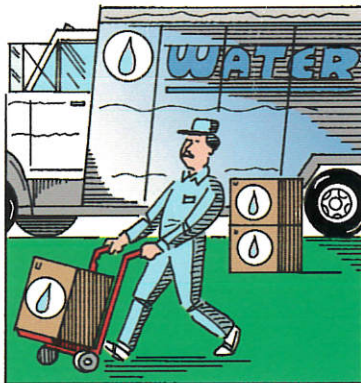
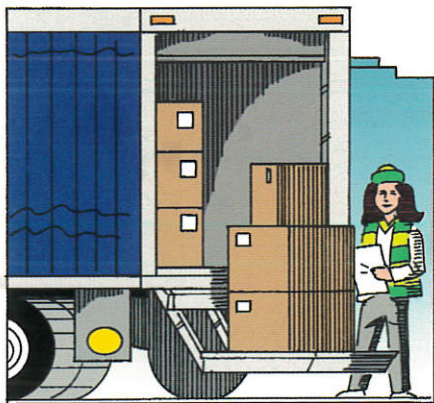
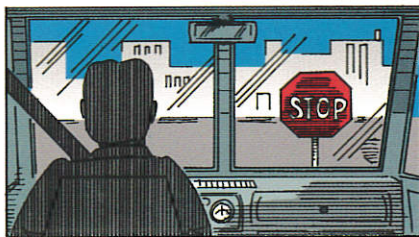


# Keller's Route and Delivery Driver's Safety Handbook



©2000

**J. J. Keller & Associates, Inc.**

3003 W. Breezewood Lane, P. O. Box 368  
Neenah, Wisconsin 54957-0368

Phone: (800) 327-6868

Fax: (800) 727-7516

[www.jjkeller.com](http://www.jjkeller.com)

United States laws and Federal regulations  
published as promulgated are in public domain.

However, their compilation and arrangement  
along with other materials in this publication are  
subject to the copyright notice.

Library of Congress Catalog Card Number:  
00-110396

ISBN: 1-57943-890-3

Canadian Goods and Services Tax (GST)  
Number: R123-317687

Printed in the U.S.A.

First Edition, First Printing

All rights reserved. Neither the handbook nor  
any part thereof may be reproduced in any man-  
ner without written permission of the Publisher.

Due to the constantly changing nature of government regu-  
lations, it is impossible to guarantee absolute accuracy of  
the material contained herein. The Publishers and Editors,  
therefore, cannot assume any responsibility for omissions,  
errors, misprinting, or ambiguity contained within this publi-  
cation and shall not be held liable in any degree for any  
loss or injury caused by such omission, error, misprinting or  
ambiguity presented in this publication.

This publication is designed to provide reasonably accu-  
rate and authoritative information in regard to the subject  
matter covered. It is sold with the understanding that the  
publisher is not engaged in rendering legal, accounting, or  
other professional service. If legal advice or other expert  
assistance is required, the services of a competent profes-  
sional person should be sought.

The Editorial Staff is available to provide information gener-  
ally associated with this publication to a normal and rea-  
sonable extent, and at the option of and as a courtesy of  
the Publisher.

# 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	

# Introduction

A career as a delivery or route driver can be challenging. As well as knowing how to safely and professionally operate your vehicle, you are expected to perform a variety of other duties ranging from handling cargo to customer service. In order to perform these duties, you must maintain your health and safety and understand the regulations.

This handbook includes information about performing your job in a safe and efficient manner, maintaining a healthy lifestyle, operating your vehicle safely, and understanding the regulations you must comply with. This handbook is meant to help your employer teach you about these issues.

Use this book to follow along with your instructor during training sessions. Remember, this training should be taken seriously. It could affect your safety or the safety of others.

Keep this handbook in your vehicle or locker as a handy reference, whenever you need it.

Together with your employer, you can make every work day a safe one.



# 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

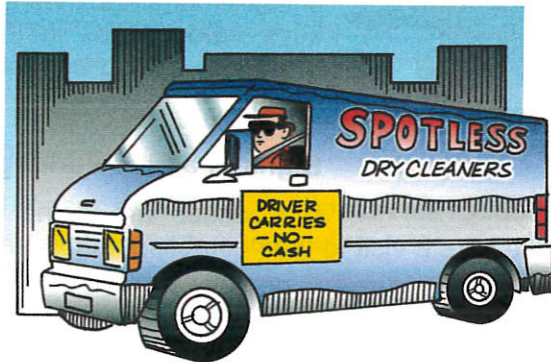
You should be in contact with your company on a regular basis. If you witness anything that is out of the ordinary or appears to be strange, you should contact your company immediately.

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.

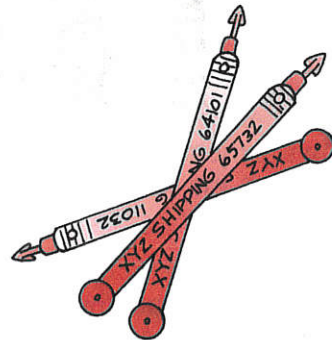
## Vehicle/Cargo Information

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.

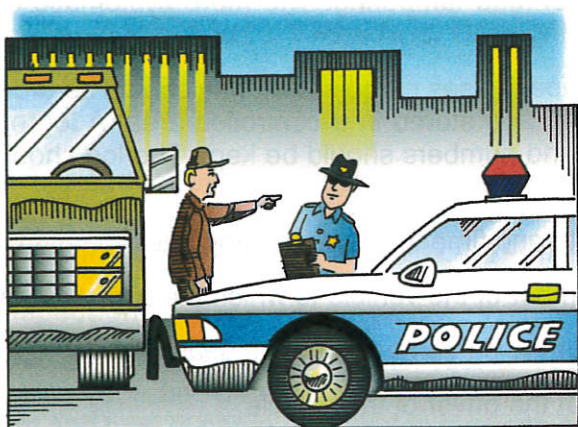
**Padlocks.** Padlocks are another way to deter theft. Your company's procedure for padlock use should be similar to the cargo seal procedure previously mentioned.

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

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