



# FLEET DRIVER HANDBOOK



2026

**What is the purpose of this Handbook?** This handbook will provide guidance to:

- Adjoin employees using vehicles owned or leased by the company, herein after called **Fleet Vehicles**
- Adjoin employees driving on behalf of the company using either Fleet or their own personal vehicles

**How do I make a fleet reservation?** To reserve a fleet vehicle, please call the Fleet Coordinator in your local office Monday - Friday 8:30 AM to 4:30 PM.

**What should I do if I have an accident with a fleet vehicle?**

- Contact local police and inform them of the accident, request medical assistance if necessary. Ask them to note the accident was reported if no police report is provided.
- Obtain the other driver's vehicle, insurance, and license information (name, address, insurance info, vehicle registration number, vehicle model, color, etc.)
- Give the other driver your information and the fleet vehicle information located in either the fleet binder or the glove box.
- Notify your supervisor and/or the Emergency On-call phone for your office of the accident.
- Contact Enterprise Maintenance at 1-800-325-8838 to organize a tow or determine a repair location

**What do I do when I pick up and return a fleet vehicle?** Make sure that prior to using a fleet vehicle you check for new damage and make a safety check of the vehicle. Safety checks include testing the horn, lights, turn signals, brakes, etc. When you return the vehicle to the office also check for new damage and report any safety problem you have had with the vehicle on the trip form. We take vehicle safety seriously and reported problems will be given to the Fleet Coordinator for repair. Any time you use a fleet vehicle, and it becomes unsafe to operate because something broke or isn't working, you must immediately stop the vehicle in a safe place and call for road assistance.

**How do I cancel a fleet vehicle I have reserved for a trip?** Please call your Fleet Coordinator as soon as you know that you will not need the vehicle. Often other employees are on a waiting list to use a vehicle. Early cancellations allow us to attempt to meet our waiting list requests. Weekend cancellations must be received prior to 3 p.m. on Friday or notify the On-Call phone in your area. Weekday cancellations should be made 24 hours in advance as much as possible.

**Where do I get gas for the vehicle?** To fill up the fleet driver is provided with a fuel card that is accepted at service stations as noted on the card.

**I'm an employee of the company. May I make a vehicle reservation?** Employee reservations can only be completed by individuals who have been cleared for Fleet Privileges by Human Resources, have been issued a personal gas card pin # by the Corporate Office and completed the fleet familiarization program, as applicable.

**Enterprise Fleet Maintenance Phone Number:** 1-800-325-8838

**TABLE OF CONTENTS**

FLEET VEHICLES ..... 4  
Structure of the Fleet Motor Vehicle System ..... 4  
Availability and Use of Fleet Vehicles ..... 4  
General Reservation Guidelines ..... 4  
Scheduling Priorities ..... 5  
Extended Use of Company Fleet Vehicles ..... 6  
How to Place a Fleet Van or Car Reservation ..... 6  
How to Pick Up Fleet Vehicles ..... 7  
How to Return Fleet Vehicles ..... 7  
DRIVERS and DRIVING ..... 8  
Driver Eligibility ..... 8  
Rules for Drivers ..... 9  
Authorized Use of Vehicles ..... 10  
Failure to Follow Fleet Policies ..... 12  
Safe Operation of Vehicles ..... 14  
Conditions for Use ..... 16  
Vehicle Operating Costs ..... 16  
Breakdown Procedures ..... 16  
Equipment Breakdowns ..... 17  
Accidents ..... 17  
Insurance ..... 18  
VAN SAFETY ..... 19  
DRIVER AGREEMENT TO TERMS, CONDITIONS, RULES AND  
REGULATIONS ..... 22  
Important Phone Numbers ..... 24

## **FLEET VEHICLES**

### **Structure of the Fleet Motor Vehicle System**

The motor vehicle fleet is managed by the Chief Executive Officer or his/her designee and is overseen by the Quality Assurance Administrator who will be referred to in this handbook as the Corporate Fleet Coordinator. Scheduling is the responsibility of the local Regional Manager/Regional Director or his/her designee of a Fleet Coordinator. Vehicle maintenance and safety inspections are the responsibility of the Regional Manager/Regional Director in conjunction with the Fleet Coordinator. Vehicle safety is the responsibility of every driver. All drivers of motor fleet vehicles are expected to follow the rules and procedures established by the Chief Executive Officer and to abide by all company regulations and all local, state and federal laws.

### **Availability and Use of Fleet Vehicles**

Due to the limited number of fleet vehicles, the company is unable to provide vehicles for every request. Fleet vehicles are available for use by management, direct service staff, administrative staff and Client Advisory Committees in order to facilitate Adjoin business and client life needs.

### **General Reservation Guidelines**

1. All fleet vehicle reservations are made through the Regional Manager/Regional Director or his/her designee of a Fleet Coordinator, by calling the local office mainline or by submitting a written request to the Fleet Coordinator. If it is after hours and is an urgent and unexpected situation you may contact your local on-call phone.
2. An employee may reserve no more than one vehicle at a time to allow equal access to vehicles by all employees.
3. All business trips, including community service trips, must be pre-authorized by the Regional Manager/Regional Director.

