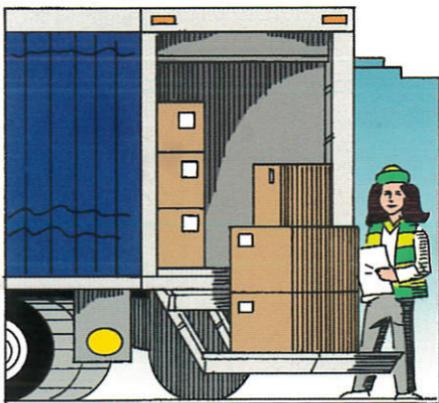
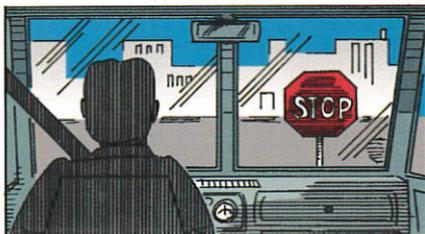


# Keller's Route and Delivery Driver's Safety Handbook



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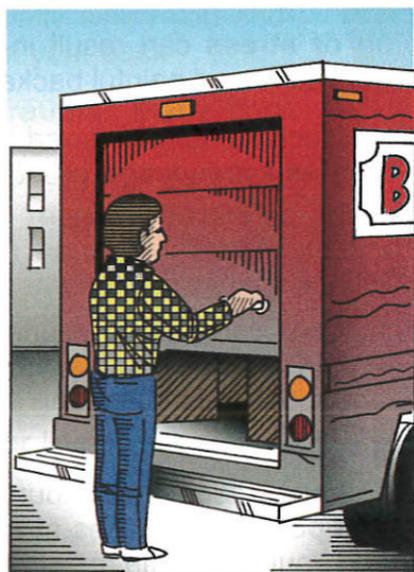
# Table of Contents

Personal Safety . . . . .	1
Back Safety and Safe Lifting	
Cumulative Trauma Disorders	
Personal Protective Equipment (PPE)	
Slips, Trips, and Falls	
Personal Safety Review	
Safe Vehicle Operation . . . . .	19
Operation of a Delivery Vehicle	
Driving and Maneuvering	
Parking/Backing	
Vehicle Accidents and Emergencies	
Safe Vehicle Operation Review	
Customer Service . . . . .	59
Conduct at Your Company	
Personal Conduct	
Professional Appearance	
Respect for Customer's Property	
Angry Customers	
Customer Service Review	
Compliance . . . . .	67
Hours of Service	
Driver Qualification	
Driver Disqualification	
Compliance Review	
Materials Handling . . . . .	79
Loading and Unloading	
Cargo Securement	
Perishable Materials	
Materials Handling Review	
Health . . . . .	93
Fatigue Management	
Stress Management	
First Aid	
Diet and Exercise	
Drivers, Drugs, and Drinking	
Health Review	
Security . . . . .	113
Driver Security	
Cargo Theft	
Security Review	

# Personal Safety

As a delivery driver, your health and safety are important to your livelihood. At the very least, an injury can impair your ability to effectively do your job. If the injury is serious, it could put you out of work, affecting your income and lifestyle.

In most cases, injuries caused by improper lifting, repetitive motion, and slips, trips, and falls can be prevented. This chapter will focus on the steps you can take to remain safe on the job.



## Back Safety and Safe Lifting

Sprains and strains are the most common causes of lower back pain. Lifting improperly is the largest single cause of back pain and injury. The use of proper lifting techniques can help prevent back pain and injury.

Lower back problems are a frequent cause of lost work time and worker's compensation claims. Each year, just under 312,000 injuries are attributed to overexertion. That represents 16.5 percent of all occupational injuries or illnesses.

## Conditions that Lead to Pain

Common conditions that can lead to back pain include sprains and strains, a ruptured or slipped disk, chronic tension or stress, and other conditions.

1. **Sprains and strains** can result from injury to muscles and ligaments that support the back. A torn ligament will result in severe back pain.
2. **A ruptured or slipped disk** is a common condition. It occurs when the disk (vertebral cushion) presses on a nerve.
3. **Chronic tension or stress** can result in muscle spasms and aggravate persistent and painful backache.
4. **Other conditions** such as pain “referred to the back” from other organs, such as kidneys and prostate, can result in nagging back pain.

## Causes of Back Pain

Improper lifting techniques can lead to injuries, but other factors can also play a part in back injuries. Poor posture, poor physical condition, and repetitive trauma can contribute to back injuries.

1. **Poor posture.** Posture affects the amount of strain put on the back. Incorrect posture increases strain on back muscles and may bend your spine into an incorrect position.

When standing correctly, your spine has a natural “S” curve. The shoulders are back and the “S” curve is directly over your pelvis.

Proper sitting posture places your knees slightly higher than your hips with your hips placed at the rear of your chair or seat. Your lower back shouldn’t be overly arched and your shoulders and upper back shouldn’t be rounded.

2. **Poor physical condition.** Proper diet and exercise can help in avoiding back problems. Extra weight, especially in your stomach, can put extra strain on your back. Every extra pound you have up front puts an additional 10 pounds of strain on your back.

Infrequent exercise is also a major factor. A sudden strain on generally unused back muscles can cause problems, especially when you suddenly twist or turn your back.

3. **Repetitive trauma.** Many back injuries are the result of several minor strains over a period of time. As you repeat a particular irritating movement, the minor injuries begin to accumulate and weaken effected muscles or ligaments. Eventually a more serious injury may occur.



## Proper Lifting Techniques

The use of proper lifting techniques can help in avoiding back injuries.

1. **Size up the load before trying to lift it.** Test the weight by lifting one of the corners. If the load is too heavy or an awkward shape, get help or use a mechanical lifting device.

2. **Bend your knees.** This is by far the most important rule when lifting objects. Bending at the knees causes your legs to take the largest amount of strain in the lifting process. When lifting an object, position your

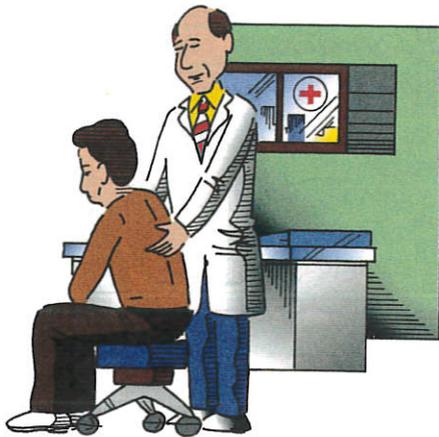


feet close to the object. Your body should be centered over the load. Bend at the knees and get a good hand hold. Lift straight up, smoothly, and allow your legs (not your back) to do the work.

3. **Don't twist or turn once the load has been lifted.** Keep the load close to your body. Any sudden twisting or turning could cause a back injury. Twisting or turning while lifting is one of the leading causes of disk injuries.
4. **Make sure there is a clear path before attempting to move the load.** Your path should be clear of any obstacles, as well as other hazards like spilled grease or oil.
5. **Set the load down properly.** Setting the load down is just as important as lifting it. Lower the load slowly by bending your knees, letting your legs do most of the work. Don't let go of the load until it is securely on the ground.
6. **If at all possible, push (don't pull) the load.** Pushing puts less stress on your back. It is also safer should the object tip.

### Treatment of Back Pain

Treatment for back pain depends on the severity of the injury. Treatment may consist of bed rest, cold or hot packs, traction, physical therapy, or muscle-relaxing drugs. Some treatment requires injections around the spinal nerves and, in some cases, surgery may be necessary.



Pain that doesn't go away or becomes greater as time goes on may signal serious problems that need professional attention.

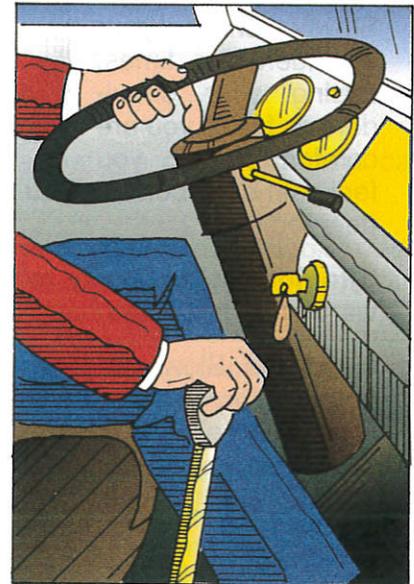
For minor back pain there are several simple modifications in behavior that may help relieve the pain. One of the biggest problems drivers have is sitting for long periods of time. A short stretching

routine and walking around will help alleviate some of the discomfort. Warehouse and dock workers often have the opposite problem — standing for extended periods of time. Changing foot position, but not leaning can help ease back strain.

### Cumulative Trauma Disorders

Cumulative trauma disorders (CTDs) are disorders of the musculoskeletal and nervous systems which are caused by or made worse by:

- Repetitive motions;
- Forceful exertions;
- Vibration;
- Hard and sharp edges;
- Sustained awkward positions; or
- Exposure to noise over extended periods of time.



CTDs affect the nerves, tendons, and muscles. Hands, wrists, elbows, and shoulders are most frequently affected. These injuries develop gradually and result from repeated, forceful actions, such as twisting and bending of the hands, arms, wrists, and fingers.

## Cumulative Trauma Disorder Exercises

The following are some simple stretching exercises that can help in preventing CTDs.

1. **Body stretch.** Stand up, raise your arms over your head, your hands close together, and reach for the ceiling.
2. **Shoulder blade stretch.** Clasp your hands behind your head and try to pinch your shoulder blades together.
3. **Shoulder shrugs.** Slowly shrug your shoulders five times, raising your shoulders as far as you are comfortable. If you feel pain or discomfort, you are probably raising your shoulders too high.
4. **Shoulder rolls.** Slowly roll your shoulders five times forward, then five times backward.
5. **Head tilts.** Slowly tilt your head to the right, stopping when you feel the stretch. Then slowly tilt your head to the left. Repeat twice.



CTS develops in the hands and wrists when repetitive or forceful tasks are performed over a period of time. This causes tingling, numbness, or severe pain in the wrist and hand. The pressure of repetitive motion also results in a lack of strength in the hand as well as an inability to make a fist, hold objects, or perform other manual tasks. If the pressure continues, it can cause permanent loss of sensation or even partial paralysis.

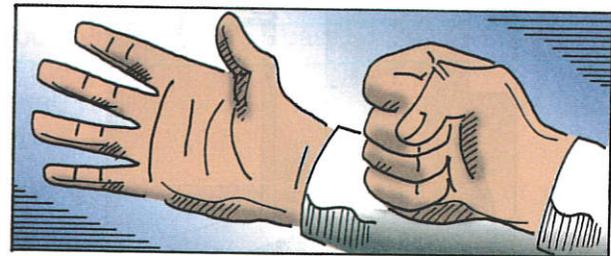
Grasping the steering wheel and loading and unloading cargo are two of the most common ways delivery drivers can develop CTS.

The vibration of your vehicle's steering wheel causes you to place a stronger grip on the steering wheel than the grip you place on a car's steering wheel. Over a period of time, this can lead to CTS. Repetitive motion when loading and unloading freight can also contribute to CTS.

## Carpal Tunnel Syndrome Prevention

The following are two exercises that are easy to do and can help prevent CTS.

1. Rest your forearm on the edge of a flat surface (table, desk, etc.) and gently bend back your wrist by grasping your fingers with the other hand. Hold for 5 seconds.
2. Clench your hand into a tight fist, then slowly release until your fingers are fanned out. Repeat five times.



## Carpal Tunnel Syndrome

Carpal Tunnel Syndrome (CTS) is probably the best known of the cumulative trauma disorders. Though it is most often associated with office workers who spend long hours at a computer, it can also affect the delivery driver.

## Personal Protective Equipment (PPE)

### Foot Protection

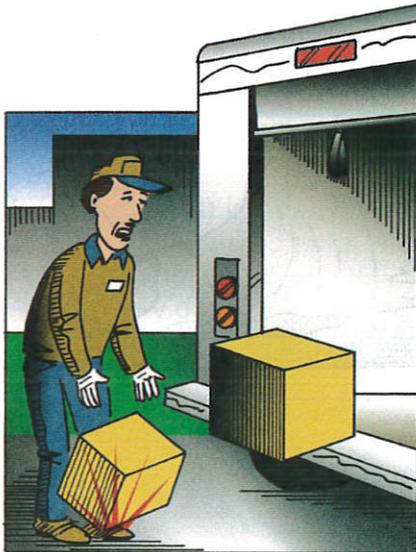
According to a Bureau of Labor Statistics (BLS) study, the majority of workers who suffer foot injuries do not wear protective footwear. In many of those cases, employers don't require the use of protective footwear (safety shoes, etc.).

The Occupational Safety and Health Administration (OSHA) has developed regulations that address foot safety in the workplace. This includes warehouses, loading docks, and other workplaces where you may be making a delivery or loading your vehicle.

OSHA requires that safety shoes meet the requirements of the American National Standards Institute (ANSI).

### Types of Foot Injuries

The feet are vulnerable to many types of cuts, sprains, and fractures, but sharp or heavy objects falling on the foot are the primary source of injury. According to the BLS survey, the typical foot injury is caused by objects with a median weight of about 65 pounds falling less than four feet.



Other causes of injury include:

**Compression.** The foot or toe is squeezed between two objects or rolled over.

**Puncture.** A sharp object (nail, screw, etc.) breaks through the sole of the shoe.

**Electricity.** This is a hazard for workers who use power tools or electrical equipment.

**Slipping.** Contact with surface hazards like oil, water, or chemicals causes a fall.

**Chemicals.** Certain chemicals and solvents can corrode ordinary safety shoes and harm the feet.

**Extreme heat or cold.** Insulation or ventilation is required depending on the climate.

**Wetness.** The primary hazard may be slipping, but others include discomfort and possibly infection if the feet are wet for long periods of time.

### Injury Prevention

Put simply, foot protection is guarding toes, ankles, and feet from injury. A variety of protective devices are available for specific hazards in specific industries.

**Safety shoes.** Safety shoes are the most common form of foot protection. Their design makes them different from the average shoe or boot used on a daily basis. Standard safety shoes have toes that meet the testing requirements found in the ANSI standard. Steel, reinforced plastic, and hard rubber are used for safety shoes, depending on their intended use.

**Metatarsal guards.** Shoes with metatarsal or instep guards protect the upper foot from impact. In this type of shoe, metal guards extend over the foot, not just the toes.

**Safety boots.** Rubber or plastic safety boots offer protection against oil, water, acids, corrosives, and other industrial chemicals. Some are made to pull over regular safety shoes while others are available with features like steel-toe caps and metatarsal guards.

### Hand Protection

Though it's a topic that doesn't receive much attention, hand protection is an important issue that should be addressed. Our hands are exposed to hazards in the workplace on a daily basis.

OSHA regulates hand protection. OSHA requires an employer to select and provide employees with hand protection when an employee is exposed to hazards such as:

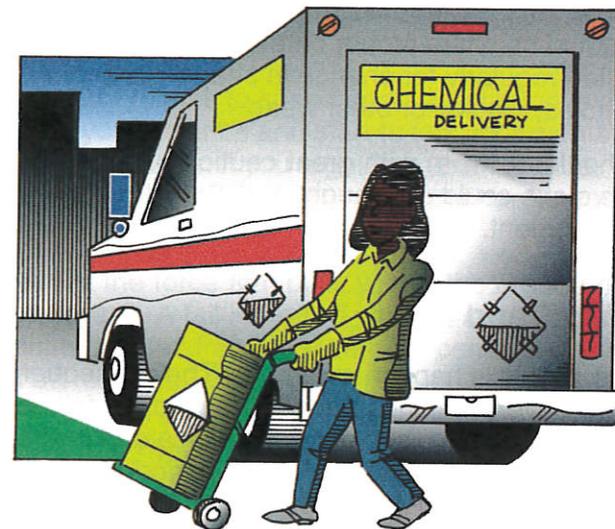
- Skin absorption of harmful substances;
- Severe cuts or lacerations;
- Severe abrasions;
- Punctures;
- Chemical burns; or
- Harmful temperature extremes.

### Types of Hazards

At work, hands are exposed to three basic kinds of hazards: mechanical, environmental, and irritating substances.

1. **Mechanical hazards.** These are present wherever machinery is used. Injuries resulting from machinery might include cuts, punctures, abrasions, or crushing.
2. **Environmental hazards.** Factors like extreme heat or cold, electricity and materials handling have the potential to injure your hands.

3. **Irritating substances.** Skin conditions such as dermatitis can be caused by contact with chemicals and biological agents (bacteria, fungi, and viruses). Chemicals and toxic substances can also enter the blood stream through abrasions and cuts.



### Gloves

Gloves are the most commonly used type of personal protective equipment (PPE). They protect fingers, hands, and sometimes wrists and forearms. Gloves should be designed to protect against specific hazards of a job being performed. Types of gloves range from common canvas work gloves to highly specialized gloves used in specific industries.

When selecting appropriate hand protection, certain properties should be considered.

1. **Size.** Gloves should fit your hands. If they are too small they can tire the hands. If they are too big they may be clumsy to work with.
2. **Length.** If your wrists or arms are exposed, the glove length must match the amount of exposure.

3. **Dexterity.** The glove should be flexible, but provide proper support.
4. **Breakthrough.** You should also consider how fast a glove will breakdown and allow chemicals to seep through.

### Safe Glove Use

Gloves should be given proper care and cleaning. They should be inspected regularly for change in shape, hardening, stretching, rips, holes, cracks, or other wear.

Gloves should be worn with great caution near moving equipment. The glove could get caught and pull your fingers or hand into the equipment.

### Slips, Trips, and Falls

Slips, trips, and falls happen every day. The consequences can be slight to severe. Injuries from a slip, trip, or fall can range from minor cuts and bruises to back injuries and broken bones that can put you out of work for a long period of time, possibly forever.

According to Bureau of Labor Statistics information, falls cause about 680 workplace deaths and 318,000 injuries each year. Slips and trips account for 59,300 workplace injuries.

Workers involved in falls lost a median of 8.5 work days due to their accidents.



### Friction/Momentum/Gravity

There are three forces at work when someone slips, trips, or falls. They are friction, momentum, and gravity.

