[Insert your Company Information here]

(Scroll down an fill in the information for your company)

COMPANY POLICY AND SAFETY MANUAL

For Towing Operations

[Date Revised]

**INTRODUCTION**

This manual is designed to provide drivers, employees, and all other concerned parties with information regarding the operational policies, safety policies and general practices of this company. A wide scope of information is provided herein. However, it is not the intent of the company to list all of its programs, policies and or procedures in this manual. It is also understood that the information contained herein is subject to change at the discretion of the company. Additional policies and directives may be issued at any time.

It is the intent of this company to operate safely and in accordance with the regulations set forth by the Department of Transportation and all other applicable agencies. Nothing in this manual is designed to supersede these regulations. All drivers are expected to operate safely and courteously on the highways. Evidence that this requirement is not being honored will result in the immediate revocation of the safety clearance of the offending driver.

**GENERAL POLICIES**

1. All drivers are expected to operate within the limits set forth in the federal regulations, and local, municipal and state laws of all jurisdictions operated in This is inclusive of logging regulations, weight limitations, speed limits, and physical requirements. Drivers who violate these laws will be subject to disciplinary action by the company.
2. Drugs and alcohol are strictly prohibited in any vehicle operating on behalf of the company.
3. Firearms are strictly prohibited in all vehicles operating on behalf of the company.
4. Pets/animals of any kind are expressly forbidden from being in any vehicle operating on behalf of the company.
5. Unauthorized passengers are not allowed. When transporting a broken down vehicle, be sure that the number of people that you transport that were in that vehicle does not exceed the number of seat belts available in your vehicle.
6. All customers, employees and members of the general public are to be treated with respect and courtesy.
7. Paperwork is to be turned in at the end of each tow. This includes all receipts and monies collected.
8. If monies are collected from a customer, a valid company receipt must be provided to that customer and the duplicate copy must be turned in to the company.
9. Accidents must be reported to the company as soon after the accident as possible. Failure to report accidents will result in the revocation of the driver’s safety clearance.
10. All drivers are expected to call in upon arrival at the tow location, and call in again once the car is secured and enroute to a destination.
11. C.B.s are a valuable tool for drivers. Please use yours with respect for the motoring public. We do not expect our drivers and representatives to use profanity or vulgarities on the radio.
12. It is expressly forbidden for any employee or agent of the company to come onto company property under the influence of any illegal drug or alcohol.
13. All calls are to be made in a timely fashion. This company does not require or allow any driver to violate state or federal laws in order to get to a tow location in a timely manner.
14. Fuel should be purchased only at authorized fuel stops. If such stops have not been designated, it is the responsibility of the driver to help control fuel costs by buying fuel at the lowest prices available.
15. Your truck is equipped with chains, chock blocks, fire extinguishers, and triangles. You may also be equipped with such items as brooms, shovels, and other items that assist you in the completion of your job. It is your responsibility to verify that these items are on your vehicle and in good condition. Loss of these items may result in your being charged for their replacement.
16. Unless otherwise specified, equipment must be returned to the lot at the end of your shift. No vehicles will be used for personal use.
17. No unauthorized tows (moonlighting) will be tolerated. Any driver caught using the trucks or equipment for unauthorized purposes will be fired.
18. Drivers are expected to keep their vehicles neat and clean. Clean trucks are our best advertising and are also a safety factor. Cabs should not have any junk or garbage in them. Remember, our customers will often be riding with you. Keep your truck in good condition.
19. If uniforms are provided, you are expected to wear them and to keep them clean. We realize that this job often requires you to get dirty. We therefore expect you to keep clean uniforms handy so that you can change into them as necessary.
20. Time off must be approved by your supervisor. Please coordinate in advance if you need to take time off. This allows us to schedule someone else to cover for you.

**ACCIDENTS**

Although we strive to operate accident free, we know that an accident can occur at any time. If you are involved in an accident, please follow these guidelines.

1. Secure the scene. This may consist of putting out triangles, activating the 4ways

on all vehicles, setting out flares, (If there is no spill or volatile chemicals such as gas, diesel fuel, etc) and using other persons for traffic control. In the case of minor accidents it may be advisable to move the damaged vehicles from the roadway. However, if doing so, please photograph or otherwise verify the location of both vehicles prior to moving them.

2. Render first aid and/or comfort to injured parties, if necessary. If you do not feel capable of performing this function, try to find someone who can assist.

3. Notify the police as quickly as possible

4. Notify the company as quickly as possible

5. Get out your accident kit and begin obtaining all information that is asked for on the accident report.

6. If the other party is willing to accept the blame, ask them to fill out the driver  
exoneration form.

7. Obtain the names, addresses and phone numbers of any witnesses. If people refuse to provide the above information, record their license plate number and provide that information to the insurance company representative.

