STEPS TO A FLEET MANAGEMENT SAFETY PROGRAM

This document is based on the Occupational Safety and Health Administration’s (OSHA) document entitled “Guide for Employers to Reduce Motor Vehicle Crashes”.

The guide mentioned above was a joint effort by the Network of Employers for Traffic Safety (NETS), National Highway and Transportation Safety Administration (NHTSA) and OSHA.

The “Guide for Employers to Reduce Motor Vehicle Crashes” can be obtained through the OSHA website, www.osha.gov.

Information within this document is based on the 10-Step Program to Minimize Crash Risk, found in the OSHA Guide for Employers to Reduce Motor Vehicle Crashes.

Additional support information is provided by Missouri Employers Mutual, www.mem-ins.com.

The NETS 10-Step Program to Minimize Crash Risk involves these components:

- Senior Management Commitment and Employee Involvement
- Written Policies and Procedures
- Driver Agreements
- Motor Vehicle Record Checks (MVR)
- Crash Reporting and Investigation
- Vehicle Selection, Maintenance and Inspection
- Disciplinary Action System
- Reward / Incentive Program
- Driver Training and Communication
- Regulatory Compliance
SAFETY AS A MANAGEMENT FUNCTION

The primary role of a fleet safety program is to reduce motor vehicle accidents and protect employees.

Safety should be considered an essential component of every motor vehicle fleet, regardless of vehicle size or type.

Safety must not simply be something that is done when it is convenient. Safety must be a company value.

Fleets without safety programs place themselves in financial jeopardy and are likely out of compliance with local, state and federal rules.

In addition, fleet safety is a social responsibility. Company drivers and vehicles are interacting with the motoring public. The safety of the vehicles in your company’s fleet directly affects other drivers on the highway.

*Every* employer and organization in Missouri should use the information provided within this guide to help employees stay safe behind the wheel.

WHO NEEDS A FLEET SAFETY PROGRAM?

Who can benefit?
- Delivery drivers
- Home health
- Route drivers
- Bus drivers
- Dump truck drivers
- Maintenance employees traveling in-between properties

In one element or another, every company in the state of Missouri should have at least some component of a fleet safety program. Why?
- Employees must drive to and from work and home.
- Employees are sometimes required to do company business with their personal vehicles.
- Employers must do everything possible to make sure employees are safe.
- Employers know too well the indirect cost of vehicle accidents like absenteeism, lowered morale, recruitment time and deductibles.

Other benefits of fleet safety are the following:
- Increased productivity and worker well-being
- Better public and governmental perception
- Reduced cost of fuel, maintenance costs
Higher fleet vehicle resale value
Reduced cost of material, parts and equipment
Taxes, licenses and permits
Interest rates on money needed for daily operations

**Vehicle Collision Facts**

**What are the risks to your company?**

Traffic accidents are the #1 way to die on the job, in all business sectors.

Roughly 1,000 Missourians die in traffic crashes each year.

In the United States, roughly 50,000 people die in vehicle crashes each year.

Every 12 minutes someone dies in a motor vehicle crash.

Every 10 seconds an injury occurs, and every 5 seconds a crash occurs.

In 2006, one person was **killed or injured** in a traffic crash every 8.3 minutes in the State of Missouri.

In Missouri, 167,143 accidents occurred in 2007.

In 2007, 991 persons were killed on Missouri highways.

In 2006, 62,078 were injured in traffic crashes in the State of Missouri.

The Direct and Indirect Cost of Vehicle Collisions

At Missouri Employers Mutual, the average cost of a non-fatality vehicle accident is $31,000.

At Missouri Employers Mutual the average cost of a FATAL vehicle accident is $468,000.

Many of these crashes occur during the workday or during the commute to and from work.

Some vehicle crashes are work-related, while some are not.

Whether or not the crash was on the job, employers bear indirect and direct costs.

What is a direct cost? A direct cost is a cost that the employer can see or calculate directly – like a bill or fine.

What is an indirect cost? An indirect cost is a cost that is difficult to track – a “soft” cost.

For every $1 spent on direct cost, $4 to $10 are spent in indirect costs!
<table>
<thead>
<tr>
<th>Direct Cost of Vehicle Accidents</th>
<th>Indirect Costs of Vehicle Accidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1</td>
<td>$4 - $10</td>
</tr>
<tr>
<td>Insurance premium increase</td>
<td>Potential for civil litigation</td>
</tr>
<tr>
<td>Vehicle repair / deductibles</td>
<td>Time required for investigation</td>
</tr>
<tr>
<td>Fines</td>
<td>Lowered employee morale</td>
</tr>
<tr>
<td>Vehicle replacement</td>
<td>Lowered customer satisfaction</td>
</tr>
<tr>
<td>Damage repairs</td>
<td>Media attention</td>
</tr>
<tr>
<td>Cost of damage to load</td>
<td>Unsatisfied customer</td>
</tr>
<tr>
<td>Medical billing</td>
<td>Government agency involvement</td>
</tr>
<tr>
<td></td>
<td>Time allotted for safety team activation</td>
</tr>
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<td></td>
<td>Safety training time after the incident</td>
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<td></td>
<td>Absenteeism</td>
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<tr>
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<td>Recruitment</td>
</tr>
<tr>
<td></td>
<td>Retraining of new employee</td>
</tr>
<tr>
<td></td>
<td>Job skills lost</td>
</tr>
<tr>
<td></td>
<td>Impact on group health insurance rates</td>
</tr>
</tbody>
</table>

**Online Resources for Fleet Safety Information**

- **NETS**
  - Network of Employers for Traffic Safety
  - www.trafficsafety.org
  - Drive Safely Work Week 2002, Cost of Crashes to Employers PowerPoint presentation
    http://www.trafficsafety.org/dswwpresentation02.html

- **CDC**
  - Centers for Disease Control
  - www.cdc.gov
  - Work-Related Roadway Crashes: Challenges and Opportunities for Prevention
    http://www.cdc.gov/niosh/docs/2003-119/

- **NHTSA**
  - National Highway Traffic Safety Administration
  - www.nhtsa.dot.gov

- **FMCSA**
  - Federal Motor Carrier Safety Administration
Step 1

Management Commitment and Employee Involvement

Management is responsible for the safety of the organization’s employees.

It’s also the responsibility of management to provide the education, training and resources to keep employees safe when driving.

Top level management, including front-line supervisors, must provide leadership, policy and resources to create a safety culture within the organization.

In what ways are managers dedicated to the safety of the employees that drive company or personal vehicles, on or off the job?

Safety requires leadership.

✓ Management must actively encourage employee participation in all levels of the organization.
✓ Management must recruit, select and hire safe drivers.
✓ Managers must respond to incidents, investigate and remove hazards.
✓ Management must be willing to make repairs in a timely manner.
✓ Management must be responsive to reports of hazards made by employees.
✓ Walk the talk: Do managers wear their seat belts, and drive in a manner consistent with company rules and values?
✓ Will employees follow safety rules if management doesn’t?
✓ Are managers present in safety meetings, and do they provide meaningful participation?