1. **Friction** is resistance between objects, such as your shoe sole and the surface you are walking on. If your shoes cannot grip the surface you are walking on (ice, a wet floor), you lose traction and fall.
2. **Momentum** relates to speed and size of a moving object. If you lose your balance and start to fall, your momentum and size will work against you regaining your balance. The more you weigh and the faster you move, the harder you will fall if you trip.
3. **Gravity** is the force that pulls you to the ground once a fall is in progress. A fall is likely if your center of balance (gravity) shifts too far from your natural center of balance and can't be restored.

### What is a Slip, Trip, or Fall?

There are differences in what constitutes a slip, trip, or fall.

1. **Slips** occur when there is an immediate loss of grip between your shoes and the surface you are walking on. Slips result when there is material such as ice, oil, grease, or water on a surface which can create a loss of traction.

Proper footwear can help prevent slips. Check for soles or treads that have worn smooth. Check for gum, dirt, or other debris that could cause you to slip or trip. Also, be aware of your surroundings, especially when:

- Entering and exiting your vehicle;
  - Inspecting your vehicle;
  - Checking cargo on your vehicle; or
  - Delivering your cargo.
2. **Trips** occur when your foot hits or stubs another object. When you trip, you may be thrown off balance or you may fall and could injure yourself.

Trips usually result from not paying attention when walking. Trips can be prevented by watching where you're going, picking up debris in your way, and taking time to make sure nothing is in your path.

3. **Falls** happen when you've lost your footing and center of balance. Most falls are at ground level, but falls from greater heights pose a higher risk of serious injury.

You should always be aware of your footing. Be sure of where you are stepping and certain the surface you are walking on is safe, firm, and free of slippery substances.

### Entering and Exiting Your Vehicle

Getting in and out of your vehicle is a common action, but it can be hazardous. It is easy to forget to be careful when performing this routine activity.

Section 399.207 of the Federal Motor Carrier Safety Regulations (FMCSRs) requires that all trucks and truck tractors have sufficient steps and handholds and/or deck plates to allow the user to have at least three limbs in contact with the truck or truck tractor at all times.

Having three limbs in contact with a vehicle when entering or exiting is called the three-point rule. Three-point contact gives you the best balance and least chance of slipping, tripping, or falling, as well as the best chance to catch yourself if you do slip, trip, or fall.

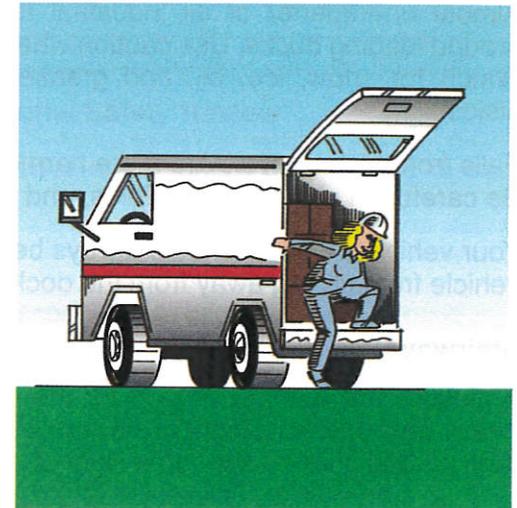
When entering your vehicle, both hands should be free. Never try to carry something and enter the cab at the same time. The three-point rule should always be observed.

Never jump when exiting your vehicle. Your body should face the vehicle and the three-point rule should be followed.

### Climbing On and Off the Cargo Box

You should always be careful when climbing on and off the cargo box. As well as the cargo box's height, weather and traffic can play a role in your safety.

When on the cargo box, watch for slippery and/or wet areas caused by weather or cargo. Clean up any slippery and/or wet areas as soon as possible.



Pay additional attention when making deliveries in areas of heavy traffic. Drivers may not see you loading or unloading your vehicle.

Never jump off of the cargo box. You run the same risk of injury as you would jumping out of the driver's side of your vehicle.

### Coupling and Uncoupling

When operating a combination vehicle, coupling and uncoupling can be dangerous. Grease, oil, and snow around your vehicle can pose hazards. The following are a few tips to help prevent slips, trips, and falls.

- Never step over air or electrical lines. Climb down and walk to the other side.
- Always have firm footing when pulling the release handle.
- Always chock the vehicle's wheels. A tractor or trailer can move with the brake on.

## **Loading Docks**

Almost one-quarter of all industrial accidents happen on or around loading docks. Use caution when around loading docks. Watch for snow, ice, oil, and grease on ramps, stairs, and aisles.

Falls from higher levels are more harmful than same level falls. Be careful on platforms, scaffolds, and elevated areas.

Your vehicle's wheels should always be chocked to prevent the vehicle from sliding away from the dock.

## **Stairways**

Stairwells are another hazard for the delivery driver. Carrying heavy boxes down a flight of steps or using a two-wheel dolly to haul an odd shaped item up a flight of steps is dangerous.

Before you begin this type of task, inspect the stairway for anything that may cause you to slip, trip, or fall. Watch for water, snow, ice, oil, or grease.

Also look for any obstacles or debris. As well as the stairs, this includes a check of your overhead clearance so you don't hit your head on a low ceiling or pipes.

Driver \_\_\_\_\_  
Instructor \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_

### Personal Safety Review

1. Improper lifting technique is the largest single cause of back pain.
  - a. True
  - b. False
2. Which of the following contribute to back injuries?
  - a. Poor posture
  - b. Poor physical condition
  - c. Repetitive trauma
  - d. All of the above
3. Bending your knees is an improper way to lift an object.
  - a. True
  - b. False
4. Grasping the steering wheel is one of the common ways you can develop Carpal Tunnel Syndrome.
  - a. True
  - b. False
5. Having three limbs in contact with a vehicle when entering or exiting is called:
  - a. The three-limb rule
  - b. Repetitive trauma
  - c. The three-point rule
  - d. Not recommended

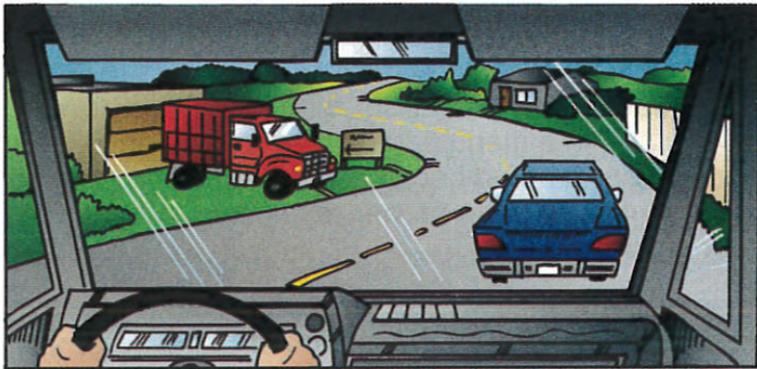
6. It is ok to jump off of a cargo box because your vehicle is smaller than a semi.
  - a. True
  - b. False
7. A slip occurs when:
  - a. Your foot hits or stubs another object
  - b. You lose your center of balance
  - c. There is an immediate loss of grip between your shoes and the surface you are walking on
  - d. All of the above
8. Almost one quarter of all industrial accidents happen on or around loading docks.
  - a. True
  - b. False
9. When using a stairwell to make a delivery you should:
  - a. Look for obstacles and debris that may be in your way
  - b. Check your overhead clearance
  - c. Both a. and b.
  - d. None of the above
10. Selecting proper footwear is one of the keys to preventing slips, trips, and falls.
  - a. True
  - b. False

# Safe Vehicle Operation

Being a delivery driver is a lot more than just delivering your product. You are also responsible for safely operating your vehicle at all times.

What is involved in safe vehicle operation? Safe vehicle operation includes:

- Knowing your vehicle and its controls.
- Making sure your vehicle is in good mechanical condition.
- Using good driving techniques.



- Being constantly aware of the other traffic around you.
- Adjusting your driving to changing conditions.
- Knowing how to manage an emergency situation if it occurs.

In this chapter, we'll talk about these elements of safe vehicle operation.

## Operation of a Delivery Vehicle

Your delivery vehicle is a unique piece of equipment and more challenging to operate than your personal car. You need to familiarize yourself with all of its equipment, gauges, and unique features **before** you hit the road.

## Equipment and Gauges

Your delivery truck has much of the same equipment and gauges as your personal vehicle, and probably some additional items as well.

**Engine.** The engine is, of course, the source of power for your vehicle. Gasoline and diesel engines are both used in delivery vehicles. Diesel engines are more common in larger vehicles because they provide more power relative to their size and get better fuel mileage. However, they can also be more costly to repair and difficult to start in cold weather. Talk with your supervisor or maintenance personnel about the proper operation of your vehicle's engine.

**Transmission.** The transmission is the system that transmits power from the engine to the wheels. Your vehicle may contain a manual or automatic transmission.

A manual transmission consists of a gear shift lever and a clutch. If you have a manual transmission, you should familiarize yourself with the number of gears, the shifting pattern, the feel of the clutch, and the proper revolutions per minute (rpm) range for shifting gears.

An automatic transmission simply has a gear selector lever much like an automobile. Like a manual transmission, with an automatic you may have a tachometer in your cab to help you determine if your transmission is operating properly. Consult your supervisor or maintenance personnel for more information on your vehicle's transmission.

**Brakes.** Your vehicle may have a hydraulic braking system or air brakes. Understanding your brakes and using them properly is one of the most critical tasks for safe vehicle operation.

If your delivery truck has air brakes, you will need to become familiar with their operation and the air pressure gauge. You should know the proper psi (usually 95 to 125) for your air brake system. For all brake systems, there will probably be a warning gauge to let you know if the brakes are malfunctioning. However, don't rely on this alone. As the driver, you should always take note of how the brakes "feel" and be alert to any changes that may indicate problems.

Many newer vehicles have anti-lock braking systems (ABS). ABS can help you retain control of your vehicle if you are in a sudden stopping situation on slippery roads.

When stopping an ABS-equipped truck, you should apply steady, firm pressure to the brake pedal. The ABS system will "pump" the brakes for you — rapidly engaging and disengaging the brakes so that your wheels do not lock up and slide. Do not pump the brakes yourself if your vehicle has ABS. Doing so would keep the anti-lock brakes from working properly.

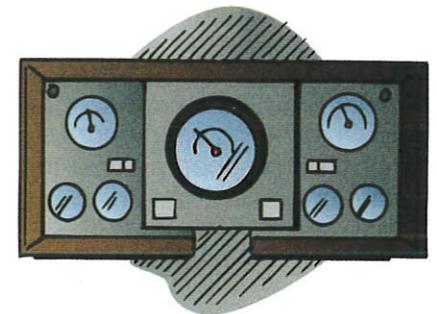
In addition to the regular brakes, your vehicle should be equipped with a parking brake. It is always good practice to engage the parking brake whenever you leave your vehicle.

**Gauges.** Your delivery vehicle will have several gauges that you should become familiar with. Consult the vehicle operator's manual or your maintenance department to learn what the standard gauge readings should be.

As the driver, it is your responsibility to continually monitor the vehicle gauges. These instruments will let you know how your vehicle is performing and should help you spot mechanical problems — hopefully before a breakdown.

Different vehicles will have different sets of gauges. However, typical items include:

- **Speedometer.** Lets you know how fast the vehicle is traveling.
- **Odometer.** Shows how many miles the vehicle has traveled.
- **Fuel gauge.** Shows the level of fuel in the vehicle.
- **Tachometer.** Displays the vehicle's engine speed in hundreds of rpm. The tachometer can serve as a guide for shifting gears. Learn what the proper operating and shifting rpms are for your vehicle.



- **Voltmeter.** Measures the battery charging voltage. Consult the vehicle operator's manual or your maintenance department for the proper range.
- **Oil Gauge.** Indicates the oil pressure. Learn what a normal reading is for your vehicle. If the oil gauge ever shows a sudden loss in oil pressure, get your vehicle off the road as soon as possible and investigate the problem.
- **Coolant Gauge.** Shows the temperature of the engine coolant. Find out what a normal operating range is for your vehicle. If the engine overheats, try to shut down the vehicle as soon as possible to avoid damage.

### Doors, Ramps and Lift Gates

As a delivery driver, you need to be familiar with more than just the equipment and systems that move your vehicle. The doors, ramps, and lift gates you use to make your deliveries should also be operated carefully to ensure your personal safety and damage-free deliveries.

**Doors.** A variety of different door styles are used on delivery vehicles.

*Rollup doors* are popular because they are easy to use. However, injuries can occur if the doors roll up too fast and hands or fingers are in the way. Open the doors with care and always make sure they are secure before moving the vehicle.

*Swing doors* are another popular door style. When opening these doors, be cautious of wind gusts that can cause the doors to swing out of your control and cause injuries or damage. While backing or making the delivery, use the door tie-backs to secure the doors from moving.

With all vehicles, open doors slowly. Cargo can shift in the vehicle and be propped against the door. Many drivers have been injured by falling freight when they opened a door. For this same reason, never allow someone else (a store employee, etc.) to open your vehicle's doors.

**Ramps.** Ramps are simple devices that can be a great aid to a delivery driver. Rather than unstacking cargo, lifting it down from the truck, and restacking it on a hand dolly, a ramp allows you to wheel your cargo right off the vehicle.

However, you do need to use ramps carefully. Follow these safety precautions:

- Make sure the ramp is secure before moving cargo across it.
- Travel up and down the ramp slowly so you don't injure yourself or the load.
- Never allow unauthorized people on the ramp.
- Keep the ramp free from moisture or debris that could cause you to slip or trip.
- Always secure the ramp before moving the vehicle.
- Follow the manufacturer's recommendations on load capacity, inspection and maintenance.



**Lift gates.** Lift gates can be another great aid to the delivery driver. These mechanical devices allow you to load and unload heavy cargo from your vehicle relatively quickly and easily.

Like any mechanical device, though, there are safety precautions for utilizing a lift gate. Follow these guidelines:

- Make sure your vehicle is properly parked with the parking brake set before using the lift.
- Make sure the area where the gate will open is clear before removing the safety chain or opening the platform.
- Do not allow unauthorized people on the lift gate.
- Do not allow unauthorized people to operate the lift gate.

- Operate the gate with the control handle only.
- Follow the manufacturer's recommendations for load capacity. This capacity is usually based on an evenly distributed load and the flat surface of the lift gate. Never overload the gate.
- Always load as close to the center of the platform and as close to the truck sill as possible.
- Read and follow warning and operating decals.
- Do not stop the platform abruptly when loaded.
- Never allow lift trucks on or over any part of the platform.
- Visually inspect the gate frequently. Report any problems to your maintenance department.
- Always secure the platform with the safety chain when it's not in use.

### Pre-trip and Post-trip Inspections

While you are a driver and not a mechanic, you do have a certain level of responsibility for the mechanical condition of your vehicle. Every day, you must make sure your vehicle is in sound operating condition.

Proper pre-trip and post-trip inspections serve several purposes:

- Most importantly, you may catch an unsafe condition *before* it causes an accident.
- You can spot mechanical problems before they lead to breakdowns on the road.
- By avoiding breakdowns, you can avoid costly on-the-road repair service.
- By avoiding breakdowns, you will have fewer delivery delays and better customer service.
- Enforcement agents will not put your vehicle out of service or write you a ticket.

- Catching mechanical problems early will help your maintenance department control costs.
- Pre-trip inspections and post-trip inspection reports are required on commercial vehicles by federal and state regulations.

**Pre-trip inspection.** If your vehicle weighs 10,001 pounds or more or carries a placardable amount of hazardous materials, Section 396.13 of the Federal Motor Carrier Safety Regulations (FMCSRs) requires you to perform a pre-trip inspection before driving your vehicle. You must:

- Be satisfied that the vehicle is in safe operating condition;
- Review the last driver vehicle inspection report (DVIR) (see post-trip inspection); and
- Sign the report, only if defects or deficiencies were noted by the driver who prepared the DVIR, to acknowledge that the DVIR has been reviewed and that there is certification that any necessary repairs were performed.

No matter what type of vehicle you drive, a careful and thorough pretrip should become a part of your daily routine. Do your pretrip the same way each day so it becomes a habit and you are less likely to miss something. The following seven-step routine is recommended:

- **Vehicle overview.** Walk around the vehicle and note its overall condition. Look for body damage or any fluids leaking from the vehicle. Also review the last vehicle inspection report.
- **Engine compartment.** Open the vehicle hood and check all the fluid levels (oil, coolant, power steering, transmission, windshield washer); inspect hoses and belts for wear or looseness; check the alternator, water pump, and air compressor (if applicable).
- **Inside the cab.** Start your vehicle and check all of your gauges for normal readings; check the steering wheel, clutch, brakes, and windshield wipers; clean and adjust mirrors if necessary; make sure you have all your safety equipment (fire extinguisher, spare fuses, emergency triangles, etc.).

- **Lights.** Turn off the engine and turn on your lights and emergency flashers. Go to the front of the vehicle and check the lights.
- **Walkaround.** Turn off the headlights and four-ways, but leave the rest of your lights on. Walk around your vehicle, starting on the driver's side. Check each wheel and axle, the steering system, the fuel tank area, suspension components, and each light and reflector.
- **Signal lights.** Get in the vehicle and turn on the left signal light. Get out of the cab and check to make sure the signal is working. Repeat with the right signal. Check the brake lights with a helper.
- **Brake system.** Start the engine, drive forward, and then test your brakes. If you have air brakes, you should make sure that the air pressure is building at the specified rate and that your emergency brakes activate when there is a loss of pressure.

Hopefully your vehicle will check out fine and you will be able to start your day after completing the pretrip. If there are any problems, however, report them to your company immediately. Never take an unsafe vehicle on the road.

**Post-trip inspection report.** When you are done operating your vehicle for the day, do another inspection.

If your vehicle weighs 10,001 pounds or more or carries a placardable amount of hazardous materials, you are required to complete a DVIR when you finish your day's work on the vehicle. Section 396.11 of the FMCSRs requires a written report covering the following parts and accessories:

- Service brakes including trailer brake connections;
- Parking (hand) brake;
- Steering mechanism;
- Lighting devices and reflectors;
- Tires;

- Horn;
- Windshield wipers;
- Rear vision mirror;
- Coupling devices;
- Wheels and rims; and
- Emergency equipment.

On the report, you must identify the vehicle and list any defect which could affect its safe operation or cause a breakdown. If there are no defects or deficiencies, you must also report that. After completing the inspection you must sign the report.

