

Step 4: Driver Coaching & Corrective Actions

Our goal is to identify safety concerns early, provide drivers with the tools and coaching needed to improve, and prevent unsafe behaviors from becoming serious incidents.

Corrective actions are designed to be fair, consistent, and focused on improvement. When safety concerns are identified, Miller 66 uses a progressive intervention process that provides drivers with clear expectations, specific feedback, and measurable goals for improvement.

Safety Intervention Process

- **Safety Event Review**

Safety events identified through telematics, ELD data, inspections, or other monitoring tools are reviewed with the driver to understand the circumstances, identify contributing factors, and reinforce proper driving behaviors.

- **Safety Call With Company Officer**

Drivers may participate in a safety discussion with a company officer to review concerns, establish expectations, and discuss the importance of maintaining safe operating practices.

- **In-Person Safety Review**

For continued or significant safety concerns, an in-person safety review is conducted with the driver. This meeting includes:

- Review of specific safety trends and behaviors
- Discussion of contributing factors and decision-making
- Identification of individual areas for improvement
- Development of specific performance goals and expectations
- Creation of an action plan tailored to the driver's safety tendencies

Progressive Consequences

When safety expectations are not met, Miller 66 may implement progressive consequences based on the severity, frequency, and circumstances of the issue.

Potential consequences include:

- Loss of Safety Bonus Eligibility – Unsafe performance may result in missed financial incentives.
- Reduced Operating Privileges – Drivers may experience reduced independence, additional oversight, or changes to operating expectations.
- Reduced Vehicle Speed Settings – Speed limitations may be applied as a corrective safety measure.
- Probationary Status – Drivers may be placed on a formal performance improvement plan with defined expectations and monitoring.
- Suspension – Serious or repeated safety concerns may result in temporary removal from driving responsibilities.
- Termination – Continued failure to meet safety expectations or serious safety violations may result in separation from the company.

Accountability With Support

Miller 66 believes the best safety culture is built when drivers understand expectations, receive meaningful feedback, and have the opportunity to improve.

Our approach is simple:

Identify unsafe trends. Provide coaching and support. Measure improvement. Hold everyone accountable.

Safety is a shared responsibility, and every driver plays an important role in protecting themselves, our customers, and the public.

