

LIVE WEBINAR

The Dos and Don'ts of a Driver Safety Manual

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The Do's and Don'ts of a Driver Safety Manual



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Before We Begin

- All attendees are in “LISTEN ONLY” mode.
- You can type in questions by clicking on the question box on the top right of your GoToWebinar panel.
- Q&A at the end of the webinar.
- Additional questions can be emailed to:
 - anaples@smscsafety.com
 - akarcher@brickergraydon.com
- A recorded copy of the webinar and slides will be made available to all attendees.

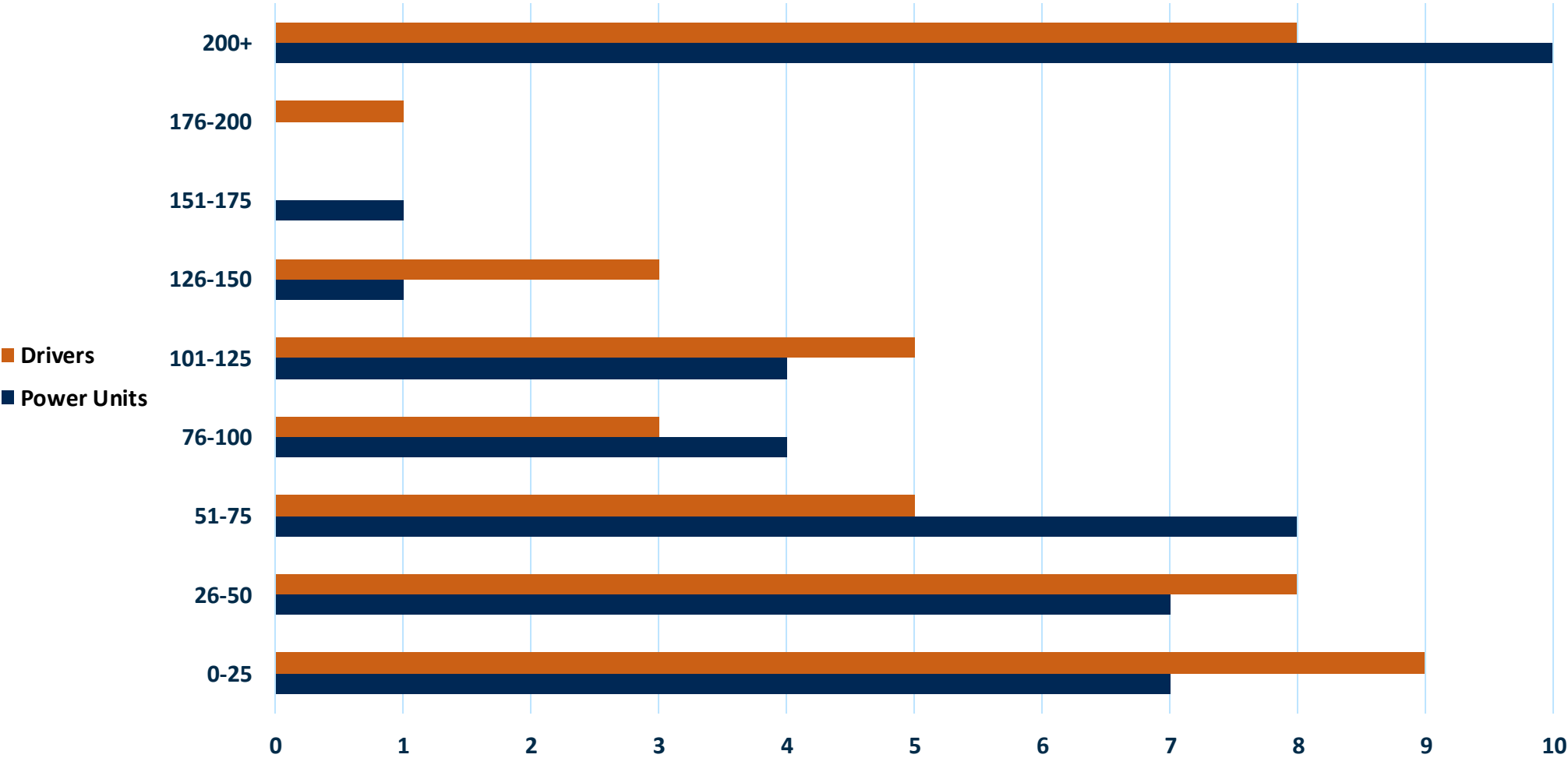


Today's Agenda





Know Your Audience



Policy and Procedures Hierarchy

Laws, Regulations & Requirements

Mission Statement

Code of Business Conduct & Ethics

Employee
Handbook

Fleet
Safety

IT Security

Antitrust
Guidelines

Health
and Safety

