



Session 13

FLEET SAFETY

Does your organization need a Fleet Safety Program?

- Do we operate vehicles for work?
- Do our employees drive for work purposes?
- Does our staff drive our vehicles for private purposes?
- Do we provide employees with personal vehicles?
- Do employees or others drive on our premises?
- Do we employ contract transport services?

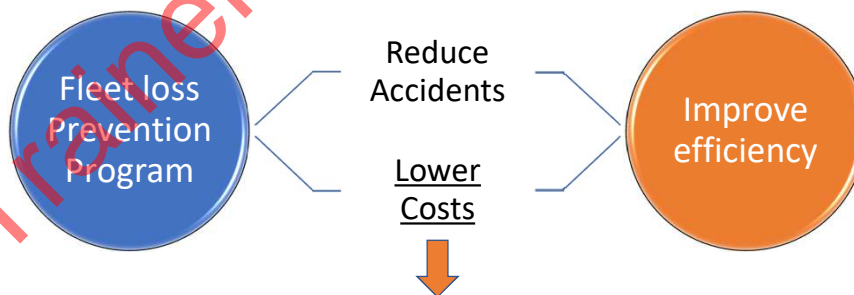


Does your organization need a Fleet Safety Program?

- To **save lives** and to reduce the risk of life-altering injuries within your workforce.
- To **protect your organization's human and financial resources**.
- To **guard against potential company and personal liabilities** associated with crashes involving employees driving on company business.



Fleet Safety and Loss Control



hospitalization	claims	accident investigation
absenteeism	insurance premiums	litigation



Direct costs (insurable)

- workers compensation costs
- legal insurance costs
- vehicle insurance costs



Indirect costs (uninsurable)

- any wages paid to injured workers for absences not covered by workers' compensation
- the wage costs related to time lost through work stoppage associated with the worker injury
- the overtime costs necessitated by the injury
- training costs for a replacement worker



Indirect costs (uninsurable)

- administrative time spent by supervisors, safety personnel, and clerical workers after an injury
- lost productivity related to work rescheduling, new employee learning curves, and accommodation of injured employees
- third-party liability and legal costs



Indirect costs (uninsurable)

- clean-up, repair, and replacement costs of damaged material, machinery, and property
- the costs of any associated legal action
- worker pain and suffering
- loss of good will from bad publicity that may result in loss of business



Policies

- **Assign a key member of the management team responsibility and authority to set and enforce a comprehensive driver safety policy.**
- **Do not require workers to drive irregular hours or far beyond their normal working hours.**



Policies

- **Do not require workers to conduct business on a cell phone while driving.**
- **Enforce mandatory seat belt use.**
- **Develop work schedules that allow employees to obey speed limits and to follow applicable hours-of-service regulations.**



Fleet Management

- **Adopt a structured vehicle maintenance program.**
- **Provide company vehicles that offer the highest possible levels of occupant protection.**