Safety requires policy.
✓ Develop and deploy a seat belt safety policy.
✓ Develop and deploy driving safety rules.
✓ Develop and deploy a driver agreement.
✓ Provide inspection checklists for vehicles and maintenance facilities.
✓ Stick to policy.
✓ Enforce policy.

Safety requires resources.
✓ Is there a single employee responsible for fleet management activities?
✓ Has a safety team been created?
✓ Are funds set aside for safety bonuses and incentives?
✓ Are funds set aside for safety improvements?
✓ Are employees given the time they need to attend safety meetings and to do pre-trip inspections of vehicles?
✓ Are funds set aside for repairs?
✓ Are repairs timely?

Employee Involvement

How can employees be involved in the fleet safety program?
• Provide a method for bottom-up communication to management.
• Provide quality training that is real, and applicable to the specific needs of the employees.
• Communicate expectations clearly.
• Require employees to sign off and acknowledge safety rules, policies and guidelines.
• Employees will be safe if their supervisors and managers model safe behavior.
• Maintain equipment well, and respond to maintenance requests by employees.
• Perform surprise and scheduled inspections.
• Investigate incidents and make positive changes.
• Develop a fraud-resistant incentive plan.
• Thank employees for a job well done!

Supervisors are the Key to any Safety Program!
• Management commitment also includes supervisors.
• Will employees follow safety rules if the managers do not?
• Employees are quick to recognize managers and supervisors that are sincerely concerned about their responsibilities in safety.
• Employees also recognize supervisors that are not sincere about safety.
• When employees fail to work within the policy, it is the responsibility of management – all management – to insist on adherence.

Why wouldn’t an employee report damage or safety concerns to you?
  Lack of responsiveness by management.
  Nothing is done when damage reports are turned in.
  Damaged vehicles are accepted within the organization, and repairs are not made.
  Management does not seem moved / bothered by accidents.

Make the Safety Program REAL to the employees!
• Be responsive to repair requests.
• Make repairs promptly.
• Make quality repairs.
• Provide an “anonymous” reporting system for employees that fear retaliation for reporting safety concerns.
• Do spot inspections of company vehicles and of compliance.
• Thank them for doing a good job!

The Hidden Fleet

Does your organization operate a “Hidden Fleet?”

Many companies operate a “hidden fleet.”

A lot of companies make the statement that “we don’t have a fleet of vehicles.”

However, employees could be driving a lot more often than otherwise thought.

The hidden fleet can be:
  Part-time help running errands in their personal vehicles.
  Home health personnel using their personal vehicle to visit customers.
Employees take the mail to the post office.

The “hidden fleet” can also be:
  • Created whenever an employee takes a personal vehicle on a company trip.
  • Whenever an employee uses their personal vehicle on company business, on a regular basis.
  • Whenever a maintenance employee regularly uses their personal vehicle to pick up supplies.

The “hidden fleet” can also be any incidental trips your employees take for company business.
  Remember the “every once in a while” trips.

What to do:
  Survey your organization for employees that “drive for the company.”
  Survey your organization for employees that use their personal vehicles for company business.
  Survey your organization for “trips” that people take, for the company.

Provide training
  Employees that drive must have routine defensive driving training.
  Make safe driving a routine safety training topic.
  Consider providing training for everyone that drives in your company.

Make Policy
  Require employees to wear their seat belts when they’re driving on company business, even in their personal vehicles.
  Require signed policy regarding seat belts and safe driving rules.

Inspect Vehicles
  Verify that vehicles are safe to drive.
  Provide checklists and resources for employees that drive their personal vehicles for company business.
  For employees that can’t afford repairs to their personal vehicles, consider making funds available to assist them in maintaining a safe vehicle for company use.

**Step 2**

**Written Policies and Procedures**

A written statement emphasizing the company’s commitment to reducing traffic crashes is essential to building a successful fleet safety program.

Policies and procedures must be written, clear, and concise and communicated to all employees.

Hold regular meetings to discuss the policies and safe driving.

Employees must fully understand the rewards for safe driving, and consequences for unsafe driving.
Fleet safety policies must include these basic principles:

- The protection of the public.
- The safety and health of every employee.
- Identification and correction of hazards.
- Safety shall be given priority, especially over shortcuts and/or expediencies.
- There shall be no compromise of rules and procedure whenever safety is involved.
- All the employees of the company shall comply with safety, health and environmental laws and regulations.

Policies must be:

- Modeled by management, as employees won’t follow the rules if management does not.
- Disseminated throughout the organization through safety meetings, training and new-hire orientation.
- Trained regularly.
- Understood by all employees.
- Posted or otherwise available for employees to view at any time.
- Refreshed regularly.
- Enforced.

What policies should be developed?

- Seat belt policy
- Safety policy
- Driver agreement
- Pre-and-post trip inspection policies
- Accident reporting
- Substance abuse policy
- Safety bonus guidelines
- Violation Reporting
- Route/out-of-route

Provide checklists to drivers and do inspections.
✔ Vehicle pre-trip inspection forms.
✔ Emergency supply checklists.
✔ Post-trip inspection forms.
✔ Accident report forms.

Inspections verify that the safety rules are being followed, and they show safety program commitment by members of management.

Audits and inspections are the only way management knows whether or not safety rules are working!

But remember – a policy manual – alone – is of little value. It’s what activities are done with the policies within that count!

**Inspection ideas:**
- Observe employees performing pre-trip inspections.
- Observe drivers in the parking lots of customers, or back at the office or lot.
- Audit checklists and forms submitted by drivers.
- Perform a one-on-one session with employees to verify their knowledge.
- Make inspections both routine and surprise!

Audits and inspections are very important!

They provide information as to whether or not the safety rules and guidelines are being put to use!

**TRAFFIC CRASH FACT**
Of all 2006 Missouri traffic crashes, 16.3% were speed related.

Of all fatal traffic crashes, 41.2% were speed related.

A total of 454 persons were killed and 13,919 were injured in speed-related traffic crashes.

*Courtesy Missouri State Highway Patrol*

The importance of written, trained and enforced safety rules, policies and procedures, as taken from the document:

*“How the Changes in the Workers’ Compensation Law Affect You”*.  
Document WC-137 (05-05) AI
What happens if an employee is injured because of the employee’s failure to use safety devices provided by the employer or failure to obey a reasonable safety rule of the employer?
(Section 287.120.5 RSMo)

Under the current law, if an employee has an injury caused by the employee’s failure to use safety devices provided by the employer or failure to obey a reasonable safety rule of the employer, the compensation and death benefits are reduced at least twenty-five, but not more than fifty percent. However, it must be shown that the employee had actual knowledge of the employer’s safety rule and the employer had made a reasonable effort to make sure that the employee used the safety device or obey the safety rule.

The new law repeals the requirement for an employer to post the rule in a conspicuous place on the employers premises. The safety changes will encourage employees to use the safety devices provided by the employer and follow the safety rules adopted by the employer.

Does the new law change the reduction in benefits for an injury sustained by the employee based upon the use of drugs or alcohol?
(Section 287.120.6, RSMo)

Under the new law, if the employee fails to obey any rule or policy adopted by the employer on a drug-free workplace or on the use of alcohol or non-prescribed controlled drugs in the workplace, and the employee sustains an injury while using alcohol or non-prescribed controlled drugs, the compensation and death benefits shall be reduced fifty percent. If the employee’s use of alcohol or non-prescribed controlled drugs in violation of the employer’s rule or policy is the proximate cause of the employee’s injury, the benefits or compensation payable for death or disability are forfeited.

