



**RYDER SAFETY SERVICES**

**SAFETY SERVICES DESIGNED TO FIT YOUR NEEDS**



Ryder Safety Services	Included with a Ryder Full Service Lease	Included with a Ryder Full Service Lease when <i>Ryder Insurance Coverage is selected</i>
Annual Safety Seminars	●	●
Driver Orientation	●	●
Safe Fleet & Driver Recognition Programs	●	●
Vehicle Maintenance Safety Inspections	●	●
Safety & Loss Prevention Consulting	●	●
Coordination of Vehicle Physical Damage	●	●
Online Safety Products & Services	●	●
Fleet Risk Assessment	optional	●
Driver Pre-Hire & Annual Review	optional	●
Driver Monitoring Service	optional	●
Annual Fleet Safety & Loss Prevention Reviews	optional	●
Insurance Claims Handling	optional	●
Vehicle Spill Services	optional	●
New Driver Screening Services	optional	optional
Driver Road Test Evaluations	optional	optional
Driver Qualification Files & Maintenance	optional	optional
Driver Hours Of Service Record Audits	optional	optional
Driver Alcohol & Drug Testing	optional	optional
DOT Compliance Audits	optional	optional
Safety & Regulatory Compliance Training	optional	optional
Driver Management Software	optional	optional

Ryder does not sell insurance. Ryder can extend Liability and Physical Damage Coverage to Ryder Full Service Lease vehicles.

Some products and services also available through [www.rydersafetyservices.com](http://www.rydersafetyservices.com)

Optional services are available at an additional cost if not provided as part of a Ryder Full Service Lease or Ryder Full Service Lease with Ryder Insurance coverage.

## Services Included with a Ryder Full Service Lease

### **Annual Safety Seminars:**

To keep drivers refreshed on defensive and safe driving practices, they may attend one or more (space permitting) annual Ryder Safety Seminars which cover timely safety and compliance topics critical to your operation.

### **Driver Orientation:**

To help get your relationship with Ryder and drivers off to a safe start, we conduct a formal orientation to familiarize your drivers with our operations and processes including, facility tours, equipment orientation and paperwork requirements.

### **Safe Fleet & Driver Recognition Programs:**

To build morale and motivate drivers to operate safer individually and as a team, all drivers that operate a Ryder Full Service Lease vehicle are eligible to participate in Ryder's local and national awards programs. Drivers that receive awards are eligible for recognition at the national level.



Vehicle Maintenance Safety Inspection

### **Vehicle Maintenance Safety Inspections:**

To help identify minor problems before they compromise safety or escalate into a major expense, Ryder performs multi-point vehicle safety inspections at our service islands and during regularly scheduled preventive maintenance. Ryder also maintains all Federal DOT (Department of Transportation) required maintenance records.

### **Safety & Loss Prevention Consulting:**

For quick guidance on transportation safety, loss prevention and compliance, our Safety & Loss Prevention Managers are located throughout the U.S. and Canada and are available by phone. Complex issues can be addressed with customized consulting services.



Safety Manager Consultation

### **Coordination Of Vehicle Physical Damage:**

In the event of a collision, Ryder can coordinate the repair of physical damage to Ryder vehicles, including repair estimates from qualified vendors and verification that repairs are completed in accordance with manufacturer's specifications and Ryder's requirements.

### **Online Safety Products & Services:**

For quick and easy access to a full range of safety products and selected Ryder Safety Services, [www.rydersafetyservices.com](http://www.rydersafetyservices.com) is Ryder's online store for most safety and compliance needs. Ryder customers receive preferred pricing, additional support from experienced safety professionals and additional benefits not available to the general public. You can access the store at [www.rydersafetyservices.com](http://www.rydersafetyservices.com) or through [www.ryder.com/safetyservices](http://www.ryder.com/safetyservices).

## Additional Services Included with a Ryder Full Service Lease when Ryder Insurance Coverage is selected

### Fleet Risk Assessment:

To determine how well your fleet safety program and practices compare to the best in the industry, our Safety & Loss Prevention Managers conduct an initial comprehensive assessment of your fleet operations and provide assistance in establishing or improving a model fleet safety program.

### Driver Pre-Hire & Annual Review:

To ensure that a potential driver hire and your current driver's driving history is satisfactory, Ryder runs a Motor Vehicle Record (MVR) and accident history check. We also provide corrective action recommendations when deficiencies are uncovered.

### Driver Monitoring Service:

To improve driver performance, which can lead to fewer and less serious collision Claims, SafetyFirst with Ryder is a driver monitoring service (i.e., 1-800-HOWS MY DRIVING) that has been proven by insurance studies to lower collision frequencies as well as reduce operating costs.



Driver Monitoring Services

### Annual Fleet Safety & Loss Prevention Reviews:

To measure how effective your fleet safety and loss prevention efforts are at minimizing losses, we conduct an Annual Fleet Safety & Loss Prevention review and make recommendations to minimize the potential for future losses.

### Insurance Claims Handling:

For hassle-free Insurance Claims handling in the event of a collision, and to get you back on the road quickly and easily, Ryder will secure accident, police and witness reports, set up claim files, monitor claims processing and initiate repair and a replacement of your vehicle while under repair.



Insurance Claims Handling

### Vehicle Spill Services:

To minimize damage from fuel spills and limit cleanup costs, Ryder provides in-vehicle fuel spill kits and fuel spill driver training videos. If a spill kit is used, Ryder provides a free replacement. Also, if requested, Ryder's Spill Response Center will help coordinate spill containment, cleanup and regulatory reporting.



