

FREQUENTLY ASKED QUESTIONS:

RANDOM TESTING PROGRAM

VERSION ONE

2019-02-07

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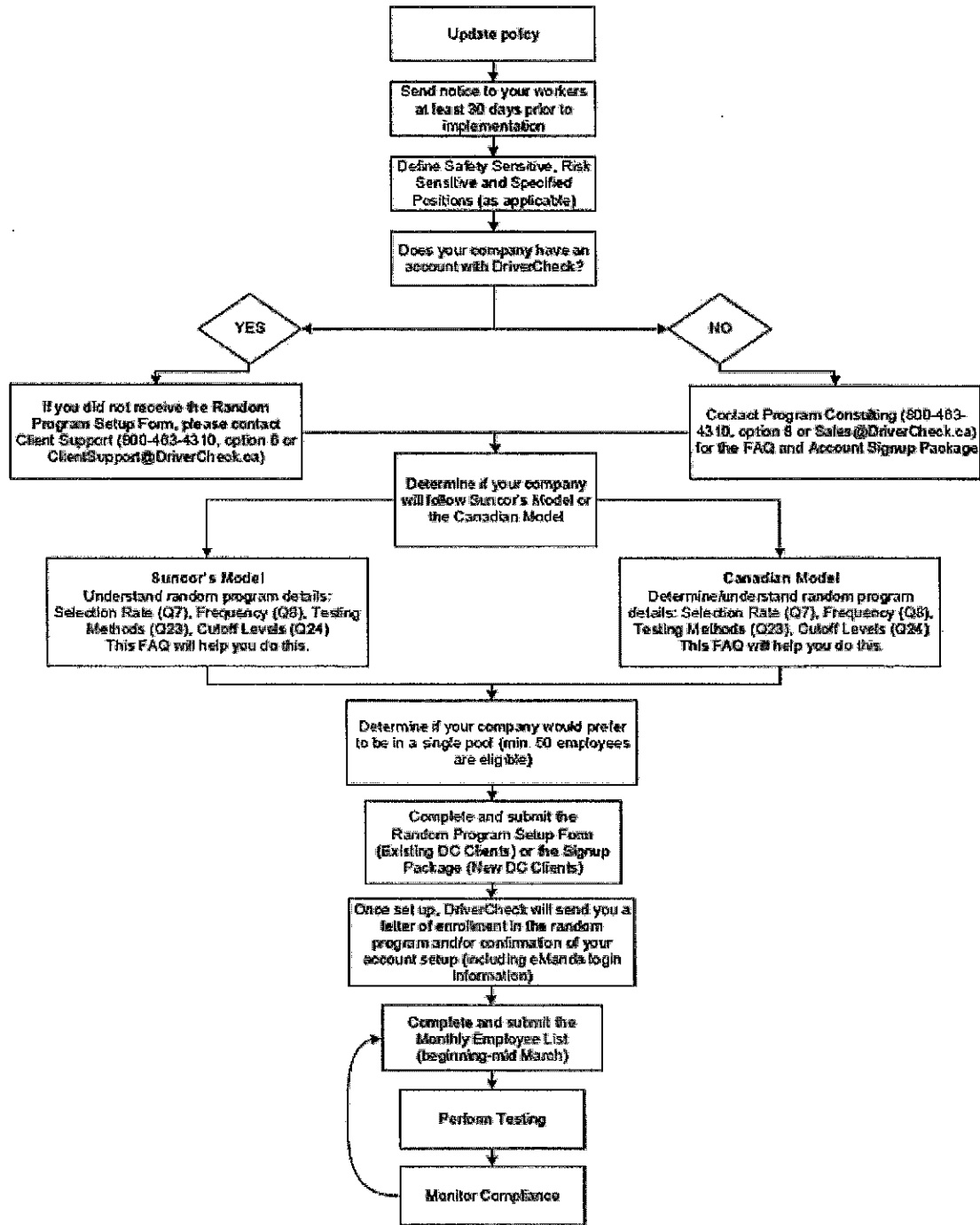
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Disclaimer

Though we are the testing provider for Suncor Energy Inc., the following information, opinions and recommendations are a representation of DriverCheck Inc. and not of Suncor Energy Inc.

