



COMMERCIAL DRIVING SAFETY GUIDE

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INTRODUCTION



Successful motor carriers have always made safety a priority, both to safeguard their employees and lower the costs associated with accidents and lost freight. But, since the number of drivers on U.S. roadways is increasing, there's also a rising number of accidents and collisions. In fact, the National Highway Traffic Safety Administration found that fatalities from large truck crashes have reached their highest level in 29 years.

The Real Cost of Accidents

Accidents can lead to a number of direct costs from medical bills, property damage and vehicle repairs. However, as the demand for increased freight capacity continues to increase, employers that sacrifice safety for increased capacity may not consider these indirect costs:



Loss of revenue—Most vehicles involved in an accident need to stay idle for a significant amount of time, leading to lower efficiency or even the complete loss of a delivery order.



Fines and penalties—Trucks that cause an accident may face significant traffic violations and Federal Motor Carrier Safety Administration (FMCSA) penalties. Plus, a significant FMCSA violation can add to your compliance requirements and take some of your organization's attention off of your regular operations.



Legal fees—Accidents can lead to significant legal fees from lost freight, third-party claims and more. Long legal proceedings can be an overwhelming drain on your finances, regardless of whether you win or lose a claim.



Insurance premiums—Insurance carriers are continuing to raise commercial vehicle policy rates as the number of accidents continues to increase. Even small incidents can lead to significant insurance rate increases as insurers try to recover funds lost from claims.



Reputation—While the demand for more freight capacity remains high, motor carriers with significant safety issues may struggle to find new business. Additionally, it may be harder to attract new employees during the ongoing driver shortage.

ESTABLISHING AN EFFECTIVE SAFETY PROGRAM



The best way to make safety a priority during any commercial driving operation is to establish a comprehensive safety program. This should start with a collaborative effort between managers, fleet supervisors, drivers, mechanics and other stakeholders in order to identify safety risks across all aspects of your organization and develop effective and proactive solutions.

However, it isn't enough to do a single sweep of your organization's risk exposures. While this may help to reduce your costs, an effective safety program should be engrained in your day-to-day operations. You should also regularly gather feedback on the program's effectiveness.

Setting Goals and Objectives

While many motor carriers share common safety risks, your organization also needs to tailor its safety program to meet your unique operations. The best way to consider all of these risks to establish a set of clear goals and objectives for your program. Here's a list of topics to consider when considering goals:



Hazard identification—Your organization needs to consider every aspect of your workplace and operations to identify safety hazards. You should also consider the individuals or groups that are best prepared to identify unique hazards. For example, fleet supervisors may not be able to identify safety risks associated with vehicle maintenance.



Risk assessment—Each hazard you identify needs to be addressed by your organization. However, your safety program should prioritize risks so you're prepared to resolve the most serious or likely dangers first.



Incident investigation—Safety incidents occur at even the most cautious organizations. Your program should have procedures in place to investigate what actions or inactions contributed to an incident to ensure that it can't be repeated.



Communication—Every employee at your organization should have access to your safety program and receive regular updates on safety initiatives. You should also establish a system that allows employees to submit safety concerns anonymously to help address hazards that were overlooked.



Program reassessment—Your organization should make regular updates to your safety initiatives to account for updates to your operations, equipment, workforce, legal obligations and more.

USING THIS GUIDE



This guide is organized into three main safety sections—one for drivers, vehicles and on-the-road topics. Each of these sections includes important safety considerations, guidelines and best practices in order to prioritize safety. However, you should keep in mind that many of these topics are associated with each other. For example, drivers should play a significant role in vehicle safety. The appendix that follows this guide also includes forms, policies and other resources that motor carriers can use to prioritize safety and establish guidelines for their employees.

DRIVER SAFETY

VEHICLE SAFETY

ON-THE-ROAD SAFETY

HIRING AND ONBOARDING

MAINTENANCE

SECURING CARGO

HEALTH AND NUTRITION

VEHICLE TECHNOLOGY

INCIDENT RESPONSE

TRAINING

DIFFERENT VEHICLE TYPES

As this guide prioritizes commercial driving safety, it should not be used as a guide for FMCSA compliance, or any other federal, state or local regulations. While some sections highlight FMCSA requirements in order to establish a baseline for safety, your organization needs to identify its unique legal obligations to ensure it's in compliance with all relevant regulations.



Section 1: Driver Safety

One of the most important topics concerning commercial driving safety is to ensure that the drivers themselves are qualified and trained to operate their vehicles. And, even after carriers have completed pre-employment screenings to check a driver's history, they also need to establish training programs to address common risks and maintain health and fitness programs. That way, both carriers and drivers will be prepared to boost safety both in the workplace and on the road.

Hiring and Onboarding Drivers

It's no surprise that putting more drivers on the road is a great way to increase capacity, but carriers need to make sure they hire talented, qualified drivers. Even during a driver shortage, onboarding a single inexperienced or incompetent employee can expose you to costly fines, crashes and a damaged reputation.

The best way to make sure you're employing the most qualified drivers is to perform comprehensive pre-employment screenings in accordance with DOT and FMCSA regulations. Here are some best practices for performing these screenings:

- Document the entire pre-employment screening process. Make sure that all stakeholders involved in the hiring process record why a decision is made and what information the decision is based on. You should also keep documents and personal information secure in a safe location or in a password-protected computer system.
- Make sure that the Social Security number that a candidate provides is valid. Since you'll use this number to perform other checks, it's important to make sure it's correct early in the process.
- Use the [commercial driver's license information system](#) to check a candidate's license and learn what states you'll have to request driving records from.
- Verify a candidate's previous three years of employment history. If a driver's previous DOT-regulated employer doesn't use an electronic employment history database, you may have to send in a manual request. You can also ask previous employers for recommendations, but carriers are only required to verify a driver's work history.
- Request motor vehicle reports from every state where a candidate held a commercial driver's license by contacting that state's department of motor vehicles.
- Obtain a candidate's drug and alcohol test results from the previous three years from past employers.
- Use the FMCSA's [pre-employment screening program](#) to check a candidate's last five years of crash data and last three years of roadside inspections. Even if a candidate meets all FMCSA and local requirements, you should carefully check the reports to see if any driving or maintenance habits stand out.

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- Perform criminal history and sex offender checks in all states where a candidate lived or worked. However, keep in mind that state laws regarding the use of this information in employment screening may vary.
- Have candidates perform a pre-employment drug test. A negative test result is a mandate for all commercial drivers.
- Make sure that all candidates are medically qualified to drive by obtaining qualifications from a licensed, certified and registered medical examiner. A list of examiners can be found in the FMCSA's [National Registry](#).

When screening applicants, your business should also make efforts to check for any [state](#) and local pre-employment requirements, criminal histories and other relevant information to see if candidates are the right fit.

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Driver Health and Nutrition

Commercial drivers frequently have to work for long stretches of time without exercise or access to healthy food. Worse still, some drivers have to rely on large amounts of caffeine or junk food in order to get more energy and complete their hauls. As a result of these and other health hazards, the CDC estimates that the life expectancy of a commercial driver is 16 years shorter than the national average.

To keep your employees safe and productive, it's important to promote health whenever possible by establishing workplace programs:

- Offer to reimburse drivers if they buy nutritious food while they're on the road.
- Create a workplace wellness program that uses incentives such as raffle items or employer-sponsored gym memberships for participation.
- Encourage good sleeping habits by offering flexible scheduling or ensuring that drivers only use high-quality mattresses in sleeper berths.
- Implement strict workplace policies to discourage the use of alcohol or tobacco products.
- Offer flexible scheduling systems so drivers can take regular breaks or take time off to spend at a gym.

Avoiding Fatigue

Drivers can get fatigued for a number of reasons, including extended work hours, lack of sleep and long periods of inactivity. Although it's rare for commercial drivers to completely fall asleep at the wheel, fatigue can significantly affect reaction times and lead to deadly crashes. According to the DOT's Large Truck Crash Causation Study, 13 percent of CMV drivers were fatigued at the time of a crash.

Motor carriers should have a fatigue prevention plan in place that encourages drivers to do the following:

- **Get a healthy amount of restful sleep**—Drivers need to get an adequate amount of sleep each night. If possible, they shouldn't drive while feeling naturally drowsy, and should only use caffeine or energy products as a last resort. These substances can throw off the body's circadian rhythm and lead to long-term restlessness. If drivers do get drowsy while on the road, they should be encouraged to find a safe place to pull over and get some rest.
- **Make a sleep schedule**—Drivers should try to go to sleep and wake up close to the same time every day so their circadian rhythms can create a natural internal clock. Part of this schedule should include methods for avoiding bright lights and screens before sleeping or resting by using sleeping masks or other equipment to block light in sleeping berths.
- **Maintain a healthy diet**—Regular, nutritious meals can help the body stay energized throughout the day so it's ready for rest just before going to sleep. Drivers should avoid caffeine products and junk food whenever possible, and shouldn't eat large meals just before going to sleep.
- **Keep medications in mind**—Many drivers rely on over-the-counter medications if they feel ill while driving, but many of these products induce drowsiness. Your fatigue prevention plan

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should encourage drivers to check all medications for drowsiness or other dangerous symptoms before using them.

