



ARMSTRONG RELOCATION & COMPANIES

President's Guide

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Introduction

WHO WILL ACCOMPLISH THIS ROLE?

This Guide is designed to assist you in improving your locations Risk Management Program, increase your agency compliance with State and Federal regulations, improve your CSA scores, and Risk Management Assessment (page 17).

Please read each section, assign persons responsible for each role, implement the required items and complete the checklist on page 13.

What is Driver Qualification? www.access.gpo.gov/nara/cfr/waisidx_06/49cfr391_06.html

Your agency is responsible to comply with Federal and State regulations for recordkeeping and make the right hiring decision by properly qualifying each driver.

Your operating authority is granted conditionally.

Your operations must comply with State and Federal regulations for you to continue to operate. The information in this Guide will assist your representatives to achieve compliance.

The following documents should be in the DOT Driver Qualification File or the DOT Driver Investigation History File for all drivers (contractors, their authorized drivers & employees) who operate a commercial motor vehicle (>10,001 GVW) under Armstrong Relocation Company's (ARC's) or United Van Line's (UVL's) authority.

Obtain all qualification background documents ***prior*** to the decision to contract/hire.

Whenever an Armstrong Relocation Company Agency contracts or employs a driver in any capacity, a complete DOT driver qualification producing all required files must be completed.

A UVL "requalification application" (SAF-130) is not acceptable in lieu of a full DOT driver qualification application although it is required by UVL when a driver changes agencies.

Any individual who operates a commercial motor vehicle (>10,000 lb GVW) ***MUST*** be a UVL qualified driver. UVL qualified drivers are included in UniGroup's Substance Abuse Program.

HR Representative's Role: Provide the most current documents from HR Connection.

References on HR Connection

- Review Cheat Sheet for Running Backgrounds
- HR Administrator Guide (Big Book)
- Provide current New Hire/Contractor/Contractor's New Authorized Driver worksheets

Agency Safety Representative's Role: *ASR must have completed UniGroup's ASR Training*

1. Monitors safety performance.
2. Works toward full regulatory and policy compliance.
3. Communicates safety successes, problems and trends.
4. Coordinates/conducts safety training.
5. Interacts with others at agency who impact safety.
6. Works with the Home Office Safety department.
7. Empowered to make safety-first decisions.

DOT Driver Qualification - Process Checklist

1. Initial interview conducted by agency Supervisor. Create notes during interview on a separate sheet of paper and not on the application.
2. Approval from Risk Management to proceed if previously employed by or contracted with another Armstrong Relocation agency.
3. Background Screening Provider/Armstrong Releases, UVL VO Application (*UVL DQ Kit found on the "U"*), SAF-51 documents accurately completed and reviewed. Copy Driver's License. Complete and sign the INS-19. Send to Jerry Palmer for Risk Management review.
4. Begin the DOT Driver Investigation History File and place your interview notes, Armstrong Releases and completed Previous Employer responses in this file.
5. Completed UVL Van Operator Qualification Kit (DQK) documents must be reviewed by agency Supervisor for accuracy and content prior to hiring decision or sending to UVL
6. Road Test completion (driver must have in their possession: Driver's License, Medical Card, Driver's Daily Log current day plus past 7 days)
7. MVR must be received and reviewed by Supervisor prior to hiring and placed in the Driver Qualification File (\$) The 2014 and newer MVR must show a CDL driver is "Medically Certified" and has filed a "Self Certification of Operations".
8. Driver Index must be completed from all received necessary information
9. Hiring documentation process review and approval with Jerry Palmer
10. Conduct Follow Up Interview with list of all questions from collected information

NOTE: 1-10 MUST BE COMPLETE PRIOR TO ANY HIRING DECISION OR CONTRACT

11. Hiring or Contract completion per Human Resources requirement.
12. Begin HR-Personnel or HR-Contractor training file and DOT Driver Qualification File. Place Criminal, Credit and SSN background checks and training documents in the HR File.
13. Armstrong must have every new driver complete a new UVL DOT Physical and document the Certified Medical Examiner is listed in the FMCSA registry and a UVL DOT Pre-hire Drug test
14. Submit the completed UVL Qualification Kit to United
15. UVL ID # and verification of Pre-use negative drug test must be received from United before any driver can operate a commercial motor vehicle.
Use UniGroup's VOPR system to verify UVL qualification status
16. Armstrong's Orientation Training worksheets completed, reviewed and filed. *Obtain from HRconnection*
17. Create an "At Hire" *Annual* Driver Performance Evaluation pre-assessment with goals

Pre-Hire/Annual Driver Evaluation

Qualify all your drivers with UVL. This includes contractors, their helpers, managers and employees – anyone who drives a (cmv) vehicle under ARC’s or UVL’s authority (>10,001 lbs). **The DQ requirement also applies to a contractor’s Authorized Driver.**

Calculate each applicant’s “Driver Index” for previous three years with an accurate UVL Van Operator Application for Qualification, PSP Report and MVR at hire (and with the DOT Annual Review thereafter with the annual MVR) using the following table:

Length of Hire w/ARC		Age		Violations*		Accidents*	
<1 Year	20 pts	<21	45 pts	>3	60 pts	>2	60 pts
		21-24	30 pts				
1 - 2 Years	15 pts	25-29	15 pts	2	30 pts	1	30 pts
>2 Years	10 pts	30-65	10 pts	1	20 pts	0	10 pts
				0	10 pts		

*Taken from 3-year history on MVR regardless of the type of vehicle the driver was operating

Check one box for each category (Length of Hire/Contract w/ARC, Age, Violations, Accidents) and add the points for the 4 boxes selected.

Length of Hire is for the driver’s time with your Agency. All new hires/transfers receive 20 points for less than 1 year.

If an applicant’s Driver Index is greater than 90, you must consult with and gain the approval of ownership or Risk Management.

Use the Index as part of the decision to hire. Enter this Driver Index on the worksheet for Pre-hire or Annual Driver Performance Evaluation in the space provided. (page 14)

Annual Driver Performance Evaluation including a written Driver’s Action Plan

Develop a written Action Plan for each driver that assist the ASR and the driver to improve their performance in terms of safety, quality, and production (see Page 14 for the form). Use all information records available from all reliable sources at that time including previous evaluations.

Complete the Annual Driver Performance Evaluation for existing drivers in conjunction with the DOT Annual Review using the MVR, the above Driver Index score, data from VTOP’s Driver Ratings and Driver SPR, Q-View quality scores, Armstrong Risk Management Agency Reporter’s records for work comp and vehicle accidents, CSA (Vigillo) scores and inspection details, previous evaluations, MCRS Cargo Claims details, etc.

Place the Annual Driver Performance Evaluation and written Action Plan in the driver’s HR-Contractor or HR-Personnel file for frequent review of improvement goals.

