Dear Contracted Service Provider:

This sample safety program outline was designed to assist you with developing and maintaining a program for safety in the workplace. It is important to have processes and procedures in place to protect your employees and in providing a safe work environment. Protecting your employees and company through the implementation of appropriate safety practices is an important part of managing your business.

Please feel free to use this sample Safety Program document as a guide to assist you with either developing or updating your safety program. As always, you are strongly encouraged to seek independent legal counsel in finalizing any policy and practice.

We hope this information is of value to you as you update or create your workplace safety program. Please keep in mind, the value of any policy is in its effective enforcement.

Sincerely,

Protective’s Loss Prevention & Safety Services Department

**DISCLAIMER: The information provided in this document is informational and descriptive only and is intended for use as a guide in creating a customized written safety program. It is generic, solely advisory, and is not intended as, nor does it or should it, be constituted as legal, financial, or other professional advice. This document is designed to be customized by employers to meet the needs and criteria of their specific business model or purpose.  Protective does not warrant that the information in this document constitutes a complete and finite list of each and every item or procedure related to the topics or issues referenced herein. There are no guaranties as to accuracy, content, quality or fitness for any particular business model or purpose. The information is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement, title, security, or course of performance. In no event will Protective, or any of its parent companies, subsidiaries or affiliates, be liable in tort or in contract to anyone who uses this information. Furthermore, federal, state, provincial, municipal or local laws, regulations, standards or codes, as is applicable, may change from time to time and the user should always refer to the most current requirements. This material does not amend, or otherwise affect, the provisions or coverages of any insurance policy or bond issued by Protective.**

Written Safety Program Sample Outline

For companies that operate vehicle fleets, a formal, effective safety program should be adopted. A fleet safety program establishes the policies and procedures that are needed to ensure a safe work environment for employees. It is the employer’s responsibility to ensure a safe and healthy working environment that is free from recognized hazards for all employees in accordance with local, state, and federal occupational health and safety rules and regulations including, but not limited to, the Occupational Health and Safety Act (OSHA) and Federal Motor Carrier Safety Regulations (FMCSR).

## A: Fleet Safety Mission/Vision Statement

This Statement should provide the overarching commitment and vision to operate safe and legal operations while using the FMCSA and State safety regulations as the benchmark for their operations.

### SAMPLE SAFETY MISSION / VISION STATEMENT

<Company Name> is committed to and will continually work for an uncompromised safety and health environment in all company operations. We strive to instill a sense of personal accountability for injury, collision and loss prevention in all <Company Name> associates.

### WE BELIEVE

* All loss incidents can be prevented and managed.
* Safety and compliance must be a value not a priority.

### BASIC EXPECTATIONS

As an associate of <Company Name>, I have a right and responsibility to:

* A workplace/vehicle free of recognized and unabated hazards.
* Clearly defined safety procedures and safety training.
* Cooperate and obey safety rules, procedures and instructions.
* Maintain a clean workstation/vehicle.
* Stop any recognized at-risk behavior, at-risk condition or at-risk process and request a Safety Review.

## B: Driver Hiring Criteria

(Please customize and include your hiring procedures/guidelines. Your plan may include the following examples.)

### [Company Name] requires the following for a driver to be hired:

#### Prior to starting a new position with [Company Name], each new employee must:

1. Complete a job application
2. Provide work history background
3. Be provided a job description for the specific position
4. Complete a physical exam including drug screening
5. Drivers must complete a documented drivers’ road test
6. Complete company Safety and Health Training
7. All employment records and background checks etc. must be assembled organized into a Driver Qualification file (Part 391.51)

#### Prior Driving Experience

To be eligible for hire: (Please fill in your requirements and add others. Always be sure to follow contractual requirements and obligations.)