- **Know the warning signs of drowsiness**—Tell drivers to be especially mindful if they notice they're getting tired or drowsy. Warning signs include:
 - Frequent yawning
 - Heavy eyes
 - Blurred vision
 - Wandering thoughts or attention
 - Poor memory, especially of time spent driving
 - Drifting from a lane or unintentionally tailgating another vehicle

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Driver Training

Although commercial drivers must meet state and federal requirements to obtain a CDL license, they still need to be trained on important driving topics specific to the vehicle types, cargo and other unique industry hazards to stay safe on the road. Hazards such as weather conditions, distractions, road construction and team driving can be unfamiliar for drivers depending on their backgrounds. Drivers should undergo retraining when their driving behaviors do not align with company policies. Additionally, even veteran drivers will need reminders and retraining on certain safety topics.

Defensive Driving

Even the best drivers can't predict the actions of surrounding traffic or hazards that appear suddenly. Make sure all of your drivers know basics behind defensive driving techniques:

- Remain constantly alert for any driving errors made by surrounding traffic, along with a willingness to make regular adjustments to avoid accidents.
- Anticipate how to react to changing conditions caused by the commercial vehicle's condition, changing weather, type of road surface, amount of light, the driver's state of mind and more.
- Follow the rules that determine right of way and yielding to other vehicles.

Additionally, defensive driving training programs should highlight these safety tips:

- Avoid distractions from things like entertainment systems, cellphones and conversations with passengers to focus on surrounding traffic and changing road conditions.
- Never wait to see how a hazard develops. Once a driver notices a hazard on the road, they should react to it immediately to avoid an accident.
- Double-check all blind spots of the vehicle before driving to stay aware of potential hazards.
- Keep all lights, mirrors, windows and the windshield clean to get the clearest possible view of surrounding traffic.
- Think about how other drivers will react to your driving. For example, other vehicles may change lanes and interfere with traffic if a commercial vehicle makes a sudden movement.
- Never force other drivers to brake or steer because of an obstacle. Instead, wait until traffic is gone to drive around obstacles.
- Take extra care around pedestrians, especially if they could be present around blind spots or curves in the road.

Inclement Weather

Rain, snow, ice and wind can reduce road traction and make it harder to adjust commercial vehicles. And, since drivers may have to drive over a large area, they need to be prepared for a variety of adverse road conditions.

Make sure that drivers understand the basics for driving in inclement weather:

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- Ensure that the vehicle is stocked with proper safety equipment and maintenance supplies before driving. Some states require trucks to carry chains or cables at certain times of the year to help navigate inclement weather.
- Check emergency roadside kits to ensure they have enough supplies if they could be stranded for long periods of time. These kits should at least include:
 - A flashlight with batteries
 - Blankets
 - Extra clothing, such as warm layers, gloves, shoes, socks and rain gear
 - Nonperishable food and water
 - A fully stocked first-aid kit
 - A bag of salt or sand
 - Extra washer fluid
 - A windshield scraper
 - An external battery for charging cellphones and other devices
 - A lighter or matches
- Increase following distances to allow for more reaction time to slowing traffic and other hazards.
- Think about how the weight of trailers or other freight will impact the ability to turn, especially when rain, ice or high winds are present.
- Turn on emergency flashers to alert other drivers when slowing down.
- Inspect breaks every time the commercial vehicle makes a stop in extremely cold conditions. It's possible for brakes to freeze, and drivers may have to break them loose before driving again.
- Consider changing the vehicle's fluids to cold-weather variants if driving through a cold area for an extended period of time.
- Never over-steer during a skid and avoid braking unless there's an imminent hazard. Instead, drivers should be ready to steer and counter-steer to regain control and get realigned with the trailer.
- Never pull to the side of the road if inclement weather causes low visibility. Other vehicles may not see the commercial vehicle and could cause a collision.
- Be ready to react to potential trailer jackknives, especially in slippery conditions.

Distracted Driving

Distracted driving has always been a major hazard on the road, as it's the leading cause of accidents. It's important to encourage drivers to avoid distractions so they don't become a danger to themselves and surrounding traffic.

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Any time a driver reaches for an object or gets distracted by outside stimuli, the chances of an accident drastically increase. In fact, studies show that simply by dialing a cellphone, the likelihood of a crash is six times greater.

To remain safe on the roads, drivers need to be aware of common distractions that can put them and the public in danger:

- Using electronic devices such as a GPS, MP3 player, radio, cellphone or laptop
- Reading maps, books, texts or printed directions
- Combing hair, putting on makeup, shaving, brushing teeth or performing similar grooming activities
- Eating, drinking or smoking
- Talking with passengers, or tending to children or pets
- Focusing attention on visual distractions outside the vehicle, such as collisions, police activity, street signs, pedestrians, construction or billboards
- Multitasking
- Daydreaming

Tips for Employers

The following are some ways organizations and their fleet managers can help reduce the risk of distracted driving:

- Create a driver safety program and a distracted driving policy. Regularly communicate your policies using things like emails, blogs and posters.
- Use applications to detect when your drivers are on the road. Many of these applications prevent individuals from contacting a driver while their vehicle is in motion.
- Instruct drivers to pull off the road and park if they need to use their phone or an electronic device.
- Equip vehicles with lockboxes that drivers can use to store potential distractions, like smartphones and tablets.
- Educate your drivers on the risks of driving while distracted. Use real-life examples and stories to explain how dangerous distracted driving can be.
- Update your organization's handbook, noting any disciplinary actions you will take if you identify unsafe driving behavior.
- Ask your employees to sign a pledge form indicating their willingness to drive in a safe and courteous manner.
- Work with drivers to plan trips. This ensures that drivers have a clear understanding of their routes, which can reduce the need for GPS and other potentially distracting navigation devices.
- Manage driver schedules to ensure employees are well-rested between trips.

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- Use telematics, driver monitoring programs and in-cabin camera systems to evaluate individual drivers. Whenever possible, reward positive driver behavior to encourage a culture of safety.
- Perform a safety audit, which will give you a high-level overview of distracted driving risks and other concerns.

Tips for Drivers

While employers must provide training and guidance to prevent distracted driving, road safety is ultimately up to individual drivers. The following are tips your drivers should keep in mind whenever they're out in the field:

- Remain educated on the risks and consequences of distracted driving. Attend any refresher courses your employer provides.
- Do not text, dial a cellphone or use dispatching devices while you drive.
- Avoid distracting activities such as eating, personal grooming and reaching for items.
- Install an application on your cellphone that recognizes when your vehicle is in motion and responds to texts and calls with a preset safety message.
- Minimize the potential for distractions by planning your routes. Research your drive ahead of time to eliminate the need for GPS, maps and other navigation tools.
- Organize your vehicle's cabin to ensure personal items you may need during a long trip are well within reach. To eliminate the need to reach for items while you drive, program your GPS, adjust your mirrors and tune your radio before you hit the road.
- Avoid multitasking when driving. If you need to make a phone call or respond to a text message on the road, pull over beforehand. Even the use of a hands-free device is dangerous and can create a cognitive distraction. To help eliminate the urge to use cellphones and other devices, turn them off and stow them out of sight in a safe compartment.
- Ensure you are well-rested prior to getting behind the wheel. When you drive fatigued, the chances of becoming distracted and getting into an accident increase.
- Focus on driving and do not let anything divert your attention. While you drive, actively scan the road, using your mirrors to watch out for other vehicles, pedestrians and cyclists.
- Plan your meals in advance and avoid eating while you drive.
- Understand and adhere to distracted driving laws in your state.
- Follow employer-mandated guidelines outlined in distracted driving programs and similar policies.



Section 2: Vehicle Safety

Commercial vehicles will be your drivers' first line of defense from accidents, adverse road conditions and road hazards. Because of this, it's critical to ensure that vehicles are in good working order and undergo both regular and preventive maintenance to ensure the safety of their drivers anyone else that could be involved in crashes.

Your business also needs to consider how new vehicle technology can give drivers access to automatic safety features, wider viewing angles and driving assistance to boost safety on the road.

Maintenance Programs

All carriers will need to repair commercial vehicles regularly, but the best way to ensure safety is to start a preventive maintenance program. These programs should be organized by teams that include management, maintenance experts, technicians and drivers to address all elements of the maintenance process.

Effective maintenance programs should interact with multiple departments at your business and include elements related to pre-trip inspections, service routines, vehicle cleanings, vehicle repairs and documentation. At a minimum, maintenance programs should provide employees with the tools and structure necessary to complete these basic objectives:

- Conduct regular pre-trip inspections to identify vehicle and equipment problems before they can become a potential hazard.
- Keep vehicles in good working condition by performing preventive maintenance on a regular basis.
- Address any issues found during preventive maintenance checks in a timely fashion and in accordance with basic repair best practices.
- Clean the interior and exterior of vehicles on a regular basis.
- Utilize third-party mechanics as needed to perform specialized services and to supplement maintenance efforts.
- Conduct post-trip inspections and create reports in accordance with [FMCSA regulations](#).
- Schedule preventive maintenance in such a way that you are maximizing fleet availability during service peaks.
- Analyze repair and tow data to identify trouble-prone components or systems.
- Analyze fleet fuel usage and repair data.
- Manage staff time, service vendors, and parts and supplies costs to save your business money.