Orientation

Complete the New Contractor Worksheet for all new contractors.

For a contractor's authorized driver, complete the following forms and review with all parties involved together:

- 1) Contractor's New Authorized Driver Worksheet
- 2) Current Qualified Driver Authorization Form

Complete the New Hire Worksheet for all new employees at hire.

Have the HR Representative obtain all current forms at www.hrconnection.com

These forms detail ALL of the pre-employment and post-employment documents that are necessary for contract/employment and must be completed as each applicant goes through the recruitment process.

These training records must be dated and initialed to ensure that all procedures have been completed as each step is completed and placed in the HR-Contractor or HR-Personnel file.

Training

Agency Safety Representative

- Each agency, as required, must have an employee designated to complete UniGroup's ASR Certification by attending the ASR Certification and Safety Planning workshop.
- The ASR Certification tests. (*Training certificates must be placed in the HR Personnel File.*)
 - All ASRs must take and pass the ASR test from UniGroup University with a score of 90% or higher.
 - "Agency Safety Representative (ASR) Certification Assessment"
 - The ASR Certification process is the completion of the following six on-line courses (as the new versions are released in the first quarter of 2014):
 - Hours of Service Overview
 - Hours of Service Application
 - Drivers Daily Log
 - Pre-Trip and Post-Trip Inspections
 - Roadside Inspections
 - Compliance, Safety, Accountability Overview
- The certification process requires completion of your agency's safety action plan.
- Armstrong Memphis must receive a copy of your agency's Safety Action Plan each time you provide this plan initially and annually to UniGroup.
- Require Agency Safety Representatives to complete the UniGroup University course:

Records Management at UniGroup, Inc. ID: rt_0001_a02_bsc_enus

- Designate an Agency Administrator for UniGroup University who will issue a sign in and password ID to each contractor/employee at the time of contract/hire so that the contractor/employee can start taking courses immediately and receive credit for them.
- Require each driver to complete the following courses in UniGroup University at a minimum: *(Training certificates must be placed in the HR Personnel or Contractor File.)*
 - New Van Operator Learning Plan (as currently required for DQ with UVL)
- In addition to courses required by UVL before Driver Qualification the following training must be completed.
 - All Hands On Deck: Safety and CSA Mandatory Webinar (recorded)
 - Crew Leaders Make the Difference
 - Lifting & Moving Equipment
 - Preparation for Moving
- Require each driver to complete training *under links on Armstrong's Safety site.*
 - Armstrong's Slips Trips Falls (Travelers)
 - Armstrong's Equipment Safety Training (Travelers)
- Require all personnel that supervise drivers to complete Driver Supervisor Training on Misuse of Drug and Alcohol on the "U" Safety site.
<https://portal.unigroupinc.com/wcm/wps/wcm/myconnect/c70d090048c4cda6864c8ee3ad15729f/drugabuse.pdf?MOD=AJPERES>

Reference link: [UniGroup Safety Forms page](#)

- Require all forklift operators to complete a training course conducted by a certified trainer employed by an outside vendor. *(Place the certificate in the HR-Personnel file.)*

Repeat forklift training every three years with a new certificate and wallet card issued in accordance with OSHA and State requirements for refresher training.

http://www.osha.gov/pls/oshaweb/owadisp.show_document?p_id=9828&p_table=STANDARDS

You can select someone on your staff to receive training from an outside vendor to become a certified lift truck trainer only if approved by Bob Ratton.

- Keep original certificates of training including the Orientation Worksheet noted above in the HR-Contractor or HR-Personnel file.
- A Training File with copies of completed training should be used.

DOT/HR File Creation and Maintenance

Your agency will have the following separate files at the end of this process:

- DOT Driver Qualification File (DQ File)
- DOT Driver Investigation History File (DIH File)
- DOT Vehicle Maintenance File (SAF 23)
- HR-Contractor (contractors)
- HR-Personnel (employees)
- HR-Medical (employees or contractors)
- HR-EEO/AAP (employees)
- HR-I-9 (employees)

Note: Driver's DOT Pre-hire negative drug test results or verification note are to be kept in the HR-Medical File

- Driver's DOT Pre-hire Negative Drug Test, (Employee or Contract driver) – a custody and control form is not adequate – your agency must show or have verification of the negative result before allowing a candidate to drive.
- You can write a verification note:

On this Date: ___/___/___ **United Safety Coordinator:** _____,
stated a negative DOT pre-hire drug test result was received by United Safety for
Driver: _____ and United assigned UVL ID# _____.

Place this DOT Pre-hire Negative Drug Test verification note in the HR-Medical file.

Maintain all files in a secure location with controlled access. Only individuals involved in the hiring process may access the DOT Driver Investigation History File.

Remember:

The requirements for companies operating commercial vehicles are regulated by a number of State and Federal authorities.

Your authority is granted conditionally.

Your operations must comply with State and Federal regulations for you to continue to operate.

You must comply with all applicable laws and regulations with jurisdictional authority over your operations.

Document Retention – DOT Driver Qualification File

http://edocket.access.gpo.gov/cfr_2006/octqtr/49cfr391.51.htm

- **Original UVL Van Operator Application for Qualification – SAF 36** – Retain during and 3 years after contract/employment with motor carrier ceases
- **Original at hire DOT Medical Exam, for CDL drivers, Medical Certificate must be provided to the State Driver’s Licensing Agency – SAF-10** – Retain original during and 3 years after contract/employment with motor carrier ceases.
- **Verification of the Medical Examiner’s registration in FMCSA’s registry at the time the DOT Physical is performed** – Retain 3 years from the execution date
- **Self-certification of Operations at the time of the DOT Physical** – Retain 3 years from execution date
- **Original at hire UVL Road Test – SAF 50** – Retain during and 3 years after contract/employment with motor carrier ceases
- **Original at hire MVR** – Retain during and 3 years after contract/employment with motor carrier ceases
- **Original at hire copy of valid Driver’s License** - Retain during and 3 years after contract/employment with motor carrier ceases

- **DOT Medical Exam** – re-certifications may be removed after 3 years from execution date
- **DOT Annual Certificate of Violations SAF-51** – may be removed after 3 years from SAF 51 execution date
- **Annual MVR** - may be removed after 3 years from execution date
- **DOT Annual Review** – may be removed after 3 years from execution date of Annual Review

Remove documents from each DOT Driver Qualification File according to the information above during your completion of the DOT Annual Review with each driver.

The *original* at hire copy of valid Driver’s License, before the driver first operates a commercial motor vehicle for Armstrong/United, is required to remain in the DOT Driver Qualification File.

A *current* Driver’s License copy is not a requirement to be included in the DOT Driver’s Qualification File and should be kept separately in the HR-Contractor or HR-Personnel file.

