

Company Vehicle Crashes When Vehicle Used on Personal Business

February 28, 2011

Jeri Hall of GE Healthcare submitted a question asking how NETS members account for company vehicle crashes while driving on personal business. Her full question is below.

Responses follow Jeri's question.

Thank you to those of you who provided responses.

Please contact me if you have any questions or suggestions.

Yours truly,

Jack

J. M. Hanley
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Question

How do companies report, track, investigate, and address personal accidents with fleet vehicles? If they don't, I need to know that as well.

Thank you.

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	RESPONSES	Company Vehicle Crashes When Vehicle Used on Personal Business
1	Anonymous	<p>Company vehicles are not to be used for personal use; i.e., hours outside of the normal commute, weekends, etc. Associates are not to transport other family members or non-company persons in company vehicles. The exception is if the person is there for business.</p> <p>With that said, if an incident occurs and someone was using the company car for personal use, the event is investigated and discipline given. For the few that have occurred, they were not included in metrics, but reported to appropriate departments, i.e., Fleet/Claims.</p>
2	Anonymous	<p>We require that incidents in personal vehicles used on company business be reported. All fleet incidents are required to be reported. Company vehicles are not allowed to be used for personal use. All incidents required to be reported also require an incident investigation.</p> <p>Both motor vehicle incident reports and investigations are reported in an enterprise-wide, manager self-service application tied into our HR and Fleet Management systems allowing for work flow (reminders, escalations, approvals, forwarding to Claims, incident classification, repair authorizations, etc.). Reports from that system are generated to appropriate parties and the data are compiled for metrics.</p>
3	<p>AstraZeneca Mary Rose mary.rose@astrazeneca.com</p>	<p>Our policy requires all collisions recorded in a company vehicle (whether recorded while driving on business or personal time) be reported as soon as reasonably possible but no later than the next working day to our 3rd party vendor and their 1st level supervisor. When the driver calls, our 3rd party vendor collects all of the relevant data about the collision incident and that information is loaded into their database. The collision event is also then loaded into the driver's risk file and their risk score is recalculated. Additionally, if the collision incident maps to one of the on-line training modules available, that training module is automatically assigned to the driver as compliance required training. Finally, if the incident causes the driver to escalate in risk, our disciplinary review process will address that aspect of their driving performance.</p>

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4	BMS Wendy Dymkowski wendy.dymkowski@bms.com	We do not specifically track personal accidents versus work accidents.
5	Cephalon Jonathan Kamanns jkamanns@cephalon.com	All collisions involving a company vehicle are reported, tracked and investigated, including collisions on personal time. The data are used to measure exposure and liability to enable us to change policy if deemed necessary. <ul style="list-style-type: none"> → Collision reported to Collision Management Company <ul style="list-style-type: none"> ▪ Incorporated into driver profile ▪ Secondary drivers have separate profile (spouse/domestic partner) → First Notice of Loss Distributed <ul style="list-style-type: none"> ▪ Distro list based on collision description → Required Actions Taken <ul style="list-style-type: none"> ▪ Communications, training, additional information gathered, subro, etc. → Collision Metrics Recorded <ul style="list-style-type: none"> ▪ Monthly roll-up report → Policies/Procedures updated → Continuous improvement process
6	Coca-Cola Amy Lokken alokken@coca-cola.com	We manage any incident in a company vehicle the same— regardless if on personal time or work time. We hold employees to the same reporting criteria and drug testing.
7	Dow Tom Hickner hicknetm@dow.com	Dow tracks personal crashes with fleet vehicles using the same categorization as "on-the-job" accidents but the personal crashes do not count against our key Motor Vehicle Safety metric.
8	Forest Deb Burns DBurns@forestpharm.com	Forest representatives are allowed to drive their company vehicles for personal use. The Forest's Fleet Safety Policy requires that all accidents/incidents involving a company vehicle are reported within 24 hours.
9	Johnson & Johnson Sandy Lee SLee3@its.jnj.com	At J&J, we count all collisions that occur when driving a company vehicle, whether work or non-work related. How this data are reported varies by country. Drivers report all crashes and incidents to the accident management vendor (where one exists) and if not, the driver is responsible for reporting as per the country reporting process. <p>However, for employee owned (car allowance) vehicles, only work-related events are reported and tracked. Those that occur</p>

