



Reducing Losses for Your Business Vehicles and Fleet



A step-by-step guide to assist small business owners in developing a driver safety program.





Reasons Why and Benefits

You need a driver safety program. Here's why.

Motor vehicle crashes are a leading cause of death and injury for all ages. Crashes on and off the job have far-reaching financial and psychological effects on employees, their coworkers and families, and their employers¹. But having a company plan for loss control can help small business owners take responsibility in different scenarios.

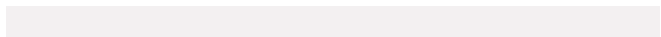
Your company will be able to:¹

- Save lives and to reduce the risk of life-altering injuries within your workforce.
- Protect your organization's human and financial resources.
- Guard against potential company and personal liabilities associated with crashes involving employees driving on company business.¹

Other indirect benefits are:

- Potentially reduced insurance premiums.
- Decreased employee injuries and missed time from work.
- Reduced administrative costs in coordinating claim paperwork, vehicle repair, driver reassignment, etc.
- Improved ability to meet customer obligations and servicing.

Let us help you get started. Together, we can develop a Commercial Auto Loss Control Program that works for your type of business.



¹Content from Network of Employers for Traffic Safety (NETS)



Introduction

About This Guide

This outline is designed to help reduce insurance and operating costs by helping you detect and correct automobile and driver conditions that may cause losses. Actions that help reduce loss costs will also help reduce the indirect “hidden” costs, such as cost of temporary vehicles and labor, that may be several times greater than the direct costs.

We'll focus on three main areas:

Establishing Company Standards

Designing Your Safety Program	3
Loss Control Policy Statement and Management Responsibilities	4
Specific Written Policies and Procedures	5
Written Driver's Rules Agreement	5

Hiring, Training and Maintenance

Driver Qualifications and Hiring.	6
Driver Training and Safety Meetings.	7
Vehicle Maintenance	9

Managing and Reporting

Incident Reporting, Investigation and Analysis	11
Post-Incident Driver Coaching.	13
Recordkeeping	14

Note: This program doesn't necessarily include all potential sources of loss, nor is it intended in any way to warrant that it includes all aspects of a program that ensures the vehicles and drivers are safe or are in compliance with any law, rule or regulation. This is not a comprehensive program to replace your obligation to provide a safe workforce.



Establishing Company Standards

Designing Your Safety Program

There are several key elements to set up the foundation of a successful safety and auto loss control program.

- 1. Get management support and involvement.** The manager or owner must define the responsibilities of supervisors and other employees. Everyone involved must understand their role and expectations as part of the program, and should be held accountable.
- 2. The loss control program must support the overall objectives of productivity, quality and profit.** It should not be limited to personal injuries and vehicle damages, but also address any potential sources of loss, waste, damage or inefficiency.
- 3. Every level of the workforce should be involved in the effort.** The program must fit smoothly into daily operations as a natural extension of usual employee responsibilities.
- 4. All elements of the program should be reviewed periodically.** It's important to evaluate if the objectives are being met or if the program needs adjustments to reflect current goals and objectives.

Key Components of a Loss Control Program

- General Company Loss Control Policy Statement and Management Responsibilities
- Specific Written Policies and Procedures
- Written Driver's Rules Agreement
- Driver Qualifications and Hiring
- Driver Training and Safety Meetings
- Vehicle Maintenance
- Incident Reporting, Investigation and Analysis
- Post-Incident Driver Coaching
- Recordkeeping



Establishing Company Standards

General Company Loss Control Policy Statement and Management Responsibilities

Senior Management Commitment and Responsibilities

The safety of an organization's employees as they drive for work is so important that it requires the attention of top-level management. Senior management can provide leadership, set policies and allocate resources (staff and budget) to create a safety culture. Actively encouraging employee participation and involvement at all levels of the organization is a good practice and will help the effort to succeed. Workers and their representatives must be involved in the initial planning phase.¹

How to Write Guidelines for a General Loss Control Policy Statement

A written statement emphasizing the commitment to reducing traffic-related deaths and injuries is essential to a successful program.¹

1. Be brief, be positive, and provide wide exposure within the company. Everyone should understand that it is company policy and that it is important.
2. Clearly state the objectives. Emphasize the idea that safety and loss control support the overall objectives of the company.
3. The policy should involve all levels of employees and management.
4. Design the policy statement as a general, long-range plan. The statement should serve as the reference point for all loss control activities.
5. Include the statement as part of your overall operating procedures.

Find a sample General Loss Control Policy Statement on page 15.

Regulatory Compliance

It is also important to clearly establish which, if any, local, state and/or federal regulations govern your vehicles and/or drivers. These regulations may involve, but may not necessarily be limited to the:¹

- Federal Motor Carrier Safety Administration (FMCSA)¹ www.fmcsa.dot.gov
- U.S. Department of Transportation (USDOT)¹ www.transportation.gov
- National Highway Transportation Safety Administration (NHTSA)¹ www.nhtsa.gov
- Federal Highway Administration (FHWA)¹ www.fhwa.dot.gov

¹Content from Network of Employers for Traffic Safety (NETS)



Establishing Company Standards

Specific Written Policies and Procedures

In addition to a general Loss Control Policy Statement, create a clear, comprehensive and enforceable set of specific traffic safety policies and communicate them to all employees. These are the cornerstones of an effective driver safety program. Post them throughout the workplace, distribute copies periodically and discuss the policies at company meetings. Offer incentives for sticking to the rules and point out the consequences of disregarding them.¹

Examples of specific traffic safety policies include:

