Self-Audit

Workplace Fleet Safety: How to Conduct a Self-Audit

Queensland Government
Queensland Transport
The Workplace Fleet Safety System

ACKNOWLEDGEMENTS

Queensland Transport would like to thank all the fleet operators in Queensland who provided valuable information in preparing and developing the Workplace Fleet Safety System and in particular, the following organisations that allowed Queensland Transport to visit their premises to observe their fleet operations first hand:

- Visionstream
- Cleanaway
- Simsmetal
- Ergon Energy
- Aus.Meat
- National Fire and Security

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Light fleet vehicle* crashes cause unnecessary expense to organisations through repair costs, reduced productivity (due to lost workdays), and death or injury of workers.

Road crashes have become the most common cause of work-related deaths, injuries and absence from work in Australia. Worksafe Australia figures show that 24% of all work-related fatalities occur on the road (Wheatley, 1997).

Queensland Transport crash statistics on light fleet vehicles have been collected since 1 January 1997. Preliminary figures for 1997 indicate the level of fleet-related crashes was:

<table>
<thead>
<tr>
<th>Type of Crash</th>
<th>Number</th>
<th>Percentage of all Crashes</th>
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</thead>
<tbody>
<tr>
<td>Fatal crashes</td>
<td>77.00</td>
<td>14.00</td>
</tr>
<tr>
<td>Hospitalisation</td>
<td>524.00</td>
<td>10.00</td>
</tr>
<tr>
<td>Medical treatment</td>
<td>847.00</td>
<td>10.00</td>
</tr>
<tr>
<td>Minor injury</td>
<td>555.00</td>
<td>11.00</td>
</tr>
<tr>
<td>Property damage</td>
<td>1741.00</td>
<td>12.00</td>
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</table>

In 1994, Australian Fleet Magazine reported that approximately one quarter of fleet vehicles are involved in crashes each year, with each crash on average costing $4000. Other studies have found that the costs could be even higher, reporting figures between $8 000 and $18 000.

Elliott & Shanahan Research Group (Staysafe Report 36, 1997) found that approximately 80% of organisations believe their fleet safety record could be improved. It was also reported that more than 60% of organisations require outside help to improve their fleet safety.

These and other findings have led to an increased commitment by Queensland Transport to fleet safety. The aim of the Workplace Fleet Safety System is to help organisations make their fleets safer and more efficient. Whilst the system primarily aims to help organisations with light fleet vehicles, improving fleet safety performance will have an overall road safety benefit for the whole community.

* The Workplace Fleet Safety System identifies light fleet vehicles as motor cars which are used or supplied by organisations primarily for the conduct of business. A motor car is a motor vehicle (other than a motorcycle) not more than 4.5t gross vehicle mass and built or fitted to carry no more than 12 adults, including the driver (Queensland Traffic Act, 1949).
The Workplace Fleet Safety System consists of the Workplace Fleet Safety: How to Conduct a Self-Audit booklet, and the Workplace Fleet Safety Self-Audit Workbook. The Workplace Fleet Safety System has been designed for use by organisations with light vehicle fleets. The aim of the system is to help organisations identify whether they are using best practice fleet safety practices, and areas in which the organisation should strive to improve.

This booklet introduces and explains the seven elements of best practice fleet safety, each of which contains sub-elements of best practice. It also shows how the fleet safety elements are linked to Australian Standard AS/NZ ISO 9001:1994 — Quality systems — Model for quality assurance in design, development, production, installation and servicing. Details of the best practice levels that organisations can achieve are also included.

A separate booklet (the Workplace Fleet Safety Self-Audit Workbook) has been produced to help you audit your organisation. As you work through the Workbook, for each sub-element you must decide if your organisation currently performs that particular task or not. To help, each sub-element is accompanied by a short explanation of its meaning and examples to help you verify that your organisation meets the criteria. Space is provided for you to document your organisation’s current situation and corrective action (if necessary).

To get the most out of the Workplace Fleet Safety System, it is important that all levels of the organisation with a stake in fleet safety be involved, and that the assessment is carried out honestly and objectively.