The document “How the Changes in the Workers’ Compensation Law Affect You” (Document WC-137 (05-05) AI) can be obtained through:

MO Division of Workers’ Compensation
PO Box 58
Jefferson City, MO 65102

TRAFFIC CRASH FACT:
Of all 2006 Missouri traffic crashes, 4.9% were drinking related.

Of all fatal traffic crashes, 25.1% were drinking related.

A total of 270 persons were killed and 5,157 were injured in drinking-related traffic crashes.
In 2006, one person was killed or injured in drinking-related traffic crashes every 1.6 hours in the State of Missouri.

Courtesy Missouri State Highway Patrol

**TRAFFIC CRASH FACT:**

For drivers involved in traffic crashes not killed or injured, 96.6% were wearing their seat belt at the time of the crash.

A driver in a 2006 Missouri traffic crash had a 1 in 4 chance of being injured if they were not wearing their seat belt.

However, if they were wearing a seat belt their chances of being injured in the crash were 1 in 8.

When examining driver deaths, the differences are much more dramatic.

A driver in a 2006 Missouri traffic crash had a 1 in 31 chance of being killed if they were not wearing a seat belt.

In those cases where a driver wore a seat belt, their chance of being killed was 1 in 1,300.

**Sample**

*Seat Belt Policy*
(Name of Company/Organization) recognizes that seat belts are extremely effective in preventing injuries and loss of life.

It is a simple fact that wearing your seat belt can reduce your risk of dying in a traffic crash by 45 percent in a car and by as much as 60 percent in a truck or SUV.

We care about our employees, and want to make sure that no one is injured or killed in a tragedy that could have been prevented by the use of seat belts.

Therefore, all employees of (Name of Company/Organization) must wear seat belts when operating a company-owned vehicle, or any vehicle on company premises or on company business; and all occupants are to wear seat belts or, where appropriate, child restraints when riding in a company-owned vehicle, or in a personal vehicle being used for company business.

All employees and their families are strongly encouraged to always use seat belts and the proper child restraints whenever they are driving or riding in any vehicle, in any seating position.

Employee Signature:

________________________________________________________________________

Date:

________________________________________________________________________
Alcohol and Substance Abuse Policy

(Company Name)

is a Drug-Free Workplace.

The use of Illegal Drugs and Alcohol is inconsistent with the behavior expected of employees.

The use of Illegal Drugs and Alcohol and misuse of Prescribed and Over-the-Counter Drugs subjects employees and visitors to unacceptable safety risks that undermine the Company’s ability to operate safely, effectively and efficiently.

______________________________

Company President Signature

______________________________

Date of Signature
Personal Use of Company Vehicles Policy

It is the policy of this company that the company vehicles provided for employees be used only for company business.

Any personal use of the company vehicles is to be made in writing, or noted phone conversations with company executive officers, stating the nature of each personal use.

A decision to allow limited personal use shall be based upon past driver performance and usage anticipated.

The company may allow employees to drive company vehicles home at night and on weekends for convenience and/or security purposes. This may also be in case of client/project emergencies that these employees may be called upon to handle.

The use of company vehicles is restricted to employees of the company only.

Non-employees such as spouses, children, other relatives, or friends are not authorized to drive company vehicles at any time.

Employees driving company vehicles are required to wear safety belts (seat belts) any time the vehicle is driven.

The company will consider any unauthorized use of vehicles as the equivalent of theft and the driver may be held responsible (liable) for consequences of any accidents.

A driver road observation program is also in effect to monitor usage of the vehicles during business and off hours.

Employees driving company vehicles may be observed on a random basis, after call in complaints, and after an accident.

If negative results are found, disciplinary action up to and including termination of employment may be required.

I, the undersigned, have read and understand and agree to comply with this policy.

Employee Name Printed

Employee Name Signed

Date of Vehicle Issue

WorkSAFE
Smart, Accident-Free Environments
Cell Phones and Company Driving

Distracted driving is a major cause of vehicle crashes and incidents.

Distractions take both the eyes and the driver’s concentration off of the road.

Distractions can consist of cellular phones, eating or drinking, grooming or talking with passengers.

Distraction is also caused when the driver is operating a vehicle they’re unfamiliar with.

Cellular phone use has grown substantially in the last five years, and is popular now with all drivers.

However, cellular phone use while driving should be kept to a minimum.

Drivers need to be aware when the use of the cellular phone is creating a distraction from safe driving and adjust their usage accordingly, including pulling off the road to continue the conversation.

Whenever possible, drivers should complete calls while the vehicle is parked or use the phone in a “hands free” mode via a headset or speaker.

While driving, attention to the road and safety should always take precedence over conducting business on the phone.
Driver: Use this check list as a guide for inspecting the vehicle.
Check “OK” if item functions properly and “Repair” if repair is needed.

<table>
<thead>
<tr>
<th>OK</th>
<th>REPAIR</th>
<th>ENGINE OFF CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>ENGINE OIL WITHIN ACCEPTABLE LIMITS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FAN BELTS TIGHT AND SHOW NO OBVIOUS DAMAGE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>COOLANT LEVEL ACCEPTABLE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TIRE TREAD AND SIDEWALS SHOW NO DAMAGE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TIRE INFLATION</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WINDOWS CLEAN INSIDE AND OUTSIDE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WINDSHIELD WIPERS CLEAN AND NOT STUCK TO WINDSHIELD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SEAT BELT FUNCTIONS CORRECTLY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EMERGENCY / INCIDENT REPORTING KITS AVAILABLE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FIRE extinguisher AVAILABLE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ENGINE ON CRITERIA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HEADLIGHTS FUNCTION ON BOTH HI AND LO BEAM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TURN SIGNALS FUNCTION</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BRAKE LIGHTS FUNCTION INCLUDING THIRD BRAKE LIGHT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>REVERSE LIGHTS / BACK UP ALARM FUNCTIONS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FLUID LEAKS DISCOVERED</td>
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<tr>
<td></td>
<td></td>
<td>HORN SOUNDS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MIRRORS FUNCTION AND ARE CLEAN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BRAKES FUNCTION CORRECTLY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ANY NEW DAMAGE NOTED PRIOR TO USING THIS VEHICLE?</td>
</tr>
</tbody>
</table>

Notes:
I have personally inspected the vehicle above and have found it to be in the condition listed above.

Signature: ____________________________ Date: ____________________________

**Hazard Reporting Form**

Use this form to report safety concerns.

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Employee Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department / Area</th>
<th>Supervisor Name</th>
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</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

Describe FULLY the safety concern or hazard:

<p>| |</p>
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</tbody>
</table>

What can be done to make this situation SAFE?

<p>| |</p>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td>YES</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>YES</td>
</tr>
</tbody>
</table>

Employee Signature | Report Date:

---

**Maintenance / Repair Request Form**

Use this form to report repair or maintenance needs.

