

SAFETY TALK

SUMMER 2017

PREVENTING LANE CHANGE CRASHES

Tips for avoiding costly business interruptions

ALSO INSIDE:

- › **SPECIAL SECTION:**
THE SUCCESSFUL TRANSITION TO ELECTRONIC LOGS
- › Ask the PDC Adjuster: Cargo Claims
- › Time to Discuss Summer Driving Hazards
- › Avoiding Slips & Falls in the Office, Shop, & Around the Truck

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Correction: On p. 20 of the Spring 2017 Safety Talk, Question 4 was worded incorrectly. An updated version is available on the Safety Talk webpage (www.gwccnet.com).



FIND IT, AND REDUCE COLLISIONS AND CLAIMS COSTS ALONG THE WAY.

Collisions can cost lives and cost your organization millions. Safer drivers protect the roadways and your bottom line. Lytx helps fleets reduce claims costs by up to 80%. Read the white paper at lytx.com/reduceclaims



What is Value-Driven[®] Company?

Value-Driven Company (VDC) is more than just the suite of industry-leading safety products developed by Great West Casualty Company. It is a mindset, an operating philosophy. Behind every VDC product is the belief that an organization's core values directly impact employee performance. Values such as honesty, integrity, professionalism, and protecting life are common themes found in our products because these values, if shared throughout the organization, form the foundation to achieve organizational excellence. VDC products focus on getting all employees engaged in the company's loss prevention efforts. Each product targets four key areas, or pillars, within a motor carrier: Leadership, Operations, Driving, and Life.

Value-Driven[®] Leadership is intended for owners, CEOs, and other top-level management and leaders within a motor carrier. These products concentrate on influencing behavior, changing culture, becoming a change agent, and communicating. Value-Driven Leadership highlights awareness of this critical role and offers insight into actions leaders can take to assess and solidify a strong company culture that is value driven.

Value-Driven[®] Operations is intended for driver managers, dispatchers, load planners, salespeople, safety directors, and other key personnel who are involved in day-to-day operations. These products focus on self-diagnosing and overcoming operational interruptions, managing risks, fostering stronger communication and cooperation, and improving overall performance.

Value-Driven[®] Driving is intended for truck drivers and driver managers. These products concentrate on the decisions drivers make behind the wheel and around the truck. They will learn the factors that contribute to large truck crashes and techniques to prevent serious losses by applying values-based decisions to their occupation.

Value-Driven[®] Life is the final piece and focuses on preventing workplace injuries as well as promoting health and wellness. These products target all employees, from drivers and mechanics to office staff and off-site personnel.

Value-Driven[®] Company is not static. We are constantly adding products to help support our insureds' efforts to promote safety and build a culture that values protecting life, both as a moral obligation and a financial strategy. For more information on Value-Driven Company, please contact your Great West Safety Representative.



Organizational Excellence

Leadership
Operations
Driving
Life

Core Values



How to Use This Booklet

The new *Safety Talk* quarterly booklets are designed to address hazards affecting all areas of trucking operations. The goal is to educate every employee on their role in your company's risk management efforts and provide ways for them to apply simple loss prevention techniques to their job.

This booklet is divided into four sections: Leadership, Operations, Driving, and Life. Each section includes an overview that outlines who the target audience is for that section as well as three articles or detachable flyers that can be easily distributed to employees. All articles are available electronically and can be downloaded by going to our Secure Portal (www.gwccnet.com) and navigating to the Value-Driven® Company page.

Our recommendation is to distribute at least one article from each section of the booklet per month to everyone in the company. To help measure your progress, we have provided a tracking sheet located in the back of each booklet to quantify the company's participation rate and safety performance based on Safety Measurement System (SMS) results, OSHA-recordable incidents, near misses, and loss runs. It is recommended that management reviews the tracking sheet results and other performance measures at least monthly with employees to identify negative trends and devise a strategy to actively correct these issues.

With this said, how you choose to utilize these materials is up to you. We do not want to tell you how to run your company. If the topics are not relevant to the types of losses or issues your company is experiencing at this time, then, by all means, continue focusing your efforts on those areas and pull this booklet out of your toolbox at a later time. We encourage you to use these materials in a way that best suits your operations.

Lastly, each quarter you will find a product spotlight article that highlights one of Great West's safety products and services. We want to make sure you are aware of all the tools we provide to help support your safety efforts. If you have additional questions or need help brainstorming ideas on how to incorporate these materials into your organization, please contact your Safety Representative, Safety Department, or agent for assistance.





VALUE-DRIVEN[®] LEADERSHIP

TARGET AUDIENCE

Owners, CEOs, and other top-level management and leaders

SUGGESTED USE

Distribute one article per month to your leadership team. Ask all team members to read the article and challenge them to participate in the “Call to Action” activities.

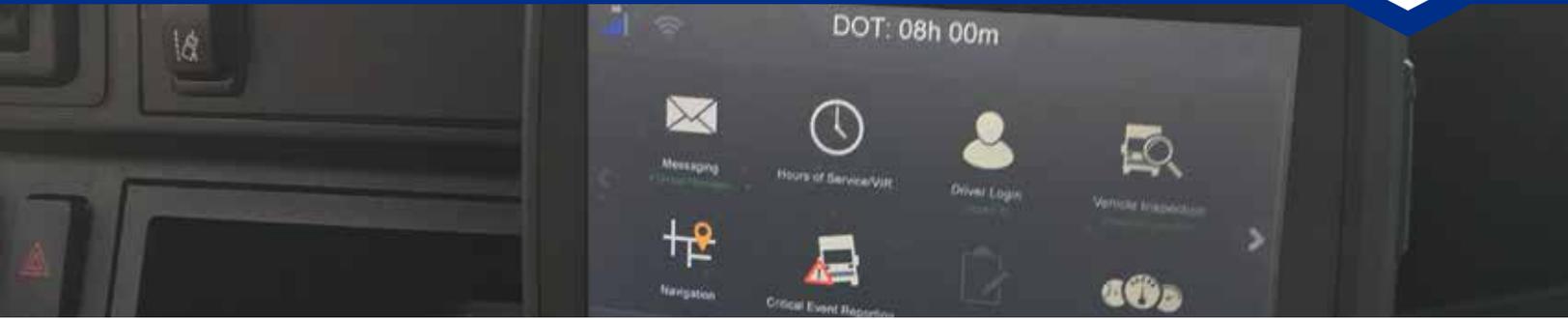
METRICS

At the end of each month, use the tracking sheet in the back of the Safety Talk booklet to record how many of the “Call to Action” activities were completed by the leadership team. At the end of the quarter, calculate the participation rate. Discuss the results with the management team and devise ways to improve, if necessary.

WATER COOLER DISCUSSION

After distributing the articles, ask each person what he/she thought about the topics. Questions to pose can include:

- Did he/she find the topic relevant to his/her job?
- Is there room for improvement in this area of the organization? If yes, what can he/she do to help the organization implement such improvement?



Are You Ready for Electronic Logging Devices?

The mandate for electronic logging devices (ELDs) will start on December 18, 2017, and applies to all drivers and vehicles with a few exemptions. For motor carriers, failure to comply with the new regulation could severely impact operations and the bottom line. Exceeding the intervention threshold in the FMCSA's Hours-of-Service (HOS) Compliance BASIC can increase roadside inspections and create unnecessary business interruptions. This impacts on-time delivery, customer service, driver availability, and productivity. An alert in this area also gives the motor carrier and driver a black eye in the Safety Measurement System (SMS). Shippers, receivers, brokers, insurance companies, competitors, and the public monitor SMS and an alert in any of the BASICs could result in a damaged reputation which equates to lost revenue and missed business opportunities.

Motor carriers and drivers have realized the benefit of electronic logging devices. Even after initial reservations, ELDs have proven to be effective as motor carriers are better equipped to manage their drivers more effectively, reduce the risk of HOS violations, and monitor their freight's day-to-day movement more closely. This gives operations a significant business advantage by being able to more accurately plan loads and track each driver's location and availability, thus creating opportunities for increased productivity and revenue.

By the time this article is published, if a motor carrier has not begun the process of implementing ELDs they run the risk of missing the compliance deadline. The demand for ELDs is high right now, and the availability of supplies could leave procrastinating motor carriers on the outside looking in or forced to implement a product that may not mesh well with their operational needs. There are vendor

and implementation issues to consider, as well. Selecting the right vendor is crucial, not only from a product quality standpoint but in the vendor's ability to help implement the devices and provide post-production support. Then there is the whole issue of change management within the organization. Waiting until the last minute to spring a new product on drivers, mechanics, and operations staff could meet heavy resistance and cause further delays. To help in these areas, this issue of Safety Talk includes a guide to ELDs. Please review this material and consider the "Call to Action" items below to help start the process and improve current efforts to comply with the ELD mandate.

CALL TO ACTION

- Research certified ELD vendors and implementation techniques
- Choose the right ELD technology (not the cheapest)
- Communicate the change to all employees
- Develop a training plan for end users



How Engineering Controls Help Manage Risk

Managing the risks associated with trucking operations can be a daunting task. From choosing the right insurer to navigating contract pitfalls, there are countless ways a motor carrier can experience losses. To keep the wheels turning in today's environment, leaders who are willing to look at operational exposures from every angle and select the most effective risk management technique are better positioned to avoid, or at least mitigate, future losses.

Two causes of potentially catastrophic losses faced by motor carriers daily are vehicle crashes and workplace injuries. The best way to prevent both of these involves human behavior and the decisions made behind the wheel, around the truck, in the shop, and throughout the facility. Employees are required to conduct themselves in a safe manner. For instance, drivers are responsible for avoiding distractions while driving and maintaining proper following distance. Likewise, employers are required to provide a workplace that is free of known hazards. At the facility, this is much easier to do, but on the road, it is more difficult. Certain hazards cannot be avoided, but motor carriers can implement engineering controls to help reduce the risk of a loss.