Documents must also be retained in accordance with UniGroup’s - *Agent Policy for the Management of UniGroup Records, bulletin number 11-0014.*

DOT Compliance Files Contents

DOT Driver Qualification File

- **UVL Application – SAF 36** – all sections must be fully completed with a 10-year work history & signed and dated by the applicant
- **Original MVR** – authorized by your agency (part of the original Background Screening report) for CDL Drivers, a CDLIS MVR is required showing “medically certified”
- **UVL Road Test – SAF 50** – the applicant’s abilities should be assessed in-vehicle
- **CDL or Driver’s License “at hire”** – a legible copy of the license must be made
- **DOT Medical Exam – SAF-10** – at hire and authorized by your agency (do not accept a card or prior examinations), maintain original and past three years
- **Verification of the Medical Examiner’s registration in FMCSA’s registry at the time the DOT Physical is performed** – Retain 3 years from the execution date
- **Self-certification of Operations at the time of the DOT Physical and provided to the SDLA** – Retain 3 years from execution date
- **Annual Certificate of Violations SAF-51** – the form must be completed by the driver, maintain past three years
- **Annual CDLIS MVR** – obtained annually on the driver’s SAF-51 anniversary date and submitted with the driver’s SAF 51 to United for update, maintain past three years
- **Annual Review** – completed by the Operations Supervisor with the driver each year on the driver’s SAF-51 anniversary date, maintain past three years

If applicable: DOT Entry-level Driver Training – less than 1 year driving experience
Non-CDL Van Operator Certification – 10,001-26,000 lbs Commercial Motor Vehicle Driver (See *Armstrong Relocation SharePoint Safety Site*)

DOT Investigation History File http://edocket.access.gpo.gov/cfr_2006/octqtr/49cfr391.53.htm

- **Background Screening Provider/Armstrong Background Releases** – completed by applicant – 3 total pages (*General Release and Driver Candidate Only Drug and Alcohol Release with the included inquiry*)
- **Background Check** – from Background Screening Provider “CDL” Driver packet ordered through Armstrong’s hiring process prior to the decision to contract/hire
- **Employment Verification** – separate the sections entitled “Employment Verification” from the Background Screening Provider’s report

DOT Vehicle Maintenance File *Use EQPT & EQSR to track vehicle qualification process*

- Establish a separate SAF-23 Vehicle Maintenance File for each vehicle (truck, tractor, trailer)
- Complete the 6 spaces on the SAF-23 (Unit Number (file tab), Make, Serial, Year, Tire Size, When Purchased and then write the name (ARC or VO) of the owner of the vehicle under the line “When Purchased”)
- Complete a UVL 60 Vehicle Inspection Report as required by United for your agency and keep it in the SAF-23 for 3 years
- Place ALL repair receipts in the SAF-23 – keep for 14 months (including ALL contractor vehicle repair receipts)
- Place a schedule of maintenance in the SAF-23

Certain Definitions

CDLIS – Commercial Driver’s License Information System

Commerce – any operation of vehicles for business purpose

Commercial Motor Vehicle – any vehicle 10,001 pounds and higher by weight or registration

Background Screening Provider – third party vendor conducting background searches

DOT Medical Exam – Use of Department of Transportation approved forms and process

Interstate Commerce – any part of transportation occurring in two or more state or international jurisdictions

Intrastate Commerce – transportation occurring fully within a single state or jurisdiction

CDLIS MVR – CDL driver Motor Vehicle Report provided by State agency having jurisdictional authority and reporting “Self Certification of Operations” and “Medically Certified”

Non-CDL Driver or Van Operator – Operator of any commercial motor vehicle 10,001 pounds up to 26,000 pounds and not required by the residence state to have a Commercial Driver’s License of a Class A or Class B for either Interstate or Intrastate Commerce

Qualified Driver – Operator of any Commercial Motor Vehicle

SDLA – State Driver’s Licensing Agency that has authority to issue commercial driver’s license

Self-Certification of Operations – Document provided the SDLA determining regulatory compliance for driver status as non-exempt and operating in Interstate commerce

Verification of the Medical Examiner’s registration in FMCSA’s National Registry of Certified Medical Examiners – review the web site on the date of driver’s medical exam and print the medical examiner’s information from the National Registry web site.

Load/Unload Assessment – Driver Performance

- Require various staff members who visit jobsites to complete the audit sheet (Measuring Vital Performance) on Page 14 on a regular basis. Take action to correct identified deficiencies in each driver's performance.
- Inspect and inventory the equipment in each trailer twice a year (fall & spring) using the form (Agency Moving Equipment Inspection) on Page 15.

Claims Reporting

- Designate an individual to be responsible for reporting Auto, General Liability and Workers Compensation claims to Risk Management and notify Risk Management
- Notify Risk Management immediately if your designated Claims Reporter changes
- Insure that your designated Claims Reporter has received training in claims reporting from Risk Management in Memphis and has the Risk Management Claims Manual
- Report all Workers Comp claims to Risk Management Workers Compensation Director within 24 hours
- Report and Record any DOT Reportable Accident in your DOT Accident Register immediately (all others within 24 hours)
- Train all drivers in accident reporting (this training is documented on the New Hire, New Contractor, Contractor's New Authorized Driver Worksheets)
- Maintain the yearly OSHA 300 log and other required OSHA reports (direct company employee's injuries only) by a trained staff member.
 - **Do not include injuries to contractors or their helpers.**

Obtain the OSHA 300 log form at:

<http://www.osha.gov/recordkeeping/new-osha300form1-1-04.xls>

Performance Evaluations

- President's Checklist Page 13
- Annual Driver Performance Review Page 14
- Measuring Vital Performance Page 15
- Agency Moving Equipment Inspection Page 16
- Risk Management Assessment Form Page 17
- Exhibits Pages 18-20

UniGroup Presentation Slides for ASR Resources

- Safety Performance Monitoring Resources
- UniGroup Drug Testing and Alcohol
- Accident Reporting and Prevention
- Log Compliance – Hours of Service
- Safety Action Plans

See United Bulletin Number 14-0004 effective 1/1/14 for Common Owner Safety Performance Rating Calculation.

This bulletin explains United's revised CSA/SPR that is being changed to the Safety Performance Measure (SPR) in 2014.

The SPR is the Home Office measurement methodology for evaluating both van operator and agency safety performance in 2014.

§ 385.5 Safety fitness standard. To meet the safety fitness standard, the motor carrier must demonstrate it has adequate safety management controls in place, which function effectively to ensure acceptable compliance with applicable safety requirements.