Regular Maintenance and Inspections

Regular inspections aren't beneficial unless repairs are made as issues arise. Regular maintenance will keep vehicles running in peak condition to help ensure their longevity and protect drivers. Maintenance

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programs should account for various kinds of inspections and repairs, and fleet managers need to stay organized to stay on top of maintenance and other schedules. Also, keep in mind that your business may need to conduct and retain records of both pre- and post-trip inspections to stay in compliance with the FMCSA and any local authorities.

Day-to-day maintenance accounts for any repairs or adjustments you make following pre-trip inspections. Here are some general best practices for day-to-day maintenance:

- 1) Record all maintenance requests that come about from pre-trip inspections. Drivers should make requests for repairs of defects and general maintenance to a mechanic as required. In some cases, drivers may be able to make repairs on their own while on the road. However, this should only be considered if drivers are comfortable with the repairs and have the appropriate tools on hand.
- 2) Complete any submitted service requests within a reasonable amount of time, as determined by a certified mechanic.
- 3) Retain a copy of all maintenance requests.

Maintenance requests that come from pre-trip inspections usually aren't major. However, minor repairs, if left unattended, can become expensive over time.

It's in your best interest to keep up with pre-trip inspections and day-to-day maintenance. As such, be sure to reiterate the importance of upkeep to your drivers, as they will typically be the ones responsible for everyday vehicle care.

Preventive Maintenance

Preventive maintenance is any maintenance performed as a result of pre-trip, mechanic or formal commercial vehicle inspections. It can include something as simple as oil changes as well as more complex repairs.

It's a good idea to create a list of anticipated maintenance. You can adapt this list into a maintenance schedule that includes things like air filter, spark plug and drive belt replacements. The mileage intervals at which you perform these maintenance tasks can vary, but should be the same for every vehicle within your fleet.

When it comes to servicing vehicles and individual parts, manufacturer-provided manuals are invaluable resources. These manuals often contain suggested preventive maintenance strategies as well as recommendations related to service intervals. These guidelines should be accounted for in your preventive maintenance program.

Maintenance Records

Although recordkeeping may not seem related to driving safety, maintaining up-to-date and accurate records is key to ensuring a commercial fleet's ability to protect drivers. In fact, strong records will enable your business to enhance your maintenance program by providing these benefits:

- 1) A database that your organization can use to establish the proper intervals for routine maintenance and service.

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- 2) Data on repeat component failures and replacement intervals.
- 3) A system that provides an early warning of potential problems. For example, maintenance records can show that a vehicle in your fleet is consuming more oil than usual. You can then use that data to address the issue before it becomes a costly repair.
- 4) Documentation you can leverage during warranty or other disputes.
- 5) General data on how each of the drivers in your fleet impact their respective vehicles. You can then find personnel-related patterns and address them in individual training or general safety meetings.

Depending on the size and complexity of your business, the type of records maintained may differ from fleet to fleet. At a minimum, it's critical that you keep the following items for each vehicle on file:

- Vehicle warranties
- Manufacturer's serial number, vehicle unit number or other identifying mark
- Vehicle make and model
- Vehicle year

Additionally, a good recordkeeping program should track scheduled maintenance inspections, repairs and lubrications. When documenting these processes, it's important to note the nature of the inspection, the date of the inspection and the odometer reading of the vehicle.

As part of your preventive maintenance program, organizations should also maintain the following when applicable:

- Copies of annual or semiannual safety inspections
- Recent trip inspection forms
- Any recall notices from the vehicle manufacturer

When working with a third party for maintenance, good documentation can help minimize disputes. Management should review any repair bills to ensure the right maintenance is being performed at agreed costs.

It's also important to keep in mind that the DOT has regulations on record retention for different types of vehicle inspections. Additionally, you may be required to follow local legislation on retaining these documents. Be sure to view [the federal regulation on maintenance records](#) and check for any additional requirements in your area.

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Vehicle Technology

Although most of the news surrounding new technology in commercial transportation focuses on automation, many new vehicles have advanced safety features that can help keep drivers safe. However, you need to remember that no matter what technology you consider for your fleet, it will only be effective if your drivers undergo comprehensive training to learn how to take advantage of it. Additionally, you need to consider fail-safe systems in the event of an unexpected equipment failure.

Self-driving Features

Because there are multiple self-driving systems in development that offer different levels of autonomy, most companies use a system developed by SAE International to classify levels of autonomous vehicles. Since advanced technology can react faster than drivers, and without the chance of human error, these systems can help improve safety. However, when purchasing a new vehicle, you should know how these levels could impact your drivers and keep your fleet safe:

LEVEL 0	NO AUTOMATION	The driver performs all driving tasks, but automated system issue warnings may be present.
LEVEL 1	DRIVER ASSISTANCE	The vehicle and driver may share control in limited circumstances, such as adaptive cruise control and parking assistance. However, the driver must be ready to retake control at all times.
LEVEL 2	PARTIAL AUTOMATION	The vehicle has combined automatic functions (such as controlling acceleration and steering simultaneously), but the driver must be constantly engaged and aware of the surrounding environment.
LEVEL 3	CONDITIONAL AUTOMATION	A driver must still be present, but doesn't have to monitor the environment. However, they must be ready to take control at all times and with no notice.
LEVEL 4	HIGH AUTOMATION	The vehicle can perform all driving functions under certain conditions, and switching control back to the driver may be optional.
LEVEL 5	FULL AUTOMATION	The vehicle can perform all driving functions at all times.

Telematics

Motor carriers have frequently used conventional radios and telephones to keep track of their drivers and direct fleets, but new technology allows vehicles to transfer a wide range of data automatically over cellular networks. This concept, commonly referred to as telematics, can be used for a variety of tasks:

- Tracking a vehicle's location, speed and movement in real time
- Using sensors to determine a vehicle's status, such as determining the best time to refuel
- Performing diagnostics on a vehicle's engine and other equipment

The information gathered from telematics equipment can also help businesses analyze how driving practices, weather conditions and unsafe behaviors impact drivers' safety. For example, telematics may show that one driver applies the brakes harshly on a regular basis, which may be a sign of distracted

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driving. However, as with all new vehicle technology, businesses shouldn't rely solely on their use and need to have backup plans in place in the event of equipment failure.

Camera Systems

One of the most important safety topics in commercial transportation is the ability to see surrounding traffic. And, while traditional mirrors can give drivers a wide view around their vehicles, there are still significant blind spots that can cause an accident.

However, the FMCSA now allows select camera systems to replace traditional side and rear-view mirrors. These systems feature multiple, internally wired lenses to give drivers a wide range of viewing angles around commercial vehicles. The cameras also include a number of safety features:

- Aerodynamic designs to cut down on air drag
- Nighttime viewing options
- Redundant systems to reduce the chance of a malfunction
- Ergonomic monitors to reduce neck strain
- Special coatings that resist rain, moisture and ice

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Safety Considerations for Different Types of Commercial Vehicles

Many types of commercial vehicles have unique safety considerations that need to be planned for before they're taken out on the road. And, while drivers generally need to obtain special licenses or endorsements to ensure they're trained to handle these vehicles safely, your business should still consider how to improve safety if you utilize different types of commercial vehicles.

Passenger Vehicles

- Place signage in passenger vehicles to indicate safety features such as seat belts, emergency exits and fire extinguishers.
- Ensure that drivers are trained to consider how the weight distribution of passengers and their cargo may affect the ability to turn and brake.
- Clean vehicles regularly to ensure all walkways and exits are clear, and to check for any debris that could pose a danger to passengers.
- Have drivers communicate passenger safety instructions before they begin driving.

Refrigerated Trucks

- Check refrigeration units during pre-trip inspections to ensure that the system is well maintained and won't expose anyone to ammonia.
- Install and maintain accurate data loggers to track the temperature of refrigeration units and ensure its accuracy during transit.
- Regularly check that air channels in the back of a refrigeration unit's fan aren't blocked.
- Avoid securing cargo at high heights in the truck, which could cause improper air distribution.
- Make sure that only technicians with a refrigeration certificate conduct any necessary repairs.

SECTION 3: ON-THE-ROAD SAFETY



Section 3: On-the-road Safety

Even if your drivers and vehicles are well prepared before heading out of the road, there are still a number of things to consider to ensure they finish a trip safely. Also, your drivers need to be prepared to react in the event of an accident so they can help limit any damage.

