

ACCIDENT REPORTING TO UNIGROUP HOME OFFICE

UniGroup Safety policy requires a van operator or van operator's agent to immediately report all vehicular accidents occurring while operating under United's or Mayflower's authority to the Safety department. The Safety department will then determine (after investigation) if the accident is a DOT recordable accident.

In the past, if the van operator was insured by Vanliner Insurance Company, the van operator could report the accident to Vanliner, which would, in turn, notify the Safety department. **Effective immediately, this will no longer be the case. Vanliner will no longer report accidents to United or Mayflower. The van operator or the agent must immediately call the Home Office Safety department (866-765-1460) to report all accidents under United's or Mayflower's authority, whether or not the van operator is insured by Vanliner.** During normal business hours, or after normal business hours which include nights, on Saturdays, Sundays, and holidays a UniGroup associate will receive the call, and the appropriate Home Office personnel and departments will be notified. **Any Vanliner accident reporting numbers printed on the cover of the van operators' log book or elsewhere may not be used to report accidents to the Home Office Safety department.**

PLEASE NOTE: To report the accident to his or her insurance carrier, a van operator must separately contact such carrier. The Home Office Safety department will not report the accident to the insurance carrier, including Vanliner. Whether or not the van operator reports the accident to his or her insurance carrier, the number previously mentioned (**866-765-1460**) must be used to report all accident to the United or Mayflower Safety department. Also, please submit the written accident report located in the back of the van operators' logbook to the attention of the accident analyst in the UniGroup Home Office Safety department as required.

OTHER IMPORTANT ACCIDENT INFORMATION

1. POST ACCIDENT DRUG AND ALCOHOL TEST REQUIREMENTS

U.S. Department of Transportation (DOT) regulations (Sec. 382.303) require that a commercial driver involved in a "DOT recordable" accident (where there is bodily injury resulting in immediate treatment away from the scene, one or more vehicles (including the United Van Lines or Mayflower Transit vehicle) incurring disabling damage requiring the vehicle to be towed from the scene, and

The van operator receives a citation under state or local law for a moving traffic violation

- OR -

the accident involves a fatality,

the van operator shall be **alcohol-tested within 2 hours and drug-tested within 32 hours** after the accident.

In the event of such an accident, a van operator must:

- Obtain a Custody and Control drug testing form from the nearest UniGroup agency, if possible.
- Proceed to the agency's collection facility for drug test specimen collection and alcohol test. If it is not possible to use the UniGroup Drug and Alcohol Testing Program, another DOT-approved program may be used.
- In emergency situations after normal business hours, contact the local law enforcement authorities or a hospital emergency room for the location of the nearest DOT testing facility. After hours post-accident assistance may also be obtained by calling 800-288-8504, which is the UniGroup Home Office vendor who will locate a site for collection close to the accident scene. There is a \$150 charge plus the alcohol and drug test fees payable by the agency with which the van operator is affiliated for this service.
- If a van operator is seriously injured and cannot provide a specimen at the time of the accident, he/she shall provide the necessary authorization for obtaining hospital reports and other documents that would indicate whether any alcohol or controlled substances were in his/her system at the time of the accident.
- If you have any questions, call the accident analyst in the UniGroup Home Office Safety department (636-305-6604 or 636-305-6680).

Please remember:

- A van operator required to take a post-accident alcohol test must not use alcohol for eight hours following the accident or until he/she undergoes a post-accident alcohol test, whichever comes first.

- No van operator required to take a post-accident alcohol or drug test shall refuse the test. **A refusal will result in the van operator's immediate and permanent disqualification from United or Mayflower service.** This includes situations where an unreported accident is later discovered by the UniGroup Home Office Safety department. In addition to any applicable fines for failure to report the accident, if the driver fails to test, he or she will be subject to permanent disqualification.
- If a required **alcohol** test is not administered within two hours following the accident, the van operator must document in writing the reasons why the test was not promptly administered and proceed immediately to the collection site. **It is imperative that the test be administered no later than eight hours following the accident.**
- **IT IS THE VAN OPERATOR'S RESPONSIBILITY TO BE IN COMPLIANCE WITH SECTION 382.303 OF THE FEDERAL MOTOR CARRIER SAFETY REGULATIONS "POST-ACCIDENT TESTING." NONCOMPLIANCE WILL RESULT IN THE VAN OPERATOR'S PERMANENT DISQUALIFICATION FROM UNITED SERVICE.**

2. UNIGROUP'S CORPORATE SAFETY POLICIES REGARDING ACCIDENTS

For Qualification with United Van Lines or Mayflower Transit:

- 1.14 Cannot have more than one preventable accident while operating a commercial vehicle in the 12 months preceding application and no more than two preventable accidents in the 36 months preceding application.