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Employee Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department / Area</th>
<th>Supervisor Name</th>
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<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Machine / Vehicle / Unit Name</th>
<th>Machine / Truck / Unit Exact Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Describe FULLY the maintenance need / repair request:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Has the supervisor in that area been notified of the maintenance or repair need?</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>NO</td>
<td>Is this repair request URGENT?</td>
</tr>
<tr>
<td>YES</td>
<td>NO</td>
<td>Is the maintenance or repair request due to an accident or safety concern?</td>
</tr>
</tbody>
</table>

Employee Signature | Report Date

**Step 3**

**Driver Agreements**

Driver agreements are a formal agreement between the employer and the employee.

Driver agreements acknowledge, by the driver, a “good faith effort” to drive safely and with due regard when behind the wheel of company vehicles or on company time.

Driver agreement forms should be signed by any driver operating a company vehicle, or driving during company time.

Driver Agreements are seen as a “code of conduct” for company drivers.

Driver agreements supplement documentation created during new-hire and refresher training.
They’re usually one page in length.

By signing, the driver acknowledges awareness and understanding of:
✔ Safety performance expectations
✔ The organization’s safe driving policies and procedures
✔ The driver understands care and maintenance
✔ Reporting of moving violations
✔ Reporting of accidents

**TRAFFIC CRASH FACT:**
In 2006, one person was killed or injured in a speed-related traffic crash every 36.6 minutes in the State of Missouri.

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**Sample**

**Driver Agreement**

Please read carefully before signing.

__________________________________

(Company Name)

I, *(employee inserts name here)* have read and understood the Company safe driving policies and procedures.

---

*WorkSafe*

Smart, Accident-Free Environments
I understand that an auto accident can affect my life, and the lives of others around me and my vehicle.

I agree to follow the Company policies and procedures while operating a Company vehicle.

I hereby agree to abide by the following driving guidelines:

• I will use the safety belt (seat belt) whenever operating a company vehicle, or whenever driving for company business.
• I will operate only those vehicles I am trained and licensed to operate. I will operate only those vehicles I am approved by my supervisor to operate.
• I will always check vehicle for defects and adjust safety devices such as seat belts and mirrors before operating.
• I will never operate any vehicle when impaired by fatigue, medication, drugs, or alcohol or vehicles that I do not feel capable of handling in both normal and emergency situations.
• I will obey all laws, rules, regulations, and company policies. Use common sense and adjust speed and operation to conditions and possible hazards or dangers.
• I will operate vehicles in a courteous manner, irrespective of behavior of others. I will drive defensively anticipating possible dangers or hazards.

Employee Signature:  

Date:  

Step 4  
Motor Vehicle Record (MVR) Checks

Proper selection of drivers is the foundation for any fleet safety program. Safe employees must be sought out and hired. Overall performance of the organization is directly affected by the selection procedure. Review previous driving experience through reference checks. Review drivers’ MVR initially and annually thereafter or more frequent if warranted. Three years of driving history will be reviewed. Driving records from Missouri and surrounding states (KS, IL, AR, and
IA) will be obtained. If the driver is transferring from a state other than Missouri or surrounding states, that state’s driving history will be obtained.
Ensure driver has a valid driver’s license.
Ensure driver is qualified to operate the vehicle(s) they will operate.

Two key types of information must be obtained when hiring drivers:
  - Criminal history
  - Driving history

They will be driving your company’s vehicle, which is displaying your company’s name.

Remember that drivers must never be hired for the sake of expediency.
  - Driver shortages
  - Busy times
  - Upswings in business

Driver selection procedures must be carved in stone, and must never be broken or bent as a result of pressures from employment needs.
  - Never lower hiring requirements for the sake of expediency.
  - Keep selection criteria high, and keep it there.

Safety personnel must work, as a team, with the persons responsible for the hiring of drivers in your organization to make sure only safe drivers are hired.
Personnel, or Human Resources, should have a close relationship with Safety personnel with regards to hiring and retaining great employees.

Problems that can result from hiring unqualified drivers:
  - Increased accident rate
  - Poor attitudes
  - Lower morale
  - Decreased productivity
  - Increased costs and additional training time
  - Increased demand for / on supervision

Benefits of proper employee selection:
  - Reduces fleet costs & increases fleet profitability
  - Less management and retraining time
  - Lowered accident rates & damage
  - Better productivity
  - Customer compliments versus customer complaints

When an MVR is received, management must verify the following information about a driver’s licensure:
✓ Is the license the correct licensure for the job that was applied for?
✓ Is the license valid?
✓ Verify restrictions & endorsements
✓ Current number of points

A key function of MVR reports is the history of the driver.

Companies should be concerned when an applicant or current driver MVR yields the following information:
✓ Speeding citations, more than 3 in 3 years
✓ Suspensions and revocations
✓ Driving while intoxicated conviction
✓ Driving under the influence conviction
✓ Negligent homicide conviction
✓ Operating a vehicle with a suspended license
✓ Using a motor vehicle for commission of a felony
✓ Aggravated assault with a motor vehicle
✓ Reckless driving or hit and run

It is strongly advised to avoid hiring a driver with the above criminal offenses.

Hiring practices directly determine the potential of the human resources of any organization.

Use resources available to you for background information.
Missouri Department of Labor
Missouri State Highway Patrol
Missouri Division of Workers Compensation
Your fleet insurance carrier
Require the applicant submit a recent copy of their MVR during the application process
Kroll Risk Consulting www.kroll.com (not an endorsement)
Accu-Screen Inc. www.accuscreen.com (not an endorsement)
Ceridian www.ceridian.com (not an endorsement)

Obtain a signed release from the applicant before any formal investigations or inquiries (formal and informal) are to begin.
Conviction records
Motor Vehicle Record Checks
Work Comp Background Checks (Post Offer)
Pre-Employment, Post-Offer Drug and Alcohol Screen
Personal References
Previous Employer Background Checks

Using the Missouri Department of Revenue Website for MVR Information

www.dor.mo.gov
Click here for form 1745
Criminal Record Checks by the Missouri State Highway Patrol

The Missouri State Highway Patrol, Criminal Records and Identification Division, has implemented a new fee policy for Missouri criminal history record information pursuant to Section 43.030, RSMo, which was signed into law on May 31, 2007. Missouri record checks are no longer categorized as "Regular" or "Mandated". The type of check conducted, either by name or by search, determines the fee.

The fee policy for a Missouri criminal record check is as follows:
- Name Search - $9.00
- Fingerprint Search - $20.00

The fee policy for a Missouri criminal record check pursuant to Sections 210.401 and 210.487, RSMo, for childcare or public Section 571.101 RSMo., for conceal and carry endorsement purposes is as follows:
- Fingerprint Search - $14.00

The Request for Criminal Record Check Form, SHP-158K, has been revised. The new form, SHP-158K (08/07) reflects changes noted above. A copy of the revised form may be obtained from the Missouri Highway Patrol, Criminal Records and Identification Division.

If you have questions concerning the new fee policy, please contact the Criminal Records and Identification Division, at (573) 526-0133.
MISSOURI STATE HIGHWAY PATROL
REQUEST FOR CRIMINAL RECORD CHECK

PLEASE PRINT OR TYPE.