The information contained in this package is based on knowledge available as of the date on the title page. As more information becomes available, this package will be updated and sent out again.

Random Program Decision Tree



Sign-Up and Policy

Q1: What standards do I need to follow for my random program?

A: Per Suncor's FAQ, you are required to have a random alcohol and drug testing program in place that:

- ✓ Meets or exceeds Suncor's random A&D testing program for the RMWB (which will be updated to reflect the changes as noted in this FAQ document) or
- ✓ The Canadian Model for Providing a Safe Workplace Version 6.0 – July 1, 2018
 - It is intended that contractors will follow this most recent version, which includes the synthetic opioids

Your first decision to make is whether you will follow the requirements of Suncor's random A&D testing program or the Canadian Model, as other program decisions will flow from there.

And please note that your program needs to meet either the Suncor model or the Canadian Model, and not be designed to meet some aspects from one and some from the other.

Q2: How do I set up my random program with DriverCheck?

A: If you are a new DriverCheck client, your Program Consultant will provide you with a membership/sign-up package to complete and submit. For new and existing clients, you will receive a template spreadsheet of the employee list in the format that we require in order to upload your list into eManda, as well as a random program set up form to be completed and submitted.

Q3: Who would I contact if I have questions?

A: If you are setting up a new account with DriverCheck, please contact your Program Consultant directly or through our Program Consulting Department:

Phone: 1-800-463-4310, option 8

Email: Sales@DriverCheck.ca

If you are an existing DriverCheck client and have questions about the random testing process or updates to your account, please contact our Client Support Group:

Phone: 1-800-463-4310, option 6

Email: ClientSupport@DriverCheck.ca

If you have any specific questions about Suncor's requirements, please contact Suncor directly at A&D@suncor.com.

Q4: Does my company need to have an alcohol & drug policy? How about EAP (Employee Assistance Plan) and SAP (Substance Abuse Professional) Programs?

A: Yes, it's strongly recommended that any company performing alcohol & drug testing on their employees has a company policy in place prior to starting the testing program. Below is guidance from the Canadian Model Version 6.0. To implement random, a company must:

- ✓ Limit it to employees that perform safety-sensitive work (meaning safety-sensitive and risk-sensitive positions, defined in Q5 below)
- ✓ Provide EAP coverage to their employees
- ✓ Use a lawful computer-generated random program
- ✓ Give written notice to employees at least 30 days prior to implementation

If you do not currently have an alcohol & drug policy, please contact your Program Consultant. They will determine whether a referral to Barb Butler (Canada's leading policy expert) is appropriate. Note that at this time, DriverCheck believes there could be a perceived conflict of interest for us (as your testing provider) to write your policy, as this may not be looked upon favourably in arbitrations or in court. This is why we refer you to an outside expert, as well as the fact that Barb Butler is the most experienced in Canada with policy.

It is also strongly recommended that EAP and SAP programs be in place to assist your workers and also provide the most defensible testing program. If you do not have these programs in place, DriverCheck can assist you through a referral to a preferred provider and we can also provide Case Management services which provides oversight and additional reporting touch points. Note that, similar to policy, we feel it is a conflict of interest to perform the SAP services directly.

Q5: Are any changes required to my existing alcohol & drug policy?

A: Yes, if it does not include the ability to do random testing at this time. Please see below for some general policy guidance provided by Barb Butler & Associates Inc., Canada's leading A&D Policy Expert.

