



Hanover Loss Control

Fleet Safety

Sample Safety Program: Non-regulated Fleets

This sample fleet safety program is intended to provide you with general information to consider in developing your own fleet safety program. This sample program may not include all components of a fleet safety program needed by your unique operations or to comply with any legal requirements and/or standards. You should have your fleet safety program reviewed and approved by your attorney.

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Sample Fleet Safety Program

Sample Policy Statement

The most effective fleet safety policy statements reflect your unique operations and environment. Here is a sample:

To company drivers:

Vehicle accidents can cause serious injury and undue hardships on you and your family. It is the policy of (your company name) to achieve the greatest practical freedom from accidents and to provide every company driver with safe and healthful working conditions. We have begun a fleet safety program to reduce and prevent vehicular accidents. We will, as always, comply with all applicable regulations and expect all drivers to drive safely and to obey traffic laws. Safety is a priority. Your cooperation and help are needed to make our program a success.

President/Owner

Personal Use of Company Vehicles

If personal use privileges have been authorized, the employee may use the vehicle for personal purposes with the following restrictions (some possible restrictions may include):

- Establish limits on personal use mileage
- Prior approval should be required for each trip beyond a certain radius of employees home
- No towing of trailers or any other vehicles.
- No off road use
- Only driven by assigned driver
- Spouse's use (must conform to same MVR criteria for acceptability)
- No children under the age of 21 years may drive

Using Personal Vehicles for Organization Business

If personal vehicles are to be used for the organization's business then the vehicles and the drivers should be treated as if they were using vehicles owned by the organization. If employees will be using personal vehicles, the business will need to:

- Review and develop an acceptable level of insurance it will require employees to maintain on their vehicles
- Request and keep on file current proof of insurance before allowing employees to use personal vehicles for company business.
- Require that employees maintain their personal vehicles in a safe condition

Electronic Device Policy

It is the policy of this organization that cell phones, computers, or any other equipment that requires the driver to divert his or her attention from driving will not be used while driving on organization business.

If calls must be made the driver should pull over at the first safe opportunity.

Seat Belt Use

Our policy is that seat belts will be used at all times by all occupants of a company vehicle or any vehicle being used for our organization's business.

Radar Detectors

We expect all employees driving on our organization's business to follow all speed laws and prohibit the use of radar detectors.

Driver Fatigue

Driver fatigue is a significant contributor to accidents. Drivers who feel fatigued need to take actions to ensure they are not putting themselves or others in danger.

Driver Selection

Who is Authorized to Drive

- Our organization has two levels of driving responsibilities:
- Jobs where driving is a routine and significant part of an employee's duty.
 - Occasional drivers that may run errands or make trips that are otherwise incidental to their primary job duties.

In either case only employees that have been properly screened and given authority to drive may drive on behalf of the organization. This applies to vehicles controlled by the organization and employee owned vehicles used for any organization business.

Application Review

All employees that will have driving responsibilities must complete an application. Information collected will include driver license information, past violations, employment history and driving experience in addition to the standard employment application information.

Interview

Interviews will be conducted with the transportation manager as well as the safety director. All information will be verified including gaps in employment history to the satisfaction of both interviewers.

Background and Reference Check

An attempt needs to be made to contact references given on applications. Background checks will be made using our vendor (vendor's name and contact information). The results of the background check must be reviewed and any red flags investigated.

Hanover maintains alliance relationships with vendors that perform background screening. These can be found on www.hanoverlosscontrol.com.

**Driver's
License**

Each applicant must have a valid driver's license. The license should be appropriate for the type of vehicle the applicant will be driving.

Motor Vehicle Records check

A motor vehicle record (MVR) review will be conducted prior to an employee being granted driving privileges. A new driver that has a borderline or poor MVR will not be able to drive for company business. The following table will be used to determine the acceptability of a MVR.

