**Sample safety manual**

Delivery service drivers

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**Introduction**

This manual contains safety policies designed to control risks associated with operations at **(Insert company name)** and provide the safest possible work environment for our employees. While this safety manual is intended to be comprehensive, it is impossible to cover every scenario, therefore if you have questions regarding a task contact your supervisor who can provide guidance.

The best ambassadors of our safety program are those performing the jobs daily. If you observe a safety issue or have a suggestion that could improve the safety measures outlined in this document, please speak with your supervisor. It takes the dedicated effort of the entire team to prevent workplace incidents.

Incidents are the result of unsafe conditions, acts or practices. Many incidents are caused using unsafe equipment, tools used in an unsafe manner or failure to follow safe work practices. Therefore, the implementation of a comprehensive safety program is critical to maintaining a safe work environment for all employees. To ensure a safe work environment, it is imperative that we strictly enforce our policy. Violations of safety policies and procedures could result in disciplinary action, up to and including termination. If you have questions and/or need additional information regarding the contents of this manual, you should speak with your supervisor or their predetermined designee immediately.

**Safety policy statement**

Providing a safe work environment for **(Insert company name)** staff is of the utmost importance. The goal of our safety policy is to provide guidance on how to avoid risks associated with the jobs performed by our employees. It is impossible to provide guidelines for every situation; therefore, we depend on you, our staff, to make safe choices in your daily work. Our success depends on everyone performing their job in the safest possible manner.

**Safety is a team effort**

With any great team, each member must know their role and how to perform it well to achieve success. The same is true for safety teams.

**Management’s responsibilities:**

Providing a safe work environment and adequate supervision of operations, which includes as applicable:

* Providing a safe work environment and adequate supervision
* Provisioning of tools and equipment
* Providing proper safety equipment/clothing
* Training and hands-on safety direction
* Inspecting work areas, employee vehicles, and operations periodically
* Ensuring prompt action is taken when unsafe conditions or actions are identified
* Ensuring all incidents are reported and properly investigated
* Reviewing incident reports to verify proper corrective action is taken

**Supervisor’s responsibilities:**

* Promoting safety awareness, and leading by example
* Ensuring employees are trained on safe work practices related to their assigned job tasks
* Ensuring safety equipment and protective devices are provided and properly used
* Conducting frequent safety inspections of all work areas, vehicles and operations to improve and eliminate unsafe conditions
* Taking prompt, corrective action when unsafe conditions and/or unsafe actions are observed
* Investigating and reporting to management all incidents involving personnel and/or property
* Reviewing new equipment to identify potential risks
* Educating employees on the disciplinary policy as it relates to the safety policy; taking appropriate action when merited
* Arranging transportation and accompany the injured employee to the medical facility
* Facilitating paperwork and answering questions of both the treating physician and injured employee

**Employee’s responsibilities:**

* Following the safety policy and procedures
* Reporting unsafe conditions and practices to management immediately
* Keeping work areas and vehicles always clean and orderly
* Operating vehicles and equipment only if authorized and instructed on safe work procedures
* Reporting all incidents to management immediately and complete an incident report as soon as possible

**What to do if an incident occurs**

While every effort is made to avoid incidents, it is important to know what to do if one should occur. Acting quickly and getting the injured employee the treatment they need as soon as possible can help to prevent further injury.

* Report all incidents, no matter how minor, immediately to management
* Prompt reporting ensures the employee receives proper treatment if it is required, and ensures appropriate corrective action is taken to avoid future injuries
* Perform first-aid and CPR, only if you are trained
* Follow established Bloodborne Pathogens procedures
* Arranging transportation and accompany the injured employee to the medical facility should be done by the supervisor
* Facilitating paperwork and answering questions of both the treating physician and injured employee should be done by the supervisor
* Incident Report forms must be completed by the supervisor and injured employee as soon as possible; route as directed on the form

**Emergency action plans**

Emergency situations such as fire, severe weather, bomb threat, etc., require swift and immediate action by our employees to ensure the safety of everyone. In the event of an emergency, our staff should be prepared for the following:

Supervisor/management or designee for their respective areas will:

* Direct actions of personnel
* Know the location of fire extinguishers
* Know who is first-aid and CPR trained
* Identify individuals who need special assistance during evacuations and decide to ensure their safety
* Familiarize employees with evacuation route
* Ensure the building is clear and account for personnel after building evacuation