GENERAL INFORMATION

<table>
<thead>
<tr>
<th>NAME</th>
<th>LAST</th>
<th>FIRST</th>
<th>MIDDLE</th>
<th>JR / SR</th>
</tr>
</thead>
<tbody>
<tr>
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<table>
<thead>
<tr>
<th>MAIDEN / ALIAS</th>
<th>LAST</th>
<th>FIRST</th>
<th>MIDDLE</th>
<th>JR / SR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>SEX</th>
<th>MALE</th>
<th>FEMALE</th>
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<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>DATE OF BIRTH (MM/DD/YYYY)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>SOCIAL SECURITY NUMBER</th>
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<td></td>
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<table>
<thead>
<tr>
<th>RACE</th>
<th>BLACK</th>
<th>INDIAN</th>
<th>OTHER</th>
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<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDRESS</th>
<th>STREET - P.O. BOX</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>ENTITY TYPE</th>
<th>STATE</th>
<th>PURPOSE FOR REQUEST</th>
<th>EMPLOYMENT</th>
<th>LICENSING</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEDERAL</th>
<th>VOLUNTEER</th>
<th>OTHER (specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TYPE OF RECORD CHECK - PROCESSING FEE - METHOD OF PAYMENT
(per Sections 43.527 and 43.530, RSMo.,)

☐ $9.00 NAME SEARCH
   Based on NAME, DATE OF BIRTH, AND SOCIAL SECURITY NUMBER. Response will be returned with all open records and records of conviction.

☐ $20.00 FINGERPRINT SEARCH
   Based on APPLICANT FINGERPRINT CARD. Response will be returned with complete records to the individual or qualifying entity.

Fee is payable either by check or money order (NO CASH) to "State of Missouri, Criminal Record System Fund."

MSHP / CENTRAL REPOSITORY RESPONSE

FORWARD TO - SEND REPLY TO

Please forward the request and fee to:

Missouri State Highway Patrol
Criminal Records and Identification Division
Post Office Box 5500
Jefferson City, MO 65102

SEND REPLY TO (Print or type your mailing label below.)

Telephone (include area code) ____________________________
Criminal Records and Identification Division
General Information

The Missouri Criminal Records Repository (MCRR), collects, maintains, and disseminates Criminal History Record Information (CHRI) as defined by 43.500 and 589.400 RSMo.

Criminal History Record Information is information collected by criminal justice agencies on individuals consisting of arrests, prosecution, a final disposition, correctional supervision, and release. All felony and serious misdemeanor arrests (referred to as reportable arrests) including offender registration information as defined under 589.400, RSMo. and all alcohol and drug related traffic offenses are reportable to the MCRR.

Criminal history records are designated as open or closed.
- Open records
  1. arrest record for 30 days following arrest.
  2. arrest record for which charges have been filed.
  3. court disposition of guilty.
  4. suspended imposition of sentence during probation period.
- Closed records
  1. arrest record after 30 days following arrest.
  2. nolle prossed.
  3. dismissed.
  4. found not guilty.
  5. suspended imposition of sentence after probation completed.
- Closed records are accessible to certain groups designated in section 610.120, RSMo.
  - MCRR will only release closed records to those noncriminal justice entities entitled to closed records, when the criminal record check is based on a fingerprint search which will assure the identity of the subject in question.
  - Any person can receive their own record, open and closed, by submission of fingerprints and required fee.

Any requester may receive open record information.
Closed records are accessible by the following, in accordance with 610.120 RSMo, with the submission of fingerprints and required fee.

FBI Record requests
- The FBI files are open to criminal justice agencies for the administration of criminal justice.
- The FBI has only open files in that if someone has the authority to receive the records, they receive all that is on file.
- The FBI allows access to their files to noncriminal justice agencies for certain purposes for a fee.
  - The purpose for the record check must be set forth in the federal regulations.
  - The state, from which the noncriminal justice request originates, must have a state statute specifying the entity has state authority to check the FBI files for the purpose specified.
  - Fingerprints must be submitted before the FBI will release their files to a noncriminal justice entity.
  - The result of the federal record search must terminate at a governmental agency and is not to be released to a private entity.
- All requests into the federal file from the state entities must come through and be stamped by MCRR.
- Effective 10-01-2007, Federal record checks for noncriminal justice entities are $19.25 for licensing or employment checks and $15.25 for volunteers to those covered care facilities.

PENALTY - A person who knowingly violates any provision of section 43.632, 43.540, 610.100, 610.105, 610.106, or 610.120 is guilty of a class A misdemeanor.
Road Test

An obvious qualifier or disqualifier is their training and experience, as exhibited by whether or not he or she can safely operate the vehicle being assigned to them!

Road tests are even more important when drivers are operating the following types of equipment:
- Trucks with complicated transmissions, air brakes, engine brakes
- Tractor-trailer
- Straight truck
- Dump truck
- Flatbed
- Pulling trailers
- Operating hydraulic pumps, cranes, or other mechanical systems of a truck

Regardless of the size of the vehicle, a road test is recommended for anyone driving company vehicles.

Minimum skills tested can include performing a pre-trip inspection, placing the vehicle in operation, driving in traffic and passing other vehicles, braking and slowing, backing and parking.

Create a pre-determined route for all road tests and driver training.

The route should include a good cross-section of roads, such as a combination of two way roads, city streets, large and small intersections.

Always document road tests, and perform road tests on a routine basis.

Always advise the driver candidate that driving out-of-route may not be allowed. Incidents that occur in areas that are out of route could result in disciplinary action.

In addition, employees that are involved in injury incidents that occur in areas that are out of route could be held partially responsible for the costs of that incident.
# Driver Evaluation Road Test Form

Driver Name: ___________________________ Test Date: ______________________

Observed by: ____________________________________________

Vehicle Type and Number: __________________________________

<table>
<thead>
<tr>
<th>PRE-TRIP INSPECTION</th>
<th>PLACING VEHICLE IN OPERATION</th>
<th>BACKING AND PARKING</th>
<th>INTERSECTIONS</th>
<th>TURNING</th>
<th>PASSING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>General vehicle condition noted</td>
<td>Yes</td>
<td>No</td>
<td>360-degree walk-around performed</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Parking brake set / applied</td>
<td>Yes</td>
<td>No</td>
<td>Tires evaluated</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Lighting inspected</td>
<td>Yes</td>
<td>No</td>
<td>Steering inspected</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Horn and windshield wipers inspected</td>
<td>Yes</td>
<td>No</td>
<td>Mirrors adjusted</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Emergency equipment inspected</td>
<td>Yes</td>
<td>No</td>
<td>Insurance / licensing info inspected</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Uses seat belt</td>
<td>Yes</td>
<td>No</td>
<td>Verifies passenger(s) is wearing seat belt</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Starts vehicle properly</td>
<td>Yes</td>
<td>No</td>
<td>Observes traffic patterns</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Does not allow vehicle to roll while stopped</td>
<td>Yes</td>
<td>No</td>
<td>Drives with both hands on steering wheel</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Steers smoothly</td>
<td>Yes</td>
<td>No</td>
<td>Speed appropriate for conditions</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Gets out to look before backing</td>
<td>Yes</td>
<td>No</td>
<td>Avoids backing when possible</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Uses mirrors properly</td>
<td>Yes</td>
<td>No</td>
<td>Does not blind-side back</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Covers the brake with foot in intersections</td>
<td>Yes</td>
<td>No</td>
<td>Checks traffic in all directions</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Stops vehicle in proper location</td>
<td>Yes</td>
<td>No</td>
<td>Does not allow vehicle to roll when stopped</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Vehicle is in proper lane for turn</td>
<td>Yes</td>
<td>No</td>
<td>Signals used in advance of turn</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Approaches turn at proper speed</td>
<td>Yes</td>
<td>No</td>
<td>Checks traffic conditions</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Turns only when traffic is cleared</td>
<td>Yes</td>
<td>No</td>
<td>Keeps vehicle in proper lane while turning</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Determines that pass is safe and legal</td>
<td>Yes</td>
<td>No</td>
<td>Passes in safe location</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Checks ahead before passing</td>
<td>Yes</td>
<td>No</td>
<td>Uses turn signal appropriately</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>Returns to lane safely</td>
<td>Yes</td>
<td>No</td>
<td>Does not exceed speed limit</td>
</tr>
</tbody>
</table>