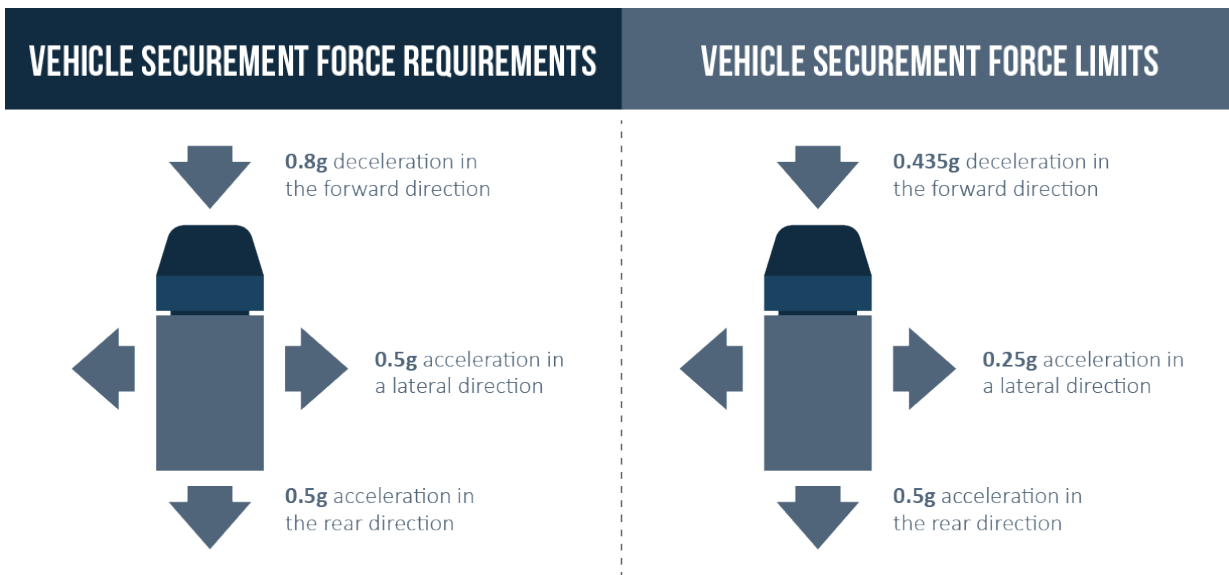
Securing Cargo

Shifting cargo is one of the most common hazards in commercial transportation. Not only can shifts endanger anyone present in cargo areas, but the redistribution of weight while the vehicle is moving can lead to dangerous and unpredictable movements on the road. For this reason, it's important that your employees know the proper ways to secure cargo, and that your vehicles are properly equipped to transport materials.

To see the full list of FMCSA regulations and suggestions on securing cargo, see [the securement handbook](#) on the agency's website.

General FMCSA Criteria

[FMCSA regulations on securing cargo](#) require vehicles' securement systems to withstand forces from three types of deceleration (applied separately). Additionally, the agency requires that forces acting on securement devices don't exceed the following working load limits (applied separately).



While standards don't require carriers or drivers to test that securement systems meet this criteria, any cargo needs to be firmly secured by structures of adequate strength, such as tiedowns. However, the FMCSA does allow carriers to use other systems to secure cargo—or to use more than one system in a vehicle—as long as cargo is secure and isn't in danger of shifting during transit.

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Loading Cargo

According to the FMCSA, cargo must meet one of three conditions before transit:

- The cargo must be fully contained by structures of adequate strength
- The cargo must be immobilized by structures of adequate strength or a combination of structures, blocking and bracing
- The cargo must be secured by tiedowns in combination with blocking, bracing, friction mats, other cargo or void fillers.

Tiedowns

Tiedowns are a combination of securing devices that are attached to an anchor point and either connect cargo to the vehicle or restrain it altogether. Here are the advised number of tiedowns to use for cargo of different sizes and weights:

- One tiedown for articles 5 feet or less in length and 1,100 pounds or less
- Two tiedowns for articles 5 feet or less in length and more than 1,100 pounds
- Two tiedowns for articles greater than 5 feet but less than 10 feet in length, regardless of weight
- Two tiedowns for articles greater than 10 feet and one additional tiedown for every 10 feet of length, or fraction thereof, beyond the first 10 feet

Additionally, drivers should be trained on the proper ways to use tiedowns:

- Check tiedowns during pre-trip inspections to ensure they won't loosen, unfasten, open or release. Drivers should also check for any potential abrasion hazards that could cut or compromise tiedowns.
- Have drivers secure tiedowns inboard of the rub rails whenever practical.
- Have drivers pull over to the side of the road if they suspect tiedowns have failed during transit.
- Load cargo so that it's at the center of the trailer to ensure even weight distribution.

Hours of Service

The FMCSA has strict regulations on driving hours in different conditions in order to prevent fatigue. It's important to follow these regulations not only to prevent accidents, but also to avoid costly fines. Since these regulations can vary based on industry, weather and the type of vehicle in operation, your business should create a customized plan to ensure your drivers are well rested on the road. Be sure to see a summary of current hours-of-service rules on [the FMCSA's website](#), or view the agency's full guide [here](#).



Responding to Roadside Incidents

In the event of a worst-case scenario, your drivers need to be prepared to protect themselves, their vehicles and surrounding traffic. Reacting quickly can help limit any damage after an accident and ensure the safety of anyone nearby.

Accidents

After an accident or collision, it can be easy for drivers to be under large amounts of stress. Because of this, it's important to make sure that every vehicle contains a written response plan that drivers can use to react quickly. This plan should instruct drivers to do the following:

- Pull over to the side of the road if possible, turn the engine off and ensure the vehicle is locked and secured.
- Place emergency warning devices such as reflective signs or flares around the vehicle.
- Instruct drivers to maintain a professional attitude.
- Have drivers assess their own conditions as well as those of any injured people nearby.
- Call 911 to notify the police and any other relevant emergency services.
- Instruct drivers to take photos of the incident from multiple angles. These photos should include a view of the entire scene, close ups of any damage to the commercial vehicle and any other vehicles involved in the incident, property damage, injuries and any other object that may be relevant. Drivers should also try to give photos a sense of scale by placing an ordinary object in the camera frame, if possible.
- Have drivers provide their names, your company's name, insurance information and license to any relevant parties. However, drivers shouldn't discuss details about the accident with anyone except their employer, the police or Horst Insurance.
- Contact to report the accident.

It's also important for drivers to write up a preliminary accident report as soon as possible. Writing a report early can help record key details that may be lost with time. Drivers should include the following details in their reports:

- Background information, such as the date, time and location.
- A description of the accident, such as approximate speeds, the weather and road condition.
- A simple diagram that shows the position of relevant vehicles and direction of travel.
- Information from other drivers, such as details about their vehicles, insurance and damage sustained.
- Information on property damage and injuries, including relevant addresses and descriptions of the damage.
- Any important information from witnesses.

APPENDIX



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Distracted Driving Policy

Purpose

Please read, sign and return the Distracted Driving Policy to your supervisor.

In order to increase employee safety and eliminate unnecessary risks behind the wheel, has enacted a Distracted Driving Policy, effective . We are committed to ending the epidemic of distracted driving, and have created the following rules, which apply to any employee operating a company vehicle (or a personal vehicle for business purposes) or using a company-issued cellphone while operating a vehicle:

- Company employees may not use a hand-held cellphone while operating a vehicle—whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages and text messages.
- If company employees need to use their phones, they must safely pull over to the side of the road or another location.
- Additionally, company employees are required to do the following:
 - Turn cellphones off or put them on silent or vibrate before starting the vehicle.
 - Consider modifying voicemail greetings to indicate that you are unavailable to answer calls or return messages while driving.
 - Inform clients, associates and business partners of this policy as an explanation of why calls may not be returned immediately.
- **[Company consequences for failing to follow policy]**

I acknowledge that I have received a written copy of the Distracted Driving Policy, that I fully understand the terms of this policy, that I agree to abide by these terms and that I am willing to accept the consequences of failing to follow the policy.

Employee signature

Date

Employee name (printed)



Driver's Vehicle Inspection Report

Driver's name

Date

--	--

Truck/Tractor number

--

Check ANY defective item and give details under "notes"

- Air compressor
- Air lines
- Battery
- Brake accessories
- Brakes
- Carburetor
- Clutch
- Defroster
- Drive line
- Engine
- Fifth wheel
- Front axle
- Fuel tanks
- Heater
- Horn

- Mirrors
- Muffler
- Oil pressure
- On-board recorder
- Radiator
- Rear end
- Reflectors
- Springs
- Starter
- Steering
- Tachograph
- Transmission
- Wheels
- Windows

Lights:

- Head-Stop
- Tail-Dash
- Turn indicators

Safety Equipment:

- Fire extinguisher
- Flags - Flares - Fuses
- Spare bulbs & fuses
- Spare seal beam

Trailer number

--

Check ANY defective item and give details under "notes"

- Brake connections
- Brakes
- Coupling chains
- Coupling (king) pin
- Doors

- Hitch
- Landing gear
- Lights - all
- Roof
- Springs

- Tarpaulin
- Tires
- Wheels
- Other

Notes

--



Overall vehicle condition

Condition of the above vehicle is satisfactory

Driver's signature

--

Above defects corrected

Above defects need NOT be corrected for safe operation of vehicle

Mechanic's signature

Date

--	--

Driver's signature

Date

--	--



Inspection, Repair and Maintenance Record

FMCSA/Department of Transportation Regulations 396.21

Vehicle Identification

Make

Serial number

--	--

Year

Tire size

--	--

Company number/other ID

--

Owner, if leased

--

Inspection, Repair and Maintenance Record

Date

Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--



Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--

Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--

Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--



Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--

Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--

Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--



Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--

Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--

Date Task performed by

--	--

- Inspection
- Routine maintenance
- Repair

Notes

--

Motor Vehicle Accident Reporting

A motor vehicle collision can be a stressful experience for everyone involved. It can be easy to feel overwhelmed and confused after a collision, but it is important that you stay calm.

