



LOSS PREVENTION

Business Safety Leadership

Part 3: Collision and Injury Prevention Training

Outline

- Focus on the importance of preventing incidents
- Working behavior observation process
- Safe driving, speed and space management
- Mirror adjustment and safe backing
- Slip, trip and fall prevention; proper footwear
- Material handling injury prevention
- Wellness and return-to-work programs

Worker Observations

- **Observation program**
 - Observe drivers and helpers at the station while loading/unloading/coupling takes place
 - Take the time to observe vehicle operation on the road during and in between stops
 - Focus on the root causes for your most common and costly accidents and injuries during the observation and provide feedback to the driver, remembering the purpose for the correct action



Sample Behavior Observation Form

(P&D/Local)

Behavior to Observe	Safe	At-Risk	Feedback/Comments Provided
Lift/Lower: Employee bending at the knees, keeping the natural curve of the back			
Lift/Lower: Employee grasping object by opposite corners and lifting with a smooth and steady motion			
Slips/Trips/Falls: Employee using 3-point on and off P&D/tractor unit			
Slips/Trips/Falls: Employee watching surroundings, and adjusting for conditions (ie. potholes, uneven walk path, debris)			
Seatbelt: Driver and passenger properly wear seatbelt at all times while the vehicle is in motion.			
Backing: Driver does not perform an unnecessary back (can either walk off the stop, or turn around at another spot)			
Backing: Driver uses horns, mirrors, and hazard lights throughout the backing process.			
Distracted Driving: Driver does not use handheld device such as phone, GPS, or scanner while the vehicle is being operated on the roadway (also look for eating, drinking while driving).			



Sample Behavior Observation Form

(Line Haul)

Behavior to Observe	Safe	At-Risk	Feedback/Comments Provided
Struck Other in Rear: Driver has safe following distance based on speed and road conditions (minimum of 1 second per 10 feet of vehicle length + 1 second for speed, weather, traffic, etc.).			
Struck Other in Rear: Driver is operating at a safe speed taking into account traffic congestion, road conditions, cargo load, weather, time of day, construction zones, and posted speed limit.			
Slips/Trips/Falls: Employee using 3-points of contact on and off tractor unit and wears proper non-slip footwear.			
Dolly Handling: Driver backs close enough to the dolly to minimize the distance required to move it, properly grabs and lifts the dolly by the glad handles, pivots and does not twist when moving the tongue into position, and releases the brake where applicable.			
Seatbelt: Driver and passenger properly wear seatbelt at all times while the vehicle is in motion.			
Merging/Sideswipes: Driver properly signals and uses mirrors prior to and throughout the lane change and has adequate spacing while performing the maneuver.			
Merging/Sideswipes: At entrance/exit ramps, driver adjusts speed and following distance to allow for merging traffic. When merging into traffic, driver uses signals, scans mirrors, and adjusts speed and following distance to merge safely.			
Distracted Driving: Driver does not use handheld device such as phone, GPS, or scanner while the vehicle is being operated on the roadway (also look for eating, drinking while driving).			



Safe Driving Methods

- **Following Distance**

- Rule of thumb is 1 second of following distance for every 10 feet of vehicle length at speeds below 40mph, with a minimum of 4 second following distance.
- Add 1 additional second for speeds greater than 40mph.
- Add 1 additional second for any adverse condition including, but not limited to: weather, construction or adverse road conditions, darkness, traffic congestion, heavy cargo, etc.
- Example: It is nighttime and raining, you are traveling 60mph with a 70 foot tractor/trailer combination. You should have a 7 second following distance based on the length of vehicle, add 1 second for the rate of speed, add 1 second for darkness, and add 1 second for weather = 10 second following distance.

- **Distracted Driving**

- Distractions come in many forms and should be eliminated to maintain focus on the task of driving.
- Distractions include, but are not limited to: cell phone (including hands free) usage, eating, drinking, smoking, fatigue, radio/MP3 devices, billboards, cognitive distractions such as home life, etc.
- What is your policy on distracted driving?