President's Checklist

- | | | |
|---|-----|----|
| 1. I have spot checked a minimum of 3 DQ files (page 7-9) | Yes | No |
| a. A completed Application - SAF 36 | Yes | No |
| b. A completed DOT Medical - SAF-10 previous 3 years | Yes | No |
| c. Verified Medical Examiner registered in FMCSA's registry | Yes | No |
| d. An original MVR | Yes | No |
| e. An annual MVR (if with my agency >1 year previous 3 years) | Yes | No |
| f. A Road Test - SAF-50 | Yes | No |
| g. A copy of the original CDL | Yes | No |
| h. An original SAF-51 | Yes | No |
| i. A current SAF-51 (if with my agency >1 year previous 3 years) | Yes | No |
| j. A DOT Annual Review (if with my agency >1 year previous 3 years) | Yes | No |
| k. A pre-employment/contractor drug test CCF & a negative result note | Yes | No |
| l. The background screening provider's employment check (DIHF) | Yes | No |
| 2. I have (page 5) | | |
| a. qualified ALL my drivers with UVL | Yes | No |
| b. calculated a Driver Index for each driver (page 4) | Yes | No |
| c. completed a written Action Plan for each driver (page 13) | Yes | No |
| 3. I have spot checked 3 HR-Contractor & HR-Personnel files (page 7) | Yes | No |
| a. New Hire/Contractor/Contractor's New Authorized Driver Worksheet | Yes | No |
| b. Certificates for the following courses | | |
| i. New Van Operator Learning Plan | Yes | No |
| ii. Lifting & Moving Equipment | Yes | No |
| iii. Preparation for Moving | Yes | No |
| iv. Armstrong's Slips Trips Falls (Traveler's) | Yes | No |
| v. Armstrong Equipment Safety Training (Traveler's) | | |
| c. Supervisors have completed Training on Misuse of Drug and Alcohol | Yes | No |
| d. Certificates for all forklift operators | Yes | No |
| e. My UniGroup University Administrator is _____ | | |
| 4. I have reviewed Load/Unload Assessments (page 10, 14, 15) for: | | |
| a. 3 MVP checklists (page 14) | Yes | No |
| b. 3 Agency Moving Equipment Inspection completed forms (page 15) | Yes | No |
| 5. I have spot checked 3 Maintenance files (page 9) | Yes | No |
| a. All file folders are SAF-23's | Yes | No |
| b. The 6 spaces on the front are complete & the title owner is shown | Yes | No |
| c. Each has a VIR-60 as required by United for my agency | Yes | No |
| d. Repair receipts are inside | Yes | No |
| e. A maintenance schedule is in place | Yes | No |
| 6. I have addressed the following (page 5 & 10) | | |
| a. An ASR has been UniGroup Certified and certificates are filed | Yes | No |
| b. A Claims Reporter has been designated | Yes | No |
| c. My Claims Reporter has been trained by Risk Management | Yes | No |
| d. The current DOT Accident Register is maintained | Yes | No |
| e. Injuries and accidents are reported within 24 hours | Yes | No |
| f. Every driver has been trained in accident reporting | Yes | No |
| g. A current OSHA300 Log is maintained | Yes | No |
| 7. I have implemented and reviewed our Agency Safety Action Plan | Yes | No |

Annual Driver Performance Evaluation

A DOT Annual Review meeting DOT requirements was completed on _____ and the DOT required form was placed in the DOT Driver’s Qualification File.

The following data is found on the Driver Rating sheet and in VTOP-RT/SI with the exception of the WC Claims and Vehicle Accidents. Obtain this data from your Agency Risk Management Claims Reporter. You calculate the Driver Index – see page 4.

Driver ID	Name	VTOP Rating	SPR	IIHGS Claims	Customer Survey	Miles	Shipments

WC Claims* 3 years	Vehicle Accidents 3 years	SPR Points	Late Logs	All Log Violations	All Driver Violations	All Vehicle Violations	Driver** Index

* Include “Contractor’s Helpers”

** Page 4

Driver is currently being monitored for improvement in a specified CSA BASIC Yes No

of New Hire PSP roadside violations: _____

Vigillo CSA points: _____ Date: _____

Training completed during last 12 months:

- New Van Operator Learning Plan 2014 (required for DQ with UVL) _____
- All Hands On Deck: Safety and CSA Mandatory Webinar (recorded) _____
- Crew Leaders Make the Difference _____
- Lifting & Moving Equipment _____
- Preparation for Moving _____
- Armstrong’s Slips Trips Falls _____
- Armstrong’s Equipment Safety Training _____

Other: 1. _____ 2. _____

List the driver’s strengths:

-
-
-
-

List areas that need improvement:

-
-
-
-

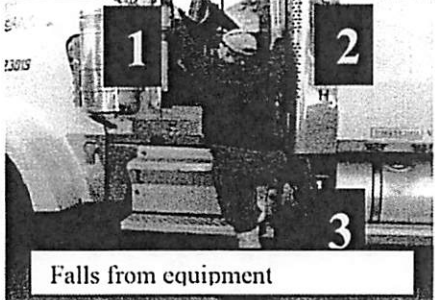
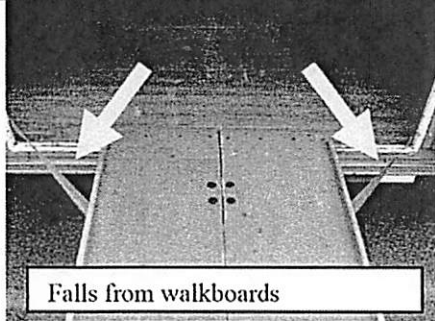
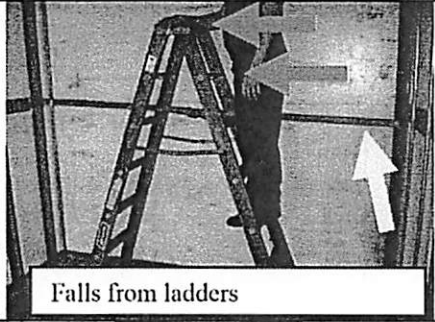

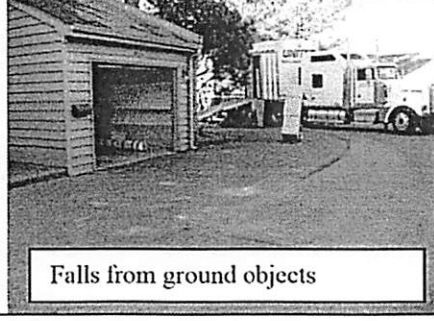
Develop and monitor this Driver’s Safety Action Plan. Assure the CSA Safety Management Cycle is implemented for improvement in the following CSA Basics. *SMCs are on the safety site*