**Fire evacuation:**

* Turn off nearby equipment and walk to the nearest exit, when the fire alarm sounds and if it is safe to do so
* Assemble away from the building at the designated assembly area
* Remain outside until the all-clear is given by responding fire personnel
* The supervisor or their designee will account for all individuals

**Severe weather:**

* Heavy rainfall- Avoid driving into areas where heavy flooding is noted to have occurred. Do not drive into standing water if uncertain of the depth. Reduce speed and if necessary, pull over to side of the roadway. Park in a safe location and activate emergency flashers.
* Lightning activity- Remain inside vehicle and listen to local weather. Proceed to a safe location outside of the lightning activity.
* High winds- When driving in high winds be alert to the potential effect of strong side winds on the vehicle, specifically at highway speeds. Reduce speed and if necessary, pull over to side of the roadway, park in a safe location and activate emergency flashers.
* Tornados- Never try to outrun a tornado. Get out of the car and find shelter. If unable to get to a safe structure, lie down in a ditch or low area. Lie face down to stay protected from flying debris and cover the back of your head and neck with hands.

### Ice and Snow- Bridges and overpasses freeze first, so always slow down and avoid sudden changes in speed or direction. Clear all window glass, light lenses and covers prior to driving. Keep windows clear and keep speed steady and slow. Use brakes cautiously. If stuck in the snow, straighten the wheels, and accelerate slowly. Avoid spinning the tires.

**Recordkeeping**

Documentation is a critical component for maintaining a safe working environment. The following records are retained in personnel files:

* Employee training records
* Certifications
* Incident reports
* Hazard identification and corrective actions
* Signed acknowledgments
* Equipment inspection/certifications

**Violence in the workplace**

It is the policy of **(Insert company name)** that violence or the threat of violence, even in a joking manner, is not appropriate and subject to disciplinary procedures, up to and including termination.

Employees are to report any acts or threats of violence to their supervisor immediately. Report the behavior or threats made, give facts of where and when the event occurred, what was said and include any witnesses.

Anyone who observes a weapon on the premises is required to report it to the supervisor immediately.

**Biological exposure control plan**

Within the scope of your job, you may encounter blood or other bodily fluids that have the risk of transmitting blood and/or airborne diseases. Always wear personal protective equipment (PPE) if it is necessary for you to be in contact with blood or other body fluids. The proper PPE is outlined in the Blood/Airborne Pathogens Program.

**Ergonomics**

**(Insert company name)** has an Ergonomics Program to educate and train employees on the basic principles of ergonomics and proper body mechanics. The program includes written guidelines to prevent musculoskeletal injuries caused by exertion, repetitive motion or sustained posture; these include back injuries, sprains, strains, carpal tunnel syndrome or other cumulative trauma disorders.

Depending on the physical demands of a driver’s route and setup, the layout of the workstation, procedures, or adjustments to seat, steering etc. may need to be changed to minimize the risk of a cumulative trauma injury. It is important to request an ergonomic evaluation if you believe your workstation or procedures need to be changed. Once the ergonomic evaluation is complete, modifications identified should be implemented. It is important that employees follow the recommendations and modifications to help prevent a cumulative trauma injury.

**Material handling**

Employees shall evaluate items to be lifted prior to commencing work to assess the load for weight and determine if the load requires any type of lifting aid or needs to be divided up into multiple units to carry. Tools such as lifting straps, dollies or pallet jacks shall be used to aid employees with safe handling procedures. Damaged containers should be isolated for repacking prior to use or before going to its proper storage location.

**General policies for all operations**

* Employees should perform their job tasks in a safe manner, speak with your supervisor if you have any questions regarding safe work practices
* Illness or extreme fatigue may impact your ability to perform your job safely; it is the employee’s responsibility to monitor their well-being and ensure they are physically able to perform their job tasks safely
* Horseplay of any kind is strictly forbidden, and employees who willfully engage in horseplay are subject to disciplinary procedures, up to and including termination
* Clean and orderly work areas and vehicles prevent injuries; take time each day to keep your work area clear of unnecessary materials, tools and equipment
* All exits and stairways should be clear and free of obstructions
* Use only approved, grounded electrical extension cords
* Extension cords are to be unplugged, coiled and stored in their designated locations when not in use
* Dispose of extension cords that show wear and tear immediately
* Follow proper lifting techniques and seek assistance when necessary
* Ensure all equipment (dolly, etc.) is in good condition before use
* Visually check equipment and machinery before use and ensure work area is clear
* Never leave machines or equipment running while unattended
* Loose clothing, long hair and/or jewelry should not be worn by employees working around or near moving machinery or equipment
* Use of a personal music device in the work area, including vehicles, is at the discretion of the immediate supervisor
* Smoking is strictly prohibited

