

SAFETY TALK

SPRING 2018

POST-TRAUMATIC GROWTH

*Improving operations after
a catastrophic loss*

ALSO INSIDE:

- › Ask the Truck Underwriter
- › Spring Driving Hazards
- › Monitoring Drivers for At-Risk Behaviors

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Safety Talk SPRING 2018

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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, aid in forming the foundation to achieve organizational excellence. VDC products focus on engaging all employees 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. 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, sales people, 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 discuss the factors that contribute to large truck crashes and explore techniques to help drivers prevent serious losses by applying values-based decisions to their occupation.

Value-Driven[®] Life is the final piece, focusing on preventing workplace injuries as well as promoting health and wellness. These products are meant for 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 from a moral perspective and as 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

“Safety Talk” is designed to address hazards affecting all areas of trucking operations. The goal is to educate all employees on their roles in your company’s risk management efforts and provide ways for them to apply simple loss prevention techniques to their jobs.

This booklet is divided into four sections: Leadership, Operations, Driving, and Life. Each section includes an overview that outlines the target audience for each 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 review 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.

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 this booklet to record how many of the “Call to Action” activities were completed by the company’s leadership team. At the end of the quarter, calculate the participation rate, discuss the results, 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 topics 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?



Post-Traumatic Growth: Improving Operations After a Catastrophic Loss

Every motor carrier operates in a challenging environment that exposes it to the risk of a catastrophic loss. Serious injuries, loss of life, and high-dollar claims are just one crash away. Yet, even with this awareness, many motor carriers are ill-prepared for what follows that dreaded phone call informing them that one of their drivers has been involved in a critical crash.

Financially surviving the “big one” is certainly a risk that must be managed proactively, but what is often overlooked is how a motor carrier’s leadership team will respond to the emotional hardship that a catastrophic event can have on the organization. As employees process and cope with the loss, especially if fatalities are involved, they must also deal with the intense scrutiny that accompanies a post-crash investigation. From top to bottom, the entire organization will be put under an intense microscope as the search for the root cause begins.

Catastrophic losses have the potential to negatively or positively impact a person’s psychological wellbeing. A truck driver may quit the profession altogether following a bad wreck, while others may use it as a source of renewed professionalism, meaning they recommit themselves to the protective driving techniques that can help prevent a future occurrence. Using a catastrophic loss to change for the better is an example of post-traumatic growth¹ (PTG), which is different from being resilient. “Resiliency is the personal attribute or ability to bounce back,” says Kanako Taku (as cited in Collier, 2016). “PTG, on the other hand, refers to what can happen when someone who has difficulty bouncing back experiences a traumatic event that challenges his or her core beliefs, endures psychological struggle (even a mental illness such as post-traumatic stress disorder), and then ultimately finds a sense of personal growth.”

Post-traumatic growth takes time and energy to achieve. Whether it is personal growth or organizational growth, recognizing the need for improvement following a catastrophic loss is one thing, but making it happen is another. Change will not happen overnight. Organizationally speaking, post-traumatic growth may require a complete culture shift, starting with a declaration by senior leadership that these types of losses will not be tolerated.

Change also requires a top-to-bottom analysis of the company’s processes and procedures to identify leading indicators, or warning signs, that a systemic problem may exist. If an operational change is not made to address these warning signs (like driver quality), then there is an increased likelihood that another catastrophic loss could occur.

Motor carriers should not wait for a traumatic event to start this growth process. Odds of a catastrophic event can certainly be reduced by proactively managing operational risks. This is the goal behind Great West’s Value-Driven® Company products. By integrating safety with every job and taking the necessary steps to manage its risks, motor carriers are better positioned to survive losses and keep the wheels turning.

Source: Collier, L. (2016). Growth after trauma. *Monitor on Psychology*. Retrieved from <http://www.apa.org/monitor/2016/11/growth-trauma.aspx>

¹Post-traumatic growth is a theory developed by psychologists Richard Tedeschi, PhD, and Lawrence Calhoun, PhD.