There are a number of critical post-crash steps you need to keep in mind—steps that can help get your insurance in order or even save a life. Remember to do the following:

- **Step 1:** Stop your vehicle. If you are involved in an accident and don't stop, you may be subject to criminal prosecution.
- **Step 2:** Call the authorities if any of the following scenarios occur:
 - i. You or someone else is injured
 - ii. You suspect one of the other drivers may be guilty of a criminal offense (such as driving under the influence of drugs or alcohol)
 - iii. There is significant damage to property or the vehicles
 - iv. Any of the vehicles involved in the crash are not drivable
 - v. You suspect you are the victim of a staged accident
- **Step 3:** Follow the instructions given to you by the 911 operator. Police or emergency personnel will arrive as soon as possible. Do not try to move anyone injured in the accident, as you may aggravate their injuries.
- **Step 4:** If it is safe to do so, get out of your car. If you have access to a digital camera or cellphone, take pictures of the scene.
- **Step 5:** When it is safe, move your vehicle to the side of the road and out of traffic. If your vehicle cannot be driven, turn on your hazard lights or use cones, warning triangles or flares, as appropriate.
- **Step 6:** Use the attached form to record as much information about the accident as possible.
- **Step 7:** Call your insurance company and Horst Insurance as soon as possible after the accident. Inform your insurer of what happened and ask for next steps.

Remember, as difficult as it may seem, it is important that you remain claim. Refrain from arguing with other drivers and passengers. What's more, do not voluntarily assume liability or take responsibility, sign statements regarding fault or promise to pay for damage at the scene of the accident.

YOUR INFORMATION

<i>Your name:</i>	<i>Your driver's license number:</i>	<i>Your full address and phone number:</i>
<i>Vehicle owner's name (if different from driver):</i>	<i>Owner's full address and phone number (if different from driver):</i>	

YOUR VEHICLE INFORMATION

<i>Year make and model:</i>	<i>Mileage:</i>	<i>Color:</i>
<i>Plate number and state:</i>	<i>Vehicle identification number (VIN):</i>	<i>Was the vehicle in proper diving condition?</i>

YOUR INSURANCE INFORMATION

<i>Insurance company:</i>	<i>Phone number:</i>	<i>Policy number and expiration date:</i>
---------------------------	----------------------	---

YOUR PASSENGERS

<i>List the full name and position of every passenger: (front, back seat):</i>	<i>Describe any passenger injuries:</i>
--	---

THE OTHER DRIVER'S INFORMATION

<i>Other driver's name:</i>	<i>Other driver's license number:</i>	<i>Other driver's full address and phone number:</i>
<i>Vehicle owner's name (if different from other driver):</i>	<i>Owner's full address and phone number (if different from other driver):</i>	

OTHER VEHICLE INFORMATION

<i>Year make and model:</i>	<i>Mileage:</i>	<i>Color:</i>
<i>Plate number and state:</i>	<i>Vehicle identification number (VIN):</i>	<i>Was the vehicle in proper diving condition?</i>

OTHER DRIVER'S INSURANCE INFORMATION

<i>Insurance company:</i>	<i>Phone number:</i>	<i>Policy number and expiration date:</i>
---------------------------	----------------------	---

OTHER VEHICLE'S PASSENGERS

<i>List the full name and position of every passenger in the other vehicle: (front, back seat):</i>	<i>Describe any passenger injuries:</i>
---	---

ACCIDENT INFORMATION

<i>Date and time:</i>	<i>Estimated speed of your vehicle: (mph)</i>	<i>Is your vehicle drivable?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Location (city, crossroads, landmarks)</i>	<i>Estimated speed of the other vehicle (mph)</i>	<i>Is the other vehicle drivable?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No

<i>Describe the damage to your vehicle:</i>	<i>Describe the damage to the other vehicle:</i>
---	--

<i>Road conditions:</i> <input type="checkbox"/> Icy <input type="checkbox"/> Wet <input type="checkbox"/> Clear <input type="checkbox"/> Debris <input type="checkbox"/> Other:	<i>Weather conditions:</i> <input type="checkbox"/> Fog <input type="checkbox"/> Snow <input type="checkbox"/> Hail <input type="checkbox"/> Rain <input type="checkbox"/> Other:	<i>Lighting conditions:</i> <input type="checkbox"/> Dawn <input type="checkbox"/> Dusk <input type="checkbox"/> Day <input type="checkbox"/> Night <input type="checkbox"/> Other:
---	--	--

<i>Other details of the accident:</i>

COLLISION WITNESSES

<i>Name:</i>	<i>Phone number:</i>	<i>Address:</i>
--------------	----------------------	-----------------

<i>Email:</i>

<i>Name:</i>	<i>Phone number:</i>	<i>Address:</i>
--------------	----------------------	-----------------

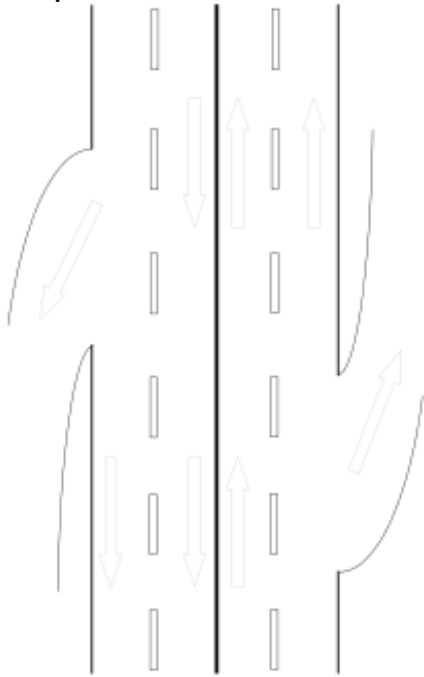
<i>Email:</i>

<i>Name:</i>	<i>Phone number:</i>	<i>Address:</i>
--------------	----------------------	-----------------

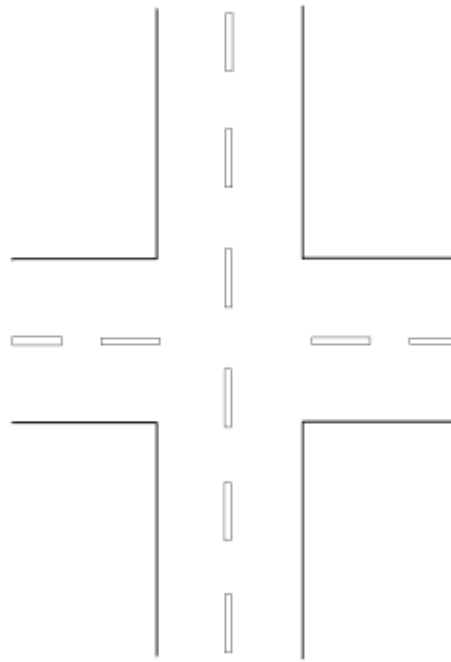
<i>Email:</i>

ACCIDENT DIAGRAMS (DRAW OUT)

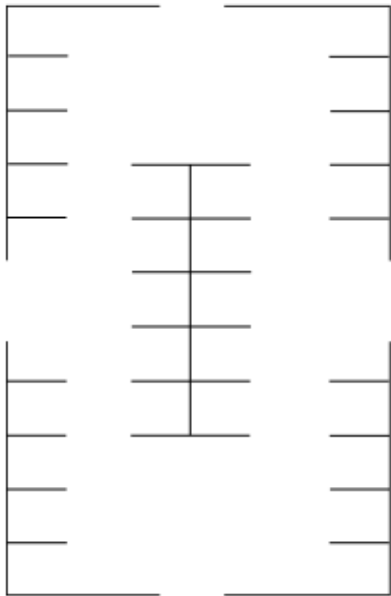
Highway ramp



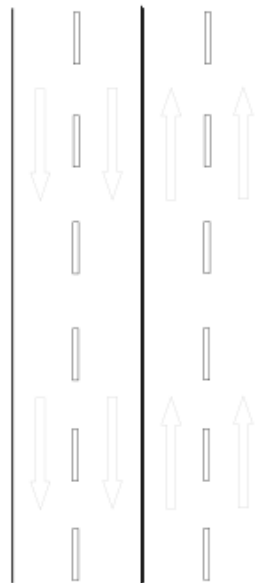
Four-way intersection



Parking lot



Two-lane highway or road



Legend (Please use the following symbols to complete the collision diagram)

Your Vehicle

Other Vehicles (Numbered Successively)

Pedestrian

Traffic Signal

Traffic Sign (Indicate Type)



