Business Safety Leadership

Developing a written safety & training program

Presented by





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Outline

- Components of a written program
- Mission & vision statements
- Hiring & retention criteria
- Orientation & safe work method training
- Incident & claims management
- Emergency & disaster planning
- Regulatory compliance



Overview

- What is a Written Safety Program?
 - A detailed document of how your business strategy and operations are affected by risk management and safety
- Why does your business need a Written Safety Program?
 - Provides clear communication and guidance
 - Helps to control claims and insurance costs essential for profitability and business survival
 - Aids in reducing collisions, injuries and other adverse events
 - Complies with the law and safety regulations
 - Meets the terms of your business' lease agreement
 - It's the right thing to do



Tips for Writing an Effective Safety Policy

- Identify and read all applicable state and federal standards, regulations and interpretations
- Conduct a risk assessment to determine applicability, scope and exceptions
- Identify accountable, authorized and affected persons
- Define responsibility
- Develop written policy, procedures and standard operating procedures (SOP)

- Develop supporting documentation, forms and workflows
- Identify training requirements:
 - Curriculum
 - Content
 - Frequency
 - Records
- Establish:
 - Periodic policy review (annual and/or bi-annual)
 - Inspections and audit criteria



A. Safety Mission and Vision Statement

- Demonstrates vision, leadership and strategy
- Outlines commitments and expectations
- Clarifies values versus priorities

SAMPLE SAFETY MISSION / VISION STATEMENT

<COMPANY NAME> IS COMMITTED TO AND WILL CONTINUALLY WORK FOR AN UNCOMPROMISED SAFETY & HEALTH ENVIRONMENT IN ALL COMPANY OPERATIONS. WE STRIVE TO INSTILL A SENSE OF PERSONAL ACCOUNTABILITY FOR INJURY, COLLISION & LOSS PREVENTION IN ALL <COMPANY NAME> ASSOCIATES.

WE BELIEVE

ALL LOSS INCIDENTS CAN BE PREVENTED AND MANAGED. SAFETY & COMPLIANCE MUST BE A VALUE NOT A PRIORITY

BASIC EXPECTATIONS

As an associate of <Company Name>, I have a right and responsibility to:

- A workplace/vehicle free of recognized and unabated hazards.
- Clearly defined safety procedures and safety training.
- Cooperate and obey safety rules, procedures and instructions.
- Maintain a clean workstation/vehicle.

Stop any recognized at-risk behavior, at-risk condition or at-risk process.



B. Employee/Driver Hiring Criteria

- State and federal DOT standards provide specific minimum guidance on regulated commercial drivers for both intrastate and interstate operations
- Critical that a driver's background and experience be vetted for the type(s) of vehicles to be operated
- Documentation maintained in the driver qualification file



C. Employee/Driver Retention Criteria

- Disciplinary guidelines
- Recognition and reward programs
- Behavioral observations
- Periodic employee performance evaluations and driver MVR reviews (3 part process)
 - Certificate of violation
 - Motor vehicle record (MVR)
 - Manager review
- Minimum requirement annual/best practices
- Move beyond "check-the-box" compliance
- Coaching, correcting and positive reinforcement
- Ongoing training



D. Orientation and Training

- Onboard workers by issuing formal policies and reviewing operations
- Ensure compliance with FMCSR and OSHA regulations
- Use a combination of written curriculum and trained instructors/driver trainers
- Focus on job-specific training and in-cab defensive driving
- Draft a new-hire checklist with worker sign-off