1. Driver Age:
	1. An interstate commercial driver must be at least 21 years of age. (*This is a minimum requirement and you may establish a higher standard*)
	2. Intrastate commercial drivers must be \_\_\_\_\_ based on state licensing requirements. (*List your state and minimum requirements*)
	3. Non-commercial drivers must be at least \_\_\_\_ years old.
2. Driver experience required for
	1. A commercial driver must have at least \_\_\_\_\_ year(s) of relevant experience driving a commercial motor vehicle of the same class and type(s) to be operated for the company.
	2. A Non-commercial driver must have at least \_\_\_ year(s) of relevant experience driving a vehicle of the classes and type(s) to be operated.
3. A driver must have a single valid driver’s license in the state the driver resides for the classes and type(s) of vehicle(s) to be operated for the company.

#### Prior Violations/Collisions

To be eligible for hire: (List your criteria regarding a driver having convictions, violations, being involved in accidents, having their license suspended/revoked, and the timeframe for any such offenses. These are to be above and beyond the minimum requirements set forth in any current lease/operating agreement(s).)

1. Driver’s License Criteria (For example: License cannot be suspended/revoked for more than 30 days during the 36-months prior to date of hire)
	1.

(Position on administrative non-traffic suspensions (For example: child support))

1. Citation/Conviction Criteria (For example: No more than 3 moving citations/convictions during 36-months prior to date of hire)
2. Involvement in traffic accidents (For example: No record of involvement in more than two at-fault traffic accidents while operating a vehicle during the 36-month period prior to date of hire)

**C: Driver Retention Criteria**

(Please customize and include your retention procedures/guidelines. Your plan may include the following examples.)

## Periodic driving evaluations

For example, upon evaluating driving behavior, management reserves the right to remove the driver from service at any time if it is determined they are not complying with the company’s rules and regulations.

## Annual driver evaluations *(may be conducted more frequently)*

1. Driver Certification of Violations
2. Motor Vehicle Record (MVR) review
3. Management review and counseling
4. Form# sample
5. Driver Violation and Adverse event reporting requirements

## Periodic evaluation of work behaviors

For example, upon evaluating work behavior, management reserves the right to remove the worker from duty at any time if it’s determined they are not complying with the company’s rules and regulations.

## Behavioral observation and feedback program

(Below are a few examples of areas on which a driver/worker may be observed and given feedback. Please list behaviors that pertain to your company.)

#### Pre/post-trip inspections

* 1. Driver performs accurate and thorough inspection of vehicle prior to departing

#### Safe following distance

* 1. Keeps following distance based on load, road, and weather conditions

#### Backing Up

* 1. Does not perform any unnecessary or improper backing maneuvers
	2. Gets out and looks (G.O.A.L) and uses horn, mirrors and hazard lights throughout the backing process

#### Equipment handling

* 1. Pulls close enough to dolly to minimize the distance required to move it
	2. Properly grabs and rolls the dolly by the handles

#### Lifting/lowering

* 1. Assesses the size and weight of the load and breaks up the load for safe carrying, or gets help if needed
	2. Bends at knees
	3. Grasps object by opposite corners and lifts with smooth steady motion
	4. Performs an optimal carry so as to not obstruct view

## D: Orientation and OnGoing Training

(Please customize and include your training procedures/guidelines. Your plan may include the following examples.)

Records of all training must be maintained by management.

## Worker safety training will be required for the following:

(Below are example training topics. Please customize to your company’s standards.)

1. All newly hired workers in all positions
2. When new job assignments are given and previous training was not completed
3. Whenever new equipment, processes or procedures may pose a hazard
4. Whenever a worker, supervisor or member of the safety department becomes aware of a previously unrecognized hazard
5. Any time there is an accident, injury or near miss

## General worker safety training:

(Below are example topics. Please customize and include your training procedures.)