Aggressive Driving Policy

As traffic congestion continues to grow, motorists commuting to and from work and traveling for business purposes often find themselves caught up in bottlenecks and significant delays, wasting time and reducing their productivity. These situations create a high level of frustration and can spark aggressive driving among these overwhelmed drivers. The roadway is one place that being aggressive never pays.¹

Alcohol and Drug Use Policy

The consumption of alcohol should be prohibited for drivers anytime during working hours, and their blood alcohol content (BAC) should be below the legal limit (and ideally at zero BAC) prior to driving. The policy should also prohibit the use of controlled substances.²

Drivers taking medications should be aware of their side effects and should have the right to decline to drive a vehicle if they have any concerns about adverse reactions to the medication.²

Seat Belt Use Policy

Management should insist that the driver and all passengers be secured in a seat belt whenever a vehicle is in motion.²

Cell Phone Policy

Drivers should also take steps to minimize distractions while driving. The use of cellular phones and other communication devices should be prohibited when the vehicle is in motion.²

Find written samples of these policies on pages 16-17.

Written Driver’s Rules Agreement

Establish a contract with all employees who drive for work purposes, whether they drive assigned company vehicles or drive their personal vehicles. By signing a driver’s rules agreement, the driver acknowledges awareness and understanding of the organization’s traffic safety policies, procedures, and expectations regarding driver performance, vehicle maintenance and reporting of moving violations.¹

Although the specific rules should be customized to your business, some examples of Driver Rules to consider, include:

- Speed limits adhered to at all times.
- Mandatory seat belt use.

- Employees are not permitted to use electronic devices, either handheld or hands-free, while they are driving. Employees are not permitted to answer calls while driving. Incoming calls must be directed to voicemail. Employees are not permitted to read or respond to text messages and emails while driving. If it is necessary for an employee to make an emergency call (911), the employee must park the vehicle in a safe location before making the call.³
- Reporting of all crashes to the employer and to the police, even with no apparent damage.
- Checking behind vehicles before backing.
- Proper loading, securing and unloading procedures.

Find a sample of a Driver’s Rules Agreement on page 18.

¹Content from Network of Employers for Traffic Safety (NETS)

²Content from ISO’s Engineering and Safety Service

³Content from National Safety Council



Hiring, Training and Maintenance

Driver Qualifications and Hiring

By placing emphasis on selecting the best available drivers, a company helps to avoid future financial losses resulting from crashes and abuse of equipment.²

Here are some key areas to consider when establishing a comprehensive driver qualification program:

Regulations

Government regulations will control the type of license and, frequently, the qualifications that a driver must meet, depending on the type of operation and size of the vehicle. Management must assure that the applicant possesses the necessary qualifications for the position.²

Application Form

This form should be detailed for a full-time driving position or be an addendum to a general application form for incidental drivers. The following applicant information should be included:

- Driver's license(s)
- Traffic violation convictions
- Driving experience
- Crash record
- Criminal history
- Special training related to driving/transportation
- Authorization to investigate the applicant's background

Reference Checks

A check should be made with previous employers to develop information about the driver's general character and professional ability. Factors, such as length of employment, job(s) performed (including operation of vehicles), crash record, and whether the previous employer would rehire the individual, should be included. This check can be accomplished by a telephone interview, a letter or a personal visit.²

Motor Vehicle Record

A copy of the driver's Motor Vehicle Record (MVR) should be obtained to ascertain that the applicant has a valid license and to review the driver's past record. A history of crashes and moving traffic violations could indicate a major problem with the applicant. An MVR also should be obtained periodically for each driver and reviewed to determine whether remedial training is necessary.²

Physical Qualifications

The physical fitness of the applicant should be considered before hiring, but only after the driver has been offered a job. The employer should arrange for physical examinations, with individual physicians or industrial clinics. The medical examiner should be aware of the physical and emotional demands placed on the employee so that it can be determined whether the applicant is qualified for the position.²

Road Test

Giving a driver a road test will allow the company to ascertain deficiencies in driving skills and provide needed training prior to assigning a driving task. The same type of equipment that will be assigned to the driver should be used in the test, and the test should be sufficiently long to cover a variety of situations. This test should be designed to help identify the driver's competent areas and weak points.² The test should be standardized within the company, so that all drivers are assessed equally.

²Content from ISO's Engineering and Safety Service



Hiring, Training and Maintenance

Driver Training and Safety Meetings

Driver training is intended to provide all drivers with the knowledge and skills necessary to perform the job in the manner expected. The amount of training that is needed varies directly with the complexity of the job and the knowledge and experience of the employee. Proper training reduces operational disruptions and minimizes unnecessary costs from crashes and equipment abuse.

Positive driver attitudes can be promoted by emphasizing that the intent of the training program is to benefit drivers by helping them to perform their jobs safely and efficiently. Drivers must be shown the critical relationship between their actions and the success of the business.²

Types of Training

Initial training

Initial training should be given to new personnel so that each employee is properly indoctrinated prior to starting work. Even drivers with many years of experience have a need for orientation due to differences in types of cargo, vehicles and operations. Initial training should also address the areas identified during a driver's road test that need improvement.²

Refresher training

Refresher training can be very useful for regular drivers to update information on operational changes, new routes, cargo, equipment, and government regulations and to reinforce defensive driving awareness.²

Remedial training

Remedial training may be useful to help alleviate substandard performance. The need for remedial training may be identified by customer complaints, complaints from the public, crash involvement, moving traffic violations, or reports of vehicle misuse or abuse.²