Fleet Safety Program Policy and Procedures Essential Elements

Driver Orientation and Onboarding Suggested Topics

TOPICS	FMCSR Regulations
Safe/Defensive Driving (Select a quality defensive driving program)	391.11
Collision and Injury Reporting	383.31
Equipment Inspection and Maintenance	393, 396
Pre/Post Trip Driver Inspections	383.111.113; 392.7; 396.11,13
Seatbelts	391.11
Speed Limits, Space Cushions and Backing	383.111, 392.2
Distracted Driving: Phones/Texting/Mobile Devices	392.80, 392.82
Assembly of Combination Equipment	383.115; 391.11; 392.7; 393.70; 396.13
Hours of Service	395
Hazardous Materials	170-177, 395
Collision Reporting and Investigation	383.31
Substance Abuse Policy	382,392.4, 392.5
Commercial Driver's License	383.21,51; 391.11,15,27
Motor Vehicle Records Review	391.25
Physical Qualifications	391.41
New Entrant CMV Driver Training	380.503; 391; 395; 29CFR 1978
Injury Prevention and OSHA Compliance Training Topics	OSHA Standards





D. Orientation and Training: Defensive Driver Training Program

- Driving is a habit intensive skill
- Drivers need to be periodically trained and evaluated
- Creates an ongoing dialogue and conversation about safe-driving behaviors
- Defensive driver training establishes the basis for preventability
- Professional drivers will recognize the need for continuous improvement



E. Other Company Policies and Procedures

- Seat belt usage should be mandatory
- Distracted driving should be prohibited at all times
- Best practices for driving behavior: mirror adjustment, following distance, parking, backing, route planning, etc.
- Operational procedures including peak, special delivery, heightened awareness seasons, etc.
- Include company and/or contract-specific rules including appearance, footwear and uniform requirements, etc.
- Develop a fleet safety handbook and require employee signature upon receipt



F. Loss Incident Reporting and Investigation

- Understand different types of loss. For example: collision, injury, cargo
- Response Phase:
 - Secure the scene
 - Assist injured persons (Good Samaritan Laws)
 - Notify company, authorities and gather information
- Report Phase:
 - Fact-based information who, what, when, where, why and how
- Review and Remediation Phase:
 - Identify immediate causes and root causes: The 5 Whys
 - Determine preventability: Defensive driving errors versus offensive driving errors
 - Define corrective actions



G. Claims Management Policies

- Understand claims reporting requirements for your business' insurance carrier(s)
- Understand internal reporting requirements to motor carrier
- How to identify and flag potential fraud
- Identify strategies to return vehicles and workers back to production as quickly as possible
- Review trends to focus on priorities
- Return-to-work program for injured workers
- Communicate regularly with your insurance claims team
- Designate an incident and claims coordinator



H. Emergency and Disaster Planning

Typical Catastrophic Scenarios

- Collision
- Weather related
- Natural disaster
- Systems outage





I. FMCSA/DOT Regulations

Driver Recordkeeping Requirements

- Driver qualification files
- Commercial driver license (CDL)
- Medical exam
- Driving history (MVR)
- Employment history



DOT MEDICA	L CERTI	FICAT	E FLO	RIDA
I certify I have examined: the Federal Motor Carrier Safety Regulat person qualified, and if applicable, only		d with knowled;		condunce with duties, I find this
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I. FMCSA/DOT Regulations (continued)

Hours of Service and Driver Fatigue

- The rules
 - 11,14, 60/7, 70/8, 30 in 8, 34-hour reset
 - Policy defines practices, controls and audit procedures
- Paper logs
 - Accuracy 15-minute rounding
 - Handwritten
 - Easily falsified
 - Manual audit and verification (catch and correct)
- Electronic log devices
 - Automatic
 - Precise
 - Data driven dispatch
 - Breakdown procedure workflow
 - Editing controls driver approval, cross check



I. FMCSA/DOT Regulations (continued)

- **Collision Register and Reports**
 - Vehicle inspection requirements
 - Annual inspection
 - Inspection requirements (pre- and post-trip)
 - Preventive maintenance cycles and system of record
 - Operations procedures
 - Dispatch
 - Hazardous materials applicable
 - Hours of service

