

IT'S ALL ABOUT SAFETY.

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Establishing A World Class Safety Program for your Fleet

MERCURY

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Establishing A World Class Safety Program for your Fleet

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Why should fleet safety be important to your organization?

- To show your organization cares about your employee's safety
- To show your organization cares about the safety of the motoring public
- To reduce claims and risk exposure-lowers cost
- To drive employee accountability
- To reduce unnecessary expenses by deploying industry metrics and key performance indicators to foster a safety-conscious culture that thrives on continuous improvement.

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Establishing A World Class Safety Program for your Fleet



What are the essential ingredients of a world class fleet safety program?

- Support and buy-in from senior management
- Communication of the organization's safety culture
- Fleet Policy Foundation
- Driver Handbook or Fleet Procedure Manual & Driver Acknowledgement
- Vehicle selection based on safety ratings and safety features

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What are the essential ingredients of a world class fleet safety program?

- Recognition for Extraordinary Safety Accomplishments
- Safety Accountability improves safety (both while at work and elsewhere)
- Measurements help track safety
- Fleet Safety messaging should be inclusive across not only fleet drivers and the fleet department, but should include all fleet stakeholders (HR, Risk, Legal, Sales/Service, operations)
- Driver records

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Support and Buy In from Senior Management

- Safety culture concerns everyone in the company, from CEO-level through all management levels to planners, drivers and maintenance staff. -

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Communication of the organization's safety culture

- Safety should be incorporated into every meeting, e-mail, publication, and policy
- A safety session, or at least a mention of safety, in every meeting or conference call
- Newsletters-both companywide/ organization wide as well as fleet specific-should have a strong safety emphasis

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NETS Definition

- Safety Culture Brief description: Safety culture refers to the attitudes, beliefs, perceptions and values toward the importance of safety shared by all employees of a company, at all levels.

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Fleet Policy Foundation

- Seat Belt Policy-Mandatory use of seat belts
- Distracted Driving Policy (Cell phone and other technology, eating, makeup)
- MVR review and scoring, both new hires and ongoing for existing drivers
 - Periodic MVR pulls (annually or semi annually)
 - Continuous monitoring programs
- Safe driver training and post accident/incident remedial training
- Accident review committees or process to determine accident chargeability
- Personal use limits/allowance
- Pre trip and Post trip Inspections (regulated fleets this is mandatory)

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Driver Handbook or Fleet Procedure Manual

- Driver Acknowledgement of Fleet Policy
- Sets expectations and procedures to be followed
- Spells out motor vehicle record scoring and organization standards

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Vehicle selection and specifications based on IIHS safety rating and safety features

- Back-up cameras and back-up warning devices
- Lane departure warning systems
- Collision mitigation systems
- Anti-skid technology
- Anti-rollover technology
- NHSTA Five Star safety ratings
- Telematics

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IIHS 2019 TOP SAFETY PICK PLUS

- **G** Good ratings in the driver-side small overlap front, passenger-side small overlap front, moderate overlap front, side, roof strength and head restraint tests
- Advanced Superior Advanced or superior rating for front crash prevention
- **G** Good headlight rating

IIHS 2019 Top Safety Pick

- **G** Good ratings in the driver-side small overlap front, moderate overlap front, side, roof strength and head restraint tests
- **AG** Acceptable or good rating in the passenger-side small overlap front test
- Advanced Superior Advanced or superior rating for front crash prevention
- **AG** Acceptable or good headlight rating

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Subaru Safety Features

Subaru vehicles are designed with both safety and capability in mind. Subaru Symmetrical All-Wheel Drive makes for better vehicle stability and a quicker response to road conditions while Vehicle Dynamics Control senses steering and braking inputs to help keep the vehicle on its intended path. All tested 2019 Subaru models with EyeSight and Steering Responsive Headlights receive the highest possible safety rating from IIHS.^[2]

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Ford Motor Company Safety Features

SAFETY MEETS FLEXIBILITY.

- The 2019 Ford Transit Connect Passenger Wagon was engineered for confidence on the road with features like the standard rear view camera, Safety Canopy[®] System, Curve Control and AdvanceTrac[®] with Roll Stability Control[™] (RSC[®]). Other safety features include a Tire Pressure Monitoring System and available HID headlamps.

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Volvo Cars Safety Features

- IntelliSafe Standard
- Volvo Cars offers one of the most high-tech safety systems as standard equipment in your new Volvo. Every new Volvo includes a host of advanced driver assistance features, from Autobrake and Steering Support to our patented safety cage.

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Volvo Cars Safety Features

- IntelliSafe Surround
- IntelliSafe Surround includes BLIS (Blind Spot Information) with steer assist, Cross Traffic Alert with brake support and Rear Collision Warning, giving you all the information and support you need to know about vehicles or objects in your vicinity.

