

Conduct and Compensation Guidelines

PROFESSIONAL CONDUCT

Membership in ArcBest President's Club is a professional privilege for employees who exhibit the high standards as outlined in the President's Club Rules. Members and Guests are expected to conduct themselves in a professional manner and maintain an appropriate appearance at all times. ArcBest, in its sole discretion, reserves the right to refuse, deny, revoke, remove or cancel membership of anyone who displays inappropriate behavior or is considered a nuisance, disruption or a danger to themselves or others. Anyone denied membership or ejected from an event will not receive President's Club recognition and will not be compensated for membership in any way.

DRESS CODE

- General Attire: Sports Casual
- Business Meeting: Sports Casual
- Wednesday Welcome Dinner: Sports Casual
- Thursday Dinner: Resort Casual
- Friday Dine-Around: Resort Casual
- Saturday Awards Gala: Business Formal

DRESS CODE DEFINITIONS

- Resort Casual
 - Gentlemen - slacks or well-kept dark shade jeans, collared shirts or polos; sports jacket optional
 - Ladies - slacks or well-kept dark shade jeans, capris, skirts or dresses
- Dress Casual
 - Gentlemen - slacks, collared shirts or polos; sports jacket optional
 - Ladies - slacks, capris, skirts or dresses
- Sports Casual
 - Ladies and Gentlemen - shorts, well-kept dark shade jeans, slacks, capris, shirt or t-shirt
- Business Formal
 - Gentlemen - dress slacks, coat and tie
 - Ladies - dresses or dress slacks

MEMBER AND GUEST EXPENSES AUTOMATICALLY COVERED BY ARCBEST

- Standard Airfare booked by FROSCHE for each member and guest to and from the resort location of President's Club 2022.
- Ground transportation scheduled by ArcBest to and from the airport and the resort.
- Ground transportation scheduled by ArcBest for off-site group activities and events.
- Self-parking at the resort arranged by ArcBest for members and guests that drive from their residence to the resort using a personally-owned or other vehicle.
- One (1) resort guest room, including taxes and gratuities (tips), confirmed by ArcBest at the President's Club 2022 location.
- Food and beverages for each member and guest purchased at the resort during the event June 8-12, 2022, as noted in ArcBest President's Club policies.
- Two activities per member as scheduled by ArcBest (one activity per member per day on Friday and Saturday).
- Two activities per guest as scheduled by ArcBest (one activity per guest per day on Friday and Saturday).
- All gratuities (tips) at the resort. Please do not add extra gratuity (tip) to any guest check.
NOTE: Per ArcBest contract with the resort, gratuity is automatically added to all member and guest checks. No additional gratuity should be added by any member or guest for any food, beverage, activity or other services.

MEMBER AND GUEST EXPENSES COMPENSATED BY ARCBEST

- Mileage to and from member's residence at the current Runzheimer mileage rate.
- Airport parking fees Wednesday, June 8, 2022 through Sunday, June 12, 2022.
- Transportation fare to and from members' residence and the airport, if the amount is less than mileage and parking fee.
- One (1) checked baggage fee per person (one for Member and one for Guest) to and from destination.
- Golf Clubs as an additional checked bag if member and/or guest is scheduled by ArcBest to participate in a golf activity and fee does not exceed the cost of rental clubs.
- Airport meals and beverages that do not exceed \$35 per person per day.
- An additional \$25 per person will be allowed for airport meals and refreshments when flights are delayed three hours or longer.
- Meals and beverages purchased off-property during President's Club scheduled activities or free time (Friday, June 10th and Saturday, 11th only) not exceeding \$50 per person per day.