VEHICLE PREVENTIVE MAINTENANCE PROGRAM

SERVIC	3	\$,000 KM	10,000 KM	11,000 KM	20,000 KW	25.000 KM	20,000 KM	15, 000 KM	41.000 FM	45,000 KM	NCH 3007'05	\$5,000 KW	40,000 KM	45,000 KW	TO.000 KM	15,000 KG	\$5,000 KM	NY 000'52	10,000 KM	NI 000'16	100,000 A.M.
LUBRICATION, OIL & FILTER	(Every 5,000 KM or 3 months)	1	~	1	~	1	1	1	1	~	~	~	~	~	~	~	~	1	~	~ ~	1
AIR FILTER - INSPECT/REPLACE	(Every 5,000 KM or 3 months)	1	1	1	~	1	1	1	~	~	1	~	~	1	~	1	1	~	~	< v	1
DRIVE AXLE BOOTS & SEALS	(Inspect every 5,000 KM or 3 months)	1	1	1	1	1	1	1	1	~	1	~	1	1	~	1	1	1	~	~ ~	7
P.C.V. VALVE	(Inspect every 10,000 KM or 6 months)		V		~		1		1		1		1		~		1		~		1
BRAKE SERVICE	(Every 10,000 KM or 6 months)		~		~		1		~		1		1		1		1		~		1
TIRE ROTATION & INSPECTION	(Every 10,000 KM or 6 months)		1		1		1		~		~		~		~		1		~	*	1
TIRE BALANCE	(Every 25,000 KM or 12 months)					~					1					1				¥	1
CLEAN & ADJUST REAR BRAKES	(As required, every 10,000 KM or 6 months)		1	1	~		1		1		1		1		1		1		~	~	
BRAKE SYSTEM FLUID FLUSH	(Every 50,000 KM or 2 years)										1										1
WIPER BLADES	(Replace every 12 months)					1					1					~					1
WHEEL ALIGNMENT/INSPECTION	(Every 25,000 KM or 12 months)					1					1					~					1
FUEL FILTER REPLACEMENT	(Every 40,000 KM or 20 months)								1								1				
TRANSMISSION SERVICE	(Every 50,000 KM or 2 years)										1									v	1
FUEL INJECTION SERVICE	(Every 50,000 KM or 2 years)										1									*	1
MAINTENANCE TUNE-UP	(As required)																			v	1
POWER STEERING FLUID FLUSH	(Every 50,000 KM or 2 years)										1										1
AIR INTAKE SERVICE	(Every 50,000 KM or 2 years)										1									*	1
GLYCOL COOLANT SYSTEM FLUSH	(Every 36,000 KM or 2 years)							1							1						
EXTENDED LIFE COOLANT FLUSH	(Every 100,000 KM or 4 years)																			v	1
REPLACE BELTS & HOSES	(Every 48,000 KM or 3 years)					Γ					1									~	
TIMING BELT	(Every 100,000 KM or 4 years)																			*	1
DRIVE CLEAN	(Emission testing every 2 years)										~									*	1
SHOCKS & STRUTS	(80,000 KM as required or 40 months)	1	F	T	t	F	F	T									1			Ť	



J. General Safety and OSHA Regulations

- Recordkeeping requirements
- Pallet jacks, hand trucks, forklifts and safe lifting
- Slip and fall prevention and footwear policy
- Lockout/tagout for maintenance operations
- Personal protective equipment
- Equipment, dock and yard safety



K. FAA Regulations

- As applicable due to airfield exposure
- Drivers must have SITA certification as required

L. EPA Regulations

- As applicable, based on spill/disposal hazards
- Fuel, chemical and storm-water pollution
- Collision-related spills
 - Pre-position spill response resources





Take advantage of resources:

- Your commercial insurance carrier and agent
 - Written safety plan templates
 - Online training modules
 - Behind the wheel defensive driving
 - Business leadership seminars, tools and forms
- Join/attend your local motor truck association
- Collaborate and meet with your peers



Resources



TRANSPORTATION INSURANCE ~

LOSS PREVENTION & SAFETY ~

Loss Prevention & Safety Overview

CLAIMS ~ ABOUT BLOG

Services & Programs

MileMarker Program

Seatbelt Safety

Fleet Monitoring

Pledge to Report Human Trafficking

Safety Supply Discount Programs

Risk Management & Driver Qualification

I<u>mpact</u>



ONLINE SAFETY & DEVELOPMENT SOLUTION

CARE I

THE PROGRAM CONSISTS OF FOUR STAGES:

safety productivity and profitability

Protective Insurance and Impact Training Solutions have

partnered to provide the most comprehensive program

in the Package Delivery Industry!