**YES / NO** Cell phone used during this trip while driving?
YES / NO Vehicle pulled to a safe location during cell phone use?

RESULTS OF ROAD TEST: (circle one) DRIVER PASS DRIVER FAIL

Re-test on this date:______________________________

NOTES:________________________________________________________________________

________________________________________________________________________

Evaluator Signature:___________________________________________________________

Step 5
Crash Reporting and Investigation

- Create a policy requiring the reporting of all crash / damage incidents.
- Enforce damage reporting requirements.
- Require that all damage and crashes, regardless of severity, be reported as soon as possible.
- Review all crash and damage incidents & make positive change to make sure the same type of incident does not occur in the future!

What to do:
- Create a reporting procedure.
- Train employees to report all levels of crash and incident.
- Provide employees with resources for communication:
  ✓ Phone number card
  ✓ 1-800 number for reporting crashes / damage incidents
  ✓ Emergency phone calling card (as part of the emergency supplies)
  ✓ Pre-program company cell phones with important information
  ✓ Layers of management trained to handle the incident
- Train employees to report incidents including damage.
- Provide incident reporting packets or kits, and train employees on their contents and use.
- Verify, through routine vehicle inspections, that each vehicle contains the kit, and that contents are complete & useable.

Crash Reporting Kit Contents:
- Two ball-point pens
- Small pad of paper
- Company business card
Company emergency contact numbers (after hours no.’s)
Incident report form(s)
Incident reporting procedure
Disposable camera with flash (train employees to take the entire roll after an accident!)
Can maintain cost sensitive tools / prevent theft in a box tagged with a quality control seal

Reporting Kit Extras
✓ Graph paper for drawing incident scene
  
  Train employees to use this
✓ Disposable camera (dated)
✓ Calling card provided
✓ Provide monitored 1-800 number to employees
✓ Provide a business card to employees with all 24-hour phone numbers

Why Investigate?
The only reason a company investigates accidents is to learn the contributing factors of that accident, and make change to prevent future occurrence.

Do not do accident investigations unless you are prepared to make change in your organization!

• Prevent recurrence by determining causes
• Protect against unwarranted or excessive financial liability
• Provide an adequate basis for driver discipline and remedial training

Responsibilities
• The driver is always the first company representative on the scene.
• Employees should be trained in:
  – Scene conduct
  – Representing the company
  – Working with law enforcement
  – Providing only necessary information

Information the driver should record at the scene includes:
✓ Date, time and place
✓ Road surface condition
✓ Weather and light conditions
✓ Names and addresses of others involved
✓ Whether they were injured
✓ If injured, where they were taken
✓ Names and addresses of witnesses
✓ License numbers of vehicles first on the scene
✓ Statements by other parties
✓ Description of all damage
✓ Name, badge and organization of investigating officer

**The driver must be able to provide:**
✓ Personal name and address
✓ Company name and address
✓ License, insurance and similar documentation
✓ In no case should the company driver in any way admit responsibility for the accident, regardless of the circumstances, when asked for a statement by the police.

**Supervisor Responsibilities**

- Supervisors shall be trained to:
  - Know the incident reporting procedure – the same thing employees are trained to know -
  - Process incident information
  - Working with towing services
  - Working with cleanup
  - Contacting customers affected by the incident
  - Organizing repairs
  - Dispatch of a company representative / mechanics

Be prepared for the worst case scenario – fatality.

Be trained and prepared for the high-risk, low frequency events.

Make preparations for press inquiry – assign a press contact after the incident.

Train employees to report incidents including damage.

Provide incident reporting packets or kits, and train employees on their contents and use.

Verify each vehicle has the kit, and that contents are complete & useable.

**Analysis**

Analyze the accident and damage trends and loss problems on a regular basis.

.Involve maintenance personnel
.Involve top employees
Identify key areas of improvement and prioritize training and remedial activities.

Measure results of program activities

Accidents per 1 million miles
Accidents per hours worked

Modify program elements to fit the needs of the organization.

**TRAFFIC CRASH FACT:**
In 2006, one person was killed or injured in construction / other work zone involved traffic crashes every 7.2 hours in the State of Missouri.

Courtesy MSHP

---

**Incident Investigation Report**

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Date of Incident</th>
<th>Time of Incident</th>
<th>Date Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A.M. P.M.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department</th>
<th>Job Title</th>
<th>Hire Date</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Job Performed</th>
<th>Experience Performing Job</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Location of Incident</th>
<th>Person Incident Was Reported To</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Extent of Injury</th>
<th>Treating Medical Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Injury</td>
<td>First Aid Only</td>
</tr>
<tr>
<td>Taken to Clinic</td>
<td>Fatality</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description of Incident</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Any Witnesses?</th>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Were there others injured?</th>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Cause of Incident

<table>
<thead>
<tr>
<th>Contributing Incident Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Physical</strong></td>
</tr>
<tr>
<td>Poor Housekeeping</td>
</tr>
<tr>
<td>Poor or no equipment guarding</td>
</tr>
<tr>
<td>Improper illumination</td>
</tr>
<tr>
<td>Improper ventilation</td>
</tr>
<tr>
<td>Equipment failure</td>
</tr>
<tr>
<td>Unsafe apparel</td>
</tr>
<tr>
<td>Medical condition, e.g. stroke, cardiac arrest</td>
</tr>
<tr>
<td>Surrounding subcontractor at fault</td>
</tr>
<tr>
<td>Conditions, e.g. wet,</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

| **Behavioral**              |
| Not using required PPE      |
| Performing duties outside of scope of job |
| Failure to obey supervisor’s instructions |
| Failure to obey job procedures |
| Suspected intoxication      |
| Employee was engaged in horseplay |
| Employee was unsuited for the job |
| Other                        |
| Other                        |
| Other                        |

| **Procedural**             |
| Asked to performing job without training |
| Operating equipment without training |
| Poor enforcement of PPE use |
| Needed equipment not supplied |
| Failure to inspect equipment |
| Failure to correct poor procedures |
| Wrong equipment for the operation |
| Wrong chemical or other used |
| No pre-site inspection      |
| Other                        |
| Other                        |

