Fleet Safety Benchmark Report
Data Year 2010

STRENGTH IN NUMBERS

Network of Employers for Traffic Safety

October 2011

TABLE OF CONTENTS

Page

Fleet Safety Programs and Policies: Commonalities

EXECUTIVE SUMMARY

This report continues a series of annual benchmark surveys on fleet safety that began in 1996. Johnson & Johnson was the original sponsor of these surveys. In 2007, the survey was sponsored by Monsanto. For the last four years, the survey has been sponsored by the Network of Employers for Traffic Safety. Sherry Coiner has provided development and reporting services for the benchmark project since its inception in 1996.

2010/11 Benchmark Participants

Fifty-six companies participated in this year's survey. Together, participants represent a fleet population of over 493,000 total vehicles traveling more than nine billion miles in 2010.

At the direction of the benchmark group, all survey responses are reported anonymously. In the Summary Table on pages 7-8 each company is assigned a company number based on the 2010 CPMM (collisions per million miles) for its total vehicle population. The company with the lowest CPMM is Company 1, and so on through Company 56. Company numbers are used consistently in all graphs, tables and discussions in this report.

In alphabetical order, the 2010/11 survey participants include the following companies.

Abbott Laboratories
AmeriFleet
Amgen
AstraZeneca
Baxter
Boehringer Ingelheim
BP
Bristol-Myers Squibb
Cephalon
Chevron
Chubb
Cintas
The Coca Cola Company
DHL
Ecolab
Eli Lilly
ExxonMobil
Forest Laboratories
Genentech
General Electric
GlaxoSmithKline
Greenville Utilities
Johnson & Johnson
JT International
Kraft Foods Inc.
Lafarge

(cont. next page)

2011 Participants Cont.

Landis-Gyr	Safeway
Land O'Lakes	sanofi-aventis
Liberty Mutual	ServiceMaster
Marathon Petroleum Company	Shell
Merck and Company	Siemens Healthcare Diagnostics
Monsanto Company	Spectra Energy/Union Gas
Nalco	State Farm
Nestlé	Steelcase
Novo Nordisk	Sunoco
Pfizer	Travelers
Philip Morris International	UTC Fire & Security
Pioneer	Valspar
PSEG	Verizon
Quintiles	Wheels
Roche	Xerox

Overview of the 2010/11 Benchmark Process

The annual benchmark survey consists of the collection of key fleet-safety data: total vehicles, miles, total collisions, and limited injury data. The data are used to calculate collisions per million miles (CPMM), percentage of fleet in collisions, and injuries per million miles (IPMM, UK and US only). In addition, participants complete a questionnaire that describes what processes and policies are included in their fleet safety programs. This data set is used to analyze CPMMs versus policies and programs in order to identify what programs and policies may be unique at various levels of CPMM, particularly at leading CPMM levels.

NEW!

This year, although all of the key points described above are addressed, our report is somewhat abbreviated. Instead of multiple graphs and detailed tables, we have focused on key global data points. After this year's conference, we will provide all participants with databases, in Excel and/or .csv formats, that will allow them to analyze the data and build their own graphs and charts according to their own specific interests—by fleet size, country, world area, etc.

Most Universal Practices

Universal Program Elements, All Companies (56)

This year, there were no practices that were universally in place for all benchmark companies.

Universal Program Elements, Leading Companies (13)
There were a few practices that were in place among all 13 leading companies; however, not all of these practices are statistically significant (see Commonalities, below and on pages 26-28). Please also note that the question regarding seat-belt and air-bag requirements was not applicable for one of the leading companies as it does not directly own or lease its fleet vehicles.

- A written policy is in place requiring driver training for all new hires.
- Classroom training is used (but not exclusively) to deliver driver training.
- Deductibles are not charged to drivers who are involved in collisions.
- Seat belts and front air bags are required on passenger vehicles.

Statistically Validated Commonalities

Based on responses to the program questionnaire, the benchmark group is divided into five CPMM groups, each representing a twentieth percentile of the CPMM range this year. The responses for each CPMM group are compared to responses for the benchmark group as a whole to discover unique commonalities within each CPMM group. The broad findings of this analysis are listed below; they are discussed in more detail on pages 26-28.

Commonalities in Leading Companies, CPMMs Below 3.50 (13 companies)
Based on statistical expectations compared to the benchmark group as a whole, the thirteen leading companies are:

1. More likely to publish a scorecard monthly.
2. More likely to use a classroom training format.
3. Less likely to charge deductibles.

Commonalities in Group 2, CPMMs 3.50 to 5.53 (10 companies)
There were no statistically significant results from this group of companies.

Commonalities in Group 3, CPMMs 5.81 to 7.42 (14 companies)
There were no statistically significant results from this group of companies.

Commonalities in Group 4, CPMMs 7.95 to 9.85 (7 companies)
Based on statistical expectations compared to the benchmark group as a whole, these seven companies are:

1. More likely to review phone records after a serious collision.
2. Less likely to counsel or coach high risk drivers.

Commonalities in Group 5, CPMMs 10.13 and Above (12 companies)

Based on statistical expectations compared to the benchmark group as a whole, these twelve companies are:

1. Less likely to publish a scorecard monthly.

2. Less likely to track collision damage.

3. Less likely to review phone records after a collision.

FLEET SAFETY METRICS

Standardizing Data

Each year we ask participants to conform to certain reporting standards, as described below. This helps all of us make more accurate comparisons of data among companies.

Collisions

We ask each company to exclude the following types of events from their collision data:

- Acts of God/nature
- Collisions with animals
- Fire, theft, vandalism
- Object hit vehicle
- Hit while parked
- Collisions with debris
- Glass-only damage
- Vehicle failure

Injury Data

Injury data were collected on a optional and limited basis this year. Injuries were reported for the United States and the United Kingdom only. Those companies that reported injury data included collision-related employee injuries that resulted in medical treatment, first aid and/or lost time. (Please note that participants were asked to report total collisions related to these types of injuries, not total injury cases—i.e., injuries to multiple persons in one collision count as one injury-collision.) In total, forty companies (71%) reported injury data; 39 reported for the U.S., and 12 reported data for the U.K.

Vehicle Categories

For the 2010/11 study, participants reported data for four categories of vehicles, as described in the table below. Most graphs and data in this report are based on total vehicles for each company, country or region. Company rankings are based on CPMMs for total vehicles worldwide. Data by vehicle category are further discussed and graphed on pages 17-22.

Vehicle Category	**Definition**
Light (Passenger)	SUVs, sedans, pick-up trucks, passenger vans
Medium	10,001 to 26,000 pounds
Heavy	26,001 pounds or more
2/3-Wheel	Motorized 2- and 3-wheel vehicles

About Composite Data

Most graphs in this report include a data bar labeled "Composite." These data points are not averages or means; they are calculations based on totals for all companies combined. For example, the composite CPMM for total vehicles (8.08) equals total collisions for all companies combined (77,211), multiplied by one million, divided by total miles for all companies combined (9,561,174,947).

About Leading Companies

The purpose of identifying leading companies is to look for practices that are uniquely common (or uniquely absent) among the leaders in comparison to the benchmark group as a whole. These commonalities are discussed on pages 26-28. We identify leading companies according to CPMMs. Leading companies are in the top twentieth CPMM percentile; this year, CPMMs in the leading group were below 3.50. In addition, we now analyze commonalities in the remaining CPMM groups.

About the Summary Table

The Summary Table on pages 7-8 will be helpful when making comparisons between companies. For example, it may be helpful to know that a certain company reported data for only one country, while another included data for 50 countries.

NEW!

Please note that this year's Summary Table includes cost data for the first time. Based on group discussions at the 2010 NETS conference, this data is based on per-crash cost estimates published by the National Highway Traffic Safety Administration in the U.S. Each company's total cost is equal to total collisions times 26,791 USD, which represents the average cost of vehicle collisions per NHTSA.

