continue through each step. At any step during the appeal process, the original decision can be upheld, reversed or compromised. (The Review Board does not have authority to change policy or overturn signed legal agreements.)

Representative areas to which the F&E Treatment Process can be applied	Representative areas to which the F&E Treatment process may NOT be applied
A. Termination of employment (outside of a written contract) B. Eligibility for or payment of a Bonus / Accessorial (i.e. breakdown, layover, etc.) C. Promotion – Perceived inconsistency in promotional decisions or the administration of the pay for performance process. D. Performance Management – Inconsistent application of performance management process. E. To challenge a safety related termination. F. Other Situations – Consult with a member of Human Resources or Associate Relations for questions about applicability of a particular situation.	A. To challenge the design or content of an established policy, procedure, guideline B. To challenge the enforcement or terms of a contract;(i.e. Training Contract) C. To challenge the current established compensation package (pay and benefits) D. To challenge an employment agreement E. To challenge discharge during the training phase (including TE phase for new drivers & Introductory Period -SLTD) F. To resolve accident preventability (With the exception of SLTD) G. To challenge any item that puts an associate out of SNI criteria; (i.e. Positive drug test, possession of alcohol in a company vehicle, etc.)

Fair & Equitable Associate Process Training

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FAIR AND EQUITABLE PROCESS

Process Step	Timing	Associate Responsibility	Leader Responsibility	Associate Relations Responsibility
Step 1: Associate discusses situation with immediate leader or the leader that made the decision	Associate submits request via Fair link within 30 calendar days following incident. Leader conducts Step 1 Discussion within 7 calendar days from notification of F&E Request from Associate Relations.	Associate is responsible for submitting their rationale and desired outcome via Schneider Fair and Equitable Ethix 360 portal. To access the port click the link below or copy the web address into a browser. This process works best in Chrome. https://schneiderfairandequitable.ipm.starcompliance.com	The Leader is responsible for reading associate statement and schedule the Step 1 Discussion. During the discussion the leader should listen and consider extenuating circumstances (if any), clarify rationale and decision. This discussion between the leader and the associate takes place within 7 calendar days from receipt of the Step 1 Notification from Associate Relations. Leader must document the discussion along with the results and submit to Fair@Schneider.com within 24 hours of the Step 1 discussion.	Associate Relations has the responsibility to move the process forward, to send documentation to Leaders, Leader's Leaders and HRBPs. They will provide clarity and act as experts on the F&E Process and will determine if requests meet criteria for review.
		My Voice		
		Submitted requests without contact information will not be considered.		
Step 2: Associate and Leader's Leader discuss the situation	If the Associate is not satisfied with the results of Step 1, they can request to go to Step 2, by informing their leader or by contacting Fair@schneider.com within 7 days of the Step 1 Discussion. If Associate does not request Step 2 in the allotted 7 days the Request will be closed. The Leader's Leader must conduct the Step 2 Discussion within 7 calendar days of notification from Associate Relations.	The associate may provide additional documentation or information prior to the Step 2 Discussion to Fair@Schneider.com.	The Leader's Leader is responsible for reading all documents, and if appropriate to conduct further investigation. They then must schedule the Step 2 Discussion to take place within 7 days of notifications from Associate Relations. During the discussion the leader's leader should listen and consider extenuating circumstances (if any), clarify rationale and decision. Leader must the document the discussion and outcome using the Leader's Step 2 Letter. They should send a copy of the letter to the Associate and to Associate Relations at Fair@Schneider.com within 24 hours of the Step 2 discussion. Best practice is to email a copy and send a copy by mail.	Associate Relations has the responsibility to move the process forward, to send documentation to Leaders, Leader's Leaders and HRBPs. They will provide clarity and act as experts on the F&E Process.
Step 3: Board Reviews documents and makes final decision	If the Associate is not satisfied with the results of Step 2, they can request to go to Step 3, by informing their leader, leader's leader, HRBP or by contacting Fair@schneider.com within 7 days of the Step 2 Discussion. If Associate does not request Step 3 in the allotted 7 days the request will be closed.			Associate Relations will form and schedule an F&E Review board. This board will be made up of 3 peers of the Associate and 2 leaders. The board will meet as soon as possible and within 21 calendar days of Associate's request to move to Step 3. They will Facilitate (or assign a Facilitator) to the Board and will notify all parties of the result of the Board.

Use this link to request a Fair and Equitable Review: [My Voice](#)

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SPECIALTY BOARDS

Specialty Boards	
Safety Driver Associates terminated for safety related reasons will have their Step 3 request heard by a Safety F&E Board consisting of the Director or VP of Safety and the RVP of that driver. Should the termination be the result of an accident and the board overturns the decision, the Safety F&E board may, at its discretion, remove the preventability of the accident from the driver's history.	Leaders Leaders are held to a higher level of accountability in relationship to our Core Values and adherence to Policies. Terminations for Policy Violations may not be eligible for Fair and Equitable Review. Cases that are eligible for Fair and Equitable Review will be held by a Leader F&E Review Board consisting of a Director of Human Resources, the Director of Associate Relations and a Director or VP.

DOCUMENTATION REQUIREMENTS NEEDED FOR STEP 3

Since the Review Team makes its decision based solely on the documentation, it is important that the documentation be as complete as possible. The following information should be considered for inclusion:

- Fair and Equitable Treatment Form and any additional documentation related to the situation (associate, leader and leader's leader)
- In cases of termination, HRBP may conduct an exit interview and include information with the case submission (HRBP)
- Copies of counseling reports (All)
- One-on-One discussions (All)
- Performance Management Forms (i.e. CTE/PIP) (All)
- Goal setting discussion, business partnership notes or other formal counseling that pertain to the issue being resolved (All)
- Additional documentation may be provided to show the ability of the associate to improve (or not) in the past (All)
- Any computer generated printouts, bonus payments, accident history, satellite communications, movement screens, and any other documentation that pertains to the issue (All)
- Statements from other associates, investigator's reports, performance appraisals, and any other documentation that pertains to the issue (All)
- Copies of Corporate Policies, Standard Operating Procedures (SOP's) or guidelines that that pertain to the issue (All)
- Safety terminations should also include: post accident investigation notes, accident reports, associate's safety and training records along with a Safety Training Manager write up.
- Accident Review Board determination with documentation.

FOR MORE INFORMATION

Fair and Equitable Frequently Asked Questions

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