1. Lifting techniques
2. Proper use of mechanical lifting equipment (motorized/powered pallet jack)
3. Proper use of manual lifting and other freight handling equipment (manual pallet jack)
4. Proper execution of three point contact for entering/exiting vehicles and cargo areas
5. Hazardous material training
6. Safe driving practices (i.e. Safe following distance, intersection clearance, turning and intersections)

## General worker warehouse, yard and dock safety:

1. Only enter/exit a building through pedestrian doors whenever possible
2. Stay in designated pedestrian walk paths or break areas where available
3. Never walk behind a vehicle, tractor or trailer you do not control
4. Obey posted speed limits, wear a seat belt at ALL times, take ignition keys when leaving the vehicle
5. Wear reflective vests when working on/in the yard

## Worker safety training for maintenance personnel:

(Below are example topics. Please customize and include your training procedures.)

1. Housekeeping
2. Fire Prevention and control
3. Electrical Tools
4. Health and Sanitation
5. Hazardous Materials (Global Harmonization)
6. Lockout/Tagout Procedures
7. Machines, equipment and tools
8. Lifting Techniques
9. Personal Protective Equipment (PPE)

## Driver orientation initial safety training:

(Please customize and include your training procedures/guidelines. Your plan may include the following examples.)

1. All drivers will complete the general safety, health and injury prevention training that non-driving employees complete (see general worker safety training programs above)
2. Commercial drivers must complete a written exam covering FMCSRs
	1. This examination is to be scored and must show evidence that instruction was given to provide accurate information regarding incorrect responses
3. Commercial drivers must demonstrate compliance with Commercial Motor Vehicle Safety Act
4. Driver Orientation Topics may include:

|  |  |
| --- | --- |
| **TOPICS** | **FMCSR Regulations** |
| Safe/defensive driving *(Select a quality defensive driving program)*  |  |
| Collision and Injury Reporting |  |
| Equipment Inspection and Maintenance |  |
| Pre/Post Trip Driver Inspections |  |
| Seatbelts |  |
| Speed limits, space cushions and backing  |  |
| Distracted Driving: Phones/Texting/mobile devices  |  |
| Assembly of combination equipment  |  |
| Hours of Service |  |
| Hazardous Materials |  |
| Collision Reporting and Investigation |  |
| Substance Abuse Policy |  |
| Commercial Driver’s License |  |
| Motor Vehicle Records Review |  |
| Physical Qualifications |  |
| New Entrant CMV Driver Training |  |

## Continual safety training:

(Examples below. Please customize and include your training procedures/guidelines.)

Safety is an ongoing process. Additional training will be mandatory after your initial training as follows:

1. When a new job assignment is given for which a current employee has not had previous training
2. When new equipment, processes or procedures may pose a hazard
3. When a worker, supervisor or member of the safety department becomes aware of previously unrecognized hazards
4. Any time there is an accident, collision, injury or near miss
5. Defensive Driving

## E: OTHER Company Policies and Procedures

(Please customize and include your policies, procedures/guidelines. Your plan may include the following examples.)

## Seat belt policy

1. A seat belt must be properly worn at all times by employees operating or riding in a motorized vehicle for the company. This policy pertains to company-owned and owner-operator vehicles. If you are performing work for [Company Name], you must, at all times, wear the seat belt properly.
2. Failure to comply with this policy can lead to immediate termination.

## Distracted driving policy

(Examples below should be prohibited while driving. Please customize to your company.)

**The following are prohibited while operating company vehicles and/or when being employed by [Company Name]:**

1. Any use of cell phones including, but not limited to:
	1. Texting
	2. Making phone calls
	3. Using GPS
	4. Watching videos
2. Any use of DVD Players
3. Any use of laptops and/or electronic notebooks
4. Any use of headphones
5. Having the radio turned up loud enough to prevent hearing what is happening around you
6. Eating and drinking while operating a motorized vehicle

## Footwear and uniform policy

(Describe the company’s policy on footwear and uniform. Examples are: slip resistant footwear, steel-toed shoes, metatarsal guards, high visibility clothing, etc.)