**Scheduling Priorities**

Fleet vehicles may be reserved according to the following priorities on a waiting list. All authorized fleet members are responsible for reserving and/or cancelling a fleet vehicle in a timely manner:

**Company CARS**

SERVICE TYPE	GROUP SIZE	TRIP LENGTH	PRIORITY
Business – <b>Billable</b> Client Service Activities	1-4	More than 50 miles	1
Business - <b>Billable</b> Client Service Activities	1-4	Less than 50 miles	2
Administrative or Training Activities	1-4	More than 50 miles	3
Client Advisory Committee Activities	1-4	More than 50 miles	4
Administrative or Training Activities	1-4	Less than 50 miles	5

**Company VANS**

GROUP TYPE	GROUP SIZE	TRIP LENGTH	PRIORITY
Business – <b>Billable</b> Client Service Activities	3-7	More than 50 miles	1
Business - <b>Billable</b> Client Service Activities	3-7	Less than 50 miles	2
Administrative or Training Activities	3-7	More than 50 miles	3
Client Advisory Committee Activities	3-7	More than 50 miles	4
Administrative or Training Activities	2-5	Less than 50 miles	5
Client Advisory Committee Activities	2-5	Less than 50 miles	6

**Notes:**

- There is no bumping an employee or group once a reservation has been confirmed. This includes reoccurring reservations.
- A request made Sixty (60) days in advance is the earliest that a reservation or wait list request for a reservation will be accepted.
- If not a priority reservation (priorities 1 and 2 only), the Fleet Coordinator will confirm the reservation between one and two weeks in advance of the date needed. This is to prevent low priority groups from reserving vehicles earlier than priority groups.

### **In General:**

- Groups have priority over individuals with equal traveling distance.
- Billable service activity trips have priority over other employee and groups.
- Trips greater than fifty (50) miles round trip have priority.
- Larger groups have priority for vans.
- All trips that travel more than 300 miles (one way) must be approved by the Regional Manager/Regional Director. There is a 400-mile limit on all trips even those authorized by the Regional Manager/Regional Director. (In some instances, we will calculate mileage to compare to renting a car.)
- Only one vehicle per day may travel more than 250 miles from the office.
- Administrative use includes both trainings and general administrative duties.

### **Extended Use of Company Fleet Vehicles**

Due to the composition and size of company fleet vehicles and the need to equitably serve all employees and clients, vehicles may be used for periods up to 12 hours during the company business day (M-F). On weekends employees/groups may reserve a vehicle for a **two-day** overnight trip. If this standard does not meet the employee or group's need, a special request can be made to the Regional Manager/Regional Director.

When a fleet vehicle is assigned to an employee for a 24 hour or longer period, it is the responsibility of the employee to ensure vehicle is locked and parked in a secure location.

### **How to Place a Fleet Van or Car Reservation**

- Reservation requests for fleet vehicles can be accepted up to sixty (60) days prior to the date the vehicle is needed.
- Call your local Fleet Coordinator Monday - Friday, 8:30 a.m. to 4:30 p.m. or submit a written reservation request. The Fleet Coordinator will need the following information at the time a vehicle is reserved or placed on a waiting list: driver(s) name(s), destination, department or program, date, times needed and the program code to be charged. This information will be placed on the trip sheet.
- At the time of your call or request, the Fleet Coordinator may not be able to confirm a vehicle reservation unless you have priority standing (priority 1 and 2 only).
- If a vehicle is available, priority groups will be given a confirmed reservation. All other priorities will be confirmed two weeks prior to the trip date.
- Once a vehicle reservation is made and confirmed, another employee cannot bump the reservation.
- The Fleet Coordinator will accept all approved fleet vehicle requests; however, vehicles are all allocated according to the priorities established and not all groups will be able to be accommodated.

### Fleet Vehicle Waiting Lists

- Groups and individuals with lower priorities will be placed on a waiting list.
- Groups on the waiting list will be given vehicles, if they are available, in order of priority and date the reservation request was received by the Fleet Coordinator.
- The Fleet Coordinator will call the employee to determine if a vehicle is still needed. If the Fleet Coordinator cannot reach an employee, a message will be left at the phone number given by the person reserving.
- The employee will have twelve hours or until the next business day at noon to return the call to reserve a vehicle.
- Employees who do not call back will be by-passed and the next employee on the wait list will be contacted.
- Vehicles that are not being used once the waiting list is exhausted are available on a first-come, first-served basis.

### How to Pick Up Fleet Vehicles

- Fleet vehicles are parked in the office parking lot.
- Requesting driver must pickup the vehicle as it cannot be delivered.
- Generally, keys may be picked up no more than 15 minutes prior to the reservation time. The keys are available in the office and are held in a secured key file box. The keys are to be only released after the driver present signs the fleet vehicle sign-in/out sheet.
- The driver is expected to do a safety check of the vehicle prior to leaving the office.
- Damage to vehicle that is found by the driver during the safety check must be reported to the Regional Manager/Regional Director or his/her designee prior to leaving the office.
- Vehicles that have obvious safety problems observed should not be taken on a trip and should be reported immediately to the Regional Manager/Regional Director.
- If there is a replacement vehicle available, one will be substituted.

### How to Return Fleet Vehicles

- Requesting driver must return the fleet vehicle in the designated office parking lot and may not be returned to any other location.
- Fleet vehicles are generally not allowed to be kept overnight unless authorized by Chief Executive Officer or his/her designee.
- Drivers are expected to note on the trip sheet any new damage, safety or mechanical problems in order for the company to keep the fleet in good operating condition.
- The driver is responsible for reporting any damage to the vehicle to the Regional Manager/Regional Director or his/her designee. Failure to do so may result in disciplinary action.
- Vehicles should be returned with a full tank of gas. Staff must fill the gas tank to full when fuel gauge indicates that the tank is below half empty.

Fill up the vehicle by using the gas card provided. As a general rule, the office will not provide cash reimbursements.

- Vehicles must be returned clean.
- Vehicles must be correctly turned off when parked – headlights and interior lights are off.
- Once the vehicle is parked, the key and all required paperwork (complete and signed vehicle inspection, gas, mileage and trip sheet) must be returned to the office.

## **DRIVERS and DRIVING**

This section applies to all authorized employees (drivers) driving on behalf of the company, whether using company fleet or personal vehicles.