After Qualification with United Van Lines or Mayflower Transit:

- 7.1 Any van operator or van operator's agent who fails to report any accident by telephone immediately (no later than the first workday) to the United or Mayflower Home Office Safety department (through insurance area) and fails to submit a written report within 24 hours of the accident will result in the van operator being suspended from United or Mayflower service until such time as all requirements are met, the incident examined and appropriate point(s) assessed.
- 7.2 Any van operator who fails to report an accident or attempts to conceal facts relating to an accident will be subject to disqualification from United or Mayflower service.
- 7.3 In case of a serious accident, United or Mayflower reserves the right to suspend the van operator from service pending investigation, regardless of fault.
- 7.4 Any van operator who has two preventable accidents within a 12-month period will be monitored for 12 months after the second accident. A third preventable accident within the ensuing 12-month period will result in the van operator being disqualified from United or Mayflower service. A van operator will remain disqualified until such time as the guidelines are met.
- 7.5 Any van operator who has three preventable accidents during any consecutive 36-month period will be monitored for 12 months. Any subsequent preventable accident during this period will result in the van operator being disqualified from United or

Mayflower service. A van operator will remain disqualified until such time as the guidelines are met.

7.6 Any van operator involved in an accident determined to be the result of gross negligence or willful carelessness will be subject to immediate disqualification.

7.7 For the purpose of this policy, an accident is defined as an incident if it:

7.7.1.is deemed DOT recordable pursuant to the Federal Motor Carrier Safety Regulations (FMCSR), or

7.7.2.results in damage to the cargo being transported, or

7.7.3.results in death or injury, or

7.7.4.results in property damage greater than \$1,000.

3. INSTRUCTIONS FOR VAN OPERATORS INVOLVED IN AN ACCIDENT INCLUDE:

- a. Take precautions to prevent additional accidents. This includes turning on four-way flashers and setting out triangles.
- b. Summon police and/or emergency medical personnel.
- c. Assist injured persons, but DO NOT move them unless their life is threatened.
- d. Get the name, address, phone number, and all relevant information of all parties involved.
- e. Identify all other vehicles involved, including the following:
 1. State of registration
 2. License number
 3. Name, address, and telephone number of owner.
- f. Do NOT admit liability.
- g. Do NOT attempt to settle any claim.
- h. Do NOT make any verbal or written statements concerning the accident to anyone other than the investigating officer, a representative of UniGroup, and/or your insurance carrier.
- i. Notify your agency (or Contract Truckmen Department) per instructions, and notify UniGroup Home Office Safety department as indicated above. Notify your insurance carrier.
- j. Complete post-accident drug and alcohol tests, if required, following the instructions mentioned above in this communication.
- k. Fax van operator's written accident report (found in the log book) along with the Drivers Daily Log for the date of the accident and seven days prior to UniGroup Home Office Safety department at 636-305-4481 or 636-305-5246.

4. ACCIDENT REVIEW

The accident analyst at UniGroup's Home Office Safety department reviews all accidents that occur on our authority for cause and determination. Accidents are determined preventable, non-preventable, or in rare instances, undeterminable, using the "Guide To Determining The Preventability Of Accidents" and the "Commercial Drivers Defensive Driving Standards."

Preventable vehicular accidents have a graduated class point value as indicated below:

Class A:	Department of Transportation (DOT) recordable with van operator receiving a traffic citation	12 Points
Class B:	DOT recordable	8 Points
Class C:	Minor accidents	4 Points

Preventable accidents are recorded in the individual Van Operator's Total Performance (VTOP) system and the agents' Safety Performance Rating (SPR) using the points indicated above.