ATTENDING POLICE OFFICER*Name:**Badge number:**Phone number:***TOW TRUCK OPERATOR***Driver's name:**Company:**Truck number:**Phone number:**Vehicle towed to:**Cost:*



Inspector Qualifications

FMCSA/Department of Transportation Regulations 396.19

Motor carriers are responsible for ensuring that individual(s) performing an annual inspection under 396.19 are qualified as follows:

- Understands the inspection criteria set forth in Part 393 and Appendix G and can identify defective components
- Is knowledgeable of and has mastered the methods, procedures, tools and equipment used when performing an inspection
- Is capable of performing an inspection by reason of experience, training or both, and qualifies in one of the following categories (check all that apply):

- I. Successfully completed a State or Federal training program or has certificate from a State or Canadian Province which qualifies the person to perform commercial vehicle safety inspections. Specify:

OR

- II. Have a combination of training or experience totaling at least one year as follows (check all that apply):
 - A. Participation in a truck manufacturer-sponsored training program or similar commercial training program designed to train students in truck operation and maintenance. Where and Date:

- B. _ _ year(s) experience as a mechanic or inspector in a motor carrier maintenance program. Name and Date:

- C. _ _ year(s) experience as a mechanic or inspector in truck maintenance at a commercial garage, fleet leasing company, or similar facility. Name of Facility and Dates:

- D. _ _ year(s) experience as a commercial vehicle inspector for a State, Provincial, or Federal Government. Where and Dates:

I certify that the above information is true and accurate to the best of my knowledge.

Employee

Signature of mechanic/inspector

Date

Motor carrier/company

Signature of employer/supervisor

Date

Evidence of Inspector Qualifications are on file at:



Annual Certificate of Violations and Review of Driving

Driver's name:

License number:

State:

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Annual Certificate of Violations

I certify that the following is a true and complete list of traffic violations (other than parking violations) for which I have been convicted or forfeited bond or collateral during the past 12 months.

Violations are listed below.

I have had no violations.

Date of conviction	Offense	Location	Type of motor vehicle operated

If no violations are listed above, I certify that I have not been convicted or forfeited bond or collateral on account of any violation required to be listed during the past 12 months.

Date of Certification

Driver signature:

--

Reviewed by:

Title:

--	--

Annual Review of Driving Record

In accordance with 49 Code of Federal Regulations Section 391.25 (Federal Motor Carrier Safety Regulations), all information pertinent to the above driver's safety of operation, including the list of violations furnished by him or her in accordance with 49 CFR Section 391.27, has been reviewed for the past 12 months.

Reviewer:

Date:

--	--



Driver Warning Notice

EMPLOYEE INFORMATION

Employee name:

Date:

--	--

Employee ID:

Job title:

--	--

Manager:

Department:

--	--

TYPE OF WARNING

- First warning Probation warning Final warning

TYPE OF OFFENSE

- Traffic violation – non-moving Traffic violation – moving Violation of safety rules
 Violation of fleet safety policy Other:

DETAILS

Description of infraction:

--

Plan for improvement:

--

Consequences for further infractions:

--

ACKNOWLEDGEMENT OF RECEIPT OF WARNING

By signing this form, you confirm that you understand the information in this warning. You also confirm that you and your manager have discussed the warning and a plan for improvement. Signing this form does not necessarily indicate that you agree with this warning.

Employee signature:

Date:

--	--

Manager signature:

Date:

--	--

Witness signature:

Date:

--	--



Records Request for Driver/Applicant Safety Performance History

§391.23(i)(2): Drivers who have previous DOT-regulated employment history in the preceding three years and wish to review previous employer-provided investigative information must submit a written request to the prospective employer, which may be done at any time, including when applying, or as late as 30 days after being employed or being notified of denial of employment. The prospective employer must provide this information to the applicant within five business days of receiving the written request. If the prospective employer has not yet received the requested information from the previous employer(s), then the five-business-days deadline will begin when the prospective employer receives the requested safety-performance history information. If the driver has not arranged to pick up or receive the requested records within 30 days of the prospective employer making them available, the prospective motor carrier may consider the driver to have waived his or her request to review the records. Additional guidance on investigations and inquires can be found on [the FMCSA's website](#).

Part 1:	To be completed by the driver/applicant	
To:	Prospective employer:	
	Street/P.O. box:	
	City, State, ZIP:	Telephone: - -
From:	Driver/applicant:	Social Security: - -
	Street:	
	City, State, ZIP:	Telephone: - -
I am submitting this written request to obtain copies of my Department of Transportation (DOT) safety performance history for the preceding three years. I understand, for reasons requested from a prospective employer, that I must arrange to pick up or receive the requested records within thirty (30) days of the records being made available or I have waived my request to review the records.		
This information should be:		<input type="checkbox"/> Sent to me at the above address.
		<input type="checkbox"/> I will arrange to pick it up.
Driver/applicant signature:		Date:
Part 2:	Completed by the prospective employer	
The information must be provided to the applicant within five (5) business days of receiving the written request. If the prospective employer has not yet received the requested information from the previous employer(s), then the five-business-days deadline will begin when the prospective employer receives the requested safety performance history information.		
Information supplied to:		
Name:		
Street:		
City, State, ZIP:		
Comments:		
By:	- -	/ /
Signature/person providing information	Telephone: - -	Date:

Copy 1: Prospective Employer

Fleet Safety

Location:

Effective Date:

Revision Number: 1

Purpose

recognizes that our employees are our most valuable asset and the most important contributors to our continued growth and success. Our Company is firmly committed to the safety of our employees. will do everything possible to prevent workplace accidents and is committed to providing a safe working environment for all employees.

Motor vehicle accidents are the leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors, many of which are uncontrollable. The purpose of 's Fleet Safety program is to eliminate unnecessary injuries and fatal circumstances by reducing those factors that we can control. We value our employees not only as employees but also as human beings crucial to the success of their families, the local community and .

To further this goal, our Company has developed a Fleet Safety Policy effective . The Program will consist of six components: Recruitment, Job Requirements, Training, Preventive Maintenance, Accident Investigation and Company Vehicles for Personal Use. This policy applies to all candidates for employment as well as all current employees.

Recruitment:

focuses its initial efforts on driver selection through a variety of resources, beginning with the job application. The application will require a prospective employee to do the following:

- List past driving experience, employers, and types of vehicles driven.
- Notify of any motor vehicle violations for at least the last [insert number] years.
- List references.

Driver selection will be made upon completion of a formal interview, background check, reference verification, review of the individual's motor vehicle record (MVR) and a negative drug screen. Authorizations will be obtained to contact prior employers and personal references.

MVRs will be requested upon completion of a satisfactory interview and periodically thereafter at a minimum of at least once per year. Management reserves the right to use its discretion in determining an unsatisfactory MVR. An excessive number of violations in the past three years will be grounds for an unsatisfactory MVR prohibiting hiring of a prospective employee or possible termination and/or disciplinary actions of an active employee.

Drug/Alcohol Testing:

Initial and periodic random drug and alcohol testing is mandatory. Testing will be conducted by a licensed medical facility designated by . Any positive results will be grounds for termination. Driving under the influence of alcohol or any other illegal substances will be grounds for termination.

Job Requirements:

All positions requiring regular driving require a written job description to include main duties, functions and the necessary physical requirements required to perform all associated tasks:

- All prospective employees will be required to undergo a physical evaluation
- If required, candidates must pass a Department of Transportation (DOT) physical evaluation
- Results of the physical evaluation will be compared to the necessary physical requirements
- In some cases, Commercial Drivers Licenses are required per regulatory agencies.

Prepared by Horst Insurance

This fleet safety policy is a guideline to reduce motor vehicle accidents. It may not prevent all accidents from occurring. It does not address potential compliance issues with Federal, State or local OSHA or any other regulatory agency standards. Nor is it meant to be exhaustive or construed as legal advice. Consult your licensed commercial property and casualty representative at Horst Insurance or legal counsel to address possible compliance requirements. ©2007, 2010 Zywave, Inc. All rights reserved.

As part of the recruitment process, prospective employees may be required to complete a road test. Active employees will participate in periodic road tests for training purposes. Tests will be conducted by Human Resources and/or management and will cover a variety of driving criteria. The road test will require prospective and active employees to safely and competently complete tasks associated in the following categories:

- Pre-trip Inspection
- General Vehicle Operation
- Fifth wheel connection
- Backing and parking
- Turning
- Passing
- Railroad crossing

Results of the road test will be shared with prospective and active employees at management's discretion.

Training:

New-hire and periodic training is required. All employees are expected and required to actively participate identifying training needs as well as program development. Programs will consist of classroom and on-the-road modules. Training will focus on but will not be limited to defensive driving techniques and behavior modification.

will monitor driver habits to identify potentially unsafe driving habits that require additional training and/or disciplinary actions. We will use ride-along training combined with statistical data focusing on accident types and frequency to identify areas of improvement. **[insert number]** accidents or moving violations in a one calendar year period will require review with a supervisor to determine what, if any, disciplinary action is needed and to identify possible training opportunities. Employment may be jeopardized if accident frequency is above the required norm with no concentrated efforts being made for improvement.