CALL TO ACTION

- Identify hazards that expose the company to potential losses
- Use a risk matrix to rate the severity and probability of the hazards identified
- Determine which risks are unacceptable
- Create an action plan to eliminate or avoid the unacceptable risks



Preventing Losses Through Regulatory Compliance

Those working in the transportation industry might rank regulatory compliance right up there with getting a crown at the dentist as their least favorite thing to do, but like it or not, motor carriers must comply with the regulatory requirements to which they are subject. Failure to do so can result in penalties ranging from simple monetary fines, out-of-service orders, alerts on the company's Safety Measurement System (SMS) profile, and, in severe cases, an order to cease operations.

One way to look at regulatory compliance is to view any compliance-related violation as a preventable loss. At the very least, a roadside inspection or compliance review constitutes a disruption to operations. With the examples above, each penalty represents a type of loss exposure. An out-of-service order, for instance, costs the company a driver's production. An alert in one of the seven SMS BASICS creates a negative public image that could cost the motor carrier an existing or new customer, and an order to cease operations means closing the doors, possibly for good. For these reasons, a motor carrier's leadership team must take regulatory compliance seriously and make it an essential piece of the company's overall risk management strategy. If regulatory compliance is an area of need, here are some tips on how to get started.

KNOW THE REGULATIONS

FMCSA and OSHA regulations can be overwhelming even to those who know how to navigate the manuals. For starters, identify which regulations your company is subject to and begin learning about those regulations. Attending a basic DOT compliance seminar or using Great West's "Self-Service e-Tools" are great ways to begin familiarizing yourself or those responsible for overseeing compliance with the regulations.

NETWORK

Not everyone is a compliance expert but compliance experts do exist. The key is to find out who and where they are. State trucking associations are a good place to meet consultants and to network with local agency officials and motor carriers for references.

HOLD ALL EMPLOYEES AND SERVICE PARTNERS ACCOUNTABLE

All employees should be involved in safety and compliance efforts and held accountable for violations. Stipulate that in the employee manual. Likewise, if certain compliance functions are outsourced, like driver qualification files, make sure your service partners have the ability to support you fully and can provide hardcopy records on demand.

CONDUCT A COMPLIANCE REVIEW

Compliance reviews are a great way to identify deficiencies. Getting employees involved in this process can also be a good learning tool. Another option is to contact a local FMCSA or OSHA field office for assistance. They are usually more than willing to conduct a mock audit for motor carriers voluntarily seeking help.

CALL TO ACTION

- Conduct a compliance review
- Identify deficient regulatory compliance areas and create a plan of action to address them
- Attend a state trucking association meeting and start networking with members
- Develop a written policy outlining the consequences for regulatory compliance violations



Ask the Truck Underwriter

WHAT DRIVER QUALIFICATIONS DOES GREAT WEST CASUALTY COMPANY REQUIRE?

Occasionally, Great West Casualty Company is asked what we look for when reviewing a new account or adding a new driver to an existing account. While we are happy to share this information with you, you should know that you alone are responsible for your company's hiring criteria and employment practices. Typically, a Great West insured driver meets all driver qualifications specified in the Federal Motor Carrier regulations, is at least 23 years old, and has a minimum of two years of experience operating the equipment he/she will be driving. In addition, as a basis for its underwriting decision, Great West reviews the driver's involvement in DOT recordable crashes, serious or disqualifying traffic violations, and other safety performance criteria.

GOOD DRIVERS ARE HARD TO FIND; CAN I GET AN EXCEPTION FOR A DRIVER WHO DOESN'T HAVE AN ACCEPTABLE MVR?

