Please Note\* This Page provides guidance on how Supervisors or Manages should use this manual and is not to be included in the handout that the drivers receive.

This Driver Policy and Procedures Template is to be used as a guide to help you create a manual that your drivers receive as you integrate GPS Fleet tracking into your fleet. Please be aware that this guide provides general examples, however you will need to make revisions and additions in order to have the policy that is appropriate to your specific company and vertical.

* For the company policies that we included INTOUCH GPS gave the reason for the policy to be in place. In the italics underneath we gave suggestions of what you should include. Please revise these italic sections to describe your specific company policy.
* If there are any policies or portions of this manual that are not relevant to your company simply delete the page.
* If there are any additional policies that your company implements, please add a new page.
* On the Welcome Letter, Overview and Signature pages the [COMPANY NAME] is used as an example. To edit this press replace in the MS word toolbox and type in [COMPANY NAME] in the “find what” section, then input your company name into the “replace with” section and press the button replace all.
* On the Welcome letter page, edit the manager name
* In the “How will this be done” section in the overview page, edit the date
* INTOUCH GPS recommends going through this manual with your entire fleet at the same time, if possible, and answering any questions.
* Have your drivers sign the acknowledgement portion of the manual and return to you for your file.

The manual begins on the following page

###

**Driver Policy and Procedures**

**Employee Manual**

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 Welcome Letter

Dear Valued Team Member,

This manual provides answers to most of the questions you may have about GPS Fleet Tracking, as well as the company policies and procedures we all must abide by. If anything is unclear, please discuss the matter with your manager. You are responsible for reading and understanding this employee manual. In addition to clarifying responsibilities, we hope this employee manual also gives you an indication of the [COMPANY NAME] interest in the safety of all who work here and operate our fleet vehicles. Safety must not simply be something that is done when it is convenient. It must be a company value. You are an important and integral part of our success.

Sincerely,

Your Manager

Overview

It is the policy of [COMPANY NAME] to safely operate company vehicles in adherence with all applicable laws and regulations. This driver policy reflects the requirements and standards to effectively manage our fleet of company vehicles through the implementation of GPS fleet tracking. [COMPANY NAME] recognizes that the responsibilities for safety, loss prevention and maximum fleet efficiency must be shared by everyone.

Vehicle Tracking is the use of GPS technology to identify, locate and maintain contact with our vehicles in real-time. Immediate access to the location history of individual fleet vehicles allows precisely time-managed, current and forward route dispatching and allows us to provide proof of service to our customers.

**How will this be done?**

[COMPANY NAME] has selected InTouch GPS to be the provider of record for our GPS Fleet Tracking services. No later than the [Enter Date] GPS devices will be installed on every fleet vehicle and we will begin tracking.

**What will be tracked?**

Our GPS tracking software records a vehicle speed, location, idle time, when a vehicle stops, when ignition is turned on, the first movement of the day and when it enters or exits landmarks that we define. This data is updated every two minutes when the vehicle is on and every hour when the vehicle is turned off.

Benefits of GPS Fleet Tracking To Our Drivers

There are several reasons that we decided to implement GPS Fleet Tracking. There are many advantages for you the driver. Here are some listed below:

**Protection against Claims of “No One Came” or “They Were Late”**

With GPS fleet tracking, we can provide irrefutable data showing when and where each vehicle has traveled, providing verification that a service call was made or attempted.

**Increased Company Profits**

Increased savings and company profits translate into better 401(k) results, better maintenance programs to minimize on-the-road problems, replacement of aging equipment, etc. We can pass along those savings to you.

**Vehicle Theft Protection**

If a vehicle is stolen and it is equipped with a GPS-based fleet management tracking system can be located quickly for a quick recovery.

**Assistance to Lost Drivers**

We now have the ability to know exactly where your vehicle is located at all times. We can easily tell you how to get from your current location to the desired location

**Help in Routing and Dispatching**

We can more accurately use dispatch to send the most appropriate vehicle to a particular job. This allows us to maximize fleet productivity while minimizing fuel costs and saves you unnecessary “window time”

**Reduced Interruptions**

If a customer wants to know when you will arrive at their location, the main office can tell them without having to call you and decipher where you are at. Less interruptions means you can focus on your driving and your work and let the office take care of the customer questions.