### **Driver Eligibility**

**Only** authorized employees of Adjoin employees can drive on behalf of the company. Employees must:

- Have a valid California driver's license
- Be at least 18 years of age
- Have successfully enrolled in the DMV Employee Pull Notice Program
- Have a safe driving record as determined by Human Resources
- Have successfully completed or have an up-to-date Defensive Driving Training in Relias
- Be authorized to drive by the Regional Manager/Regional Director or their designee
- Others such as spouses, significant others and clients **are not** allowed to drive on behalf of the company.

In the addition to the above noted requirements, **fleet vehicle** drivers must:

- Have successfully completed their 60-day orientation period
- Have successfully completed the Fleet Driver Application & Agreement
- Have been issued a personal gas card pin # from the Corporate Office
- Only authorized Adjoin employees are allowed to drive company fleet vehicles or allowed to drive on behalf of the company.
- Drivers must acknowledge receipt and understanding of company driving regulations.
- Employees of the company who want to be eligible to operate a company fleet vehicle must fill out an application and have a safe driving record. Drivers (including management and direct service staff) must have a driving record with less than 3 preventable accidents or moving violation records and/or less than 3 minor violations or 1 major violation within the previous 3-year period. Examples of major violations that would preclude driving a company vehicle include but are not limited to: Driving Under the

Influence of Alcohol or Drugs, Operating Recklessly or to Endanger, Leaving the Scene of an Accident, etc.

### **Rules for Drivers**

1. Drivers are expected to obey all state and local traffic laws.
2. The driver is responsible for the proper use and operation of the company fleet vehicle.
3. The driver and all passengers must use seat belts before the vehicle is put in motion. The driver is responsible to see that this is done. The driver must refuse to take any passenger who refuses to cooperate and may not operate the vehicle if passengers do not have seat belts on. Drivers may not overload any vehicle. Each passenger must be in a seat with a seat belt.
4. Drivers may not consume alcohol or drugs prior to driving on behalf of the company. Any driver found under the influence of alcohol or drugs (including medications that would impair the driver) during the course of their driving or working hours may be criminally prosecuted and are subject to company disciplinary proceedings which may result in disciplinary action up to and including termination.
5. Drivers are responsible for immediately notifying local police in the city or town where an accident occurs and then notifying the Regional Manager/Regional Director and Corporate fleet coordinator. Failure to file an accident report with the local police where the accident occurs in a timely manner or to notify the Regional Manager/Regional Director can result in loss of fleet vehicle privileges and disciplinary action up to and including termination.
6. Drivers are personally responsible for traffic and parking violations. This includes any and all minor violations of speed, failure to yield, parking, etc. Drivers who fail to inform the company about violations received while using a fleet vehicle may lose eligibility to operate a fleet vehicle for up to one year.
7. Notification to the office by anyone (including police, community members, etc.) of erratic or unsafe operation of a fleet vehicle will result in an investigation of the incident and the driver's fleet privileges may be suspended for a minimum of fourteen (14) days.
8. Drivers are expected to call the Fleet Coordinator or on-call phone as soon as possible if the vehicle cannot be returned on time. Disciplinary actions may occur, however early notification of the extenuating circumstances will be considered a mitigating factor when determining any follow up action. It will also allow for notification of any persons affected by the delayed return.

9. Drivers are responsible for returning fleet vehicles with a half tank of gas and in a clean condition. Fleet vehicles whose interiors are littered and dirty must be cleaned prior to turning in the keys. Fleet vehicles that are left dirty will be cleaned and the employee who last used the vehicle may receive disciplinary action up to and including unpaid suspension.
10. Drivers may not drive on behalf of the company for more than three (3) hours at any one time without a rest period of at least 20 minutes. Groups going on long trips (over three hours) must plan for relief drivers. A trip of 400 miles would require a minimum of 2 drivers. Fleet vehicles may not be driven more than 400 miles in one 12-hour period. Employees may drive company vehicles on short trips. Short trips are those that are less than 300 miles. All trips that travel more than 300 miles (one way) must be approved by the Regional Manager/Regional Director. There is a 400-mile limit on all trips even those authorized by the Regional Manager/Regional Director. (In some instances, we will calculate mileage to compare to renting a car). Only one company vehicle may be more than 250 miles from the office at any time.
11. Drivers are responsible for notifying their supervisor or the Fleet Coordinator immediately of any change in their license status. Any driver whose license has been suspended or revoked may not drive on behalf of the company under any circumstances until their right to operate a vehicle has been reinstated.
12. Employees are not authorized to make copies of Fleet vehicle keys. Keys are controlled to ensure vehicles are available as scheduled. Any employee found copying a Fleet vehicle key will have their fleet driving privileges suspended for up to 1 year plus disciplinary action in accordance with company policies up to and including termination.
13. Employees who repeatedly violate fleet and/or driver policies will be referred to the Chief Executive Officer. Failure to adhere to these vehicle policies may result in revocation of employee use/privileges for up to one (1) year and/or disciplinary action up to and including termination.

#### **Authorized Use of Vehicles**

1. Hazardous cargo, alcoholic beverages and/or drugs may **NOT** be transported when driving on behalf of the company. The driver is responsible and must refuse to take any passenger who refuses to cooperate and adhere to this policy.
2. Since company fleet vehicles are intended for the transportation of people, drivers are not authorized to use company fleet vehicles to move equipment or other property without the authorization of the Chief Executive Officer or his/her designee.
3. Drivers may not operate vehicles with anything on top of the vehicles or anything protruding from a vehicle window or door.