- ✓ Policies need to find the appropriate balance between prevention and deterrence for that workplace.
 - Provide clear direction on objectives & application and individual responsibilities (employees, supervisors, others involved in the program)
 - Set rules for alcohol/ illicit drug/mood altering substance use & possession, responsible use of all medications, on call situations, emergency call in
 - Clarify routes to access assistance (e.g. EAP or EFAP), direction on assessments (Substance Abuse Professionals), and conditions of return to duty after treatment for a problem
 - Set out a range of investigation tools; (unfit investigations, impaired driving, searches, testing under specific situations)
 - Clarify consequences for a policy violation and conditions for continued employment

In addition, here is some more specific guidance around random testing:

- ✓ To avoid having to update your entire policy and re-issuing each time a client's requirements change, Barb advised the main policy document be generic enough to allow for client requirements to be incorporated without a reissuance. See sample wording below:
 - When a client directly, or by contract, requires testing in additional situations, the Company may require alcohol and drug testing of any employee assigned to that site as a condition of access to that customer's property and as a condition of ongoing work on that property. All employees will be advised in advance of these additional client requirements.
 - In any situation where a client site requires random alcohol and drug testing, the testing will take place on an unannounced basis spread evenly through the year with selection handled by an independent, qualified Third Party Administrator (TPA).
- ✓ Then, you can develop an "Addendum" to the policy that is specific to your client's requirements (in this case, for Suncor). This way, you can issue the Addendum only to those workers that are affected, without having to reissue the entire policy.

For additional questions, please contact your Program Consultant. They will determine whether a referral to Barb Butler is appropriate.

Q6: What is the definition of safety-sensitive, risk-sensitive and a specified position?

A: It is up to each company to define these items themselves, and categorize their workforce accordingly. However, there are several resources companies can use to help define a safety-sensitive or a specified position:

- ✓ Suncor's Definitions
- ✓ Canadian Model Definitions
- ✓ Barb Butler & Associates Inc.'s Definitions

Suncor's Definitions (from their published FAQ document):

- ✓ Safety-Sensitive Position
 - A position in which an employee has a key or direct role in an operation where if actions or decisions are not carried out properly, it could result in a serious incident affecting the health or safety of employees, contractors, customers, the public or the environment, or an inappropriate response or failure to respond to an emergency or operational situation.
 - Employees who are required to temporarily provide relief in a safety-sensitive position or have direct supervision over safety-sensitive positions and perform the same duties or exercise the same responsibilities are also deemed to be in a safety-sensitive position.
- ✓ Specified Position
 - Suncor uses the term specified position, with the following definition:
 - A specified position is an executive position that the Company designates as having significant and ongoing responsibilities for decisions or actions that are likely to affect the safe operations of the Company.

Canadian Model Definitions:

- ✓ Safety-Sensitive Position
 - Safety-sensitive positions, in the context of the Canadian Model, are those where the employee has a key and direct role in an on-site operation where performance limitations (e.g. due to substance use) could result in an incident or near miss with the potential for high consequences (e.g. significant property damage, environmental damage or negative impact to reputation, and/or serious injury or fatalities to workers or the public). No risk-mitigating measures warrant reclassification of these positions – although the likelihood may be reduced, the potential for high consequences still exists.
 - Section 2.4 of the Canadian Model provides additional guidance, indicating that “the tasks and environments relative to those employed in construction and maintenance work are safety-sensitive/risk-sensitive. The activity of driving for work-related purposes is deemed to be safety-sensitive, whether on or off a work site. All other tasks and environments must be evaluated using Appendix C or equivalent methodology to identify safety-sensitive/risk-sensitive positions.
- ✓ Risk-Sensitive Position
 - The Canadian Model uses the term risk-sensitive, with the following definition:
 - A position or class of positions identified by the employer pursuant to section 2.4 and articulated as per section 1.0, normally remote from a work site but that has authority to direct safety-sensitive employees or make potentially high-consequence decisions within a hazardous work site, to which this policy shall apply in order to manage the safety risks of breaching the work rule outlined in section 3.0. See also safety-sensitive position.
 - They include supervisors, technical experts, etc. who reside off-site but make safety-critical decisions and direct on-site employees conducting potentially dangerous tasks in potentially dangerous work environments.