Vehicle Spill Kit

## Optional Ryder Safety Services

### **New Driver Screening Services:**

For more informed decision making, these services provide information for hiring decisions that meet your requirements and those mandated by the DOT. Examples of information that can be obtained include driver employment history, motor vehicle record and criminal background check.

### **Driver Road Test Evaluations:**

To better assess potential driver new-hires, Ryder can conduct a driver road test and provide an evaluation report and certificate of completion.

### **Driver Qualification Files & Maintenance:**

To get newly hired driver processes in high gear, Ryder coordinates the establishment of the new driver file, a comprehensive audit of the Federal Motor Carrier Safety Regulations (FMCSR) required documents, electronic storage of files and ongoing update notification of expiring documents.

### **Driver Hours Of Service Record Audits:**

To ease compliance burdens and better manage driver schedules and drive time, this online service maintains and monitors your driver's Hours of Service logs on a monthly basis.

### **Driver Alcohol & Drug Testing:**

For a streamlined process of ordering Alcohol and Drug Tests and monitoring the results, this online service allows fleets large and small the opportunity to remain DOT compliant at a fraction of the cost of an in-house program. Establishment of random testing programs, required training and developing a written policy and regulatory reporting assistance is included.

### **DOT Compliance Audits:**

To help identify regulatory deficiencies, a Ryder Safety professional can review your record keeping and overall compliance processes using the format applied by Federal DOT auditors.

### **Safety & Regulatory Compliance Training:**

To improve the breadth and depth of your corporate training needs, a Ryder Safety professional can train your front-line employees and managers on DOT and OSHA (Occupational Safety & Health Administration Agency) compliance, as well as a variety of accident prevention topics. In addition to traditional classroom training, computer-based training, CD or video-based training and written training media are available to be presented by your supervisory personnel. Some of the topics include:

- ▶ *Train the Trainer for Forklift operations*
- ▶ *Supervisor Drug & Alcohol Training*
- ▶ *Transportation of Hazardous Materials*
- ▶ *Hazardous Materials Security*
- ▶ *Hours of Service*
- ▶ *DOT Compliance*
- ▶ *Defensive Driving*

### **Driver Management Software:**

To automate driver management and compliance tasks, this Web-based driver management software allows you to perform critical compliance activities such as maintaining driver qualification files, alcohol and drug testing, new employee screening, monitoring training compliance, reporting and recording of collisions. Everything needed to ease the burden of managing even the largest fleet.

Ryder Safety Services do more than keep your employees safe and your business in compliance. They also help you increase efficiency, enhance productivity, manage risk and significantly reduce operating costs. With Safety & Loss Prevention Managers across the country, Ryder offers you something that is unmatched in the industry: service and expertise on all the elements that comprise an effective fleet safety program, plus easy access and availability. One phone call to your Safety & Loss Prevention Manager assures fast professional service wherever you are.

*“Assuring the safety and health of our employees, customers, suppliers and contractors is a critical focus and defines the very essence of who we are as a company.”*

*Gregory T. Swienton*

*Chairman, President and CEO  
Ryder System, Inc.*



**National  
Safety  
Council®**

Recipient of the 2002 Green Cross For Safety Medal from the National Safety Council honoring Ryder's commitment to workplace safety and corporate citizenship.

## **Worldwide Headquarters**

3600 NW 82 Avenue  
Miami, FL 33166 USA

## **Regional Headquarters**

*Asia - Singapore*  
*Canada - Toronto*  
*Europe - London, U.K.*  
*Mexico - Mexico City*  
*South America - Buenos Aires, Argentina*

**Ryder provides a complete array of leading-edge logistics, supply chain and transportation management solutions worldwide.**

### **Supply Chain Professional Services**

- ▶ *Lead Logistics Management*
- ▶ *Supply Chain Strategy*
- ▶ *Solutions Engineering*
- ▶ *Transportation Consulting*
- ▶ *Program Management*
- ▶ *Logistics Information Management*

### **Distribution Operations**

- ▶ *Warehousing and Distribution Center Operations*
- ▶ *Reverse Logistics*
- ▶ *Inbound Product Supply*
- ▶ *Outbound Product Supply*
- ▶ *Value-Added Services*

### **Transportation Solutions**

- ▶ *Procurement*
- ▶ *Shipment Planning and Execution*
- ▶ *Freight Bill Audit and Payment*
- ▶ *Global Trade Services*
- ▶ *Dedicated Solutions*

### **Fleet Management Solutions**

- ▶ *Vehicle Sales*
- ▶ *Commercial Truck Rental*
- ▶ *Full Service Leasing*
- ▶ *Programmed Maintenance*
- ▶ *Fleet Support Services*
- ▶ *Dedicated Contract Carriage*
- ▶ *RyderFleetProducts.com<sup>SM</sup>*
- ▶ *UsedTrucks.Ryder.com<sup>SM</sup>*
- ▶ *Ryder Customer Response Center*

### **Financial Management Solutions**

- ▶ *Lease Financing*

Contact us today, or visit us online to find out how world-class solutions and Web-enabled tools from Ryder can work for you, your customers and suppliers, while helping you build your shareholder value.

**1-800-RYDER-OK Ext. 1697**  
**www.ryder.com**

If outside the U.S. and Canada, call:  
585-264-4330