**Slip, trip and fall prevention**

* Footwear should be flat, slip-resistant with a closed toe and heel
* Plan the path to be traveled before lifting packages or preparing them to be moved with a lifting aid
* Take the best and smoothest route even if it is longer
* Push rather than pulling dollies and carts and use a curb ramp as necessary
* Use the appropriate dolly for the job
* Park in a safe unloading area to avoid traffic and give ample room for unloading ramp
* Use a step stool or ladder when reaching overhead
* Do not stand on boxes, chairs, desks, tables or other elevated surfaces
* Wear cleated shoes or shoe covers when necessary for walking on snow and ice
* Avoid walking backward in and out to the truck to avoid drop offs and obstructions

**Extreme temperature conditions**

**(Insert company name)** operations may expose employees to extreme temperatures. Employees are responsible for monitoring their physical condition both on and off the job and notifying the supervisor of any condition that may impact their ability to tolerate extreme temperatures. For additional information on this policy, see the company’s Temperature Extremes Program.

**Hazard communication**

Chemical substances and mixtures used by the company are to be evaluated and approved before use. The associated risks with products should be communicated to employees before use and can be found by reviewing the product Safety Data Sheet (SDS). Annual training on proper hazard communication is provided with additional training as new products are introduced in the work environment. For more information, see the Hazard Communication Program.

**Personal Protective Equipment (PPE)**

**Foot and hand protection:**

Footwear must be suitable for the type of work you perform and the environment in which you work. It is recommended that all employees follow the footwear guidelines listed under the slip trip and fall prevention section of this safety manual. However, for employees in certain work areas, these practices may be required. Additional care should be taken when walking on ice- or snow-covered surfaces. Cleated shoes or shoe covers should be worn.

Hand protection should be selected based on the risk associated with the tasks assigned. However, in operations where hand protection may cause or contribute to an injury, other methods of hand protection should be used. Consult your supervisor regarding the proper hand protection and use. **(Insert company name)** will provide proper hand protection in areas where it is necessary.

**Outerwear protection:**

The clothing worn to work should not only be appropriate for the type of work you perform but safe for the environment in which you work. Shorts and tank top shirts should not be worn. Clothing should be cotton or other natural fiber, and if clothing or gear becomes contaminated, it should be replaced immediately. During cold weather gloves, jacket and additional protective layers and footwear should be worn. Waterproof items should be taken into consideration when needed to prevent moisture from amplifying the cold and to protect against frostbite.

**Motor vehicle operation:**

The following requirements are in place because of the high risks associated with motor vehicle operation:

* Employees who operate vehicles on behalf of the company must have a valid Oklahoma driver’s license, operator, commercial or chauffeur’s license, as required for the equipment being operated
* Only company employees are permitted to operate company-owned equipment/vehicles

Obeying traffic laws and regulations:

* + Employees are required to obey all traffic regulations
  + Cost for traffic violations/citations is the employee’s responsibility
  + Employees convicted of two or more moving violations within a 12-month period cannot operate company vehicles
  + All vehicle incidents must be reported, as required by city and state F reporting procedures
  + Employees involved in vehicle collisions must report the incident to their supervisor or designee immediately after contacting the local law enforcement agency

**Driver Daily Vehicle Inspections**

**Pre and post trip inspections:**

Every driver should prepare a written report on each vehicle operated, before the day’s work begins and once the work has been completed. Use the pre and post inspection checklist forms provided, and each should be signed at the bottom of the form.

