



General outlines on the approach to managing driver safety and risk:

- **Focus on High-Risk Events:**

Priority should be given to high-risk driving behaviors, including:

- Use of handheld devices
- Inadequate following distance
- Distracted driving
- ETC

- **Driver Engagement and Coaching:**

Begin by identifying drivers with the highest number of safety events, that you have done already. Proactively contact these drivers and provide structured coaching, training, and mentorship to improve their performance. Make use of Simulator.

- **Documentation:**

Maintain thorough and accurate records of all coaching sessions, training provided, and any formal warnings issued. This documentation is essential in demonstrating due diligence, particularly if a high-risk driver is involved in an incident.

- **Escalation Process:**

If a driver fails to respond to safety interventions after three separate contact attempts, escalate the matter by notifying Dispatch via email. Request that the driver's dispatch be suspended until clearance is obtained from the Safety team.

- **Final Review and Decision-Making:**

In cases where a driver continues to demonstrate unsafe behavior despite interventions, a decision may be made to discontinue working with the driver. This decision must be discussed and agreed upon with Ashleigh, Asad, and myself.

While every effort will be made to rehabilitate drivers, those deemed beyond improvement will be released with full team support. This process emphasizes collaboration and shared responsibility.

- **Daily Workflow Priority:**

During the initial phase, dedicate the first half of each workday to reviewing dashcam footage, analyzing safety events, identifying high-risk drivers, and conducting follow-up calls. This time allocation may be reduced as processes become more efficient.

- **Timely Communication:**

Drivers must be contacted within one business day of an event being recorded. For weekend events, follow-up calls must be made on the next business day (Monday).