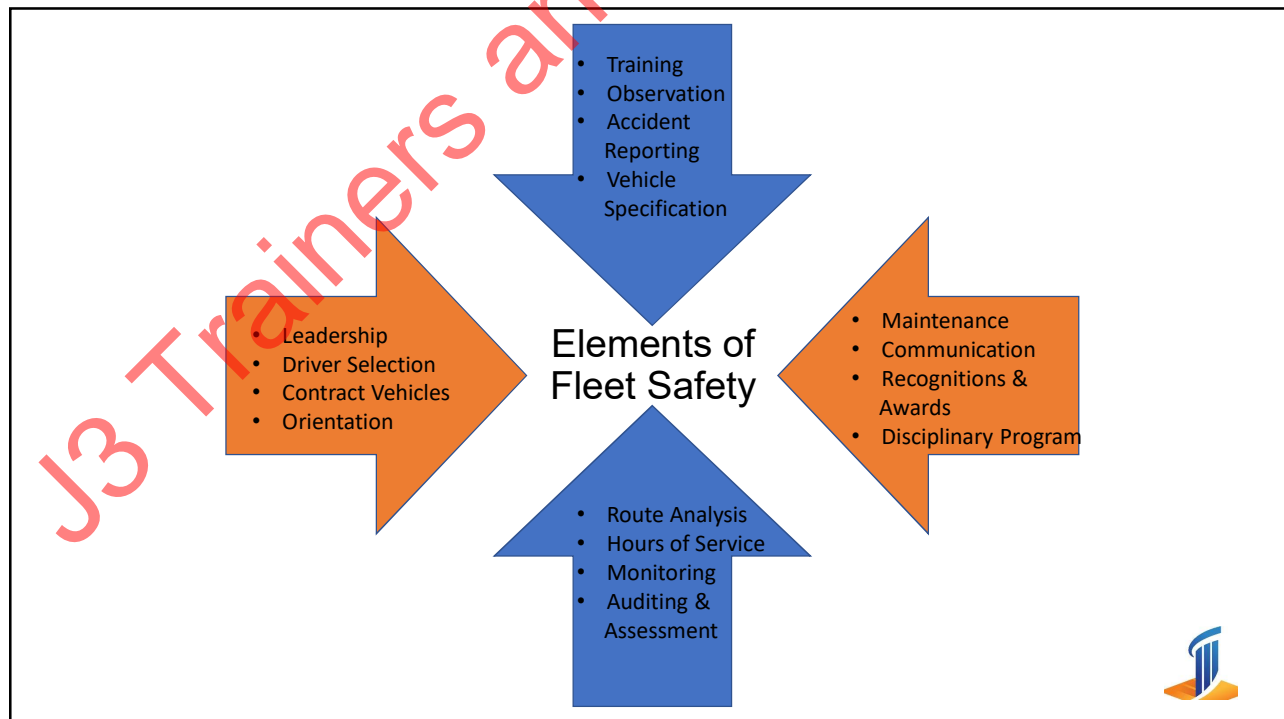
Safety Programs

- **Teach workers strategies for recognizing and managing driver fatigue and in-vehicle distractions.**
- **Provide training to workers operating specialized motor vehicles or equipment.**
- **Emphasize to workers the need to follow safe driving practices on and off the job.**



Driver Performance

- Ensure that workers assigned to drive on the job have a valid driver's license and one that is appropriate for the type of vehicle to be driven.
- Check driving records of prospective employees, and perform periodic rechecks after hiring.
- Maintain complete and accurate records of workers' driving performance.



1- Leadership and Administration (POLICY STATEMENT)

A written driver's policy should address the following:

- Leadership and administration
- Restraint system (seat belts)
- Substance abuse
- Prohibition against carrying non-employees passenger (trucks)
- Use of passenger vehicles by non-employees (company cars)
- Speed limitations
- Fueling operations
- Compliance with legislations



Management Responsibilities

- Develop and implement general Fleet Safety Program policies and procedures.
- Assume responsibility for the driving record of employees while they are on duty.
- Frequently check for compliance of established Fleet Safety Program requirements and policies.
- Personally review the decisions on accidents and take all steps necessary to prevent a recurrence.
- Insist all assigned vehicles are maintained adequately for safe operation.



Management Responsibilities

- ❑ Establish an aggressive campaign to enforce the wearing of seat belts on all trips.
- ❑ Establish policies for the periodic inspection of assigned vehicles for safety discrepancies, malfunctions, signs of abuse, unreported damage and cleanliness. Have repairs made as soon as possible.
- ❑ Fully support the company's driver training program to promote defensive driving.
- ❑ Review each preventable vehicle accident and unsafe driving report with the employee and his supervisor to emphasize management's intolerance of irresponsibility behind the wheel.



Management Responsibilities

- ❑ Make sure employees do not drive any company vehicle unless they have a VALID Drivers' License and are familiar with company driving rules and regulations.
- ❑ Make sure only authorized personnel be allowed to operate company vehicles, special purpose vehicles, and trucks.
- ❑ Must be alert in observing unsafe practice of employees and insure that action is taken immediately to correct the driver.



Supervisor Responsibilities

- Review all preventable vehicle collisions with employees and discuss each unsafe act that was responsible.
- Periodically ride with the vehicle and truck drivers to check for compliance with operating instructions and traffic regulations.
- Make sure unsafe vehicles are not driven until safety discrepancies have been corrected.
- Fully utilize the decisions and recommendations handed down by the Safety/Loss Control Committee.



Operator Responsibilities

- Safe operation of vehicles for the safety of passengers and cargo
- Having a valid driver's license in their possession
- Inspecting the vehicle which they are about to drive, in accordance with established policies
- Reporting any vehicle accidents



Safety/Loss Control Officer Responsibilities

- ❑ **Monitoring the driving experience of employees who operate entity vehicles.**
- ❑ **Be sure proper maintenance procedures are being followed to keep vehicles in a safe operating condition.**
- ❑ **Verify that adequate insurance limits are maintained by drivers who use their personal vehicle for entity business.**



Inspections

- ❑ **The vehicle operator is responsible for checking the safety and general condition of the vehicle, including gas, oil, and other fluid levels, lights, and brakes.**
- ❑ **With the assistance of the Safety Manager, supervisors should provide inspection checklist to vehicle operators. To formally document that training has been accomplished and drivers understand their responsibilities, they should sign an acknowledgement form that looks something like the form below.**



Sample Vehicle Maintenance Acknowledgement Form

I have received the proper training in daily vehicle inspection procedures. I understand that it is my responsibility to inspect all fluid levels, lights, tires, and safety equipment each day before I use the vehicle. I understand that it is my responsibility to report any and all vehicle defects and safety concerns. If there is something wrong with the vehicle, which may affect safety, I will not drive the vehicle until adequate repairs are completed. I also understand that it is my responsibility observe all policies and procedures concerning the proper and safe operation of a company vehicle.