Return to
Work

New Hire
Procedure

Driver
Coaching
Procedures

Quarterly
Training
Schedule

Rapid/Accident
Response

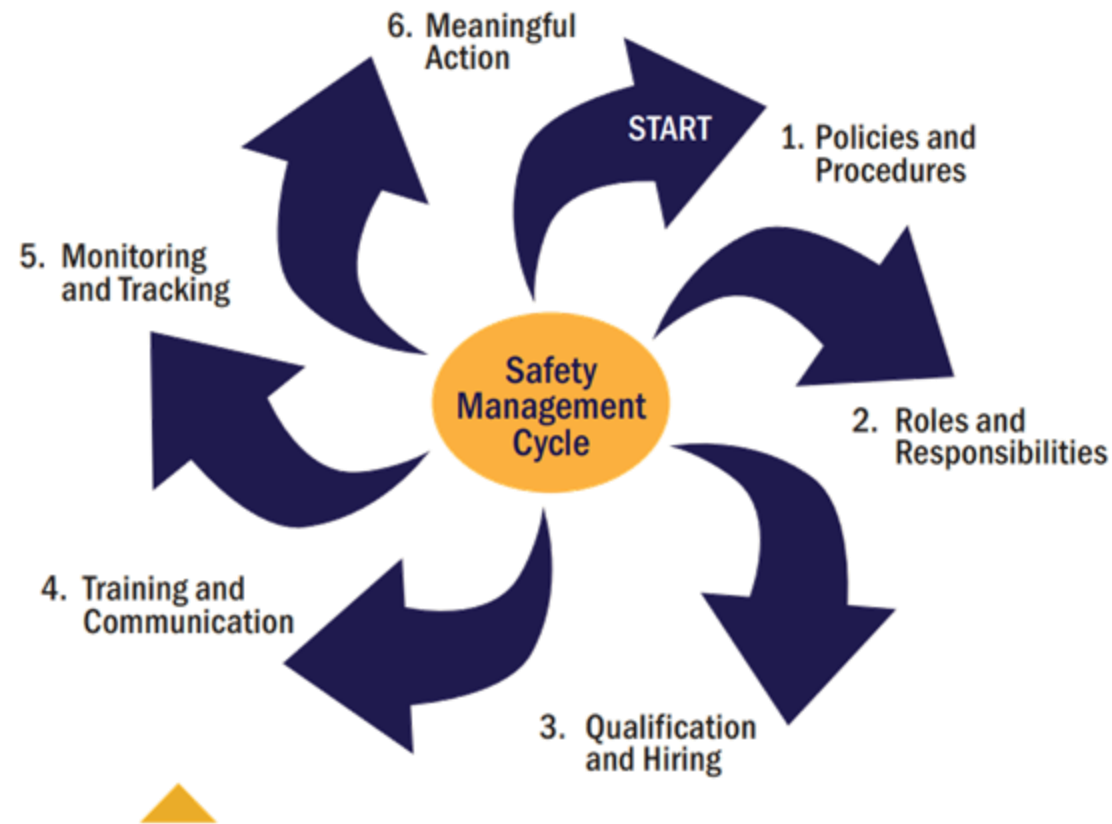
Progressive
Discipline

Claim
Adjustment

Strategic
(More Generic)

Tactical
(More Specific)

FMCSA Safety Management Cycle



49 CFR § 390.3 General Applicability

(e) Knowledge of and compliance with regulations

1. Every employer shall be knowledgeable of and comply with all regulations contained in this subchapter that are applicable to that motor carrier's operations.
2. Every driver and employee involved in motor carrier operations shall be instructed regarding, and shall comply with, all applicable regulations contained in this subchapter.
3. All motor vehicle equipment and accessories required by this chapter shall be maintained in compliance with all applicable performance and design criteria set forth in this subchapter.