All persons employed by [Company Name] are required to wear the following while performing job duties:

1.
2.

## F: LOSS INCIDENT Reporting and Investigation policy

(Examples below of what should be included in your policy. These are general guidelines, please refer to the specific procedures outlined in your lease agreement. This is not to replace or supersede any investigation to be conducted by the carrier. Your investigation is for internal purposes to identify risk/hazard, and act upon corrective action.)

## Response Phase

To improve our safety performance, [Company Name] will Respond, Report and Review all loss incidents with a focus on root cause and corrective action toward prevention:

1. Responsible management persons should be trained on how to respond to the scene of any loss incident (collision, injury, or cargo loss)
	1. Secure the scene
	2. Aid the injured
	3. Notify company and/or authorities
	4. Preserve evidence/gather information (On Scene Report)
	5. Photographs. Following motor vehicle collisions, responsible management person (or drivers will be directed if management person is unable to be present) will take photographs of the entire scene, photos of any contributing road, weather, or traffic factors and traffic controls and close-up photos of any damage.
	6. Drivers and witnesses should be interviewed as soon as possible following a motor vehicle collision, injury or loss incident.
2. All collision injuries/incidents must be reported immediately by the worker to supervisors/management
	1. *Identify driver procedures, contact positions and number for each incident type.*
3. Supervisors and workers must understand their responsibilities in preventing injuries/incidents, working safely and reporting injuries to their supervisors.
	1. There must be a system in place that will take care of the worker so they are not discouraged from reporting injuries/incidents
4. Supervisors should be trained on how to respond to work-related collisions, injuries, cargo incidents and how to gather relevant information and respond to each type

## Report Phase

1. Supervisors and managers must play an active role in accident/incident investigation; understand post-incident responsibilities and their role in preventing injuries/incidents. Supervisors should be trained on how to gather relevant information and report work-related collisions, injuries, cargo incidents.
2. *Identify the forms, procedures, contact positions and numbers for each loss incident type.*
	1. Collision
	2. Injury
	3. Cargo
	4. Near miss
3. Depending on the individual involved and the nature of the collision, injury or cargo loss incident, a report to state and federal agencies may be necessary.
	1. *Define catastrophic events and report requirements for each loss incident type.*

**Review Phase**

To improve our safety performance, [Company Name] will review all loss incidents.

1. Identify how you will document incident investigations and corrective actions. Designate review and feedback forms for each loss incident type.
	1. Collision
	2. Injury
	3. Cargo
	4. Near miss
2. Define corrective action plans including responsible persons and time tables for the specific incident, to include but not limited to:
	1. Retraining
	2. Safe worker/driver observation and feedback
	3. Repair and modification
	4. Job hazard analysis
	5. Disciplinary corrective actions
	6. Other
3. Incident investigation findings will be presented to [Job Position] within [xx] hours of the incident.
4. Review all incident reports for immediate and root causes and to identify and analyze the common variants for actionable trends.
5. Loss incident investigations enable a company to be a learning organization. Define how lessons learned from loss incidents will be communicated and shared with your entire organization.

## G: claims Management Policies

(Examples below of what should be included in your policy)

## Return-to-work and wellness policy

(Describe your policies for a worker to return to work after a work-related injury or illness. Below are examples of what should be considered.)

1. Has your company appointed a “claims management coordinator to manage injury, collision and cargo loss claims?”
2. Who does the policy apply to? All full-time and part-time employees?
3. Do you require a physician’s release for the employee to return to work on modified duty?
	1. What forms should be filled out by the physician?
	2. What forms should the employer fill out for physician approval?
4. Identify light duty tasks

## H: Emergency and disaster preparedness policy

1. Drivers will be notified when emergency alerts are received.
	1. [Job Position] is responsible for notifying drivers and giving them emergency instructions.
	2. Drivers will be instructed on how to proceed when they are notified of emergencies.
2. Office locations will have Emergency Action Plans (EAP) for natural disasters, fire, civil unrest, etc.
	1. [Job Position] is responsible for writing and maintaining EAPs.
	2. [Job Position] is responsible for training employees on EAPs.