-
-
-

Completed by: _____ Date: _____

Measuring Vital Performance

Job#: _____ Driver: _____ Unit#: _____ Date: _____ Assessor: _____

Exposure	Best Practice	Yes	No	Not observed
 <p style="text-align: center;">Falls from equipment</p>	<ul style="list-style-type: none"> • Driver uses “3-point system” to access tractor or trailer (2 hands and 1 foot or 1 hand and 2 feet in contact with the vehicle at all times) • Faces vehicle entering & exiting • Hands free of objects (objects placed on seat prior to entering cab) 			
 <p style="text-align: center;">Falls from walkboards</p>	<ul style="list-style-type: none"> • Walkboard secured to trailer with strap (arrows) • Strap anchored in E track at both ends • Strap runs through both hooks installed on underside of walkboards • Strap tight so walkboard does not move away from trailer when pulled by hand • Boards pinned together with both pins 			
 <p style="text-align: center;">Falls from ladders</p>	<ul style="list-style-type: none"> • Double-sided ladder used • All 4 feet contact floor • Both spreaders locked • Ladder strapped to trailer (yellow arrow) • Worker’s belt buckle stays between side rails • Top 2 steps not used for standing (blue arrows) 			
 <p style="text-align: center;">Falls from trailers</p>	<ul style="list-style-type: none"> • 2 straps across all open doors without a walkboard • Straps at knee and waist heights (arrows) 			
 <p style="text-align: center;">Falls from ground objects</p>	<ul style="list-style-type: none"> • Walkway to residence clear and free of objects • Cardboard taped to residence floor 			

Agency Moving Equipment Inspection



Inspected By _____	Vehicle Unit # _____	Bi-Annual Insp Date _____		
	Driver _____			
Walkboard	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Top or Side cracked	Non-Slip Surface worn	Top rail missing bolts	Hinges bent
Walkboard Securement Hardware Installed? YES _____ NO _____				
Ladder	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Steps or Side Rail cracked	Spreader bars bent	Non-Slip Feet missing	Top Cap Bolts loose
Appliance Dolly	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Ratchet Assembly broken Stairclimber Belts damaged	Tires - wheels damaged	Axle bent or damaged Rail Padding damaged	Blade or Lip bent, cracked
Carton Dolly	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Handles or Rails damaged	Tires flat or cut	Axle or Wheels bent	Blade or Lip bent, cracked
4-Wheel Dolly	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Rails cracked-broken	Casters damaged	Top Pads damaged	Axles hampered by debris
Logistics Straps	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Webbing cut	E-track Latch broken	Buckle Latch broken	Joint Stitching damaged
Auto Tie-down	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Webbing cut	E-track Latch broken	Ratchet broken	Joint Stitching damaged
Decking Bars	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Max Load = _____	Bar bent or cracked	E-track Latch damaged	Sliding Rail Stop missing	Thumb Lock missing
Plywood Decking	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Thickness = _____	Corners damaged	Edges splintered	Surfaces dry rotted	
Other _____	Count _____	Good _____	Need Repair _____	Unsafe _____
<i>comment:</i>				
Pads	Count _____	Good _____	Fair _____	Soiled _____
Skins	Count _____	Good _____	Fair _____	Soiled _____
Burlaps	Count _____	Good _____	Fair _____	Soiled _____
Appliance Pads	Count _____	Good _____	Fair _____	Soiled _____

Risk Management Elements			
		max	
		(pts)	Score
1 Driver Qualifications - (%Of 5 driver's files reviewed)			
1a	UVL Application SAF-36 (UVL Form required)	10	
1b	UVL DOT Medical Exam SAF-10 (UVL Form preferred)	10	
1c	Pre-use Negative Drug Test	10	
1d	Original MVR	10	
1e	Background Check	10	
1f	UVL Road Test SAF-50	10	
1g	CDL	10	
1h	Annual Review	10	
1i	UVL Certificate of Violations SAF-51 (UVL form required)	10	
2 Driver Evaluation			
2a	% of all drivers (contractors, authorized drivers, employees) UVL qualified >10,001 lbs	10	
2b	% of all drivers with a Driver Index <90	10	
2c	% of all drivers with CSA scores of <25	10	
2d	% of all drivers with a CSA >25 have a developed Safety Action Plan	10	
3 Orientation			
3a	% of New Hire Worksheet completed	10	
3b	% of New Contractor Worksheet completed	10	
3c	% of Contractor's New Authorized Driver Worksheet completed	10	
4 Training			
4a	% of forklift operators (designated, casual, authorized) who have completed OSHA training & have a certificate	10	
4b	% of drivers trained in Completing the New VO Learning Plan	10	
4e	% of drivers trained in Preparation for Moving	10	
4f	% of drivers trained in Lifting and Moving Equipment	10	
4g	% of drivers trained in Preventing Slips/Falls (Travelers)	10	
4h	% of drivers trained in Armstrong Equipment Safety (Travelers)	10	
6 Maintenance			
6a	% of vehicles with a Maintenance File (SAF-23)	10	
6b	% of files with a current vehicle inspection (UVL 60 VIR)	10	
Total		240	0

Exhibits

DOT Annual Review form

**U.S. DEPARTMENT OF TRANSPORTATION
MOTOR CARRIER SAFETY PROGRAM
ANNUAL REVIEW OF DRIVING RECORD
391.25**

Name (Last, First, M.I.) (Soc. Sec. No.)

This day I reviewed the driving record of the above named driver in accordance with 391.25 of the Federal Motor Carrier Safety Regulations. I considered any evidence that the driver has violated applicable provisions of the Federal Motor Carrier Safety Regulations and the Hazardous Materials Regulations. I considered the driver's accident record and any evidence that he/she violated laws governing the operation of motor vehicles, and gave great weight to violations, such as speeding, reckless driving and operation while under the influence of alcohol or drugs, that indicate that the driver has exhibited a disregard for the safety of the public. Having done the above, I find that:

- the driver meets the minimum requirements for safe driving, or
- the driver is disqualified to drive a motor vehicle pursuant to 391.15

Date of Review Motor Carrier's Name

Reviewed by: Signature and title

SAF-23 Vehicle Maintenance File folder

MAKE _____	Unit Number _____
SERIAL _____	
YEAR _____	
TIRE SIZE _____	
WHEN PURCHASED _____	
OWNER _____	

**VEHICLE
MAINTENANCE**

FMSCA Section 386.3
The records shall be retained where the vehicle is either housed or maintained for a period of 1 year and for 6 months after the motor vehicle leaves the motor carrier's control.

60SAF-23 Rev. 1-85

DOT Accident Register

ACCIDENT REGISTER

FROM _____, 20____ TO _____, 20____

Date & Hour of Accident		Location of Accident			No. of Deaths	No. of Non-Fatal Injuries	H/M	Driver's Name	Copy of State or Insurance Report
Date	Hour	Street Address	City	State					

OSHA 300 Log

OSHA's Form 300 (Rev. 01/2004)

Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent practicable in the extent to which it is being used for occupational safety and health purposes.