Any defect or deficiency that you report must be corrected or your company must certify that correction is not necessary to safely operate the vehicle. This must be done before you drive the vehicle again.

Your company must keep the original copy of each DVIR and certification of repairs for at least 3 months.

### Preventive Maintenance

You might not realize it, but you are an important part of your company's maintenance team! As the driver, you are your company's first line of defense in noticing small problems before they become major repairs.

You can help your company's maintenance efforts in three ways:

- Inspect your truck thoroughly;
- Be observant when you operate the vehicle; and
- Drive in a way that minimizes wear and tear on the vehicle.

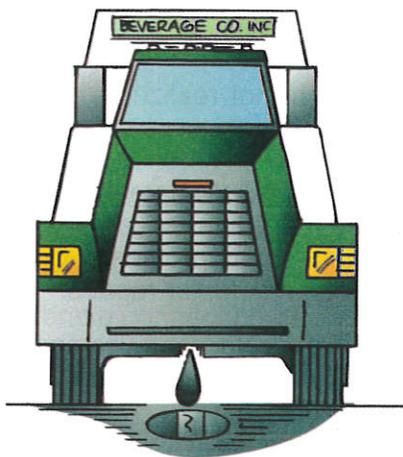


**Inspection.** Make thorough pre-trip and post-trip inspections part of your daily routine and report potential problems promptly. In particular, you can help your maintenance department by:

- Checking your tires with a tire gauge. You may be able to detect a flat tire by “thumping” it, but an accurate psi measurement is important. Even slight (10 psi) over- or under-inflation can cause serious performance and safety issues. You can only detect these slight variances by using a gauge.
- Learning to check your brakes, including slack adjusters. More vehicles are put out of service by inspectors for brake problems than for any other reason. If your brakes need adjustment, report it to your maintenance department right away.
- Noting oil usage. If your vehicle starts using more oil than normal, there is probably a problem. Increased oil consumption is often accompanied by a loss of power and increased fuel consumption.

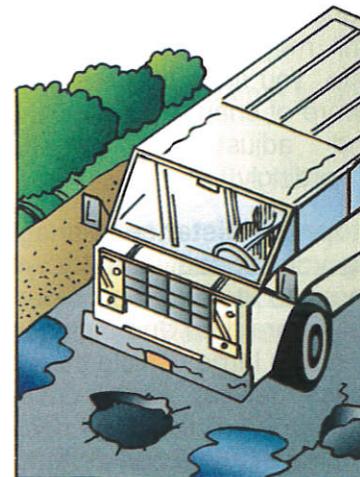
**Observation.** While you drive, use your senses to observe how the vehicle is operating. Changes may indicate potential problems. Specifically:

- *Listen* for unusual or abnormal equipment noises, including thumps, squeaks, rattles, and hisses.
- *Smell* for unusual odors, such as burning rubber, insulation, or hot fluids.
- *Feel* for any changes in the vehicle’s responses. The steering, braking, and shifting systems all have their own unique “feel” in each vehicle.
- *Look* at all your equipment carefully during inspections, noting anything that begins showing signs of wear. Watch your gauges on the road for early warning signs of trouble.



**Driving.** Your driving habits, good or bad, will have an effect on the life of your vehicle’s equipment. You can minimize wear and tear on your vehicle by:

- **Avoiding fast starts.** Sudden starts are hard on your clutch, transmission, and tires. With a manual transmission, select a starting gear that allows you to get the vehicle moving at an idle.
- **Avoiding fast stops.** Obviously you will encounter emergency stopping situations. But under normal conditions, try to stop your vehicle slowly and smoothly. Leaving plenty of following distance between you and other vehicles will help you do this. Routine sudden stops cause excessive wear on tires and brakes.
- **Avoiding road hazards.** Hitting pot holes and road debris can damage your tires, knock off hubcaps, and throw the wheels and front end out of alignment. Also, make your turns carefully to avoid scraping your tires against curbs or other obstacles.
- **Gearing down on hills.** Using a lower gear when driving downhill will keep you from using your brakes excessively.
- **Not riding the clutch.** Keep your foot off the clutch pedal as much as possible. Riding the clutch causes excessive wear.
- **Warming up the engine.** Allow your engine to warm up for the recommended time (it will depend on your engine, 2 to 5 minutes is usually adequate) before starting your trip. This ensures that oil has reached all parts of the engine.



Remember, you should think of yourself as part of the company’s maintenance team. Treat your vehicle like it is your own and report all suspected problems promptly.

## Driving and Maneuvering

Driving a delivery vehicle well requires attention, skill, and practice. Safety must always be your top priority as you drive from delivery to delivery.

In the next section, we'll talk about the importance of managing your speed, safely operating in the flow of traffic, handling intersections, and — a particular concern to delivery drivers — how to operate safely in suburban areas.

### Managing Speed

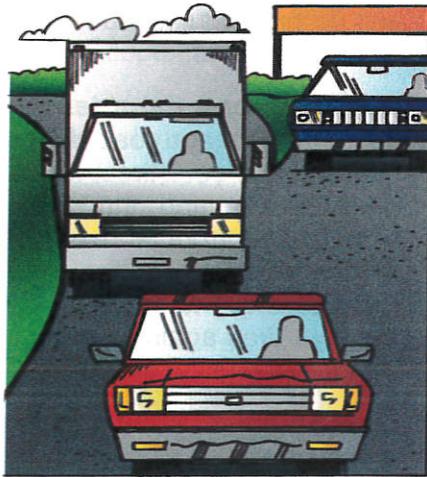
Managing your speed means more than just obeying speed limits. Under certain circumstances, the posted speed limit may be too fast to be safe. You must be constantly aware of changing conditions and adjust your speed accordingly.

**Stopping distance.** Managing your speed is important because it takes considerably more time and distance to stop a large vehicle than a passenger car. As the driver of a larger vehicle, you need to account for this extra stopping time so that you can determine a safe speed.

Stopping distance is made up of three components:

- Perception distance;
- Reaction distance; and
- Braking distance.

**Perception distance** is the distance your vehicle travels from the time your eyes see a hazard until your brain recognizes it. For the average driver, perception time is about  $\frac{3}{4}$  of a second. At 55 mph, you will travel 60 feet before you perceive the hazard.



**Reaction distance** is the distance your vehicle travels from the time you recognize the hazard until your foot actually pushes the brake pedal. Again, the average driver has a reaction time of about  $\frac{3}{4}$  of a second. Your vehicle will travel another 60 feet while you react to the hazard.

**Braking distance** is the distance it takes to stop once the brakes are applied. The braking distance will vary by vehicle, load, speed, the condition of the brakes, and the road surface. In ideal conditions (on dry pavement with good brakes) it will take a heavy vehicle traveling at 55 mph about  $4\frac{1}{2}$  seconds to stop. During that time, the vehicle will travel another 170 feet.

$$60 + 60 + 170 = 290 \text{ feet.}$$

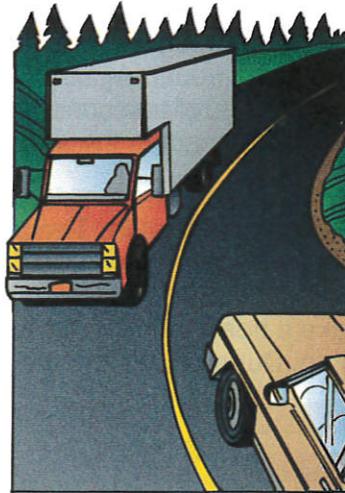
The overall stopping distance, in this instance, is nearly the length of a football field. However, be aware that as vehicle speed increases, so does stopping distance.

By slowing down a little, you will have much more time to stop your vehicle if a hazard presents itself.

In particular, you will want to slow your vehicle in the following situations:

- **Reduced visibility.** If your visibility is reduced by fog, rain, snow, etc., your perception time — and therefore your overall stopping time — will be much longer. Slow your vehicle down.
- **Reduced traction.** Your braking distance will be much longer on a road that is wet or covered with snow or ice. You will also have less control over your vehicle when you brake. Slow down.

- **Around curves.** Typically, delivery vehicles are taller than a passenger car and, therefore, have a higher center of gravity. If you are driving too fast, you may not be able to steer the vehicle around the curve (and drive straight off the roadway) or the vehicle may roll over. If a curve has a warning sign and speed limit, remember that speed limit was intended for *cars*, not large vehicles. You must drive even slower to negotiate the curve safely.



- **Downgrades.** It's important to slow down when going down hills with a large vehicle. If you don't go slowly enough, you will have to overuse your brakes, possibly causing them to overheat and fail. Choose a lower gear on downgrades to help slow your vehicle.

### Traffic Flow

Operating in heavy traffic can be one of the more stressful situations for a delivery driver. When traffic is heavy, it is generally safest to drive the same speed as the traffic around you, as long as that speed is safe and legal. Keep an ample following distance from the vehicles in front of you in case of sudden stops.

In bumper-to-bumper traffic, you may have to drive slightly slower than the surrounding traffic in order to maintain your following distance. Trying to pass other vehicles or drive faster than the traffic is counterproductive. You will not get to your destination any faster and you will probably become stressed and fatigued in the process. Going with the flow of traffic is safer and easier.

**Entering traffic.** When you enter highway traffic from a ramp, try to blend in smoothly with the flowing traffic. Follow these guidelines:

- Time your entrance so you can take advantage of gaps in the traffic.
- Signal your intentions early so other drivers know you will be merging.
- Try to be up to a safe highway speed when you enter the traffic.
- Check your mirrors continually as you merge.

**Exiting traffic.** Exiting highway traffic also requires care. Plan ahead to avoid last minute lane changes or sudden decelerations. Signal early so other drivers know your intentions and check your mirrors continually as you exit the highway.

### Intersections

Negotiating intersections in a large vehicle has particular challenges.

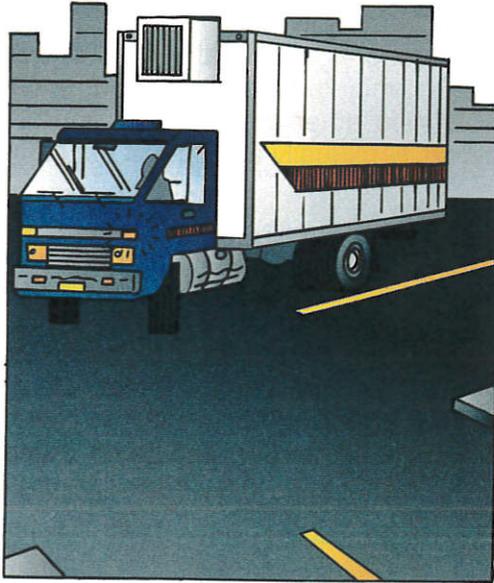
If you deliver in a lot of suburban areas, you may encounter a lot of *two-way stops* or *uncontrolled intersections*. Even when you do not have a stop sign, always slow down and watch for other vehicles, pedestrians, and people on mopeds, bicycles, etc. Expect other traffic and always assume you do *not* have the right of way.

At *stop signs* and *traffic lights*, stop twice. First stop at the sign or light and then ease forward to where you can clearly see oncoming traffic. Then stop a second time. When crossing an intersection, remember that your vehicle is larger and probably slower than a passenger car. If there is approaching cross traffic, you will need more time and space to make it safely through the intersection. Don't take chances: only cross if you are positive you have enough time.

When approaching *traffic lights*, begin watching the light as soon as possible. If the light has been green a long time, assume it will turn yellow (and then red) by the time you get to the intersection. Remember, a larger vehicle takes longer to stop, so be prepared. If the light turns yellow before you get to the intersection, always try to stop. Do not attempt to cross before the light turns red.

**Turning.** There are also special considerations when turning in a large vehicle. If you don't leave enough space, you could collide with a curb, sign, or another vehicle. Use these techniques to turn safely:

- Signal early so other drivers can react. This is especially important when traffic is congested or you are traveling at faster speeds.



- Be in the proper turning lane well in advance.
- Reduce your speed when approaching the turn.
- Turn slowly so you can stop if problems arise.
- Check your mirrors before, during, and after the turn.

When making a *right turn*, do not swing left before starting the turn. Following drivers may think you are not actually turning right and could try to pass you on the right side. Turn wide enough to avoid any obstacles but keep your rear wheels close to the curb. Watch your mirrors continuously until your turn is completed.

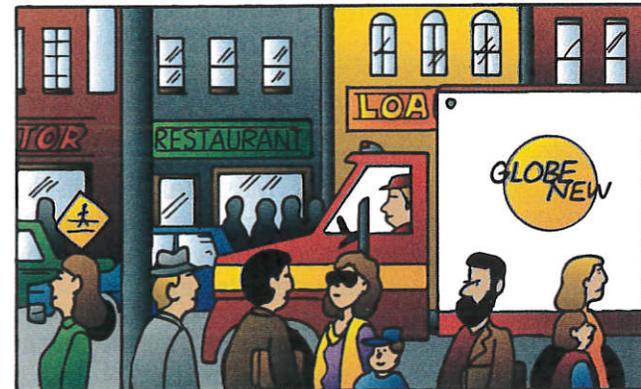
If you are making a *left turn* in a large truck, do not start your turn too soon. Make sure the end of your truck will clear any vehicles stopped at the opposing sign or light. Again, watch your mirrors until the turn is complete.

### Operating in Suburban Areas

Unlike over-the-road tractor-trailer drivers, delivery drivers don't do a lot of highway driving and don't usually deliver goods to isolated warehouses or large industrial parks. As you travel from delivery to delivery — probably going to stores, shopping centers, businesses, or customer homes — you will likely spend a lot of time in suburban areas.

Suburban areas present their own challenges, mostly in the way of other people. As you drive in suburban areas, stay particularly alert for:

- **Pedestrians.** Many people walk in suburban areas, either for exercise or to get to work, school, the store, etc.



- **Bikes, rollerblades, scooters, and skateboards.** Adults and children on these “recreational wheels” may not be paying attention to traffic or may have difficulty stopping.
- **Children.** Always be alert for children who may wander or run into the street. They are not as cautious as adults.
- **School zones.** Slow down in these areas and watch for children.

- **Uncontrolled intersections.** Uncontrolled intersections are more common in suburban areas. At every intersection, be alert for traffic coming from the other direction — and expect them not to expect you.
- **Driveways.** Scan driveways to spot motorists who may pull out in front of you. Be prepared for drivers who suddenly slow down and turn into driveways without signaling.
- **Animals.** Watch for unleashed pets and the various forms of “wildlife” that inhabit these areas between the city and the country.
- **Tree branches.** Be alert for untrimmed tree branches hanging into the road. Scraping these branches could damage your vehicle.

It’s critical to stay alert in suburban areas and to always expect the unexpected. If you drive the same route or area every day, remain vigilant against overconfidence. The route or area may be the same, but the potential hazards — the people, vehicles, and conditions — are constantly changing.

## Parking/Backing

When a truckload driver makes deliveries, he or she may typically unload at a warehouse dock. Most delivery drivers, however, don’t often have the luxury of an actual loading dock. You will more typically be unloading your deliveries while parked in alleyways, parking lots, and crowded streets.

As you face the challenge of trying to find an appropriate parking spot, you want to look for a place that:

- Is close to where you will be loading or unloading.
- Doesn’t require you to back up, if at all possible.
- Gives you space to maneuver.
- Is in a location where your vehicle won’t present a hazard or obstacle to other drivers.

Always survey the area carefully before parking. Think ahead. Know how you will get out of the spot as well as how you will get into it. When parking in an alleyway or parking lot, be on the look out for other drivers that are thinking about their destination and not expecting to encounter a large delivery vehicle.

Try to park where your vehicle will be of the least inconvenience to shoppers or motorists. If you must park in an alley or on the side of a busy street, leave as much room for passing traffic as possible and turn on your four-way flashers. Put out reflective triangles or other warning devices if you’ll be stopped for more than 10 minutes.

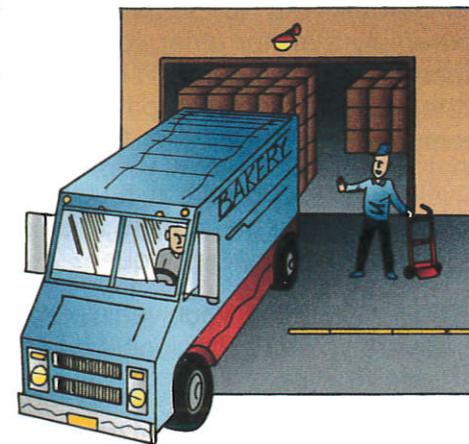
If you must maneuver to get into a tight parking spot, get out of the vehicle first and check for hazards. Make sure you have enough clearance on all sides and overhead.

## Backing

The first rule of backing is: Never back unless you have to. Backing is always a dangerous maneuver because you cannot see everything behind you. Unfortunately, sometimes backing will be unavoidable.

If you have to back, follow these rules:

- Always survey your path before you back. Check for obstacles or hazards.
- Use a helper whenever you can. Agree on a set of hand signals before you start backing. If you ever can’t see your helper in your mirrors, stop immediately! (However, remember that even when you use a helper, you are ultimately responsible for backing safely.)
- Back up on a straight path whenever possible.



- When you must back on a curved path, position your vehicle so you can back from your sight (left) side. This way, you will be able to watch the rear of your vehicle by looking out the side window. (If you have to drive around the block so you can back from the sight side, do it. The added safety is worth it.)
- Shut off your radio and open your windows so you can hear what is happening outside your vehicle.
- Turn on your four-way flashers to communicate to others that you are backing up. Use the back-up alarm if your vehicle has one. If your vehicle doesn't have an alarm, periodically sound your horn.
- Back slowly. If you have a manual transmission, use the lowest reverse gear.
- Check you mirrors continuously.
- When in doubt, get out and look! If you are not 100 percent certain you are clearing an obstacle, get out and look. It's cheaper and easier to check your path than to explain damage to your company or customer.

Backing in a parking lot or from a crowded street is especially dangerous, but is sometimes unavoidable. You must be extremely alert for other vehicles. Have a helper stop traffic if necessary. However, don't rush your backing maneuver, even if other drivers become impatient. The most important thing is to complete the maneuver safely.