Read this booklet, then work through the Workplace Fleet Safety Self-Audit Workbook. Use the best practice mapping chart on pages 6–7 to help you quickly map the level at which your organisation is performing and identify any areas which might require improvement.
1. Fleet Safety Policy: Include fleet safety and safe driving policy in organisational policy and objectives

Fleet safety and safe driving must be explicitly addressed in organisational policy and objectives. These will outline the organisation’s approach and the steps being taken to achieve fleet safety. A commitment to fleet safety should be demonstrated at all levels of the organisation, starting with the fleet safety policy being signed and dated by the chief executive officer.

2. Recruitment and Selection: Hire drivers based on safe driving records and awareness of safety issues

Where driving is a significant part of an employee’s work, a documented recruitment and selection procedure which ascertains information about the safety of potential employees must be established. Safe driving requirements should be an essential part of the application procedure, interview process, and new driver assessments.

3. Induction Programs: Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components

New employees in an organisation are vulnerable until they know the organisation’s policies and procedures. Induction procedures should be developed which specify driver management principles and procedures. Organisations should also teach supervisors about their roles and responsibilities relating to fleet safety.

4. Fleet Selection and Maintenance: Adhere to best practice in fleet selection and fleet maintenance

A vehicle fleet which represents best practice in fleet selection and maintenance will have fewer breakdowns, less crash involvement caused by vehicle defects and will be safer in the event of a crash.

5. Vehicle Crash Involvement: Maintain an efficient system of recording and monitoring overall fleet, individual driver, and individual vehicle crash involvement

Even with the best fleet safety systems in place, crashes may still occur. Where this does happen, it is crucial that an investigation takes place and, where necessary, appropriate remedial action is taken. It is also important that high quality crash data is collected and analysed on a regular basis.
6. Incentives and Disincentives: Recognise good/bad driving performance through an official scheme of commensurate incentives and disincentives

By recognising positive and negative driver performance, incentive and disincentive schemes can motivate employees towards achieving fleet safety.

7. Training and Education: Support training, education and development programs to engender safe driving

Training and education help ensure a competent workforce and increase awareness and knowledge of fleet safety issues. Procedures should be in place to identify the fleet safety training needs of employees, and to provide the appropriate training to meet these needs.
|-----------------------|------------------------------------------------------|
| 1. Include fleet safety and safe driving policy in organisational policy and objectives | 4.1 Management responsibility  
4.2 Quality system  
4.5 Document and data control  
4.9 Process Control  
4.17 Internal Quality Audits  
4.19 Servicing |
| 2. Hire drivers based on safe driving records and awareness of safety issues | |
| 3. Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components | 4.18 Training |
| 4. Adhere to best practice in fleet selection and fleet maintenance | 4.3 Contract Review  
4.4 Design Control  
4.6 Purchasing  
4.7 Control of customer-supplied product |
| 5. Maintain an efficient system of recording and monitoring overall fleet, individual driver, and individual vehicle crash involvement. | 4.10 Inspection and Testing  
4.11 Control of inspection, measuring and test equipment  
4.13 Control of nonconforming product  
4.14 Corrective and preventive action  
4.16 Control of quality records  
4.20 Statistical techniques |
| 6. Recognise good/bad driving performance through an official scheme of commensurate incentives and disincentives | |
| 7. Support training, education and development programs to engender safe driving | 4.18 Training |
| No corresponding element | 4.8 Product identification and traceability  
4.12 Inspection and test status  
4.15 Handling, storage, packaging, preservation and delivery |
<table>
<thead>
<tr>
<th></th>
<th>Element One</th>
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<tbody>
<tr>
<td></td>
<td>Include fleet safety and safe driving policy in company policy and objectives</td>
<td>Hire drivers based on safe driving records and awareness of safety issues</td>
<td>Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components</td>
</tr>
<tr>
<td><strong>BEST PRACTICE</strong></td>
<td>Written and dated policy in place</td>
<td>Safe driving is included in position descriptions for jobs with significant driving tasks</td>
<td>Fleet safety is included in a formal induction program for new employees and supervisors, and includes information on the organisation's fleet safety policy and procedures</td>
</tr>
<tr>
<td></td>
<td>Active employee involvement including effective communication and consultation</td>
<td>An applicant's attitude to safety is assessed</td>
<td>Employees do not drive a vehicle until they have been given an induction into the operation of the vehicle</td>
</tr>
<tr>
<td></td>
<td>Responsibilities are clearly defined</td>
<td>Independent driver record assessment is conducted</td>
<td>A driver assessment program is carried out for new employees</td>
</tr>
<tr>
<td></td>
<td>Fleet safety policy is regularly reviewed to ensure its effectiveness</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Policy is distributed in a systematic manner</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MOVING TOWARDS BEST PRACTICE</strong></td>
<td>Some safety areas included in policy documents</td>
<td>Applicants are requested to provide evidence of a current driver's licence</td>
<td>Limited induction is given to new employees on fleet safety</td>
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<tr>
<td></td>
<td>Communication of policies conducted on an adhoc basis</td>
<td>Medical assessment is conducted</td>
<td></td>
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<tr>
<td></td>
<td>Some employee involvement in consultation</td>
<td>Driving record is discussed in reference checks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Responsibilities defined for some people</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Reviews of the policy are conducted on an adhoc basis</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BEST PRACTICE NOT IN PLACE</strong></td>
<td>No policy</td>
<td>Safe driving is not discussed in position descriptions or during selection process</td>
<td>Fleet safety is not included in induction programs</td>
</tr>
<tr>
<td></td>
<td>No processes</td>
<td></td>
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</tr>
<tr>
<td>Element Four</td>
<td>Element Five</td>
<td>Element Six</td>
<td>Element Seven</td>
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<tr>
<td>Adhere to best practice in fleet selection and fleet maintenance</td>
<td>Maintain an efficient system of recording and monitoring overall fleet, individual driver, and individual vehicle crash involvement</td>
<td>Recognise good/bad driving performance through an official scheme of commensurate incentives and disincentives</td>
<td>Support training, education and development programs to engender safe driving</td>
</tr>
</tbody>
</table>