The Summary Table therefore summarizes the following information for each company:

- Total vehicles, mileage and collisions, including all vehicle categories
- Number of countries reported individually
- CPMM, all vehicle categories combined
- Percent of total fleet involved in collisions
- IPMM, U.S. and/or U.K., if reported
- Total cost of collisions based on NHTSA cost estimates
- A code indicating whether the company reported only for passenger vehicles or some combination of vehicle categories

SUMMARY TABLE
2010 FLEET SAFETY BENCHMARK METRICS

Co. Number	Total Vehicles	Mileage All Vehicles	Collisions All Vehicles	Individual Countries Reported	CPMM	% Fleet	IPMM U.S.	IPMM U.K.	Cost of Collisions (in USD)	Vehicle Classes Reported
1	2,422	54,108,000	30	1	0.55	1%	-	-	$803,730	*
2	143	3,561,345	2	1	0.56	1%	0.00	-	$53,582	*
3	447	17,993,217	18	1	1.00	4%	0.00	-	$482,238	**
4	118	3,817,438	4	1	1.05	3%	-	-	$107,164	**
5	6,973	244,371,178	342	43	1.40	5%	0.02	0.13	$9,162,522	*
6	4,779	139,454,250	271	30	1.94	6%	0.08	0.26	$7,260,361	**
7	389	21,450,639	50	1	2.33	13%	0.23	-	$1,339,550	**
8	2,000	566,013,718	1,663	0	2.94	n/a	-	-	$44,553,433	n/a
9	1,458	46,527,678	142	1	3.05	10%	0.64	-	$3,804,322	**
10	5,665	147,000,000	450	1	3.06	8%	-	-	$12,055,950	*
11	636	19,968,224	62	1	3.10	10%	-	-	$1,661,042	*
12	27,100	10,600,000	36	1	3.40	0%	0.19	-	$964,476	**
13	3,908	39,395,283	134	2	3.40	3%	0.05	-	$3,589,994	*
14	5,336	45,607,319	160	1	3.51	3%	0.22	-	$4,286,560	**
15	7,505	168,631,677	639	49	3.79	9%	-	-	$17,119,449	*
16	1,989	50,776,068	204	1	4.02	10%	0.20	-	$5,465,364	*
17	4,177	82,195,186	331	45	4.03	8%	0.12	0.00	$8,867,821	**
18	2,839	74,318,942	308	1	4.14	11%	0.13	-	$8,251,628	*
19	1,003	66,687,958	295	2	4.42	29%	-	-	$7,903,345	**
20	4,000	94,391,499	423	1	4.48	11%	0.32	-	$11,332,593	*
21	743	14,000,000	71	1	5.07	10%	0.07	-	$1,902,161	*
22	941	22,891,859	120	1	5.24	13%	0.26	-	$3,214,920	*
23	33,197	656,512,608	3,628	79	5.53	11%	0.12	-	$97,197,748	**
24	1,612	35,269,042	205	2	5.81	13%	0.22	-	$5,492,155	*
25	2,520	102,907,526	614	1	5.97	24%	0.28	-	$16,449,674	**
26	6,516	203,000,000	1,218	1	6.00	19%	0.09	-	$32,631,438	*
27	3,943	101,148,224	623	1	6.16	16%	0.74	-	$16,690,793	*
28	13,212	294,257,664	1,824	1	6.20	14%	0.22	-	$48,866,784	**
29	12,875	199,080,868	1,241	1	6.23	10%	0.34	-	$33,247,631	*
30	3,030	79,114,000	515	1	6.51	17%	0.38	-	$13,797,365	*

Co. Number	Total Vehicles	Mileage All Vehicles	Collisions All Vehicles	Individual Countries Reported	CPMM	% Fleet	IPMM U.S.	IPMM U.K.	Cost of Collisions (in USD)	Vehicle Classes Reported
31	7,124	178,881,985	1,181	1	6.60	17%	0.25	-	$31,640,171	*
32	1,859	35,700,000	242	1	6.78	13%	0.06	-	$6,483,422	*
33	11,649	207,796,912	1,422	23	6.84	12%	-	0.52	$38,096,802	**
34	2,841	72,896,049	504	1	6.91	18%	-	-	$13,502,664	*
35	6,048	147,693,596	1,057	1	7.16	17%	0.54	-	$28,318,087	**
36	3,146	71,533,123	530	23	7.41	17%	0.17	-	$14,199,230	*
37	203	3,637,763	27	1	7.42	13%	0.55	-	$723,357	**
38	40,617	449,820,059	3,575	1	7.95	9%	0.48	-	$95,777,825	**
39	15,661	225,047,176	2,015	1	8.95	13%	0.64	-	$53,983,865	**
40	25,010	481,833,673	4,399	83	9.13	18%	-	-	$117,853,609	*
41	10,324	74,527,464	708	0	9.50	7%	-	-	$18,968,028	**
42	75	731,900	7	2	9.56	9%	0.00	-	$187,537	**
43	22,622	432,794,624	4,191	64	9.68	19%	0.29	0.62	$112,281,081	*
44	4,647	109,413,228	1,078	9	9.85	23%	-	-	$28,880,698	*
45	15,452	362,645,963	3,674	1	10.13	24%	-	-	$98,430,134	*
46	33,636	668,501,886	6,832	78	10.22	20%	-	-	$183,036,112	**
47	736	18,442,187	193	1	10.47	26%	0.65	-	$5,170,663	*
48	13,103	292,764,695	3,069	38	10.48	23%	0.08	0.30	$82,221,579	*
49	29,151	565,949,715	6,048	63	10.69	21%	0.37	0.24	$162,031,968	*
50	7,648	130,555,144	1,566	46	11.99	20%	0.00	0.27	$41,954,706	*
51	31,551	592,351,211	7,163	61	12.09	23%	0.93	0.99	$191,903,933	*
52	18,036	256,614,217	3,335	62	13.00	18%	-	-	$89,347,985	*
53	270	1,957,575	27	1	13.79	10%	0.00	-	$723,357	**
54	2,665	68,657,772	997	2	14.52	37%	-	-	$26,710,627	*
55	24,071	425,278,081	6,297	53	14.81	26%	-	-	$168,702,927	**
56	3,927	80,097,539	1,451	10	18.12	37%	2.04	-	$38,873,741	*
Composite	**493,548**	**9,561,174,947**	**77,211**	**128**	**8.08**	**16%**	**0.35**	**0.45**	**$2,068,559,901**	

Vehicle Classes Reported: * passenger vehicles only; ** some combination of heavy, medium, passenger and/or 2/3-wheel vehicles.

NEW! **Costs per Company** are based on employer costs per collision as estimated by the National Highway Traffic Safety Administration in the United States. NHTSA costs include health fringe benefit costs, other direct costs, liability for losses by others, and wage-risk premiums. NHTSA estimates total costs per crash at 26,791 USD. During the 2010 conference, the benchmark group as a whole agreed to use the NHTSA data to estimate costs in this year's report.

KEY METRICS
BY COMPANY

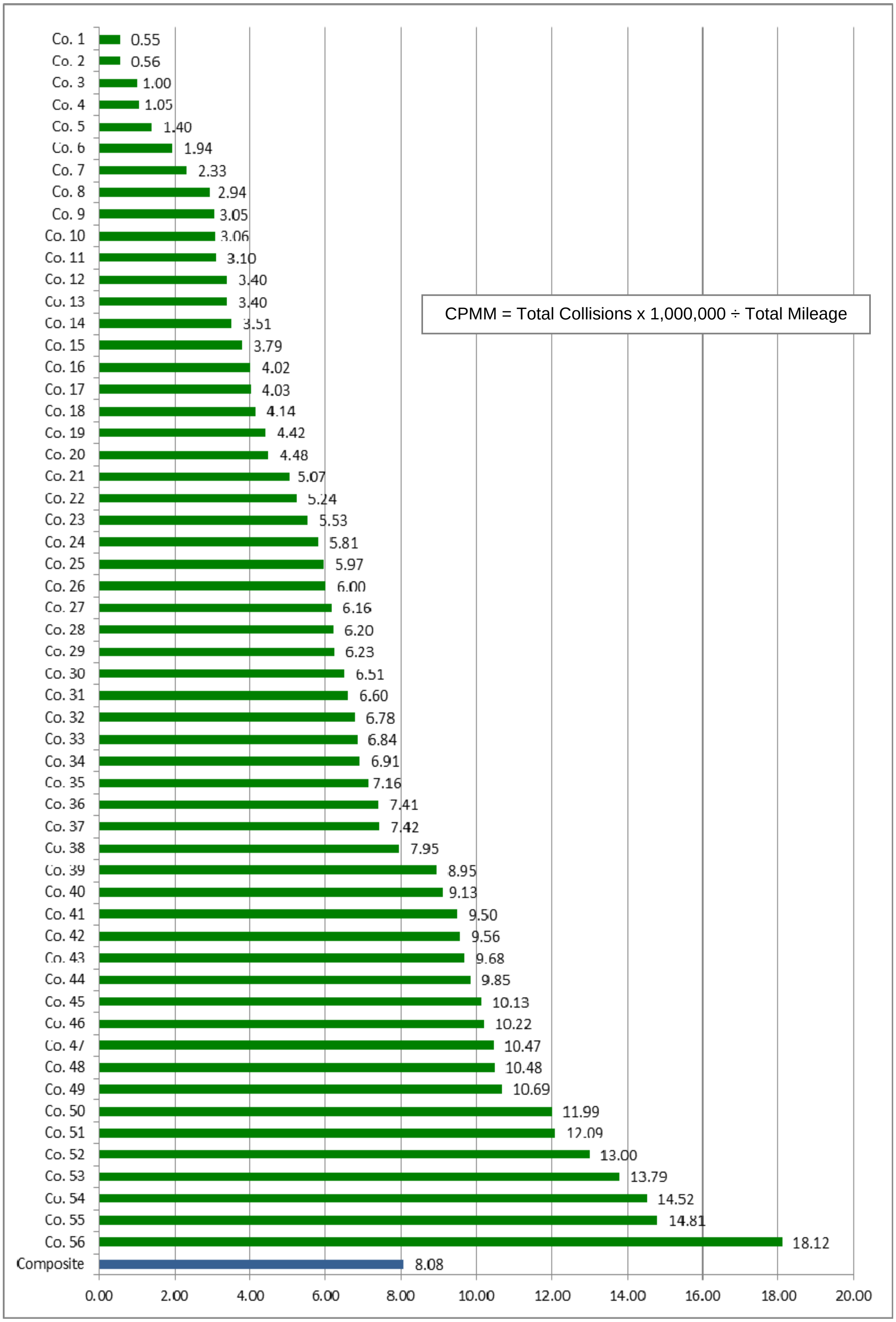
All data points in this section are graphed by company number. Company numbers were assigned according to 2010 CPMMs. The company with the lowest CPMM is Company 1, and so on through Company 56. These company numbers are used consistently in all graphs, tables and text in this report.