### Employee Incident Statement

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Incident</th>
<th>Time of Incident</th>
<th>Date Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Job Title</td>
<td>A.M.  P.M.</td>
<td>Hire Date</td>
</tr>
<tr>
<td>Job Performed</td>
<td>Supervisor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Incident Location

### Extent of Injury

<table>
<thead>
<tr>
<th>No Injury</th>
<th>First Aid Only</th>
<th>Taken to Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taken to ER</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Body Part Injured

### Description Of Incident

---

![WorkSAFE logo](image)
<table>
<thead>
<tr>
<th>Any Other Witnesses?</th>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Were there others injured?</th>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Report Completed By</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
Step 6
Vehicle Selection, Maintenance and Inspection

• Consider safety features of the vehicle.
• Work with dealers / salespeople to determine crashworthiness and safety ratings of fleet vehicles.
• Do the research - purchase vehicles that are “best in class” for crashworthiness.
• Chose overall safety – the safest vehicle possible for your fleet.
• What will the vehicle do?
  – Pulling trailers / lowboys?
  – Loaded with heavy tools, machines or toolboxes?
  – Transporting more than two persons? A crew in a four-door truck?
  – www.safecar.gov
  – Consumer reports
• Stay alert for recall information and make sure recalls are repaired in a timely manner.

Maintenance

What are the benefits of great fleet Maintenance?
  Fleet mechanical safety is improved.
  Better productivity.
  Increased customer satisfaction.
  High rates of “on time” deliveries.
  Lowered emergency costs like costly repairs, tow billing.
  Reduced operator fatigue and frustration with undependable equipment.
  Public perception improves.

There are two types of maintenance: **Demand and Planned**

**Demand** includes repairs that are not scheduled – break downs, equipment failure, must call a tow truck.

**Planned** includes any repairs done on a scheduled basis.

• Maintenance is essential for fleet safety.
  – Easily neglected
  – Improved new vehicle reliability can also be a bad thing, as operators can get complacent!
• Assures reliability.
• Compliance with regulations.
• Make maintenance routine.
• Send vehicles in for inspection even if the license may not be due...
• Document results and maintenance activity.
  – Trends
  – Problem may be chronic
  – Whether or not repairs have been excessive
  – Whether or not maintenance was performed at proper intervals
  – Unnecessary or improper repairs

Create a fleet vehicle maintenance file, to include:
  Repair documentation
  Inspection documentation
  Pre and post-trip inspection records

Maintenance personnel must be trained.

Personnel performing maintenance activities on commercial motor vehicles must be trained per Federal Highway Administration standards.

What is a commercial motor vehicle?
  Any vehicle having a gross weight rating, or combination weight or gross combination weight rating of 10,001 pounds or more.
  Designed to transport more than 15 people.
  Transporting placarded amounts of hazardous materials.
  Private motor coaches.

Inspections

Inspections can be planned or random, and they determine whether or not compliance is occurring.

Federal motor carrier requirements leave individual contents of a motor carrier’s program entirely up to the carrier.

Responsibilities do fall on both the driver and the carrier to assure vehicles operated on the highways are in safe operating condition.

Fleets can be inspected for the following:
• Vehicle condition
• Seat belt use
• Unauthorized cell phone use while driving
• Maintenance performed regularly
• Safety equipment present
• Damage
Inspections are the only way a fleet manager knows whether or not the safety rules are working!

**Maintenance / Repair Request Form**
*Use this form to report repair or maintenance needs.*

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Employee Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department / Area</th>
<th>Supervisor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Machine / Vehicle / Unit Name</th>
<th>Machine / Truck / Unit Exact Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Describe FULLY the maintenance need / repair request:**

- ...
- ...
- ...
- ...
- ...
- ...

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Has the supervisor in that area been notified of the maintenance or repair need?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Is this repair request URGENT?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Is the maintenance or repair request due to an accident or safety concern?

Employee Signature

Report Date

**Step 7**

**Disciplinary Action**

Develop a strategy to determine the course of action after the occurrence of a moving violation and / or a preventable crash.

If standards and expectations are not met, then individuals that do not meet these standards must be told.

Corrective action is required, and could include retraining and discouraging undesired behavior.

- Disciplinary action can occur:
  - After a moving violation discovery or after a moving violation report
  - After a preventable crash
  - After the use of drugs, alcohol or other illegal substances is discovered
  - Safety inspection yields noncompliance

What is a preventable crash? A preventable collision is one in which the driver fails to do everything reasonable to avoid it.
  - Slowing down
  - Increasing following distance
  - Managing distractions
  - Scanning the road ahead

Disciplinary action must always be documented.

Disciplinary action may need to be “on the spot.”

Notify employees at their time of hire / regular refreshers about terminable offenses.

Always document instances of disciplinary action, and be specific.

Track disciplinary action to show trends.
Disciplinary Action Recordkeeping Form

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Department / Area / Job Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supervisor Name</th>
<th>Today’s Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CIRCLE TYPE OF ACTION:**

- Verbal Warning
- Written Warning
- Suspension Effective Date: 
- Termination Effective Date: 

<table>
<thead>
<tr>
<th>Date of Incident</th>
<th>Time of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Description of Incident

Corrective Action Plan:

Next Action Step if Problem Continues:
I acknowledge receipt of this disciplinary action and that its contents have been discussed with me.

I understand that my signature does not necessarily indicate agreement.

Employee Signature: _______________________________ Date: ________________
Supervisor Signature: _______________________________ Date: ________________
Human Resources: _______________________________ Date: ________________

**Step 8**
**Reward / Incentive Programs**

- Rewards and incentives show employees that safety does pay.
- Rewards and incentives help make safety part of the company culture.
- We always see the things others do wrong – look for the things that are done right!
- Rewards and incentives cost little compared to the cost of accidents.
- Create a budget line item for incentive plans, so the money is available each year for thanking employees.
- Make items available for rewards “on the spot.”
- But remember – a genuine “thank you” is a very valuable and underused incentive!

**Be Creative!**
Random rewards are the most effective. Employees won’t expected it, or “see it coming.”

Make the incentive special!
- Safety lottery tickets
- Cents per miles driven distributed annually
  - Minus damage costs
- Cents per miles driven distributed to each employee
  - Minus damage costs
- On-the-spot rewards of gift cards
- Bonuses paid to each employee that attends safety meetings

- Incentives are perfect after a good inspection!
- Incentives are perfect after seeing them doing a great job!
- Incentives are perfect after a good comment from a customer!
Design your incentive plan to avoid fraud.

Step 9
Driver Training and Communication

Drivers must know how to do their job properly and safely.

No one is born with the qualities of a professional, safe driver.

It is the responsibility of the employer to train employees!

Training is an essential element of driver and fleet safety.

Every day is a training day!
- The risk is too great. Training is vitally important.
- Find some way to get a training or safety message to driving employees on a daily basis!
- Verbally - say it to them!
- By pager, cell phone, paperwork, Qualcomm, e-mail, faxes.
- Payroll flyers.
- CDs that can be played in the vehicle’s CD player.
- Online podcasts that can be downloaded.