With concerns about the driver shortage it can be tempting to consider younger, less experienced drivers or those with a history of crashes or violations to get a truck moving again. However, hiring at-risk drivers puts a motor carrier in a bad position. Not only can hiring at-risk drivers negatively affect a motor carrier's insurance premiums and overall insurability, but also, if such a driver were to be involved in a crash, the motor carrier could face claims of negligent hiring or negligent retention. Exceptions are not the norm, and they depend heavily on the motor carrier's ability to demonstrate it has the management controls in place to effectively supervise the driver and the added risk.

FOOD FOR THOUGHT...

Instead of seeking exceptions for lower quality drivers, try widening the view of who could be considered for the job. According to Trop (2016), "Women make up 47% of the workforce, yet account for only 6% of truck drivers. And veterans seeking a transition to civilian life may have prior experience that would be relevant to the trucking industry."

Once you find a high quality driver, fight to keep him or her. This may mean incorporating bonuses and benefits that drivers find appealing into your company model. Finding experienced and high quality drivers can be difficult at times, but the future of your company is worth the extra effort.

Source: Trop, J. (2016). Female truckers could solve trucking industry driver shortage. Retrieved from <https://www.trucks.com/2016/04/26/female-truckers-could-solve-truck-driver-shortage/>

CALL TO ACTION

- Develop a written standard for hiring and retaining drivers
- Create a recruiting strategy that includes alternative applicant pools, such as women and veterans
- Conduct a 30-day post-hire check-in with new drivers and employees
- Develop an incentive package for retaining drivers who meet the company standards



VALUE-DRIVEN[®] OPERATIONS

TARGET AUDIENCE

Dispatchers, driver managers, load planners, salespeople, safety staff, and other personnel who have contact with the driver force.

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 this 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 topics 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?



Monitoring Drivers for At-Risk Behaviors

According to a 2014 study by the Federal Motor Carrier Safety Administration (FMCSA), the average cost of all large truck crashes is approximately \$91,000 per crash. That amount could increase exponentially if injuries and fatalities are involved. Avoiding the indirect costs associated with a loss, meaning the unbudgeted expenses not covered by insurance, is imperative. While the root cause of a crash may not be your driver, experience has shown that future crashes can be predicted based on leading indicators, such as a driver's history of at-risk behaviors. These behaviors can include speeding, following too closely, and making frequent lane changes, to name a few. If a driver continues to exhibit these behaviors without changing, then the chances of him/her being involved in a future crash is more likely.

Supervising drivers is a challenging task, especially with over-the-road drivers who can be gone for weeks on end. Fortunately, technology is making it easier for motor carriers to monitor drivers for at-risk behaviors in a proactive, rather than reactive, way. Here are some tools and methods that can help in this area.

PRE-EMPLOYMENT SCREENING PROGRAM (PSP)

Motor carriers can do themselves a big favor by not hiring problems. Ordering an applicant's PSP report can help identify trends in at-risk driving behaviors, DOT reportable crashes, and compliance violations.

MOTOR VEHICLE RECORD (MVR) PROGRAM

Motor carriers can go above and beyond ordering MVRs annually by creating an MVR check program to supervise at-risk drivers more closely. These drivers are placed on probation for a company-specified period of time and must pay to have their MVRs ordered quarterly. Drivers then sit down with a member of management to review their MVRs and overall performance.

SAFETY MEASUREMENT SYSTEM (SMS)

Motor carriers can monitor their SMS profiles to track roadside inspections, moving violations, and recordable crashes for tenured drivers. As new data enters the SMS, motor carriers can identify the driver and equipment involved, look for trends in at-risk behaviors, then determine corrective action.

ELECTRONIC CONTROL MODULE (ECM)

Increased fuel usage and hard braking could point to at-risk behaviors like excessive speeding and tailgating. Both are factors in many rear-end crashes. Downloaded ECM data from the engine can be used to identify behavioral trends and allow management to pull a driver in for coaching and training.

FLEET MANAGEMENT SOFTWARE

There are numerous vendors that offer fleet management software with driver monitoring functionality. This can include GPS fleet tracking to monitor a driver's location, alerts when excessive speeding occurs, and even functionality to make a driver unavailable for dispatch if he/she runs out of hours for driving.