Barb Butler & Associates Inc.’s Definitions:

- ✓ Safety-Sensitive Position
 - A safety-sensitive position is a position in which individuals have a key and direct role in an operation where performance affected by alcohol or other drug use could result in a serious incident affecting the health or safety of employees, contractors, customers, the public or the environment; or an improper response or failure to respond to an emergency or operational situation.
 - This definition includes any and all employees, including managers and supervisors, who may be required to perform safety-sensitive duties from time to time, or to temporarily relieve in a safety-sensitive position.
 - Barb, in her work, also goes on to:
 - Define Key and Direct Role
 - Define Serious Incident
 - Provide Factors to Consider
 - Provide a worksheet to help guide through jobs or position categories

✓ Risk-Sensitive Position

- Barb Butler & Associates Inc. uses the term risk-sensitive, with the following definition:
 - A risk-sensitive position is one in which job performance requires the employee to be alert and exercise good judgment, with a significant involvement in decisions or actions which could directly affect safe operations. This would include any position that directly supervises a safety-sensitive position but does not fall under the safety-sensitive position definition. It should also be recognized that all positions are subject to the full policy provisions.
 - Risk-sensitive positions are being identified for the additional requirement of random alcohol and drug testing.

Q7: In addition to safety-sensitive, do I need to include risk-sensitive or specified positions in my random pool?

A: In question 1, it was mentioned that the first decision you need to make is whether your company will follow the Suncor Model or the Canadian Model.

- ✓ If you decide to follow the Suncor Model, you are expected to identify and include specified positions in your random program
- ✓ If you decide to follow the Canadian Model, you are expected to identify and include risk-sensitive positions in your random program

Random Program Administration

Q8: What is the rate of selection for my company?

A: There are many options, depending on which model you're following. These options are listed below.

- ✓ Suncor's model, then the annual selection rate would be 20% drug and 20% alcohol.
- ✓ The Canadian Model, then you have some choices to make:
 - The DOT, depending on which Agency of the DOT you follow, is either:
 - 25% drug and 10% alcohol, or
 - 50% drug and 10% alcohol
 - 25% drug and 25% alcohol is also an option that would meet or exceed the Canadian Model
 - The Rapid Site Access Program (RSAP) program is currently 50% drug and 50% alcohol

Though Suncor's selection rate is lower than that of the RSAP and the DOT, we anticipate many contractors will continue with the Canadian Model approach as there are other aspects of the Canadian Model (e.g. testing methods) that may be preferable over Suncor's approach.

Therefore, the bare minimum accepted rate is 25% for drug and 10% for alcohol.

If you would like to discuss selection rates, please connect with your DriverCheck representative.

Q9. What is the frequency of selections?

A: Random selections will be generated monthly at the beginning of each month. You should expect to receive your random list by the 2nd business day of each month. You can discuss alternative selection frequencies with your DriverCheck representative.

Q10. When does my company need to start testing? (from Suncor's published FAQ document):

A: Suncor has communicated that contractors are expected to start testing either on the date on which Suncor commences (i.e. in the latter half of the first quarter of 2019) or the day on which they are permitted to commence testing pursuant to any notice requirements under binding agreement with a contractors workforce. We will share more details on the start date once they are confirmed.

Q11: Any recommendations as to how to keep track of my list of employees?

A: One suggestion from another contractor could be using the monthly active badge list (if applicable) that you submit to your client as a basis for the listing you send to DriverCheck each month. Alternatively, an employee ID number can also

be used. The importance for the list is that we have a unique identifier for each active employee (please refer to the sample import spreadsheet provided by your DriverCheck representative).

Q12: Who do I include on my active random list?

A: Please only include workers that are subject or eligible for random testing. This is defined as employees who perform safety-sensitive work. If you are following Suncor's Model, this will include safety-sensitive positions and specified positions. If you are following the Canadian Model, this will include safety-sensitive positions and risk-sensitive positions. Please refer back to Q6 and Q7 for more information.

Q13: How do I receive my random lists?

A: Program Administrator(s) can choose to receive random lists through eManda (our proprietary online tool) or via fax.