The driver should:

* Be satisfied that the motor vehicle is in safe operating condition
* Review the last driver vehicle inspection report
* Only sign the pre-trip inspection report, if the defects or deficiencies noted by the previous driver have been repaired
* Service brakes including trailer brake connections

The report shall identify the vehicle and list any defect or deficiency discovered by the driver which would affect the safety of operation of the vehicle or result in mechanical breakdown. If a driver operates more than one vehicle during the day, a report shall be prepared for each vehicle operated. Before the vehicle is operated again, all defects or deficiencies listed on the driver vehicle inspection report shall be repaired.

**Breakdowns/Flats:**

In the event of a tire, engine or other critical truck component failure, the driver should:

1. Pull off roadway as far onto the shoulder as condition allows without putting the truck at risk of rollover, load shifting or becoming stuck
2. Turn on the vehicle hazard lights
3. Set out the warning devices
4. Contact the dispatcher to report the situation and await assistance

**Truck loading and unloading**

All truck activities which take place in the truck loading area will be conducted with due regard to safety of personnel and protection of equipment. Speed will be maintained in accordance with posted speed limits and extra caution should be exercised due to congestion from traffic in these areas. Wheel chocks are required for use when vehicles are parked in designated areas.

Drivers will ensure that they are properly parked and the truck secured prior to the start of any loading or unloading operations.

Company drivers will not attempt to move portable dock plates.

Drivers will ensure any mechanical problems are identified and appropriate repairs made along with ensuring tractors are properly inspected prior to departing of the company’s terminal.

Communication with the dispatcher will be accomplished within company directed guidelines prior to departing the terminal location.

**Trucks**

* Drivers will be properly and thoroughly trained before attempting to do any work with or on any type of truck.
* Our motor vehicle policy, as well as State and Federal regulations, prohibit the operation of commercial motor vehicles by individuals who do not have the proper training and license. Do not attempt to operate any vehicle unless you have the proper license and training.
* Thoroughly inspect the truck for any defects that may inhibit safe operation of the vehicle. DOT regulations require that the operator fill an inspection form each day before placing the truck into operation. This form is an excellent tool to help the operator remember to check all necessary items.
* Always use the steps and grab irons and face the vehicle when getting in or out of the truck.
* Place the gearshift into neutral and set the parking brake before starting the engine.
* Allow the engine to reach operating temperature and the air pressure to build to operating pressure before placing the truck into motion.
* Carefully check the area around the truck before placing it into motion. Objects or people that are very close to the truck may not be visible from the driver’s seat.
* Always make sure that your seatbelt is properly fastened before driving the truck.
* Allow adequate stopping distance between the truck and the vehicles in front of it.

**Lift gate safety**

All use of the lift gate should be done so with caution. Consider these areas when using:

* Ensure the lowering area is clear before operating the gate
* Gate should be inspected prior to each use for missing pieces and for any defects
* Always unfold the lift gate once on the ground and stand clear of the platform when doing so
* Do not place any part of the body between rails and rear of the vehicle, within equipment pinch points, or between back of platform and rear of the truck.
* If lift gate is not working properly contact dispatch and do not attempt to repair it
* Never overload a lift gate or attempt to catch a falling load

**General security**

* Maintain regular communication with supervisors or dispatch and report anything unusual
* Be aware of surroundings and remove key from ignition, lock the truck and keys should be kept on the driver during the stop
* Park in well-lit and easily seen areas and be aware of any vehicles that may be following
* Avoid stopping anywhere other than the planned destinations
* When inside your truck keep cab, windows and panels closed and locked
* Never allow unauthorized passengers in the truck

**Safety Policy/Procedure acknowledgment**

By my signature below, I acknowledge I have received and read the Company's Safety Policy/Procedures, and I have been given an adequate opportunity to ask questions and receive clarification of any area of the policy/procedures. I agree to abide by the provisions outlined in the **(Insert company name)** Safety Policy/Procedure and understand that failure to do so may result in disciplinary action, up to and including termination of my employment.

I have received training by the company for the duties associated with my job, and I understand the potential hazards and physical requirements of these duties as well as the necessary precautions to control these hazards.

I have been informed and understand I am to report to my supervisor any incident and injury occurring while performing the duties of my job, or if in their absence, the next available senior company representative. An Incident Investigation Report must be completed and signed immediately, as is reasonable under the injury circumstances, by me after my injury.

I have been informed and understand I am to immediately report any unsafe acts and/or conditions discovered during the performance of my job duties.

Employee's signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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