“Employers of safety-sensitive transportation employees play a vital role in ensuring the safety of their employees and the traveling public. Employers are responsible for developing and implementing successful DOT . . . programs that have as their components clear policies, provisions for education and training . . .”

Policy Components of Your Safety Program

49 CFR § 172.800

Department of Transportation Security Plan
(Hazmat Carriers)

49 CFR § 391

Written policy describing your hiring and re-hiring
criteria and practices

49 CFR § 391.25(c)(2)

Documented process for reviewing the MVR and
all moving violations

49 CFR § 383.37

Written process to identify drivers that should be
disqualified, and a process for reinstatement

49 CFR § 391

Documented system for ensuring that driver's
licenses and medical certificates are current and
valid

49 CFR § 395.8

Documented process for checking driver RODS

49 CFR § 382.601

Written drug and alcohol policy; drug and alcohol
training materials made available to all safety-
sensitive employees

One Piece to a Broad Puzzle

- Fleet Safety Policy should not be the whole program
 - Foundational overview of values, cardinal rules
 - A how and why to the tactical policies you will implement



Hallmarks of an Effective Fleet Policy

- Management Support
 - Drivers and staff know when it's superficial. A robust safety culture is nearly impossible without "buy in" from management.
 - Letters, videos, conversations, active participation in quarterly training, by example
- Clear, Concise
- Centrally Organized – i.e., effective and limited "incorporated by reference" clauses
- Effective Date and Index Including Last Date of Review and Revision

Minimum Touchpoints

1. Mission Statement, Managerial Letter and CEO Adoption
2. Overview of Federal Regulations
 - JJ Keller Greenbook
3. Cardinal Rules
 - Fundamentally basic do's and don'ts
4. Ongoing Education
5. Accidents
6. Hours of Service Compliance*
7. Vehicle Maintenance*
8. Controlled Substances*
9. Security Reminder
10. Driver Fitness
11. Meaningful Action
12. Disciplinary Action
13. Acknowledgment of Receipt

A LETTER FROM OUR CHIEF EXECUTIVE OFFICER

Welcome to [REDACTED], Inc., a progressive and growing company originally founded by [REDACTED] and [REDACTED] over 100 years ago in [REDACTED], Alabama.

Starting a new job is exciting, but at times can be challenging. This Fleet Safety Policy and Procedures Manual is provided to help you get acquainted with [REDACTED], to answer many of your initial questions, and to understand our expectations and company values.

Among those core values is safety. It touches all our associates, our customers, and the public, and must always remain an integral part of our core mission. Safety is not only the responsibility of each of our drivers and associates, but that of every level of our management team, beginning with me.

Managing and working with a commitment to safety will contribute to the improved efficiency of our operations, ensure the future success and prosperity of our employees, customers, company, and the community, which is why I personally pledge my dedication to these important company initiatives, and to remaining an active steward of the expectations set forth here.

Your shared contribution to the safety values of [REDACTED] will ensure not only the success of [REDACTED] Inc. but of your success as well. Our insistence on continual quality improvement involves everyone.

Allow me to be the first to welcome you to our family and thank you for continuing the strong tradition that started with my great grandparents over 100 years ago.

Welcome to our team!



No Management Buy In?

Show Them the Money

- Quantify all costs associated with safety
 - Salaries, benefits, rewards
 - Compliance vs. being out of compliance
 - Maintenance cost per mile
 - Hiring and retaining drivers
 - Incident costs and administrative costs
 - Insurance premiums and deductibles
- Safety can produce a return on investment