**BEST PRACTICE**

- Organisations investigate fleet safety features and include relevant features in purchase specifications
- Maintenance procedures are fully documented and include the sign-off of all repairs and alterations
- All incidents are reported as per documented procedures
- Incidents are investigated and corrective action is implemented and monitored
- Fleet safety data analysed on a regular basis
- Benchmarking data are collected
- Incentives and disincentives have been developed after consultation with employees
- Systems are in place to identify good and poor driving behaviour
- Procedures exist for dealing with public feedback
- Fleet safety training has been identified through a training needs analysis
- Training is conducted to meet identified needs
- All training is evaluated
- A detailed training plan has been developed

**MOVING TOWARDS BEST PRACTICE**

- Employees are consulted when determining fleet safety requirements for purchasing vehicles
- Maintenance of vehicles occurs as per the manufacturer’s specification
- Procedures are in place if there is a problem with a vehicle
- Major incidents are reported
- Incidents involving personal injury are investigated
- Fleet safety data collected but not analysed on a regular basis
- Driving performance is monitored but incentives/disincentives are not offered
- Training is conducted on an ad hoc basis
- Fleet safety information is passed on to drivers
- Documentation is kept on training undertaken

**BEST PRACTICE NOT IN PLACE**

- Safety features are not considered when purchasing vehicles
- Maintenance conducted ad hoc
- Incidents are reported for insurance claims only
- Crash data are not collected
- Driving performance is not formally monitored
- Very little training is conducted
- Training needs have not been identified
1.1 Fleet Safety Policy

1.1.1 The organisation has a fleet safety policy that is signed and dated, contains clear fleet safety objectives and a commitment to improving fleet safety performance.

1.1.2 The organisation’s fleet safety policy has the authorisation of an appropriate senior officer with executive responsibility.

1.1.3 Consultation with appropriate employee representatives has been conducted by management in developing the organisation’s fleet safety policy.

1.1.4 The fleet safety policy is communicated to employees and, where appropriate, contractors, suppliers, customers and visitors to the organisation.

1.1.5 Employees sign a copy of the fleet safety policy, confirming understanding and acceptance of the policy.

1.1.6 A process exists for scheduled reviews of fleet safety policy objectives to assess their effectiveness and make changes in accordance with organisational and legislative changes where appropriate.

1.1.7 Fleet safety issues are addressed in the Workplace Health and Safety policy.

1.2 Fleet Safety Responsibilities

1.2.1 The organisation has defined and documented the responsibilities, authority to act and reporting requirements of fleet safety, and has communicated these to all employees.