**Trailers.** Backing with a trailer is an even more challenging task than backing a straight truck or van. If you must back with a trailer, use these techniques:

- Try to position your vehicle so you can back in a straight line. If you must back on a curved path, back to your driver's side.
- Turn the steering wheel opposite from the direction you want to go. Once the trailer starts to turn, turn the wheel the other way to follow the trailer.

- Back slowly and use your mirrors to watch for trailer drift. If the trailer is drifting off course, correct it by turning the top of your steering wheel in the direction of the drift.
- If necessary, pull forward and reposition your vehicle. Select a path that will align your vehicle properly to its target.

## Vehicle Accidents and Emergencies

Accidents and emergencies are unfortunate possibilities for which professional drivers have to be prepared. Of course, the best course of action is to avoid accidents and emergencies in the first place. One of the best ways to avoid these occurrences is by practicing defensive driving.

### Defensive Driving

What is defensive driving? Defensive driving is anticipating hazards *before* they occur and acting to avoid them. Driving defensively has several elements:

- Staying alert to changes by looking well ahead.
- Observing the situation.
- Recognizing potential hazards.
- Deciding on an appropriate response.
- Carrying out your plan.

**Staying alert and looking ahead.** One key element of defensive driving is staying alert and looking well ahead. Many drivers do not look far enough ahead to observe potential hazards in time to avoid them. Here are some guidelines:

- Scan the area ahead of you for one block on city streets and at least a quarter of a mile on highways.
- Periodically scan to the sides while on an open road.
- Always look both ways at intersections, crosswalks, construction sites, school zones, parking lots, and other areas where people may appear with little or no warning.

- Check your mirrors every 4 seconds and before changing your speed or position in traffic.



**Observing the situation.** While looking is important, you need to go to the next level of observing the overall situation. Know where you are in relation to other vehicles. Identify escape routes — empty adjacent lanes, a shoulder, or median — you can use if an emergency presents itself.

**Recognizing potential hazards.** As you observe the overall traffic situation, you should recognize potential hazards — situations that could require you to take evasive maneuvers to avoid a collision. Potential hazards could be an inattentive driver weaving between lanes, a construction zone, an aggressive driver passing vehicles unsafely, a sharp turn ahead, or a child on a bicycle.

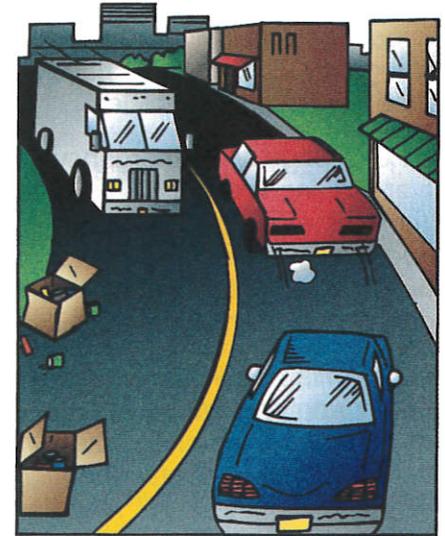
**Deciding on an appropriate response.** Once you recognize a potential hazard, you need to decide on a response. Some responses will be executed immediately, such as increasing your following distance behind an erratic driver. Others you will execute only if the situation develops into a full-blown hazard: if the driver you are following slams on his brakes, you should be prepared to stop or to take an evasive maneuver by steering into another lane.

**Carrying out your plan.** Once you decide on a plan, carry out any responses that can immediately make your situation safer, such as slowing down or increasing following distance. Be prepared to act on the rest of your plan if the need occurs.

### Evasive Maneuvers

A good driver is prepared to take evasive maneuvers if a hazard develops. Evasive maneuvers include evasive steering, emergency braking, and skid control. While you will probably have few or no opportunities to practice these maneuvers in advance, you should be familiar with the techniques in case you need them in an emergency.

**Evasive steering.** When an emergency situation presents itself, your best option is to try to find an escape route. Many drivers don't realize it, but it's usually easier to steer around a hazard than to stop before a collision.



The most important step in evasive steering must be performed the as soon as a hazard is recognized: identification of an escape route. Depending on the circumstances, this could be another lane, the shoulder, the median, or in some cases, the ditch. Once you identify an escape route, begin your evasive steering maneuver. Use the following technique:

- Don't slam on the brakes, but, if distance permits, brake before you turn to reduce your speed. Don't brake during the turn because it could cause you to lose control.
- Swerve only as much as necessary to clear the hazard. Turning too sharply could cause a skid or rollover.

- Turn as quickly as possible, using hand-over-hand steering. Each turn of the wheel should be about 180 degrees.
- Be prepared to countersteer as soon as you've passed whatever was in your path.

**Emergency braking.** In some situations, evasive steering may not be an option, and you will have to use emergency braking. Remember, you will be more likely to avoid a collision using emergency braking if you have maintained a safe following distance behind other vehicles.

The challenge with emergency braking is to avoid over-braking. Over-braking will cause you to lose control and go into a skid. When emergency braking with traditional brakes, you may choose to use a *controlled braking* or *stab braking* technique. If you drive a vehicles with an *anti-lock braking system (ABS)*, you will use a technique specific for ABS.

In *controlled braking*, you maintain steady pressure on the brakes, applying them just short of lock-up. When control braking, keep your steering wheel movements very small. If you must make a larger steering adjustment, or if the wheels lock, release the brakes and reapply them as soon as you are in control again.

Controlled braking is the best technique only if you are very knowledgeable of your vehicle. You must know how hard you can brake before losing control. If you are less familiar with the vehicle, *stab braking* is the better option.

In *stab braking*, you fully apply the brakes until the wheels lock. Once the wheels lock, release the brakes partially, until the wheels begin to roll again. Then reapply the brakes. Continue this sequence until the vehicle has come to a safe stop.

On a vehicle with *ABS*, apply firm and continuous pressure on the brake pedal until you no longer need to brake. The ABS will automatically “pump” the brakes. Do not pump the brakes yourself — this will only turn the ABS on and off and make it ineffective. ABS will reduce the chances of wheel lock-up and give you greater control during braking, but only if you use it properly.

**Skid control.** Skids happen when the tires lose their grip on the road. This can happen because of over-accelerating, over-braking, or over-steering. Skids can affect your front wheels, rear wheels, or all your wheels at once.

Skids caused by *acceleration* usually happen in snow, ice, or rain. Stop the skid by taking your foot off the accelerator. If you have a manual transmission, push in the clutch: this disengages the wheels from the power of the engine, allowing them to roll freely again and, hopefully, to regain traction.

Rear-wheel *braking skids* happen when the rear drive wheels lock. Since sliding wheels move faster than wheels with traction, the vehicle will begin to slide sideways and go into a spin as the rear end tries to “overtake” the front end of the vehicle.

To correct this type of skid:

- **Stop braking.** This will let the rear wheels roll again and keep them from sliding any further. If you're on ice and have a manual transmission, push in the clutch to let the wheels turn freely.
- **Turn quickly.** When your vehicle begins to slide sideways, quickly steer in the direction you want to go.
- **Countersteer if needed.** As the vehicle turns back on course, it has a tendency to keep right on turning. Unless you turn your steering wheel quickly the other way, you may find yourself sliding in the opposite direction.



In a *front wheel skid*, the front end tends to go in a straight line, regardless of how you steer. The only way to stop this skid is to allow your vehicle to slow down.

### Extreme Driving Conditions

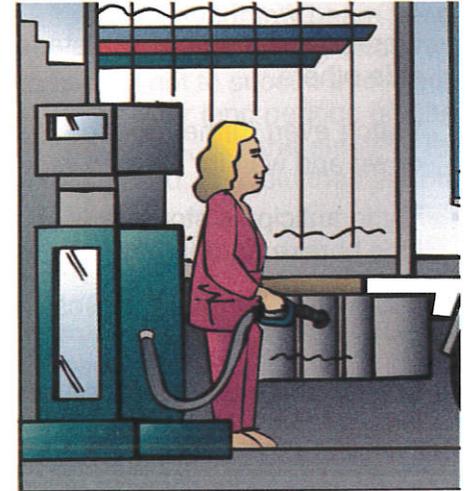
Weather and terrain will create some driving situations that are more challenging than others. To avoid accidents and emergencies, these extreme driving conditions will require you to be more alert, exercise good judgement, and employ proper driving techniques. In the next section, we'll talk about winter driving, rain, fog, wind, uphill and downhill driving, and night driving.

**Winter driving.** Winter driving can be some of the most challenging driving you will face. Snow and ice can reduce your traction, increasing your stopping distance and decreasing your control of the vehicle. Falling snow may inhibit your vision. On top of this, accidents in winter conditions are more dangerous because you could end up stranded in extreme cold.

When preparing to drive in winter, start by spending extra attention on your pre-trip inspection and preparing yourself and your vehicle for a cold weather emergency. In particular:

- Make sure there is enough antifreeze in the cooling system to protect it from freezing.
- Check the defroster, heater, and windshield wipers to make sure they are working properly.
- Check the fluid in the washer reservoir. Add windshield washer antifreeze.
- Make sure your tires have enough tread depth to ensure sufficient traction. You may also want (or need) to carry tire chains on your vehicle. Make sure you have enough chains and that they are in good condition. Learn how to chain your tires before you have to do it in ice and snow. (Some states have specific chain laws covering a range of issues — from the time of year chains must be carried on a vehicle to how the chains must be placed on the tires. Consult state law for specific details.)

- Clean all your lights, mirrors, reflectors, and windows. It is especially important that you can see other vehicles and they can see you.
- Clear hand holds, steps, and deck plates of accumulated snow and ice to prevent slips or falls.
- Check the exhaust system for loose parts or signs of leaks. Loose connections could allow potentially fatal carbon monoxide gas into your truck cab.
- Examine the brake linings to make sure they are free of ice. Ice can reduce braking power or cause the shoes to freeze to the drums when the vehicle is stopped.



- Top off the fuel tank to keep water from freezing in the fuel lines and filters.
- Pack appropriate winter gear. At minimum, you should have a scraper, snow brush, shovel, sand or cat litter, a source of fire or heat, extra clothing, water, and emergency food.

The biggest challenge of winter driving is the reduced traction caused by *snow and ice*. As a general rule, you can drive about half your normal speed on packed snow. On ice, you will be lucky if you can travel at even one-third your normal speed.

A particularly treacherous road condition to be aware of is *black ice*. Black ice tends to form on bridges, beneath underpasses, in dips in the road where water collects, in shaded areas, and on the lower side of banked curves. This type of ice is so hazardous because it is nearly invisible on the roadway. You often do not know black ice is present until you are driving on it.

How do you know if ice (including black ice) is forming? When it's wet and the temperature is hovering around the freezing point, watch the tires of other vehicles. If there is no spray from the tires, you know you are driving on ice. Another tip is to feel the front of your outside mirror. If there's ice on the mirror, there either is, or soon will be, ice on the road.

Whenever you're driving in slippery conditions caused by ice or snow, take the following precautions:

- Start out slowly to get the feel of the road.
- Increase your following distance and avoid travelling alongside others.
- Watch even further ahead. If you see traffic problems, slow down and wait for them to clear.
- Try to anticipate stops early so you can slow down gradually. Don't brake harder than necessary.
- Make turns as gently as possible. Take curves at a reduced speed.
- Do not brake going around a curve as it may cause you to lose control.
- Don't pass other vehicles unless absolutely necessary.
- Take extra caution when crossing bridges or overpasses. These surfaces freeze earlier than the regular road surfaces because they are cooled by freezing air on both the top and bottom.
- When there are no other vehicles around, occasionally check your traction by applying your brakes lightly.

Though slippery conditions while driving are a definite hazard, a lack of traction when at a stop is a problem too. If you become *stuck on snow or ice*, follow these tips:

- Dig out from in front of your tires. Then scatter sand, gravel, or cat litter in front of the wheels for traction.
- Start out with your steering wheels facing straight ahead when you pull out. Don't turn the wheels until the vehicle is

moving. If your vehicle has a manual transmission, starting out in second or third gear instead of first will keep the wheels from spinning and give a smoother application of force.

- Accelerate smoothly and gently and ease off at the first sign of spinning or slipping. Spinning your wheels will dig your vehicle deeper into the snow or further cut your traction on ice. Spinning your wheels may also damage your vehicle.

Another hazard of winter driving is decreased visibility from *falling or blowing snow*. If this occurs, turn on your low beam headlights. Avoid using your high beams, as the falling snow will reflect the light back at you. Be careful not to succumb to "snow hypnosis" if you must drive in the snow for long periods of time. Shift your eyes around to different things, like the sides of the road, the center line, and your dashboard, to avoid the hypnotic effect of falling snow.

If you become *stranded in severe weather* because of an accident or breakdown, stay in your vehicle and put on extra clothing to conserve body heat. Try to contact help with a CB radio or cellular phone if you have those items. Don't try to walk for help unless absolutely necessary. If you leave the vehicle, leave a note on the steering wheel stating your destination and the direction you traveled.

**Rain.** While rain is not as dangerous as snow or ice, it can still reduce your traction and visibility. Highways are extremely slippery during the first 15 to 20 minutes of a rainfall when the rain can mix with oil on the road, creating a slick film. This film washes away as the rain continues to fall, but your traction will still not be as good as on a dry surface.

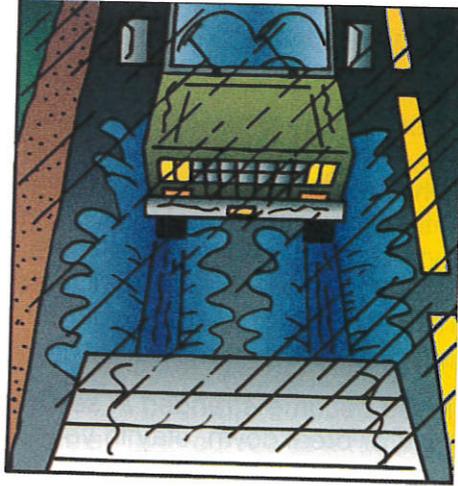
Heavy rain or standing water can also cause your vehicle to *hydroplane*. Hydroplaning occurs when your tires are actually riding on a layer of water instead of on the road surface. If you are hydroplaning, you do not have the traction to stop or steer. Since the chances of hydroplaning increase with speed, your best course of action is to slow down.

To drive safely in rain:

- Slow down to account for increased stopping distances.
- Follow the tire tracks of other vehicles whenever possible. This path will be drier than the rest of the road surface.
- Use your low beams to increase your visibility.
- Signal your intentions well in advance.

Driving in heavy rain or deep *standing water* may cause your brakes to weaken, apply unevenly, or fail to grab. Avoid driving through deep puddles and flowing water if you can. If it is unavoidable:

- Slow down and put the vehicle in low gear if you have a manual transmission. Gently apply the brakes. This will press the linings against the drums or discs and keep out mud, sand, silt, and water.
- Increase the engine rpm and cross the water while keeping light pressure on the brakes.
- Once out of the water, lightly ride the brakes for a short distance to heat them and dry them out.
- When no one is following, make a test stop to make sure the brakes are working properly. If they are not, ride them again lightly for a short time to dry the brakes out.



**Fog.** Fog is dangerous because it reduces your ability to see and the ability of others to see you. Slowing down is a must. A safe speed in fog may be 20 mph if you can see six car lengths ahead of you, or 10 mph if you can see only two car lengths ahead. However, you must use your best judgement as to what is safe.

Put on your lowbeams to help you see and to be more visible to other motorists. Don't use your high beams as they shine straight into the fog, causing water particles to reflect the light back at you. Using your wipers to reduce built-up mist on your windshield will also help you see better.

If the fog becomes so bad you must pull off the road, get your vehicle completely off the roadway and turn on your four-way flashers.

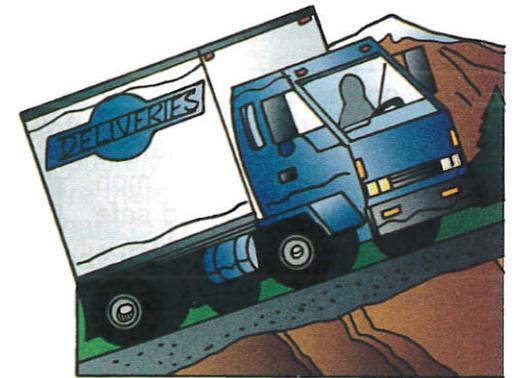
**Wind.** Wind is more of an issue for large vehicles (such as your delivery vehicle) than it is for passenger cars. The tall and/or long side of your vehicle presents a large surface for the wind to push against, making it act almost like a sail.

Windy conditions will make it difficult for you to stay in your lane. Slow down and avoid traveling alongside other vehicles.

**Uphill/downhill driving.** Uphill/downhill driving is an extreme driving condition caused by terrain instead of weather. In this type of driving, gravity is the potentially dangerous force that you will have to account for.

On upgrades, you must accelerate or shift to a lower gear to climb the hill. Your vehicle will probably not be able to go very fast. However, coming down a hill is where the real danger comes in, as gravity will cause your vehicle to speed up. You must keep your vehicle going slow enough that you can control it with your available brake power. However, you

mustn't overuse your brakes or they may get hot and "fade." Fading means you will have to apply the brakes harder and harder to get the same braking force. Eventually, you may lose braking power altogether.



You have two methods for slowing your vehicle on a downgrade: the *engine* and the *brakes*.

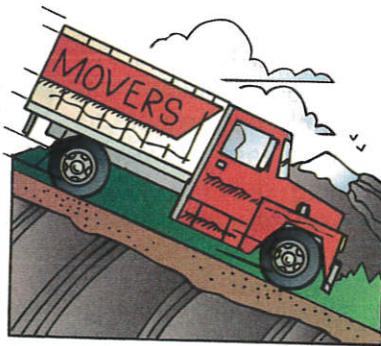
You can use your *engine* to slow your vehicle on a downgrade by selecting a lower gear. A lower gear will allow the engine's compression and friction to help slow your vehicle. This is true whether the transmission is a manual or automatic.

Always shift to a lower gear before starting down the hill. If you wait until after your speed has built up, you won't be able to downshift. The best gear will depend on your vehicle. Find out what the best gear is before you do any uphill/downhill driving.

When driving downhill, you want to use your *brakes* in such a way that they will not overheat and fade. To keep the brakes from fading, you want to use them only as a supplement to the braking effect of your engine.