Driver Name (Print)

Driver Signature

Date

Supervisor Signature

Date



Unauthorized Use of Vehicles

Employees should not operate a vehicle or equipment:

- for any purpose for which it was not designed,
- beyond its designed limits,
- in areas or locations for which it was not designed, or;
- in a manner that may cause damage through neglect, misuse, improper driving techniques, or improper handling.



Distracted Driving

1. **Visual distraction** - takes your eyes off the road. Examples include: looking at dashboard, reading a map, or looking for address.
2. **Cognitive distraction** - takes your mind off the road. Examples include: day dreaming, drowsiness, cell phone use, or moving animals.
3. **Manual distraction** - takes your hands off the wheel. Examples include: eating, drinking, smoking, or changing radio station.



Transporting Equipment

- ❑ Items such as briefcases, laptop computers, tools, etc. should be transported in the trunk of passenger vehicles.
- ❑ Pickups, whether standard cab or extended, should have secured storage capabilities in the bed of the vehicle such as tool storage or camper shells if they are used with any regularity in the transport of items that could injure the driver or passenger(s) in the event of an accident.
- ❑ It is always important to keep the driver/passenger as free as possible of objects that could distract their attention or could cause unexpected movement.



Traffic Laws

While driving commercial vehicles, drivers represent the company. Consequently, it's vitally important that drivers operate their vehicles in a courteous and professional manner.

- ❑ Drivers should adhere to all traffic laws and regulations when operating company vehicles.
- ❑ Drivers should at all times operate company vehicles in such a manner as to avoid injury to persons or damage to property.



2 - Driver Selection and Assessment

Before a new "driver" is hired:

1. Interview applicants and check background and skills as related to driving performance
2. Check references
3. Set hiring standards for:
 - ❑ number of acceptable accidents
 - ❑ number of moving violations
 - ❑ Review past driving record
 - ❑ Verify license if current and proper



- ❑ Ensure medical examination is completed, if required by law
- ❑ Conduct substance abuse screening
- ❑ Conduct a written examination
- ❑ Conduct a road test for truck and specialized vehicle drivers
- ❑ Require a minimum experience for specific vehicles, when necessary



Assessing Current Company Drivers – a system should be in place to assess the ongoing performances of drivers:

1. Review driving records periodically
2. Compare number of avoidable total accidents and moving violations against established standards
3. Assess and authorize current employees who will operate “pool” vehicles
4. Conduct periodic on the road observations to evaluate driver’s skills



3 - Contract Vehicles and Drivers

to ensure that drivers and vehicles hired on a contract basis meet established safety standards a system should be in place to the following:

1. Assess and authorize drivers prior to use of company vehicles
2. Impose specific controls both on companies that provide contract vehicles or drivers and on individually hired temporary drivers
3. Include safety requirements in contractual agreements
4. Record and jointly investigate all vehicle accidents with contract company



4 - Orientation

The driver / fleet safety program must include orientation standards:

1. General and Job Specific
2. New hires
3. Transferred employees



4. Employees who return from a long term absence

A. Initial orientation

- all employees
- before operating a vehicle
- develop initial general and job specific orientation checklist to guide management

B. Orientation follow-up

- All drivers
- Within specified period of time (60-90 days)
- Develop general and job specific orientation follow-up checklist to guide management



5 - Training

Coordinating regulations

- Appropriate regulations
- Defensive driving techniques
- Accident investigation - classification
- Company standards and procedures



New Hire Training – General:

- ❑ Defensive driving [training must be received within six (6) months of vehicle assessment]
- ❑ Accident reporting and investigation procedures



New Hire Training – job-specific:

- ❑ Company products, equipment, maintenance of equipment, specialized vehicles
- ❑ Customer and public relations in emergency situations
- ❑ Emergency procedures to follow in case of accidental release of hazardous cargo
- ❑ Personal protective equipment requirements and procedures relevant to the cargo or the vehicle being operated



On-going training:

1. Job specific refresher at specific intervals
2. Formal defensive driving training at specific intervals
3. Re-training
 - Warranted by accident investigation findings
 - Accident history
 - Driver observation
 - Driver transfer to different types of vehicle/product



6 - Observation

- New hires (within a specific time after vehicle assignment)
- Problem drivers and those involved in avoidable accidents (more than once a year)
- Non-problem drivers (annually)
- Internal / external observers