1.2.2 Accountability for fleet safety performance within individual work areas is the responsibility of management.

1.2.3 The organisation’s annual report documents fleet safety performance.

1.2.4 The organisation allocates responsibility for disseminating up-to-date information and legislation on fleet safety.

1.2.5 Implementing the fleet safety management system is the responsibility of a member of the organisation’s executive or board.

1.2.6 Senior management regularly reviews the effectiveness of the fleet safety management system in satisfying the organisation’s stated fleet objectives.
1.3 Review and Evaluation of Fleet Safety Policy

1.3.1 Crucial fleet safety documents are identified as policy. The date the documents were issued, date of modifications, and authorisation appear on the documents.

1.3.2 Fleet safety documents deemed obsolete are withdrawn from use. Those retained or archived for legal or reference purposes are identifiable.

1.3.3 A procedure exists for altering and approving the changes to fleet safety documents.

1.3.4 Changes to fleet safety documents are identified in an attachment or in the document wherever possible.

1.3.5 The effectiveness of communicating the policy objectives is evaluated.

1.3.6 Where appropriate, review outcomes are incorporated in organisational action planning.

1.4 Employee Involvement and Consultation

1.4.1 An appropriate system for nominating employee and management representatives exists. All consultation with employees and methods of consultation in relation to the development or alteration of fleet safety documents are recorded.

1.4.2 The organisation has a consultation procedure to follow when considering changes that have fleet safety implications.

1.4.3 The organisation has avenues for discussing fleet safety issues in the workplace.

1.4.4 Checks are carried out to ensure staff understand organisational fleet safety requirements.

1.4.5 Managers discuss fleet safety in Workplace Health and Safety meetings with staff.

1.4.6 Employees are informed of the procedures for dealing with fleet safety issues and receive information on progress toward resolving fleet safety issues.
1.5 Fleet Safety Policy Distribution

1.5.1 A process exists for distributing information on fleet safety issues and activities to all employees.

1.5.2 Records are kept on the distribution of fleet safety information within the organisation and to appropriate external persons such as visitors, contractors and suppliers.

1.5.3 The distribution list for a fleet safety document is clearly identified.

1.5.4 A process exists for storing and updating fleet safety documents.

1.6 Auditing of Systems

1.6.1 Fleet safety management systems are regularly audited according to a set schedule to assess the match between organisational fleet safety objectives and activities.

1.6.2 Fleet safety management systems are independently audited by appropriately qualified persons.

1.6.3 Results of fleet safety audits are formally reported to relevant personnel, including management.

1.6.4 Action is taken to correct deficits identified by fleet management audits and ‘follow-up’ monitoring is conducted.
2. Hire drivers based on safe driving records and awareness of safety issues

2.1 Recruitment

2.1.1 Safe driving is mentioned in position descriptions for jobs involving significant driving tasks.

2.1.2 An applicant is asked to provide evidence of a current driver’s licence.

2.1.3 Applicants for positions involving significant driving tasks are asked to provide details of crash records and traffic infringements for the past three years.

2.1.4 Applicants provide details of licences held, driver training courses attended and any awards received for their driving.

2.2 Selection

2.2.1 A potential employee’s driving record is assessed for jobs involving significant driving tasks.

2.2.2 An applicant’s driving record is a factor in the hiring of new employees for jobs involving significant driving tasks.

2.2.3 An applicant’s attitude to safety is addressed in the interview.

2.2.4 An independent driving record assessment is made for jobs involving significant driving tasks.

2.2.5 A medical assessment is conducted to check an applicant’s fitness to operate the required vehicles.

2.2.6 Applicant’s previous employers are contacted to verify driving record.
3.1 New Employees

3.1.1 The organisation ensures that all employees undergo an induction program containing a fleet safety component covering the organisation’s fleet safety policy and procedures.

3.1.2 Vehicles are assigned to new employees based on the needs of their job.

3.1.3 New employees are trained to operate their vehicle before they drive it.

3.1.4 A driver assessment program is carried out for new employees.

3.2 Supervisors

3.2.1 The organisation has an induction program for supervisors which includes fleet safety issues.
4.1 Fleet Selection

4.1.1 The organisation obtains advice from qualified fleet safety professionals (in-house or external).

4.1.2 Purchasing decisions are made in consultation with employees to determine the fleet safety requirements and specifications where decisions may affect those employees.