The following is a table of sample MVR Guidelines

<p style="text-align: center;">Major Violations</p> <ul style="list-style-type: none"> • Negligent Homicide • Hit and run • Manslaughter • Suspended or revoked license • Drag racing • Driving under influence within the last 5 years • Reckless driving within the last 5 years • Careless driving within the last 3 years • Assault involving a motor vehicle • Passing a stopped school bus • Moving violations <ul style="list-style-type: none"> ○ Speeding ○ Improper or excessive lane changes ○ Following vehicle ahead too closely ○ At fault accidents ○ Running a red light or stop sign ○ Failure to yield 	<p style="text-align: center;">Unacceptable</p> <ul style="list-style-type: none"> • One or more criminal type of violations in the last 5 years • Three or more moving violations in the last 3 years • One at fault accident and one violation in the last 3 years, when not the same incident • 2 or more at fault accidents within the last 3 years <p style="text-align: center;">Acceptable</p> <ul style="list-style-type: none"> • The driver has violations but doesn't meet the Major or Unacceptable criteria <p style="text-align: center;">Clean</p> <ul style="list-style-type: none"> • No violations listed on the MVR
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Not at-fault accidents, failure to wear seatbelts and failure to register vehicle are not considered moving violations but may be unacceptable.

Road Test

All new hires and newly assigned drivers must be given a road test prior to final assignment. The test will be provided by an authorized member of management. The observation period should last a minimum of 20 minutes. Driving skills in the vehicle the employee is expected to drive will be documented. Issues that arise during the observation may result in mandatory attendance in a driver training course.

Drug and Alcohol Screening

Our fleet safety program prohibits:

- Operating a company vehicle or personal vehicle for company business while under the influence of alcohol or any mind altering or fatigue symptom inducing substance including illegal, prescription and over the counter substances.

Driver Training

Orientation Training

All new drivers must receive fleet orientation training to help ensure new hires:

- Understand our policies
- Are familiar with the type of vehicles and equipment they will be using
- Any route peculiarities they may encounter
- Defensive driving
- Distracted driving
- Cargo considerations

Periodic or New Equipment Training

To address accident/incident trends, new equipment or changes in fleet operations, we will require drivers to attend periodic training offerings.

Special Training Exposures

The following are special exposures found in our fleet. Drivers will complete training based on the type of vehicle they drive, the cargo they transport and any conditions they must operate under.

- Use of 15 passenger vans
- Night time driving
- Extreme driving conditions

Hanover sponsors online training programs. Training will be provided to Hanover policyholders at no charge. These can be accessed at www.hanoverlosscontrol.com

Driver Supervision

- Driver Files** Complete and accurate records of our drivers' performance will be maintained with employee files. Periodic rechecks after hiring are critical to our overall management of the fleet program. All drivers must immediately report any license suspensions or revocations as well as convictions for vehicle-related offenses. Violations of fleet policies will be treated the same as violations of company safety rules.
- Ride-along Evaluations** Prior to initial assignment and at least annually, supervisors must ride with each driver for a period that allows them to observe the driver performing all the essential maneuvers their route requires. A memo must be used to document the ride and any actions needed must be outlined and scheduled as needed.
- On Road Observation** Management will make at least one on-road observation of each driver of our vehicles once per quarter. When the driver returns at the end of the shift they are to be given feedback about the observation.

Call in Numbers on Vehicles

Our company uses the services of (vendor name) to help monitor our vehicle operations. At the first opportunity following the receipt of an observation from (vendor name) the driver's immediate supervisor will:

- Provide feedback whether the report is positive or negative.
- Corrective action must be immediate.
- Meet with the driver and discuss the report.
- A letter of counseling must be placed into the drivers file.

Hanover maintains alliance relationships with vendors that provide driver observation services. These can be found on www.hanoverlosscontrol.com.

Annual Performance Evaluations

By December 15th of each year, supervisors will complete an annual review of each driver's performance over the year.

Items to consider in the review include:

- The driver's Motor Vehicle Record
- Ride along observation results
- Observations from (vendor name)
- Accident investigations
- Policy compliance
- Consistent and accurate inspection reports

Vehicle Inspection and Maintenance

Our Maintenance Goal

We have a preventative vehicle maintenance program. Vehicles should not be operated with any defect that would inhibit safe operation.