Safe Driving Methods

- **Intersection Clearance**

- Prior to approaching any intersection (controlled or uncontrolled), check your speed: will you be able to react and stop if needed?
- As you near an intersection, identify traffic control devices (signs, lights, etc), including stale green lights which were already green
- Scan the intersection for pedestrians, cyclists, parked cars and
- Prior to entering the intersection, check traffic coming from the left, the right, and back to the left again for people, bikes, and vehicles

- **Turning and Lane Changes**

- When turning or changing lanes, always use turn signals to notify other vehicles on the road of your intention, and check mirrors first
- While stopped to turn in an intersection, keep wheels straight to avoid being pushed into oncoming traffic in the event of collision
- Ensure an intersection is clear ahead and on both sides before turning
- Stay in your lane during a turn, check mirrors to prevent sideswipes



Mirror Adjustment

- Backing and sideswipe crashes are the most frequent and avoidable incidents on the road, properly adjusted mirrors reduce blind spots and improve reaction time
- Mirror adjustment during pre-trip; Notate defects on DVIR
- Tips for adjusting mirrors:
 - Adjust the side convex mirrors horizontally (tilt side to side) so the side of the vehicle is barely visible. Adjust vertically (tilt up and down) so that the horizon is just out of sight
 - Adjust the side flat mirrors horizontally (tilt side to side) so the side of the vehicle is barely visible. Adjust vertically (tilt up and down) so that the horizon is in view in about 1/3 of the mirror, and the ground in 2/3



Backing Guidelines

- **DO NOT BACK!**
- **DON'T BACK!!**
- **DON'T DO IT!!!**
- Reducing the number of times you back should be the goal whenever possible
- But if the decision is made to back
 - Anytime you are in doubt...G.O.A.L. GET OUT AND LOOK!! Never take a chance if you are not sure; a couple of seconds could keep you from having catastrophic results and it is not worth it



Backing Guidelines

- If you must back, do so only when absolutely necessary
- Determine if you will need to back prior to arriving at your stop; if you must back, decide ahead of time if the location information is known
- Scan the area you will back to as you approach the stop
 - Look for overhead hazards such as wires, building overhangs, branches, basketball hoops, light poles, etc.
 - Look for adequate clearance on either side of your vehicle; avoid backing between vehicles, buildings, poles, trees, or bushes which may create a narrow passage
 - Look for hazards and obstacles on the ground such as bushes, sprinklers, gates, bicycles, signs, potholes or high curbs



Backing Guidelines

- Signal your intentions and alert pedestrians and other vehicles using your 4-way flashers, horn, and make eye contact with those in the area
- Use a reliable guide to assist with the backing maneuver if possible (co-driver, helper, etc.)
- Turn off your radio, heater, or any noises that may prevent you from hearing a potential warning of a danger at any time during the back; roll down your window as well
- Back first - start to back immediately upon reaching the point you will back
- Do not stop and perform another unrelated activity prior to backing, this could allow for hazards in the area to potentially change or be introduced without your knowledge (vehicles moving behind you, pedestrians attempting to cross behind your vehicle, etc.)



Backing Guidelines

- Back to the driver's side as that is the side with the least possible blind spots
- The next preferred backing method is straight back
- The least preferred backing method is the blind-side or passenger side back, as blind spots are more likely during this type of backing
- Honk your horn every 2 – 3 seconds during the back to continue to notify those in the affected area of your actions
- Back at a slow and controlled speed; backing at approximately walking speed will allow you time to react should the environment change abruptly
- Use all of your mirrors, checking between all of them during the back as well as checking over your shoulder to minimize potential blind spots



Training that L.E.A.D.S. to Preventing Slips, Trips & Falls

- **Look** where you step, step where you look (watch ahead to where you are going)
- **Establish** your footing: wear proper non-slip footwear with adequate tread, use 3-points of contact going up and down stairs/ladders/in and out of delivery vehicles/tractors/trailers
- **Address** conditions in the immediate area. Walk around (not through) icy, oily, slippery, or debris covered areas. Slow your pace and reduce distance between steps
- **Don't** run; walk at a controlled pace to maintain control
- **Stay** off of non-walking surfaces such as conveyor belts, chutes, rollers, wooden pallets, equipment, forks, pallet jacks, etc.

Following these simple steps will greatly reduce the potential for someone to slip/trip/fall and become injured.