Requesting and Retrieving a Vehicle:

As much in advance in possible, and no later than 10 days before the pick-up date, employees must complete a vehicle request form with reason for vehicle use, places traveling, time of pick-up and drop-off, and supervisor's signature, and return it to **[fleet administrator]**. Vehicle pick-up and drop-off times should be estimated as accurately as possible to allow for proper accommodation of other employees.

If an employee no longer needs to use a reserved vehicle, the employee should give notice as early as possible to **[fleet administrator]**.

On the scheduled date and time of pick-up or drop-off, employees should respect the time the vehicle has been reserved and give ample notice should that time change.

Basic Vehicle Operation Guidelines:

Employees are expected to treat company vehicles with an appropriate level of respect and care, demonstrating an attitude of loyalty and pride to the company. The following are basic vehicle operation principles to which employees are required to adhere:

- Always use seat belts.
- Drive defensively. Always anticipate what other drivers on the road might do wrong and plan your mode of escape. Never move through traffic aggressively.
- Respect speed limits and traffic signs. Follow all traffic signals.
- Always lock the vehicle and apply the parking brake when getting out, even if it remains in sight.
- During long trips, take breaks every four hours. Never drive more than 10 hours during a 24-hour period.
- Avoid driving past midnight.
- Avoid driving in dangerous conditions, including drowsiness and inclement weather.
- Remove any trash or personal items before returning the vehicle to .

Traffic Violations

is not responsible for any traffic violations or parking tickets acquired by violation of city ordinance, state or federal laws regarding your driving habits and operation of your motor vehicle. Any ticket issued is the employee's responsibility, even if the ticket is issued while conducting business for .

Refueling Guidelines

Vehicles should be refueled when the meter reads $\frac{1}{4}$ full. Retain receipts proving the purchase of gasoline and record mileage with each gasoline purchase. For your safety when operating a vehicle, follow these guidelines:

- Turn off the vehicle's engine while refueling.
- Never smoke, light matches or use lighters while refueling.
- Do not get into the vehicle during refueling, as this presents a flash fire hazard.
- Do not overfill or top off the vehicle's fuel tank. The fuel dispenser shuts off automatically when the tank is full.
- Never force the hold-open latch on the gasoline pump with any means other than the latch provided.

Distracted Driving

is committed to employee safety, and for this reason firmly prohibits all behavior that distracts employees while they are operating a company vehicle. General guidelines for behavior while driving are as follows:

- Use of cell phones while driving is strictly prohibited: This includes all functions of the cell phone including, but not limited to, phone calls, text messaging/SMS, email, MMS, Internet use and camera use.
- Use of electronic devices (including laptops, PDAs, cameras and pagers): While driving is strictly prohibited unless specifically outlined below.
- Voicemail must handle all calls while driving, and calls may only be returned when stopped or pulled off the road.
- Passengers making or taking calls for the driver is permissible provided the interaction does not affect the driver's performance.
- Regular callers must be informed that you will not be available while driving and should be notified of the best times to call based on driving schedule.
- Employees who receive calls from co-workers who are driving are obligated to ask that the co-worker call back at a more appropriate time.

Headset/Hands-free Use

The use of headsets or hands-free devices while driving is permissible under the following conditions:

- The device is pre-approved by for use.
- Use of the device does not cause distraction (e.g., fiddling with the device or taking eyes off road to get it to function properly).
- Any dialing or use of the handset is handled while stopped or pulled to the side of the road.
- Conversations do not interfere with the driver's ability to drive safely.
- Road conditions are generally good and do not threaten your safety.

Emergency Calls

The only exception to the cell phone use guideline is calls placed to 911. If placing or accepting an emergency call, it should be kept short with a hands-free option if available. The vehicle should be pulled over if possible.

GPS Systems

understands that sometimes, especially when traveling in unfamiliar areas, drivers require assistance with directions. GPS systems are extremely helpful devices, but they can also be distracting if used improperly. Employees must adhere to the

following:

- Mounted GPS systems may not block or obstruct the driver's view in any way.
- GPS systems must be voice narrated and must not require that the driver look away from the road to follow instructions.
- Employees may not program the system while in motion.
- Programming or otherwise engaging with the GPS screen may only occur while stopped or while pulled off the road.

MP3 and Other Audio Devices

In some cases, worrying about music selection or touching dials and buttons on the radio, MP3 player or other audio device may be just as dangerous as cell phone use. It takes eyes and concentration off the road, which is not permissible under policy. allows employee use of personal, portable audio devices, because we do not want to eliminate employees' ability to enjoy music while behind the wheel. However, employees must follow these guidelines:

- Employees may not take eyes off the road to adjust music settings.
- Programming music settings while stopped, pulled off the road or before departing is permissible behavior.
- Employees may not under any circumstances use MP3 players or other handheld electronic audio devices with headphones. Not only is it illegal in most states, it also impedes the driver's ability to properly hear warning signs, signals or sirens.

Preventive Maintenance:

To maintain the safety and integrity of the vehicle, will provide the necessary resources to ensure all vehicles are operating properly. All routine motor vehicle maintenance will be done according to the manufacturer's specifications. Critical components that must always be controlled, maintained and promptly repaired are: brakes, tires, suspension, steering, lights, mirrors, windows and windshield wipers.

Pre-trip Inspections

Employees are required to conduct pre-trip vehicle inspections. Any unsatisfactory result requires a Fleet Hazard Identification form to be completed and forwarded to an employee's immediate supervisor. Thereafter, the identification form will be forwarded to the maintenance department to confirm the equipment malfunction, complete repairs, and sign off on the completed identification form.

Placing a Vehicle Out of Service

The fleet administrator must conduct thorough post-trip vehicle inspections to ensure the vehicle's safety for its next driver. When a defect in the vehicle is found that qualifies it as unfit, unreliable or unsafe for ordinary use, the fleet administrator must immediately take the vehicle out of service and fill out the Fleet Hazard Identification Form indicating the nature of the defect. The form should be forwarded to the maintenance department to confirm the defect and repair it if possible.

Vehicle Inventory

[Fleet administrator] will be responsible for maintaining a database of each vehicle's make, model, department, VIN number and license plate number. [Fleet administrator] will also manage and update a log for each vehicle including its location at any given time and the person who is driving it. The administrator will also take inventory of any minor defects or needed repairs, and schedule needed maintenance work as appropriate.

Accident Investigation Procedures:

realizes some accidents are unpreventable. Drivers should seek medical attention immediately, if necessary. Supervisors and drivers will be trained in post-accident procedures to secure the details of the accident and document the damage. Providing detailed facts of the accident will help our insurance carrier deter fraudulent third-party insurance schemes.

All vehicles will be supplied with an accident claims kit, a pen and a disposable camera.

Drivers are required to document all details of the accident: traffic flow, speed limits, stop lights/signs, weather conditions, citations issued and all other relevant information. Pictures should be taken to document the extent of damage to all vehicles involved.

Once this information is secured, the driver is to report all accidents immediately to the dispatcher and/or supervisor. If the vehicle is inoperable, arrangements need to be made for towing and delivery of cargo, if necessary. Hazmat operations,

containment and cleanup will be coordinated by dispatcher, supervisor and/or driver.

Company Vehicles for Personal Use

Personal use of company vehicles is prohibited without prior permission from management. If permission is granted, the employee assigned to the vehicle will be the only driver allowed to operate the vehicle. In all other cases, use of the company vehicle is limited to travel to and from work and work-related events. Any errand or travel that is not directly work related is considered personal travel. The vehicle is not to be used for personal or entertainment purposes. Employees are expected to use their discretion.

Prohibited Behavior

Use of company vehicles is a privilege. Behaviors that result in suspension or permanent loss of driving privileges include the following:

- Driving while under the influence of drugs or alcohol
- Negligent homicide
- Operating a vehicle with a suspended license
- Using a motor vehicle for commission of a felony
- Aggravated assault with a motor vehicle
- Reckless driving
- Hit and run
- **[Insert number]** convictions for moving violations
- Use of a company vehicle without authorization
- Three or more major traffic violations
- More than two preventable accidents involving personal injury or property damage in any three-year period

Specialty Vehicles

Golf carts and other specialty vehicles (including scooters, mules and quad vehicles) in use on property to move people and materials around the facility require specific precautions:

- Vehicles must travel at an acceptable speed, slowing down in wet or slippery conditions.
- Vehicles must yield to pedestrians.
- Vehicles must keep to designated paths and roadways, staying off major streets. Carts may not block traffic paths where parked.
- Vehicles may not carry more passengers than the cart is designed to accommodate. If the vehicle is equipped with seat belts, they must be used.
- All passengers must keep hands, feet and other body parts inside the vehicle.
- The driver must be aware of surroundings, paying attention to driving signs and warnings, even if they are directed at autos and listening for warnings like emergency vehicle sirens, children playing or other vehicles.
- Adhere to all applicable traffic laws.

Selecting Company Vehicles

Managers charged with selecting company vehicles should keep the following general guidelines in mind:

- Gas mileage of the model must not be less than **[insert desired MPG]**.
- Vehicles that demonstrate “best in class” status for crash-worthiness are preferable.