Driver Trainers

A key element of a successful driver training program is to carefully select a qualified instructor. The person selected to be the driver trainer should have a superior personnel and safety record (to serve as an example for others) and sufficient experience with the company to have knowledge of its operations, procedures and future plans. It is also necessary for the driver trainer to be able to analyze and interpret driver performance and crash records, as well as to communicate those findings.²

² Content from ISO's Engineering and Safety Service



Hiring, Training and Maintenance

Two Training Approaches

Classroom training

Classroom training can be accomplished using either a one-on-one or group approach. This type of training is used for company rules, government regulations, routes and schedules, crash and emergency procedures, basic cargo handling methods, and basic defensive driving techniques.²

Hands-on training

Hands-on training is most effective for equipment familiarization, pre-trip inspections, cargo handling, and defensive driving. It can provide one of the best methods of giving practical instructions to a driver under closely controlled conditions.²

Training Program Contents

The driver training program needs to address the areas that a driver will face in the course of day-to-day operations, as well as unusual or emergency situations that may occur. At a minimum, a good driver training program should address the following areas:²

- Company rules and policies
- Equipment familiarization, including specialized
- Routes and schedules
- Emergency procedures
- Cargo handling
- Government regulations
- Defensive driving techniques²

Safety Meetings

Periodic driver safety meetings should be held to emphasize safe driving, to review specific driving procedures and to discuss your most frequent loss types. Examples of possible topics include:

- Defensive driving
- Rear-end collisions
- Backing safely
- Using mirrors
- Distracted driving
- Safe lane changes and turns

Looking for additional resources?

State Farm. has many free loss control brochures and pamphlets on a variety of Commercial Auto loss control topics, including the ones listed previously. These resources can help educate business owners and managers, but can also be used as safety meeting discussion materials with drivers. If you'd like any of these free resources, please contact your State Farm agent, or visit our Loss Control webpage on [statefarm.com](https://www.statefarm.com)

<https://www.statefarm.com/small-business-solutions/insurance/loss-control>).

²Content from ISO's Engineering and Safety Service



Vehicle Maintenance

Well-managed vehicle maintenance programs are extremely important in any business that operates motor vehicles. Reduced operational costs, reduced crashes from vehicle defects, and improved public opinion are direct benefits of a well-implemented maintenance policy. Drivers, maintenance personnel, and management must be held accountable for the condition of vehicles, and clear lines of communication need to be established between them. Periodic review of a company's existing maintenance program, and the degree to which it is being carried out on a daily basis, will help management determine if any program modifications are necessary.

Does your company perform its own maintenance?

When a company performs its own maintenance, adequate facilities and equipment must be provided, as well as ongoing training of mechanics to keep them abreast of changes in equipment and repair procedures.

Does your company use external vendors?

Companies using vendors for vehicle maintenance want to assure that they are qualified to perform the work and are reputable. When vehicles are leased, it must be clearly stated who is responsible for providing maintenance. The schedule for performing vehicle maintenance must be detailed and performed accordingly.

An effective maintenance program should:

While an effective maintenance program will afford efficient scheduling of vehicle service, it is important to have procedures in place in the event of vehicle breakdown or discovery of a serious vehicle defect. A vehicle with a known safety defect must never be allowed on the road until repairs have been completed. Placing an out-of-service tag or similar identifier on the vehicle can help to highlight that the vehicle is unavailable for use.²

² Content from ISO's Engineering and Safety Service



Hiring, Training and Maintenance

Maintenance Program Basics

Vehicle Selection/Specification

A company's maintenance program starts with the selection of its vehicles. When selecting vehicles, a business should consider both initial cost and the cost of ongoing maintenance. Choosing a vehicle solely on the lowest price can result in significantly higher operating costs over the life of the equipment.²

Pre- and Post-Trip Vehicle Condition Report

This inspection report provides direction to the driver in inspecting the vehicle in a systematic manner to help assure that the driver does not overlook any important maintenance items,² such as fluid levels; tire wear and air levels; windshield wipers and blades; headlights, brake lights, and warning/safety lights. A **pre-trip inspection** identifies any concerns that should be addressed before operating the vehicle. A **post-trip inspection** provides a convenient means for the driver to note vehicle deficiencies and to report these to the maintenance department.²

Preventive Maintenance

The groundwork for a good preventive maintenance (PM) program usually starts with the manufacturer's recommendations concerning necessary maintenance and the time or mileage when it should be performed. However, careful consideration must be given to the maintenance that must be performed in order to meet the requirements of the manufacturer's warranty. Typical jobs that are performed on a routine basis include oil and filter changes, lubrication, tightening of components, engine tune-ups, brake jobs, tire rotation, replacement of specific engine hoses, and radiator maintenance.²

Demand Maintenance

Demand maintenance is performed only when the need arises. Some vehicle parts are only replaced on a "when failed" basis, such as light bulbs, springs, window glass, wiper blades, wiring, gauges and seat cushions. Other parts will be replaced or repaired when they are worn and when this wear is detected by periodic inspections, such as tires; engine, transmission and rear-ends; universal joints; bushings; batteries; and fatigued, corroded, or deteriorated structural members. Components necessary for the safe operation of the vehicle should be inspected regularly to assure that a failed condition is detected promptly.²

Crisis Maintenance

If preventive maintenance or demand maintenance is ignored or postponed, a likely result will be crisis maintenance when a vehicle has a breakdown on the road. A mechanic will have to be dispatched to repair the vehicle, and another vehicle may have to be sent to replace the one having problems. In extreme cases, the mechanical failure could cause, either directly or indirectly, a crash. The sudden failure of one item will frequently result in damage to other component parts. Crisis maintenance is much more expensive than preventive or demand maintenance.²

Maintenance Records

Every good maintenance program includes a thorough and up-to-date recordkeeping program. To be useful, maintenance records must clearly identify the vehicle; be kept current; only record meaningful data; and be reviewed on a periodic basis.