Exposure to vehicular incident is the greatest exposure to employee injury and fatality!

Drivers must have skills to control the vehicle.

Safe drivers must be developed.

Accident investigations routinely reveal that employees have never been properly trained.

Training can occur:
- Meetings at regular intervals.
- “Opportunistic trainings” at local delivery or pickup points.
Do what it takes to get the info to the drivers!

Training topics must adapt material to fit the needs of the fleet.

**Supervisor Training**

It is commonly stated that the front line supervisor is the key to a great safety program.

Supervisors must also participate in safety training, and must also take ownership in the safety program.

Supervisor training can include:
- Accident prevention
  - Recognizing hazards, unsafe behavior and potential accidents
- Trainer fundamentals / instructor fundamentals
- The costs of accidents and injuries

**Training Topics / Ideas for Company Drivers Can Include:**

- Safe vehicle backing – G.O.A.L. – Get out and look, and proper use of a backer or spotter
- Tailgating and maintaining safe following distance
- Safety belt use & the three crashes during any collision
- Preventing distracted driving – managing distractions like cell phones, CB radio, music
- Proper vehicle inspection – tires, fluids, glass and mirrors, brakes
- Proper load securing – straps, chains, tarps, tie-downs
- Pulling trailers – increase in braking distance
- Pre-trip inspections
- Submitting maintenance requests
- Reporting hazardous conditions
- Driver responsibilities on the accident scene
- Vehicle safety systems – Antilock brakes, air bags, seat belts
- Preventing falls from vehicles – flatbeds, working on trucks, tarping loads
Three-point mounting and dismounting of vehicles – stepping into and out of vehicles

Representing the company when working with customers

Utilizing emergency contact information

Utilizing the incident reporting kit

Emergency braking methods, maneuvering during a blowout situation

Vehicle systems refreshers like air brake function

Using mirrors properly

Using supplemental braking systems correctly, engine brakes, exhaust brakes, etc.

Inspecting tires correctly

Driver Safety Rules

The safety of our employees, whether they are driving a company vehicle or their own vehicle, is our utmost priority.

All employees should adhere to the following safety rules.

Each employee must have a valid state driver’s license. The company employee is responsible for knowing and complying with all federal, state, county and local driving laws.

The use of a company vehicle while under the influence of intoxicants and other drugs that could impair driving ability is forbidden. This behavior is sufficient cause for discipline, up to and including termination of employment.

No driver shall operate a company vehicle when the ability to do so safely has been impaired by illness, fatigue, injury, consumption of alcohol or prescription medication.

Passengers are limited to the number of seat belts available. Seatbelts must be worn by all occupants of the vehicle.

No hitchhikers are allowed to ride in company vehicles.
Employees must perform a thorough “walk-around” inspection of the vehicle before starting or moving the vehicle. If the vehicle is not in a safe operating condition, it is the employee’s responsibility to report the condition to the supervisor.

Employees must ensure all safety items are in place which includes safety reflectors (flares), flashlight, tire gauge, jumper cables, fix-a-flat container, accident report form and the required legal documents such as proof of insurance and registration.

Drivers are responsible for the security of company vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed and vehicle doors locked whenever the vehicle is left unattended.

Headlights shall be used one hour before sunset and one hour after sunrise, during inclement weather or at any time when a distance of 500 feet ahead of the vehicle cannot be clearly seen.

Employees must report any accident in accordance with the “Accident Reporting Procedures” section.

Employee Signature: __________________________ Date: ________________

Supervisor Signature: __________________________ Date: ________________

Defensive Driving Guidelines

Drivers are required to maintain a safe following distance at all times. Drivers should keep a three-second interval between their vehicle and the vehicle immediately ahead. During slippery road conditions, the distance should be doubled or more.

Drivers must yield the right of way at all traffic signals, emergency vehicles and signs. Drivers should also be prepared to yield for safety’s sake at any time. Pedestrians and bicycles in the roadway always have the right of way.

Drivers must honor posted speed limits. In adverse driving conditions, reduce speed to a safe operating speed that is consistent with the conditions of the road, weather, lighting and volume of traffic. Tires can hydroplane on wet pavement at speeds as low as 40 mph.

Radar detectors are prohibited in company vehicles.

Turn signals must be used to show where you are heading while going into traffic and before every turn or lane change.
When passing or changing lanes, view the entire vehicle in your rear view mirror before pulling back into that lane. When passing or merging into traffic, always look to your left and rear, allowing you to see vehicles that may be in your blind spot.

Be alert of other vehicles, pedestrians and bicyclists when approaching intersections. Never speed through an intersection on a caution light. When the traffic light turns green, look both ways for oncoming traffic before proceeding.

When waiting to make left turns, keep your wheels facing straight ahead. If rear-ended, you will not be pushed into the lane of oncoming traffic.

When stopping behind another vehicle, leave enough space so you can see the rear wheels of the car in front. This allows room to go around the vehicle if necessary and may prevent you from being pushed into the car in front of you if you are rear-ended.

Avoid backing where possible, but when necessary, keep the distance traveled to a minimum and be particularly careful. Check behind your vehicle before backing. Back to the driver’s side. Do not back around a corner or into an area of no visibility.

Drive courteously to avoid confrontations with other drivers.

Employee Signature: ___________________________________________ Date: ____________________________

Supervisor Signature: __________________________________________ Date: ____________________________

Safety Training Sign-In Sheet

Company Name: _______________________________________________

Topic(s): 1. ___________________________________________________
          2. ___________________________________________________
          3. ___________________________________________________
          4. ___________________________________________________

Date of Training: ______________________________________________

Instructor Name: ______________________________________________

Print Clearly & Sign with Employee Number

1. ___________________________________________________________
Step 10
Regulatory Compliance

The employer must verify whether or not they fall under local, state or federal rules with respect to commercial transportation and driving.

Employers and company drivers both are responsible for adhering to highway safety regulations.

Contact these organizations to determine whether or not your organization is required to follow federal commercial driving rules.

- US Department of Transportation
- Federal Motor Carrier Safety Administration
- National Highway Transportation Safety Administration
- Federal Highway Administration
Are you subject to federal motor carrier safety rules?

A heavy-duty truck is classified as a vehicle having more than 10,000 gross vehicle weight rating (GVWR) and above.

They are usually delivery or transport trucks.

The vehicle will be subject to Federal Motor Carrier Safety Regulations (FMCSR).

What is a commercial motor vehicle? (CMV)
- Any vehicle having a gross weight rating, or combination weight or gross combination weight rating of 10,001 pounds or more.
- Designed to transport more than 15 people.
- Transporting placarded amounts of hazardous materials.
- Private motor coaches.

**TRAFFIC CRASH FACT:**
- Of all 2006 Missouri traffic crashes, 10.3% involved a commercial motor vehicle.
- Of all fatal traffic crashes, 15.7% involved a commercial motor vehicle.
- A total of 191 persons were killed and 4,857 were injured in commercial motor vehicle crashes.

In 2006, one person was killed or injured in a commercial motor vehicle related crash every 1.7 hours in the State of Missouri.

Courtesy MSHP