Engineering controls are methods or tools built into the design of a piece of equipment or process to help minimize the hazard. In trucking terms, there are many engineering controls available which can provide a considerable return on investment. Take fender-mounted mirrors, for instance. A set of fender-mounted mirrors can cost less than \$300. Now consider the cost of just one lane change crash. The severity of these claims is usually very high, but if installing this minor piece of equipment could help drivers better manage the space around their trucks and prevent one lane change crash, then this cost-effective engineering control looks well worth the investment.

Here is a short list of engineering controls to help prevent workplace injuries and vehicle crashes. There are many more options available based on your unique operational exposures but consider these and the "Call to Action" activities below to help reduce the risk of future losses.

WORKPLACE INJURIES

- Protective eyewear
- Gloves
- Fifth wheel pin puller
- Machine guards
- Service pit covers
- Fall protection equipment
- Back support harnesses
- Slip-resistant footwear

VEHICLE CRASHES

- Fender-mounted mirrors
- Lane departure warning
- Forward collision warning
- Autobrake
- In-cab video cameras
- Rollover prevention
- Blind spot detection
- Electronic logging devices

CALL TO ACTION

- Conduct risk analysis of operations
- Prioritize exposures and develop a risk management strategy
- Set an annual goal to address exposures
- Monitor and measure results



Ask the PDC Adjuster

WHY IS ON-TIME REPORTING OF PHYSICAL DAMAGE CLAIMS IMPORTANT?

On-time reporting of physical damage claims allows Great West Casualty Company to begin the investigative process while all of the details are still fresh in the minds of those involved. Prompt claim reporting is important for several reasons, including downtime and claim severity. If the Property Damage Cargo (PDC) Adjuster can respond in the first 24 hours, he or she can take steps immediately to minimize the insured's downtime, assist with towing, control costs, and get the equipment back on the road quicker.

Additionally, on-time reporting affects the severity of a claim. Great West's PDC Adjusters work with wrecker services and body shops every day. They specialize in resolving claims promptly to minimize losses and reach a fair and accurate settlement. Experience shows, however, that the longer it takes to report a claim, the higher the settlement cost.

WHAT ABOUT CARGO CLAIMS?

On-time reporting of cargo claims is even more critical. Let's say your driver is at a dock delivering fresh produce when the receiver decides that maybe the temperatures are a little off or maybe the strawberries do not look as bright as the receiver thinks they should. As you know, produce is a perishable commodity. If you wait to call Great West for a day or so to give the receiver a chance to decide what he's going to do, you could limit or prevent our ability to show that the cargo is not damaged or mitigate a loss. In some situations, timely reporting can prevent a loss, and failure to do so could jeopardize your insurance coverage.

For motor carriers who transport building materials, coils, paper rolls, dry goods, chemicals, food products, ingredients, and livestock, the PDC Adjuster can, in most cases, assist with salvaging these types of cargo to mitigate the loss when legally permissible. Great West also employs the services of independent adjusters to inspect the cargo, assist with the investigation, and help control costs. Again, reporting the claim promptly allows the claims team to resolve the claim quickly and fairly.

CALL TO ACTION

- Explain the accident reporting process clearly during orientation program
- Train drivers on the proper use of an accident kit
- Review insurance coverages with employees, so they understand the benefits
- Track claims internally and hold staff accountable for late-reporting





VALUE-DRIVEN[®] OPERATIONS

TARGET AUDIENCE

Dispatchers, driver managers, load planners, salespeople, safety staff, and other key personnel involved in day-to-day operations

SUGGESTED USE

Distribute one article per month to your Operations team. Ask all team members to read the article and challenge them to participate in the “Call to Action” activities.

METRICS

At the end of each month, use the tracking sheet in the back of the Safety Talk booklet to record how many of the “Call to Action” activities were completed by Operations. At the end of the quarter, calculate the participation rate. Discuss the results with the leadership team and devise ways to improve, if necessary.

WATER COOLER DISCUSSION

After distributing the articles, ask each person what he/she thought about the topics. Questions to pose can include:

- Did he/she find the topic relevant to his/her job?
- Does he/she see room for improvement within himself/herself in this area? If yes, what does he/she need from the company’s leadership team to be successful?



Broaden Your Fleet's Field of View with Fender-Mounted Mirrors

Lane change crashes pose a clear and present danger to motor carriers. Despite commendable efforts by the trucking industry to educate the public about avoiding blind spots around large trucks and federal requirements mandating only two rear-vision mirrors on every tractor, it stands to reason that motor carriers should do more to expand the driver's field of view around the truck to help reduce the risk of a "critical crash."

In a large truck, the driver's view is limited due to the structure of the vehicle, the configuration of the cab, and the cargo body. This greatly obstructs the view to the rear, even with the required mirrors. Because of these limitations, the driver must rely on indirect vision through side mirrors when changing lanes, backing, turning, and startups. Adding a convex mirror to the front hood or fender can broaden the driver's field of view on either side of the truck. When used in conjunction with other mirrors and protective driving techniques, drivers can better manage the space around the truck and avoid a collision.

For these reasons, it is imperative that operations staff take steps to improve the driver's field of view. First, consider the benefits of fender-mounted mirrors and sell the return on investment to upper management. If installing fender-mounted mirrors in the fleet can prevent just one lane change crash, then it would likely pay for itself. Crashes can also be looked at as business interruptions, so every crash avoided, no matter how minor, means the wheels keep turning and earning revenue.

Once management has bought in, and all of the mirrors are installed, focus on training. Start by creating a mirror check station at the terminal. This does not have to be anything fancy or expensive. Designate an area where drivers can pull in to properly adjust their mirrors before leaving on a dispatch. In conjunction with this, train drivers how to adjust their mirrors while on the road. They will most certainly become misaligned while driving, so teach drivers to check their mirrors and make adjustments when needed. Keep in mind, even with the extra mirrors, blind spots will remain and drivers will still be responsible for managing the space around the truck. For tips on this, try Great West's Value-Driven® Driving video on Preventing Lane Change Crashes. Drivers will learn about blind spots, space management, and crash-prevention techniques, such as "Lean and Look," to help avoid a serious loss.

CALL TO ACTION

- Install fender-mounted mirrors on each tractor
- Create a mirror check station
- Train drivers on proper mirror alignment





Time to Discuss Summer Driving Hazards

Back in 1934, George Gershwin sang about “summertime, and the livin’ is easy.” That is what summer is meant to be. Warm weather, enjoying the outdoors, and hitting the open road for a well-deserved summer vacation are what we live for, but there is nothing easy about the roads today, especially during the summer months. Road construction, motorcycles, bicyclists, and increased pedestrian traffic all ramp up in the summer, so now is a good time for motor carriers to remind drivers of these hazards.

The National Safety Council (NSC) estimates that 466 people could die and another 53,600 could be injured in motor vehicle crashes during the Fourth of July holiday alone. This is the highest number of deaths the NSC has predicted over this holiday since 2008. What a tragedy if this comes to fruition. That is why Operations plays such a critical role in preventing large truck crashes. You have more contact with drivers than anyone else in the organization and can remind drivers to take extra precaution during the summer months.

Many factors that contribute to large truck crashes are within the truck driver’s control. In Great West’s Value-Driven® Driving series, drivers are introduced to the Essential 7 Driving Techniques which can help prevent critical crashes. Here are some examples of how to apply these techniques:

- 1. Avoid distractions**
 - Wear polarized sunglasses to reduced sun glare
- 2. Maintain proper following distance**
 - Maintain a minimum of six seconds following distance
- 3. Be attentive to the road ahead**
 - Scan surroundings for distracted walkers, bicyclists, and other potential hazards
- 4. Observe the proper speed for conditions**
 - Reduce speed in construction zones
- 5. Maintain one lane**
 - Avoid multiple lane changes
- 6. Yield the right of way**
 - If necessary, go to the next exit and turn around instead of forcing the truck into another driver’s lane
- 7. React properly to hazards**
 - Apply controlled braking and avoid erratic lane changes when traffic slows ahead

Also, Operations staff can remind drivers of the following summertime hazards:

- **Heat Exhaustion**
 - Encourage drivers to beat the heat and drive when temperatures are cooler and traffic is lighter
- **Dehydration**
 - Remind drivers to drink water often. Dehydration causes fatigue, which can lead to distracted driving
- **Spoiled Cargo**
 - Prompt drivers to check the temperature settings on the reefer unit while en route

CALL TO ACTION

- Use Value-Driven Driving to train drivers on the Essential 7 Driving Techniques
- Monitor weather reports and keep drivers informed of adverse conditions
- Schedule night deliveries and alternate routes to reduce driver exposure to heat and traffic congestion



Ask the Safety Rep

How does the new OSHA final rule on Walking-Working Surfaces affect the trucking industry?

Walking-working surfaces pertains to floors, ladders, stairways, runways, dock boards, roofs, scaffolds, and elevated work surfaces and walkways. According to OSHA, “To protect workers from hazards associated with those surfaces, particularly hazards related to falls from elevations, the final rule updates and revises the general industry Walking-Working Surfaces standards (29 CFR part 1910, subpart D).” The final rule provides employers with greater flexibility in choosing a fall protection system, including guardrails and safety net systems, and addresses other areas such as Personal Protective Equipment (PPE) and the requirements for training employees on fall hazards and fall protection systems.