The graphs in this section include:

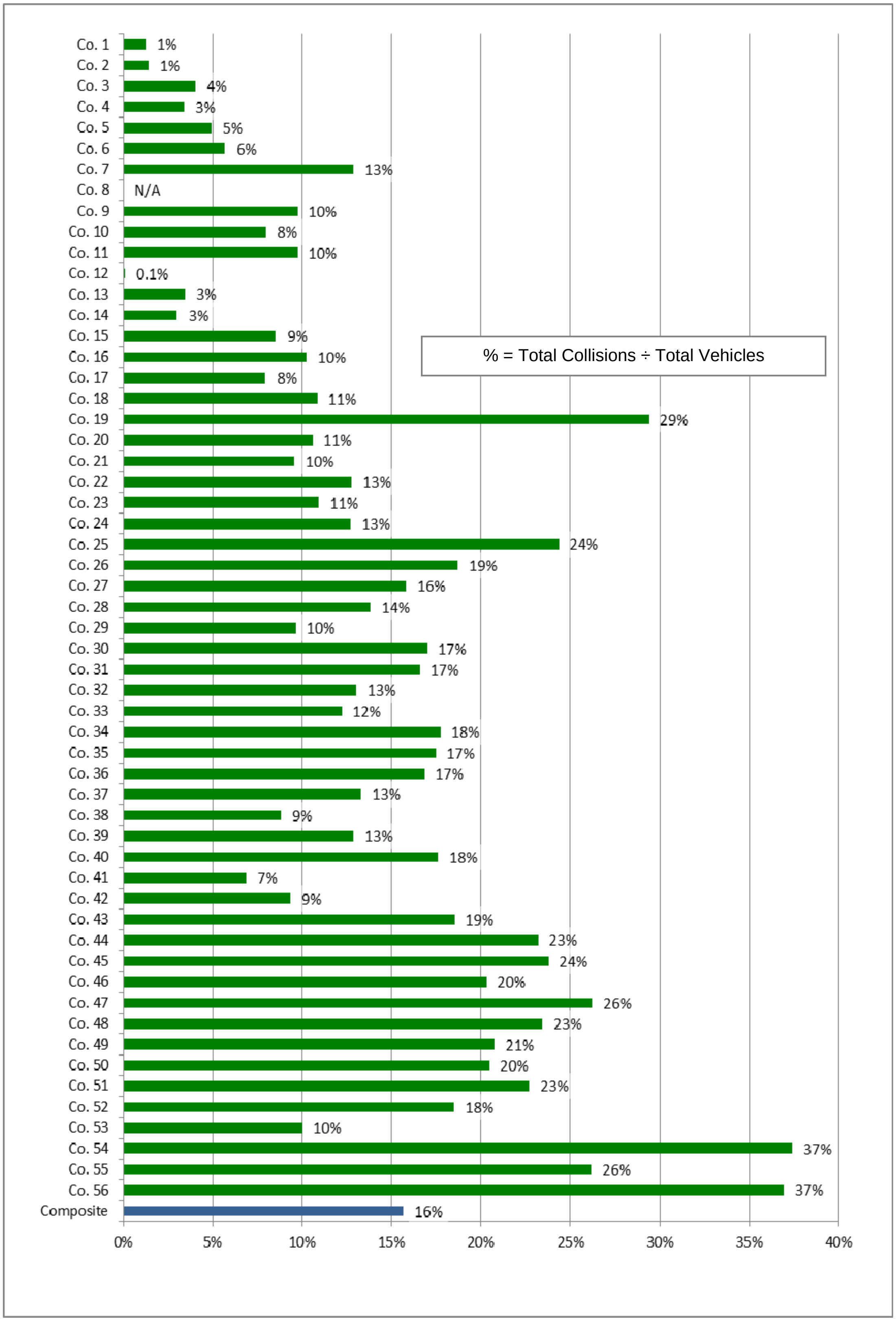
- 2010 CPMM (Collisions Per Million Miles)
- 2010 Percent of Fleet in Collisions

The formulas for calculating these data points are shown on the graphs. Calculations for individual companies are based on total data for all vehicle categories in all countries reported by the company. Composite data points are also included on the graphs. As explained on page 6, composites are calculated based on total miles, vehicles and collisions for all vehicles in all companies combined.

2010 Collisions Per Million Miles
(By Company, All Vehicles)



2010 Percentage of Fleet Involved in Collisions (By Company, All Vehicles)



KEY METRICS
BY COUNTRY

The table on pages 13-14 lists all countries that were reported individually by at least one company. Altogether, 128 countries are represented on the table. They are listed in order from largest to smallest fleet. Key metrics for the twenty largest country fleets are graphed on pages 15-16. Please note that a few companies could not break down some or all of their data by country. These data are therefore not included in the country totals.

About Collision-Rate Weighting

The CPMM for every country that has a fleet of 100 or more vehicles is given a weight to indicate whether its CPMM is higher or lower than expected given its share of the entire fleet. If a company's percentage of the benchmark fleet population (total vehicles) is exactly the same as its percentage of collisions, it would have a rating of 1.00. If its percentage of collisions is higher than expected, its weight will be higher than 1.00. If its percentage is lower than expected, its weight will be lower than 1.00. For example, the U.S. represents 54 percent of the worldwide fleet but only 42 percent of all fleet collisions, so its weight is lower than 1.00 (.77). By contrast, the next-largest country fleet, Japan’s, represents 3.6% of the worldwide fleet but 5.6% of total collisions and therefore has a rating above 1.00 (1.55).

Highest and Lowest Weighted Rates

Based on the weighting described above, the table below lists the highest and lowest collision rates for countries with more than **1,000** vehicles.

High Collision Rates	Low Collision Rates
Turkey	Vietnam
Portugal	India
Egypt	Malaysia
South Africa	Venezuela
Germany	Taiwan

All Countries
Fleet Size and Collision Rate Weight
(128 Countries Reported)

Country	Vehicles	Weight	Country	Vehicles	Weight
* UNITED STATES	256,960	0.77	SWEDEN	1,591	0.74
* JAPAN	17,306	1.55	ISRAEL	1,580	1.41
* FRANCE	16,783	1.65	SAUDI ARABIA	1,456	1.17
* UNITED KINGDOM	12,318	1.30	UKRAINE	1,427	1.67
* GERMANY	11,162	1.68	VIETNAM	1,171	0.08
* RUSSIA/RUSSIAN FEDERATION	10,762	1.33	AUSTRIA	1,154	1.51
* MEXICO	10,753	1.56	VENEZUELA	1,076	0.32
* ITALY	10,287	1.53	CHILE	1,032	1.14
* CANADA	10,194	0.74	KAZAKHSTAN	957	0.68
* BRAZIL	8,393	0.81	SLOVAK REPUBLIC	933	1.88
* SPAIN	7,412	1.13	CHINA	919	0.24
* INDIA	7,238	0.13	SERBIA	913	0.75
* INDONESIA	6,888	0.67	PUERTO RICO	821	0.91
* TURKEY	6,725	2.56	LITHUANIA	799	0.73
* AUSTRALIA	6,117	1.22	BULGARIA	709	1.14
* POLAND	5,557	1.62	IRELAND	611	1.72
* PHILIPPINES	3,826	0.83	SINGAPORE	608	0.24
* NETHERLANDS	3,689	0.99	MOROCCO	554	0.39
* BELGIUM	3,173	1.67	CROATIA	529	0.81
* EGYPT	2,944	1.78	DENMARK	461	1.10
ROMANIA	2,645	1.24	FINLAND	457	1.20
ARGENTINA	2,628	0.75	PERU	442	1.26
PORTUGAL	2,547	2.40	NEW ZEALAND	436	2.47
PAKISTAN	2,515	0.63	NORWAY	398	0.68
GREECE	2,474	1.47	ECUADOR	393	1.11
KOREA	2,390	0.51	ALGERIA	360	2.22
THAILAND	2,346	1.00	SLOVENIA	300	0.64
HUNGARY	2,253	1.49	COSTA RICA	296	0.89
SOUTH AFRICA	2,240	1.74	DOMINICAN REPUBLIC	280	2.24
CZECH REPUBLIC	2,105	1.55	GUATEMALA	274	0.56
TAIWAN	1,923	0.46	GABON	265	0.27
COLOMBIA	1,853	0.50	NIGERIA	248	0.08
MALAYSIA	1,816	0.29	BRUNEI	237	0.00
SWITZERLAND	1,712	1.29	LEBANON	233	2.01

