

150+ UNITS SAFETY EXPECTATIONS

Driver Hiring	Corrective Action	Driver Controls	Orientation	Driver Policies
Established and formalized hiring standards	Taken and documented	Typically lasts three days to one week		Formal and usually developed by HR with assistance from a safety director and attorney
Follows hiring standards in most all cases	Driver may be terminated for an offense (if on probation)	Formal defensive driver training included		Applies to most aspects of the operations (regulatory, safety, maintenance, etc.)
Attempts to contact previous employers and documents those attempts	MVRs reviewed and documented for driver out-of-service violations	Review of: paperwork, formal policies, dispatch procedures, defensive driver training, accident reporting, maintenance/equipment program, hours of service and D/A policies		Manual exists and followed
Reviews MVRs at hire and annually thereafter (or more often)	Hours of Service violations reviewed and documented	In cab orientation may include riding with more than one trainer		Include regulatory guidance related to logs and D/A testing for ALL employees
Obtains and confirms written D/A testing results before allowing to drive	Handled by the operations manager or safety director	Orientation documented		Hiring standards and corrective action policies are outlined
May have safety director, senior driver or designated driver to give road tests that will be documented recognizing areas of needed improvement, in most cases	Remedial training is required as part of corrective action policy	New driver will spend time with management from each area of the operation		Driver specific sections exist
Drivers hired from ads, truck driving schools, referrals and online applications	Accident review completed by committee/board	Completed by safety/human resources person		Manual and policies are reviewed and revised on a regular basis
DQ files are mostly complete		Typically completed in classroom setting with other new drivers		Reviewed during orientation
Background criminal checks may be completed				
Likely to have a driver finishing program in place				

Safety Responsibility	Safety Attitude	Safety Management	Training	Management
Safety department has multiple staff members	Strict regulatory compliance	Formal, structured and documented training processes		Has defined departments and responsibilities including upper management, dispatch/operations, safety, maintenance and support staff
Safety director is a senior member of management	Safety department is formal and structured	Typically has training "area" with TV, DVD player, VCR, computer, etc.		Owner still involved in daily operation but relies on staff for departmental oversight with weekly updates from staff
Safety guidelines are formal, structured and strictly adhered to	Management is vested in providing a safe and compliant operation	Quarterly safety meetings are common and typically mandatory for all drivers 75% of the time		Safety department is staffed by a FT safety director with regulatory and safety experience
Safety director is active in industry events / groups and seeks continual education regarding safety and regulatory issues	Controls are strictly adhered to and documented	Ongoing training can include newsletters, memos, video and/or web based tools		Upper management may override safety decisions on rare occasions
Monitors SafeStat, loss information and other company data for trends	Company safety is more important than an individual driver	Post accident training includes a full review of the issue with an accident review committee followed by targeted retraining		

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Loss Analysis	
Loss Trending	Reporting
Safety manager in place to perform analysis and look for trends that have developer or are developing	Losses reported directly to insurance company
In depth analysis of root cause	Formal process in place for drivers to follow in the event of a loss
Typically has accident review committee in place to review losses and determine preventability	Detailed list of contacts and phone numbers provided to drivers - Haz-Mat numbers included in case of fuel or hazardous material spill/leak
Accident trending often used to develop on-going training and keep all employees advised of accident types occurring in order to reduce those specific trends and losses	Minor physical damage only losses are handled internally
Individual claim files maintained and account stays involved of their claims status	Drivers will use cell phones or disposable cameras for incidents that occur
Repetitive issues are addressed with corrective action, retraining, etc.	

Maintenance	GL/WC	Miscellaneous	Technologies	Safety Features
Typically have FT mechanics (one certified) to do preventive maintenance on regular basis	The business is more than likely operated at a location other than owner's residence	Company will research most available technologies		Factory installed safety features always utilized
Formal maintenance files kept on all equipment - usually computerized	Separate corporations established for property and vehicle ownership and employees - usually has common ownership of these corporations	ECM data is used for engine diagnostics and to monitor driver performance (can affect performance reviews and will be included in corrective action)		Speed governors are set below prevailing speed limits
Management monitors all available reports, including downloads of ECM data to verify performance of equipment	Security includes a guard and typically full fencing, lighting and security cameras	Satellite tracking (monitor assets and transmit ECM data in real time) is typically used in the majority of operations - Satellite systems used to communicate with drivers		Safety and fuel consumption are mostly of equal importance
One mechanic may have the duties of maintenance foreman or shop supervisor	Formal WC programs in place, including health and wellness, return to work and injury management	ELD required - be used to record hours of service		
O/O may be required to have maintenance done in company shop - Outside work must be documented and submitted to company	Pre-employment health screening is used	Cell phones use when driving is prohibited - use of satellite communication is required but only when parked		
Regular training may be provided for all mechanics	Equipment is selected with safety in mind			
Formal maintenance schedules are established and followed - company typically has service truck to address mechanical issues on the road	In addition to a fleet safety person there may also be an employee safety person (WC issues)			
Typically has established guidelines and will inspect O/O equipment as to acceptable condition				
Equipment under warranty usually traded to reduce costs of major repairs				