- Vehicles that receive five stars for both front and side impact test are preferable.
- Vehicles with five-star rollover ratings are preferable.

Notice to Employees

Traffic-related motor vehicle accidents are the leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors, many of which are uncontrollable. The purpose of 's Fleet Safety program is to eliminate unnecessary injuries and fatal circumstances by reducing those factors that we can control. We value our employees not only as employees but also as human beings crucial to the success of their family, the local community and .

All employees are expected and required to actively participate in this program for their own health and well-being. encourages its employees to take a proactive approach in identifying potential hazards by promptly reporting them to their supervisor. **The use of seatbelts and other safety devices is mandatory.**

MVRs will be requested periodically at a minimum of at least once per year. Management reserves the right to use its discretion in determining an unsatisfactory MVR. As a guideline, [insert number] violations in the past three years will be grounds for an unsatisfactory MVR and cause for termination and/or disciplinary actions.

conducts mandatory random drug and alcohol testing. Driving under the influence of alcohol or other illegal substances is grounds for termination.

New hire and periodic employee training will be offered. All employees are expected and required to actively participate identifying training needs as well as program development. Programs will consist of classroom and on the road modules. Training will focus on but not limited to defensive driving techniques and behavior modification.

We encourage all employees to report any and all maintenance and malfunction issues immediately to their supervisor. realizes a proper working vehicle is the first step to ensuring everyone's safety.

All vehicles will be supplied with an accident claims kit, a pen, and a disposable camera. Drivers are required to document all details of the accident: traffic flow, speed limits, stop lights/signs, weather conditions, citations issued and other relevant information. Pictures should be taken to document the extent of damage to all vehicles involved. **Report all accidents immediately to your dispatcher or supervisor.**

Personal use of company vehicles is prohibited without prior permission from management.

I have read and understand 's Fleet Safety Policy, and its requirements and expectations of me as an employee.

Employee signature

Date

Our Pledge to You

We expect our employees to demand the resources and support to adhere to this Fleet Safety Policy. Our pledge to you ensures your safety concerns will be met.

We pledge to do the following:

- Provide a safe working environment.
- Maintain vehicles on a regular schedule.
- Train drivers in safe driving practices and proper use of vehicle safety features. Training is performance-based and will be periodically repeated.
- Establish schedules that allow you enough time to obey speed limits and that limit your hours of vehicle operation time according to the regulations.
- Coordinate shipments as to provide you the proper rest both physically and mentally.
- Make sure that newly purchased vehicles are equipped with appropriate occupant protection and other safety features.

If you identify a hazard, equipment malfunction or unsafe procedure, please notify us immediately so we can review the situation and make corrections accordingly. Together we can create a safe working environment!

President's signature

Date

CEO signature

Date

Fleet Hazard Notification

Date:

Department:

Hazard or unsafe procedure identified:

Vehicle #:

Recommendations to provide a safer work environment/required maintenance:

Corrective action taken (to be completed by supervisor):

Date corrective action completed: _____ Completed by: _____
(to be completed by supervisor/mechanic)

Supervisor signature: _____

Employee signature: _____

Vehicle Inspection Checklist

Date:

Location:

Make:

Model:

Year:

Vehicle number:

Mileage:

Inspection Items

- | | |
|---|--|
| <input type="checkbox"/> Headlights | <input type="checkbox"/> Instruments—gauges |
| <input type="checkbox"/> Taillights | <input type="checkbox"/> Horn |
| <input type="checkbox"/> Turn signals | <input type="checkbox"/> Windows—windshield |
| <input type="checkbox"/> Brake lights | <input type="checkbox"/> Windshield wipers—washers |
| <input type="checkbox"/> Reflectors | <input type="checkbox"/> Speedometer |
| <input type="checkbox"/> Tires and rims | <input type="checkbox"/> Steering |
| <input type="checkbox"/> Battery | <input type="checkbox"/> Brake system |
| <input type="checkbox"/> Radiator & hoses | <input type="checkbox"/> Seat belts |
| <input type="checkbox"/> Exhaust system | <input type="checkbox"/> Seats |
| <input type="checkbox"/> Suspension | <input type="checkbox"/> Heater/Defroster |
| <input type="checkbox"/> Fuel system | <input type="checkbox"/> Mirrors |
| <input type="checkbox"/> Oil—water leaks | <input type="checkbox"/> Safety equipment |
| <input type="checkbox"/> Water level | <input type="checkbox"/> Accident kit |
| <input type="checkbox"/> Transmission | <input type="checkbox"/> Other |

Body damage (describe):

Remarks:

Inspector signature

Date

Vehicle Use Request

Employee name:		Date of request:	
Reason for vehicle use:			
Places visiting:			
Vehicle pick-up date:	Vehicle pick-up time:	Vehicle drop-off date:	Vehicle drop-off time:
Additional notes:			
Employee signature: X		Date:	
Supervisor signature: X		Date:	

Vehicle Sign In/Out Log

Sign out

Employee name:

Date:

Time:

Location:

Vehicle ID number:

Make:

Model:

Odometer:

Fuel level:

Defects noted prior to use:

Employee signature

X

Sign in

Date:

Time:

Location:

Odometer:

Fuel level:

Notes:

Employee signature

X

Fleet administrator signature

X

CMV Passenger Authorization

Location:

Effective Date:

Revision Number: 1

Purpose

The purpose of this policy is to establish how will deal with passengers riding in commercial motor vehicles owned by the company. This policy is in place to reduce the exposure of passengers, drivers and the company to potential risks, thus lessening the liability of all parties. This policy also establishes employer and employee responsibilities for keeping passengers safe and gives each a set of guidelines on how to achieve this goal.

Scope

This policy applies to all employees authorized to drive company vehicles.

POLICY GUIDELINES

Employee Responsibilities

In order to transport a passenger, the driver must have the following qualifications:

- Have worked at the company for at least 90 days
- Be accident free for the last two years
- Have received no more than two moving violations in the past three years
- Receive written authorization to carry a passenger from . Authorization must include the name of the passenger, the beginning and end points of transportation and the date when the authorization expires.
- Enforce the passenger guidelines put forth in this policy

While being transported, the passenger is expected to have the following qualifications:

- Be at least 18 years of age.
- Follow all company safety guidelines.

Passengers are not allowed to do the following:

- Drive the vehicle
- Aid in any loading or unloading of cargo.
- Be on any customer loading docks.
- Ride in the vehicle without using a seatbelt.
- Engage in any activity that may distract the driver.

Employer Responsibilities

To ensure the health and safety of all drivers and potential passengers, the employer will do the following:

- Review all requests for passenger authorization to assess any liability the driver, passenger or type of trip presents. In those situations where the company's risk may be too great, authorization may be denied.

Prepared by Horst Insurance

This CMV Passenger Authorization Policy is a guideline. It does not address potential compliance issues with federal/state OSHA, DOT, FMCSA or any other regulatory agency standards. It is not meant to be exhaustive or construed as legal advice. Consult your licensed commercial Property and Casualty representative at Horst Insurance or legal counsel to address possible compliance requirements. © 2010 Zywave, Inc. All rights reserved.

- Enforce the above employee guidelines to ensure that passengers are not being unnecessarily exposed to hazards and that the business does not assume avoidable risks.
- Make sure all drivers are aware of the guidelines for transporting passengers in company vehicles.
- Manage all written authorization to ensure compliance with federal regulation.

Exceptions

There are a limited number of situations in which the terms of this policy do not apply. Written authorization to carry a passenger is not necessary under the following circumstances:

- Transporting employees or other persons authorized by to drive company vehicles.
- Aid is being given in case of an accident or emergency.
- Transporting an attendant designated to care for livestock, if livestock is the authorized cargo.

During these situations, it is still expected that drivers take appropriate measures to ensure the safety of themselves and their passengers.

If you have any uncertainty or questions regarding the content of this policy, you are required to consult your supervisor. This should be done prior to signing and agreeing to the CMV Passenger Authorization Policy.

I have read and understand 's CMV Passenger Authorization Policy, and I understand the requirements and expectations of me as an employee. I agree to adhere to all provisions and procedures outlined in the policy, and I understand that failure to do so will result in discipline up to and including termination.

Employee signature

Date



Driver Acceptability Matrix

Number of Moving Violations Within Past 5 Years	Number of Accidents Within Past 5 Years				Number of DUI or DWI Within Past 5 Years
	0	1	2	3	
0	Clear	Acceptable	Borderline	Prohibited	Prohibited
1	Acceptable	Acceptable	Borderline	Prohibited	Prohibited
2	Acceptable	Borderline	Prohibited	Prohibited	Prohibited
3	Borderline	Prohibited	Prohibited	Prohibited	Prohibited
4	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
5	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited

Borderline	Motor Vehicle Report will be checked every 6 months; insurability subject to no deterioration in the record.
Prohibited	Employer must prohibit driver from driving company vehicles or using personal vehicle on company business.

This is for general reference only. Please refer to your auto policy contract or consult a licensed commercial Property and Casualty insurance broker or loss control representative at Horst Insurance for assistance.