Year 20____
U.S. Department of Labor
Occupational Safety and Health Administration

You must record information about every work-related death and about every work-related injury or illness that results in loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record permanent and significant injury or illness that are approved by a physician or hospital health care professional. You must also record nonfatal injury or illness that meets any of the specific recording criteria listed in all OSHA 29 CFR 1904.10 through 1904.12. You may use two lines for a single case if you need to. This must complete on injury and illness report (OSHA Form 301) or accident form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local OSHA office for help.

Identify the person		Describe the case		Classify the case					Enter the number of days the injured or ill worker was		Check the "injury" column or check one type of illness						
(A) Case no.	(B) Employee's name	(C) Job title or, e.g., title	(D) Date of injury or onset of illness	(E) Where the event occurred e.g., loading dock work area	(F) Describe injury or illness, parts of body affected, and object substance if a directly injured or made person (e.g., second degree burn on right forearm from wet hot Lax)	Resulted at Work				On job transfer or restriction							
						Death	Days away from work	Job transfer or restriction	Other recordable cases	Away from work	On job transfer or restriction	Specific Injury	Respiratory Illness	Skin Illness	Musculoskeletal Illness	Other	
						(G)	(H)	(I)	(J)	(K)	(L)	(1)	(2)	(3)	(4)	(5)	(6)

Public reporting burden for this collection of information is estimated to average 30 minutes per response including reviewing instructions, searching existing data sources, gathering the data needed, reviewing the collection of information, reviewing the instructions, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing the burden, to Washington Headquarters Service, Room 1224, 1500 Independence Avenue, NW, Washington, DC 20583. Do not send your comments to the Department of Health and Human Services.

Page totals >

Page ____ of ____

WHAT RESOURCES DO YOU USE FOR MONITORING PERFORMANCE?

PG 5

Resources for Monitoring Performance

Current

- VTOP
- VOPR
- EQPT
- EQSR
- LCAM
- Vigillo
- SkyBitz



Resources for Monitoring Performance

Future Enhancements

- Agency Dashboard
- Missing Log Report
- Weekly HOS Infractions



Agency Dashboard



U12345 YOUR MOVING & STORAGE, INC.							
Agency Safety Representative (ASR) Steve Storage							
Agency Safety Dashboard							
Peer Group: Regional Agency Districts with 500-2000 Drivers							
As of August 29, 2013							
CSA BASICS							
(2 Years All Drivers)							
10 / 36 Peer Ranking by Basic Points (See Legend for Explanation)							
			AGENT AVERAGE		SYSTEM AVERAGE		
OVERALL PDI		2.9				5.9	
VEHICLE OPERATOR PDI		4.1				5.2	
VEHICLE MAINTENANCE PDI		2.3				5.1	
BASIC	PDI by BASIC	Peer Ranking by BASIC	JULY 2012	JULY 2013	CHANGE	% CHANGE	
CSA Points	2.9	10 / 36	112	78	-32	-28.1%	
Unsafe Driving	0.5	11 / 36	27	15	-12	-44.4%	
HOS Compliance	0.5	5 / 36	30	15	-15	-50.0%	
Driver Fitness	0.1	10 / 36	6	3	-3	-50.0%	
Driver/Alcohol	0	1 / 36	0	0	0	0.0%	
Vehicle Issues	2.3	16 / 36	64	45	-19	-29.7%	
HasMat	0.0	1 / 36	0	0	0	0.0%	
Crash	0.0	1 / 36	0	0	0	0.0%	
CSA-SPR							
(Rating 12 Months)							
6 / 36 Peer Ranking by CSASPR							
			System Averages		COMBINED	LVL	MT
					4,362	4,708	3,690
CSA-SPR	VTOP DATA	PREVENTABLE ACCIDENTS					
JULY 2012 5,653	TOTAL MILES 856,227	MILES/PREVENTABLE ACCIDENT 856,227					
JULY 2013 7,255	POINTS 119	ACCIDENT					
CHANGE 1,567	LATE LOGS 77	SYSTEM AVERAGE 1,343,862					
CLEAN MEANS GREEN			HOURS-OF-SERVICE				
(2 Years Inspections All Drivers)			(Violations per 100,000 Miles - Rating 12 Months)				
9 / 36 Peer Ranking by Clean Means Green			11 / 36 Peer Ranking by HOS				
TOTAL INSPECTIONS	23	AGENT AVG.		1.2			
CLEAN INSPECTIONS	19	SYSTEM AVG.		2.2			
% CLEAN INSPECTIONS	82.6%						
SYSTEM AVG %	50.9%						
SAFETY STAR RATING:							



Weekly Missing Log Report

Our system indicates the following FMCSA required logs are missing for your agency's van operator(s).

Please review this information with your van operator(s) and submit the missing log(s) to Home Office immediately to avoid van operator disqualification.

AGENCY M99999 HAS 2 DRIVERS WITH 5 MISSING LOGS.

M12345 JONES, JOHN
2013-09-08, 2013-09-09, 2013-09-10

M54321 SMITH, WILLIAM
2013-09-10, 2013-09-11



Weekly Hour-of-Service Report

Our system indicates the following FMCSA hours-of-service violation(s) that were assessed during the last seven days for your agency's van operator(s).

Please review hours-of-service rules with van operator(s) to prevent future violations which may lead to van operator disqualification.

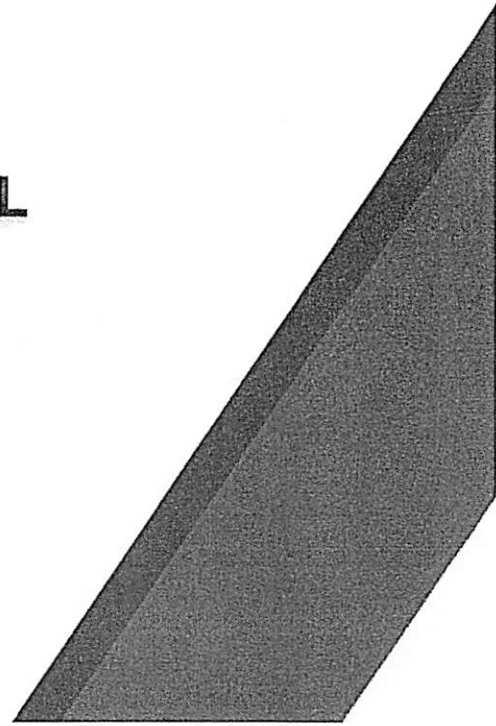
Hours-of-service questions or other Safety questions may be directed to the Safety hotline at 866-564-5463.