MEMBER AND GUEST EXPENSES NOT COMPENSATED BY ARCBEST

- Any expenses incurred during any vacation portion of the trip, before June 8 or after June 12, 2022.
- Cab fare, car rental, limousine or chauffeured service to and from member's residence and the airport if the amount is greater than mileage and parking fee.
- Any expenses that are not compensated by ArcBest should be paid with a personal credit card. If you're unsure if the expense is covered, please use your personal credit card and ask the coordinators for assistance.
- When providing a credit card to the resort at check-in, please use your personal credit card as any expenses covered by ArcBest will be charged to the Master Account leaving only personal expenses that may be charged to your card.
- More than one (1) checked baggage fee per person to and from destination, unless checking golf clubs for an ArcBest-scheduled golf activity and fee does not exceed the cost of rental clubs.
- Overweight baggage fees.
- In-flight Wi-Fi service.
- Any change fees resulting from revisions to ticketed airline travel made with FROSCH after the 24-hour confirmation period.
- Any hotel or overnight expenses incurred the night prior to an early scheduled flight.
- Any travel fees associated with missed flights.
- Ground transportation to and from the resort that is not scheduled by ArcBest, including rental cars.
- Valet parking at the resort not arranged by ArcBest for members and guests that drive to the resort using a personally-owned or other vehicle.
- Personal transportation (including cab fare) to surrounding areas of the resort that are not part of an ArcBest-scheduled group activity or event.
- Food and beverages purchased at the resort before June 8, 2022 or after June 12, 2022.
- Meals purchased during the event when meals are provided as part of the event.
- Food and beverages purchased after midnight during the event June 8-12, 2022.
- Activities that are not scheduled and confirmed by ArcBest.
- Any purchase or rental of sporting equipment, clothing or retail, including golf balls and golf shoes, not provided by ArcBest.
- In-room dining (Room Service).
- In-room bar and snacks (Honor Bar).
- In-room movies.
- Laundry or valet service.
- Personal phone calls made from hotel room.
- Any personal items purchased at shops located on or off resort property.

NOTE: Any expenses incurred that are deemed not to be compensated by ArcBest in accordance with

this policy are considered incidental charges at Member and Guest expense. These charges should be paid directly to the resort or reimbursement by the Member to ArcBest will be requested.

RESORT ROOM RESERVATIONS

All resort room reservations must be made and confirmed by ArcBest, including requests for early arrivals and/or late departures. Consideration will be given to all specific room-type requests made during registration, but cannot be guaranteed.

NOTE: President's Club is designed for adults; all guests should be at least 21 years of age or older. As each member with an accompanying guest registers for President's Club, the assumption is made that member and guest will share a room. If other accommodations are preferred, contact Becky Neisler, Christie Morris or Cami Brown.

FLIGHT ARRANGEMENTS

FROSCH will schedule ALL member and guest flights to and from the President's Club 2022 resort location.

IMPORTANT NOTE: DO NOT USE DEEM TO SCHEDULE PRESIDENT'S CLUB TRAVEL.

ArcBest will cover standard airfare charges for each member and guest. Any cost difference from the standard charge will be the member's responsibility and must be reimbursed to ArcBest.

CONFIRMATION OF THE ACCURACY OF EACH MEMBER AND GUEST TRAVEL ITINERARY MUST BE MADE WITH FROSCH WITHIN 24 HOURS OF RECEIPT OF YOUR ITINERARIES EVEN IF THERE ARE NO CHANGES.

Any changes made after the 24-hour period that result in additional cost will be the responsibility of the member.

Travel itinerary items to review for accuracy:

- Full name of member and guest as noted on personal identification (driver's license)
- Flight dates and times
- Departure and arrival airports

STANDARD TRAVEL

IMPORTANT NOTE: DO NOT USE DEEM TO SCHEDULE PRESIDENT'S CLUB TRAVEL.

After completing your Travel Registration, travel itineraries will be emailed directly to you from FROSCH.

YOU ARE REQUIRED TO CONFIRM YOUR APPROVAL OR CHANGES VIA EMAIL TO FROSCH WITHIN 24 HOURS OF RECEIPT OF YOUR ITINERARIES.

