

## Company Attitudes and Actions

- Comply with safety regulations
- Cost is no issue when it comes to safety decisions
- Customer service and highway safety performance go hand in hand
- Employee relations go hand and hand with highway safety performance
- Employees can discuss highway safety issues with supervisors (frequently)
- Ideas for improving the firm's highway safety comes from employees
- Management's highway safety concerns are well publicized among employees

## Hiring Practices - take into account

- Drivers have completed courses at a reputable commercial driver training school
- Driving experience with other carriers
- Clean driving abstract
- No prior drug or alcohol related violations
- No prior speeding tickets
- No prior traffic violation convictions
- Letters of recommendation
- Solo driving experience
- Other types of driving experience (other equipment)
- Personality traits - honest, patient, reliable, self-disciplined, self-motivated, sociable
- Fit for physical work
- Passing a criminal records check

## Pre-hire Checks

- Follow up on previous employment
- Conduct job interview
- Licence class check
- Reference check
- Driver performance evaluation (observe on the road behavior)
- Review of the driver's abstract
- Company hiring policy that contains safety related criteria for applicants
- Criteria that specifies the number of collisions that disqualifies an applicant
- Criteria that specifies the number of moving violations that disqualifies an applicant
- Review of applicant's driving record

## Company Training

- Requirement for approved training program
- Requirement for post-hire training (number of weeks)

## Suggested Topics

- Collision notification
- CPR
- Defensive driving
- Dispatch procedures
- Driver disciplinary policies
- Federal and provincial safety regulations
- First Aid
- Transportation of Dangerous Goods
- Hours of Service
- Injury prevention
- Post-trip inspection
- Pre-trip inspection
- Team driver training
- Truck maintenance
- Consider pre-service driver training an investment (strategic safety investment)
- Qualified peer to peer training
- Other topics as required



## Awards

- Safety awards program, frequency, type

## Complaints

- Handle public complaints

## Monitor

- Driver performance
- Routings
- Engine diagnostics
- GPS
- Speed governors
- Distracting telematic devices

## Fatigue

- Fatigue management programs

## Equipment

- Equipment specifications
- Equipment maintenance
- Scheduled repair

### REFERENCES:

*The Supply Chain Management Center, The Robert H. Smith School of Business, University of Maryland, College Park, MD 20742  
www.insurancejournal.com www.nhtsa.dpl.gov www.tc.gc.ca*



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# Best Practices for Motor Carriers Check List

The Road to Zero



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