Inspections

Our inspections consist of:

- Pre and post trip inspections of trucks and vans
- Annual inspections on all vehicles.

- Documenting Inspections** Use the following forms found in the appendix to document all inspections:
- Commercial Vehicle Daily Post-trip Inspection
 - All Vehicle Annual Inspection Report

Vehicle Repairs Assigned drivers are required to properly maintain the vehicles at all times. Preventative maintenance such as tire rotations, regular oil changes, tire pressure and fluid checks, will help to ensure you have a reliable, safer vehicle to use for company business.

Preventative maintenance should be completed on your vehicle following the guidelines of the manufacturer. Repairs should be performed by company authorized repair facilities.

Accident Reporting, Investigation and Analysis

Accident Reporting Kits All company-owned vehicles have been equipped with accident reporting kits. These kits were provided to us by our insurance carrier and will be our primary tool for gathering information about an accident. It is the responsibility of the assigned drivers to ensure their vehicles have a kit in the glove box at all times. Following an accident and as soon as their vehicle is placed back in service, drivers need to obtain a new kit from the fleet manager and put it in their vehicles.

Responsibilities Following an Accident

- The driver of the vehicle, if uninjured, will start the process by collecting as much information as possible using the accident reporting kit that is maintained with the vehicle. In the absence of the kit the driver should contact his or her supervisor as soon as possible following the accident.
- If practical, the driver's immediate supervisor will go to the accident scene to participate in the accident investigation.
- The driver's supervisor must take the accident information from the driver and report it within 24 hours of the accident.
- The driver and their supervisor will conduct an accident analysis within three days of the accident and report their findings and recommendations for corrective action to upper management.
- Upper management will make a decision and take the necessary action to prevent future similar accidents.

Special Concerns

Cargo Security

Cargo/equipment falling from vehicles can result in fatalities to pedestrians or other drivers. Prior to each trip in a company pick-up, truck or van, a final walk-around of the vehicle by the driver should be completed to ensure that all cargo and equipment is adequately secured. In cases of questionable security, management or veteran drivers should be contacted for advice.

APPENDIX: A

The following resources are available to help in the development of your fleet safety program. They can be found on www.hanoverlosscontrol.com

Loss Control Topics

- DriverCheck
- Transporting Residents of Assisted Living Homes
- Distracted Driving
- Driver Owned/Leased Vehicles Used for Business
- A Guide to Hiring Charter Transportation
- Look Before You Back
- Motor Vehicle Records – MVRs
- Personal Use of Organization Owned/Leased Vehicles
- Prevent Vehicle Backing Accidents
- Inspection of School Buses

Policy Holder Education Series

- Accident Investigation
- Accident Record Keeping
- Motor Vehicle Records
- The Incidental Fleet Vehicle Maintenance
- Driver Motivation
- Driver Qualification
- Driver Supervision
- Driver Training
- Federal Motor Carrier Safety Regulations
- Management Safety Policy

In Vehicle Accident Kit

- What to do After an Accident Happens

Web Links

[School Bus Information Council](#)
[School Bus Transportation News](#)
[National Center on Senior Transportation](#)
[MobilityWorks.com \(vehicle modification for challenged individuals\)](#)
[American Trucking Association Security Council](#)
[DOT's SafeStat Online](#)
[Federal Motor Carrier Safety Administration](#)
[SAFER Reports for Motor Carriers](#)
[Transport Security Inc. - security products for trucks trailers and containers](#)
[Standees on the School Bus - NSC](#)
[School Bus Safety Rules - NSC](#)
[School Bus Safety - Infants Toddlers and Pre-Schoolers - NSC](#)
[School Bus Loading and Unloading - NSC](#)
[Planning School Sites for School Bus Safety - NSC](#)
[School Bus Recommended Procedures for Drivers at Railroad Crossings - NSC](#)
[School Bus Fleets Recommended Emergency Plans](#)
[Backing School Buses - NSC](#)
[Airport Ground Transportation Association](#)
[American Bus Association](#)
[National Limousine Association](#)
[United Motorcoach Association](#)
[Limo Charter and Tour \(LCT\) Magazine](#)