HOS VIOLATIONS FOR AGENCY U 1234

U99999 OPERATOR, VAN
HOS VIOL: 14 HOUR, LOG DATE 2013-01-24 FEE: \$50.00
HOS VIOL: 14 HOUR, LOG DATE 2013-01-25 FEE: \$100.00



DRUG AND ALCOHOL TESTING



Drug and Alcohol Testing Case Studies

Case Study - Post Accident

Highway traffic comes to a sudden stop. Your van operator is able to safely stop his rig, but a driver in a sports car is unable to stop and runs into the back of your van operator's trailer. The sports car had the top down and the driver was ejected and is pronounced dead at the scene. Your driver is not cited. He is interviewed and released by the police.



Drug and Alcohol Testing Case Studies

Case Study – Random

It's 3:30 PM on a Thursday afternoon and one of your van operators calls you to advise that their dispatcher just informed them they were selected for a random drug test. The driver is in slow moving traffic and estimates it will take him at least 2 – 2 ½ hours to get to the collection site the dispatcher gave him and the collection site closes at 5:00 PM.

PG 18

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DOT Five Panel Drug Test

Marijuana

Cocaine

Opiates

Amphetamines

Phencyclidine



Discussion:

- What about legalized medical Marijuana?
- Legalized recreational Marijuana?

PG 19

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Drug and Alcohol Testing

Reason	Drug	Alcohol
Pre-Employment	YES	NO
Random	YES	Sometimes
Post Accident	YES	YES
Reasonable Suspicion	Sometimes	Sometimes
Return-to-duty/follow-up	Sometimes	Sometimes

Discussion:

- Which drivers are required to be tested?
- How many drivers must be randomly drug tested?
- How many drivers must be randomly alcohol tested?
- When is a Reasonable Suspicion Drug or Alcohol Test required?
- When is a Return-to-duty or follow-up Drug or Alcohol Test required?

PG 19-20

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Post Accident Drug & Alcohol Testing

Did the accident result in a fatality?

- If yes, the van operator must be tested, if no:

Was the van operator cited?

- If no, the van operator does not need to be tested, if yes:

1. Were individuals transported from the scene due to injuries?

and/or

2. Were any vehicles towed from the accident scene?

- If yes to 1 and/or 2, the van operator needs to be tested, if no then no testing is required.

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Drug and Alcohol Testing

How long does a van operator have to complete testing?

Type	Time Period
Pre-Employment	Within 30 days prior to qualification
Random	Immediately upon notification
Post Accident	As soon as practical; alcohol test within 8 hours, drug test within 32 hours
Reasonable Suspicion	Immediately – Van operator is removed from service pending testing results
Return-to-duty / Follow-up	Prior to returning to duty and randomly as dictated by SAP (Substance Abuse Professional)

Discussion:

What happens if a van operator fails or refuses to test?



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ACCIDENT REPORTING AND PREVENTION



Case Study: Accident Reporting

- Turning into fuel stop
- Car attempts to pass on right
- Car veered to avoid collision, no impact
- Car jumped curb, is damaged needs tow



Accident Defined

DOT Recordable Accidents include:

- Fatality
- Injury requiring treatment away from the scene
- Vehicle(s) towed due to disabling damage

Accidents Requiring Reporting:

- Death or any injury
- Damage to cargo
- Property damage greater than \$1,000



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Accident Reporting to Safety Department

- Immediate telephone report (within first workday)
- Time records for date of accident and prior 7 (within 3 workdays)
- Maintenance records for prior 12 months (within 3 workdays)
- Van operator's accident report located in back of log book (within 24 hours)



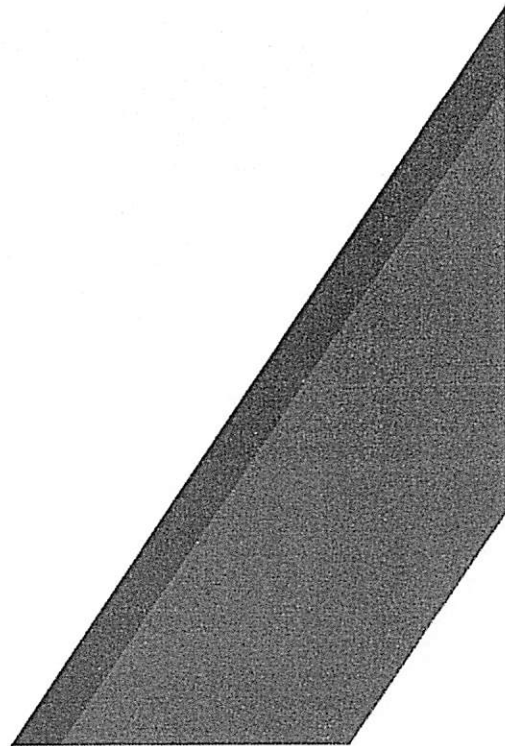
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Accident Prevention

- Accident countermeasures available from FMCSA.
- Defensive Driving course on UniGroup University.
- Defensive Driving course available from National Safety Council.



LOG COMPLIANCE – HOURS-OF-SERVICE



Case Study – No Logs for Prior 7 days

- Did not have logs for the prior 7 days
- Shutdown at the scale
- How could this have been avoided?



100 Air-Mile Radius Exception

Type of Exception

- Log book not required

Conditions That Must Be Met:

- Return to normal work reporting location within 12 consecutive hours and be relieved of duty
- Stay within 100 air-mile radius of normal work reporting location
- Must have a minimum of 10 hours off duty between work periods
- Must comply with 11 hour rule



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100 Air-Mile Radius Exception

- Employer must maintain and retain for a period of 6 months accurate and true time records showing:
 - The time the driver reports for duty each day
 - The total number of hours the driver is on duty each day
 - The time the driver is released from duty each day



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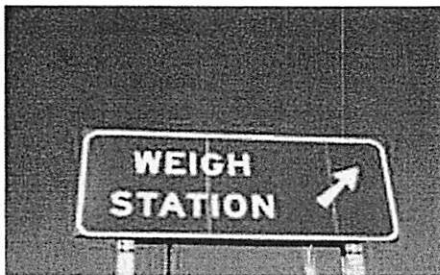
HOS: 11-Hour Driving Limit



May drive a maximum of 11 hours after 10 consecutive hours off duty.



HOS: 14-Hour Limit



- May not drive beyond the 14th consecutive hour after coming on duty, following 10 consecutive hours off duty.
- Off-duty time does not extend the 14 hour period.