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Volvo Cars Safety Features

- IntelliSafe Assist
- IntelliSafe Assist includes everything you need to enable a more controlled and relaxed driving experience — especially on highways. IntelliSafe Assist includes Adaptive Cruise Control, Pilot Assist, Distance Alert (only combined with head up display).

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Chevrolet Safety Features

- FRONT PEDESTRIAN BRAKING
- If the system detects that a pedestrian is directly ahead and a collision is imminent, and the driver has not already applied the brakes, the system can alert the driver and may even automatically apply the brakes to help the driver avoid or reduce the harm caused by the collision. Performance is limited at night.

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Chevrolet Safety Features

➤ FORWARD AUTOMATIC BRAKING

If the system detects that a front-end collision situation is imminent while following a detected vehicle, and the driver has not already applied the brakes, the system can automatically apply the brakes to help reduce the collision's severity. The system may even help avoid the collision at very low speeds.

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Chevrolet Safety Features

- ADAPTIVE CRUISE CONTROL – CAMERA
- This feature uses a forward-looking camera to enhance regular cruise control. The cruise control speed is automatically adapted in order to maintain a driver-selected gap between the vehicle and vehicles detected ahead while the driver steers, reducing the need for the driver to frequently brake and accelerate.
- REAR VISION CAMERA
- When in Reverse, this feature provides the driver with a view of the scene directly behind the vehicle on a center stack or inside rearview mirror display to help them park and avoid crashing into nearby objects during low-speed maneuvering.

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Chevrolet Safety Features

HIGH-DEFINITION (HD) SURROUND VISION

- Relative to the analog Surround Vision, this feature provides the driver with a higher resolution digital “bird’s-eye” view of the scene around the vehicle on a center stack display, and adds several additional views. It can help the driver park and avoid crashes with nearby objects during low-speed maneuvering.

REAR CAMERA MIRROR

- Compared to a traditional inside rearview mirror, this rearview mirror display provides a wider, less obstructed field of view to assist when driving, changing lanes and checking for vehicles and traffic conditions.

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Chevrolet Safety Features

- **LANE CHANGE ALERT WITH SIDE BLIND ZONE ALERT**
This available feature can provide side mirror alerts to help the driver potentially avoid crashing into a moving vehicle detected in their side blind zone or a vehicle that is rapidly approaching their side blind zone during a lane change maneuver.
- **LANE KEEP ASSIST WITH LANE DEPARTURE WARNING**
Provides gentle steering wheel turns (and Lane Departure Warning alerts if necessary) to help drivers potentially avoid crashes due to unintentionally drifting out of their lane when they are not actively steering and their turn signal is not activated.

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Chevrolet Safety Features

SIDE BLIND ZONE ALERT

- Provides side mirror alerts to help the driver potentially avoid crashing into a moving vehicle detected in their side blind zone during a lane change maneuver.

FORWARD COLLISION ALERT

- If the system detects that a front-end collision situation is imminent while following a detected vehicle, the system can alert the driver to a potential crash. It also can provide an alert if the driver following a detected vehicle much too closely.

REAR CROSS TRAFFIC ALERT

- When in Reverse, this feature can provide alerts to help the driver potentially avoid crashing into approaching detected left- or right-traveling cross traffic (e.g., out of a crowded parking space or driveway with side obstructions).

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Driver Records

- MVR review and scoring, both new hires and ongoing for existing drivers
 - Periodic MVR pulls (annually or semi annually)
 - Continuous monitoring programs
 - CDL Class License Process/Renewal (regulated fleets)
- Drug and Alcohol Clearinghouse-new requirement for regulated fleets effective January 2020
- Safety sensitive background checks required for regulated fleets

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Drug and Alcohol Clearinghouse-new requirement for regulated fleets effective January 2020

- The Clearinghouse rule requires FMCSA-regulated employers, Medical Review Officers, Substance Abuse Professionals, consortia/third-party administrators and other service agents to report to the Clearinghouse information related to violations of FMCSA's drug and alcohol testing regulations by current and prospective employees. In addition:
- Employers must query the Clearinghouse for current and prospective employees' drug and alcohol program violations before permitting those employees to operate a commercial motor vehicle on public roads

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- Employers are required to query the Clearinghouse annually for each driver they currently employ.
- State driver licensing agencies will be required to query the Clearinghouse whenever a CDL (commercial driver's license) is issued, renewed, transferred or upgraded.