One maintenance record that every motor vehicle operator should use is the driver's Pre- and Post-Trip Vehicle Condition Report. By keeping a copy of the last vehicle condition report on the vehicle, the driver, mechanic, or other interested parties can ascertain at a glance the known mechanical problems with the vehicle.²

²Content from ISO's Engineering and Safety Service



Managing and Reporting

Incident Reporting, Investigation and Analysis

Why is Crash Reporting critical to the Investigation Process?

It is critical to establish and enforce a crash reporting and investigation process. All crashes, regardless of severity, should be reported to the employee's supervisor as soon as feasible after the incident. Company traffic safety policies and procedures should clearly guide drivers through their responsibilities in a crash situation, and all crashes should be reviewed to determine their cause and whether or not the incidents were preventable. Understanding the root causes of crashes and why they are happening, regardless of fault, forms the basis for eliminating them in the future.¹

What's the Driver's Responsibility?

After protecting the scene and assisting anyone who was injured in the crash, the first step in incident reporting is for the driver to collect all pertinent information at the scene in a preliminary incident report. Thoroughness in performing this task will be of great help in assessing the incident afterwards. Once the driver has obtained the basic information for the preliminary incident report, the driver should contact his/her company.²

Find a sample Incident Report Guide on page 19.

What's Management's Responsibility?

If the driver is injured or killed, someone should be immediately dispatched to the crash scene to represent the company. Government regulations or company policy may require the testing of the driver for the use of controlled substances following an incident.

All crashes should be investigated to some extent. Management needs to know exactly what happened and why it happened, in order to determine what might be done to prevent a similar occurrence in the future. Key personnel should be trained in basic crash/incident investigation, and the investigation should be started as soon as possible while witnesses' memories are fresh and any evidence is still available. The investigator should determine how the incident occurred, or the root cause of the crash, what physical evidence might be available, and any factors contributing to the incident.²

Find a sample Vehicle Incident Investigation Report on pages 20 and 21.

Determining the Preventability of Crashes

A determination should be made as to whether the crash was preventable on the part of the company's driver. A preventable incident is one in which the driver failed to exercise every reasonable precaution to prevent the crash. The determination of preventability should be entered on the driver's individual record, thus giving management a complete synopsis of the person's driving history. Reviewing that record may indicate that remedial training or disciplinary action is necessary.²

¹Content from Network of Employers for Traffic Safety (NETS)

² Content from ISO's Engineering and Safety Service



Managing and Reporting

How to Properly Analyze an Incident

Proper incident analysis involves the gathering of facts, arranging them in a usable format, and analyzing what transpired. A properly developed incident reporting and recording system will allow management to determine not only “primary” causes of incidents but also “contributing” causes, which might be otherwise overlooked.

The investigation of each incident should not merely seek the specific act that was involved, but should go further into the conditions responsible so as to avoid problems in the future. The investigation must include areas, such as:

- Checking the driver’s record for similar occurrences length of service, and indications of poor attitude or lack of skill.
- Questioning whether a proper job of selection was done, whether training was adequate, and if the driver was properly supervised.
- Determining if there were previous indications that should have warned of an impending incident.
- Evaluating if scheduling or routing could be improved.
- Ascertaining if there was any indication of improper maintenance procedures or if an equipment deficiency was involved.
- Evaluating any conditions related to the vehicle’s cargo.

A detailed investigation helps to identify the areas in which either specific or general corrective action should be taken. The information derived from the crash/incident analysis should be used constructively to educate employees or change procedures in an effort to prevent future occurrences.²

Implementing Reward or Incentive Programs

A driver reward/incentive program can be developed and implemented to make safe driving an integral part of your business culture. Safe driving behaviors contribute directly to the bottom line and should be recognized as such. Positive results are realized when driving performance is incorporated into the overall evaluation of job performance. Reward and incentive programs typically involve recognition, monetary rewards, special privileges or the use of incentives to motivate the achievement of a predetermined goal or to increase participation in a program or event.¹

Taking Disciplinary Actions

You can also develop a strategy to determine the course of action after the occurrence of a moving violation and/ or “preventable” crash. There are a variety of corrective action programs; the majority of these are based on a system that provides for progressive discipline if a driver begins to develop a pattern of repeated traffic violations and/or preventable crashes. The system should describe what specific action(s) will be taken if a driver accumulates a certain number of violations or preventable crashes in any pre-defined period.¹

¹Content from Network of Employers for Traffic Safety (NETS)



Managing and Reporting

Post-Incident Driver Coaching

What Is a Post-Incident Coaching Session?

A post-incident coaching (PIC) session is an effective way for a manager to follow up with an employee who has been involved in an at-fault crash to help the driver avoid future incidents.¹

Post-Incident Coaching — Process Flow and Expectations

Upon receiving notice of the crash, the manager and driver shall then schedule a post-incident coaching discussion designed to address the following:

- Review the facts of the crash.
- Identify the type of at-fault crash that occurred and what could have been done to avoid the crash.
- Document the corrective actions.¹

Determining What Factors Contributed to the At-Fault Crash

A key part of the PIC process involves a discussion between the manager and driver to identify what factors contributed to the crash. The two primary factors in crashes are:

- 1. Driving conditions/environment** — Driving conditions can include poor road conditions, lighting, traffic, weather, etc.
- 2. Driving behavior** — Driving behavior includes the behavior and attitude of the driver as well as other drivers — illegal turns, following too closely, speeding, being unaware of surroundings, use of a cell phone or other electronic device, etc.¹