| Operational Measures | Amounts | | |
|---|---------------|---------------|---------------|
| Annual Revenue: | \$100,000,000 | \$100,000,000 | \$100,000,000 |
| Annual Miles: | 55,000,000 | 55,000,000 | 55,000,000 |
| # Power Units: | 500 | 500 | 500 |
| # Annual Loads/Truck | 300 | 300 | 300 |
| | | | |
| O/R: | 95% | 95% | 95% |
| | | | |
| Indirect Loss Factor: | 10% | 10% | 10% |
| | | | |
| Direct Loss Amount: | \$10,000 | \$50,000 | \$100,000 |
| | | | |
| Avg Rev/Truck/Yr: | \$200,000 | \$200,000 | \$200,000 |
| Avg Rev/Truck/Mo: | \$16,667 | \$16,667 | \$16,667 |
| Avg Rev/Load: | \$667 | \$667 | \$667 |
| Avg Rev/Mile: | \$2 | \$2 | \$2 |
| | | | |
| Rev Required (Direct): | \$200,000 | \$1,000,000 | \$2,000,000 |
| Rev Required (Total): | \$220,000 | \$1,100,000 | \$2,200,000 |
| | | | |
| Break Even/Truck (yrs): | 1.1 | 5.5 | 11.0 |
| Break Even/Truck (mos): | 13 | 66 | 132 |
| Break Even/Truck (loads): | 330 | 1650 | 3300 |
| Break Even/Truck (miles): | 121,000 | 605,000 | 1,210,000 |
|  | | | |

CHECK YOUR PULSE

Evaluate Your Situation



You've got the CEO's signature. But do you have their commitment?

What is *your* capacity and latitude to enforce the policy? Do you have a reliable team?

What's worse than not having a policy?

Not following the policy you have.

Policies and procedures should not be aspirational, they should be realistic.

One size *rarely* fits all

Effective or Ineffective Policy Language?

Customer and Public Relations

Our company's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every associate.

The opinions and attitudes that customers have toward our company may be determined for a long period of time by the actions of one associate. It is sometimes easy to take a customer for granted, but if we do we run the risk of losing not only that customer, but his or her associates, friends or family who may also be customers or prospective customers.

Each associate must be sensitive to the importance of providing courteous treatment in all working relationships. Conduct that is vulgar, obscene, threatening, intimidating, harassing, defamatory, and/or unlawful discriminatory comments and/or actions are prohibited.

An associate who is banned from a customer location and/or facility, for inappropriate conduct, (see Standards of Conduct, page 2), is subject to immediate termination of employment, after an assessment of all relevant facts.

Effective or Ineffective Policy Language?

Riders/Passengers [REDACTED]

We at [REDACTED] realize the value of cooperating with our associates to make everyone's employment meaningful and profitable. Having a passenger program has been an important part of that cooperation in the past and we have disciplined ourselves by various methods. Our company feels that having a passenger program is our way of showing confidence in the driver's/associate's ability to drive safely.

