



*A list of prevention best practices to assist Ohio Mutual agent partners and policyholders to correct the most common issues associated with safety when operating tow trucks.*

Offered through

## Tow Truck Operator

## Best Practices

### Employees

Hiring the right people is critical, and while not foolproof, qualifying personnel by proper vetting minimally includes these considerations:

- ☐ Procuring Motor Vehicle Reports (driver abstracts) before hiring an operator.
- ☐ Develop your company's criteria for acceptable driving records.
- ☐ Consider running criminal background checks.
- ☐ Whether PUCO/DOT licensed or not, develop driver qualification files to establish employee accountability, annual reviews, and to insulate the tower against liability claims.
- ☐ Determine if a driver incentive program is right for your company — sample programs available from United Mutual.
- ☐ Implement new employee orientation and training while observing a probationary period.



- ☐ Establish a professional driver dress code to promote public relations and customer confidence.
- ☐ Motivate your best employees to recommend new associates.

### Vehicles

Most owners do an excellent job maintaining their rolling stock, and it is particularly critical to:

- ☐ Establish routine intervals (mileage/time basis) with requisite record keeping.
- ☐ Incorporate daily vehicle inspections with documentation.
- ☐ Straps, chains, cables, clevises, hooks, etc., need to be checked regularly and replaced as needed.
- ☐ Stock tow trucks with emergency equipment, e.g., reflective triangles, flares, flashlights, safety vests and first aid kits that are refreshed as needed.
- ☐ Secure trucks with proper key controls, locking cab doors, lot cameras, GPS, etc.



### Towed Vehicles

Keeping customers happy starts with taking optimal care of their vehicles, even wrecked ones! Some Best Management Practices include:



- ☐ Install drive or dash-cams to help protect your drivers against false claims.
- ☐ Before hooking a vehicle for a tow, take photos to document vehicle condition, complete the customer vehicle inspection form, and ensure the tie-down and chaining requirements are met.