While the new OSHA rules do not directly mention commercial motor vehicles or rolling stock, motor carriers, like any other employer, must still comply with the OSHA standards and regulations under the Occupational Safety and Health Act of 1970. The following Walking-Working Surfaces requirements should be included in a motor carrier’s risk management and compliance efforts:

- All places of employment shall be kept clean, orderly, and in a sanitary condition – 1910.22(a)(1)
- Floors shall be kept free from loose boards or tiles, protruding nails, splinters, holes, corrosion, leaks, spills, snow, and ice – 1910.22(a)(3)
- Floors and storage areas must be able to support the maximum intended load for that surface – 1910.22(b)
- A safe means of access and egress to and from walking-working surfaces must be provided – 1910.22(c)
- Walking-working surfaces should be inspected regularly and maintained in a safe condition – 1910.22(d)(1)
- Hazardous conditions must be corrected or repaired before an employee uses the walking-working surface again. If this cannot be done immediately, the hazard must be guarded to prevent employees from using the walking-working surface until the hazard is corrected or repaired – 1910.22(d)(2)

CALL TO ACTION

- Conduct a monthly facility inspection to identify and correct hazardous conditions
- Provide PPE to workers, mechanics, and drivers to protect against work-related injuries
- Train employees on slips, trips, and falls using Great West’s Value-Driven® Life video series

For more information on this guidance, go to: <https://www.federalregister.gov>



VALUE-DRIVEN[®] DRIVING

TARGET AUDIENCE

Truck drivers, driver trainers, and driver managers

SUGGESTED USE

Distribute one article per month to your drivers and challenge them to read the article and reflect on the hazards presented and loss prevention techniques. Afterward, reinforce the material by assigning each driver the “Test Your Knowledge” activity. Instruct drivers to turn the completed activity in to management so the training can be documented.

SAFETY CONTESTS

The “Test Your Knowledge” activities are great for documenting training as well as safety contests. When drivers turn in their activities, put the names of those who finished it correctly in a prize drawing. At the end of the month, rotate having senior leaders in the company announce the winners. Make it fun, and be as creative as you like!

METRICS

Each month, fill out the “Value-Driven Driving” section of the tracking sheet located in the back of the Safety Talk booklet. Determine if the participation rate and safety performance results reflect the goals the company has set for itself. Discuss the results with the management team and devise ways to improve, if necessary.

WATER COOLER DISCUSSION

After distributing the articles, ask drivers what they thought about the subject, the hazards, and the defensive techniques discussed. Questions to pose can include:

- Did he/she find the topic relevant to his/her job?
- Can he/she relate to the “A Driver’s Story” testimonies?
- What can he/she do to help avoid this type of crash?



Preventing Lane Change Crashes

Lane change crashes are one of the four “Critical Crashes” because they typically result in severe losses. These types of crashes can be prevented if drivers are able to recognize the hazards that increase the likelihood of a lane change crash and take defensive measures to prevent a loss. Read the information below and ask yourself if there are actions you can take to improve your driving skills and reduce the risk of a lane change crash.

RECOGNIZE THE HAZARDS

Environment/equipment

- Dirty, obstructed mirrors
- Poor visibility
- Lack of fender-mounted mirror systems
- Traffic congestion
- Mirrors out of adjustment

Personal behaviors

- Frequent lane changes
- Speeding
- Tailgating/following too closely
- Distractions
 - *Visual* – Looking at anything other than the road ahead
 - *Manual* – Taking one or both hands off the wheel for any reason other than shifting
 - *Mental* – Mind is not focused on driving
- Improper reaction
- Aggressive driving
- Operating the vehicle while under the influence of drugs and/or alcohol
- Windows and mirrors not clean and free of obstructions

Note: These lists are not intended to be all-inclusive.

KNOW THE DEFENSE

Maintain one lane

- Avoid frequent lane changes

Maintain proper following distance

- Minimum six seconds following distance
- Add one second of following distance for each hazard present

Observe proper speed for conditions

- Drive 2-3 mph slower than the flow of traffic, not to exceed the posted speed limit
- Adjust speed based on hazards present

Avoid distractions inside the cab and out

- Put away cell phone, food, etc.
- Send calls to voicemail
- Resolve work/family issues before driving

Be attentive to the road ahead

- If you look away from the road ahead, make it a quick glance, less than a second
- Look for slowing traffic ahead
- Program devices (GPS, etc.) before leaving

React properly to hazards

- Apply controlled braking at the first sign of slowing vehicles ahead
- Avoid abrupt lane changes by allowing sufficient stopping distance

Use mirrors properly

- Make quick glances to mirrors
- Use the “Lean and Look” method to ensure vehicles are not in the front blind spots
- Keep mirrors clean and properly adjusted





Preventing Lane Change Crashes

A DRIVER'S STORY

Near the end of a long driving day, a truck driver hauling a 53' dry van was traveling northbound in moderate traffic on I-65 near southern Indiana. The interstate was three lanes wide and the truck driver was in the center lane following another tractor-trailer unit. Visibility was clear. Road conditions were dry. Suddenly, traffic slowed rapidly ahead due to an accident. To avoid a rear-end collision; the driver's first response was to quickly check the side mirrors and change lanes. The truck driver had not been managing the space around the vehicle, though, and failed to recognize a passenger vehicle lingering in the truck's right front blind spot. When the truck driver changed lanes to the right, the truck hit the car and forced it off the road. Fortunately, no one was seriously injured.

TEST YOUR KNOWLEDGE

Name: _____

1. To avoid a lane change crash when traffic slows ahead, you should maintain proper following distance, be attentive to the road ahead, and maintain one lane.
 - A. True
 - B. False
2. The minimum following distance for a tractor-trailer in normal conditions is:
 - A. 1 second
 - B. 3 seconds
 - C. 6 seconds
 - D. 9 seconds
3. Before changing lanes, a truck driver should always:
 - A. Activate the turn signal well in advance to alert other vehicles
 - B. Use the "Lean and Look" method to find vehicles in blind spots
 - C. Slow down slightly to expose vehicles in the truck's blind spots
 - D. All of the above
4. When should truck drivers check their mirrors for damage and proper alignment?
 - A. During pre-trip inspection
 - B. During each stop
 - C. During post-trip inspection
 - D. All of the above are good times to check mirrors
5. Frequent lane changes are an aggressive driving technique.
 - A. True
 - B. False

Answers can be found on pg. 35.





Space Management

Managing the space around the truck is a challenging task. With vehicles weaving in and out of blind spots, tailgaters, construction zones, and traffic congestion, truck drivers must be able to recognize the hazards that can lead to a crash and take defensive measures to protect themselves. Read the information below and ask yourself if there are actions you can take to improve your driving skills and reduce the risk of a crash.

RECOGNIZE THE HAZARDS

Environment/equipment

- Blind spots
- Traffic congestion
- School zones
- Construction zones
- Intersections/turning
- Highway merge points
- Shipper/receiver facilities
- Truck stops
- Public parking areas
- Poor visibility
- Slippery road conditions

Personal behaviors

- Driving distracted
- Improper following distance
- Speeding/driving too fast for conditions
- Frequent lane changes
- Not paying attention to the road ahead
- Driving while ill or fatigued

KNOW THE DEFENSE

Maintain one lane

- Avoid frequent lane changes

Observe proper speed for conditions

- Drive 2-3 mph slower than the flow of traffic and do not exceed the posted speed limit
- Adjust speed for hazards present

Avoid distractions

- Put away cell phones, food, drink, etc.
- Program GPS or other devices before driving
- Resolve personal/work issues before driving

Be attentive to the road ahead

- Look for slowing or stopped traffic
- Make only quick glances to mirrors and road signs

React properly to hazards

- Use the “Lean and Look” technique
- Get out and look before backing
- If vehicle behind is tailgating you, increase your following distance to allow more reaction time

Maintain proper following distance

- Keep a minimum of six seconds behind the vehicle in front of you
- Add one additional second for each hazard present

Yield right of way

- Slow down for merging traffic or being tailgated

Note: These lists are not intended to be all-inclusive.



Space Management

A LESSON LEARNED

While driving in the center lane of a three-lane highway, a truck driver reached down to pick up some paperwork that had fallen on the floor. With his eyes off the road for a second, the driver failed to notice traffic suddenly stopping ahead. When he looked up, he was startled to find a rear-end crash was imminent. His first reaction was to make an abrupt lane change. He cut into the right lane but failed to account for the passenger vehicle in the right front blind spot. He forced the car onto the shoulder and into the guardrail, critically injuring the driver and two other passengers. The truck driver was charged with reckless driving and his employment was terminated as a result of this preventable crash.

TEST YOUR KNOWLEDGE

Name: _____

- When entering a construction zone, a truck driver should:
 - Maintain the speed limit
 - Drive a little faster than the speed limit
 - Slow down and maintain proper following distance
 - All of the above
- When visibility is poor:
 - Slow down
 - Pull over in a safe place if conditions are too hazardous
 - Use lights/headlights so others can see you
 - All of the above
- If being tailgated, you should:
 - Flash your brake lights to get their attention
 - Increase your following distance
 - Speed up
 - Do nothing
- When driving in congested traffic, you should:
 - Make quick glances to mirrors
 - Maintain proper following distance
 - Stay in one lane as long as possible
 - All of the above
- It is okay to drive while ill or fatigued if you are only driving a short distance.
 - True
 - False

Answers can be found on pg. 35.





Mirror Use

The mirrors on a commercial motor vehicle are an essential piece of safety equipment. Used in conjunction with a skilled driver, mirrors can help drivers manage the space around the truck and avoid crashes while changing lanes, backing, turning, and startups. Mirrors require proper care and maintenance, however, and truck drivers must be able to recognize the hazards that can potentially render a mirror useless. Read the information below and ask yourself if there are actions you can take to improve your driving skills and reduce the risk of a crash with better use of your truck's mirrors.