4. Drivers are not authorized to push or tow any other vehicle or trailer unless authorized by the Chief Executive Officer or his/her designee.
5. Generally, no children, or other adult passengers are allowed as passengers in company fleet vehicles. A child is defined as anyone under 12 years old. Children under 12 years old are only allowed as passengers in Company vehicles when the following conditions have been met:
  - a. The Regional Manager/Regional Director has approved the transportation and has conferred with the Chief Executive Officer or his/her designee.
  - b. The child's parent must be a Adjoin client or be the dependent of a Adjoin client and the transportation is part of the agreed upon service for the client.
  - c. Someone other than the driver must care for the child. The child cannot be the sole responsibility of the driver while they are operating a Company vehicle.
  - d. Approvals for child passengers are done per trip. There will be no blanket exemptions issued.
  - e. Children must be secured in age-appropriate safety restraints that must be provided by the parent. The Company accepts no responsibility for providing car seats or other restraints.
  - f. No more than two children may be in a Company fleet vehicle at any one time.
  - g. Anytime there is a dispute about child passengers, the Chief Executive Officer has the authority to resolve the issue. The CEO's decision is final.
6. **Fleet vehicles are for Official Company business only.** Personal use in **not** allowed. Official company business includes business travel to client service sites, community service transportation, travel related to business trips/trainings/projects/needs, administrative trips, and authorized Client Advisory Committee activities. Additionally, vehicles cannot be taken from the fleet and then used to provide other members of the community transportation for a fee.
7. **Usage of personal vehicle:** As a fleet driver, using your personal vehicle is not permitted if a fleet vehicle is available for use during that time. Using your personal vehicle instead of a fleet vehicle requires prior approval by the immediate supervisor or his/her designee. Mileage reimbursement may not be approved if prior authorization was not obtained.

### Failure to Follow Fleet Policies

Failure to follow the company's fleet vehicle policies, rules and regulations may result in personal liability for the driver. Below is summary of sanctions for driver infractions. Please refer to the Administrative Policies & Procedures for additional information.

Item #	Infraction	Sanction
	<b>Fleet Vehicle Infractions:</b>	
1	Failure to return fleet vehicle on time:	
	- with valid reason	None
	- with NO valid reason	Suspension of Fleet driving privileges for up to 2 weeks plus disciplinary action.
2	Failure to cancel reservation	Suspension of Fleet driving privileges for up to 2 weeks plus disciplinary action.
3	Unauthorized use of fleet vehicle	Suspension of Fleet driving privileges for up to 3 months plus disciplinary action
4	Failure to follow appropriate fleet vehicle return procedures:	Suspension of Fleet driving privileges for up to 2 weeks
	- vehicle returned in a non-designated office parking lot	
	- vehicle returned without a half tank of gas	
	- vehicle returned not clean	
5	Failure to inform Regional Manager/Regional Director and his/her designee of any damage to vehicle	Loss of Fleet driving privileges for up to 3 months
	<b>Driver/Driving Infractions:</b>	
6	Accidents:	
	Upon accident:	Drivers will automatically lose eligibility to operate company vehicles following an accident with a fleet vehicle for up to fourteen (14) days to allow an investigation of the accident.
	- <b>1st</b> preventable accident	Suspension of Fleet driving privileges for a minimum of 3 months
	- <b>2nd</b> preventable accident within a 12-month period	Suspension of Fleet driving privileges for a minimum of 1 year
7	Employees who face criminal charges including driving recklessly, driving to endanger, leaving the scene of an accident, driving under the influence of drugs or alcohol	Permanent suspension of Fleet driving privileges and/or permanent suspension on driving on behalf of the company plus disciplinary action in accordance with company policies up to and including termination

8 9	Driving violations - e.g. not wearing seatbelts, speeding, etc Using Monitored Fast Lane terminals	Suspension of Fleet driving privileges and suspension of driving on behalf of the company for up to 1 year plus disciplinary action in accordance with company policies up to and including termination Employee is financially liable
10	Speeding and parking tickets	Employee is financially liable. Excessive speeding and parking tickets may lead to disciplinary action up to and including termination.
11	Driving with a suspended driver's license	Suspension of Fleet driving privileges and suspension of driving on behalf of the company until license is reinstated. Employee has a maximum of 1 month to resolve license status. Failure to do so will result in disciplinary action in accordance with company policies up to and including termination
12	Driving without valid car insurance	Suspension of Fleet driving privileges and suspension of driving on behalf of the company until license is reinstated. Employee has a maximum of 1 month to resolve insurance status. Failure to do so will result in disciplinary action in accordance with company policies up to and including termination
13	Allowing unauthorized drivers to drive fleet vehicles or to drive on behalf of the company	Suspension of Fleet driving privileges and suspension of driving on behalf of the company for up to 1 year plus disciplinary action in accordance with company policies up to and including termination
14	Unauthorized copying of Fleet Vehicle keys	Suspension of Fleet driving privileges for up to 1 year plus disciplinary action in accordance with company policies up to and including termination

## VEHICLE OPERATION

### Safe Operation of Vehicles

Adjoin requires vehicle safety to be practiced at all times, whether the vehicle being used is a fleet vehicle, a rented vehicle or a privately-owned vehicle that is used on company business.

All employees are accountable for vehicle safety. Adjoin has adopted this company-wide vehicle use and management policy. Familiarize yourself with the policy and follow it.