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		on personal time (again, only for employee owned vehicles) are not included in our reporting.
10	Lilly <i>Beth Stamer</i> stamer_beth_a@lilly.com	All collisions in company provided vehicles must be reported to our Leasing Agent. The safety team does not investigate all collisions. We do investigate all injury events and find many of them in the collision data base. For those who are driving personal vehicles for business purposes, all collisions during work must be reported to our Fleet Safety vendor for tracking. We do not try to differentiate work collisions from non-work collisions at this time for our employee drivers. We assume all collisions attributed to other authorized drivers (spouse/ domestic registered partners) to be not work related.
11	Merck <i>Bob Holman</i> robert_holman@merck.com	We use our third party collision management vendor to collect the crash information. We do not do a formal investigation beyond that.
12	Pfizer <i>Theresa Snow</i> theresa.l.snow@pfizer.com	All collisions get reported to our fleet management company regardless of work or personal time. It's our company asset and we are liable for it.
13	Roche Diagnostics (Canada) <i>Francine Seguin</i> francine.seguin@roche.com Roche Diagnostics <i>Don Pearson</i> donald.pearson@roche.com	<p>Here is the answer from our Fleet Coordinator:</p> <p>We do not handle differently accidents which happen during or outside business hours, though our Accident Management Services, does report them as Business or Personal</p> <p>We track as preventable or not preventable. We combine this with our MVR reviews and potentially can take away the fleet vehicle if enough preventable accidents occur. We define Preventability via National Safety Council – A Guide To Determining Motor Vehicle Accident Preventability.</p>
14	sanofi-aventis <i>Tom Cosentino</i> Thomas.Cosentino@sanofi-aventis.com	Our fleet consists of only sales personnel in sedans or SUVs/CUVs. We do allow personal use and charge drivers a monthly personal use fee. All accidents, personal and work related are reported to and managed by the fleet leasing company. We do maintain separate reporting on a global basis (monthly summary totals) for personal and work related accidents. The manager is requested to have a post-accident discussion with the employee after an accident. We only perform 3rd party accident reconstruction investigations for fatalities and those with very serious injuries. Accidents on personal time are counted as part of the driver's risk assessment, where high-risk drivers are required to take

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		additional training and managers are required to perform 4 commentary drives in a year.
15	Sunoco Bill Sanicky WMSANICKY@sunocoinc.com	<p>We document the event. However, it is not considered part of our crash statistics.</p> <p>The employee is still subject to coaching and discipline</p>
16	Valspar Virginia Kodet vkodet@valspar.com	<p>Valspar treats all company vehicle crashes the same regardless of when the crash occurred – on business or personal time.</p> <p>If involved in a crash, the driver must report the crash to fleet immediately. It doesn't matter what time it is (we don't get many late night crash calls but it does happen). We get the details of the crash and advise the driver of next steps. We communicate, via e-mail, the crash to the driver's management team which includes immediate supervisor up the chain to business group VP as well as business group HR manager/director. Drivers also have to provide a written description of the crash. Their write-up needs to include what they could have done to prevent it. This communication goes to fleet and the driver's mgmt team.</p> <p>Depending on the circumstances of the crash, training is required. Non-preventable crashes require an online training course in line with the crash type. Preventable crashes require a classroom defensive driving course. Behind the wheel is also a possible training requirement based on a driver's crash history.</p> <p>Points are also assigned to drivers that have been involved in a crash. Additional training/discipline may occur based on drivers overall performance profile (MVR and crash data).</p> <p>We keep a spreadsheet of all crashes and provide crash reports to our top management team on a monthly basis. Report includes who, details of crash, overall fleet crashes per million miles and crash rate.</p>

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