RECOGNIZE THE HAZARDS

Environment/equipment

- Vibration causes misalignment during a trip
- Dirt, snow cover the mirrors
- Cracked or damaged
- Missing parts
- Not enough mirrors to cover blind spots
- Heater does not work
- Wiring malfunction
- Fog/condensation on mirror
- Improper mounting

Personal behaviors

- Improper adjustment
- Failure to check mirrors in pre-trip, en route, and post-trip inspection
- Failure to report or replace damaged mirrors
- Failure to clean mirrors

KNOW THE DEFENSE

Vehicle inspections

- Properly adjust your mirrors during pre-trip, en route, and post-trip vehicle inspections
- Tighten loose mirrors
- Report damaged equipment to maintenance for replacement
- Clean dirt, mud, ice, snow, and other contaminants off mirrors during each stop, especially during adverse weather
- Keep spare mirrors in the truck
- Encourage management to build a mirror check station at the terminal
- Install fender/hood-mounted mirrors

Crash prevention techniques

- Check mirrors frequently while driving by making quick glances
- Get Out And Look before backing (GOAL)
- Use the "Lean and Look" method before changing lanes to ensure no vehicles are in the right or left front of the tractor
- Check the right-side blind spot using the passenger door window, if available
- Plan a route that limits left turns and backing
- Maintain one lane as much as possible

Note: These lists are not intended to be all-inclusive.



Mirror Use

A DRIVER'S STORY

A truck driver was driving northbound on a two-lane street when he approached his turn to head east. He activated his right turn signal and slowed down. The turn at the intersection was going to be tight, so the driver checked his driver-side mirrors and swung wide left, crossing over the lane divider and into the adjacent lane to his left. As he did so, the rear of the trailer drifted away from the curb. Seeing the right lane opening up, a passenger vehicle sped up along the truck's right side. Seconds later, the truck driver made a sharp right turn directly into the car causing a right turn squeeze crash. The passenger vehicle was caught under the trailer and the driver was transported to the hospital.

TEST YOUR KNOWLEDGE

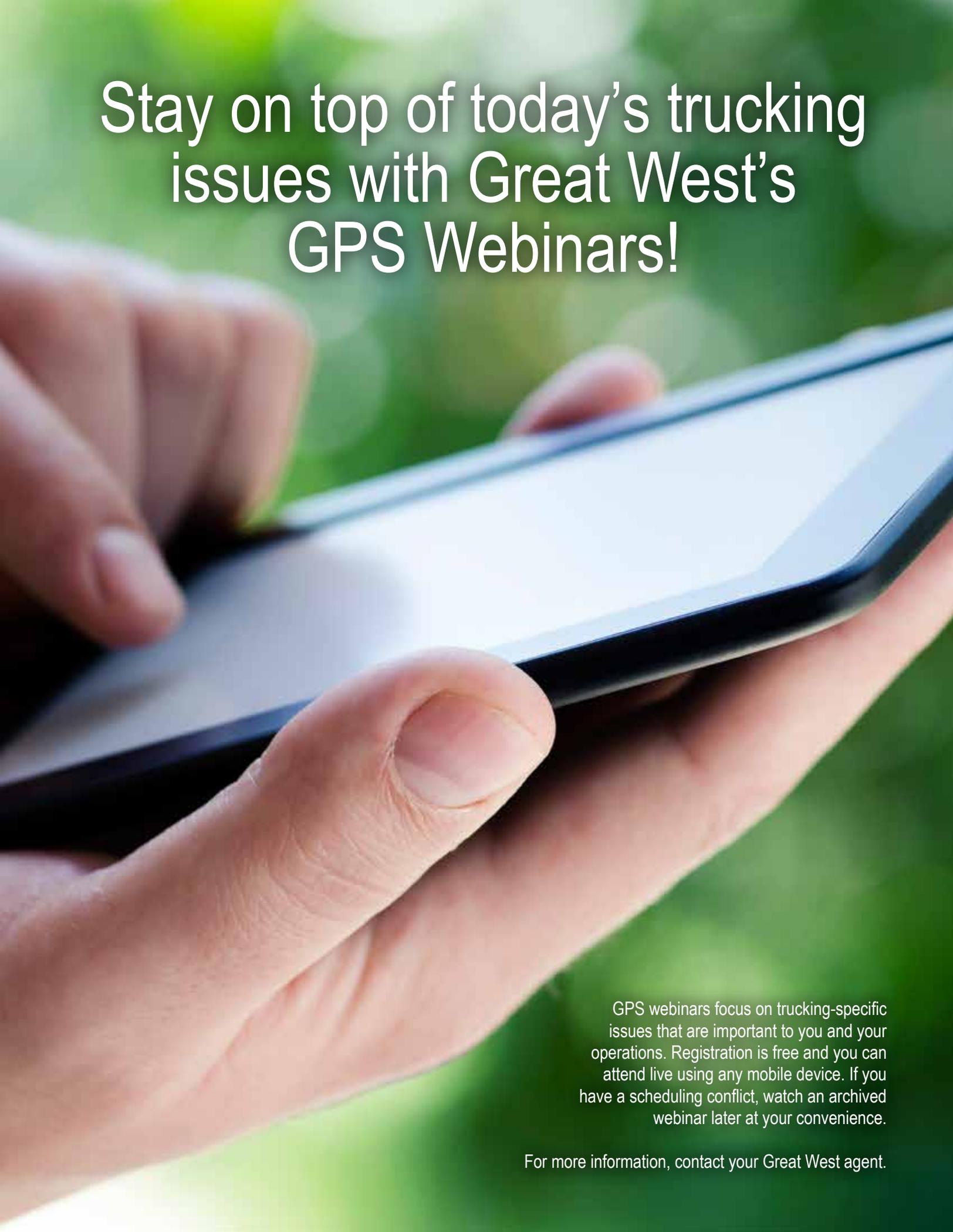
Name: _____

1. How many mirrors do the federal regulations require for a commercial motor vehicle?
 - A. 2
 - B. 4
 - C. 6
 - D. 7
2. Fender or hood-mounted mirrors eliminate all blind spots around the truck.
 - A. True
 - B. False
3. Mirrors should be checked:
 - A. During pre-trip inspection
 - B. While en route during stops
 - C. During post-trip inspection
 - D. All of the above are good times to check the mirrors



4. In the image above, which vehicle is in the most dangerous position around the truck?
 - A. 1
 - B. 2
 - C. 3
 - D. 4
 - E. 5
 - F. 6
5. Which driving technique is best for checking the tractor's right front corner blind spot?
 - A. Use the west coast mirror
 - B. Use the fender-mounted mirror
 - C. Use the "Lean and Look" method
 - D. Both A & B

Answers can be found on pg. 35.



Stay on top of today's trucking issues with Great West's GPS Webinars!

GPS webinars focus on trucking-specific issues that are important to you and your operations. Registration is free and you can attend live using any mobile device. If you have a scheduling conflict, watch an archived webinar later at your convenience.

For more information, contact your Great West agent.



VALUE-DRIVEN[®] LIFE

TARGET AUDIENCE

Office staff, mechanics, material handlers, drivers

SUGGESTED USE

Distribute one article per month to the target audience. The Value-Driven Life section contains three articles: one for office staff, one for mechanics and material handlers, and one for drivers. Encourage personnel to read the article and reflect on the hazards presented and loss prevention techniques. Afterward, reinforce the material by assigning each worker the “Test Your Knowledge” activity. Instruct personnel to turn the completed activity in to management so the training can be documented.

SAFETY CONTESTS

The “Test Your Knowledge” activities are great for safety contests. For example, when drivers turn in their activities, put the names of those who finished it correctly in a prize drawing. At the end of the month, rotate having senior leaders in the company announce the winners. Make it fun, and be as creative as you like!

METRICS

Each month, fill out the “Value-Driven Life” section of the tracking sheet located in the back of the Safety Talk booklet. Determine if the participation rate and safety performance results reflect the goals the company has set for itself. Discuss the results with the management team and devise ways to improve, if necessary.

WATER COOLER DISCUSSION

After distributing the articles, ask drivers what they thought about the subject, the hazards, and defensive techniques discussed. Questions to pose can include:

- Did he/she find the topic relevant to his/her job?
- Can he/she relate to the ‘A Lesson Learned’ section of the article?
- What can he/she do to avoid a work-related injury?



Office Safety: Fall Prevention

Slips and falls are the leading cause of workplace injuries. These incidents often result in traumatic head, neck, back, and other serious injuries which affect you, your family, coworkers, and employer. In addition to the pain and possibility of temporary or permanent disability, a slip and fall injury could cost you in lost wages, out-of-pocket medical expenses, and your ability to enjoy the people and activities you love. The key to preventing slips and falls is to be able to recognize hazards and take defensive measures to protect you from injury.

RECOGNIZE THE HAZARDS

Environment/equipment

- Spilled drinks in the break room
- Wet floors in the bathroom
- Water, ice, and mud in and around the building
- Waxed or polished floors
- Wearing shoes with flat leather, or plastic soles
- Slippery ramps
- Transition from carpet to tile flooring
- Poor lighting

Personal behaviors

- Distracted walking
(ex. texting, reading, talking, etc.)
- Obscured view while carrying items
- Standing on chairs and desks
- Not using handrails on stairs
- Skipping steps on stairs
- Hurrying
- Carrying items on stairs

KNOW THE DEFENSE

Proper housekeeping

- Clean up spills immediately
- Keep file drawers closed
- Do not store items on floor
(ex. purses, boxes)
- Fix damaged floors (ex. buckled carpet)
- Use “Caution: Wet Floor” signs to warn others
- Keep walkways clear of power cords, computer cables, etc.

Safe work practices

- Avoid distracted walking
- Wear shoes with slip-resistant soles
- Always keep line of sight clear when carrying items
- Use handrails on stairs and ramps
- Walk, do not run
- Use a flash light in low-lit areas
- Use three-point contact on ladders

Proper falling tips

- Keep hands free by tossing objects clear while falling to avoid further injury
- Protect your head, neck, and spine
- Turn while falling to avoid landing on your back or chest
- Don't try to stiff-arm the wall or floor
- Relax and breathe out, so the body absorbs less force of the fall and reduces internal compression
- Roll or move with the direction of the fall

Note: These lists are not intended to be all-inclusive.