1. **Seat Belts.** All passengers and drivers should be fastened according to California State law. All passengers and drivers should remain fastened until the driver has reached the destination. The driver should visually check as well as verbally inform the passengers.
2. **Distractions.** There should be no loud music, throwing of objects, electronic devices, eating or other driver distractions. Drivers whose passengers are causing a distraction should stop the vehicle in a safe place until all distractions have ceased.
3. **Cell Phones:** The driver **cannot** use a cell phone while the vehicle is moving unless they are using a hands-free device. If a call must be made or answered by the driver using a handheld cell phone, the vehicle must be stopped and secured before the cell phone is used regardless of whether it is business related or not. NO personal calls are to be taken or made while operating a fleet vehicle when passengers are present.
4. **Cargo:** Baggage and equipment should be kept in the trunk or otherwise secured to prevent them from becoming dangerous projectiles in the event of an accident.
5. **Signals.** Turn and lane change signals must be used to signal the driver's intentions.
6. **Speed bumps and potholes.** The driver must slow down and use caution when driving over speed bumps or potholes. A van should be brought to a complete stop before proceeding over a speed bump. This will avoid damage to company vehicles as well as prevent jolts to passengers in the rear of the vehicle where the jolt is five times greater than in the front.
7. **Forward/reverse motion.** Most vehicle accidents occur while traveling in reverse. Avoid backing up whenever possible, such as by choosing pull-through parking spaces. When reverse travel is necessary, proceed slowly and use the assistance of your passengers. Use a spotter to assist in backing up if needed.

8. **Weather Conditions.** If it is raining it is recommended that you reduce your driving speed under the posted limit and turn on your headlights. Roads are most slippery at the start of rain. Surface oil and grease form slick films that are not washed away until after 20-30 minutes of hard rain. Strong winds also make steering difficult. In such conditions, speed should be decreased; the driver should have both hands on the steering wheel and be alert for other vehicles swerving into his/her path. The driver may opt to pull over until adverse weather conditions have passed. Trips may be canceled due to adverse weather conditions. Drivers are also expected to not operate vehicle when snow and ice impedes visibility.

The on-duty supervisor has the authority to decline to release company vehicles due to adverse weather conditions. Generally, these decisions are made in consultation with the Regional Manager/Regional Director. The on-duty supervisor will utilize all available information (including but not limited to weather advisories, radio, TV, etc.) to assist in determining the advisability of allowing vehicles to leave the office area. As a general rule, the company will cancel trips in order to protect the staff and clients that may be using company vehicles. As a matter of policy, the company expects drivers to interrupt their trips when weather conditions deteriorate, find a safe place to wait and to resume the trip once the weather improves.

9. **Trips.** When there is more than one vehicle traveling to the same destination, the “trip coordinator” will be in the last vehicle. Each driver should keep track of the vehicles traveling with her/him. If the driver detects that the vehicle to the rear is missing or has developed problems, the driver in the forward vehicle must immediately turn on hazard flashers, flash his/her headlights on and off, and sound his/her horn to the vehicle in front to signal a problem, then pull over to a safe location (note: a curving exit ramp or an area of low visibility is not a safe location). The driver should have passengers remain in the vehicle with their seat belts fastened. This procedure should be repeated for all vehicles. **NEVER BACK UP ON A HIGHWAY.** Determine the nature of the problem and take appropriate action.
10. **Passengers.** Picking up hitchhikers is strictly prohibited. Only passengers connected with company business are permitted to ride in company vehicles.
11. Each fleet vehicle is equipped with a first aid kit and accident-warning device in case of a breakdown. Drivers are responsible for checking to ensure all these items are present in the vehicle prior to the start of each trip. The Fleet Coordinator may replace any items that are not present during business hours. Please make a note on the trip sheets what needs to be replaced and notify the Fleet Coordinator.
12. Vehicles are not to be overloaded with passengers, used to tow a trailer or other vehicle, or used to carry equipment items on the roof.

### **Conditions for Use**

1. **Clarification of driver's identification, vehicle destination and purpose of trip.** Employees will be asked to identify the driver(s), the vehicle's intended destination and the purpose for the trip.
2. **Vehicle key.** The key to the vehicle should be picked up at the office. The fleet vehicles are generally parked in the office parking lot.
3. **Trip Sheet.** The driver should completely fill out the trip sheet once the vehicle keys are issued.
4. **Inspect the Vehicle.** Drivers are expected to inspect the vehicle and report any safety problems before leaving the office parking lot and upon return.

### **Vehicle Operating Costs**

1. **Gasoline.** When the driver picks up the vehicle, he/she should check to be sure that the vehicle has a half tank of gas. Vehicles leave the fleet parking area with a half tank and must return with a half full tank at the completion of each trip. A company gas card is provided for each vehicle for staff to use to fuel the vehicle.
2. **Tolls and Parking Costs.** Employees are responsible for paying for these fees and will be reimbursed for authorized and approved fees by completing an Expense Reimbursement form and submitting to the office with receipts or by adding to payroll system as appropriate and available.
3. **Traffic/Parking Tickets.** Any traffic or parking tickets received are the responsibility of the driver, not the company. Failure to indicate tickets received on the trip may result in the loss of fleet vehicle privileges.
4. **Lodging/Transportation.** Any costs incurred for lodging or transportation as a result of a fleet vehicle breakdown is the responsibility of the company and must be verbally authorized by the Regional Manager/Regional Director prior to incurring the expenses.

### **Breakdown Procedures**

If the vehicle should break down on the road, the driver should notify the Regional Manager/Regional Director or on-call phone (24 hours). Regional Manager/Regional Director or On-Call staff will determine, based on the location of the vehicle, the time of day, and the circumstances of the breakdown, what action should be taken such as towing or repair service. The driver shall make the arrangements to carry out the repair decisions of the Regional Manager/Regional Director. Adjoin has a road service agreement with Enterprise Fleet Management/National Service Department so if a vehicle needs to be towed contact them at **1-800-325-8838**. The Enterprise National Service Department will direct you to the nearest repair shop where to have vehicle

towed to. Drivers are not authorized to have repairs made without consultation with the Regional Manager/Regional Director. The company will not reimburse any driver who has unauthorized repairs made to a company vehicle. Any expense incurred for **unauthorized** repairs, alternate transportation or lodging is the responsibility of the individual.