Q14. How will I know if I have anyone selected for random testing?

A: After each selection, your designated Program Administrator(s) would receive an email with a link to log onto eManda. At minimum, you would receive a 'Certification Letter' which indicates the total number of employees included in the random selection pool and how many were selected. If your company has employee(s) selected, you would receive a second report ('Selection List') with the list of employee names that have been selected that month.

Q15. Will my company be included in a selection with other contractors? What if I'm an Independent Contractor?

A: If your company has a minimum of 50 employees included in the random program, you would be eligible for a single selection (solely your company), but you are still defaulted to being in the pool. If your company has less than 50 employees, you would be included in a contractor consortium (selection includes your company and other contractors). You can discuss alternative options with your DriverCheck representative. If you are an Independent Contractor, you would be included in a consortium with other contractors.

Q16: Can my employee(s) be selected more than once a year?

A: Yes. Employees included in your random testing program are eligible to be selected up to 12 times per year (due to monthly selections). As noted below, the percentage of employees selected is based on the entire pool which includes other contractors.

Q17: How do I update the list of employees each month?

A: Updates to your random pool (adding and inactivating employees) can be completed multiple ways, dependant on your preference.

1. Through eManda, using the 'Participants' option from the menu.
2. By submitting an Excel spreadsheet with a list of active employees to be included in the random selection. The list would need to include first name, last name, and a unique identified (employee ID would be preferred). DriverCheck will provide you with this template.

Q18: How would I view my employees through eManda?

A: Using the 'Participants' option from the menu, your list of employees will show active employees included in the random program. If you test employees outside of your random testing program, these employees will show as 'inactive' in eManda. To view these employees, you would simply click 'clear all' on the 'participants' screen. This will display your list of all employees tested through DriverCheck. For existing DriverCheck clients, the program requires a 'clean up' of your existing data/employee list.

Q19: Will there be training provided on the eManda software?

A: Yes, DriverCheck will provide you with training material on how to use the software for managing your random pool and obtaining test results. If requested, our team can also coordinate eManda demos for your group.

Q20: When do I need to submit my updates?

A: Updates to your random pool need to be submitted by the 25th of each month. If an update is not received on/before this date, your next monthly selection (and your monthly invoice) will reflect the active employees indicated from the last list submitted to DriverCheck.

Q21: How do I provide proof of enrollment in the random testing program?

A: Upon entering the random pool, your company will receive an enrollment letter from DriverCheck. Should you require an enrollment letter in the future, please contact Client Support (1-800-463-4310, option 6).

Q22: How does DriverCheck maintain a truly random selection process?

A: DriverCheck's proprietary software program is customized to focus on the random testing process being unbiased, unpredictable and fair. The program effectively achieves this in three ways: making sure the right participants are in the pool, by limiting user access to the system, and by choosing all the participants in a random selection at once. To ensure

that our methodology was sound, DriverCheck commissioned an independent audit by Deloitte Consulting, LLP. This audit included a review of our random selection process.

Before running a random selection, we first ensure that the pool where the selections are being drawn from contains the correct participants. To do this, our system analyzes each company in the pool and their participants and generates a report that is then reviewed by our staff to ensure accuracy of the pool.

Selecting all participants at once ensures that each person in the pool has an equal probability of being picked for a random test. Rather than selecting one at a time and removing the person from the pool once they are picked (which would increase the probability of the remaining participants being selected (1 in 100 for 1st pick, 1 in 99 for 2nd pick, etc.)), our system selects all participants for testing at once. Every participant included in the pool is randomly assigned a number. The system then sorts the list based on those numbers and picks the first group from that list. This way everyone has the same probability of being chosen. The numbers assigned to people in the pool are generated in such a way that prevents the user from predicting its sequence and thus providing an unbiased method of selection.