On Duty, Not Driving (Line 4)

- Loading, unloading or handling paperwork
- Inspecting equipment (pre-trip)
- At the scene of an accident
- Waiting for repairs roadside
- Random drug and alcohol testing



On Duty - Not Driving (Line 4)

- Attending required training
- Other work for a motor carrier, paid or unpaid (Includes local and intrastate work)
- Any other compensated work
- Fueling
- Roadside Inspection



Case Study – Exceeding the Hours of Service 14 Hour Rule

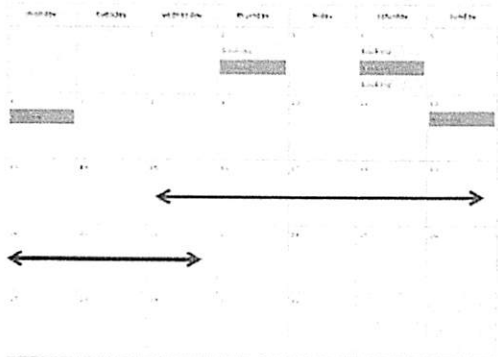
- Rain delay at loading
- Van Operator will be out of hours by the time loading is completed
- Mentioned he can drive back to the OA anyway



PG 23

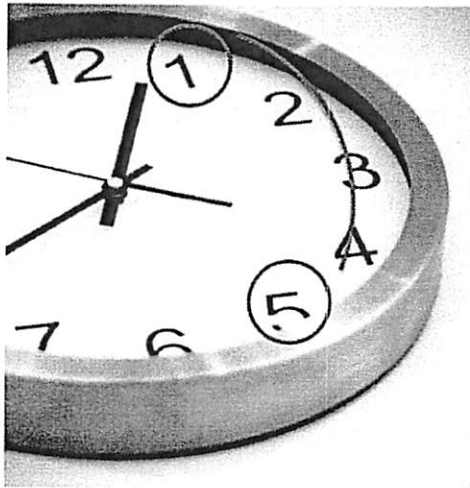
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HOS: 70-Hour Duty Limit



May not drive after 70 hours on duty in 8 consecutive days.

HOS: 34-Hour Restart (Optional)



- Minimum of 34 consecutive hours off-duty or sleeper berth or a combination of the two.
- Must include two periods from 1:00 a.m. to 5:00 a.m., home terminal time.
- May only be used once per week, 168 hours, measured from the beginning of the previous restart.

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HOS: Rest Breaks



- May drive only if 8 hours or less have passed since end of van operator's last off-duty or sleeper-berth period of at least 30 minutes.
- Look for sweet spot between 6th and 8th hours for 1 break a day.
- More breaks as needed to manage fatigue.

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HOS: When Can Van Operators Drive?



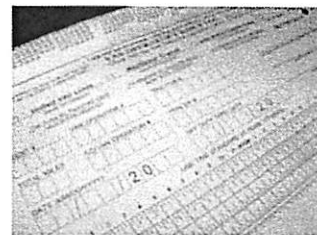
When they have:

- Less than 70 total duty hours (line 3 driving and line 4 on-duty not driving) accumulated today and in the last 7 days.
- Less than 14 hours since they started their work day (includes all lines 1, 2, 3, 4) following a 10 hour break.
- Less than 11 hours of driving time within that 14 hour period.
- Less than 8 hours since their last off-duty or sleeper berth period of at least 30 minutes.

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Log Challenge

- Review the Log Challenge in your participant guide
- Work individually to identify problems or violations
- Discuss with your table group
- Be prepared to report out



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PG 24-26

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Costly and Dangerous HOS Violations are Easy to Avoid

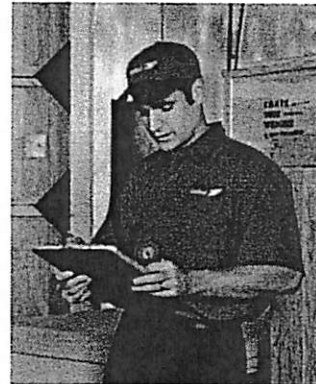
- Communicate with van operators.
- Monitor and audit logs proactively.
- Zero-tolerance for willful violations.
- Recognize and award top performers.



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Case Study - Van Operator Nick Kostas Trade Show Delayed at Origin

- Loading a trade show shipment from exhibit house
- Loads Wednesday, delivers to trade show on Friday 862 miles away
- Delayed at origin waiting for one piece
- Cannot make Friday 6:00am delivery.



PG 27

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Monitoring and Support Really Works

- Re-audit results show that 60% of van operators improve safety compliance performance in 90-day period following their audit.
- “A real privilege to have worked with the log auditor in the monitor process.”
- DOT Inspector, “His logs were the cleanest I’ve seen in a long time.”



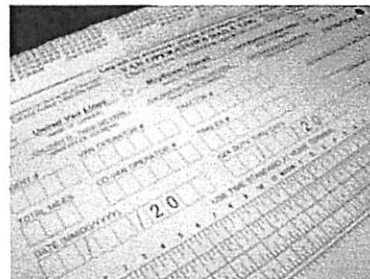
Accident + HOS Violation = Huge Liability

Van operator operating safely in adverse conditions.

- Passenger car hydroplaned and crossed center line.
- Car driver died instantly, toddler and passenger survived.

Dangerous industry

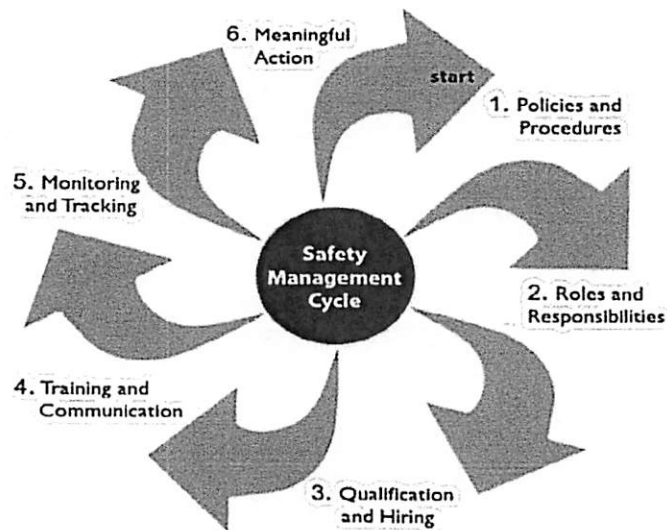
- What if van operator had log violations?



SAFETY ACTION PLAN



Safety Management Cycle (SMC)



http://csa.fmcsa.dot.gov/about/SMC_Overview.aspx



SAFETY ACTION PLAN

SAFETY GOAL/OBJECTIVE:

- Specific
- Measurable
- Actionable
- Relevant
- Time-Driven

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Begin Development of Safety Action Plan

- Use the template that's in your folder.
- Work with your agency team to identify which BASIC you should work on.
- Walk through the six steps, respond to questions and determine where action is needed to correct deficiencies.
- and identify actions for each one.
- The final product is due 30 days from today.



PG 37

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