### **Equipment Breakdowns**

Unfortunately, vehicle breakdowns are unavoidable. If a vehicle that has been reserved is not available due to repairs or safety problems, the Fleet Coordinator will attempt to find another vehicle for the employee. This may not always be possible, and the employee may need to utilize their own personal vehicle.

### **Accidents**

1. **For all accidents:**
  - a. Safely stop at the scene. Have someone call the police. Have passengers get out of the vehicle and away from the road, exiting from the side away from traffic if possible. Set out triangle reflectors or flares, if available.
  - b. Be as calm and courteous as possible.
  - c. Notify the Program Manager/Regional Director or on-call phone (if after hours). All accidents, no matter how minor, must be reported on a vehicle accident form. Copies of this form are available in the office and are in the glove compartment/binders of each vehicle. Accidents also must be reported to the municipal police in the city or town in which they occur.
  - d. Do not discuss the accident with anyone other than the police and company officials except to obtain driver, vehicle, and insurance carrier and witness information. Company vehicles are insured by the company and a copy of the proof of insurance should be located in each vehicle.
  - e. Acknowledge only facts to the other driver and avoid telling the other driver that you or the company is at fault for the accident. Be courteous and avoid confrontational language like “fault” and “blame.” Be sure to provide the office with your written accident report when you return the vehicle. The Program Manager will notify their Director and Fleet Coordinator. The Fleet Coordinator will pass the information along to the CFO and COO.
  - f. Vehicles that are damaged are to be towed to repair facilities at the direction of Enterprise and authorization of the Regional Manager/Regional Director. **Under no conditions should drivers attempt to “limp” a damaged vehicle back to the office.**
  
2. **In the event of bodily injury:**
  - a. Make absolutely certain that police are informed if there are injuries and get medical assistance.

- b. Keep the injured warm and still. Never move a person who has, or is complaining of, neck or back pain unless otherwise threatening conditions command.
- c. If the injured is taken from the scene for medical treatment, find out where.
- d. Notify the Regional Manager/Regional Director **immediately** so the family and other company officials can be notified.
- e. If you, the driver, are injured, another person must drive you back to the office or home after appropriate medical treatment is sought. You are not to drive yourself back to the office or home.

3. **Accident Investigation / Disciplinary Action:**

All accidents are reviewed and investigated by the Corporate fleet coordinator in consultation with the Regional Manager/Regional Director to determine what the cause of the accident was and if the accident was preventable or non-preventable. If the driver of the company's vehicle was at fault, the findings will be documented, and disciplinary proceedings initiated. Reported incidents of near misses, reckless driving, and failure to wear seatbelts will also be investigated for appropriate disciplinary action. Appeals of the Corporate fleet coordinator's review can be submitted to the Chief Executive Officer. Also see section on Failure to Follow Fleet Policies associated with accidents.

**Insurance**

The company has insurance for all fleet vehicles. A copy of the current proof of insurance can be found in each fleet vehicle's glove box/binder. To report an accident, notify the Regional Manager/Regional Director or on-call phone (24 hours a day). All emails and communication involving insurance claims should include the CFO and COO. Insurance questions can be directed to:

- |    |                             |                |
|----|-----------------------------|----------------|
| 1. | Corporate Fleet Coordinator | (858) 300-1852 |
| 2. | Chief Executive Officer     | (858) 292-2024 |
| 3. | Chief Financial Officer     | (858) 292-2030 |

**How am I covered when driving Company Owned Vehicles?**

The company has liability insurance on all company owned vehicles. Employees are required to also have proof of personal auto insurance as required by the state of California. If you are driving a company-owned vehicle with the permission of the company and have met all requirements, then you are an insured driver under the company's policy.

**Do I have coverage from the Company if I drive my own car?**

If you drive your own car on company business, your *own* insurance policy serves as a "primary" policy for third party liability and physical damage to your vehicle. This means that if a claim arising out of an accident exceeds your policy limits, then the company's policy will cover third party liability **only**.

**The Company will not pay any claims to personal autos for comprehensive/collision damage.** If your personal vehicle is damaged as a result of an accident,

whether it is your fault or not, your comprehensive/collision coverage would respond. **You are responsible for any deductible amounts under your policy.** If you do not carry any collision insurance, then the entire amount of the damage is your responsibility.

**What if I have to drive my own car because no company vehicle is available?**

You must have authorization from your Regional Manager/Regional Director or his/her designee to use your personal vehicle for company business. You will need to submit a completed mileage reimbursement sheet in order to be reimbursed for the travel. Unauthorized travel will not be reimbursed.

**Who pays any medical bills if I am injured on company business?**

If you are working as an employee for the company at the time of the accident, contact your supervisor as you may have a workers' compensation claim.

## **VAN SAFETY**

### **Introduction**

As a van driver, you have a responsibility to your passengers, to Adjoin and to the general public with whom you share the highway.

Driving a van may not be a daily experience for you, so be especially careful. This vehicle may be larger and heavier than your personal car and handles differently. Driving a van requires extra caution at all times.

### **Compensating for Van Characteristics**

Although a van handles differently from an automobile, you can compensate for its characteristics and operate it smoothly and safely. Here are some tips to keep in mind when driving a van:

### **Making Turns**

When turning a corner, you must make a wider swing with a van than you would with a car. Consequently, on a right turn it is necessary to watch the right outside mirrors for small vehicles, motorcycles, bicycles and pedestrians.

Use turn signals well in advance.

Make turns more slowly than you would with a car. If you turn too quickly, the van will lean and make your passengers uncomfortable.