Office Safety: Fall Prevention

A LESSON LEARNED

A dispatcher went on break and entered the lunchroom to heat up a bag of popcorn. While his snack heated up in the microwave, he purchased a can of soda from the vending machine. To his surprise, when he opened the can, the soda overflowed and spilled on the tile floor. The dispatcher scurried to grab some paper towels to clean up the mess but got distracted when he smelled his popcorn burning in the microwave. As he retrieved the bag, the owner's wife entered the lunchroom. Preoccupied with the burning smell, she did not see the spilled soda on the floor and slipped and fell, breaking her hip.

TEST YOUR KNOWLEDGE

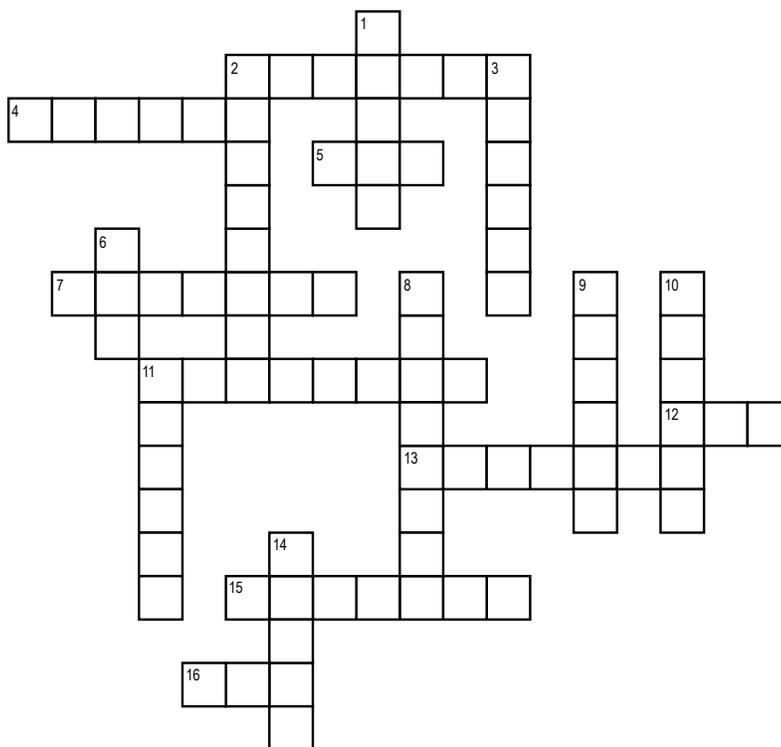
Name: _____

Across

- 2. One cause of distracted walking injuries
- 4. Equipment used to climb up or down
- 5. Personal Protective Equipment
- 7. The act of losing balance and dropping to the ground
- 11. Used to prevent slips in a stairwell
- 12. Area in the shop to service underneath vehicles
- 13. A depression or hollow in a road surface
- 15. A condition that causes drowsiness
- 16. Slippery winter substance

Down

- 1. Used to climb into tractor cab
- 2. Grip between feet and ground
- 3. PPE used to protect your hands
- 6. Used to polish floors
- 8. When bottom of foot loses traction
- 9. This type of boot has a smooth, leather sole that is prone to cause slips
- 10. Floor covering made of woven fabric
- 11. A condition or behavior that increases the risk of injury
- 14. Clear liquid that can make a surface slippery



Answers can be found on pg. 35.





Shop Safety: Fall Prevention

Slips and falls are the leading cause of workplace injuries. These incidents often result in traumatic head, neck, back, and other serious injuries which affect you, your family, coworkers, and employer. In addition to the pain and possibility of temporary or permanent disability, a slip and fall injury could cost you in terms of lost wages, out-of-pocket medical expenses, and your ability to enjoy the people and activities you love. The key to preventing slips and falls is to be able to recognize hazards and take defensive measures to protect you from injury.

RECOGNIZE THE HAZARDS

Environment/equipment

- Open service pit
- Spilled fluids on the floor (ex. oil, grease, etc.)
- Uneven floors (ex. loading dock, trenches, drains, etc.)
- Blocked stairwells
- Improper footwear
- Working from heights (ex. top of trailers, ladders, etc.)
- Cluttered lofts/storage areas
- Damaged/improper ladder use
- Poor lighting

Personal behaviors

- Failure to use three-point contact
- Failure to use handrails on stairwells
- Distracted walking
- Failure to use fall protection devices
- Obscured view while carrying items
- Poor housekeeping (ex. tools, air hoses, etc.)
- Skipping steps on stairs
- Hurrying

KNOW THE DEFENSE

Walking/working surfaces

- Stay on the ground as much as possible
- Utilize fall protection equipment
- Avoid distracted walking
- Place barriers around open service pits and loading docks
- Practice good housekeeping
- Always keep line of sight clear when carrying items
- Use handrails on stairs and ramps
- Report hazards immediately
- Obey hazard warning signs

Footwear

- Wear shoes with slip- and puncture-resistant soles and toe protection
- Avoid athletic shoes, flip flops, cowboy boots, dress shoes, and certain hiking boots

Ladders

- Use three-point contact
- Wear firm-grip gloves on ladders
- Always face the ladder or equipment when climbing on/off

Note: These lists are not intended to be all-inclusive.



Shop Safety: Fall Prevention

A LESSON LEARNED

A mechanic was leaving for the day when a driver stopped him outside the shop and asked for help securing the manhole lid on his MC-307 bulk liquid cargo tank trailer. He was eager to leave for his son's baseball game, but the driver told him he had a hot load waiting and needed to get to the shipper. Having already changed into street clothes, the mechanic decided to forgo changing back into his work boots and grabbing his gloves. Instead, he hurried up the passenger-side ladder wearing his sneakers. In his haste, his foot slipped off the wet ladder. He fell and hit his chin on the rung, splitting it open. He then lost his grip and fell backwards to the ground, injuring his back, neck, and head. The mechanic was transported to the hospital where he received 30 stitches in his chin and had to wear a neck and spine brace for three weeks during rehabilitation.

TEST YOUR KNOWLEDGE

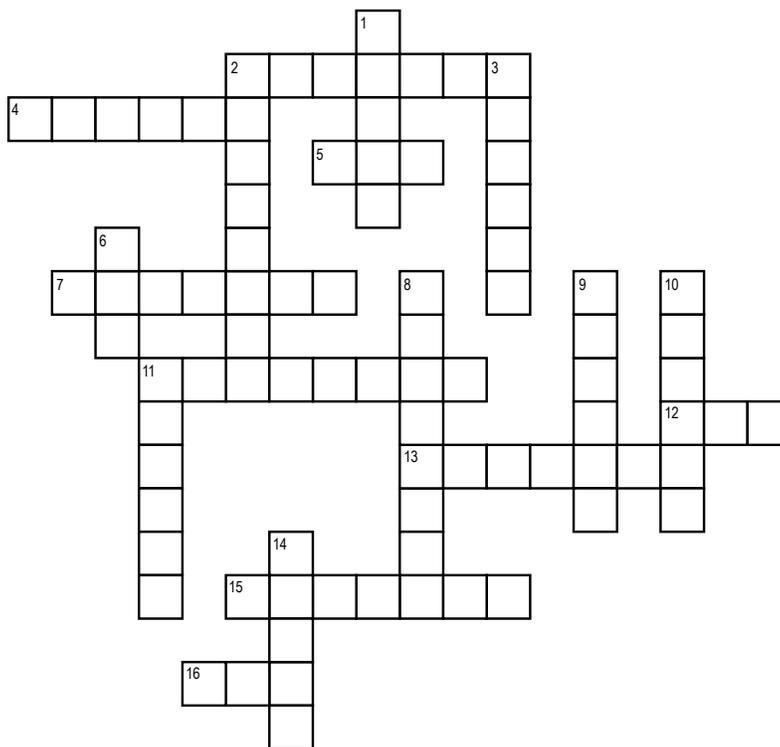
Name: _____

Across

- 2. One cause of distracted walking injuries
- 4. Equipment used to climb up or down
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- 7. The act of losing balance and dropping to the ground
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- 12. Area in the shop to service underneath vehicles
- 13. A depression or hollow in a road surface
- 15. A condition that causes drowsiness
- 16. Slippery winter substance

Down

- 1. Used to climb into tractor cab
- 2. Grip between feet and ground
- 3. PPE used to protect your hands
- 6. Used to polish floors
- 8. When bottom of foot loses traction
- 9. This type of boot has a smooth, leather sole that is prone to cause slips
- 10. Floor covering made of woven fabric
- 11. A condition or behavior that increases the risk of injury
- 14. Clear liquid that can make a surface slippery



Answers can be found on pg. 35.





Driver Safety: Fall Prevention

Slips and falls are the leading cause of workplace injuries. These incidents often result in traumatic head, neck, back, and other serious injuries which affect you, your family, coworkers, and employer. In addition to the pain and possibility of temporary or permanent disability, a slip and fall injury could cost you in lost wages, out-of-pocket medical expenses, and your ability to enjoy the people and activities you love. The key to preventing slips and falls is to be able to recognize hazards and take defensive measures to protect you from injury.

RECOGNIZE THE HAZARDS

Environment/equipment

- Loose, damaged, or missing steps, catwalk, or hand rails
- Objects attached to steps or hand rails (i.e. carpet, antenna brackets)
- Loose or damaged fifth wheel release pin
- Load securement devices placed on the ground while loading/unloading
- Tools/equipment used for vehicle inspections or load securement placed on ground (hammers, tire air gauge, shovel, broom, etc.)
- Stepping over air/electrical lines on catwalk
- Climbing in/out of truck cab, trailer, or on/off tank or truck cargo area
- Snow, ice, water on the ground
- Slippery surfaces due to spills (oil, grease, fuel, etc.)
- Uneven pavement (ex. potholes)
- Objects on ground
- Poorly lit areas

Personal behaviors

- Running, jumping, hurrying, stepping backward, etc.
- Inattention/distractions
- Fatigued or ill

Note: These lists are not intended to be all-inclusive.