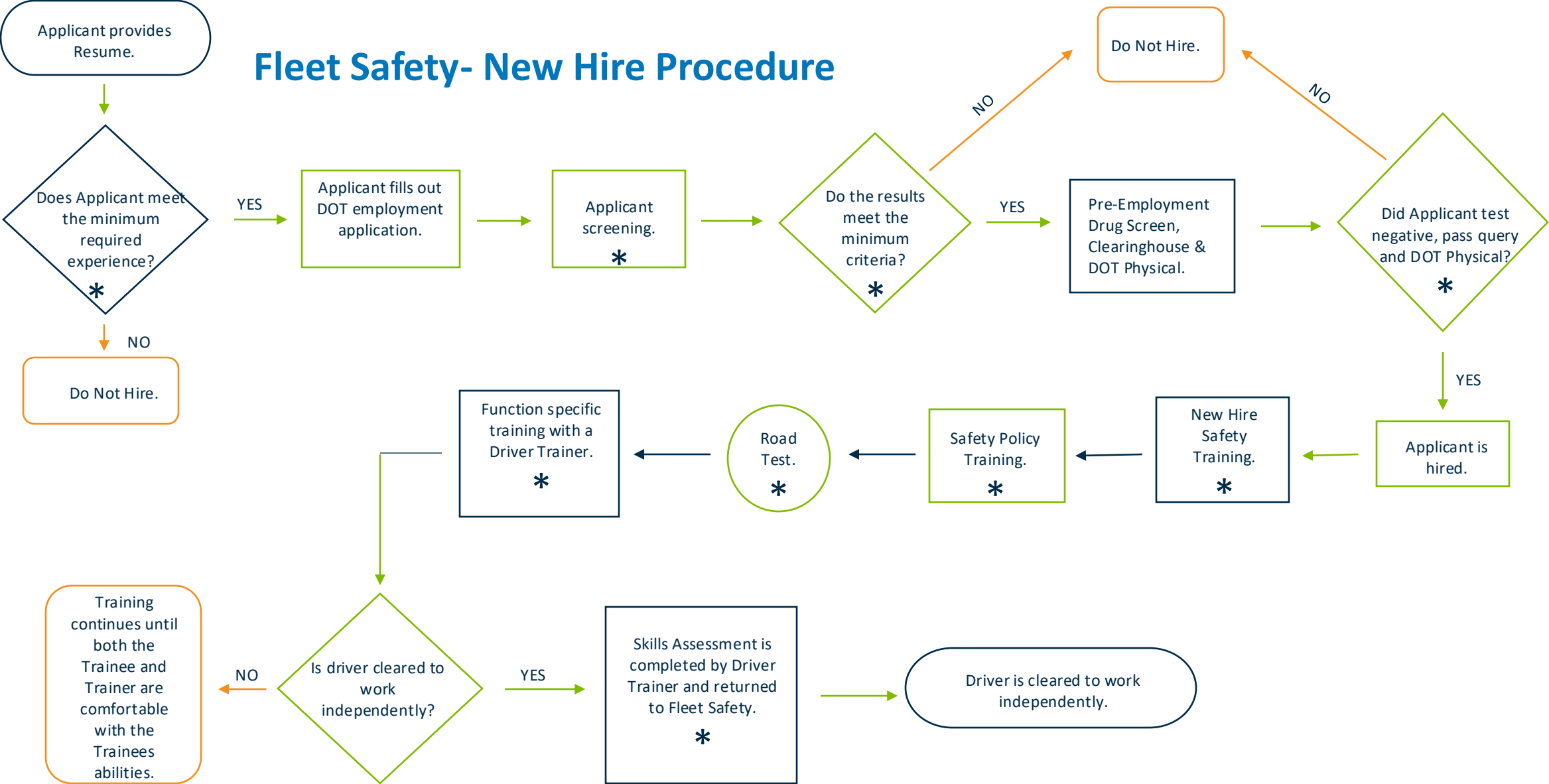
Our company uses the following criteria to permit passengers in specific situations, as follows:

Each driver/associate may have only one (1) passenger per calendar month for one (1) trip. A "trip" is defined as the working period beginning and returning to the parking location (not to exceed a 70 hour work week).

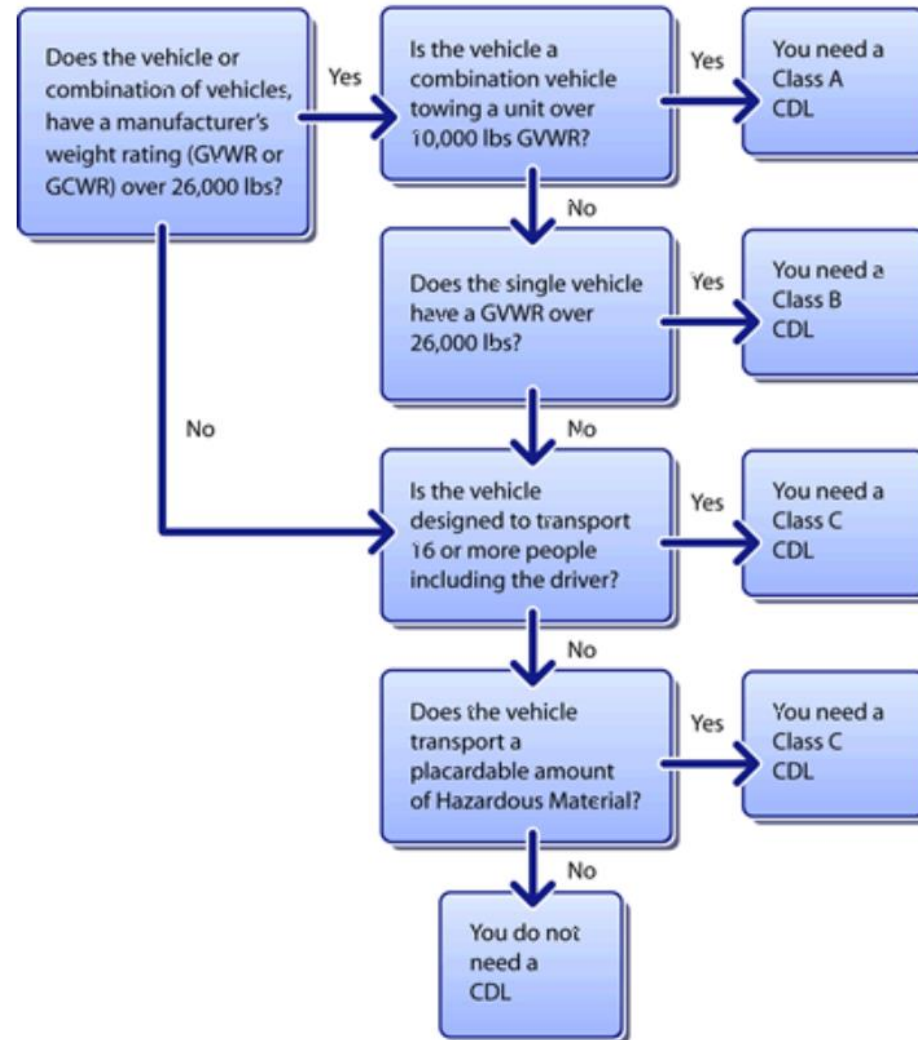
Each driver/associate must purchase an additional insurance policy for each "trip" as defined above. The cost, which is subject to change by the insurance company from year to year, will be deducted from driver/associate payroll.