## I: FMCSA / DOT REGULATION POLICIES

**Hours of Service/Dispatch Policies and Procedures (Part 395)**

Identify how dispatch practices will be conducted, hours of service documented, audited and record retention.

1. Hours of service limits
2. Hours of service records and audits
	1. Paper logs
	2. Electronic logs

 **Vehicle Inspection and Maintenance (Parts 393; 396)**

 [Job Position] is responsible for oversight of vehicle maintenance and DOT equipment inspection requirements.

1. Driver post-trip Inspection procedures, documentation and retention
2. Driver pre-trip inspections procedures, documentation and retention
3. Annual DOT-level equipment inspections Identify how annual DOT-level equipment inspections will be conducted and documented
4. General preventive maintenance procedures, documentation and retention

#### HAZMAT Program (Parts 170-177; 397)

Identify hazmat procedures and documentation.

1. Driver training requirements
2. Load securement
3. Placarding
4. Shipping papers
5. Procedures

#### CSA Roadside Inspection Response

1. Driver notification
2. Driver log entry
3. Report of corrections 14 Days
4. Mini audit of all records and issues associated with the event

## J: OSHA Regulation and Policies

It is important to conduct a comprehensive Job Hazard Analysis (JHA) to properly identify appropriate programs and training required for your workers. Refer to OSHA.gov for clarification of applicable regulations.

#### 300 Log recordkeeping and reporting

1. The OSHA 300 log will be updated within 7 days of recordable injuries being reported
2. The OSHA 301 form will be completed when the 300 log is updated
3. The previous year’s OSHA 300A form will be completed and posted from February 1st to at least April 30th of every year
4. Any work-related fatalities will be reported to OSHA within 8 hours
5. Any work-related amputation, overnight hospitalization, or losses of an eye will be reported to OSHA within 24 hours

#### Shop inspections/training

1. Describe OSHA required program and training for garage and maintenance shop

#### Material handling training

1. Identify policy for safe lifting procedures and training
2. Identify policy for potential HazMat exposures and training

#### Fall prevention

1. Identify non-slip shoe requirements
2. Identify policy for fall prevention/protection on working surfaces at or above 4ft from the ground/floor
3. [Job Position] is responsible for non-slip shoes and fall protection equipment

#### Equipment training (hand cart, pallet jack, forklift, etc.)

1. Identify forklift/pallet jack requirements and write a Material Handling Equipment policy and procedure
2. [Job Position] is responsible for writing and maintaining the Material Handling Equipment procedures

#### Lock Out Tag Out

1. Identify Lock Out/Tag Out requirements (LOTO) and write a LOTO procedure
2. [Job Position] is responsible for writing and maintaining the LOTO procedure

#### Personal Protective Equipment (PPE)

1. PPE hazard assessments will be completed according to OSHA standards
2. A written PPE program will be followed by all affected employees
3. [Job Position] is responsible for the hazard assessment and PPE program
4. [Job Position] is responsible for PPE

## K: FAA Regulations and Policies

1. As appropriate based on airport pickup/drop-off location
2. Drivers must have SITA certification where required

## L: EPA Regulations and Policies

1. As appropriate based on fuel spill/hazard disposal
	1. Identify procedures for following relevant regulations concerning above ground and underground fuel storage tanks
	2. Identify collision-related spill response, procedures and resources
2. Fuel or chemical leaks will be reported
	1. [Job Position] is responsible for reporting leaks
3. A Storm Water Pollution Prevention Plan (SWPPP) will be implemented for owned or leased premises
	1. [Job Position] is responsible for writing and maintaining the SWPPP
4. Identify battery, fuel, chemical, etc. disposal procedures

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