

# Guidance For Developing Dashcam Policies and Procedures

Organizations should seek out sample policies and policy guidance from their telematics vendor.



Telematics-based dashcam systems are a significant investment for any organization. If implemented properly, these systems can be highly effective in reducing accident frequency and are essential to the accident investigation process.

Policies should be developed to guide managers and drivers on topics related to the use of the system. These policies can be incorporated into existing policies or an independent dashcam specific policy developed. The policy should include:

## **Purpose Statement:**

Outline why dashcams are being used and the benefits to the organization and drivers.

## **Driver Responsibilities:**

- A statement should explain the driver's role in utilizing the system.
- Drivers are to notify their supervisor if they learn the system is not working properly.
- Drivers may not disrupt the normal operation of the system without manager approval. This includes:
  - Shutting it off or disconnecting the power source
  - Blocking or redirecting the lens(es)

## Commercial Fleet Safety: Dashcam Policies

- Removing the storage card
- Impeding the telematic transmission of data.
- Drivers may not save, share, or post any video from the system without supervisor approval. All data and video created by the system remains the sole property of the organization.
- Drivers are required to participate in meetings and coaching sessions related to unsafe driving identified by the system.

### Manager Responsibilities:

- A statement should explain the driver manager's role in utilizing the system.
- The policy should outline:
  - The manager's role in:
    - Training new drivers
    - Obtaining driver acknowledgement of rules/policies.
    - Addressing unsafe driving behavior and rewarding good driving.
    - Handling driver issues or complaints.
  - How frequently the portal should be reviewed.
  - How to respond to unsafe driving alerts, poor driver scores, etc.

### Using Information For Accident Investigation:

- A statement should explain how event data and video (D&V) will be used in relation to an accident.
- The policy should cover:
  - The importance of and how to preserve D&V as evidence.
  - Restricting access to designated individuals within your organization, your insurer claims personnel, and your legal counsel.
- The importance of utilizing D&V to determine causal factors in a crash as well as how it can be used for post-accident driver counseling and re-training.

### Managing Unsafe Driving:

- A statement should explain how information obtained from the system will be used to manage drivers.
- Guidelines should be developed for consistent treatment of unsafe driving.
  - It should be clear when managers are required to take action and what action should be taken: coaching/training, warning, and formal disciplinary action.
  - Most systems identify/measure unsafe driving by two means;
    - Driver scores, which depict driver behavior over a period of time.
    - Alerts, which identify policy violations & intentional careless driving where one incident would trigger management action (I.E. speeding 15 mph over the speed limit, texting and running red lights).

- Below is a sample manager action guide.
  - All telematics systems are different so adjustments should be made based on experience with the system.
  - The vendor typically has action criteria based on their scoring model.
  - Add a time component, such as over a three-year period
  - Compare and reference incidents with your MVR criteria.

Sample Manager Action Guide Number of Incidents Within a Three-Year Period			
Incident/Activity	Coaching	Warning	Remove From Driving
Purposely disconnecting, shutting off, obstructing the lens, or redirecting a camera.		1st Incident	2nd Incident
Distractions: specific policy-related violations such as dialing, texting, accessing social media.	1st Incident	2nd Incident	3rd Incident
Distractions (Other): applying makeup, eating, reading, reaching for objects, etc.	1st - 3rd incident	4th Incident	5th Incident
Speeding > 85 mph	1st Incident	2nd Incident	3rd Incident
Speeding > 15 mph over PSL	1st - 3rd Incident	4th Incident	5th Incident
Following too close	1st - 3rd Incident	4th Incident	5th Incident
Red light or stop sign violations		1st Incident	2nd Incident
Yellow light violations	1st - 3rd Incident	4th Incident	5th Incident
No U-turn violations (cars and light trucks)	1st - 3rd Incident	4th Incident	5th Incident
No U-turn violations (medium/heavy trucks)	1st Incident	2nd Incident	3rd Incident
Seat belt compliance	1st - 3rd Incident	4th Incident	5th Incident
Drowsiness (driver controlled)*	1st - 3rd Incident	4th Incident	5th Incident
System-Generated Scores	Coaching	Warning	Remove From Driving
Overall driver score	< 75	< 65	< 50
Individual subcomponent scores	< 75	< 60	< 40
*Examination into conditions surrounding the incident will occur and organizational causes, such as duration of shift, will be addressed.			

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