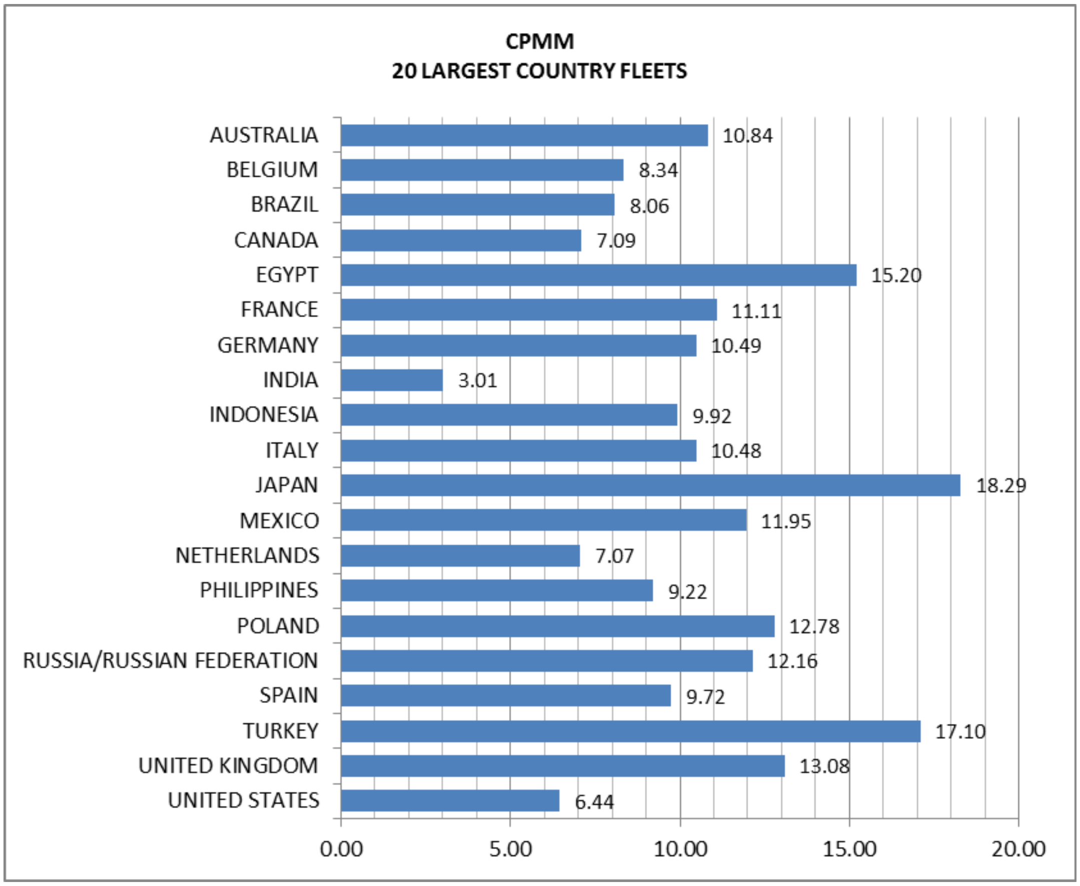
(cont. next page)

***** These countries are graphed on pages 15-16.

Country	Vehicles	Weight	Country	Vehicles	Weight
UNITED ARAB EMIRATES	231	0.83	AZERBAIJAN	42	n/a
JORDAN	219	0.99	NICARAGUA	39	n/a
UZBEKISTAN	194	0.69	KUWAIT	34	n/a
EL SALVADOR	187	0.58	BANGLADESH	31	n/a
LATVIA	171	0.97	BURKINA FASO	28	n/a
GULF / LEVANT	159	0.28	NIGER	27	n/a
GHANA	154	0.00	MACAU/MACAO	26	n/a
TUNISIA	151	2.25	ANI GULF	26	n/a
TANZANIA	148	0.30	LA REUNION	24	n/a
SYRIA	143	0.13	CUBA	23	n/a
HONG KONG	137	0.75	ALBANIA	23	n/a
BELARUS	136	0.66	PARAGUAY	21	n/a
SRI LANKA	131	1.66	CAMEROON	21	n/a
QATAR	125	3.84	GUINEA	21	n/a
ESTONIA	116	0.77	MALI	21	n/a
PANAMA	106	0.72	JAMAICA	19	n/a
LIBYA	101	1.52	MACEDONIA	15	n/a
SENEGAL	93	n/a	MALAWI	15	n/a
URUGUAY	87	n/a	CAMBODIA	13	n/a
HONDURAS	86	n/a	ZIMBABWE	13	n/a
GEORGIA	81	n/a	ANDORRA	13	n/a
BOSNIA AND HERZEGOVINA	79	n/a	BAHRAIN	12	n/a
OMAN	77	n/a	TOGO	12	n/a
IRAN	65	n/a	ETHIOPIA	11	n/a
KENYA	64	n/a	YEMEN	6	n/a
ARMENIA	59	n/a	ZAMBIA	6	n/a
IVORY COAST	59	n/a	BENIN	6	n/a
MOLDOVA	53	n/a	CYPRUS	6	n/a
KYRGYZSTAN	48	n/a	SUDAN	3	n/a
TRINIDAD AND TOBAGO	46	n/a	MALTA	3	n/a

2010 Collisions Per Million Miles
By Country
(20 Largest Country Fleets)

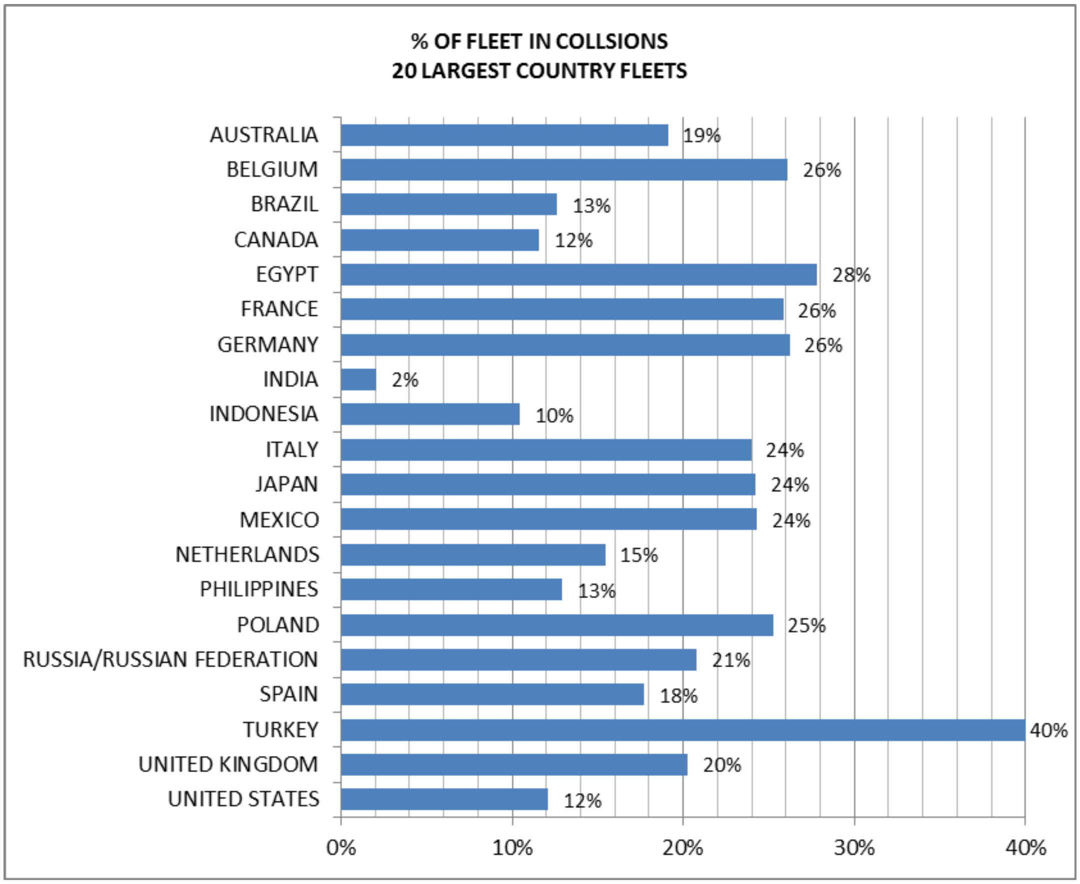
Calculations for country CPMMs are based on totals by country for all participants combined. The twenty largest fleets are graphed below in alphabetical order. Only a few participants will have fleets in all twenty of these countries, but most participants will have a fleet in at least one of them.