Important dates that FMCSA-regulated employers must be aware of, and steps to take to prepare for compliance:

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Fall 2019

- Register with the Clearinghouse
- Revise Drug and Alcohol Testing Policy

January 6, 2020

- Queries of New Hires/Transfers
- Annual Queries of Current Employees
- Reporting of Drug and Alcohol Program Violations

January 6, 2023

- Safety Performance History Investigations

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Safety sensitive background checks required for regulated fleets

- This check is required for each DOT regulated employee and must be conducted within 30 days of hire.
- It must be conducted for each employer the applicant held a DOT regulated position in the last three years.
- This information is obtained by contacting each previous employer.
- A release is required before this type of investigation is processed

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Safety sensitive background checks required for regulated fleets

- Information provided through these checks includes:
- Dates of Employment
- Alcohol tests with a result of 0.04 or higher
- Verified positive drug tests
- Refusals to test
- Other violations of DOT agency drug and alcohol testing regulations Information obtained from previous employers of a drug and alcohol rule violation
- Documentation, if any, of completion of the return-to-duty process following a rule violation
- If Commercial Motor Vehicle was driven(CMV) and what type
- Reason employee left company
- Accident information (date, location, # of injuries/fatalities) Hazardous spill information

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Safety Recognition Program

- While safety recognition programs can be highly effective at changing or reinforcing employee safety behavior, to ensure real success in your overall program, there are a number of critical safety program components that must be in place first

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- Key safety program components are:
- Safe work environment
- Safe work equipment
- Investing in your safety department
- Hiring "safe" people
- Effective training

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Safety Recognition Program

They must start from the top down. Senior leaders must continuously and visibly endorse and support the overall importance of the safety program to the organization

Key safety program components are:

- Program communication: Must be continuous
- Build a reward component into the safety program
- T-shirts to trophies
- Merchandise premiums
- Gift cards.
- Company-logoed items are nice

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Safety Recognition Program

- Attendance at training classes such as Drivers training, forklift safety training, First Aide
- Recognize and thank employees for attending/participating in training classes
- Catch someone doing the job right
- All supervisors and managers should seek out opportunities to catch employees working safely
- Using the right safety equipment and clothing
- Following safe work practices

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Safety Recognition Program

Set performance goals

- Accidents per mile
- Number of days with an accident
- Training classes completed

Celebrate the success

- Take time to celebrate when goals are achieved
- <https://www.youtube.com/watch?v=gWsCDKfWEaU>

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Measurements to help track safety

Incidents and Near Misses

- Measuring these indicators tell us how we've been performing and provide a solid foundation to build upon
 - Once you've established your baseline performance level, you can then consider putting controls in place to improve these key safety metrics.

Inspections and Audits Completed

It's essential to shift your reporting focus to leading indicators:

- Number of inspections and audits completed on a monthly basis
- All of your employees are aware of potentially unsafe conditions and conduct

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Measurements to help track safety

Corrective Actions

- Assess the number of corrective actions your workforce is completing
- Monitor the number of corrective actions that are being assigned but not completed
- Make sure everyone is on the same page and working together to get all corrective actions closed out as quickly and as safely as possible

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Measurements to help track safety

Employee Training

- Manage employee training records
- Monitor training shortfalls
- Ensure all employees have proper training certificates

Worker Participation

- To prevent incidents and reduce risk, every member of your organization needs to be involved

Safety Metrics

- - Number of safety meetings and attended
 - Number of training courses completed
 - Number of inspections conducted and submitted
 - Number of closed out corrective actions

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Safety Accountability

- Establish Employee Ownership
- Build a team of employee volunteers from all areas and all levels of your organization
- Lay out a timeline and communication plan
- Develop an input mechanism for non-team members to comment on and contribute to the program
- Do not solve employees' problems for them

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Safety Accountability

- Set Expectations
- Guide your team in establishing attainable goals both at the organization and individual levels
- Set employees up for success

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Safety Accountability

- Review Progress
- Help your team to define performance review timing and criteria based on the established expectations
- Utilize employee review committees for group performance

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Safety Accountability

- Reward Performance
- The key to effective reward is setting up visible, attainable, and clear goals with predefined rewards
- Establish a recognition program
- Once you have developed or revamped your program, roll it out loudly!

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Safety Accountability

- Individual Employee Accountability
 - First is their own personal safety and how they act in the workplace
 - The second is how they proactively build a safe environment for the company
 - Employees must be encouraged and supported in reporting incidents, near misses, and potential safety hazards in their work space

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Safety Accountability

- Making a cultural shift
- Do not make reporting an incident an opportunity for management to punish or discipline the employee
- Make it an opportunity to correct the action or situation
- Employees must feel free to report incidents or injuries, or the entire workforce is put at risk
- The goal is to learn from the incident, not to retaliate against the employee
- Be a role model

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Questions?

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