4.1.3 Goods and services purchased by the organisation (such as vehicles, safety equipment, vehicle modifications) are checked for compliance with purchase order requirements and/or specifications.

4.1.4 Relevant safety features are considered when selecting vehicles.

4.2 Fleet Maintenance

4.2.1 Fleet vehicles are registered annually (including compulsory third party (CTP) insurance).

4.2.2 Reporting of fleet vehicle inspections, maintenance, repairs and modifications is maintained as a running record by the organisation.

4.2.3 The organisation ensures that maintenance, repairs and modifications to fleet vehicles are conducted by suitably qualified individuals with appropriate expertise.

4.2.4 The organisation ensures compliance with relevant legislation for all vehicle modifications.

4.2.5 The withdrawal of unsafe vehicles from use may be initiated through a maintenance request procedure.

4.2.6 The organisation has a procedure for authorising the safety of vehicles being returned to drivers following repair or modification.

4.2.7 The organisation has a vehicle maintenance program.

4.2.8 Drivers regularly inspect their vehicles.

4.2.9 There is a procedure to follow if there is a problem with a vehicle.

4.2.10 Tyre wear is monitored.

4.2.11 Fuel consumption is monitored.
5. Maintain an efficient system of recording and monitoring overall fleet, individual driver, and individual vehicle crash involvement

5.1 Crash Reporting

5.1.1 The organisation has a documented reporting system for all fleet safety incidents (including minor panel damage, crashes, injuries and fatalities).

5.1.2 A procedure is in place for informing all employees of the process for reporting fleet safety incidents.

5.2 Crash Investigations

5.2.1 Reported incidents are investigated in accordance with an organisational investigation procedure.

5.2.2 Crash investigation training is provided to staff involved in the area.

5.2.3 Investigation reports contain recommendations and a timetable for implementing corrective actions.

5.2.4 Employees within the organisation are responsible for implementing remedial measures and counteraction based on investigation reports.

5.2.5 Before implementing corrective measures, employees who may be affected by such action are consulted.

5.2.6 A procedure exists for evaluating and monitoring remedial/corrective measures.

5.3 Crash Monitoring

5.3.1 Pertinent fleet safety data are collected and analysed.

5.3.2 Regular reports on fleet safety performance are produced and distributed within the organisation.

5.3.3 Benchmarking data are collected.
6. Recognise good/bad driving performance through an official scheme of commensurate incentives and disincentives

6.1 Driver Monitoring
   6.1.1 The organisation monitors the driving performance of employees.
   6.1.2 A process exists by which members of the public can comment on the driving behaviour of employees.
   6.1.3 Employees receive feedback about their driving performance.
   6.1.4 Organisations keep a record of traffic infringements incurred by employees.
   6.1.5 The organisation conducts driver's licence checks.

6.2 Incentives
   6.2.1 The organisation has an incentive scheme for safe driving.
   6.2.2 The organisation has a system for recognising good driving behaviour.
   6.2.3 Incentives are distributed to employees in front of their peers.

6.3 Disincentives
   6.3.1 The organisation has a system for recognising poor driving behaviour.
   6.3.2 Organisations penalise poor drivers.
7. Support training, education and development programs to engender safe driving

7.1 Assessing Training Needs

7.1.1 The organisation conducts a training needs analysis to determine fleet safety training requirements.

7.1.2 Before assigning a vehicle to an employee, organisations check whether the employee has driven that type and size of vehicle before.

7.1.3 The organisation has a system to identify those drivers in need of further driver training and/or remediation.

7.2 Evaluating Training Programs

7.2.1 The organisation ensures that quality training is provided by engaging suitably qualified and experienced trainers.

7.2.2 Suitable and effective training facilities and resources are available.

7.2.3 Each training session is properly evaluated to gain a measure of performance in terms of participants’ comprehension and retention.

7.2.4 Regular reviews of the training program are conducted regarding the relevance of the program to the organisation and the effectiveness of the program in improving work performance.

7.3 Driver Education

7.3.1 A system is in place to provide fleet safety information to all employees.

7.3.2 Where driver training needs have been identified, employees undertake relevant practical driver training.

7.4 Training Plans

7.4.1 A training plan has been developed to provide all levels of personnel in the organisation with identified fleet safety training needs.