CPMM = Total Collisions x 1,000,000 ÷ Total Mileage

2010 Percentage of Fleet Involved in Collisions
By Country
(20 Largest Country Fleets)

Calculations are based on totals by country for all participants combined. The twenty largest fleets are graphed below in alphabetical order.



% of Fleet = Total Collisions ÷ Total Vehicles

KEY METRICS
BY VEHICLE TYPE

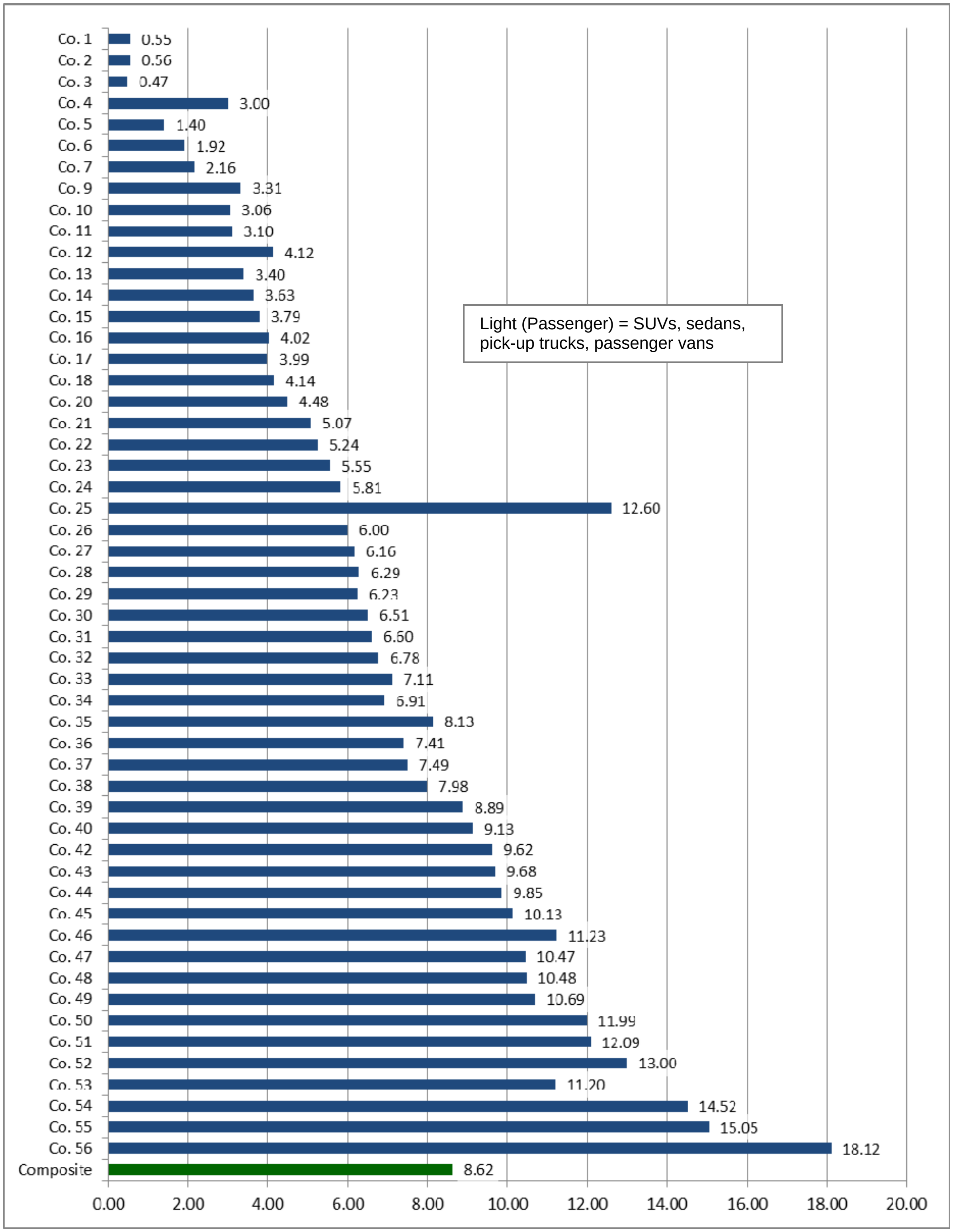
Benchmark participants are invited to submit data for four categories of vehicles. As recently as 2008, only 19% of participants reported data in non-passenger vehicle categories. Passenger vehicles still account for nearly 90% of the total benchmark fleet, but the number of companies reporting data for non-passenger vehicles has increased significantly to 38%. One of these companies reported data only for non-passenger vehicles.

Please note that two companies were not able to separate out their data by vehicle type; these two companies are not represented on the graphs in this section.

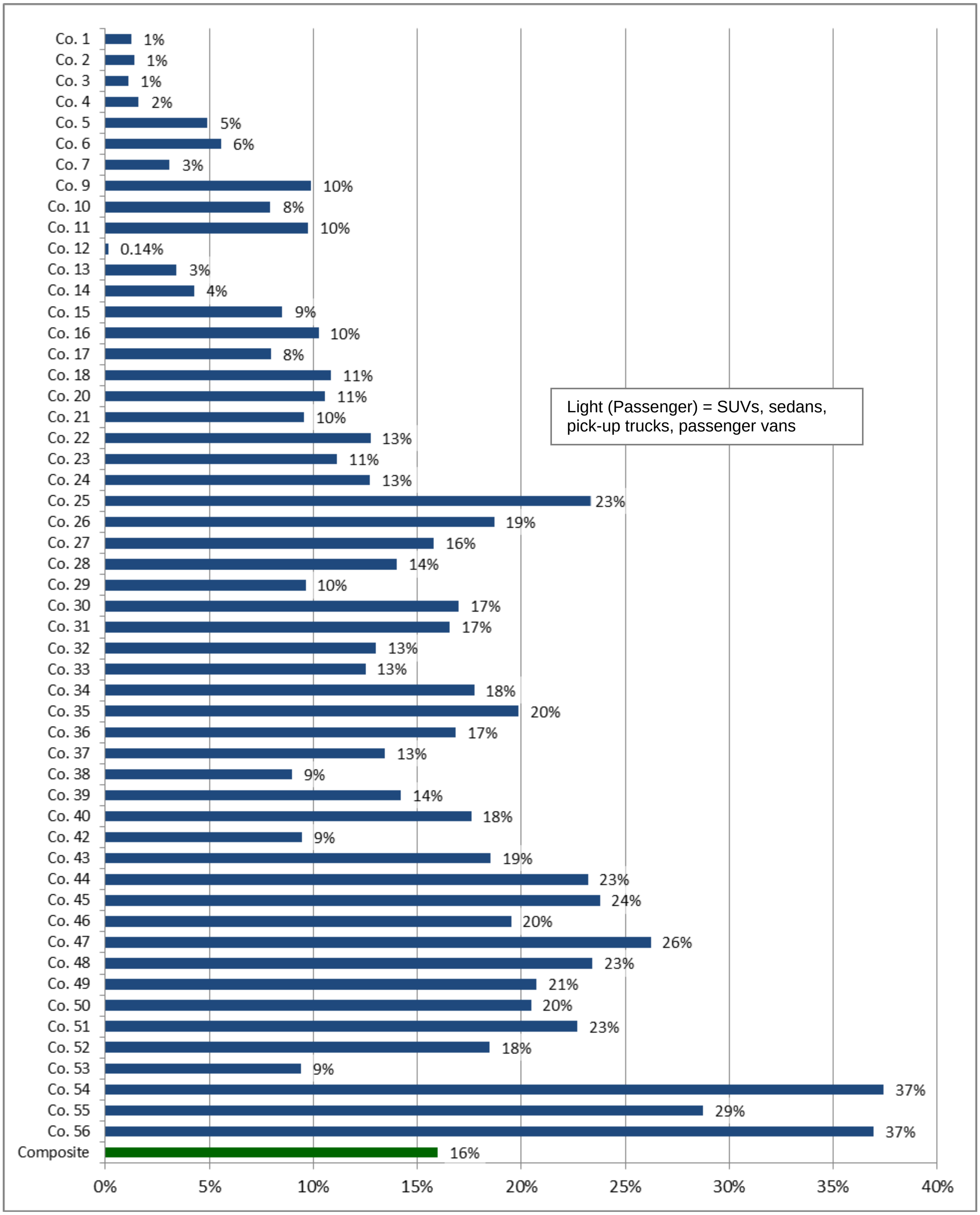
Data are graphed in this section in order by company number.