8. Make no statements to anyone other than the police, and then only respond to questions that they ask.

9. If you have a camera, take photographs of all aspects of the accident scene.

1. Photograph all four sides of all vehicles involved.
2. Photograph skid marks, gouge marks, and debris that is in the road as a result of the accident. In these photographs, try to get some landmarks in the background to help identify the location of the items.
3. Photograph any temporary situations such as illegally parked vehicles, obscured signs, etc that were contributory to the accident.
4. Photograph the other parties involved. In particular, if they seem healthy and are leaning over, or otherwise showing back and leg mobility, photograph those actions to verify the limits of their injuries.
5. Photograph the license plates of all vehicles stopped at the accident scene. These might very well be witnesses that could not otherwise be discovered.

10. Comply with the drug and alcohol testing requirements if necessary. Remember, you must drug and alcohol test if it is a fatal accident. If it is a personal injury accident and you got a ticket, you must drug and alcohol test. If it is a property damage accident that results in one or more of the vehicles being towed, you must alcohol test if you receive a citation as a result of the accident.

All accidents will be evaluated by the company for preventability. Any driver who has 2 preventable accidents in a 3 year period will lose their safety clearance.

**COMPANY POLICY  
ON  
CONTROLLED SUBSTANCES, ILLEGAL ALCOHOL USE, AND  
DISHONESTY**

Any driver applicant who is found to be under the influence of an illegal drug or un-prescribed controlled substance shall be eliminated from consideration for employment.

Any driver who is found to be in possession of, or under the influence of any illegal drug or controlled substance shall, without recourse, be terminated.

Any driver who is found to be operating a company vehicle while under the influence of alcohol or who is found to be in possession of alcohol while on a company vehicle shall, without recourse, be terminated.

Any driver who commits an act of dishonesty while in the scope of employment shall, without recourse, be immediately terminated, and shall not be eligible for rehire. Acts of dishonesty shall include, but not be limited to the following:

1. Theft of company equipment.
2. Criminal conversion of company property.
3. Illegal use or possession of drugs or controlled substances.
4. Operating a vehicle under the influence of alcohol.
5. Making false statements or statements that are materially incorrect with the intent of misleading the company regarding any action that might jeopardize the well- being of the company.
6. Any act of violence against an employee, customer, or any member of the general public while acting as a representative of this company.
7. Any act of a malicious or destructive nature that affects the well-being of the company or its employees.
8. Conviction of a felony while in the scope of employment.

The above rules shall apply to all employees, independent contractors, and representatives of this company.

**Fatigue Management – Keeping Track of Drivers Hours of Duty**

**Timely submission:** A drivers Record of Duty Status (RODS – i.e. “logbook”) that keeps track of the driver’s on-duty time as required under 395.8 should be turned in as soon after completion as possible. Ideally, all logs should be turned in every time that the truck returns to the terminal. At the very most, DOT requires that the logs be turned in not more than 13 days from the date of completion.

Electronic Logging Devices are now required as of April 1, 2018 under FMCSR 395.20. These devices take the place of the RODS, however there are exemptions to when an ELD, RODS or logbook that may apply. Check with your company safety manager.

**ELD and RODS/Logbook Exemptions**

* *Short-haul operations – the 100 air-mile radius driver.* A driver is exempt from the ELD and RODS requirements of §§395.8, 395.11 and 395.20 if:

(i) The driver operates within a 100 air-mile radius of the normal work reporting location;

(ii)(A) The driver …returns to the work reporting location and is released from work within 12 consecutive hours;

* *Non-CDL* *Commercial Motor Vehicle drivers* are exempt from the ELD and RODS requirements of §§395.8, 395.11 and 392.30 if:

ii) The driver operates within a 150 air-mile radius of the location where the driver reports to and is released from work, *i.e.,* the normal work reporting location;

(iii) The driver returns to the normal work reporting location at the end of each duty tour;

(iv) The driver does not drive:

(A) After the 14th hour after coming on duty on 5 days of any period of 7 consecutive days; and

(B) After the 16th hour after coming on duty on 2 days of any period of 7 consecutive days;

**14 Hour Rule:** This rule requires drivers to stop driving 14 hours after beginning their duty tour. Regardless of how the time is spent, the driver must take a 10-hour break at the end of 14 hours. The 14 hour period begins once the driver ends his 10-hour break by making an entry line 4, on duty, or line 3,driving.

**11 Hour Rule:** Within the 14 hours allowed to the driver, only 11 of those hours may be spent on line 3, driving. Once the driver has had 11 hours of driving time, he must take a 10-hour break before driving, even if he has time left in his 14-hour period.