PRE-ORIENTATION - Through this process you can start introducing

your safety culture before the driver even shows up for orientation

POST ORIENTATION - Continue Orientation beyond the classroom and

ON-GOING DEVELOPMENT - Every driver will receive monthly training

and professional development to support increased compliance,

CORRECTIVE ACTION - If a driver has a "safety event" just let Impact

Protective Insurance has arranged for this complete

know which training you would like assigned to modify the behavior

reinforce the behaviors that make a driver successful.

Protective nsurance Company

MARSH RISK CONSULTING Workforce Strategies Practice

PACE BEHAVIORAL DRIVING INSTRUCTION



Vehicle collisions are a leading cause of workplace fatalities and injuries. Safe vehicle operation goes to the heart of the obligation a management team has to its employees and the motoring public. The team must develop and promote a set of practices allowing each and every driver to return to his or her family in good health at the end of the work day.

Behavioral Driving instruction is designed i train drivers to avoid at-risk behaviors and training, and mising a waveness of practices among the employees their driver to avoid a k-no senance in and practice a set of driving techniques by foculting on four steps of plan, and yan, communicate, and execute. This floatisks and cost of first we tasking program can be taken allowed to meet the specific needs of a particular operation. PACE is extremely effective in not acting collision PACE BEHAVIORAL DRIVING TRAININGM ODULE Tuck driven and passinger or driven alle will bundle from the PACE Dehavioral Driving method, emphasizing the four-step application costs, time away from work, and liability a tion daims. of plan, and you, communicate, a

lquid transportera, dry freight haulera, internodal, utility/specialized vehicles, and retail distribution operations. We help

organizations effectively minimize and manage risks related to their fleet through

RISK. DISPUTES. STRATEGY

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SERVICE HIGHLIGHTS **PLAN** MRC's Fleet Specialty Practice is at the Planning a bip—from your employee forefront of feet spectery into the metric forefront of feet safety consulting. We have helped reduce the total contofnik for a variety of feet types such as passenger care, buses, large and small trucks, bolk and physical well-being, to an assument of the vehicle's mechanical conditions, to

the routes to be taken, to the status of the cargo-can all have an impact on safely ing a destination. The plan segn FACE outlines states and procedures ever a trip. Planning upfront car

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y type of vehicle, be



An effective loss prevention program is essential to every company's effort to reduce losses and control costs. Protective's Loss Prevention & Safety Services Team, comprised of specialists in the transportation industry, uses a collaborative approach with our insureds to address their specific safety and risk management needs. We understand your unique challenges and bring practical solutions.

Publications The Quill IC Safety Public Transportation Report Training **On-Site Safety Training** Online Training Safety Solutions Videos Resources Accident and Injury Toolkit Resource Library **Controlling Your Experience Mod**

Events, Webinars & Presentations



PROGRAM BENEFITS: · Industry Specific Material Turn-Key Implementation · Fully Managed Assigned, Monitored and Reported · Consistent Message · Accessible on any Internet Capable Device Pro-active Employee

Development

TO ACTIVATE YOUR PROGRAM CONTACT: Stephanie Dunn Impact Training Solutions, Inc. Phone: 888-429-3445 ext. 4

safety training program to be provided at a discounted rate of only \$9.95 per user per month! stephanie@impacttrans.com or op to www.impacttrans.com/safety



Protective Insurance Company

Questions and Comments?





Loss Prevention & Safety Services

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