- ❖ The driver/associate who is requesting a passenger permission slip must:

Fleet Safety- New Hire Procedure



CDL Matrix



Additional Things to Watch For

- Driver retention policies that do not match hiring protocols
- Publicly accessible information
 - YouTube tutorials
 - Recorded driver trainings
 - Social media (of the company and your drivers' personal accounts!)
- Website language
- Internal messaging services
 - Teams, Slack messaging, dispatch communications
 - Samsara/ELD Notices

Group Activity

1. Share two challenges you have faced in developing a fleet safety policy or procedure in your career.
2. Share two particularly successful, helpful, or encouraging ways you have engaged in development and implementation of your fleet safety policy. What has worked for you?
3. Identify someone to share your table's thoughts with the group.

“

Be ready to change
your goals, but never
change your values

Dalai Lama

Safety is a Value
Never a Goal

Resources

FMCSA Motor Carrier Safety Planner

- <https://csa.fmcsa.dot.gov/SafetyPlanner/Default.aspx?eta=42909>

Your Insurer

- E.g., Zurich: https://www.zurichna.com/-/media/project/zwp/zna/docs/kh/prog/zurich_fleet_policy_sample.pdf

National Safety Council, Motor Fleet Safety Manual, 5th Edition

- <https://www.nsc.org/shop/work-place-safety/motor-fleet-safety-manual-book-cd-set>

State Trucking Associations – Doesn't have to be your home state!