**70 Hour Rule:** This rule states that once you have been working for **70** hours in any **8** day period, you may not ***drive***. In order to comply with this regulation, you need to keep track of your hours. Each day, before you begin driving, you need to add up your total hours on lines 3 and 4 for the past 7 days and subtract the answer from 70. Whatever is left is what you can drive that day. Please note that the 70 hour rule is available only to fleets that operate 7-days per week. For those operating less than 7/week, the 60 hours in 7 day period must be used.

**On Duty Time:** All fuel stops, DOT inspections, random drug tests, time spent loading/unloading, breakdowns, vehicle inspections, and accidents must be logged **on duty not driving.** Loading and unloading time should reflect only the time that is spent actually working. Time spent waiting, etc, may be logged off duty or in the sleeper berth

**10 Hour Break:** Breaks must be taken in the sleeper berth or off duty. If sleeping in a sleeper berth equipped truck, the time should be logged on line 2, Sleeper berth. Off duty time spent outside of the sleeper should be logged on line 1, Off Duty. If the 10 hour break is uninterrupted by any on duty or driving time, you may combine line 1 and line 2 to achieve your 10 hours.

**Speed:** DOT requires that all trucks abide by the speed limits of the states that they are operating in. They also state that in their opinion, if a truck obeys the law, it cannot average more than 5mph less than the speed limit. In the case of 2 lane highways with a 55mph speed limit, DOT believes that the maximum that a truck can average is 45mph. Be sure that your average speeds for the trip do not exceed these maximums.

**Falsification:** Logs must match all timed and dated documents including fuel stops, road side inspections, toll tickets, Kat Scale tickets, freight bills and any GPS/telematics data generated in the course of normal business. Mileage must be at least the miles listed by PC Miler or Household movers guide. Point to point miles should match as well as total miles for the trip.

**SAFETY**

All drivers are expected to operate in a safe and defensive manner at all times. More than one at fault accident in a three-year period will result in the driver’s safety clearance being revoked.

**Speed**: It is expected that all drivers operate within the posted speed limits for the states that they are operating in. Excessive tickets will result in the driver being put on probation or terminated. Vehicles found to be equipped with radar detectors or unauthorized speed governor adjustments will cause the driver(s) to be subject to disciplinary action as covered under this policy.

**Following distances:** All drivers are expected to use the National Safety Council’s following rule. This requires a minimum of 7 seconds of following distance at highway speeds and 6 seconds at speeds under 40mph. These following distances should be increased if the roads are wet or slick. When under a tow, your weight is increased, and your stopping distances increase accordingly. It is especially important to use the following distance rules when towing or transporting a vehicle.

**Courtesy:** All drivers are expected to operate in a safe and courteous manner at all times. This is the key to defensive driving, and it doesn’t cost you anything to be courteous to other traffic.

**Time management:** One of the biggest problems that drivers have is time management. Too often, drivers wait until the last minute to leave on a run, or accept runs that they cannot accomplish in a timely manner. This usually results in speeding and discourtesy on the part of the driver. Schedule yourself properly and watch your time. Don’t create emergencies through poor time management.

**Backing:** Backing represents less than 10% of our driving, but represents more than 25% of our accidents. Before backing, get out and look. Be sure that the area is clear of obstacles before you back. Begin your back from as close to the dock as you can so that things don’t have a chance to change before you get there. If backing across a highway or busy street, be sure to get someone to stop traffic for you before you begin backing. DO NOT BACK ACROSS A HIGHWAY OR STREET AFTER DARK WITHOUT SOMEONE TO STOP TRAFFIC FOR YOU.

**Inspections:** Don’t wait until the truck breaks down to find the problem. DOT and the company both require that you do a thorough pre-trip and post-trip inspection on your vehicle. Before starting work, inspect your vehicle. As you do your walk around, be sure to take a rag with you and wipe off your reflective striping, reflectors, lights, and mirrors.

**Interstate driving:** Use the right lane whenever possible. However, be aware of on-ramps and the potential traffic conflict that they represent. When approaching an on-ramp, check for merging traffic and move to the left or center lane if possible in order to avoid possible conflicts. If traffic does not permit you to move over, adjust your speed and allow the merging traffic to enter the highway safely. Remember, courtesy is the key to accident free driving.

**Emergency breakdowns:** If for some reason, you are required to stop on the side of the road for emergency reasons, put out your triangles. Be sure that they are far enough behind your truck to warn oncoming motorists and to meet the requirements found in part 392 of motor carrier regulations.

**PAPERWORK**

Completed samples are attached. Please review them and follow the procedures outlined.