Source: United States Department of Transportation. Safety is good business. (2014). Retrieved from <https://www.fmcsa.dot.gov/safety/good-business/safety-good-business>

CALL TO ACTION

- Create a written MVR monitoring program
- Order Pre-Employment Screening Program (PSP) reports for all driver applicants
- Monitor SMS daily to identify new violations and trends in at-risk behaviors



Operations' Role in Avoiding ELD Issues

Electronic logging devices (ELDs) are here. Operations staff play an integral role in helping drivers plan efficiently and schedule their time to operate within the boundaries of the hours-of-service regulations. With the transition from paper logs to ELDs, a driver's day must be calculated down to the minute. Because of this, it is important for operations staff to be a driver's advocate and help the driver proactively address trip planning issues before they become a problem and create unnecessary business interruptions. This approach benefits both the driver's and the company's earning capacity as well as boosts morale and fosters teamwork. Three areas operations staff can help drivers manage their time and avoid ELD-related problems are delays at the shipper and receiver, parking, and communication.

SHIPPERS AND RECEIVERS

With fourteen hours of available work time and eleven hours of drive time, drivers have to plan their days well in advance. Inspections, driving to the shipper, loading/unloading, and taking the mandatory 30-minute break are just a few tasks for which time must be allotted. Operations staff can help drivers avoid prolonged detention time by calling ahead to set up appointments for loading and unloading and negotiating detention or layover pay, if necessary. Dispatchers and load planners can also ask the shipper/receiver to have the shipment ready when the truck shows up and determine ahead of time if extra time will be needed for load securement.

PARKING

The implementation of ELDs is expected to create parking logjams at truck stops. Available spots may be hard to come by, so operations can help drivers by researching the number and size of truck stops along the driver's route, calling on the driver's behalf to determine how many spots are available, and making a reservation. The same goes for rest areas, especially if the driver is hauling an oversized load. Find out ahead of time if oversized loads are permitted in the rest area. And lastly, when the driver is out of drive time and wants to use the truck for personal conveyance, remind the driver how to enter this properly on the ELD.

COMMUNICATION

Sometimes, even the best laid plans don't work out. Unexpected delays can throw a wrench into any schedule, and this is where communication becomes so critical. Communication is a two-way street, but operations staff can be an asset to drivers. They can assist drivers by finding alternative routes and factoring in a driver's available hours, coordinating emergency roadside services, and calling a shipper or receiver in advance to alert him or her of a driver delay. Operations staff can also instruct drivers on how to deal with problem customers or handling issues at specific customer sites so the driver can plan accordingly. In this early stage of ELDs, communicating with drivers regularly, especially about how to make daily edits and annotations, will be important to help drivers maximize their work hours, relieve stress, and focus on operating their vehicles safely.

CALL TO ACTION

- Develop a personal conveyance policy
- Conduct ELD training with all drivers and driver managers
- Create a communication check-in schedule with drivers



Ask the Safety Rep

How do the new drug testing changes affect employers?

On January 1, 2018, the final rule went into effect amending 49 CFR Part 40. The DOT announced several revisions, most notably the addition of hydrocodone, hydromorphone, oxycodone, and oxycodone to its drug-testing panel, as well as methylenedioxyamphetamine as an initial test analyte. The final rule also removed methylenedioxyethylamphetamine as a confirmatory test analyte.

The changes also clarified existing drug testing program provisions and definitions, such as amending the word “opiate” to “opiod”; removed the blind specimen requirement for Health and Human Services (HHS) certified labs; and adding a few technical updates to Part 40. Three new fatal flaws and a “questionable specimen” testing protocol were added, as well. Fatal flaws can cause a drug test to be canceled; fatal flaws now include: the specimen has no drug testing custody and control form (CCF), multiple collections were conducted using only one CCF, and there was no specimen submitted to the laboratory with the CCF.

