

## BEHAVIOR-BASED DRIVER SAFETY POLICIES

**AN EFFECTIVE DRIVER SAFETY MANUAL** focuses both on technical requirements *and on required behaviors*. This document is meant to get you thinking about safety-critical behaviors to address in your safety manual. This is not an “all-inclusive” list. Please contact your Acrisure representative if you would like to discuss your safety manual in more detail.



**Ambassadors of the road.** The manual should set forth expectations for defensive driving. It should remind drivers how to react when they encounter aggressive drivers or in the event of a conflict at a shipping or receiving facility.



**Best practices for high hazard maneuvers.** The manual should spell out best practices to help reduce risk while:

- Backing
- Changing lanes
- Making turns and crossing intersections
- Pulling out of parking areas



**Cell phone and distractions.** Some companies may ban cell phones in the cab of the truck. Others may allow handsfree use under very limited circumstances. The safety manual should spell out exactly what type of cell phone use, if any, is permitted.



**Disabling technology.** No employee may disable, disconnect, or block company-provided safety technology.



**Fatigue.** A driver may have legal driving hours, but he/she should not drive if physically incapable of doing so (i.e., tired or ill). Professionals should ensure they are rested before reporting for duty.



**Housekeeping.** How a driver maintains his/her vehicle can say a lot about their professionalism. Poor housekeeping also may also result in debris flying around the cab, needlessly adding distractions and safety risk.



**Incident procedure.** All drivers should be trained on what to do in the event of an incident. Do not circumvent post-incident protocol because the outcome seems “minor.”



**Personal conveyance time.** This regulation is often subject to abuse. The manual should establish clear parameters for PC time usage.



**Pre-trip and post-trip inspections.** The manual should lay out best practices to help ensure effective inspections. No “pencil-whipping” should be allowed. Equipment should not be operated until defects are repaired.



**Railroad crossings.** Define the “do’s and don’ts” for navigating railroad crossings.



**Roadside protocol.** When a driver is pulled over by a DOT officer for an inspection or because of a violation, the handbook should lay out expected driver conduct and professionalism toward the officer. Inspection results should be reported immediately.



**Safety meetings and trainings.** Participation in company training should be mandatory for all employees. Define consequences for employees who fail to participate.



**Safety outside the truck.** Many driver injuries happen outside the truck (entering or exiting the cab, pushing, lifting, securing loads). The safety manual should define the best practices for these activities.



**See something... save a life.** Team members should be expected to report dangerous conditions or events, even if an incident did not happen.



**Speed and space.** The posted speed limit is not always the appropriate limit. The safety manual should instruct drivers to adjust their speed and following distance based on factors such as traffic and weather.



**Timeout.** Employees in a high-hazard business should be empowered to unconditionally call a timeout *without fear of retribution* if something appears unsafe.



**U-turns.** U-turns are dangerous. The manual should provide drivers with alternatives to making U-turns.

Acrisure Risk Resources offers on-demand, virtual and live training tools designed to help manage risk and elevate our client’s performance and profitability.

**For more information, please contact your Acrisure representative or email [riskresources@acrisure.com](mailto:riskresources@acrisure.com).**

IMPORTANT NOTICE: The opinions and statements herein are intended for general informational purposes only and should not be viewed as a substitute for any legal, regulatory or other advice on any particular issue or for any particular reason. The advice of a professional should always be obtained before purchasing any insurance product or service and/or risk management tool or solution, and you should not rely on the information provided herein for the prevention or mitigation of risks or as a full and complete explanation of coverage under any insurance policy or as a full and complete explanation of terms and conditions of any services described. While the information provided herein has been compiled from sources that are believed to be reliable, no warranty, guarantee or representation, either expressed or implied, is made as to the correctness, sufficiency or adequacy of such information.