5. VEHICULAR ACCIDENT PREVENTION

PROBLEM/CHALLENGE:

- Too many accidents
- We want to reduce the number of accidents annually.
- Many accidents are preventable

SOLUTION:

1. Establish vehicular accident prevention and safety as a top priority at your agency.
2. Conduct monthly safety meetings to emphasize accident prevention countermeasures.
3. Ensure drivers comply with the hours-of-service regulations . . . It's the law!
4. Ensure vehicles are pre-trip and post-trip inspected.
5. Give daily accident prevention and safety tips to van operators in your verbal and written communications.
6. Talk about driving conditions with the van operator before dispatching him/her.
7. Use videos from the UniGroup Video Resource Library to educate van operators and improve techniques:
 - #S097 Avoiding Accidents At Truck Stops
 - #S120 & S202 Backing
 - #S153, #S159 Winter Driving

8. Consult UniGroup University for the Defensive Driving: Truck Safety course.
9. Send van operators to Defensive Driving Schools.
10. The five most frequent accident causes are:
 - Backing
 - Right Turn
 - Left Turn
 - Hit Parked Vehicle
 - Struck Other Vehicle From Behind
11. Organize a safety and accident review committee at your agency. The committee should include a van operator. The main reason for developing a safety/accident review committee is to encourage and heighten employees' involvement in the company safety program, thereby improving the results by decreasing loss occurrences. A safety/accident review committee fosters a sense of ownership by giving employees an opportunity to improve safety and reduce exposures within the company. It also enhances communications between management and employees.

Working as a team, members of a safety/accident review committee are usually responsible for:

- Developing and reviewing safety procedures and policies
- Identifying and inspecting hazards
- Developing and implementing safety training programs
- Investigating and reviewing accidents
- Communicating safety issues to other employees
- Organizing and conducting safety meetings

ACCIDENT PREVENTION TIPS FOR FIVE MOST FREQUENT ACCIDENTS:

BACKING:

- Before startup or backup, walk around vehicle and look underneath to ensure you have safe clearance for startup.
- Don't forget to check blind area on right and in front as well.
- After your walk-around check, don't delay in moving the vehicle. Do not allow time for another hazard to approach.
- Frequently check mirrors for proper alignment.
- Start up slowly at first to allow other vehicles and pedestrians who may have unexpectedly approached to safely move away.
- Tap horn in congested areas, and always use a trusted backing guide.

RIGHT TURN:

- Move to the right lane well in advance of intersection, positioned to make a safe turn.
- When turning, keep rear of vehicle to the right, blocking other vehicles from passing on the right.
- If encroaching upon other lanes, wait for other vehicles to clear and then turn slowly.

Be careful that improper tracking does not cause the vehicle or trailer to ride up onto a curb or strike stationary objects.

LEFT TURN:

- As you approach turn with signal on, watch for drivers who may misinterpret this signal as an intention to turn somewhere before your intended turning point.
- Don't start turning until there is enough time for the rear of vehicle to clear the intersection without forcing opposing drivers to slow down or swerve.
- Don't assume opposing drivers will see you. They may be looking elsewhere.

HIT PARKED CAR:

- Learn to recognize driving situations that can be hazardous.
- Adjust speed, position, direction, and attention to be able to maneuver safely if a hazard develops.
- Scan far enough ahead to be able to react safely to approaching situations.

STRUCK OTHER VEHICLE FROM BEHIND (Rear End):

- Learn to recognize driving situations that can be hazardous.
- Assume other drivers will make errors.
- Adjust speed, position, direction, and attention to be able to maneuver safely if a hazard develops.
- Scan far enough ahead to be able to react to approaching situations.
- Scan frequently to the side and rear for passing or approaching vehicles.

The goal of any fleet safety program is vehicular accident prevention. Efforts must always be underway at your agency to reduce or eliminate accidents by administering an aggressive safety and accident prevention program. Many resources through UniGroup and your insurance company are available to help you with this important activity. **Satisfied employees—those with whom the company regularly communicates and who have a stake in the company's performance—make better and safer employees.**

If you have any questions or need further information regarding any of the topics covered in this communication, please call the accident analyst in the UniGroup Home Office Safety department at 636-305-6604 or 636-305-6680. Remember: At the UniGroup companies, Safety (accident prevention) is our First Priority!