On a downgrade:

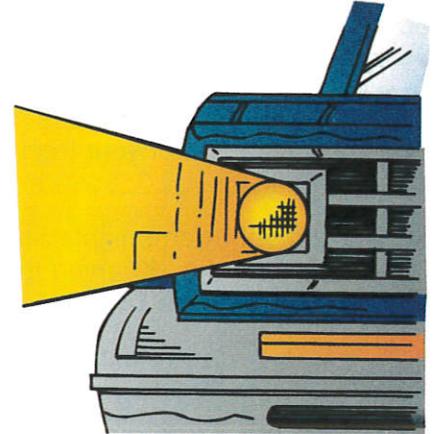
- Before starting down the hill, decide what a proper gear and speed is for the hill. Shift to the proper gear before going downhill.
- Apply the brakes just hard enough to feel a definite slow down.
- When your speed is reduced approximately five mph below your determined safe speed, release the brakes.
- When the speed increases back to your determined safe speed, apply the brakes again and repeat these steps. Continue to the end of the grade.



In some areas, escape ramps have been built to stop runaway vehicles. They use a long bed of soft, loose material, sometimes in combination with an upgrade, to slow vehicles with failed brakes. Watch for signs telling you where escape ramps are located so you will know your options if you find yourself losing control.

**Night driving.** While nightfall is a predictable and routine event, driving at night has challenges that are not present during the daytime. Darkness reduces your visibility, creating more hazardous driving conditions. Among the factors that affect nighttime driving:

- **People don't see as well at night or in dim light.** This problem increases as people get older. Take care of your eyes by not intentionally exposing them to strong light. Wear sunglasses on bright days to reduce eye strain.
- **Glare can temporarily blind drivers.** Don't look directly at bright lights when driving. If an oncoming driver has bright headlights, watch the side of the road until the vehicle passes. Dirt and grime on your windshield or mirrors will increase glare, so make sure these items are clean before driving at night.
- **Lighting is poor or confusing.** On most highways there are no lights, leaving you entirely dependent on your headlights. In urban areas where there is illumination, traffic signals and hazards can be hard to see against a background of signs, shop windows, and other lights. Because you can't spot hazards as soon, you need to slow down.
- **Headlights do not allow you to see as far as you can in daylight.** Your low beams will allow you to see about 250 feet and your high beams will provide about 350 to 500 feet of visibility in good weather. To be safe, you must adjust your speed to keep your stopping distance within your sight distance.



- **Fatigue and lack of alertness increase at night.** Our natural body clocks say we should be sleeping at night. If you are tired, get off the road and get some rest. Be aware of other drivers that may be fatigued.
- **Drunken drivers are more prevalent.** Be especially alert for drivers under the influence just after bar closing time. Watch for vehicles that are traveling erratically. Increase your following distance if you suspect a driver may be impaired.

Here are some other practices you can use to improve driving safety at night:

- To avoid blinding other drivers, dim your lights when you are within 500 feet of an oncoming vehicle.
- Take advantage of your high beams whenever it is safe and legal to do so.
- Turn off your dome lights and adjust the brightness of your instrument lights. Keeping these lights dimmer will help you see better outside.
- If you drive for an extended period at night, take frequent, short breaks before you feel tired. Walking around a little or doing a few quick exercises can also be helpful. A quick cat nap can also reenergize you and make you a safer driver.
- Signal all stops, slow-downs, and turns a little earlier than you would during daylight to give others more time to react.
- Increase your following distance by at least one second.

### Accident Procedures

Despite all your best precautions, you still may be involved in an accident while on the road. Or you may come across an accident involving other drivers. In either case, there are some standard procedures you should follow at an accident scene.

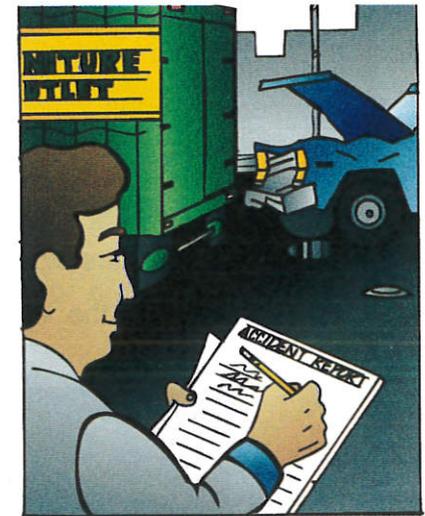
- **Stop immediately.** Failure to stop when you are in an accident is a criminal offense. Stay calm and move your vehicle as far off the road as possible.

- **Prevent other accidents.** Turn on your four-way flashers as an immediate warning to other drivers. Set out emergency warning devices. (If you are covered by federal safety regulations, there is a specified way these devices must be set. This will be covered later in the chapter.)

- **Help the injured.** Phone or radio for medical help or get someone else to make the call. Provide first aid if you are able. Even if you are untrained, remember that your efforts could mean the difference between life and death. (Also, most states have laws protecting “good Samaritans” from legal liability.) At minimum, keep the victims warm and do not move them unless they are in immediate danger.

- **Call law enforcement.** If you are unable to make the call, have another person do so. However, do not leave the scene unless absolutely necessary.

- **Document the accident.** Write down the names, license numbers, and other information regarding the accident. Take photos or draw some simple diagrams while the scene is fresh in your mind.



- **Call your company.** Report the full details of the accident to your company as soon as possible.
- **Complete a preliminary accident form.** Your company may send a representative to the scene to complete this form. If that is not possible, and you have previously been given this form, fill it out yourself.

## Emergency Devices

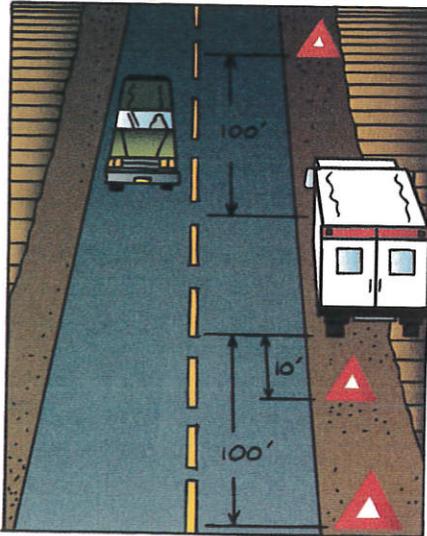
As said before, one of your responsibilities at the scene of an accident is to prevent another accident from happening.

If your vehicle weighs 10,001 pounds or more or carries a placardable amount of hazardous materials, Section 392.20 of the Federal Motor Carrier Safety Regulations (FMCSRs) requires you to put out warning devices within 10 minutes of the accident.

The FMCSRs require drivers to carry three reflective triangles, three flares capable of burning for at least 1 hour, or six fuses capable of burning for at least 30 minutes on their vehicles. These devices must be placed in a specified way depending on the situation.

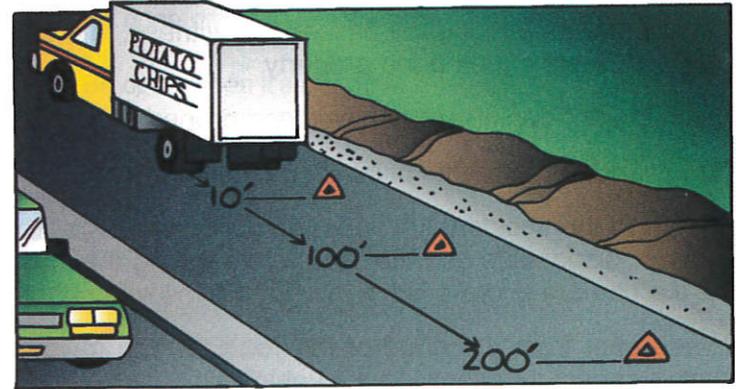
**Accidents on two-lane roads.** Place the devices as follows:

- One 10 feet from the vehicle, facing oncoming traffic. This device can be placed at the front or rear of the vehicle, depending on traffic direction.
- One 100 feet from the vehicle, in the center of the lane or shoulder where you are stopped, facing oncoming traffic.
- One 100 feet from the vehicle in the direction opposite oncoming traffic.



**Accidents on divided highways or one-way roads.** Place the devices as follows:

- Place all devices on the traffic side of the vehicle, facing oncoming traffic.
- Place the devices at 10 feet, 100 feet, and 200 feet from the rear of the vehicle.



**Accidents on a curve or hill.** If you are in an accident occurring within 500 feet of a curve or crest of a hill, place the devices as follows:

- Place the first two devices according to the rules for two-lane or divided highways.
- Place the third device 100 to 500 feet from the vehicle in the direction of the visual obstruction. This will give drivers time to react.

Use these same procedures to place warning devices if your vehicle breaks down or any time you need to stop along the roadside for an extended period (10 minutes or more) of time.

## At-The-Scene Accident Report Kits

Many companies provide their drivers with at-the-scene accident report kits. If you have been provided such a kit, use it if you are involved in an accident. The kit should outline the procedures you are to follow and will include forms for recording the details of the accident. On the forms you will typically record:

- Date, time, and location of the accident.
- A description of what happened.
- Identification information for each vehicle (make, model, type, year, and license.)
- Name, address, phone number, driver's license, and insurance company of each driver.
- Name and address of each passenger, witness, injured person, and owner of damaged property.
- Description of damage to vehicles and property.
- Names and departments of investigating officers.

In addition to the accident kit, your company may also provide a regular or disposable camera for photographing the accident scene. If a camera is provided, try to get the following photos:

- A wide shot from the edge of the road looking toward the point of impact and showing the vehicles' final locations.
- Shots from several angles around the vehicles. Circle the vehicles taking photos at 12 o'clock, 3 o'clock, 6 o'clock, and 9 o'clock.
- Wide shots from the center line of the road showing the road in both directions and the final location of the vehicles.
- Close-ups of any damage.
- Close-ups of any skid marks, gouges in the road, or debris.

If you use the camera at night, use a flash and get close to the scene. Remember, the photos and the details you provide will be critical to your company for investigating the accident and handling any insurance or legal issues that come later.

Driver \_\_\_\_\_  
Instructor \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_

## Safe Vehicle Operation Review

1. Pre-trip inspections should:
  - a. Be done every day
  - b. Be done differently every time to make them more interesting
  - c. Be done when it's convenient
  - d. Only cover the engine components
2. The driver is an important part of the company's maintenance team.
  - a. True
  - b. False
3. Which is *not* an element of stopping distance?
  - a. Perception distance
  - b. Reaction distance
  - c. Braking distance
  - d. Traction distance
4. In bumper-to-bumper traffic you should:
  - a. Speed up and try to get ahead of the crowd
  - b. Slow down and try to maintain a proper following distance
  - c. Never signal so people don't try to pass you before you make a lane change
  - d. Turn up the radio to drown out any distracting noise
5. What types of potential hazards should you be watching for in a suburban area?
  - a. Pedestrians
  - a. Children on bikes
  - b. Untrimmed tree branches
  - c. All of the above

6. Backing is a completely safe and easy maneuver.
  - a. True
  - b. False
7. Which of the following is *not* an element of defensive driving?
  - a. Becoming angry when drivers cut you off
  - b. Looking ahead
  - c. Identifying hazards
  - d. Planning an appropriate response
8. When you encounter a road hazard, your best response is always to brake as hard as possible.
  - a. True
  - b. False
9. Which of these extreme driving conditions is almost impossible to see?
  - a. Snow
  - b. Rain
  - c. Black ice
  - d. Hills
10. If you are in an accident, you should put out warning devices to prevent additional accidents and then go help anyone who is hurt.
  - a. True
  - b. False

# Customer Service

Today's business world is highly competitive. In many cases, there is more than one company that can provide a specific product or service. Excellent customer service can set your company ahead of the rest. Your attention to customer service can make a difference in your company getting or keeping a client's business.

In this chapter, we will discuss personal conduct and appearance, respect for the customer's property, and techniques for dealing with angry customers.

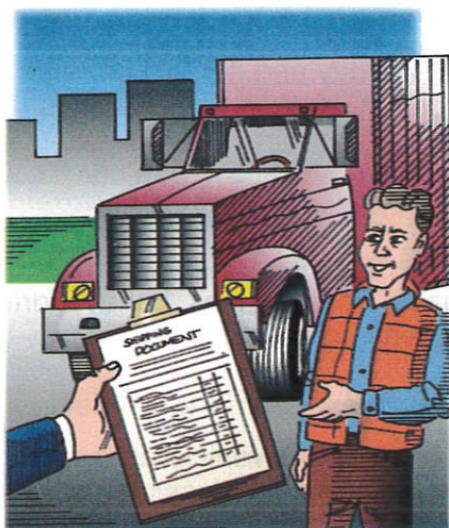
## Conduct at Your Company

How you, your co-workers, and your supervisors work together can make a big difference when it comes to accurate and on time delivery of products. Good internal customer service can improve your company's profitability and productivity, as well as enhance your company's reputation.

**Attitude.** A positive attitude is the most important tool you can bring to the job. If you have a poor attitude you will probably fall into some bad driving or customer service habits.

A good delivery driver is one who has a positive attitude, is willing to learn, and can communicate and work well with others.

**Communication.** A good working relationship with your co-workers, including keeping lines of communication open, is important. Get to know your co-workers. Be on a first name basis with those you deal with directly (dispatchers, warehouse workers, etc.).



Be a good listener. If you aren't sure you understand a supervisor's or dispatcher's directions, ask before leaving your company or repeat the directions to make sure you and the supervisor or dispatcher understand the same message. •

Check all paperwork *before* you leave the company. It is better to have a question or problem resolved when the people involved are able to look at the paperwork.

**Courtesy.** Manners go a long way in building a good professional relationship. There are several things you can do in helping build a professional relationship:

- Be even tempered. Never take your frustrations out on a co-worker.
- Watch your language. The business environment is not the place for colorful or profane language.
- Thank or compliment a co-worker on a job well done. The more efficient your co-workers are, the more efficient you are in your job.

## Personal Conduct

In this day and age of high-tech communication, the majority of contact between a business and a customer is made via phone, fax, or computer. Often, you, the delivery driver, are the only representative of a company the customer deals with face-to-face.

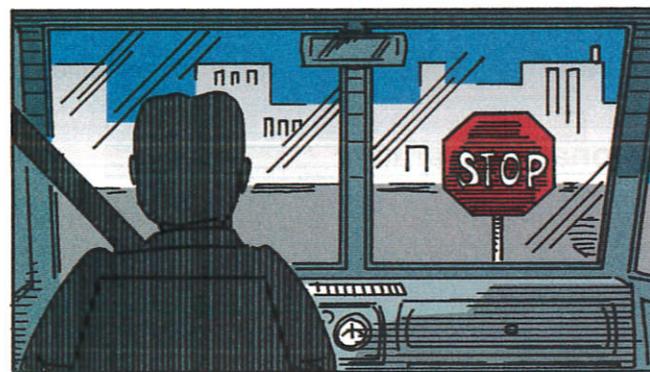
When making a delivery, you are representing your entire company. How you look, behave, drive, and deal with people are all taken into account.

### Courtesy Behind the Wheel

Look at your vehicle as a rolling advertisement for your company. In many cases, the company's name is displayed on all four sides of the vehicle. Anyone who comes in contact with the vehicle will come away with an impression of the company the vehicle represents. Good driving habits are top priority. This includes:

- Following posted speed limits.
- Maintaining a safe distance between vehicles.
- Making sure there is a clear path when changing lanes.
- Making sure there is adequate space to safely pass.
- Giving early warning when planning to turn. Don't use the vehicle's size to intimidate other drivers.
- Being courteous when using high-beam headlights — don't blind other drivers.
- Being aware of other drivers, vehicles, and the flow of traffic when stopping your vehicle. Try not to cause visibility or movement problems for other vehicles.

Remember, operate safely, legally, and courteously. Stay calm and act professional. Negative reactions can make a situation unsafe.



### Punctuality

Be on time. The customer is probably setting his/her work schedule around your arrival time.

If you are going to be late, you or your dispatcher should make a short phone call to the customer letting him/her know you will be late. This can save a lot of time and problems for both you and your customer.

## Courtesy

Be polite and friendly when dealing with customer personnel. Never take out your frustrations on, or argue with, the customer.

Be honest with the customer. If you can't answer his/her question, assure the customer that you will check with your company and report back with the answer. Once you have the answer to the customer's question, promptly share the answer with him/her.

A customer's impression of you can lose or gain business for your company. Make every effort to be courteous at all times.

## Know Your Company's Services

Follow company rules in handling cargo and documentation. Also, know your company's procedure for dealing with freight problems. A prompt solution is good customer service.

Be aware of what types of services your company offers. Customers may ask if your company can handle a certain type of shipment, deliver to a specific area, or carry a specific product.

## Professional Appearance

Often, the first impression is a lasting one when it comes to customer relations. Vehicle and personal appearance are important factors when it comes to first impressions.

**Vehicle appearance.** Your vehicle should be clean and well maintained. A dirty vehicle, loose tarp, or dragging chains all send the message that you don't care about your job. Use your pre-trip inspections and other inspections to ensure that your vehicle is in good shape.

**Personal appearance.** Neatness counts. Remember, in many cases you are the only contact the customer has with your company.

Your clothes should be clean, free of wrinkles, and appropriate for the workplace. Your hair should be neat and if you have a beard or moustache, keep it trimmed.

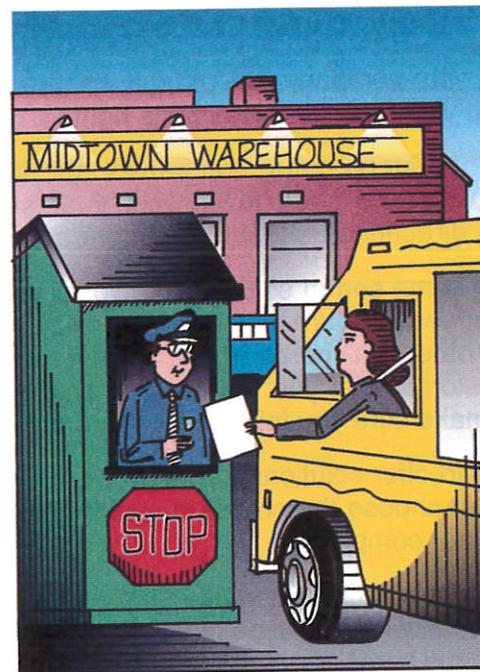
## Respect for Customer's Property

Always respect your customer's property. Put yourself in your customer's shoes. Think about how you would feel if a driver making a delivery to your home tracked dirt on your carpeting or broke a window.