KNOW THE DEFENSE

Entering/exiting

- Face the vehicle when entering or exiting
- Use the three-point contact method
- Keep hands free

Vehicle inspection

- Conduct a thorough vehicle inspection
- Report damaged/missing equipment to maintenance immediately
- Keep steps clean and free from foreign objects

Footwear

- Wear shoes with slip-resistant properties

Walking/working surfaces

- Be aware of your surroundings
- Practice good housekeeping
- Use a flashlight in low-lit areas
- Never attempt to step over air and electrical lines on the catwalk

Proper technique

- Find stable ground when pulling the fifth wheel pin, sliding tandems, cranking the landing gear, etc.
- Watch for other trucks parked too close that could limit your range of motion
- Use fall protection devices
- Use caution opening truck/trailer doors



Driver Safety: Fall Prevention

A LESSON LEARNED

A driver attempted to retrieve his load locks that were stowed on the back of the tractor cab. He climbed onto the catwalk and stepped over the air and electrical lines to unhook them when his foot got tangled. He tripped and fell head first onto the fuel tank and then to the ground. The driver broke his wrist, suffered a concussion, and received a large gash to his head. He was off work for nearly three months. He returned to work a month later and was assigned light duty during his recovery. Since the incident was determined to be preventable, the driver also had to present slip, trip, and fall training at the next safety meeting.

TEST YOUR KNOWLEDGE

Name: _____

1. When entering or exiting the cab of a truck, you should always:
 - A. *Hold the hand rail with one hand and keep at least one foot in contact with the steps*
 - B. *Face the vehicle when entering and away from the vehicle when exiting*
 - C. *Use carpet or other foreign material on the steps to provide more traction*
 - D. *Enter and exit facing the cab using the three-point contact method*
2. When conducting a pre-trip inspection, you should:
 - A. *Inspect all steps, hand rails, ladders, etc.*
 - B. *Have damaged, loose, or missing steps and hand rails repaired or replaced*
 - C. *Make sure all steps are clean and free from foreign objects*
 - D. *All of the above*
3. When standing on the catwalk, never:
 - A. *Inspect the condition of air lines*
 - B. *Inspect electrical cord connections*
 - C. *Step over air and electrical lines*
 - D. *All of the above*
4. When walking around the truck in a poorly-lit area, you should:
 - A. *Use caution and be alert for uneven surfaces and debris on the ground*
 - B. *Use a flashlight*
 - C. *Both A and B are correct*
 - D. *Neither A nor B is correct*
5. Wearing shoes with slip-resistant soles will prevent all slips and falls.
 - A. *True*
 - B. *False*

Answers can be found on pg. 35.





APPENDIX

Tracking Sheet

Tracking Sheet Instructions

For each of the four categories (SMS, Crashes, Injuries, Training), assign a member of the company's leadership team to use the tracking sheet to record your company's quarterly results.

SAFETY MEASUREMENT SYSTEM (SMS) PERFORMANCE

The purpose of this activity is to set a quarterly goal for the company's SMS results and measure if the goal has been met. Answer the questions below the chart and discuss the results with management.

Instructions

1. Open your internet browser and go to <https://ai.fmcsa.dot.gov/sms/>.
2. In the table below, enter each of your company's BASIC measures in the "JUN 30" column.
3. In the "GOAL" column, enter the score you plan to achieve by September 30.
4. At the end of July, August, and September, enter your updated BASIC measures.

BASIC	JUN 30	GOAL	JUL 31	AUG 31	SEP 30
Unsafe Driving					
Crash Indicator					
Hours-of-Service					
Vehicle Maintenance					
Controlled Substances & Alcohol					
Hazardous Materials					
Driver Fitness					

Questions

1. Did you achieve your goal for each BASIC measure? If not, why?
2. Can you identify any positive and/or negative trends in your results? If yes, to what do you attribute these trends?
3. What can be done to improve these results next quarter?
4. What are your SMS performance goals for next quarter?



Tracking Sheet (cont.)

VEHICLE CRASH PREVENTION

The purpose of this activity is to track ALL vehicle-related incidents and measure the company's monthly and quarterly safety performance.

Instructions

At the end of each month, fill in the chart with the company's vehicle crash results. At the end of the quarter, add the results together for each column and enter the sum in the "Quarterly Results" field.

MONTH	TOTAL # CRASHES	# DOT RECORDABLE	# CRITICAL CRASHES	# PREVENTABLE CRASHES	TOTAL EXPENSES
JULY					
AUGUST					
SEPTEMBER					
QUARTERLY RESULTS					

**The four Critical Crashes are: Rear-End, Run Under, Lane Change, and Loss of Control.*

Questions

1. Can you identify any positive or negative trends in the results? If yes, to what do you attribute these trends?
2. What can be done to improve these results next quarter?

INJURY AND ILLNESS PREVENTION

The purpose of this activity is to track ALL workplace incidents (injuries and illnesses) to measure the company's monthly and quarterly safety performance.

Instructions

At the end of each month, fill in the chart with the company's vehicle crash results. At the end of the quarter, add the results together for each column and enter the sum in the "Quarterly Results" field.

MONTH	TOTAL # INCIDENTS	# OSHA RECORDABLE	# CRITICAL INJURIES	# DEATHS	# DAYS AWAY FROM WORK	# DAYS TRANSFER/ RESTRICTION	TOTAL EXPENSES
JULY							
AUGUST							
SEPTEMBER							
QUARTERLY RESULTS							

**See OSHA 300 for criteria for the definition of recordable.*

***Critical Injuries include slips, trips, and falls as well as injuries caused by lifting, pushing, and pulling.*

Questions

1. Can you identify any positive or negative trends in the results? If yes, what do you attribute to these trends?
2. What can be done to improve these results next quarter?



Tracking Sheet (cont.)

TRAINING

The purpose of this activity is to track ALL workplace incidents (injuries and illnesses) to measure the company's monthly and quarterly safety performance.

Instructions

- Each month, distribute one Safety Talk article to each member of the target audience.
For example, all personnel in a Leadership role would receive that month's Leadership article.
- After distributing the articles, track the following:
 - Leadership and Operations** – Place a check mark (✓) next to each "Call to Action" activity completed.
 - Driving and Life** – Record the number of quizzes completed vs. the number distributed.
- At the end of each quarter, calculate the participation rate for each group.

MONTH	LEADERSHIP	OPERATIONS	DRIVING	LIFE
JULY	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
AUGUST	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
SEPTEMBER	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
Calculate Participation Rate	$\frac{\text{_____}}{\text{(Activities Completed)}} \div 12$ = _____ % (Participation Rate)	$\frac{\text{_____}}{\text{(Activities Completed)}} \div 9$ = _____ % (Participation Rate)	$\frac{\text{_____}}{\text{(Total Completed)}} \div \frac{\text{_____}}{\text{(Total Distributed)}}$ = _____ % (Participation Rate)	$\frac{\text{_____}}{\text{(Total Completed)}} \div \frac{\text{_____}}{\text{(Total Distributed)}}$ = _____ % (Participation Rate)

Questions

- Is the participation rate for each group acceptable?
- What can be done to improve these results next quarter?

Notes



Product Spotlight

Value-Driven[®] Driving

Looking for FREE driver training? Great West Casualty Company's Value-Driven Driving (VDD) is an industry-leading video training series that is only available to our insureds. The goal of the training is to help drivers make "value-based" decisions behind the wheel and around the truck to prevent large truck crashes and injuries.

WHAT IS INCLUDED IN VALUE-DRIVEN DRIVING?

Currently, VDD consists of four modules that address the "Critical Crashes." These are:

MODULE 1 - PREVENTING REAR-END CRASHES

This module focuses on four factors that contribute to rear-end crashes: following distance, speed, distractions, and improper reaction by the driver. Drivers will learn how to calculate stopping distance, gauge proper following distance, eliminate distractions, and mentally practice reacting to hazards.

MODULE 2 - PREVENTING LOSS OF CONTROL CRASHES

This module focuses on four types of loss of control crashes: jackknives, lane departures, rollovers, and steer tire blowouts. Drivers will learn about the factors that increase the risk of these crash types and how to prevent them using the Essential 7 Driving Techniques.

MODULE 3 - PREVENTING LANE CHANGE CRASHES

This module focuses on the loss factors that contribute to lane change crashes, including frequent lane changes, space management, poor planning, distractions, and following distance. Drivers will learn about the danger zones and blind spots around the truck and techniques to prevent a lane change crash.

MODULE 4 - PREVENTING RUN UNDER CRASHES

This module focuses on preventing side impact collisions, specifically when crossing divided highways, turning at intersections, and backing into facilities. The loss factors discussed include timing, failure to yield, night conspicuity, making U-turns, backing up across travel lanes, and trailer spacing. Drivers will learn how the Essential 7 Driving Techniques can be applied to avoid run under crashes and right-turn squeeze collisions.

WHERE CAN I GET MORE INFORMATION?

Value-Driven Driving can be accessed anywhere by current insureds using a mobile device. All of the videos are available on our online Learning Library (<http://greatwest.infinet-i.net/Login.aspx>). VDD is also available in a four-disc DVD bundle. Please contact your agent or Safety Department (www.gwccnet.com) for assistance.



Learning Library Login Instructions

The Learning Library is Great West's online video delivery system. Insureds have free access to over 150 safety videos that can be accessed online 24/7 using an internet-ready device such as a PC, laptop, tablet, or smartphone. Insureds are encouraged to share their Learning Library user name and password with other employees so they can watch safety videos at the terminal, at home, or on the road. Here's how to get started!