Vehicle Category	Definition
Light (Passenger)	SUVs, sedans, pick-up trucks, passenger vans
Medium	10,001 to 26,000 pounds
Heavy	26,001 pounds or more
2/3-Wheel	Motorized 2- and 3-wheel vehicles

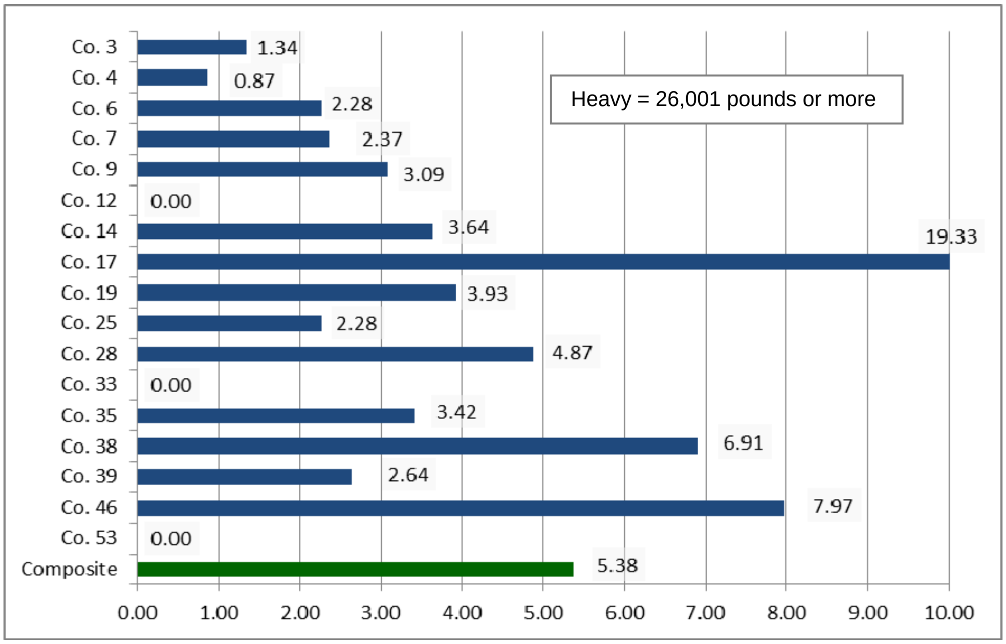
2010 Collisions Per Million Miles
Passenger Vehicles Only
(53 Companies Reporting)



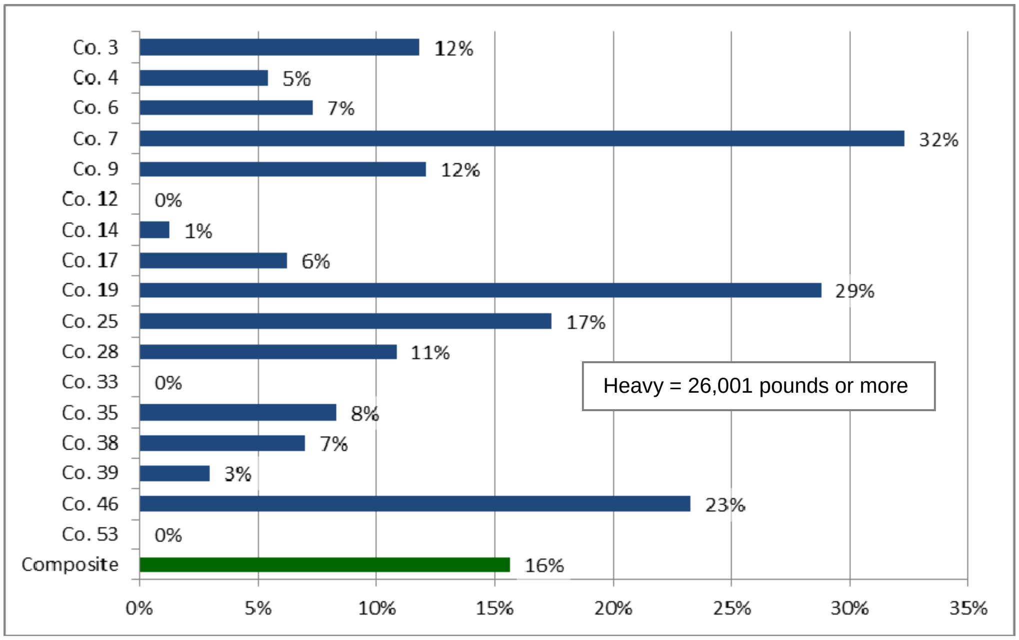
2010 Percentage of Fleet Involved in Collisions
Passenger Vehicles Only
(53 Companies Reporting)



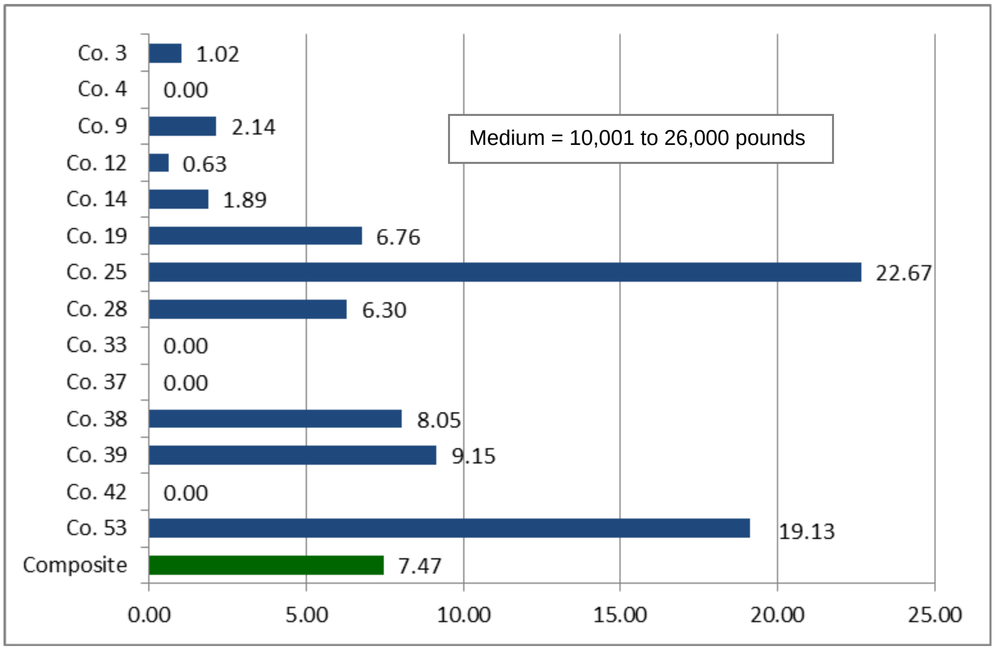
2010 APMM/CPMM
Heavy Vehicles Only
(17 Companies Reporting)