And finally, all personnel involved in the drug testing process are now required to subscribe to the Office of Drug & Alcohol Policy & Compliance email notification system. Employers can subscribe to the email listserv by going to: <https://www.transportation.gov/odapc/get-odapc-email-updates>.

These drug testing changes affect all employees and employers who must comply with DOT regulations. For more information about the new drug testing changes, including those not listed here, go to <https://www.transportation.gov/odapc>.

CALL TO ACTION

- Communicate the new drug testing changes to personnel responsible for drug testing drivers
- Conduct reasonable suspicion training for all supervisors in accordance with 49 CFR 382.603
- Establish a written procedure ensuring applicants cannot be road tested or perform a safety-sensitive function until a negative pre-employment drug and alcohol test result is received





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 and loss prevention techniques presented. Afterward, reinforce the material by assigning each driver the “Test Your Knowledge” activity. Instruct drivers to turn the completed activity into management so the training can be documented.

SAFETY CONTESTS

The “Test Your Knowledge” activities are great for safety contests. When drivers turn in the activity, 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 this booklet. Determine if the participation rate and safety performance results reflect the goals the company has set for itself. Discuss the results with the leadership 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 they find the topics relevant to their jobs?
- Can they relate to the “A Driver’s Story” testimonies?
- What can they do to help avoid this type of crash?



Spring Driving Hazards

Drastic weather changes, increased traffic, and the temptation to get out and get moving are springtime hazards drivers must prepare for. Drivers must be able to recognize these hazards and apply the right defenses. 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

- Adverse weather
 - Severe thunderstorms
 - High winds
 - Tornadoes
 - Fog
 - Rock/landslides
 - Late winter weather
- Sun glare
- Damaged roads
- Potholes
- Road construction
 - Varying speed limits
 - Lane closures
 - Flaggers
- Increased traffic
 - Holiday travelers
 - Farm vehicles
 - Bicyclists/motorcyclists
 - Pedestrians
 - Animals

Personal behaviors

- Driving too fast for conditions
- Following too closely
- Distractions
- Impatience
- Complacency due to warm weather
- Driving ill or fatigued
 - Allergies
 - Time change

KNOW THE DEFENSE

Observe proper speed for conditions

- Reduce speeds below the posted limit, especially on ramps and turns or in adverse conditions
- Adjust speed based on road conditions

React properly to hazards

- Do not use cruise control on slippery or wet surfaces
- Pull over if driving conditions are too hazardous to drive in

Maintain proper following distance

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

Be attentive to the road ahead

- Be vigilant in pedestrian areas
- Share the road with farm vehicles, motorcyclists, and bicyclists
- Monitor weather forecasts
- Watch traffic for signs of deteriorating road conditions ahead

Avoid distractions

- Store cell phone while driving
- Do not eat or drink while driving
- Get plenty of rest
- Wear polarized sunglasses

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

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Spring Driving Hazards

A DRIVER'S STORY

It was early in the morning when a driver got underway, hauling a load of batteries southbound on I-25 heading towards Colorado Springs. Traffic was getting heavier when he came over the hill in Monument. That's when traffic slowed abruptly due to a thick cloud of fog. The driver was caught off guard and had not allowed himself enough stopping distance. He slammed on the brakes, but it was too late. The truck driver rear-ended the car in front and caused a chain reaction involving eleven vehicles. The crash forced the shutdown of the highway for several hours.

TEST YOUR KNOWLEDGE

Name: _____

1. Which of the following hazards is common in the spring months?
 - A. *Increased pedestrian traffic*
 - B. *Farm equipment on the roads*
 - C. *Sun glare*
 - D. *All of the above*
2. All of the following are construction zone hazards EXCEPT:
 - A. *Flaggers*
 - B. *Unauthorized passengers*
 - C. *Varying speed limits*
 - D. *Lane closures*
3. Potholes are a common springtime hazard that could cause a steer tire blowout.
 - A. *True*
 - B. *False*
4. Which of the following hazardous conditions affect visibility?
 - A. *Severe thunderstorms*
 - B. *Sun glare*
 - C. *Fog*
 - D. *All of the above*
5. Two ways to help avoid an animal strike is to be attentive to the road ahead and avoid distractions inside and outside the cab.
 - A. *True*
 - B. *False*

Answers can be found on pg. 35.