LOGIN INSTRUCTIONS

1. Open your internet browser and go to www.gwccnet.com
2. On the left-hand side of the Great West homepage, click the "LEARNING LIBRARY" link
3. At the Learning Library home page, enter your User Name and Password to log in
4. On the Classroom page, select a topic and click on the video link to begin watching



LOGIN HELP

If you have problems logging in, please contact Vertical Alliance Group at 877.792.3866 x300, Monday - Friday, 8:00 AM to 5:00 PM CST.

TIPS

1. **User Name** - Enter your primary Great West policy number in the User Name field. Ex. GWP12345A
2. **Password** - First-time users enter the temporary password: **greatwest (all lowercase, all one word)**

Note: As soon as you log in, you will be prompted to change your temporary password. Make the new password easy for all employees to remember. These login credentials grant access to the safety videos only, not to the company's sensitive insurance policy information.



Secure Portal Login Instructions

SECURE PORTAL

The Secure Portal is where insureds can view their sensitive policy information, such as claims, premiums, and driver lists as well as additional safety products and services. Unlike the Learning Library, insureds should not share their Secure Portal login credentials with unauthorized personnel. Please follow these easy steps to access the Secure Portal:

1. Open your internet browser and go to www.gwccnet.com
2. Enter your Email / User ID
3. Enter your Password
4. Click the “Sign In” button
5. Click on the “Secure Portal” link to access Safety Services



REQUEST SIGN ON

If you do not have a User ID, follow these steps:

1. Click the “Request Sign On?” link to the right of Email / User ID
2. Fill in the required fields
3. Click the “Submit Request” button

LOGIN HELP

You can also call our Help Desk at 800.552.9118 for assistance. After submitting your request, you will receive an email from Great West with your login information.



Test Your Knowledge

Answer Sheet

VALUE-DRIVEN® DRIVING

PREVENTING LANE CHANGE CRASHES (p. 16)

1. A - True
2. C - 6 Seconds
3. D - All of the above
4. D - All of the above are good times to check mirrors
5. A - True

SPACE MANAGEMENT (p. 18)

1. C - Slow down and maintain proper following distance
2. D - All of the above
3. B - Increase your following distance
4. D - All of the above
5. B - False

MIRROR USE (p. 20)

1. A - 2
2. B - False
3. D - All of the above are good times to check mirrors
4. F - 6
5. D - Use the "Lean and Look" method

VALUE-DRIVEN® LIFE

SHOP/OFFICE SAFETY: FALL PROTECTION (p. 24 & 26)

Across

2. Texting
4. Ladder
5. PPE
7. Falling
11. Handrail
12. Pit
13. Pothole
15. Fatigue
16. Ice

Down

1. Steps
2. Traction
3. Gloves
6. Wax
8. Slipping
9. Cowboy
10. Carpet
11. Hazard
14. Water

DRIVER SAFETY: FALL PREVENTION (p. 28)

1. D - Always enter and exit facing the cab and using three-point contact
2. D - All of the above
3. C - Step over air and electrical lines
4. C - Both A and B are correct
5. B - False



THE SUCCESSFUL TRANSITION FROM PAPER TO ELECTRONIC LOGS

Switching from a paper logging system to an electronic logging system is not as simple as “plug in the device and let the data flow.” While ELDs are nothing more than “very accurate logs,” the switch to an electronic logging system will impact all departments and all phases of your operation. It must be handled as a significant change, using a change management process approach. Using a change management process will allow you to maintain stability and continuity while reaching your end-state goal. In this case, the goal is the company operating effectively using an electronic logging system. With the Final Rule requiring that most drivers switch to electronic logs by December 18, 2017, carriers need to determine their end-state goal and start moving toward it sooner rather than later. There are many different change management models to work from. We are going to use one of the basic models - Prepare, Manage, Reinforce - and discuss the thoughts and actions that need to go into each step of the process.

PREPARE FOR THE CHANGE

The preparation phase includes several key steps. The first critical step is determining what your “future state” should look like.

- **What do you need the device/system to do?**
- **What would the system be capable of doing?**
- **How “driver-friendly” do you want it to be?**
- **How “user-friendly” do you want it to be?**

These are all issues that need addressed up front. On completing this initial step, you will have defined the project, created an understanding of where you are and where you are going (i.e., your “future state”), and you will be prepared to plan the steps needed to arrive at your end-state.





Next, get senior management engaged in and supportive of the process. A project of this scale will require the support from all senior management. As you are going through the process, you cannot have a member of senior management undermining the change.

Once you have senior management on board, the next step is to form your project team. You will need to assign a project sponsor, which should be someone from senior management. The project sponsor will keep the project going forward if resistance is met. You will also need a project leader who will oversee the day-to-day activities necessary to plan for and implement the change. This person will also be the liaison with the vendor(s). Finally you will want to include all the affected managers, from all areas of the company. It is wise to include driver representation at this point. The drivers have the most at stake, so having their participation and input can be critical.

Also, start looking for driver champions that can serve as mentors during the implementation phase. As well as including drivers and their supervisors on the team, be sure to communicate regularly with everyone in the company, especially all the drivers. Throughout the process you need to communicate why you are switching to an electronic logging system, what the benefits are to the drivers and the company, and what your expectations will be.

POLICIES AND PROCEDURES

Before any system field testing starts, the foundational policies and procedures must be developed to guide the organization through the ELD transition. Some examples of basic policies are:

- Document who will have authority within the system
- How to edit hours-of-service records and ELD data retention (minimum six months)
- Procedures for submission/retention of supporting documents (no more than eight per day, per driver)
- Procedures for initial/orientation training, follow-up training, and remedial training
- Log audit procedures
- Dispatch planning
- Mechanic/vendor use of the trucks
- Approach to owner-operators
- Specific personal use limits for CMVs
- Electronic submission of Driver Vehicle Inspection Reports (DVIRs)
- Procedure for reporting and resolving ELD malfunctions and other technical issues
- Rental vehicle ELD procedure
- Understanding and preventing harassment
- Procedure for drivers to transfer information to safety officials

MANAGE THE CHANGE

After the preparations have been completed, the next step is to begin managing the change. The planning process will need to include action items for:

- Scheduling resources and training
- Determining an implementation timeline
- Developing thresholds and settings for the system
- Installing the devices

While you are managing the change, it is a best practice to begin tightening up your hours-of-service compliance efforts. You will want to concentrate on the accuracy of logs and the adherence to limits.



TRAINING BEGINS AT THE TOP

As part of managing the change, you will need to implement an extensive training program for drivers, supervisors, and support staff. Train your driver champions early so you will be able to engage them in mentoring other drivers. Driver training during this phase will need to include:

- Using the electronic logs during normal operation (logging in, logging out, changing non-driving statuses, entering shipping document numbers and other information, certifying and submitting completed records, using the interface to display available hours, etc.)
- Setting up the device and presenting all of the required information at a roadside inspection
- How to make or request a correction
- Procedures to follow when an ELD fails
- Protecting drivers from harassment and coercion and filing a complaint
- Submitting supporting documents

Do not underestimate the amount of training and coaching the drivers will need. In many cases, you may be working with individuals who have never owned a cell phone (or only owned simple cell phones), teaching them how to use a complicated hours-of-service interface on a complicated smart device.

Supervisors will need training as well. Supervisors should be trained on the following items that are specific to ELDs and hours-of-service compliance:

- The specifics of hours-of-service compliance as they relate to the electronic logging system being implemented
- How and when to make corrections
- How to locate a driver's available hours in the system
- How to use the system information when assigning work to drivers
- How to deal with unassigned miles - determining who the miles should belong to and assigning the miles
- A clear understanding of what constitutes harassment or coercion of drivers along with the consequences for harassment and coercion

Both supervisors and drivers may need training on additional requirements related to using an ELD.

The back office personnel who will be working with the system but not directly supervising the drivers will need to be trained on the use of the system, including how to read and understand the data, run reports, generate alerts, share information, and take actions based on the data and reports. Your maintenance staff will likely be installing, troubleshooting, and replacing the ELDs. Therefore, they will also need training on this equipment

REINFORCE THE CHANGE

Important activities to undertake after the change to ELDs has been implemented are monitoring and tracking the processes and results. Monitoring and tracking are done to make sure the change is producing the desired results.

Activities that will need to be monitored include:

- The system itself. Is it being used as intended and accomplishing your goals?
- The reports the system is generating. Are the reports actually providing you with actionable information?
- Error rates. Are you seeing significant or repetitive error rates?
- Violation rate. Are hours-of-service violations dropping?
- Calls for assistance/technical support. Are support calls decreasing over time?

Most of the issues you will deal with will involve errors. One component of this phase is making sure the drivers and supervisors know who to contact if there are questions or concerns. As part of the reinforcement process, you will want to conduct follow-up training with employees, showing problems with the system or with compliance.

Celebrating success stories publicly can help with acceptance, which is especially important during the reinforcement period.

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FREQUENTLY ASKED QUESTIONS

Will the mandate be thrown out or revoked?

No. It is the law and it is here to stay.

What is a “grandfathered” AOBRD?

A “grandfathered” AOBRD is a device that a motor carrier installed and required its drivers to use before the electronic logging device (ELD) rule compliance date of December 18, 2017. A motor carrier may continue to use grandfathered AOBRDs no later than December 16, 2019. After that, the motor carrier and its drivers must use ELDs (FMCSA, 2017).

Will there be training on how to utilize ELDs?

