

## **Med Sync Transportation & Services**

### **ZERO- Tolerance and Complaint Policy on Drug and Alcohol Use for Transportation Services.**

#### **Introduction:**

This Zero-Tolerance and complaint Policy aims to ensure the safety and integrity of our transportation services and well-being of our passengers. It strictly prohibits the use of drugs and alcohol by drivers while on duty and provides a mechanism for reporting and addressing any violations or concerns related to this policy .

#### **Policy Statement:**

##### **1. Zero-Tolerance for drug and Alcohol use:**

Drivers providing transportation services are strictly prohibited from using drugs or alcohol while on duty. This includes, but is not limited to, the consumption of illegal drugs, prescription medications that impair their ability to drive safely, and alcohol beyond legally permissible limits.

##### **2. Scope:**

This Policy applies to all employees and contracted drivers who provide transportation services under our organizations name.

## **Complaint Reporting and Resolution:**

### **1. Reporting Violations:**

Passengers, fellow employees or any other concerned parties who suspect, or witness a driver violating the drug and alcohol policy should promptly report the incident. Reports can be made through the following channels:

Contact our complaint line and send an email to:

[contact@medsts.com](mailto:contact@medsts.com) (reference to “complaint” in subject line)

Contact local law enforcement if Immediate safety concerns exist.

### **2. Anonymous Reporting:**

We encourage individuals to report concerns anonymously, and we respect the privacy of those making complaints. However, providing contact information may assist in the investigation process.

### **3. Investigation Process:**

Upon receiving a complaint, a thorough and impartial investigation will be conducted by our designated personnel. This may involve interviews with driver, witnesses, and review of relevant documentation.

### **4. Temporary Suspension:**

If there is a reasonable cause to believe that a violation has occurred and that the safety of passengers is at risk, the driver may be temporarily suspended from duty pending the outcome of the investigation.

## **5. Consequences for Violations:**

If a violation of the drug and alcohol policy is substantiated, consequences may include disciplinary action, up to and including termination, depending on the severity of the violation.

## **Education and Prevention:**

### **1. Driver training:**

Drivers will receive education and training regarding the importance of complying with this policy and the risks associated with drug and alcohol use while on duty.

### **2. Random Testing:**

Random drug and alcohol testing may be conducted for drivers as part of our ongoing commitment to safety and prevention.

## **Confidentiality:**

All information related to complaints, investigations and outcomes will be handled with the utmost confidentiality, while ensuring compliance with relevant laws and regulations.

## **Conclusion:**

We are dedicated to maintaining the highest level of safety and service quality in our transportation operations. Our zero-tolerance policy on drug and alcohol use by drivers is central to ensuring the well-being of our passengers and our commitment to the highest standards of professionalism.

We encourage the reporting of any concerns related to this policy to help us maintain these standards.

This policy is subject to periodic review, updates, and we remain committed to ongoing vigilance and education to prevent and address any violations of this policy.

**Date Of Policy Implemented: 01/04/2017**

**Signature:** \_\_\_\_\_

**Organization: Med Sync Transportation & Services**

**Complaint contacts information:**

**Company Email: [contact@medsts.com](mailto:contact@medsts.com) (Insert in subject line "Complaint")**

**Local Law enforcement contact Information: Washtenaw County sheriff's department**

**Phone: 734-971-8400**

**Local emergency Phone: 911**