Discussing Defensive Driving with the Driver

Included in the back of this manual are six modules with guidelines describing defensive driving skills that can help drivers avoid specific types of “at-fault” crashes. Once you identify the type of at-fault crash module that most closely matches your driver’s situation:

- Prepare to discuss the applicable defensive driving guidelines with your driver during the coaching session.
- During the coaching session, get your driver to participate in the discussion of defensive driving. One way to do this is to open the discussion by asking: “If you found yourself in a similar situation in the future, what might you do differently to avoid the incident?”¹

At-Fault Incident Module Topics

- Module 1: Driver Hits Rear of Other Driver
- Module 2: Driver Failed to Yield/Intersection Crashes
- Module 3: Parking/Backing and Collision with Stationary-object Crashes
- Module 4: Driver Lost Control of Vehicle (Weather and Non-Weather Related)
- Module 5: Single-Vehicle Crashes
- Module 6: Crashes Involving Pedestrians¹

See pages 22–27 for details.

¹Content from Network of Employers for Traffic Safety (NETS)



Managing and Reporting

Recordkeeping

Why should I keep proper records?

When developing a loss control program, don't forget to include a system for formally documenting all the important activities you implement for reducing losses. Maintaining permanent records of these actions can have the following benefits:

- Helps you quickly and accurately respond to OSHA, USDOT, NHTSA and other governmental agency inquiries.
- Assists your claims representative during negotiations and settlements with injured parties.
- Can help mitigate legal judgments and awards by recording a diligent pattern of activities to reduce incidents.
- Provides an opportunity to quickly review and adjust your loss control program elements.
- Allows for reviewing and analyzing incidents for patterns and opportunities for correction.

All of the steps in a loss control program should be documented and maintained, including:

- Loss Control Policy Statements
- Written Loss Control Policies and Procedures
- Signed and Dated Driver's Rules Agreements
- Applicant Hiring and Testing Records
- Driver Training Records, including dates, times, topics and attendees
- Safety Meeting Records, including dates, times, topics and attendees
- Vehicle Maintenance Records
- Incident Reporting and Investigations, including any Resulting Corrective Actions
- Post-Incident Driver Coaching and Disciplinary Actions

Have any questions or need additional resources?

Contact a State Farm agent today or find additional tools and resources by searching for "loss control" at statefarm.com.

Sample Policies and Forms

Sample General Loss Control Policy Statements

A simple, direct safety policy might be stated as follows:

The efficiency of any operation can be measured directly by its ability to control losses. Crashes resulting in personal injury and damage to property and equipment represent needless suffering and waste.

Our company policy regarding safety is:

- The safety of the employee, the public, and the operation is paramount, and every attempt must be made to reduce the possibility of crashes.
- Safety shall take precedence over expediency, or short cuts, at all times.
- Our company intends to comply with all applicable safety laws and regulations.

It is the responsibility of every employee to maintain the safest conditions and equipment at all times. Each employee will be expected to demonstrate an attitude that reflects this policy and promotes safe work habits.²

Another sample below asks employees to read and acknowledge their understanding and commitment to actively participating in making a safe workplace.

The management of this company is dedicated to providing a safe place to work.

In order to meet this goal we have a comprehensive and continuous safety program which has the full support of management. In order for this program to be a success it requires the cooperation of all employees.

Each employee plays a part in workplace safety. Your part in this program is served by:

- Observing company safety rules.
- Attending all safety meetings and training sessions.
- Keeping work areas free of unsafe conditions.
- Avoiding and eliminating unsafe acts.
- Reporting all unsafe conditions and claims to your supervisor immediately upon occurrence.

We value all of our employees and encourage you to cooperate with us in this important venture.

Signature of Employee

Date

Signature of Supervisor

Date

²Content from ISO's Engineering and Safety Service



Sample Policies and Forms

Sample Aggressive Driving Policy

(Name of Company/Organization) recognizes the level of irritation that can trigger aggressive driving by motorists — from traffic jams, significant delays and various forms of distracted driving. However, the roadway is not the place for aggressive driving and behavior. In addition to the safety risks for its employees and all motorists, and the reputation of *(Name of Company/Organization)* is at risk when employees drive aggressively. Therefore, all employees of *(Name of Company/Organization)* are expected to:

- Obey all traffic signs, signals and rules, especially the posted speed limit.
- Utilize turn signals and avoid sudden lane changes or turns, when possible.
- Do not tailgate, but maintain an adequate safe distance to the car in front of you.
- Only use your horn to prevent a collision, not to demonstrate anger or frustration at other drivers.
- Be respectful and courteous to other drivers.

Sample Alcohol & Drug Use Policy

(Name of Company/Organization) has a vital interest in maintaining safe, healthy, and efficient working conditions for its employees. Therefore, the consumption of alcohol or illegal drugs by any employee during “duty hours” is prohibited. Duty hours consist of all working hours, including break periods and on-call periods, whether on or off company premises. The consumption of alcohol or illegal drugs while performing company business or while in a company facility is prohibited.¹

Sample Seat Belt Use Policy

(Name of Company/Organization) recognizes that seat belts are extremely effective in preventing injuries and loss of life. It is a simple fact that wearing your seat belt can reduce your risk of dying in a traffic crash. We care about our employees, and want to make sure that no one is injured or killed in a tragedy that could have been prevented by the use of seat belts.

Therefore, all employees of *(Name of Company/Organization)* must wear seat belts when operating a company-owned vehicle, or any vehicle on company premises or on company business; and all occupants are to wear seat belts or, where appropriate, child restraints when riding in a company-owned vehicle, or in a personal vehicle being used for company business.