The training falls on the shoulders of the carrier. The earlier you begin your implementation and installation of the devices, the greater chance you will have of being able to utilize the vendor’s knowledge and time. Most vendors are good about providing on-hand tech support, training, and an individual representative to each account. You will want to be sure you assign someone in upper management to be the ELD project leader. This person will work directly with the vendors to assist in installation, tech issues, and training of drivers. Remember, it is not best to install and train all drivers at once. Start with your champion drivers and then trickle down from there. Again, starting early is the key. The longer you wait, the more spread thin the vendors will become with the rush of requests. This will only intensify the closer we get to December 18, 2017. If this occurs, the vendor may not be able to provide as much assistance to you during your transition period (FMCSA, 2017).

What if there is a malfunction?

Note the breakdown of the ELD and provide written notice of the failure to the motor carrier within 24 hours. Reconstruct the record of duty status (RODS) for the current 24-hour period and the previous seven consecutive days. Record the RODS on graph-grid paper logs unless the driver already has the records or retrieves them from the ELD. Continue to manually prepare RODS until the ELD is serviced and back in compliance (FMCSA, 2017).

Would an ELD or a driver be non-compliant if the data cannot be sent electronically to a safety official at a roadside check?

No. The driver must, however, be able to provide a printout or show the actual ELD display of his or her RODS. This must be done without the safety official entering the truck.

Can a driver access RODS from an ELD?

Since all ELD data outputs will be in a standard comma-delimited file (.csv file), a driver may import the data and export it to Excel, Word, Notepad, or other common file format. A driver should also be able to access the records through a screen display or printout.

Can an ELD be on a smartphone or other wireless device?

Yes. You may choose a bring-your-own-device platform which allows you to use your smartphone or a tablet device, or you may choose a platform whereby the device is specific to the vendor.

What time periods can be used to determine the 8 days in any 30-day period for exemptions?

The 30-day period does not need to be within the same month. It can be a rolling 30-day period, such as June 15 to July 15.

Are rented or leased commercial motor vehicles exempt from the ELD rule?

No. The Final Rule applies to all rented or leased commercial motor vehicles.

What must a driver do with unassigned driving time when he or she logs into the ELD?

A driver needs to review any unassigned driving time when he or she logs into the ELD. If the driving time logged under this unassigned account is accurate, a driver must add it to his or her own record.

What must a motor carrier do with unassigned driving records from an ELD?

A carrier must either explain the reason for the unassigned time or assign the time to the correct driver. A carrier must retain unidentified driving records for at least six months to make available when asked by authorized safety officials.

How precise will the location information recorded by the ELD be?

During on-duty driving periods, the location accuracy is approximately within a one-mile radius. When a driver operates a CMV for personal use, the position reporting accuracy will be approximately within a 10-mile radius (FMCSA, 2017).



What about loading, docking, and delays?

In the world of trucking, at times we experience delays. Whether it is a delay at a shipper or a traffic jam, the ELD will be running. A driver is considered on duty the moment the truck starts moving at a higher speed than five MPH. Once a driver leaves the terminal and goes to pick up a load, while the truck is being loaded, the driver is on-duty. If it takes an additional two hours longer than expected, that time must come off the driver's on-duty time.

What is the definition of harassment in the ELD rule?

FMCSA defines harassment as an action by a motor carrier toward one of its drivers that the motor carrier knew, or should have known, would result in the driver violating hours of service (HOS) rules. These rules prohibit carriers from requiring drivers to drive when their ability or alertness is impaired due to fatigue, illness, or other causes that compromise safety. To be considered harassment, the action must involve information available to the motor carrier through an ELD or other technology used in combination with an ELD. FMCSA explicitly prohibits a motor carrier from harassing a driver (FMCSA, 2017).

If a driver relocates to another state and obtains a new commercial drivers license, should the motor carrier edit the driver profile to change the license and state information? If so, how would the two accounts link together for the recording of the prior seven days?

The Final Rule states that a motor carrier must manage ELD accounts. Therefore, the driver's license information must be updated in the ELD. If the data files from an individual's old and new driver license files cannot be merged, the driver must either manually enter the previous duty status information or provide a printout from the older HOS to provide an accurate accounting of the duty status for the current and previous seven days for authorized safety officials (FMCSA, 2017).

How can a motor carrier be sure an ELD device will be compliant?

You should purchase an ELD that is certified by the manufacturer to be compliant and that is registered and listed on the FMCSA website. The list of registered ELDs can be found at <https://3pdp.fmcsa.dot.gov/ELD/ELDLList.aspx>.

"Frequently Asked Questions (FAQs) - ELD Rule." Federal Motor Carrier Safety Administration, United States Department of Transportation, 26 Aug. 2016, www.fmcsa.dot.gov/hours-service/elds/faqs. Accessed 18 May 2017.

What happens if an ELD is found to be non-compliant after it is in use?

As a motor carrier, you will have eight days from notification to replace your non-compliant device with a compliant one. This is the same time allowed to take action on ELDs that need to be repaired, replaced, or serviced. In the event of a widespread issue, FMCSA will work with affected motor carriers to establish a reasonable timeframe for replacing non-compliant devices with ELDs that meet the requirements (FMCSA, 2017).

How long must motor carriers retain RODS and supporting documents?

Motor carriers must retain these for six months. However, there may be other reasons that you need to retain those documents for a longer period of time, such as when a litigation hold has been placed on the records.

What are the categories of supporting documents?

The FMCSA has outlined five categories:

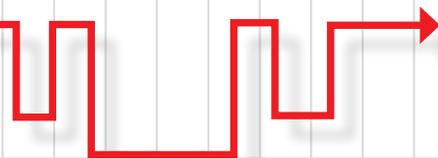
- Bills of lading, itineraries, schedules, or equivalent documents that show the starting and ending location for each trip
- Dispatch records, trip records, or equivalent documents
- Expense receipts related to on-duty and off-duty periods (meals, lodging, fuel, etc.)
- Fleet management system communication records
- Payroll records, settlement sheets, or equivalent documents showing payment to a driver
- Drivers using paper RODS must also keep toll receipts; these do not count towards the eight-document cap

For more information about the regulations contact your Great West Safety Representative or go to the following FMCSA website:

<https://www.fmcsa.dot.gov/hours-service/elds/electronic-logging-devices>

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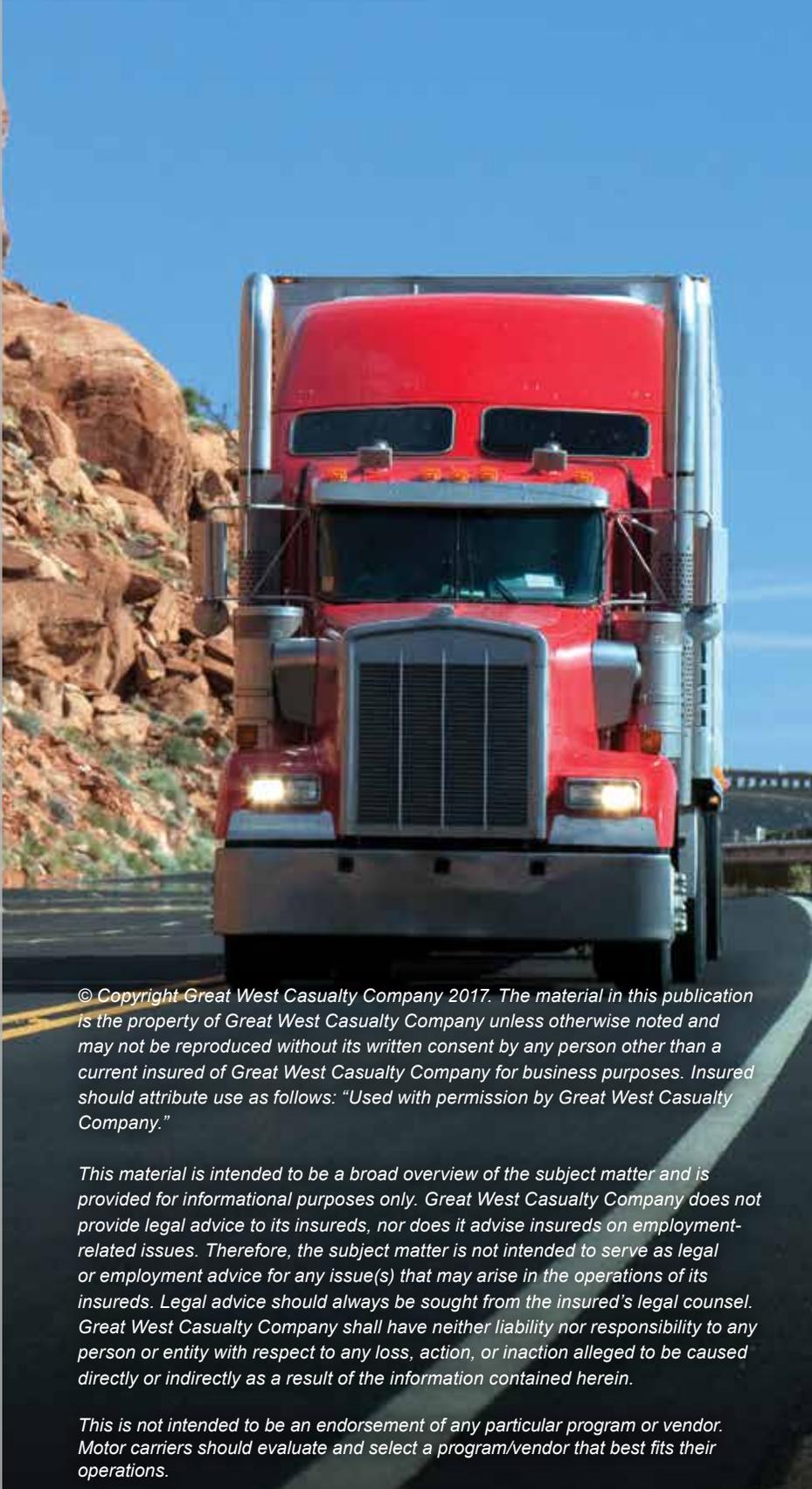
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