Our system also limits user influence in a number of other ways. Only select users have access to the system's random selection program and those staff members are unable to see who has actually been selected for testing until after the selection is completed. Once the selection is made, the staff members cannot make any changes to the original selections due to detailed audit trail reports that are created when the selection is made. These audit trail reports cannot be tampered with. Similarly, although eManda enables clients to request and select an alternate* for a participant, the system does not allow the client to gain advanced knowledge of who the alternate participant will be. This is because it is the system that determines the order of the alternates during the original selection.

* An alternate is defined in Q30 below.

Random Testing

Q23: How do I coordinate an appointment if I have an employee selected for random testing?

A: If you have an employee selected for random, we recommend scheduling testing as soon as possible. Appointments can be scheduled multiple ways, depending on your preference.

1. Through eManda, using the 'Orders' option from the menu
2. By sending an email request to Bookings@DriverCheck.ca
3. Via phone (1-800-463-4310, option 2)

If testing is being completed on-site, it is also recommended that you contact DriverCheck in advance to schedule an appointment. If your worker is taken to the on-site collector without an appointment, you will need to contact DriverCheck prior to testing being completed.

Q24: What type of testing should my company complete?

A: Here are two possible testing models for Random Testing. Of course, you can choose to exceed these models, but choosing between 1 or 2 below will ensure you're compliant with Suncor's program requirements. You can discuss these and other model variations with your DriverCheck representative.

1. Suncor's Random requirements in the RMWB
 - ✓ Breath Alcohol - to determine if employee can be immediately returned to work and A&D Program compliance
 - ✓ Lab-based Oral Fluid - to assess A&D Program compliance
 - ✓ Urine point of collection (POCT) - to determine if employee can be immediately returned to work
2. Canadian Model – Random Testing
 - ✓ Breath Alcohol
 - ✓ Lab-based Urine OR a Lab-based Oral Fluid - company's choice

Please review Q24 below for the drug panels and the cut-off level requirements under each approach above.

Q25: What are the drug panels and confirmation cut-off levels for the random testing program?

A: You first must decide whether you're following the Suncor Model or the Canadian Model. Remember, you cannot cherry-pick between Suncor's Model and the Canadian Model. If your organization is following the Suncor Model, you must meet or exceed the drug panels and cut-off levels in Column A, below.

If you are following the Canadian Model, then you must meet or exceed the drug panels and cut-off levels in Column B, below.

Testing Method	Column A – Suncor Model	Column B – Canadian Model
Breath Alcohol	Cut-Off Level is 0.04%	Cut-Off Level is 0.04%
Urine	<p>Panel and cut-off levels mirror the Canadian Model with the following exceptions:</p> <ul style="list-style-type: none"> • Fentanyl at 1 ng/ml • Hydrocodone at 300 ng/ml • Hydromorphone at 300 ng/ml • Oxycodone at 300 ng/ml • MDEA at 250 ng/ml <p>Please note – Urine POCT is <u>not</u> required to go on for confirmation testing as part of this model. It is simply used to assess whether someone can return to work after a random test. The oral fluid lab result dictates policy implications.</p>	<p>Panel and cut-off levels mirror the DOT. Notes:</p> <ul style="list-style-type: none"> • See <u>Canadian Model Version 6.0</u>, page 6 • Does not require urine POCT for random • Does not require fentanyl
Oral Fluid	<p>Panel and cut-off levels mirror the Canadian Model with the following exceptions:</p> <ul style="list-style-type: none"> • Includes fentanyl at 1 ng/ml • THC – replace THC cut-offs in the Canadian Model with the cut-offs below: <ul style="list-style-type: none"> ○ 2 ng/mL to < 5 ng/mL – Employees in safety sensitive or specified positions held out of service until they have a negative urine POCT ○ ≥ 5 ng/mL – Policy violation 	<p>Panel and cut-off levels mirror the proposed DOT standards. Notes:</p> <ul style="list-style-type: none"> • See <u>Canadian Model Version 6.0</u>, page 6 • Does not require fentanyl • THC confirmation cut-off is 2 ng/mL

Q26: If my company performs oral fluid testing, does it need to be a “split” sample?

