

## Fleet Risk Management Guidelines

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Consistently utilizing a complete, written, effective Fleet Management Program can help decrease down time and may contribute to a defense in a lawsuit. Two good reasons to implement a program or review your current program to verify the necessary components are in place!

The guidelines that follow apply to both non-DOT and DOT regulated drivers and vehicles and those drivers with CDLs and without CDLs.

Another source of guidance is the [American National Standard ANSI/ASSE Z15.1-2006 Safe Practices for Motor Vehicle Operations](#).

- **In general:**

- Every manager and supervisor at every level must *actively* support the entire program at all times.
- The fleet management program and all policies and procedures must be in writing.
- A fleet management coordinator or manager should be responsible and accountable for overseeing the program and have adequate time available to do the job properly.
- All drivers must be selected and supervised in a careful and consistent manner
- Although employers having CDL drivers are required to comply with the DOT requirements and the Federal Motor Carrier Safety Administration (FMCSA) regulations, it is most effective if there is a single fleet management program covering all drivers, both CDL holders and those drivers without CDLs.
- All FMCSA regulations must be followed for all commercial vehicles and drivers at all times.
- CDL drivers must be conversant with the regulations such as hours-of-service, pre-trip and post-trip inspection requirements, cargo securement and tie-down, drug and alcohol testing, etc.
- A complete inspection and preventive maintenance program covering all vehicles should be in effect.
- The Fleet Management program should be regularly reviewed for effectiveness and the need for changes.
- Management may make exceptions to their established program as needed but should document the reasons.

- **Written driver hiring criteria should be established and include:**

- A minimum number of years of prior driving experience.
- Specific experience operating the equipment to be driven.

- **Drivers licensing requirements:**

- Licenses must be current and valid for the types and classes of vehicles to be operated.
- Licenses should be issued by the state in which the company does business or where the driver will be based, and a copy of the license should be kept in the driver's file.

- **Prospective driver screening should include:**

- A complete application, interview, motor vehicle record (MVR) review.
- A complete background investigation including inquiries to previous employers.
- A road test in the vehicle(s) to be driven.

- **Written Motor Vehicle Record (MVR) standards and criteria used to judge the MVRs of all drivers:**

- A consistent method should be established to judge the MVRs of all drivers.
- CDL drivers may not operate a commercial vehicle if disqualified as outlined in the FMCSRs.
- Non-CDL drivers should be subject to disqualification in a manner similar to CDL drivers.
- All drivers should be required to report all citations received within one work day.
- All driver's MVRs should be reviewed at least annually.
- MVR criteria should apply to both prospective drivers and to current employee drivers, and should be used for their annual MVR review.
- MVR criteria must be in writing and may be a descriptive, a point system or other specific method.
- MVR criteria should include both the business/commercial and personal driving record.
- Must be specific in defining an acceptable and an unacceptable MVR.
- Drivers not meeting the criteria should not be hired, or should be suspended from driving positions.

- **Annual MVR and Driver reviews:**

- Drivers should receive an annual review including all citations and violations received both on and off the job, and while operating business, commercial, and personal vehicles.

- **Drug and alcohol testing in place for all drivers of all vehicles:**
  - Testing should include: Pre-employment, Reasonable Suspicion, Post-accident, and Random testing.
  - A policy regarding driving under the influence of alcohol or drugs (including prescription medications) and the use of alcohol or drugs prior to reporting to work should be in place.
- **Orientation and safety training for all new drivers:**
  - New drivers must receive general orientation and driver safety training before being allowed to drive company vehicles and equipment.
  - Drivers must receive additional training before driving vehicles of a type different from what they have driven.
  - Training in cargo securement should be provided based on cargo carried.
  - Cargo security training should be provided to help prevent theft.
- **Regular, on-going training for all drivers:**
  - Regular driver safety meetings and other driver safety training activities should be provided for all drivers.
- **Written policy regarding the personal use of all company vehicles:**
  - A personal use policy must be in writing and specifically outline the allowable use and allowable drivers.
  - The personal use policy and allowable uses specific to each driver must be acknowledged in writing by each driver.
- **Written policies and procedures in place for all incidental drivers and incidental vehicles:**
  - All incidental drivers must be qualified following the same procedures as regular drivers.
  - A list of fully qualified and approved incidental drivers must be maintained.
  - The allowable uses of smaller and/or incidental vehicles should be specifically defined and acknowledged in writing by each driver.
  - Incidental drivers should be given training and orientation in allowable vehicle usage with a written acknowledgement by each incidental driver.
  - Keys must be kept in a secure location with a specific check-out and check-in procedure.
- **Employees driving their own vehicles on Company business to provide evidence of personal insurance.**
  - The Declarations page of the personal policy should be provided at each renewal.
  - Recommend at least \$100/300/100 or \$300,000 Combined Single Limit for regular drivers, sales people, etc.
- **Vehicle acquisition and usage is based on evaluation of the operational needs of business.**
- **Pre- and Post-trip Inspections:**
  - Pre-and Post-trip inspections should be completed each day. Written Post-trip inspections of commercial vehicles are required by the FMCSA.
  - Small vehicles (cars, pickups, small vans, etc.) may be inspected once a week, or less frequently, using a written report.
  - Defects that affect vehicle safety must be repaired before the vehicle can be operated.
- **Complete inspection and preventive maintenance program:**
  - All vehicles must be regularly inspected by a qualified employee or vendor.
  - A fully-documented preventive maintenance program should be in place and cover all vehicles.
- **Investigation of all accident and incidents:**
  - Drivers should be trained so they know what to do, what to say, what not to say, and how to respond appropriately if they are involved in an accident.
  - Management should investigate all accidents and incidents to determine how they happened, why they happened, and how similar incidents and accidents can be prevented in the future.
  - Results of accident and incident investigation should be used for the training of other drivers.
  - Accident and incident rates based on miles, deliveries, or other company measurement should be regularly calculated. This will help determine the effectiveness of the program over time.
- **Driver Files**
  - Driver qualification files should be maintained for all drivers, both CDL and non-CDL.

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