Make all deliveries as you would like deliveries made to your home.

Handle all cargo carefully. No one wants to see their order mishandled.

Respect the requests of your customer. Make every effort to follow the rules of the company where you are making the delivery. Be aware of special delivery or pick-up instructions.



Use extra caution when driving on your customer's property. Watch for low telephone and power lines as well as porches, overhangs, steps, and loading docks that stick out from buildings.

Use the same care when driving on a customer's property as you would on other roads. Follow posted directions. Don't speed and watch for pedestrians.

## **Angry Customers**

When a customer is angry, how you handle the situation can make or break your company's relationship with the customer.

Do not take a customer's anger personally. Focus your energy on fixing the problem that caused the customer's anger. Be courteous and remain calm. This will help you think clearly.

Apologize for the situation, even if it isn't your fault. You don't have to take blame for the situation, but do apologize for the situation.

Express your concern that things didn't go as planned, but never be patronizing. An angry customer wants to know that you care.

Even if you or your company isn't at fault, assure the customer that you will do your best to make things right.

Determine what steps your company can take to make things right. You may need to contact your supervisor for advice and/or directions as to what can or cannot be done.

Try to come to some sort of solution with your customer before leaving. If you need to return to your company to work with your supervisor or others at the company to correct the problem, assure the customer that you will contact him/her as soon as possible and make sure you follow up on that promise.

If you are able to offer solutions to the problem before leaving, let the customer choose the course of action that is most convenient for his/her company.

Follow up with the customer to make sure the course of action you both agreed to worked out as planned. Following up shows that your company cares about the customer and wants to continue a positive business relationship.

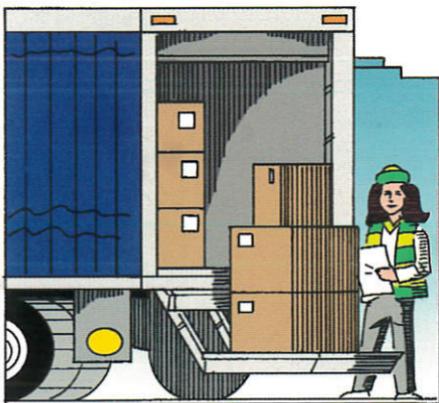
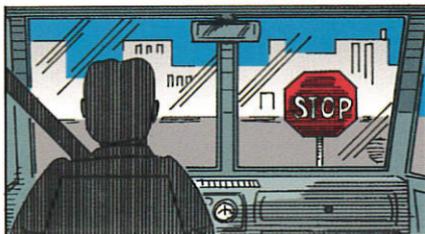
Driver \_\_\_\_\_  
Instructor \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_

### Customer Service Review

1. Excellent customer service is important to your company's success.
  - a. True
  - b. False
2. Good internal customer service can:
  - a. Improve your company's profitability
  - b. Improve your company's productivity
  - c. Enhance your company's reputation
  - d. All of the above
3. How you look, behave, and drive has little to do with good customer service.
  - a. True
  - b. False
4. You should view your vehicle as a rolling advertisement for your company. Anyone who comes in contact with the vehicle will come away with an impression about your company.
  - a. True
  - b. False
5. Because you are dealing with many customers and can easily fall behind schedule, it isn't necessary to inform a customer if you are going to be late.
  - a. True
  - b. False

6. Respecting your customer's property means:
  - a. Ignoring special pick up or delivery instructions
  - b. Arriving with your delivery when it best fits into your schedule
  - c. Making deliveries as you would like deliveries made to your home
  - d. All of the above
7. Use the same care when driving on a customer's property as you would on other roads.
  - a. True
  - b. False
8. When a customer is angry, how you handle the situation will have little to no impact on your company's relationship with the customer.
  - a. True
  - b. False
9. When a customer is angry, you should:
  - a. Take the anger personally
  - b. Take blame for the situation
  - c. Assure the customer that you will do your best to make things right
  - d. All of the above
10. Follow up with an angry customer is an important step to continuing a positive business relationship.
  - a. True
  - b. False

# Keller's Route and Delivery Driver's Safety Handbook



# Materials Handling

Moving cargo safely and efficiently involves more than just its transportation down the road. Materials must first be loaded correctly, secured for transport, maintained properly during the trip, and, once at their destination, unloaded safely. Many delivery drivers are responsible for this whole process.

In this chapter we will talk about:

- Safe loading and unloading procedures;
- How to use two-wheel dollies and pallet jacks;
- Methods for securing cargo, including blocking, bracing, dunnage, load locking bars, cargo straps, tiedown assemblies, and tarps;
- Procedures for handling perishable materials; and
- Operating refrigerated vehicles.

## Loading and Unloading

Loading your vehicle properly is the first key step to ensuring personal and vehicle safety and damage-free deliveries. Proper loading requires skill, forethought, and good judgement.

Your company should have loading guidelines specific for your vehicle and the type of cargo you haul. However, there are general guidelines to keep in mind:

- Every vehicle is designed to carry up to a certain amount of weight. Know and respect the load limitations of your vehicle. Overloading can cause unsafe steering, increased braking distances, and reduced speed control.
- Before loading (or unloading) set your parking brake and chock the wheels to prevent the vehicle from moving.
- Inspect the cargo area before loading. Make sure it is clean and free of debris. Look especially for nails or other sharp items that could damage your cargo.

- Compare your cargo to your bill of lading. Make sure you are loading the proper freight. If there are inconsistencies, contact your supervisor.



- Check the ramp from the vehicle to the dock to be sure it is even and secure.
- Take your delivery order into consideration. Load the vehicle in an order and manner that will allow you to access your first deliveries first.
- If you see a damaged, wet, or leaking package, or an item that is not properly sealed, report it to your supervisor. Either the item should not be loaded or the damage should be documented.
- Distribute your cargo's weight evenly over the length of the vehicle whether it's a full or partial load. An unbalanced load can make vehicle handling unsafe.
- Don't load the cargo unnecessarily high, and always put your heaviest items on the bottom. Keeping the load low will lower your center of gravity and minimize the risk of a roll-over on a sharp turn or during emergency maneuvers.
- Pack the items tightly enough to prevent them from shifting around.
- Follow any handling instructions on the cartons, such as "This End Up," or "Fragile."

- Leave enough space at the top of the load to facilitate unloading. If you stack the load all the way to the ceiling, it will be impossible to use any type of tools to lift the load and back it out.

Depending on your job, you may use different types of tools for loading and unloading. Two-wheel dollies and pallet jacks are useful aids that can make the physically demanding job of loading and unloading your truck much easier. However, first you must learn how to use these items efficiently and safely.

### Two-Wheel Dollies

A dolly is a simple piece of equipment that will let you haul several items at one time or move heavier items with greater ease. Although it's a simple device, if not used carefully it can crush toes, injure ankles, strain backs and damage cargo.

To use a dolly properly:

- Make sure the load is securely stacked and balanced. If so, tip the load forward slightly and push the "tongue" of the dolly completely under the load.
- The load should not limit your view. If you cannot see above and around the items, split the load if possible and make multiple trips.
- Test the load by moving it a short distance. You want to be sure it can be moved without shifting or falling.
- Once you're certain you can move the load safely, check your path to make sure no people or obstacles are in your way.
- Use your leg muscles to move the dolly. Keep your back straight and use one hand to steer and the other to balance the load.



- Do not try to push the dolly too fast.
- Make sure the floor is clean and flat before lowering the load.
- When lowering the load, use your leg muscles, not your back, to set the load on the floor.

When it's time to put the dolly in your vehicle, tip the top forward so it rests on the vehicle's floor. Then, lift the bottom and slide it into the vehicle. Once it's in, tip the dolly upright again and secure it so it won't move while you are driving.

### Pallet Jacks

When you must move cargo on pallets, you may use a pallet jack. Hand pallet jacks are best for short distances and on low grades. Powered pallet jacks are useful for heavier loads or when you have to move cargo greater distances.

Although relatively easy to use, pallet jacks must be used carefully to be safe. When using a pallet jack:

- Always check the pallet jack for any defects that might affect its operation or safe use.
- Make sure the items on the pallet are properly balanced and secured. Heavier items should be on the bottom with lighter ones on the top.
- Position the forks well into the pallet before raising the load. If the load is too heavy, take some of the items off.



When moving with the pallet jack, you should almost think of the task like operating in traffic. Your chief concern is not to collide with any person or obstacle.

- Stay to the right of the aisle and keep a safe distance from people and obstacles. As you move, face the direction you are traveling. Don't go faster than a normal walking speed.
- Look for and avoid obstacles or debris on the floor.
- Slow down at all doorways and intersections and look for people. Allow them to pass first.
- At blind corners, use your horn to warn other people. If the pallet jack doesn't have a horn, listen for oncoming traffic and announce in a loud voice that you are coming through.
- If you must move close to an obstruction, put the pallet jack in reverse. Operating in reverse will give you better control and visibility.
- If you go into an elevator, back the pallet jack in. This way you can be sure you are safely in the elevator before the doors start to close.

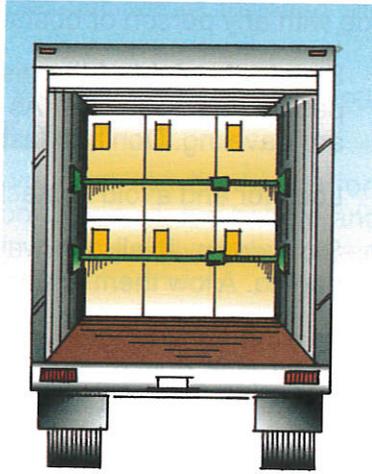
### Cargo Securement

Once your cargo is properly loaded, you need to take steps to secure it. Shifting cargo can be easily damaged and is also a safety hazard. In a vehicle with an open cargo area, the load may also fall or blow into the roadway, becoming a hazard to other drivers, if not properly secured.

## General Securement Procedures

Your company is likely to have procedures for load securement that are specific to your type of vehicle and cargo. However, here are some general guidelines:

- Only use devices that are specifically designed for cargo securement. Use them in the manner they are intended to be used.
- If you use ladders, steps, or handholds while securing cargo, make sure they are properly positioned and in good repair.
- If your vehicle is equipped with side racks and holding posts, make sure they are higher than the load, in place, and well secured.
- Use appropriate personal protective gear, such as a hard hat or shoes with steel toes, when securing or unfastening a load.
- Never place a load against a closed door or rack if opening the door or rack will cause the load to fall.
- If someone else loads your vehicle, you should still check to make sure the load is properly distributed and secure.
- Check the securing devices periodically while on the road. The tension from the devices may compress the load and cause the devices to loosen.
- If your vehicle weighs 10,001 pounds or more or carries a placardable amount of hazardous materials, you are required to inspect the vehicle's cargo and load securing devices within 25 miles of starting your trip. You must also inspect the load every time you change duty status, after you've driven 3 hours, or after you've driven 150 miles, whichever comes first.



## Securement Methods and Devices

If the cargo completely fills the enclosed area of your delivery truck, it should be fairly secure. However, if the cargo doesn't fill the whole area, or if your cargo is not enclosed on all sides, you will need to use securement devices to make sure the materials do not shift during travel.

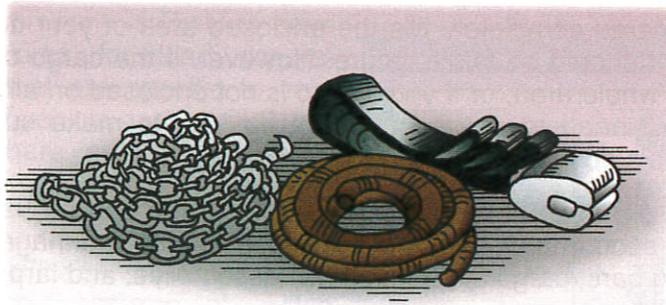
There are several methods and devices that can be used for cargo securement, such as blocking, bracing, dunnage, load locking bars, cargo straps, tiedown assemblies, and tarps.

**Blocking and bracing.** Blocking is a cargo securement procedure where you fit blocks snugly against the cargo's front, back, or sides to prevent the cargo from sliding. Normally, blocking is secured to the cargo deck or sides. Bracing (putting pressure on a piece of cargo to keep it in place) is generally used between cargo and the trailer ends or sides to keep an object stationary.

**Dunnage.** Dunnage is filler material used in the empty spaces between cargo. Dunnage keeps the cargo from shifting. Wood, cardboard, airbags, extra pallets, bubblewrap, and plastic are types of material used as dunnage.

**Load locking bars.** Load locking bars can be used vertically or horizontally. The bars have rubber feet that are placed against the vehicle walls or ceiling and floor. The bars are placed snugly against the cargo and then tightened with a jacking device until they are tightly wedged in place against the cargo.

**Cargo straps.** Some vehicles have tracks in the cargo compartment that accommodate cargo straps. The straps are hooked into the tracks and then tightened in front of or around the cargo which has been placed against the vehicle wall and/or back.



**Tiedown assemblies.** If you drive a vehicle with an open cargo compartment, you may use tiedowns, such as belts, straps, chains, or ropes, to secure your cargo. If you use tiedowns:

- Always check the rated load limit of the tiedown to make sure it's the proper strength for your load.
- Use at least one tiedown for every 10 feet of cargo. Always use at least two tiedowns.
- Before using, check the tiedowns for signs of wear or weakness. Don't use tiedowns that have been knotted or repaired.
- Place the tiedowns flat on the load and secure them to the vehicle using hooks, bolts, rails, rings, or other approved devices. The tiedowns should be tight against the load, but not so excessively tight that they damage the load.
- After use, store tiedowns in a clean, dry space.

**Tarps.** If you carry freight in an open cargo area, you may need to use a tarp. Tarps prevent loose material from blowing or falling out of a vehicle. They can also be used to protect cargo from the weather. If you use a tarp, make sure it fully covers your load and is secured at all securing points. While traveling, check your mirrors frequently to make sure the tarp has not become loose.

## Perishable Materials

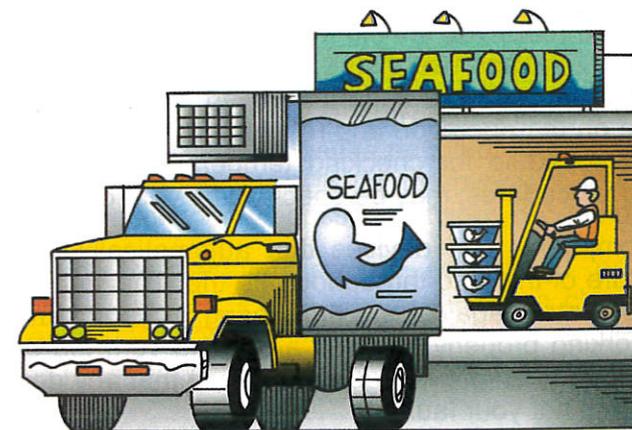
If the cargo you deliver is perishable, such as meat, produce, or frozen foods, you will have added responsibilities for taking care of your freight. These products often have to be maintained in a very narrow temperature range. If the cargo comes out of that temperature range, because of mechanical malfunction or driver error, the whole load may be ruined.

Drivers of perishable products must learn special procedures for loading the product, know how to maintain the product while on the road, and properly monitor and operate the specialized refrigeration unit ("reefer") on the vehicle. If you haul perishable products, your company should have instructions specific for your refrigerated vehicle and the product you haul. However, the following section outlines some general guidelines.

### Loading Concerns

While loading your refrigerated vehicle, you have two major concerns: temperature and air flow.

**Temperature.** Refrigerated trucks have special cooling units and are lined and insulated for precise temperature control. However, while they can maintain temperatures, they are usually not able to significantly lower them. This means the product on your vehicle must be cooled to the proper temperature before it is loaded.



Find out from your company what the proper pre-cooled temperature is for your load. If you haul different commodities, this will vary depending on the product.

Check and record the temperature of several units of your cargo before loading. If the temperature is not in the required range, contact your supervisor.

In addition to pre-cooling the cargo, your vehicle should also be pre-cooled to the proper temperature before loading. Make sure the vehicle is thoroughly cooled by taking temperature readings of the inside walls and floor. The readings should be the same or very close.

**Air flow.** Air flow is another chief concern when loading. To stay cool, the air must be able to circulate among the product. In many vehicles, the airflow typically begins at the evaporator air outlet and travels through a duct which disperses it along the walls and to the rear of the vehicle. On the route back, the air travels under and through the load, then up inside the front bulkhead where the whole process begins again. Ribbed flooring helps ensure smooth airflow.

When loading, you must position the items so that the air can circulate freely. The cargo should be kept away from the walls and placed so there's a small amount of space between the cartons. Pallets are useful for improving circulation because they allow for return air space under the load.

### On the Road

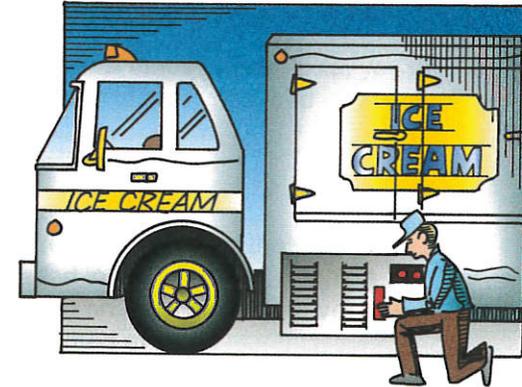
While on the road, you should periodically check the temperature of your load and make sure it is within the specified range for your product. This is important, even if you are keeping a close eye on the operation and readings of the refer unit itself. An exact schedule for checking temperatures, and perhaps recording procedures, may be specified by your company.

Some companies use devices that automatically record the temperature of the load throughout the trip. This unit is usually locked to protect against any tampering. If your refrigeration unit is working properly and you are doing your job correctly, these monitors can provide good evidence that any damage to the load was not your fault.

### Operating the Reefer Unit

Refrigerated vehicles have a separate power source and fuel supply for the cooling unit. This unit must be inspected and maintained to ensure proper operation. Your company will probably have specific instructions for these procedures, but following are some general guidelines:

- Always check the condition and operation of the refrigeration unit before you go to pick up a load.