7.4.2 Employees’ levels of training and ability are considered when allocating tasks.

7.4.3 The organisation considers the varying levels of ability (including literacy) of its employees and selects training to suit.
7.4.4 The organisation documents and keeps records of all training.

7.4.5 Legal obligations and fleet safety management principles and practices are articulated to the organisation’s executive and senior management through formal training.

7.4.6 The organisation ensures that managers and supervisors are trained in their roles and responsibilities as they relate to fleet safety.

7.4.7 Organisations minimise fleet safety risk by providing training to all new and transferred employees.

7.4.8 Refresher training is provided to all personnel as appropriate.

7.4.9 Where an organisation or individual is legally required to hold specific qualifications or licences to undertake duties, the organisation has a procedure for ensuring conformance with all training requirements.

7.4.10 The organisation has a policy on training and development.
Queensland Transport will officially recognise organisations that have achieved best practice requirements in fleet safety. Organisations that meet the criteria for implementing best practice using the Workplace Fleet Safety System will receive a certificate from Queensland Transport, suitable for display in the workplace.

To be eligible for a level of achievement, an organisation must demonstrate that it has put in place the Workplace Fleet Safety System sub-elements of that achievement level.

Three levels of achievement — Bronze, Silver and Gold — reflect levels of fleet safety best practice. Organisations must first meet the Bronze level of best practice. On gaining recognition at Bronze level, organisations may apply for the Silver level. Recipients of Bronze and Silver level certificates may apply for a Gold Plaque if they can demonstrate that the organisation has in place appropriate best practice procedures.

Organisations may apply for recognition by contacting Queensland Transport for an application booklet.

Contact: Reply Paid 158
Workplace Fleet Safety System
Queensland Transport
Community Programs Section
P O Box 673
FORTITUDE VALLEY  Q  4006
Telephone: (07) 3253 4254
Fax: (07) 3253 4211
email fleetsafety@transport.qld.gov.au
You may apply for recognition at the Bronze level if your organisation has in place the following sub-elements:

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</thead>
<tbody>
<tr>
<td>1. Include fleet safety and safe driving policy in organisational policy and objectives</td>
<td></td>
</tr>
<tr>
<td>2. Hire drivers based on safe driving records and awareness of safety issues</td>
<td>2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.6</td>
</tr>
<tr>
<td>3. Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components</td>
<td>3.1.1, 3.1.2, 3.1.3</td>
</tr>
<tr>
<td>4. Adhere to best practice in fleet selection and fleet maintenance</td>
<td>4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.6, 4.2.7, 4.2.8, 4.2.9</td>
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<td>5. Maintain an efficient system of recording and monitoring overall fleet, individual driver, and individual vehicle crash involvement</td>
<td>5.1.1, 5.1.2</td>
</tr>
<tr>
<td>6. Recognise good/bad driving performance through an official scheme of commensurate incentives and disincentives</td>
<td>6.1.1, 6.1.3</td>
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<tr>
<td>7. Support training, education and development programs to engender safe driving</td>
<td>7.1.2, 7.2.1, 7.4.2</td>
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Silver Level of Achievement

Your organisation has in place all of the sub-elements from the Bronze level as well as the following sub-elements:

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<th>Elements</th>
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</tr>
<tr>
<td>2. Hire drivers based on safe driving records and awareness of safety issues</td>
<td>2.1.3, 2.1.4, 2.2.5</td>
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<tr>
<td>3. Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components</td>
<td></td>
</tr>
<tr>
<td>4. Adhere to best practice in fleet selection and fleet maintenance</td>
<td>4.1.1, 4.1.4, 4.2.5, 4.2.11</td>
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<tr>
<td>5. Maintain an efficient system of recording and monitoring overall fleet, individual driver, and individual vehicle crash involvement</td>
<td>5.2.1, 5.2.3, 5.2.4, 5.3.1, 5.3.2</td>
</tr>
<tr>
<td>6. Recognise good/bad driving performance through an official scheme of commensurate incentives and disincentives</td>
<td>6.1.5</td>
</tr>
<tr>
<td>7. Support training, education and development programs to engender safe driving</td>
<td>7.1.1, 7.1.3, 7.2.2, 7.4.6, 7.4.7, 7.4.10</td>
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Your organisation has in place all of the sub-elements from the Bronze and Silver levels as well as the following sub-elements:

<table>
<thead>
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<th>Elements</th>
<th>References</th>
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