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Material Handling Strategies

- Hand trucks
 - Always best to push not pull
 - **Do not overstack**, and **do not overload** the hand truck
- Pallet jacks
 - Properly secure device centered under the load , **do not overstack** and **do not overload**
 - Give yourself ample space to maneuver the equipment, and push do not pull when possible
- Forklift safety
 - Never operate a forklift for which you have not been trained (this includes a forklift at a customer location)
 - Follow basic safety rules: do not speed, drive with forks raised, always wear seat belts, honk when backing/coming around corners/operating near pedestrians/going through a doorway
- Navigating stairs and ramps
 - Whenever possible, get assistance when required to go up and down stairs
 - Use caution when going up and down ramps as they can be slick



Proper Lifting & Lowering Techniques

(Package Movement)

1. **Plan the lift.** Size up the package, determine your path, use equipment, co-workers, hand carts, pallet jacks, or forklifts to assist with movement of an overweight or awkward package whenever possible.
2. **Get yourself close to the package you will be moving.** The further away you are when you start, the more you have to reach and bend to complete the lift.
3. **Position your feet approximately shoulder width apart, one slightly in front of the other.** This will give you a firm stance to help you keep your balance throughout the lift.
4. **Bend using your knees, keeping the natural curve of your spine.** Bending at the waist puts excessive pressure on your back.
5. **Grasp the package firmly by opposite corners or sides.** A firm grip and properly placed hands will keep the package from slipping from your hands.



Proper Lifting & Lowering Techniques

(Package Movement)

6. **Test for shifting weight and contents of the package.** Not every object has equal weight distribution and contents may shift once it is moved.
7. **Bring the package close to your body.** The further it is from your body, the greater the force required to move it.
8. **Lift using a smooth and steady motion.** Do not yank, jerk, or jump up with the package. Lifting in a fast or uncontrolled manner will increase the chance of injury to neck, back, or legs.
9. **Move your feet, pivot, do not twist your body especially when carrying something.** Twisting will put significant pressure on your middle and lower back. In addition, when you twist, the package is no longer in your power zone or over your feet where you can control it.
10. **To lower, simply reverse these steps.**



Proper Lifting & Lowering Techniques

(Dolly Movement)

1. **Plan the lift.** Size up the object, determine your path, use equipment, co-workers, hand carts, pallet jacks, or forklifts to assist with movement of an overweight or awkward package whenever possible.
2. **Get yourself close to the dolly.** The further away you are when you start, the more you have to reach and bend to complete the lift.
3. **Position your feet approximately shoulder width apart, one slightly in front of the other.** This will give you a firm stance to help you keep your balance throughout the lift.
4. **Bend using your knees, keeping the natural curve of your spine.** Bending at the waist puts excessive pressure on your back.
5. **Grasp the dolly glad handles firmly with both hands.** A firm grip and properly placed hands will keep the dolly from slipping from your hands.



Proper Lifting & Lowering Techniques

(Dolly Movement)

6. **Test for shifting weight of the dolly.** Not every dolly has equal weight distribution and may shift once it is moved.
7. **Bring the dolly up close to your body using a smooth and steady motion.** The further it is from your body, the greater the force required to move it. Do not yank or jerk the dolly or object. Lifting in a fast or uncontrolled manner will increase the chance of injury to neck, back, or legs.
8. **Move your feet, pivot, do not twist your body especially when carrying something.** Twisting will put significant pressure on your middle and lower back. In addition, when you twist, the dolly or object is no longer in your power zone or over your feet where you can control it.
9. **To lower onto the pin, simply reverse these steps. Be sure to keep your hands away from pinch points**



Wellness and Return to Work

- **Wellness**

- Healthier workers are more productive
- Sleep apnea, diabetes, high blood pressure, and high cholesterol all have direct and indirect costs to a business
 - Absenteeism and sick leave costs are significant and improving the health of workers is proven to lower the rate of absenteeism
- When workers feel cared for, morale increases

- **Return to Work**

- Become familiar with your State's jurisdictional rules for treatment
- Identify reputable occupational clinics in your area
- Identify possible light duty tasks
 - In your company
 - Offsite and community programs
- Discuss options with your claims adjuster
- Develop a policy and inform workers

Questions & Comments?

Thank you!

Protective Insurance Company

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