All employees and their families are also strongly encouraged to always use seat belts and the proper child restraints whenever they are driving or riding in any vehicle, in any seating position.¹

¹Content from Network of Employers for Traffic Safety (NETS)



Sample Policies and Forms

Sample Cell Phone Policy³

At *(Name of Company/Organization)*, we deeply value the safety and well-being of all employees. Due to the increasing number of crashes resulting from the use of cell phones while driving, we are instituting a new policy. Company employees may not use cellular telephones or mobile electronic devices while operating a motor vehicle under any of the following situations, regardless of whether a hands-free device is used:

- When employee is operating a vehicle owned, leased or rented by the company.
- When the employee is operating a personal motor vehicle in connection with company business.
- When the motor vehicle is on company property.
- When the cellular telephone or mobile electronic device is company owned or leased.
- When the employee is using the cellular telephone or mobile electronic device to conduct company business.

Employees will be given two warnings. The third time an employee is found to be in violation of this policy, it is grounds for immediate dismissal.

Your signature below certifies your agreement to comply with this policy.

Employee Signature

Date³

³Content from National Safety Council



Sample Policies and Forms

Sample Driver's Rules Agreement

As an employee of *(Name of Company/Organization)*, I have a responsibility to operate a company vehicle *(or my own vehicle for company purposes)* in a safe manner, and to obey all traffic safety laws and company regulations provided to me verbally or in writing. Those rules and terms include, but are not limited to:

- a. I must maintain a valid driver's license at all times, and will immediately report any status change to my supervisor.
- b. I will adhere to posted speed limits at all times.
- c. I will always wear a seat belt when operating a company vehicle or any other vehicle used for company purposes.
- d. I am not permitted to use electronic devices, either handheld or hands-free, while I am driving. I am not permitted to answer calls while driving, and incoming calls must be directed to my voicemail. I am not permitted to read or respond to text messages and emails while driving. If it is necessary for me to make an emergency call (911), I must park the vehicle in a safe location before making the call.
- e. I will immediately report all crashes or traffic violations to a police department where the crash occurred, even if there is no damage. I will also report all such incidents to my supervisor.
- f. I am only permitted to use company vehicles for authorized company business.
- g. I am not permitted to allow any unauthorized person to drive the vehicle, or transport unauthorized passengers or cargo.
- h. I will not drive under the influence of drugs or alcohol. I will also not drive if I am using a prescription medication that contains a warning of any impairment, including drowsiness.
- i. I will adhere to all company loading, securing and unloading procedures.
- j. I will check behind my vehicle before backing and avoid operating in reverse whenever possible.

I acknowledge and agree that failure to follow these and all other driving rules may result in a temporary or permanent suspension of driving privileges, or have more serious consequences, including termination of my employment.

By signing this form, I agree to comply with the terms, conditions, rules and regulations above.

Employee Signature

Date

Employee Name *(Please Print)*

Sample Policies and Forms

Sample Incident Report Guide

All crashes, regardless of severity, should be reported to the employee's supervisor as soon as feasible after the incident. Company traffic safety policies and procedures should clearly guide drivers through their responsibilities in a crash situation.¹

The following Incident Report Guide can be copied and placed in the glove box of each company vehicle. You can also find this document on our [Loss Control webpage](https://www.statefarm.com/small-business-solutions/insurance/loss-control) on statefarm.com (https://www.statefarm.com/small-business-solutions/insurance/loss-control).

Here to help life go right.[®]

Accident Report Guide

Keep in your glove box for easy reference.

After an accident:

- DO NOT admit fault, and do not discuss your accident with anyone except a State Farm[®] representative or the police.
- DO notify police immediately.
- DO exchange the information outlined on the next page.
- DO report accidents to your State Farm agent promptly.

Fill in the blanks as completely as possible.

Other vehicle:

Driver's Name _____
 Address _____
 City and State _____
 Phone (day) _____ (cell) _____
 Driver's License Number _____
 Vehicle _____ Year _____ Make _____ Model _____ Body style _____
 License Plate _____ State _____
 Owner of Vehicle _____
 Address _____
 City and State _____
 Phone (day) _____ (cell) _____
 Insurance Company _____
 Agent Name/Phone Number _____
 Policy Number _____
 Location of damage on vehicle _____
 Passengers' Names _____

Witnesses:

1. Name _____
 Address _____
 City and State _____
 Phone (day) _____ (cell) _____

2. Name _____
 Address _____
 City and State _____
 Phone (day) _____ (cell) _____

Your vehicle:

Vehicle _____ Year _____ Make _____ Model _____ Body style _____
 Driver _____
 Passengers' Names _____
 Location of damage on vehicle _____

Accident:

Time _____ Date _____
 Place _____
 Describe what happened _____

Were police present? Yes No

Which police department _____
 Police report number _____
 Who received ticket _____

Sketch accident

Show vehicles: Yours 1 Other 2

Injured persons:

1. Name _____
 Address _____
 City and State _____
 Type of injury _____

2. Name _____
 Address _____
 City and State _____
 Type of injury _____

Ambulance called? Yes No

Notes:

Any questions? Please contact your State Farm agent or go to statefarm.com[®].

You can also start a claim, access your insurance card, call for roadside assistance, contact your agent and more with the State Farm mobile app, available for iOS and Android.