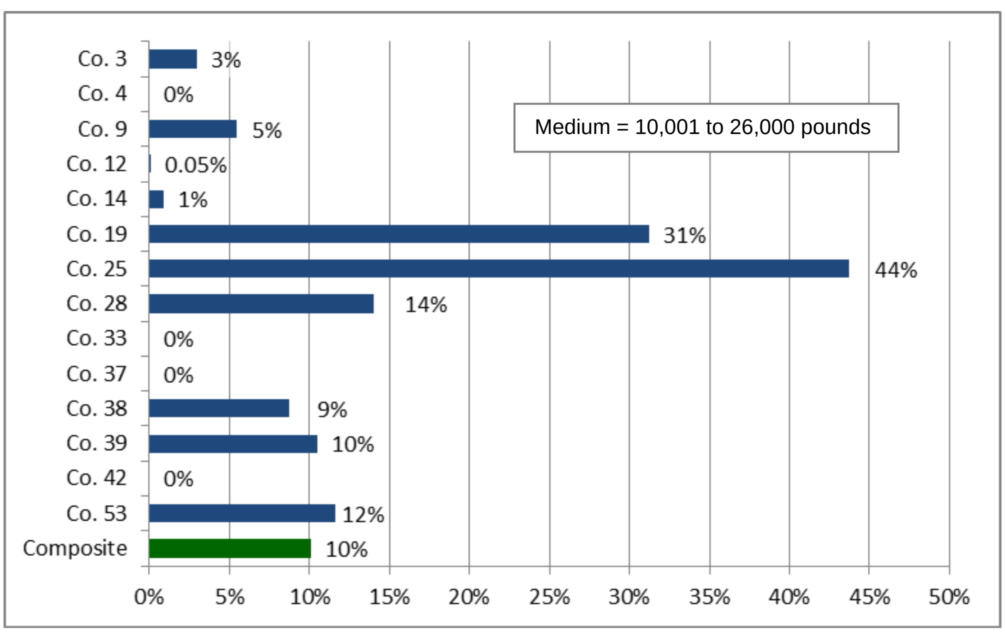
2010 Percentage of Fleet Involved in Collisions
Heavy Vehicles Only
(17 Companies Reporting)



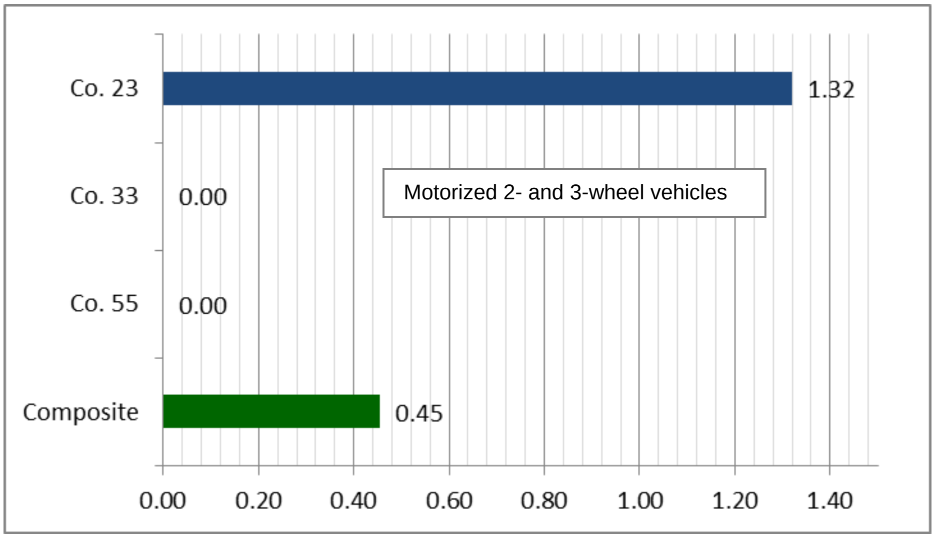
2010 APMM/CPMM
Medium Vehicles Only
(14 Companies Reporting)



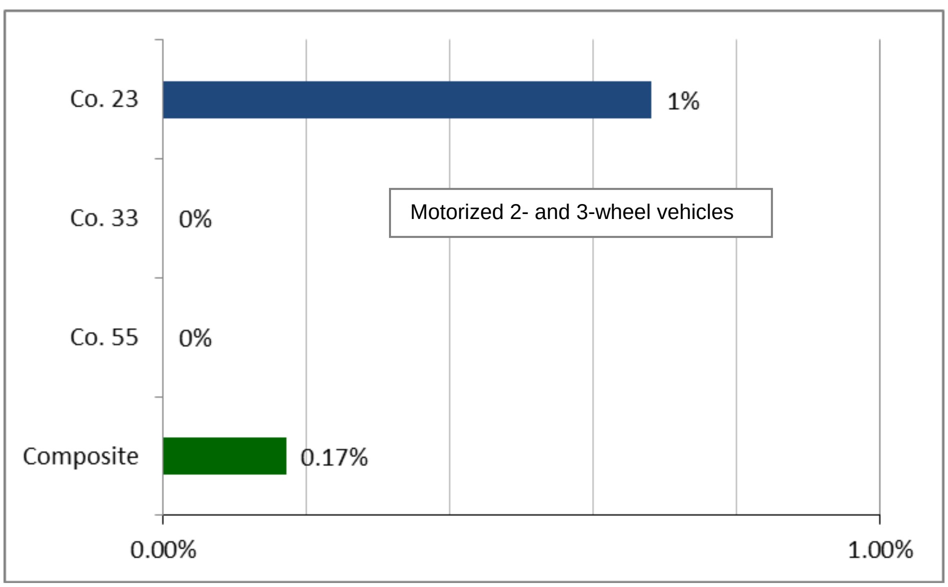
2010 Percentage of Fleet Involved in Collisions
Medium Vehicles Only
(14 Companies Reporting)



2010 Collisions Per Million Miles
2- and 3-Wheel Vehicles
(3 Companies Reporting)



2010 Percentage of Fleet Involved in Collisions
2- and 3-Wheel Vehicles
(3 Companies Reporting)



INJURY DATA
UNITED STATES AND UNITED KINGDOM

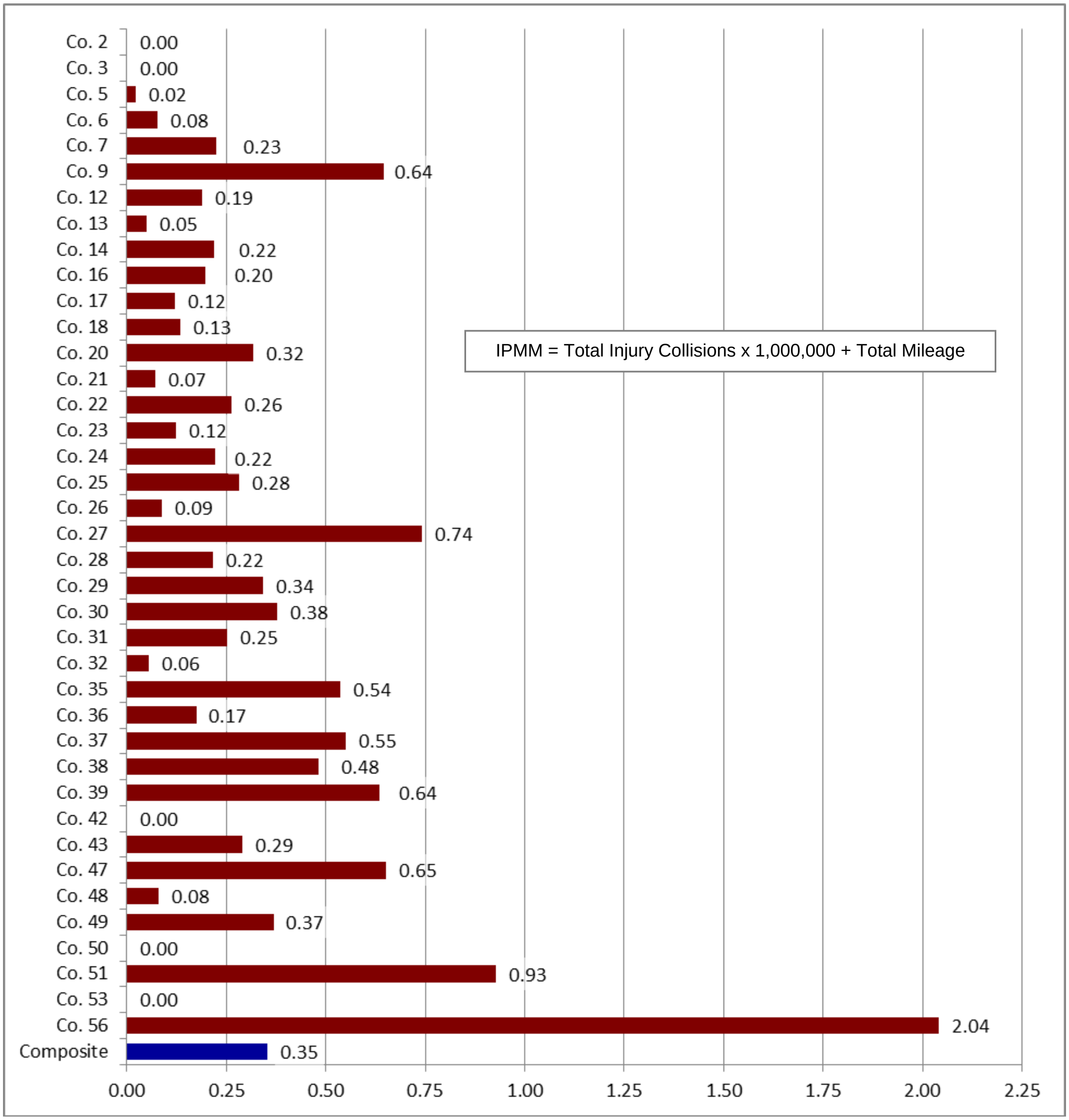
For a number of years, benchmark data included both injury and fatality data, but participants interpreted "injury" so many ways that injury charts tended to be heavily footnoted and accurate comparisons of data were challenging. In 2009 we took a one-year hiatus from collecting injury data. In 2010 injury data were added back into benchmark data on a limited basis.