If your itinerary is not accurate and FROSCH is not contacted within 24 hours, resulting in an additional charge to correct the itinerary, it will be the responsibility of the member to pay the additional cost.

If your itinerary is not confirmed within 24 hours and has to be rebooked at a higher rate, it will be the responsibility of the member to pay the difference.

CHANGING FLIGHT RESERVATIONS

IMPORTANT NOTE: DO NOT USE DEEM TO SCHEDULE OR CHANGE PRESIDENT'S CLUB TRAVEL.

All flight reservations are non-changeable and non-refundable once travel itineraries are confirmed and approved.

ANY CHANGES TO ORIGINAL RESERVATIONS ONCE CONFIRMED WILL BE AT MEMBER'S EXPENSE.

This includes any changes in name, flight schedule, etc. Reimbursable charges include airfare difference, a change fee or any other charges assessed by the airline.

ADDING VACATION

After completing your Travel Registration, travel itineraries will be emailed directly to you from FROSCHE.

Vacation may be added to your travel request at member's expense. Ground transportation and lodging during vacation time will be the member's responsibility.

YOU ARE **REQUIRED** TO CONFIRM YOUR APPROVAL OR CHANGES VIA EMAIL TO FROSCHE WITHIN 24 HOURS OF RECEIPT OF YOUR ITINERARIES.

If the addition of vacation travel results in an increase in the airline cost, it will be the responsibility of the member to pay the difference.

TRAVEL REIMBURSEMENTS TO ARCBEST

Reimbursement to the company of any additional travel cost or any cost difference from standard travel will be the member's responsibility and is expected prior to travel. Please contact Becky Neisler, Christie Morris or Cami Brown within 24 hours of receiving your itinerary to make any expected travel reimbursement arrangements.

GROUND TRANSPORTATION ARRANGEMENTS

ArcBest will provide and schedule all ground transportation June 8-12, 2022 during President's Club 2022 to include:

- Transportation from the destination airport to the resort on Wednesday, June 8th
- Transportation for all scheduled activities and events during the President's Club event
- Transportation from the resort to the departing airport on Sunday, June 12th

If ground transportation has been arranged and confirmed by ArcBest to or from the resort and member and/or guest forfeits this transportation, reimbursement by the member to ArcBest will be requested.

If adding vacation before or after the President's Club meeting dates, arrangements and expenses incurred for ground transportation are the responsibility of the member. This policy also applies if you are renting a car.

If adding vacation before or after the President's Club meeting dates and ground transportation is required to or from the resort, transportation will be provided from the airport to the resort only on the scheduled arrival day of the event, Wednesday, June 8th, or from the resort to the airport only on the scheduled departure day of the event, Sunday, June 12th.

THESE GROUND TRANSPORTATION ARRANGEMENTS MUST BE MADE DIRECTLY WITH EVENT COORDINATORS AT THE TIME OF REGISTRATION.



PRESIDENT'S CLUB

EXPENSE REPORTING

An online expense report must be submitted for all related President's Club expenses paid directly by the member. The ArcBest expense report policy applies.

- A receipt is required for any expense exceeding \$25.
- A copy of the FROSCHE travel itinerary (that includes airfare) for each member and guest must be submitted with your expense report.
- Online expense reports are "full" format and use the assigned cost code "PCLB". Member and guest FROSCHE travel itineraries and all receipts should be scanned and attached to the online expense report.
- All expense reports submitted without all required receipts, travel itineraries and coded to "PCLB" will be rejected for correction.
- Expense reports should be submitted no more than 60 days after the event has concluded.

PHONE CALLS

Members should use personal cell phones to communicate with immediate family while traveling on business where usage does not result in additional charges.

PRESIDENT'S CLUB 2022 EVENT COORDINATORS

Becky Neisler | (479) 785-6231 or (479) 650-0284 | bneisler@arcb.com

Christie Morris | (479) 494-8112 or (479) 831-2779 | cmorris@arcb.com

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