State Farm Mutual Automobile Insurance Company
 State Farm Indemnity Company
 Bloomington, IL
 SMA-40007.8 11-2017 statefarm.com[®]

¹Content from Network of Employers for Traffic Safety (NETS)



Sample Policies and Forms

Sample Vehicle Incident Investigation Report

Primary Investigator's name: _____ Investigation date: _____

Job title: _____ Phone: _____

Driver Information

Driver's name: _____ Date of birth: _____

Occupation: _____ Phone: _____

Sex: Male Female *(circle one)*

Date and time of incident: _____ Time: _____ AM/PM

Exact location of the incident: _____

Witnesses: _____

Police Report number and Police Department: _____

Did Driver complete an Incident Report Guide?	Yes	No
Did the incident result in the death of any persons?	Yes	No
Did the incident result in the hospitalization of any persons?	Yes	No
Was medical treatment provided?	Yes	No
Was the driver wearing/using a seat belt?	Yes	No
Did the employee lose time from work?	Yes	No

Incident Description

Describe in detail how the incident occurred: _____

Was this a **Preventable** Incident? *(Check all causes below that apply):*

<input type="checkbox"/> Backing	<input type="checkbox"/> Improper turn or lane change	<input type="checkbox"/> Rear-end collision	<input type="checkbox"/> Failure to use turn signals
<input type="checkbox"/> Speeding	<input type="checkbox"/> Cell phone use or texting	<input type="checkbox"/> Other distracted driving	<input type="checkbox"/> Disregarding traffic signal
<input type="checkbox"/> Road rage	<input type="checkbox"/> Driving in wrong direction/lane	<input type="checkbox"/> Alcohol or drug use	<input type="checkbox"/> Misjudged clearance



Sample Policies and Forms

Sample Vehicle Incident Investigation Report (continued)

Was this a **Non-Preventable** Incident? (Check all causes below that apply):

Hit by vehicle Hit while legally parked Hit in rear Struck by debris or object
 Stolen Vandalism Other

Incident Analysis

What conditions contributed most directly to this incident? _____

What are the root or fundamental causes of the incident? _____

Was the incident a result of violation of established safety policies? Yes No

If yes, explain: _____

Are changes necessary in the operations or procedures to prevent this type of incident in the future? Yes No

Recommended Corrective Actions

Describe recommendations for corrective action(s): _____

Schedule or date for the completion of corrective action(s): _____

Primary Investigator's Signature

Date

Name (print)



Sample Policies and Forms

Sample Post-Incident Coaching Modules

Module 1 — Driver Hits Rear of Other Driver¹

Even if another vehicle stops suddenly, a defensive driver can avoid a rear-end collision.

To avoid this type of incident, advise your driver to:

- Follow the four-second-following-distance rule.
- Maintain at least one escape route.
- Scan ahead to anticipate merging traffic, road conditions or obstructions that could cause vehicles ahead of you to stop suddenly.
- Maintain a cushion of safety when stopped behind another vehicle.
- When driving, focus only on driving.

To avoid making a front-end collision even more hazardous, your driver should also:

- Store heavy objects that could become projectiles in the trunk, or secure them in place with a seat belt.

Additional Information

Pre-Plan Your Trip

When looking for an unfamiliar address, avoid sudden stops or turns. If necessary, go past your destination, turn around and go back.

Cushion of Safety

When stopped behind another vehicle, you should be able to see clearly where its rear tires touch the pavement. This allows you enough room to maneuver around the other vehicle in an emergency.

The Four-Second-Following-Distance Rule

As the vehicle ahead of you passes a landmark, start counting, “One-thousand one, one-thousand two,” etc. If your own vehicle passes the same landmark before you count off four full seconds, increase your following distance. Increase it even more in bad weather, on poor roads and at night.

Date of incident: _____

Coaching review date: _____

Was distraction a factor? Yes No

Manager name: _____

Driver name: _____

¹Content from Network of Employers for Traffic Safety (NETS)



Sample Policies and Forms

Sample Post-Incident Coaching Modules

Module 2 — Driver Failed to Yield/Intersection Crashes¹

Most crashes that occur at intersections are preventable. A safe and responsible driver approaches and passes through intersections cautiously, knows how to safely handle complex traffic movement, blind intersections, and the failure of other drivers to abide by traffic regulations.

To avoid this type of crash, advise your driver to:

- Scan ahead to anticipate problems.
- Slow down and cover the brake when entering or passing through an intersection.
- Obey all traffic signals, stoplights and stop signs.
- When first in line at a red light, wait two seconds after the light turns green before entering intersection.
- Check for cross traffic before entering or passing through an intersection.
- Recognize intersection blind spots:
 - Prepare for drivers entering traffic from blind spots.
 - Exercise extra caution when entering traffic from a blind spot.

- Signal turns well in advance.
- Use extra caution when turning across opposing traffic.
- When driving, focus only on driving.

Additional Information

Look Left-Right-Left

Before entering an intersection, you need to check for cross traffic by actually turning your head to look in both directions. Traffic coming from the left is closer to you and will cross your path first. So look first to the left, then to the right, and finally back to the left again.

Cross-Traffic Turns

- Get into the turn lane well in advance.
- Turn on your signal at least 100 feet in advance of the turn.
- Stop and yield to cross traffic and opposing traffic.
- Keep your wheels straight until you actually make the turn.
- Execute the turn so that you enter the cross street on the correct side of the center line, in the lane closest to the center line.

Date of incident: _____

Coaching review date: _____

Was distraction a factor? Yes No

Manager name: _____

Driver name: _____

¹Content from Network of Employers for Traffic Safety (NETS)



Sample Policies and Forms

Sample Post-Incident Coaching Modules

Module 3 — Parking/Backing and Collision with Stationary Object Crashes¹

To avoid this type of crash, advise your driver to:

- Slow down significantly while traveling through parking lots and garages.
- When parallel parking, ensure there is enough space to park safely.
- Stay alert to the presence and movement of other vehicles and pedestrians.
- Avoid backing whenever possible. Look for opportunities to use “pull-through” parking.
- Check clearances all around your vehicle:
 - Walk around the vehicle before getting in and check for clearance and objects.
 - Use your mirrors when pulling out, but also remember to check blind spots.
 - Avoid tight parking spaces.
- Park only in well-lighted areas.
- When driving, focus only on driving.