We continued the limited collection of injury data this year (2011), with a slight revision.
As in 2010, we collected injury data only for the United States and the United Kingdom. This year, however, we broadened our definition of an injury so that participants could include any collision that resulted in an employee injury associated with lost time, medical treatment, and/or first aid.

Forty of this year’s benchmark participants (71%) reported injury data for either the U.S. (39 companies), the U.K. (9 companies), or both. During this year’s conference in Atlanta, the benchmark group as a whole will again review the injury data and decide whether it is valuable at this level of participation and accuracy, and what improvements, if any, can be made to injury data collection.

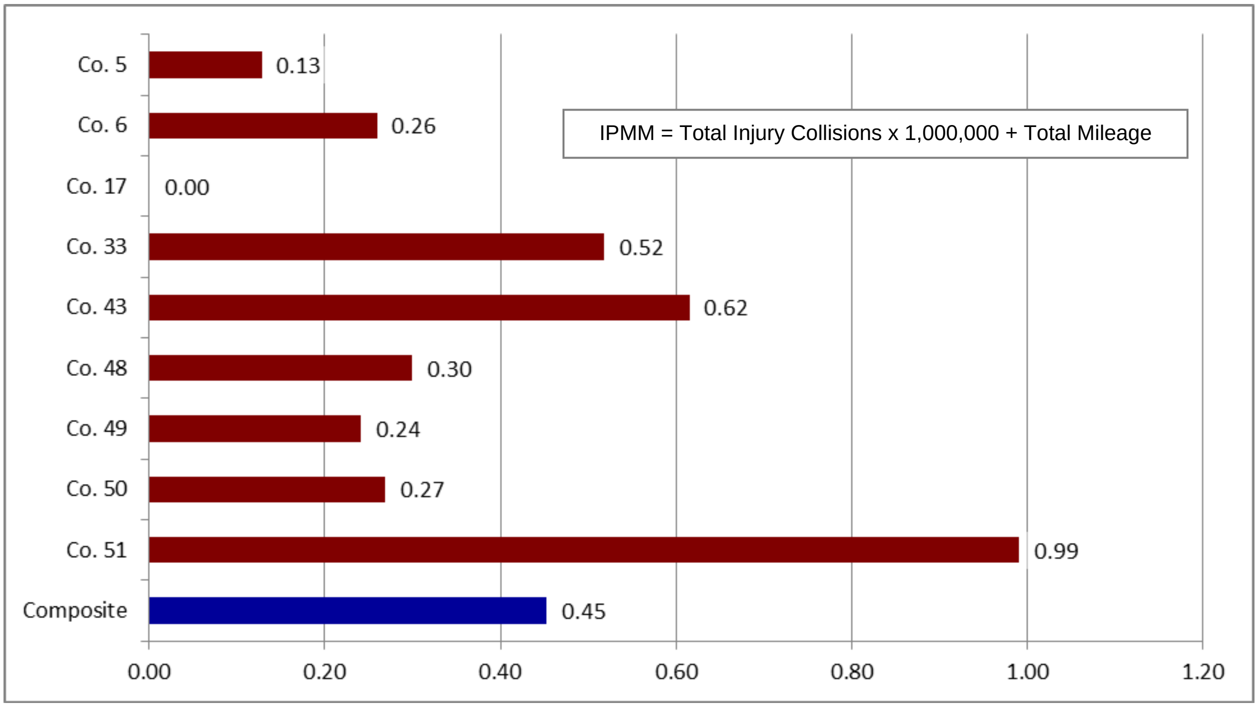
Injuries Per Million Miles
U.S. Only
(39 Companies Reporting)

Companies that reported injury data limited themselves to collisions resulting in employee injuries. At the company's discretion, injuries may include lost-time, medical-treatment and/or first-aid injuries. IPMMs total injuries for all classes of vehicles reported.



Injuries Per Million Miles
U.K. Only
(9 Companies Reporting)

Companies that reported injury data limited themselves to collisions resulting in employee injuries. At the company's discretion, injuries may include lost-time, medical-treatment and/or first-aid injuries. IPMMs total injuries for all classes of vehicles reported.



FLEET SAFETY PROGRAMS and POLICIES: COMMONALITIES

About the Program Questionnaire

The program portion of the survey asks a wide range of questions that are used to put together an overview of what programs and policies are in place in the benchmark group as a whole. Questions are primarily multiple choice, although many questions leave room for some written commentary. As much as possible, questions remain consistent from year to year, but new choices are added regularly and, where necessary, wording is revised to improve the clarity of specific questions.

About Commonalities

Participating companies are divided into five CPMM groups, each representing a twentieth percentile of the CPMM range for the entire group. (This year's range was 0.55 to 18.12.) A statistician then compares the program responses for each CPMM group to the responses for the benchmark group as a whole. The statistically significant program commonalities for each group are then identified as described below.

For example, there are 13 companies in the leading CPMM group. These companies have CPMMs below 3.50, which represents the top twentieth percentile of the benchmark group. Their program responses are compared to the benchmark group as a whole (56 companies) to uncover unique commonalities. The same process is followed for each of the four remaining CPMM groups.

A "unique commonality" in any group represents:

- A program or practice that is in place in all or most companies in the group <u>and</u>
- Comparatively few of the benchmark group as a whole have implemented the same practice
- Conversely, a particular practice or program may also be significantly *less* prevalent in a specific CPMM group than among the benchmark group as a whole

The second part of the definition is important. There are, for example, certain practices that all leading companies have in place, but in most cases so do most of the non-leading companies.

The commonalities for each group are described on pages 27-28 below. All commonalities are listed in order, **from most to least statistically significant.**

Commonalities in Leading Companies, CPMMs Below 3.50 (13 companies)
Based on statistical expectations compared to the benchmark group as a whole, the thirteen leading companies are:

1. **More likely to publish a scorecard monthly.**
   All of the leading companies who publish a safety scorecard do so monthly. By comparison, among the total group of companies that produce a scorecard, only 55% publish monthly.

2. **More likely to use a classroom training format.**
   All of the leading companies use a classroom format to deliver driver training to employees. Among the benchmark group as a whole, only 77% use training in a classroom format.

3. **Less likely to charge deductibles.**
   When a driver is involved in a collision, some companies elect to charge the driver a "deductible," which may be a portion of the collision costs or a set fee. None of the leading companies charges its drivers a deductible. Among the benchmark group as a whole, 20% do employ deductibles.

Commonalities in Group 2, CPMMs 3.50 to 5.53 (10 companies)
There were no statistically significant results from this group of companies.

Commonalities in Group 3, CPMMs 5.81 to 7.42 (14 companies)
There were no statistically significant results from this group of companies.

Commonalities in Group 4, CPMMs 7.95 to 9.85 (7 companies)
Based on statistical expectations compared to the benchmark group as a whole, these seven companies are:

1. **More likely to review phone records after a serious collision.**
   Five of the seven companies in this group (71%) review mobile phone records after a serious collision. In the overall benchmark group, only 29% of companies do the same.

2. **Less likely to counsel or coach high risk drivers.**
   Only one of the companies in this group (14%) includes a special coaching or counseling session in its high risk intervention process. By comparison, 54% of the entire benchmark group uses coaching or counseling for high risk drivers.

Commonalities in Group 5, CPMMs 10.13 and Above (12 companies)

Based on statistical expectations compared to the benchmark group as a whole, these twelve companies are:

1. **Less likely to publish a scorecard monthly.**
   Only one of the eleven companies (9%) that publish a scorecard do so monthly. By comparison, among the total group of companies that produce a scorecard, 55% publish monthly. (See Commonality #1 in the leader group.)

2. **Less likely to track collision damage.**
   Participants were asked what fleet-safety data points they track at least annually. None of the companies in this group tracks the extent of collision-related damage. By comparison, 27% of all benchmark companies do track this data point.

3. **Less likely to review phone records after a collision.**
   Among the benchmark group as a whole, 64% of the companies do not review phone records after collisions. In this group of twelve companies, the percentage is even lower: only one company reviews the phone records post collision, which means that 92% do not.