Whenever possible, don't make "U" turns. Due to the van's wider turning radius, a "U" turn may require you to make at least one backward movement. Avoid backward movement whenever possible.

### **Following Distance**

A loaded van is more difficult to stop than an automobile traveling at the same speed. Therefore, you should use a *three*-second following rule for a van, as

opposed to a two-second following rule for a car. The three-second rule works as follows: Count 1,001 - 1,002 - 1,003 after the rear of the vehicle you are following passes a fixed object. If the front of your vehicle passes the same object before you count to 1,003, you are following too closely. Slow down. Increase to *four* seconds in poor weather conditions or when fully loaded.

### **Height of Van**

The height of the van has advantages and disadvantages for the driver. On the plus side, it gives you a better view of the road ahead. On the negative side, some garages are not high enough to accommodate the van. You also have to watch for overhead obstructions such as trees and limbs.

The van can block the view of passenger cars following you. Drivers may attempt to pass you at an unsafe time or place, and thus, threaten to involve you in an accident. Watch both outside mirrors for these maneuvers.

### **Blind Spots**

The van has blind spots on each side. Adjust your mirrors to reduce these as much as possible.

The greatest blind spot is to the rear when backing up. Your best defense is to back up only when necessary. Avoid backing into traffic. If you must back up, get out and check the area behind you before doing so. Turn on your four-way flashers and back slowly. Have your passenger(s) assist you, but make sure they understand what you expect from them.

To avoid striking a pedestrian, stop back from a crosswalk. Watch out for your own passengers walking across the front of the van as they board or leave.

When in a line of stop-and-go traffic, never get so close to the vehicle in front that you lose sight of its stoplight and directional signals.

### **Parking and Loading/Unloading**

Watch for normal hazards, such as low branches and wires, fences, walls and hydrants, and choose a spot that will be easy to pull in and out. It is your responsibility to be aware of potential hazards. It is also essential that you lock the van when it is left unattended.

### **Driver's Responsibilities**

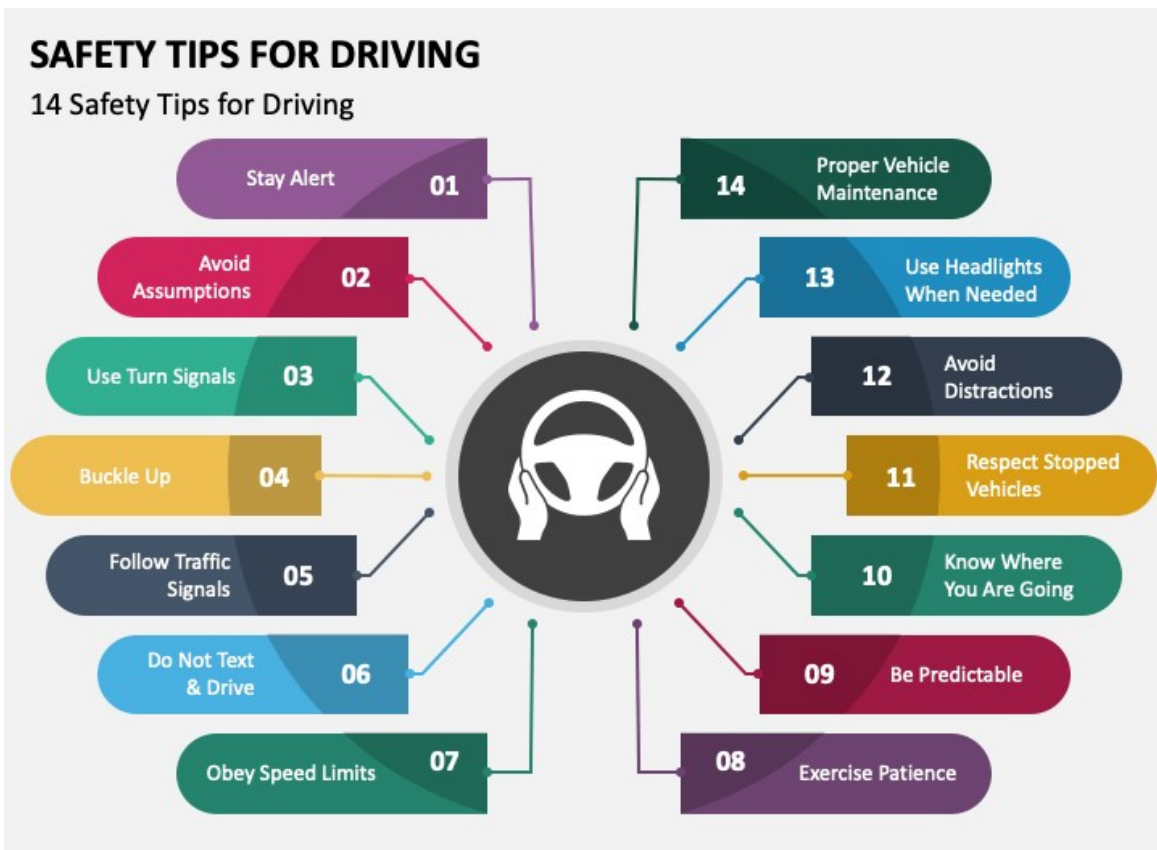
In addition to the general agreement, fleet drivers are required to do the following:

- Keep safety equipment assigned to the van in good condition and securely mounted.
- Keep the floors and steps of the van free from items that could cause slips or falls or could be tossed around.
- Follow established routes and schedules, if applicable.

### **Defensive Driving Techniques**

A defensive driver is one who:

1. Is careful to commit no driving errors
2. Makes allowances for the lack of skill and improper attitude of others.
3. Doesn't become involved in an accident or close call because of weather, road conditions, traffic, or the actions of pedestrians and other drivers.
4. Keeps continually alert for accident-producing situations far enough in advance to take defensive action.
5. Concedes the right of way to prevent an accident.