All paperwork must be completed after each tow and turned in by the end of the day.

**TOWING INSTRUCTIONS**

**Safety Chains:** Always be sure that your safety chains are connected before initiating a tow.

**Inspections:** Inspect your vehicle prior to operating. Be sure that your beacons, back-up lights, work lights, flashers, and all other vehicle lights are operational. Check your cables for frays and kinks. Be sure that the bed of your vehicle is free of trash or debris that could fall off into traffic. Check all hydraulics for leaks. Check to be sure that all emergency and work equipment is present and in good condition.

**Passengers:** Do not haul more passengers than your vehicle is rated for. All passengers should be required to wear their seat belt while the truck is in operation. If additional transportation is required, check with the dispatch and with the customer to determine what steps should be taken. All infants should be strapped into a car seat prior to transportation.

**Traffic Control:** Traffic includes both vehicles and pedestrians. Be sure that all customers, onlookers, and other pedestrians are well away from the vehicle prior to initiating any recovery or loading procedures. Make sure that all pedestrians are far enough away to be safe in case of sudden cable breakage. If you are working a traffic accident, be sure that the police stay on the scene long enough for you to complete your recovery and clean-up. Do not attempt to control traffic yourself.

**Recovery:** Recovery can be one of the most potentially dangerous activities that you perform. Be sure before attempting a recovery that you have the training, knowledge, and proper equipment to initiate it. Do not overtax your equipment while recovering a vehicle. The weight rating of your cables and your truck are designed to protect you and the public. Don’t overload them. When using block and tackle systems for recovery, be sure that the blocks are hooked to supports that will handle the weight without failing or causing damage. Maintain communication with others that may be assisting. Where possible, keep them in sight and coordinate hand signals with them in advance so that everyone understands the communications.

**Tows:** Determine whether the vehicle is front wheel or rear wheel drive. Always tow with the “dead” axle on the ground. Use a rollback to transport 4WD vehicles. When necessary, (such as when hauling semi’s and dual axle vehicles) remove the drive axle so as not to cause damage to the differential.

When using a rollback, be sure that the car is not equipped with ground-effects items that can be damaged by being drug up the bed. If items such as spoilers, etc. are in danger of being damaged, use blocks to raise the front of the car as it approaches the bed. This will prevent expensive and unnecessary damage claims.

**Securement:** Before transporting vehicles that have been involved in collisions or that required recovery, be sure to check for fuel and other fluid leakage. Do not transport any vehicle that shows signs of fluid leakage until the leak has been corrected. Check for loose items such as chrome strips, fenders, etc. that could come loose in transit and be sure that they are properly secured before transport.

**Security:** Before leaving the vehicle in the yard, lock it if possible and secure any valuables. Any valuables removed from the vehicle should be recorded, and secured in a safe area such as an office safe or locked room.

**Professionalism:** Always be courteous to the customer, and if possible, listen to his needs and demands. Remember, this is your job, but it is a stressful situation to the customer. However, always keep in mind that you are the professional. Do not do anything that would violate a safety rule. If a customer demands that you do something that you feel is unsafe, contact the dispatcher and let them handle the problem.

**GENERAL INFORMATION**

**Roadside Inspections:** All roadside inspections must be turned into the company as soon as possible. If you or your truck are placed out of service, call the company immediately. Remember, it is your responsibility to inspect your equipment and notify the company of any defects. If you receive a citation for faulty equipment, you are responsible for paying the ticket.

**Overweight:** It is the policy of the company to operate in a legal manner. Towing or transporting items that exceed the GVWR of your vehicle is unsafe and illegal. Be sure that you know the weight rating of your vehicle and do not exceed it.

**Fueling:** All fueling should be done at designated stops. If no stops are designated, we expect the driver to try find the least expensive fuel in an area and use that stop.

**Paperwork:** All paperwork must be turned in as soon as possible after the tow is completed.

**Damage claims:** It is your responsibility to prevent damage to the vehicles that we are towing. Claims for damage to vehicles that you towed will be evaluated and if found valid, may be charged back to you. Protect yourself by documenting any existing damage before transporting the vehicle. This is best done by photographing the vehicle, but may also be done on a written report. If doing a written report, try to have the customer sign it for you.

**Breakdowns:** In the event of a breakdown, call the shop immediately. Do not attempt to repair the truck unless it is a minor problem that you feel comfortable repairing. Remember to put out your triangles as necessary.

**RECEIPT FOR SAFETY MANUAL**

I hereby certify that I have received the company safety manual and that I have read and understand all the information contained therein. I further agree to abide by the provisions that are set forth in the manual.

Date Signed