**Payroll back-up**

The system allows us to have a back-up of your hours logged if there are ever times which you forget to log- in your hours on the trip report or it is misplaced.

Company Policy on Speeding

Vehicles should never be driven in a reckless manner that puts yourself or others at risk. Not only is speeding dangerous, but it also influences public perception of the company. Our policy on speeding is outlined below.

[*Example- This where you would list the maximum speed limit allowed and any location-specific speed limits such as residential neighborhoods or school zones.*]

Company Policy on Aggressive Driving

Aggressive driving is very dangerous and is one of the leading causes of vehicular accidents. Rapidly accelerating and hard braking puts yourself and others in danger, leads to negative public perception of the company, and is a liability risk. Aggressive driving is never appropriate, and will not be tolerated.

[*Example- This where you would list the consequences for aggressive driving events]*

Company Policy on Cellphone Use

While Driving

Cellphone use and texting while driving is extremely dangerous and is one of the leading causes of vehicular accidents. Texting while driving, even at stoplights, is unacceptable and will not be tolerated. Personal and work-issued cellphones are only to be used when the vehicle is parked in a safe place. This includes any work related messaging such as last-minute dispatched locations or GPS driving alerts.

\*InTouch GPS is not responsible for cellphone related accidents stemming from communication from the InTouch GPS system

[*Example- This where you would list the consequences for cellphone use while driving]*

Company Policy on Idle Time Limits

Reducing unnecessary engine idle time is an effective way that we can save on fuel costs and extend the life of the fleet’s vehicles. We understand that it is impossible to never idle, however here is our policy on engine idling time.

*[Example- This where you would describe what is considered unnecessary idling and the time ranges that is appropriate to just turn a vehicle off. You may also include scenarios of idling in traffic, warming up vehicle on a cold day and your directions towards those situations]*

Company Policy on Prohibited Areas

Public perception of the company is influenced by how vehicles are operated and where they are seen in public. Vehicles should never be at locations perceived as inappropriate. This is our policy on prohibited areas. The following locations are considered off-limits while operating your fleet vehicle.

[*Example- This where you would describe what places are restricted. Some examples could be a gentleman’s club, an ABC store, a drivers home, certain high-risk crime neighborhoods*]

Company Policy on Non-Working Hours Vehicle Usage

Due to liability, excessive wear and tear on the vehicle and potential negative perception of our company it is important that we define how the vehicle is or is not be used outside of working hours. Our policy outlines the usage terms of our vehicle during non- working hours.

*[Example- Define what are non-working hours for you. Is it any time after regular business hours? Is it after the last project is finished and the person has returned back to the vehicle bay? Are weekends, Holidays, and night usage authorized? If so, what is the driver allowed to do and where can they go if usage is authorized? What other forms and permissions are needed if take-home usage or non-working hours operation is authorized?]*

Company Policy on Stops

One of the main goals of integrating GPS Fleet Tracking is to make our fleet more efficient. For that reason we want to define what an authorized stop is and the minimum and maximum time that is allowed for that stop. We base our dispatch and manpower on estimated stop times.

[Example- *define what stops are authorized. Are incidental stops such as gas station, drive throughs, ATM’s allowed? Are there authorized breaks? If so, what is the time durations that is authorized for these stops?]*

*If a driver is stopped at a client’s worksite is there a policy to contact if the job going to be longer or shorter than a certain threshold?*

Company Policy on Lateness

When the Workday Begins, Jobsite Arrival

We are aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. If you are unable to report to work or if you will arrive late please contact your supervisor or manager immediately. It is unfair to the rest of the fleet to have some drivers on time and others not and therefore we are tracking when the workday begins. Also, to maintain a positive reputation with our clients we need to let them aware if someone is going to be later than expected**.** Here is the company policy on lateness.

*[Example- put in working hours, notification of what to do if late and who to contact. You may describe policy on when and how to notify dispatch if going to be late to a client site. Also if a portion of your fleet works at a specific jobsite, inform them what is the policy surrounding the times respective to that job]*

Company Policy on Lunch and “Breaks”

We understand that breaks and lunch may not be held at a specific scheduled time based on the nature of our business. Here is the company policy on lunch and breaks and the appropriate time limits.