- If the temperature is set below 40° F, defrost the unit about a half hour after loading by pressing the manual defrost switch. This defrosting will remove the ice build-up on the evaporator grill and prevent the loss of air circulation.
- Compare the thermostat setting with the actual temperature in the cargo unit after you've traveled long enough for the system to have cycled between high- and low-speed operation several times. The temperatures should be within a few degrees of each other. If they're not, find out why, and keep checking at frequent intervals for improvement. Get the system serviced as soon as possible if things don't improve.
- Check the refrigeration system and cargo periodically throughout the day. When you make these checks, keep your eyes open for ice-build up, and manually defrost the unit, as necessary.

Driver \_\_\_\_\_  
Instructor \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_

### Materials Handling Review

1. What is a step you should take before loading a vehicle?
  - a. Set the parking brake and chock your wheels
  - b. Inspect the cargo area of your vehicle
  - c. Compare the cargo to be loaded against the bill of lading
  - d. All of the above
2. If someone else loads your vehicle, you are not responsible and you don't have to check the load.
  - a. True
  - b. False
3. Cargo should be:
  - a. Loaded in the front of the vehicle
  - b. Loaded in the back of the vehicle
  - c. Loaded on each side of the vehicle
  - d. Distributed evenly
4. When operating a pallet jack:
  - a. You have the right-of-way at all intersections – other people should stop for you!
  - b. You should balance pallets on the tips of the fork
  - c. Go as fast as possible so you can get the load on quickly
  - d. Slow down at doorways and intersections and watch for people
5. Cargo that is not properly secured is both a safety hazard and likely to become damaged:
  - a. True
  - b. False

6. Drivers governed by the federal safety rules must check their load and securement devices:
  - a. Within the first 25 miles of their trip
  - b. Every time they change duty status
  - c. Every 3 hours or 150 miles
  - d. All of the above
  
7. Which of these would you *not* use to secure cargo:
  - a. Blocking and bracing
  - b. Load locking bars
  - c. Duct tape
  - d. Cargo straps
  
8. Refrigerated vehicles have powerful cooling units that can bring down temperatures quickly.
  - a. True
  - b. False
  
9. Temperature and \_\_\_\_\_ are primary concerns when loading a refrigerated truck.
  - a. Air flow
  - b. Pressure
  - c. Surge
  - d. Color
  
10. Once a refrigerated truck is loaded, it's unnecessary to check the temperature again.
  - a. True
  - b. False

# Health

A healthy driver is a safe driver. This chapter covers some of the issues drivers need to deal with to maintain a healthy lifestyle. This includes fatigue management, stress management, proper exercise and diet, and the effects of alcohol and drugs.

This chapter also covers first aid basics — what you should do at the scene of an incident/accident.

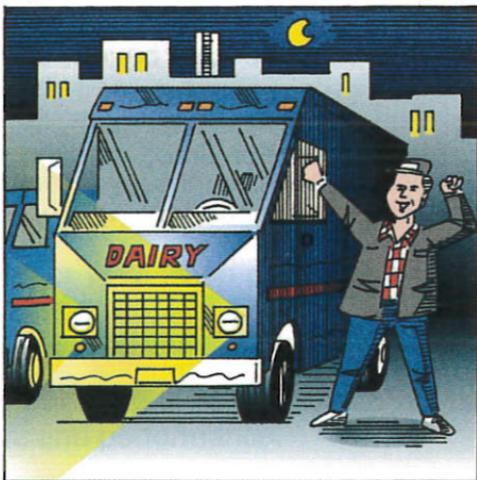
## Fatigue Management

Working odd hours, long hours, and making on-time deliveries are all challenges you face as a delivery driver. All of these challenges can contribute to your fatigue level — affecting your ability to drive safely.

### What is Fatigue?

Fatigue is a generic term used to describe anything from being sleepy to exhausted. In extreme cases, fatigue can cause an uncontrolled and involuntary shutdown of the brain.

It is believed that the two major causes of fatigue are sleep loss and changes to the body's internal clock (called circadian rhythms).



## Sleep Loss

Sleep, like food and water, is necessary for human survival. Depriving the body of sleep is like starving yourself or not drinking water.

Generally, most adults need between 7 and 8 hours of uninterrupted sleep in order to feel well rested. Seven to 8 hours of interrupted sleep isn't as effective.

Occasionally, the human body can function well on fewer hours of sleep, but after a couple of days a sleep debt can develop.

For example, if you need 8 hours of sleep to feel completely alert, but only get 6 hours of sleep, you would have a 2 hour sleep loss. If this 2 hour sleep loss continued for 4 days in a row, you would accumulate an 8 hour sleep loss. That's one night's worth of rest.

**2 hours x 4 days = 8 hours (one night)**

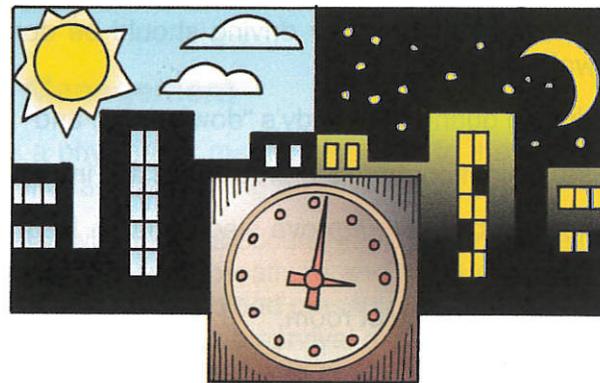
Laboratory tests show a sleep loss of as little as 2 hours can affect alertness and performance. Performance effects can include:

- Reduced judgement;
- Slowed reaction time;
- Lack of concentration;
- Fixation; and
- Poor mood/attitude.

## Circadian Rhythms

A circadian rhythm is, in simple terms, your body's biological or internal clock. Most people's clocks run on a 24-hour basis with some high points and low points during that time span.

Time cues keep your body clock set to a certain schedule. Time cues include sunlight and your work/rest schedule.



If your body's internal clock is moved to a different schedule (changing time zones, changing from a day to night work shift) your clock needs time to adjust to the new schedule.

During the transition, disruption in your internal clock can produce the same effects as sleep loss.

No matter what shift you work or what sleep pattern you follow, most everyone's clock is set for two low points. The first is between 2 a.m. and 6 a.m. The second between 1 p.m. and 5 p.m.

Signs of low points include low body temperature, as well as changes in mood, motivation, and performance.

The most dangerous of the two low points for drivers is between 2 a.m. and 6 a.m. Most people are programmed to sleep when it's dark, and fighting fatigue becomes very difficult. A study by the National Transportation Safety Board (NTSB) showed that 74 percent (52 of 70) of accidents that occurred between 10 p.m. and 8 a.m. were fatigue related.

## Travel Tips

Most drivers will agree, driving for a long period of time can cause fatigue. There are several things you can do to help fight fatigue:

- Get a solid 8 hours of sleep;
- Try to establish a regular schedule/routine — go to sleep and wake up at the same time each day;
- If possible, the bulk of your driving should be done during usual waking hours;
- Avoid driving during your body's "down time"; and
- Exercise, weight control, and proper diet are important.

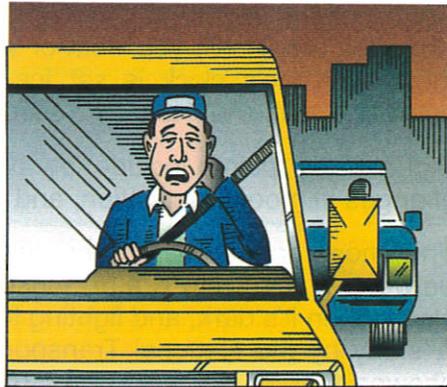
Regular sleep habits can improve sleep quality. Regular sleep habits include:

- Sleeping in a dark, quiet room;
- Keeping your sleeping area at a comfortable temperature;
- Making your sleeping area as comfortable as possible; and
- Having a bedtime routine.

## Fatigue Warning Signs

There are several signals that can tell you that you are about to fall asleep. If any of these happen while on the road, you need sleep:

- Drowsiness;
- Lack of alertness;
- Trouble focusing eyes or fighting to keep them open;
- Head drooping;



- Neck muscles feel stiff and/or sore;
- Yawning;
- Lane deviations — weaving onto the shoulder or into another lane of traffic;
- Making bad driving decisions; and
- Erratic shifting, intermittent braking, and following vehicles too closely.

## Stress Management

Stress is a physical or mental response to the pressures of an event or the factors of living in general.

Biologically, when stress occurs, your body releases hormones which accelerate your breathing and heart rate, increase your blood sugar levels and blood pressure, and improve blood clotting. Your body gets into a survival mode, preparing for a physical emergency.

As stress continues, your body temporarily adjusts to the stress. If stress is removed during this adjustment period, your body returns to normal. However, if stress goes on for a prolonged period of time, your body will fail to adjust and will wear out, weakening your defenses to disease. This can lead to "burnout."

Medically, stress can cause high blood pressure, pain, breathing trouble, digestive disorders, insomnia, and fatigue. Psychologically, stress can cause frustration, irritability, anger, impatience, worry, a lack of self confidence, poor listening, and alcohol and/or drug abuse.

Stress can affect your job performance. Stress can contribute to accidents, cause you to rush, or bring on anger or inappropriate behavior.

## Dealing With Stress

Awareness is the first step to managing stress. Watch for the warning signs of stress. Be aware of when you are stressed. You can manage stress by using one or more of the following stress-reduction techniques:

- Take breaks — relax during those breaks;
- Exercise;
- Get proper rest;
- Maintain healthy eating habits;
- Practice deep breathing or other relaxation techniques;
- Manage your time — set priorities;
- Laugh or cry to release tension; and
- Share your stress with others — talk to a friend.

## First Aid

When an emergency situation/accident occurs, you should know how to safely and correctly respond. Knowing and using basic first aid could save a life.

You should only use first aid procedures for which you have been trained. Consider taking a first aid course offered by your local Red Cross chapter or local hospital.

### First Aid Procedures

If you are first at the scene of an accident, you should try to do as much as you can to help those who may be injured. In many states, the first motorist to arrive at an accident scene is required to stop and help. In those states, fines and other penalties can be assessed if you pass without stopping.



Remember, when faced with an emergency situation, you need to stay calm. The victim's life may depend on your ability to think clearly.

First, assess the scene. How many people are involved? Who appears to be most seriously injured? Who needs your help first? Are there any immediate hazards which may cause additional injury?

Call for emergency assistance as soon as possible.

Do not move a victim unless it is absolutely necessary. Keep the victim warm. Use a blanket or jacket to conserve heat. Make sure the victim is as comfortable as possible. Do not attempt to give water or other liquids to the victim.

Be extremely careful when handling a victim. Do not allow contact with body fluids of the victim. Gloves should be used when providing first aid and a face mask should be used when administering CPR.

## Treating Shock

Shock is the human body's reaction to the heart's failure to get blood to all vital organs. Symptoms of shock include:

- Pale, blue, or clammy skin with noticeable sweating;
- Weak and rapid pulse;
- Vomiting and/or severe thirst;
- Dilated pupils; and/or
- Irregular or shallow breathing.

If the symptoms listed are present, the victim should remain lying down. Maintain the victim's body temperature.

If the injuries are severe, raise the level of the feet above the chest and head, unless there appears to be a head injury or the victim has trouble breathing in this position.

An unconscious victim with apparent severe injury to the lower part of the face and jaw should be placed on his/her side so fluids can drain away and the airway remain open.

If the victim is having trouble breathing, raise the level of the head and shoulders unless other injuries indicate the victim shouldn't be moved at all.

If you are in any doubt about the extent of injuries, keep the victim flat. Don't give any liquids. Loosen any tight clothing at the waist or neck to make the victim comfortable.

### **Treating External Bleeding**

Direct pressure and elevating the injury can help in getting external bleeding under control.

Once you have put on a pair of impermeable gloves (a precaution to prevent the spread of communicable diseases) apply direct pressure, by using the heel of your hand, to the injury using a thick gauze pad or clean cloth. Continue that steady pressure until the bleeding has stopped (20 to 30 minutes).

Elevating the injury above the level of the heart can also help slow the blood flow, but direct pressure should still be continued.

### **Internal Bleeding**

A person suffering from internal bleeding needs medical attention as soon as possible. Symptoms of internal bleeding include:

- Pain or tenderness in a specific area of the body, with swelling and discoloration of soft tissue in the area;
- Cold, clammy, and pale skin;
- Rapid and weak pulse;
- Rapid breathing and dizziness;
- Extreme restlessness and thirst; and/or
- Vomiting or coughing up blood or blood in an otherwise unexplained location.

If you suspect internal bleeding, get medical attention as quickly as possible.

### **Treating Fractures**

A fracture (actual break of bones) requires medical attention, but you can be of assistance by trying to stabilize the situation and getting help. Fracture symptoms include:

- Pain and tenderness in an area;
- Swelling and discoloration in an area; and/or
- Deformity or bones well out of their usual alignment.

If you suspect a fracture, you should immobilize the injured limb to prevent further injury and relieve as much pain as possible.

Control any bleeding present with an open fracture, but don't try to push bones back into place.

If you suspect head, neck, or back injuries, do not move the victim unless absolutely necessary.

### **Diet and Exercise**

Diet and exercise are two ways you can maintain your health and reduce stress. A healthful diet and proper exercise helps you work productively and feel your best.

Diet and exercise can reduce the risk of chronic diseases including heart disease, certain cancers, diabetes, and stroke. They can also reduce major risk factors for chronic diseases such as obesity, high blood pressure, and high blood cholesterol.

#### **A Healthy Diet: The Five Food Groups**

A healthy diet means choosing grain products, vegetables, fruits, lowfat milk products, lean meats, fish, poultry, and dry beans. You should limit the number of fats and sweets you eat.

Foods contain combinations of nutrients and other healthful substances. To make sure you get all of the nutrients and other substances you need to remain healthy, the U.S. Department of Agriculture (USDA) recommends you choose the following number of daily servings from each of the five food groups.

Group	Number of Servings
Grain Products	6 to 11
Vegetables	3 to 5
Fruits	2 to 4
Milk	2 to 3
Meats and Beans	2 to 3

Foods that provide few nutrients and are high in fat and sugars should be chosen sparingly.

### What is a Serving?

So, what is a serving? The table below gives some examples. As you view the table, notice that some of the serving sizes may be smaller than what you may usually eat. For example, if your lunchtime sandwich includes two slices of bread, that counts for two servings.

Group	What Counts as a Serving
<b>Grain Products</b>	1 slice of bread 1 ounce of ready-to-eat cereal $\frac{1}{2}$ cup of cooked cereal, rice, or pasta
<b>Vegetables</b>	1 cup of raw leafy vegetables $\frac{1}{2}$ cup of other vegetables (cooked or chopped raw) $\frac{3}{4}$ cup of vegetable juice
<b>Fruits</b>	1 medium apple, banana, or orange $\frac{1}{2}$ cup of chopped, cooked, or canned fruit $\frac{3}{4}$ cup of fruit juice
<b>Milk</b>	1 cup of milk or yogurt 1 $\frac{1}{2}$ ounces of natural cheese 2 ounces of processed cheese

Group	What Counts as a Serving
<b>Meats and Beans</b>	2-3 ounces of cooked lean meat, poultry, or fish $\frac{1}{2}$ cup of cooked dry beans 1 egg 2 tablespoons of peanut butter $\frac{1}{3}$ cup of nuts

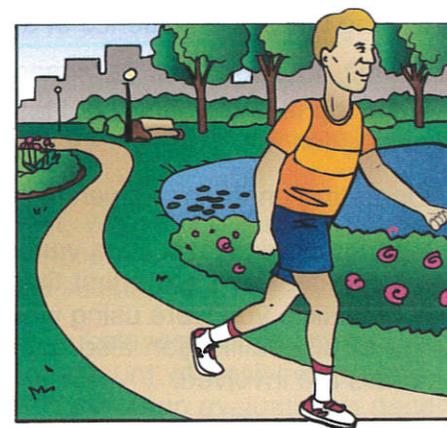
Some foods fit into more than one group. Dry beans can be counted as servings in either the meat and beans or vegetable group, but not in both groups.

### Exercise

Physical activity (or exercise) is an important part of maintaining a healthy lifestyle. It can also help you deal with stress-related problems.

When most people think of exercise, they think of working out at the gym or health club or jogging several miles. In reality, any type of moderate physical activity can help improve your well-being. The USDA recommends 30 minutes of moderate physical activity on most (preferably all) days of the week. Examples of physical activity include:

- Walking briskly (3-4 miles per hour);
- Conditioning or general calisthenics;
- Cycling (less than 10 miles per hour);
- Home care/general cleaning;
- Mowing lawn (power mower);
- Home repair, painting;
- Gardening;
- Golf (pulling cart or carrying clubs); and



- Dancing.

Before starting any exercise program, you should consult with your physician. He/she can make recommendations and help you start an exercise plan that is appropriate for your health and lifestyle.

## Drivers, Drugs, and Drinking

One in ten Americans has a drug or alcohol problem. Unfortunately, no profession or industry is immune from this problem. The consequences of driving while under the influence are very serious. As well as being illegal, a driver under the influence of drugs or alcohol is dangerous to himself/herself and those on the roadway with him/her.

### Driver Disqualification

Driving a commercial motor vehicle (a vehicle weighing 10,001 pounds or more or any size vehicle carrying a placardable amount of hazardous materials) while under the influence of alcohol or drugs can lead to disqualification.

You are disqualified from driving if you are convicted of any of the following drug or alcohol offenses:

- Driving with an alcohol concentration of 0.04 percent or more;
- Driving under the influence of alcohol as prescribed by state law;
- Refusing to undergo alcohol testing required by any state or jurisdiction; or
- Operating under the influence of a controlled substance.

The period of disqualification varies from 1 year to life depending on whether you are a first time or repeat offender and the type of vehicle you were using when the offense occurred. The period of disqualification also depends on whether hazardous materials are involved.

## Part 382 Regulations

You are subject to the drug and alcohol regulations found in Part 382 of the Federal Motor Carrier Safety Regulations (FMCSRs) if you drive a commercial motor vehicle meeting the following definition:

- Has a gross combination weight rating (GCWR) of 26,001 or more pounds, inclusive of a towed unit with a gross vehicle weight rating (GVWR) of more than 10,000 pounds;
- Has a GVWR of 26,001 or more pounds;
- Is of any size transporting hazardous materials requiring placarding; or
- Is designed to transport 16 or more passengers, including the driver.