A: In the event of a challenge of a positive test result from a donor, a split sample is used to perform additional analysis to support or refute the original result. This is a mechanism built into testing programs to ensure fairness. There currently is no true split sample test for oral fluid, like there is with urine. However, we are expecting a split oral fluid from Quantisal sometime this year, at which point we will implement it.

Most of the time, there is enough sample in a single test to perform this split function. However, in rare cases, there is not enough sample in the single test. Therefore, currently, split testing is being performed by doing two oral fluid collections. The second sample ensures we have enough oral fluid should a donor challenge the result.

It is to be determined whether Suncor’s Model will perform this form of split testing.

The Canadian Model does not currently require a second sample for these purposes. If there is not enough sample to perform additional analysis, the original result still stands. If you are following the Canadian Model, you are not required to do this, but may wish to.

Q27: Which laboratories in Canada can I use to do my testing?

A: There are two laboratories that are certified to perform workplace drug testing in Canada – Edmonton, AB and London, ON. The Edmonton laboratory is a screening laboratory only (for urine and oral fluid) and therefore, cannot perform confirmation testing. The London laboratory can perform both screening and confirmation testing.

If you are following Suncor’s Model, you will be including fentanyl in your oral fluid panel. Currently, fentanyl can only be tested in oral fluid at the London laboratory. Therefore, if you are following Suncor’s Model, your company will be using the London laboratory for oral fluid testing.

If you are following the Canadian Model, you are not required to test for fentanyl. Therefore, if fentanyl is not in your oral fluid panel, then you would be able to choose between using the Edmonton laboratory or the London laboratory for screening.

For urine lab screening, you can use either Edmonton or London.

Q28: Where can testing be completed?

A: Testing can be completed either on-site or off-site. The testing options are:

- ✓ On-Site – DriverCheck is expecting to have collection capabilities at the following locations:
 - Steepbank – Collectors working on-site 24/7
 - Fort Hills – Collectors working on-site 24/7
 - Firebag – Further details to be released soon
 - MacKay River – Collectors will respond from Steepbank (mobile)

- East Tank Farm – Collectors will respond from Steepbank (mobile)
- Pipelines – 24/7 mobile collections available via DriverCheck's network
- ✓ Off-Site – at the DriverCheck Clinic in Fort McMurray or at any one of our 1,000+ sites across Canada. For more information on our testing locations, please contact Client Support (1-800-463-4310, option 6).

Q29: What if my employee misses their scheduled random testing appointment?

A: DriverCheck would contact your designated Program Administrator to confirm whether or not your company would consider the missed appointment a refusal to test.

Q30: What reasons are there to select an alternate or replacement employee to the original selection?

A: There are a few scenarios where this applies.

1. If the employee is no longer on-shift and not returning by the end of the month
2. If the employee is no longer eligible for random testing
3. If the employee no longer works for your company

Alternates can be selected:

1. Through eManda, using the 'Random Selections' option from the menu
2. By emailing the request to ClientSupport@DriverCheck.ca

Q31: When does my testing need to be completed?

A: It is recommended that any testing selected each month is completed before the last day of that month (i.e. within the selection period and prior to the next selection). In the event that you're not able to complete the testing before the end of the selection month, you should still complete testing to ensure compliance with your annual testing rates. All testing for the calendar year would be due by December 31st in order to count towards your annual testing rates.

Q32: What collection and testing methods will be available on-site?

A: Breath Alcohol, Urine Lab, Urine POCT and Oral Fluid Lab will be provided on-site for contractors.

Compliance

Q33: Will DriverCheck provide any compliance reports?

A: Yes. DriverCheck will provide each contractor with an annual report (or more frequent, if required) which will include the pool's compliance as well as your individual company's compliance for the calendar year.

Pricing

Q34: What is the cost of the random testing program?

A: Your designated DriverCheck Program Consultant will reach out to you to provide pricing. If you have questions in the meantime, you can contact our Program Consulting Department.

By phone: 1-800-463-4310, option 8

By email: Sales@DriverCheck.ca