## DRIVER AGREEMENT TO TERMS, CONDITIONS, RULES AND REGULATIONS

I understand that driving a Company vehicle, rented vehicles on behalf of the Company is a privilege, not a right. The safety of my passengers, pedestrians and others is my highest priority. Accordingly, I agree to obey the following rules, regulations, terms, and conditions for driving on Company business. I agree that I will, at all times:

1. Have a valid California driver's license.
2. Use Company Vehicles for authorized business only.
3. Not permit any unauthorized person to drive the vehicle.
4. Use seat belts or other available occupant restraints and require all occupants to use seat belts of occupant restraints, in accordance with state laws and not to operate the vehicle unless all occupants are wearing the appropriate restraints. I will not permit total occupancy to exceed the number of seat belts.
5. Operate the Company vehicle in accordance with Company regulations, as may be provided to me in writing or verbally, and know and observe all applicable traffic laws, ordinances and regulations.
6. Personally assume responsibility for any and all fines or traffic violations associated with my use of a Company vehicle or privately owned vehicle used on Company business. The Company will not defend any driver who has operated a company vehicle in violation of traffic laws or fleet rules and regulations. Employees are responsible for any costs incurred on trips including fines.
7. Use safe driving principles, practices, and techniques at all times. No loud music, throwing of objects or other driver distractions will be permitted. Will signal other driver's intention to make turns and lane changes by using the vehicle's signals.
8. Will slow down and use caution when driving over speed bumps or potholes to avoid damaging fleet vehicles and injuring passengers.
9. Avoid operating in reverse whenever possible to prevent accidents that happen most frequently when vehicles back up.
10. Not drive under the influence of drugs or alcohol or consume such prior to driving. I will not drive if I am using a prescription medication that has any warning of any impairment, including without limitation, a warning for drowsiness or not to use when operating heavy machinery.
11. Not to transport unauthorized passengers such as hitchhikers. Not transport any alcohol, drugs, or other contraband in any Company vehicle. No child under the age of 12 may be allowed in fleet vehicles without special permission.
12. Not to carry cargo on the roof of fleet vehicles, nor tow anything with fleet vehicles. Will assure baggage and equipment is kept in the trunk or as far back in the vehicle as possible as possible to prevent them from becoming dangerous projectiles.
13. Turn the vehicle off, remove the keys, and lock the vehicle when it is left unattended.
14. Not drive the vehicle at speeds that are inappropriate for road conditions. Roadways are most slippery at the start of rain. Winds can make steering difficult.
15. When traveling with more than one vehicle to the same destination, all drivers will remain aware of the other fleet vehicles they are traveling with. If driver detects that the vehicle(s) to their rear disappear or develop problems, they will turn on hazards, signal to any vehicle(s) in front of them that there is a problem.
16. Not drive the vehicle "off road".
17. Before leaving the parking area or garage, be satisfied that the following parts and components are in good working order:

Service Brakes

Horn

Parking Brakes

Windshield wipers/washers

Steering Mechanism

Rear-vision mirrors

Lights/reflector devices

Coupling devices (if applicable)

Tires/wheels

18. Immediately report any problems making operation of fleet vehicles unsafe to Fleet Coordinator - DO NOT OPERATE.
19. Immediately report all accidents or traffic violations to the police department where the accident occurred. Also Report accidents as soon as possible (maximum delay four hours) to Regional Manager/Regional Director and/or Fleet Coordinator.
20. Immediately report any changes in my license status (such a points, suspension, or revocation) to the Company, and accept removal of driving privileges, if applicable.
21. Be subject to applicable Company disciplinary procedures for violations of Company policy or rules. Failure to follow driving rules may result in temporary or permanent suspension of driving privileges or have more serious consequences.
22. Abide by the decision of the Fleet Coordinator if use of the vehicle is withheld. Reasons for withholding the use of a vehicle otherwise reserved may include, without limitation, unsafe weather conditions or the vehicle is in need of immediate repairs.
23. Return vehicles to the parking lot with a half full tank of gas. The Company pays for **regular** grade gasoline only.

By signing this form, you agree to comply with the Fleet operation guidelines as outlined in the Fleet Handbook. You are also acknowledging that you have read the Fleet Handbook and understand the rules, regulations, and guidelines. Please sign below.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name Printed: \_\_\_\_\_

## Adjoin

### Important Phone Numbers

**Corporate Fleet Coordinator** (858) 300-1852  
*Office Hours: Monday – Friday, 8:00 am to 4:30 pm*

**Chief Executive Officer** (858) 292-2024  
*Office Hours: Monday – Friday, 8:30 am to 5:00 pm*

*For reports of vehicle damage & accidents only.*

**Chief Operating Officer** (858) 292-2022  
*Office Hours: Monday – Friday, 8:30 am to 5:00 pm*  
*For reports of vehicle damage & accidents only.*

**Chief Financial Officer** (858) 292-2030  
*Office Hours: Monday – Friday, 8:30 am to 5:00 pm*  
*For reports of vehicle damage & accidents only.*

**Enterprise Fleet Management** (800) 325-8838  
*Roadside Assistance*

**Non-Profit Insurance Alliance of California**  
*Number to call to file a CLAIM* (800) 359-6422

*For After Hours & Weekends* (866) 718-1947

**Emergency Situations** 911

**NOTES:**



9444 Farnham Street Suite 210  
San Diego, CA 92123  
Phone:(858) 292-2020  
Email: [corporate@adjoin.org](mailto:corporate@adjoin.org)  
[www.adjoin.org](http://www.adjoin.org)