
Mobile Phone Use While Driving Policy

1.0 Policy Objective & Scope

The objective of this policy is to eliminate distracted driving caused by mobile phone use among all commercial drivers, dispatchers, and field technicians operating company vehicles or personal vehicles for company business. This policy applies to all employees, contractors, and temporary workers who operate any vehicle on behalf of the organization.

Compliance with this policy is mandatory and supports Transport Canada's regulations under the Motor Vehicle Safety Act and provincial distracted driving laws. Any violation will result in immediate disciplinary action, up to and including termination of employment.

2.0 Roles & Responsibilities

- **Fleet Manager:** Ensures all drivers receive and acknowledge this policy annually; audits telematics data for evidence of mobile phone use while driving.
- **Driver:** Must keep mobile phone out of reach while vehicle is in motion; may only use hands-free devices for navigation if permitted by law and only when safely parked.
- **Safety Officer:** Investigates any reported or detected violations; recommends corrective actions and updates policy as needed.
- **Dispatcher:** Must not contact drivers via phone or text while they are driving; uses two-way radio or in-cab messaging systems only.

3.0 Core Rules & Guidelines

- **Zero tolerance:** No handheld mobile phone use while the vehicle is in motion, including at red lights or in stop-and-go traffic.
- Hands-free devices (e.g., Bluetooth headsets, vehicle-integrated systems) are permitted only for navigation and emergency calls, and only if the driver can operate them without taking hands off the wheel.
- Texting, emailing, browsing, or using apps while driving is strictly prohibited and grounds for immediate suspension pending investigation.
- Drivers must pull over to a safe, legal parking spot before using a mobile phone for any non-emergency purpose.
- Company-issued phones must be mounted in a fixed cradle if used for navigation; personal phones must be stowed out of reach.

4.0 Step-by-Step Procedure / Workflow

1. Before starting the vehicle, the driver must place their mobile phone in a designated storage location (e.g., glove box, locked compartment, or approved cradle).
2. If navigation is required, the driver must program the route before departure or use a voice-activated system that does not require manual input while driving.

3. During the trip, the driver must not touch the phone for any reason. Incoming calls or messages will be ignored until the vehicle is safely parked.
4. If an urgent call is anticipated, the driver must pull over to a safe location (e.g., rest area, parking lot) and turn off the engine before using the phone.
5. Dispatchers must use the in-cab messaging system or two-way radio for all communications; phone calls to drivers are only permitted if the driver is parked.
6. In the event of an emergency (e.g., accident, medical issue), the driver may use a hands-free device to call 911, but must pull over as soon as it is safe to do so.
7. After completing the trip, the driver must retrieve their phone and log any work-related calls or messages that were missed during the drive.
8. The Fleet Manager will review telematics data (e.g., phone motion sensors, app usage logs) on a monthly basis to detect potential violations.
9. If a violation is detected, the Safety Officer will interview the driver and review dashcam footage before issuing a written warning or suspension.
10. All drivers must complete an annual distracted driving training module and sign an acknowledgment of this policy.

5.0 Documentation & Compliance

1. Drivers must sign the Mobile Phone Use Policy acknowledgment form in SiteQueue annually and after any policy update.
2. All telematics data related to phone use will be logged and retained for a minimum of 12 months in the fleet management system.
3. Any violation will be documented in the driver's safety file and may result in a formal safety suspension of 1 to 5 days depending on severity.
4. Repeat violations within a 12-month period will lead to termination of employment and removal from the fleet.
5. Failure to report a known violation by a coworker may result in disciplinary action for the observer as per the company's ethical conduct policy.

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