Additional Information

Avoid Backing

- Use pull-through parking if possible (see below).
- If backing in is unavoidable, check to be sure the space is clear; then back no farther than necessary to get into the parking place.
- If backing out is unavoidable, check clearances and traffic all around the car until the maneuver is completed.
- If you are experienced and comfortable with backing, it is acceptable to back into a space if this will allow you to leave the space in forward gear.

Pull-Through Parking

- In parking lots that feature head-to-head parking (where cars park with their front bumpers facing one another), you can avoid backing by pulling-through.
- Look for two empty head-to-head spaces. Pull into the space, then drive through to park in the farther space. You will end up in a position that allows you to drive away in forward gear.

Date of incident: _____

Coaching review date: _____

Was distraction a factor? Yes No

Manager name: _____

Driver name: _____

¹Content from Network of Employers for Traffic Safety (NETS)



Sample Policies and Forms

Sample Post-Incident Coaching Modules

Module 4 — Driver Lost Control of Vehicle (Weather and Non-Weather Related)¹

Bad weather is not an excuse for having a crash. Rain, snow, etc., increase the hazards of driving, but a defensive driver knows how to adjust to these hazards.

To avoid this type of crash, advise your driver to:

- Reduce speed and increase following distance to at least six seconds.
- Turn on headlights to increase visibility to other drivers and pedestrians. Use low beams in fog.
- Control the vehicle by using 9 o'clock/3 o'clock hand positions on the steering wheel.
- Scan ahead continuously for slippery surfaces.
- Maintain the car and equipment such as tires, brakes, wiper blades and wiper fluid, in safe operating order, appropriate to weather conditions.
- Keep windshield, windows, headlights and taillights clean.
- Control skids by looking and steering in the direction you want to go.

- Use proper cornering techniques:
 - Brake before the corner.
 - Release the brake and coast through the corner.
 - Accelerate only when your wheels are straight again.
- When driving, focus only on driving.

Additional Information

9 o'clock and 3 o'clock

Picture the steering wheel as a clock. Place your left hand at 9 o'clock and your right hand at 3 o'clock. For optimal control of your vehicle, maintain these hand positions whenever possible while driving.

Date of incident: _____

Coaching review date: _____

Was distraction a factor? Yes No

Manager name: _____

Driver name: _____

¹Content from Network of Employers for Traffic Safety (NETS)



Sample Policies and Forms

Sample Post-Incident Coaching Modules

Module 5 — Single-Vehicle Crashes¹

Single-vehicle crashes such as running off the road or collisions with stationary objects may be the result of evasive maneuvers, but they often result from factors within the driver's control.

This type of crash needs to be reviewed carefully to examine all the facts; however, common contributing factors within the driver's control include:

- Speed
- Fatigue/falling asleep at the wheel
- Failure to adjust to weather or road conditions
- Poor eye technique
- Use of alcohol or drugs
- Driver distraction

Date of incident: _____

Coaching review date: _____

Was distraction a factor? Yes No

Manager name: _____

Driver name: _____

¹Content from Network of Employers for Traffic Safety (NETS)



Sample Policies and Forms

Sample Post-Incident Coaching Modules

Module 6 — Crashes Involving Pedestrians¹

Pedestrians have the right of way. Drivers are responsible for adjusting their driving wherever pedestrians are likely to be present.

To avoid this type of crash, advise your driver to:

- Drive with headlights on at all times.
- Stay alert to the presence and movement of pedestrians.
- Slow down and adhere to posted speed limits, when traveling through school zones, residential districts, shopping areas, parking lots or other areas with heavy pedestrian or bicycle traffic.
- Scan ahead. Be prepared to stop suddenly or make an evasive maneuver, and look for “escape routes.”

Date of incident: _____

Coaching review date: _____

Was distraction a factor? Yes No

Manager name: _____

Driver name: _____

¹Content from Network of Employers for Traffic Safety (NETS)



Resource Attribution

The following organizations granted permission to State Farm to use a portion of their content from their vehicle safety publications:



Network of Employers for Traffic Safety (NETS)

“Guidelines for Employers to Reduce Motor Vehicle Crashes” and “Post-Incident Coaching Kit”

State Farm is a member of the Network of Employers for Traffic Safety (NETS), an employer-led public/private partnership dedicated to improving the safety and health of employees, their families, and members of the communities in which they live and work by preventing traffic crashes that occur both on- and off-the-job. In addition to member-only benefits and road safety resources, NETS has several other free additional resources on their website. For more information about NETS, including membership benefits, visit them at www.trafficsafety.org.



Engineering and Safety Service

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ISO’s Engineering and Safety Service (E&S) has a vast database of technical, legislative, and regulatory information for risk management and loss control professionals. For more information, visit the Engineering and Safety Service website at www.verisk.com/ess.



National Safety Council

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The National Safety Council (NSC) also has a free, comprehensive Safe Driving Kit, which includes resources for employers to develop a formal Cell Phone Policy. In addition to the sample Cell Phone Policy statement above, the kit contains dozens of resources to help employers communicate, educate, and implement a Cell Phone Policy and other safer driving behaviors within an organization or business. To learn more about this free kit, and other NSC resources, contact the National Safety Council at www.nsc.org.

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