

Tips to Help Mitigate Exposures for Delivery Drivers

Selecting delivery drivers for your business is an important decision. They represent your company in front of your customers, and they also can expose you to an unexpected loss by not being safe drivers or safety conscious. Here are some tips and resources to consider that may help you select and/or coach an employee who may drive on behalf of your business to make deliveries to customers.

- Get a copy of the employee's license and proof of auto insurance.
- Try to hire experienced drivers. Less experienced drivers tend to have higher injury crash rates, based upon data from the National Highway Traffic Safety Administration.*
- Conduct a ride along observation to assess the driving habits of the prospective driver(s). Good driving habits include:
 - Maintaining good following distance
 - Observing posted speed limits
 - Using turn signals and mirrors
 - Limiting distractions, including use of mobile phones
 - Fastening their seatbelt
- Conduct a visual inspection of the vehicle to be used by the driver. Vehicles should have:
 - Good tread depth on tires and no sidewall damage
 - Working lights, windshield wipers, and horn
 - Flashlight, jumper cables, and other emergency equipment available



Here are some tips you can share with your drivers that can help to enhance their safe driving skills and personal safety:

- Use Maps and Apps to verify that addresses provided are valid and exist.
- Check mapping and directions prior to departure and utilize hands-free audible GPS directions.
- Drivers could call or text upon arrival and/or prior to departure from designated stops.
- Portable electronic devices should not be used for calling or texting while driving.
- Obey speed limits and maintain a good following distance and overall space vehicle management.
- Be aware of bicyclists and pedestrians who may enter crosswalks, especially when kids are out of school.
- Limit the amount of cash that drivers carry. Handle as many transactions as possible by pre-pay credit card or other non-cash payment options.
- Be aware of poorly lit or confined environments that could be a potentially dangerous situation for the driver. If they are uncomfortable with making a delivery to some place, encourage them to let you know so you can make alternative recommendations with regard to the order.
- Educate drivers on what should be done in the event of an emergency, such as an injury, being involved in a vehicular accident, or if their vehicle breaks down.

Practicing good driver selection, and educating your drivers to be safety conscious during their deliveries will help to get your products to your customers, and help keep your drivers safe.

*<https://aaafoundation.org/rates-motor-vehicle-crashes-injuries-deaths-relation-driver-age-united-states-2014-2015/>