- <https://members.ohiotrucking.org/calendar>

Worker's Compensation – Safety Council

Your Peers and Friendly Competitors

Q&A

Thank You



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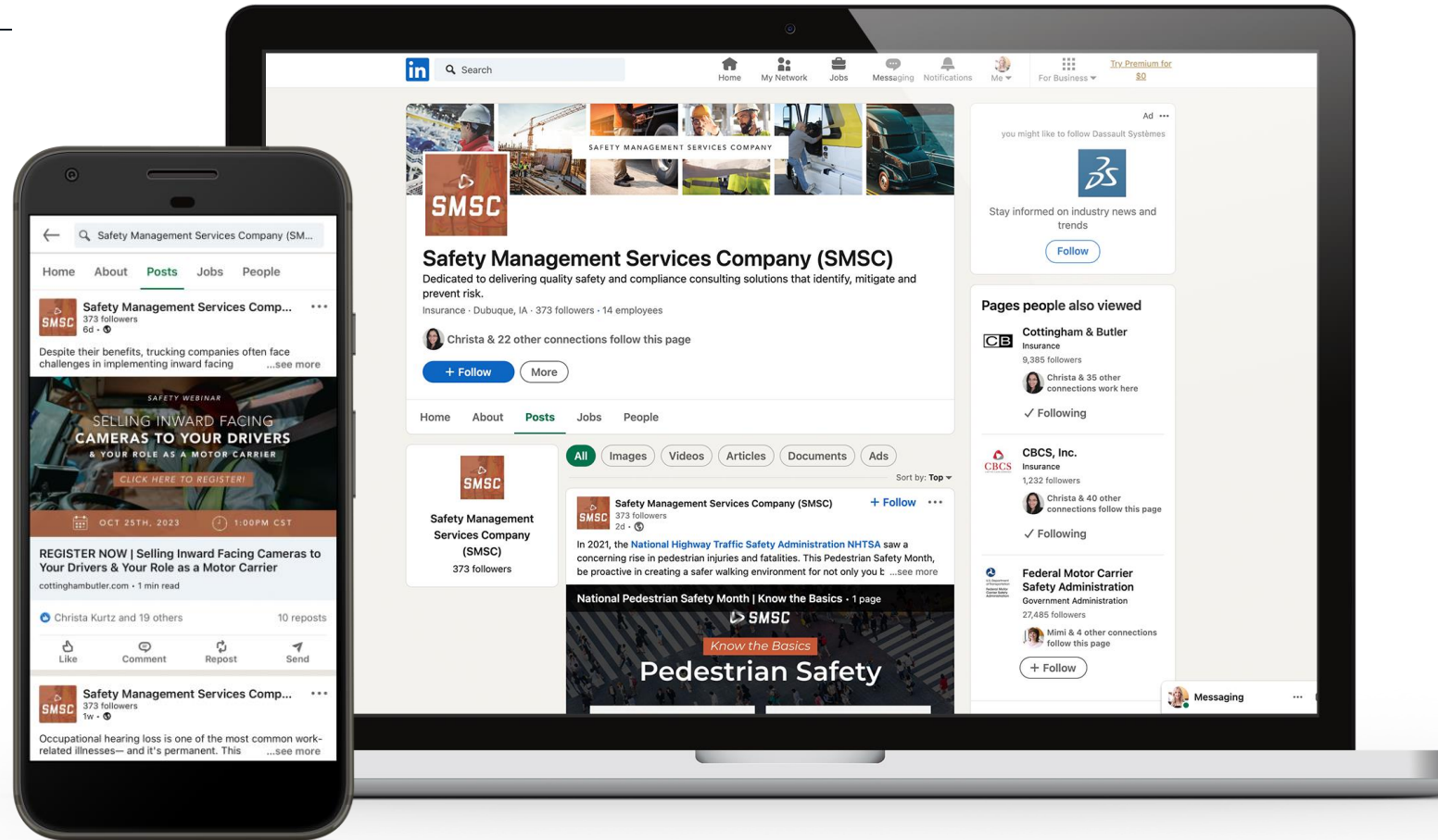




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|--------------|---|
| January 14 | Motor Carrier Safety 101 Series Overview of General: Parts 387 and 390 Company Credentials and Requirements, Part 383 Commercial License Standards, and Part 391 Qualification of Drivers 1:00-2:00 PM CST |
| February 26 | Motor Carrier Safety 101 Series Mastering Personal Conveyance, Split Sleeper Berth, and Adverse Driving Strategies 1:00-2:00 PM CST |
| March 19 | Motor Carrier Safety 101 Series Essential Knowledge for Hauling Hazardous Materials 1:00-2:00 PM CST |
| April 2 | Road Check Ready: Your Blueprint for CVSA Success 1:00-2:00 PM CST |
| May 21 | Motor Carrier Safety 101 Series Overview of Part 395 Hours of Service and Accident Factor 1:00-2:00 PM CST |
| June 18 | The Do's and Don'ts of a Driver Safety Manual 1:00-2:00 PM CST |
| July 15 | Motor Carrier Safety 101 Series A Deep Dive into Vehicle Safety Standards & Brake Maintenance 1:00-2:00 PM CST |
| August 20 | Creating an Unstoppable Safety-First Culture 1:00-2:00 PM CST |
| September 17 | Motor Carrier Safety 101 Series Understanding DOT Drug & Alcohol Requirements 1:00-2:00 PM CST |
| October 21 | Strategies for Fighting Driver Fatigue to Stay Alert and Alive 1:00-2:00 PM CST |
| November 10 | Safety Reimagined: Setting Goals That Actually Drive Change 1:00-2:00 PM CST |
| December 17 | OSHA Compliance and Recordkeeping 1:00-2:00 PM CST |



Let's Stay Connected



@safetymanagementservicescompany(smc)

