

1 to 10 UNITS SAFETY EXPECTATIONS

Driver Hiring		Corrective Action		Driver Controls		Orientation		Driver Policies	
Informal hiring standards - sometimes hiring friends or family		Informal program		Typically lasts one hour or less		Generally informal - determined by owner as needed			
May hire drivers without any screening to haul excess loads		Handled on case-by-case basis by discretion of owner, verbally		Typically does not include defensive driver training or regulatory guidance		Typically applies to operations only (no regulatory guidance)			
DQ files incomplete		Drivers may be given second or third chance		Completed by owner as time allows		Driver required to check in once a day			
Attempts to contact previous employers not always completed and most not documented		Favoritism may occur - different actions for similar issues		Review of: paperwork, company policies, dispatch and equipment procedures					
MVRs typically reviewed by retail agent									
May not receive D/A testing results prior to being put on road									
May road test if driving company owned equipment - results likely not documented									

Safety Responsibility		Safety Attitude		Safety Management		Training		Management	
Owner typically responsible for all operational aspects, including safety		Little to no understanding of industry best practices		No formal training process		Owner may drive on regular basis - tends to have more of a driver mentality than an owner mentality			
Owner may have little understanding of regulatory compliance		Processes are reactive, not proactive		Most driver interaction is one-on-one		Managed by owner with possible assistance from family member			
Processes informal and vague		Movement of goods takes precedence over safety or regulatory compliance		Typically safety topics shared with drivers one-on-one		Basic safety and regulatory knowledge - no formal training, based on experience			
Out of Service results are not monitored		Control is informal and vague							

Loss Trending		Reporting		Loss Analysis	
Accident files may not be maintained		May not report all losses			
		Vague reporting procedures-reported to agent first			

Maintenance		GL/WC		Miscellaneous		Technologies		Safety Features	
No maintenance files		Business operated from owner's resident with very little contact with customer at residence - other business probably operated at same location		Company does not capitalize on most current technology due to prohibitive costs		Installation of additional after market safety equipment rarely done			
Maintenance may be done by owner as time allows or sometimes drivers		Owner may sponsor community activities		Equipment typically not ordered with safety in mind		Speed governors usually set at factory settings			
No regular maintenance schedules - may be delayed until absolutely required due to monetary constraints		May not be incorporated - may have other business interests in rural areas		ECM data not captured internally due to costs associated with required software		Speed governors may be lowered for fuel economy			
Owner does not review Company Snapshot or SafeStat reports to verify OOS violations relating to maintenance		WC provided for employees to cover statutory requirements		Cell phone use while driving not controlled, unless enforced by local/state laws					
Management does not verify O/O equipment prior to leasing equipment on		GL insurance may be carried only due to customer requirement - not for employees							
O/O do own maintenance and may not need to report when completed		Maintenance typically completed on site							
No equipment replacement schedule									