*[Include policy of lunch- how much time is authorized, when it is authorized (for example between a time window) and how many and what duration are breaks authorized. Be specific as what defines a break-i.e. is stopping to use the restroom a break?]*

Using GPS for Time Log

One of the benefits of utilizing GPS Fleet Tracking is that we can provide a secondary backup of your time log and trip ticket. We now have the ability to create on demand reports that we can print out that accurately tracks your time. If for any reason you lose or simply forget to fill out your log, then you can still have verification for the work that you did.

Incentive Program

GPS Fleet Tracking allows our organization to accurately measure driving habits. We want to reward drivers that are doing the right thing and are a good representation of our company to the community. Positive driving behavior allows us to be more efficient and thus more profitable and we want to pass that back directly to the people who are responsible- our drivers. For that reason we have decided to implement an incentive program.

*[A blend of recognition and monetary/cash value rewards are usually the best way to motivate a fleet. Criteria should be clear, measurable, attainable and fair.]*

Driver Monitoring Program

We want the community to know that we hold safety at high regard in this organization. One of the easiest ways for us to do that is for us to implement a driver monitoring program. Simply put, a bumper sticker is fixed to a fleet vehicle with a manager’s phone number and the message “How is my driving”.

*[Discuss policy of what happens when someone calls in and a complaint or accolade is made]*

Company Policy on Device Tampering

We have made a significant investment on the GPS devices that are installed on your vehicle. If for any reason you think the device is loose, missing or not operating correctly please notify your manager. Here is our device tampering policy.

*[Talk about what is considered prohibited in regards to tampering- jammers, unplugging, masking, interfering, etc.]*

Company Policy on

Hours of Service Violations

Hours of Service violations can result in serious consequences from the Department of Transportation for you as a driver and for us as a company so this is not something we take lightly. Outlined below is our policy on Hours of Service violations.

*[Explain consequences for each type of violation and for receiving multiple violations]*

Company Policy on Log Edits

We understand that people make mistakes or may forget to log their activity correctly, so log edits will be necessary. We want to ensure, however, that log edits are being used appropriately and the reason for the edit is clearly documented. Outlined below is our policy on editing logs.

*[Explain consequences for using log edits inappropriately to “evade” driving rules or failing to document the reason for the edit.*

 *]*

Company Policy on Equipment Malfunctions

We understand that equipment malfunctions can occur that may prevent you from electronically logging your activity. Outlined below are the steps to take if this occurs.

*[Explain procedures and consequences if procedures are not followed]*

Company Policy on Roadside Inspections

We expect complete and total compliance with any Department of Transportation officer that requests a roadside inspection. Failure to comply with a DOT officer in any way will result in the consequences below.

*[Explain consequences for failing to comply with a DOT officer]*

Consequences of Policy Infractions

Employees may be disciplined for any violation of the above company policies detected by the monitoring software. You have the right to review and dispute any data that shows proof of violation.

*[Example- this is where you enter your infraction policy. You can define what is considered a minor, major or serious infraction. Explain how these will be reported and the rights of a driver to dispute. Explicitly lay out consequences for behaviors that break any of the policies. If you feel that it is more appropriate to have different policies for different infraction you can use these individual pages to write those in]*

Receipt & Acknowledgement of the Employee Manual from [COMPANY NAME]

This employee manual is an important document intended to help you become acquainted with our Driver Policies and Procedures. This manual will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention. The contents of this manual may be changed at any time at the discretion of [COMPANY NAME].

Please read the following statements and sign below to indicate your receipt and acknowledgement of the Employee Manual from [COMPANY NAME]

\* I will adhere to the Drivers Policies and Procedures set forth in this manual. I understand that failure to be in compliance with these policies may have consequences, including up to possible employment termination

\* I have received and read a copy of the Driver Policy and Procedure Manual from [COMPANY NAME]

**\* I understand that my signature below indicates that I have read and understand the above statements, policies and consequences set forth by [COMPANY NAME]**

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Employee's Printed Name Date

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Employee's Signature Date

*This manual is a guideline regarding areas of driver policies and procedures. This is being provided to you as a courtesy. All final decisions regarding policies and procedures are subject to change at any time by Management.*