9 - Vehicle Inspection and Maintenance

The requirements must include the following:

1. Pre and post trip inspections for trucks and specialized vehicles
2. Inspections and maintenance according to manufacturer recommendation (<10,000 lbs Gm. Wt.)
3. Defect reporting and follow up procedures
4. Other inspections necessary to comply with legal or non-census industry standards



10 - Communication

Importance of safe driving practices, awareness and attitude:

1. Periodic mailings about critical or historic problem areas
2. A driver's safety newsletter or driver's safety column in an existing company newsletter
3. Publication of near miss and accident investigation results
4. Information about how safety performance compares to safety goals and to other companies



11 - Recognition and Awards

Recognize or award individual worker and groups whose safety performance is consistently superior.

1. Establish specific criteria
2. Develop guidelines



12 - Disciplinary Program

A proactive disciplinary process should be in place to ensure that:

1. Drivers' safety policies and program requirements are consistently enforced
2. Drivers involved in avoidable/preventable vehicle accidents are treated uniformly
3. Remedial training program is established
4. Actions are consistent with other disciplinary processes (eg. absenteeism, negligence, deference to authorities, etc.)

Disciplinary
Procedure



13 - Route Analysis

To minimize the risk of major incidents, a system should be in place to evaluate routes to be used:

1. New business
2. Based on accident experience/driver comments
3. Include optimum traffic patterns

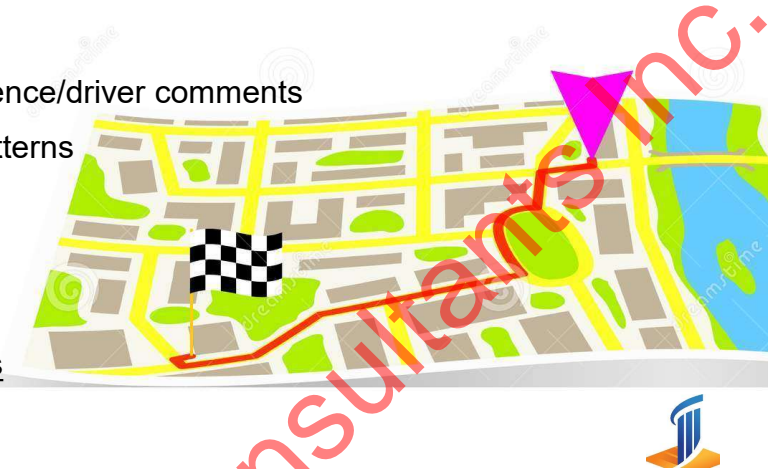
time

construction

delivery access

sensitive population routes

road weight restrictions



14 - Monitoring and Measurement

To identify trends and / or problem areas, a system should be in place to:

1. Periodically analyze statistical data to identify trends and problem areas
2. Routinely analyze data to identify evidence of erratic driving, speeding, etc. (GPS)
3. Formally counsel drivers based on the findings of these analyses



15 - Hours of Service

A system should be in place to set and monitor standards limiting hours of service for truck / service drivers:

1. Standards established
2. Monitoring process
3. Remedial correction process



16 – Auditing & Assessment

A system should be in place to periodically assess effectiveness of the Fleet Safety Program through the conduct of audits:

1. Based on Standards
2. Internal or second party audits
3. Follow-up implementation of corrective actions
4. Submit reports to management



KEY POINTS

Loss control should be management priority - whether a fleet is large or small. A ***Fleet Loss Prevention Program*** can decrease insurance claims and help mitigate the frequency and severity of future losses. Often the other tangible and intangible benefits can be overlooked, but are just as valuable to your company!



SELF-CHECK

1. How many units do you have in your fleet?
2. Do you have a written Fleet Management Program?
3. Who is in charge of ensuring implementation?
4. What is your system of monitoring?
5. Do you have regular audits of your maintenance system?
6. Do you have regular assessment of your driver competency?
7. If there is something to improve in your Fleet Management System, what would it be?





Defensive Driving

The standard Safe Practices for Motor Vehicle Operations, **ANSI/ASSE Z15. 1**, defines **defensive driving skills** as "**driving** to save lives, time, and money, in spite of the conditions around you and the actions of others."

This definition is taken from:
National Safety Council's Defensive Driving Course.



Defensive Driving

It is a set of driving skills that allows you to defend yourself against possible collisions caused by bad drivers, drunk drivers, and poor weather.



Defensive Driving

1. Think safety first.
2. Be aware of your surroundings.
3. Do not depend on other drivers.
4. Follow the 3- to 4-second rule.
5. Have an escape route.
6. Separate Risks.
7. Cut out distractions.