You are not allowed to use alcohol or drugs while performing a safety-sensitive function. Also, you may not perform a safety-sensitive function if you have tested positive for alcohol or drugs.

Alcohol use that could affect the performance of a safety-sensitive function is prohibited. This includes use while performing a safety-sensitive function, use during the 4 hours before performing a safety-sensitive function, having prohibited concentrations of alcohol in your system while performing a safety-sensitive function, use during the 8 hours following an accident, and refusal to take a required test.

A safety-sensitive function means all time from the time you begin work or are required to be in readiness to work until the time you are relieved from the work and all responsibility for performing work.

If you fail a drug or alcohol test, your employer must remove you from all safety-sensitive functions and let you know of the resources available to resolve a substance abuse problem.

You must be evaluated by a substance abuse professional (SAP) who will determine the amount of assistance (if any) needed. If you need treatment, a follow-up evaluation is necessary to make sure you followed the prescribed program.

In order to return to driving, you must submit to a return-to-duty test and, if you need treatment, you will be subject to follow-up testing after returning to duty.

Your company may have additional policies or procedures dealing with substance abuse. Consult your company policy for further details.

### Alcohol Abuse

Alcohol is a socially acceptable drug that when consumed in moderation, is considered a recreational beverage. However, when consumed primarily for its physical and mood-altering effects it is considered a substance of abuse.

Signs of use include lack of coordination, slowed reaction rate, slurred speech, dulled mental processes, and odor of alcohol on breath.

The chronic consumption of alcohol is defined as an average of three or more servings a day of beer (12 ounces), hard liquor (1 ounce), or wine (6 ounces). Chronic consumption of alcohol over time may result in the following health hazards:

- Dependency on alcohol;
- Fatal liver disease;
- Kidney disease;
- Pancreatitis;
- Ulcers; and
- Birth defects.



### Marijuana

Marijuana is used as a mild tranquilizer, altering the user's mood and perception. Marijuana does not depress the central nervous system's reactions. It affects the brain, altering the proper interpretation of messages.

The signs of use include slowed speech, reddened eyes, a distinctive odor (similar to a combination of sweet alfalfa and incense) on clothing, chronic fatigue, irritating cough, sore throat, and a lackadaisical attitude.

Marijuana use can cause several serious health conditions. One marijuana cigarette (joint) contains the same amount of cancer causing substances as one-half to one pack of cigarettes. It also irritates the lungs. Chronic smoking can cause emphysema-like conditions.

One joint causes the heart to race and be overworked. People with undiagnosed heart conditions are at risk.

Regular use can affect mental functions including:

- Diminished concentration;
- Impaired signal detection;
- Impaired visual distance measurements;
- Erratic cognitive function;
- Delayed decision making; and
- Distortion in time estimation.

### Cocaine

Cocaine is a powerful physical and mental stimulant that energizes the entire central nervous system. Use causes muscles to become more tense, the heart beats faster and stronger, and the body burns more energy. The brain experiences an exhilaration caused by a large release of neurohormones associated with mood elevation.

Signs of use include wide mood swings, difficulty concentrating, restlessness, hallucinations, paranoia, insomnia, dilated pupils and visual impairment, profuse sweating and dry mouth, high blood pressure, heart palpitations, and irregular heart rhythm.

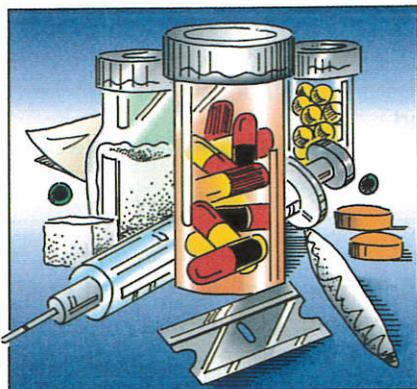
Cocaine causes the heart to beat faster and harder. It rapidly increases blood pressure. Cocaine causes spasms of blood vessels in the brain and heart, which can lead to ruptured vessels causing strokes and heart attacks.

Strong psychological dependency can occur within a short period of time. Cocaine causes the strongest mental dependency of any known drug. Treatment success rates are lower for cocaine than any other chemical dependency.

## Opiates

Opiates are narcotic drugs that alleviate pain. They depress body functions and reactions. When taken in large doses, opiates cause a strong euphoric feeling.

Signs of use include mood changes, depression and apathy, impaired coordination, constricted pupils, and physical fatigue and drowsiness.



Narcotics increase pain tolerance. Because of this, someone who is under the effects of an opiate could injure himself/herself and not seek medical attention because he/she is not experiencing a great deal of pain.

The effects of narcotics are multiplied when used with other depressant drugs and alcohol, causing an increased risk of an overdose.

## Amphetamines

Amphetamines are central nervous system stimulants that speed up both the mind and body. Low doses give the user a physical sense of energy. Higher doses cause mental exhilaration. Legal use of amphetamines is limited to an extremely narrow range of medical conditions.

Signs of use include increased heart rate and blood pressure, heart palpitations and irregular heartbeat, rapid respiration, profuse sweating, restlessness, hyperexcitability, and inability to concentrate.

Regular amphetamine use produces high psychological dependence on the drug. It also increases tolerance to the drug.

Amphetamines can cause heart and brain damage, caused by a heart attack or stroke. The stimulation caused by the drug can also cause the user to be impulsive and lash out with bizarre and violent acts.

## Phencyclidine (PCP)

Phencyclidine (PCP) acts as both a depressant and a hallucinogen, and sometimes as a stimulant. In low doses it produces sedation and euphoric mood changes. Larger doses can produce a coma-like condition with muscle rigidity, and a blank stare, with the eyelids half closed.

Signs of use include severe confusion and agitation, extreme mood shifts, impaired coordination, muscle rigidity, jerky eye movements, dilated pupils, profuse sweating, dizziness, and rapid heartbeat.

The possibility of accidents and overdose with the use of PCP is high. This is due to the extreme mental effects of the drug combined with its anesthetic effect on the body.

PCP use can cause irreversible memory loss, personality changes, and thought disorders.

Driver \_\_\_\_\_  
Instructor \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_

### Health Review

- The two major causes of fatigue are:
  - Poor posture and eating habits
  - Poor physical condition and eating habits
  - Sleep loss and changes to the body's internal clock
  - None of the above
- Ways to fight fatigue include:
  - Getting a solid 8 hours of sleep
  - Establishing a regular schedule/routine
  - Avoiding driving during your body's "down time"
  - All of the above
- Exercise, proper rest, and healthy eating habits are all ways to reduce stress.
  - True
  - False
- In an emergency situation, you should only use first aid procedures for which you have been trained.
  - True
  - False
- A healthy diet means choosing:
  - Grain and lowfat milk products
  - Vegetables and fruits
  - Lean meats, fish, and poultry
  - All of the above

6. Foods that provide few nutrients and are high in fat and sugars should be chosen sparingly.
  - a. True
  - b. False
7. The USDA recommends 2 hours of moderate to heavy physical activity on a daily basis.
  - a. True
  - b. False
8. Conviction for the following drug and/or alcohol offense will lead to disqualification from driving:
  - a. Driving with an alcohol concentration of 0.04 percent or more
  - b. Refusing to undergo alcohol testing required by any state or jurisdiction
  - c. Operating under the influence of a controlled substance
  - d. All of the above
9. Chronic consumption of alcohol is defined as any use of alcohol.
  - a. True
  - b. False
10. The use of marijuana, cocaine, amphetamines, phencyclidine, or any illegal drug can cause serious health problems.
  - a. True
  - b. False

# Security

It's a growing concern among drivers and their employers — safety and security on the job. Each year thousands of drivers are injured and millions of dollars are lost in theft and robberies.

In this chapter, we will review driver safety issues including driver security and cargo theft.

## Driver Security

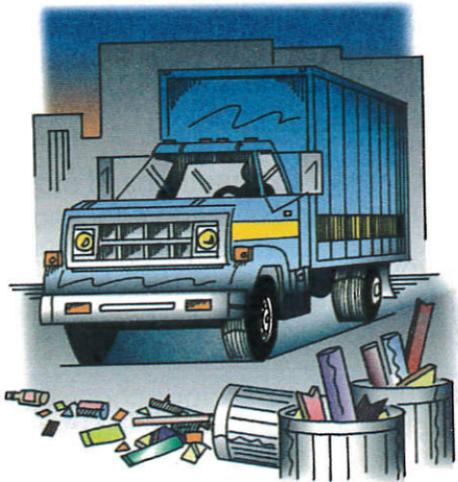
According to the Bureau of Labor Statistics, homicide was the second leading cause of on-the-job deaths in 1996. Education and awareness are two of the best ways you can protect yourself.

Because of the nature of the delivery business, many of the places where you stop on a day-to-day basis are prime targets for workplace violence. Some of these places include eating and drinking establishments, gas stations, and hotels/motels.

Robbery accounted for 80 percent of job-related murders.

Some of the factors that increase your risk of falling victim to violence include:

- Working in high-crime areas;
- Working odd hours (late night/early morning);
- Working alone (or in small numbers); and
- Having responsibility for valuable property.



## Lock Your Doors

All of your vehicle's doors should be locked at all times. Both when you are in the vehicle and when you leave the vehicle to make a delivery.

In urban areas, an expressway on-ramp can be a dangerous place to travel. Often, you have to slow your vehicle or come to a complete stop. This is a prime place for robbers and hijackers to strike. In many cases, you have no way to escape. Your vehicle is boxed-in by vehicles in front and in back and there isn't any room to the sides to drive away.

In urban areas, being stopped in traffic can also be dangerous. As with an expressway ramp, your vehicle can be boxed in by vehicles to the front and back. Your vehicle may also be boxed in from the sides by vehicles, oncoming traffic, or there may not be room to the sides to escape.

When stopping in traffic, you should leave enough space in front of your vehicle so you can pull away if trouble is spotted.

You should always be aware of these stopping dangers, but this is particularly important just after picking up a load. Many incidents occur just after a load is picked up, as the vehicle is heading to a highway or freeway.

## Stopping Precautions

You should always plan out your stops. This includes having a personal security plan in place before stopping. You should know where you are going to stop and what to do if approached by a stranger.

Avoid making unauthorized stops. Unauthorized stops increase your chances of being attacked.

If you travel a regular or semi-regular route, you shouldn't get into the pattern of stopping at the same place(s) at the same time(s).

When making a stop, choose an area where there are other people around. There's safety in numbers.

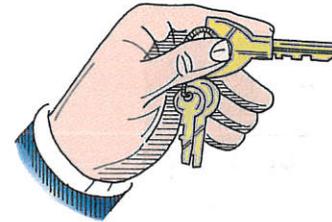
When possible, park as close to your destination as possible. Park in a well lit area, avoiding dark and deserted places. Empty parking lots, dark alleys, and other secluded areas should be avoided.

All of your vehicle's doors should be locked when you leave the vehicle. An attacker could gain access to the vehicle by using an unlocked door while you are away.

When walking to a customer's door, look like you know where you are going and what you are doing. Looking confused makes you look weak — easy prey for an attack.

Conversations with strangers in a dark or secluded area should be avoided. What may start as a friendly conversation could lead to being robbed or injured.

If you are returning to your vehicle and think you are being followed by a stranger, wait in a safe place around other people until the stranger is gone.



When reentering your vehicle, check around and in it, having your keys ready. Once in the vehicle, the doors should be locked immediately.

## Signs of a Safe Parking Lot

Businesses are doing more and more to make sure a visit to their establishment is safe for their customers. Many businesses are taking some of the following steps to make their lots as safe as possible, including:

- Increasing lighting;
- Posting informational signs (no trespassing, lock your vehicle, etc.);
- Adding security patrols;
- Installing emergency phones; and
- Installing security cameras.

## Communication Tips

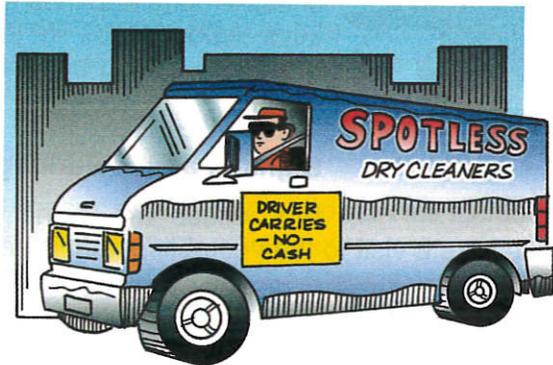
You should be in contact with your company on a regular basis. If you witness anything that is out of the ordinary or appears to be strange, you should contact your company immediately.

Never discuss what you are carrying on your vehicle with strangers. This can increase your chances of being attacked.



## Handling Cash

Handling cash poses additional dangers. It is best to avoid collecting cash payment from customers by billing customers, but in some businesses and situations this is not possible.



If you are required to handle cash as part of your job there are some general guidelines you can follow to ensure your safety:

- Carry small amounts of cash;
- Do not accept bills larger than \$20;

- Post signs on the vehicle stating you are carrying a limited amount of cash; and
- Establish a system of emergency communication.

Some companies install drop safes in their vehicles that cannot be unlocked by the driver and post signs stating this fact on the vehicles.

Your company may have very specific policies when it comes to drivers handling cash. Consult your company policy for further details.

## Robbery

If you are the victim of a robbery, stay calm and be cooperative with the robber. Do not argue or fight. Do not try to be a hero. Hand over the money.

Always move slowly and explain each move (before making the move) to the robber.



Do not try to chase the robber. When you are certain the robber has left the immediate area, go to a safe place and call the police.

While waiting for the police to arrive, write down everything you remember about the incident as well as the robber. No detail is too small and could be valuable to police.

Next, call your employer. Your company will need to know about the theft for insurance and recordkeeping purposes. Your company may also have specific directions for you to follow.

## Cargo Theft

Each year, millions of dollars are lost due to cargo theft. Simple precautions such as inspecting freight and using locks and seals can help prevent this from happening to your vehicle.

## Freight Inspection

Check the skid or package count against your shipping papers before starting your day. Determine whether you have the correct amount and type of cargo. Also watch for signs of damage. Damaged packages could mean the contents of the packages have been tampered with. If there is a discrepancy or damage, immediately report it to your supervisor.

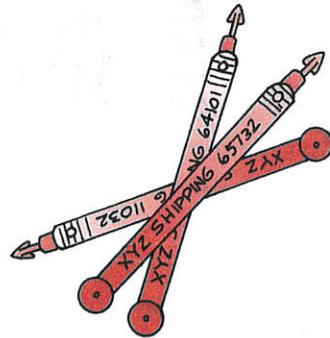
## Vehicle/Cargo Information

Keep information about your vehicle, including license and serial number, with you at all times. This will assist law enforcement should your vehicle ever be stolen.

Also keep information about the cargo you are hauling including type, amount, lot number(s), and (if relevant) the types of containers being used. Make note of any distinguishing markings or inventory numbers on the containers.

## Cargo Seals and Locks

The more difficult it is for a thief to get access to your cargo, the less chance there is it will be stolen. As well as locking all doors, whether you are inside or outside your vehicle, cargo seals and locks can help deter theft.



**Cargo seals.** The main objective of cargo seal use is to expose any signs of load tampering. The more systematic the procedure for using seals, the better the chance of reducing theft.

If your company uses cargo seals, they should be ordered from one supplier and stored in a controlled area. A log of inbound and outbound numbers should be kept. The log should include basic information:

- The date and time the seal was applied;
- The number of the vehicle to which the seal was applied;
- Name of the person applying the seal; and
- Name of the driver of the vehicle.

If the seal must be broken before the load reaches its destination, appropriate information should be filed with your company.

**High-security seal locks.** A regular cargo seal works well for inventory control, but can easily be broken. Another option is the heavy-duty, self-locking seal made of steel or plastic. This type of seal requires bolt cutters and may be a better choice when it comes to deterring theft.

**Padlocks.** Padlocks are another way to deter theft. Your company's procedure for padlock use should be similar to the cargo seal procedure previously mentioned.

Keys and padlocks should be numbered and master keys should only be available to a few designated people.

## Handling Vehicle and/or Cargo Theft

What should you do if your vehicle and/or cargo is stolen? First, immediately call the local police. When it comes to recovering property, the sooner a theft is reported the better the odds are for recovery of that property.



When dealing with the police, give them as many details as possible including:

- The license and serial numbers of your vehicle;
- A detailed description of your vehicle;
- A description of your cargo;
- The time the incident occurred; and
- A description of any suspicious people you may have noticed near your vehicle;

The more details you can give police, the better chance you have of recovering the vehicle and/or cargo.

Next, call your employer. Your company will need to know about the theft for insurance and recordkeeping purposes. Your company may also have specific directions for you to follow.

The hijacking of driver-occupied vehicles has grown in the past several years. If you are approached by an armed hijacker or threatened by someone who says he/she is armed, give up your vehicle, immediately call law enforcement, and follow the procedures previously listed. No cargo is worth risking your life.

Driver \_\_\_\_\_  
Instructor \_\_\_\_\_  
Date \_\_\_\_\_  
Location \_\_\_\_\_

### Security Review

- \_\_\_\_\_ is a factor that increases your risk of falling victim to violence.
  - Working in high crime areas
  - Working odd hours
  - Having responsibility for valuable property
  - All of the above
- In urban areas, an expressway ramp is one of the safest places to travel.
  - True
  - False
- Making unauthorized stops increases your chances of being attacked.
  - True
  - False
- When parking your vehicle \_\_\_\_\_ should be avoided.
  - Well-lighted areas
  - Busy parking lots
  - Secluded areas
  - All of the above
- You should avoid conversations with strangers in dark or secluded areas.
  - True
  - False

6. If you must handle cash as part of your job you should:
  - a. Post signs on your vehicle stating you carry large amounts of cash
  - b. Carry small amounts of cash
  - c. Park in secluded areas
  - d. All of the above
7. If you are a victim of robbery, you should:
  - a. Stay calm and cooperate with the robber
  - b. Chase the robber
  - c. Never hand over the money
  - d. All of the above
8. Damaged packages are a sign of possible cargo theft.
  - a. True
  - b. False
9. Cargo seals and locks are not a theft deterrent.
  - a. True
  - b. False
10. If you are approached or threatened by a vehicle hijacker you should fight him for control of your vehicle.
  - a. True
  - b. False