Roadside Inspections

Roadside inspections are a part of the trucking industry, but drivers can play a big role in determining the frequency with which they occur. Three factors that commonly trigger roadside inspections are the environment, meaning periods of increased inspections; the condition of the truck, both inside and out; and the driver's behavior. Read the information below and ask yourself if there are actions you can take to reduce the likelihood of drawing the attention of inspectors and prevent violations and possible fines.

RECOGNIZE THE HAZARDS

Environment

- Periods of increased roadside inspections
 - Company SMS results have alerts in the BASICS
 - Annual CVSA Roadcheck campaigns

Equipment

- Improper cargo securement
- Visible defects
 - Taillights inoperable
 - Missing placards
 - Rust on wheels
 - Damaged tires/low tread depth
 - Missing reflective tape on trailer
 - Cracked/tinted windows
 - Missing company name/DOT number
- Audible air leaks
- Dirty exterior
- Cluttered interior

Personal behaviors

- Speeding
- Tailgating
- Abrupt lane changes
- Not wearing a seatbelt
- Talking on a cell phone
- Disobeying traffic signs
- Parked on shoulder
- Unclean appearance
- Inability to provide required paperwork
- Inaccurate paperwork
- Making a U-turn

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

KNOW THE DEFENSE

Essential 7 Driving Techniques

- React properly to hazards
 - Conduct a thorough pre-trip inspection and fix defective items before driving
- Avoid distractions
 - Put away your cell phone while driving
- Be attentive to the road ahead
 - Signal lane changes well in advance
- Maintain proper following distance
 - Keep at least six seconds behind the vehicle in front of you
- Observe proper speed for conditions
 - Reduce speed in adverse conditions
- Maintain one lane
 - Avoid abrupt lane changes
- Yield the right of way
 - Allow other drivers to merge when approaching lane closures

Other tips

- Place emergency warning signs around vehicle within 10 minutes of stopping
- Ensure trailer is placarded properly
- Keep vehicle interior and exterior clean
- Secure cargo properly
- Be polite to the inspector
- Wear a seatbelt
- Be well-rested, groomed, and cleanly dressed
- Keep logs current and properly annotated

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Roadside Inspections

A DRIVER'S STORY

An owner-operator had been out for two weeks, hauling coast-to-coast. Freight was steady, but rates were low, making it difficult to break even. The driver was anxious to get home and make some needed repairs on his own, especially to replace his tires. He did not want to pay another mechanic for this work while on the road. Unfortunately, one of his tires shredded all over the highway right in front of a state patrol officer. The driver was pulled over, put out of service, and had to pay higher rates for emergency roadside service.

TEST YOUR KNOWLEDGE

Name: _____

- Which of the following commonly triggers roadside inspections?
 - The company has an alert in the Vehicle Maintenance BASIC.*
 - A driver parks on the shoulder to sleep for the night.*
 - Visibly defective brakes, tires, and lights*
 - All the above*
- Being courteous, well-rested, and cleanly groomed helps create a positive image for roadside inspectors.
 - True*
 - False*
- All of the following behaviors could draw unwanted attention from roadside inspectors EXCEPT:
 - Making a U-turn without traffic control in place or being instructed by law enforcement to do so*
 - Maintaining a minimum of six seconds following distance*
 - Not wearing a seat belt*
 - Talking on a cell phone while driving*
- Which of the following can help reduce the likelihood of a roadside inspection?
 - Conducting a pre-trip inspection*
 - Ensuring cargo is secured properly*
 - Placing emergency warning signs around the truck within 10 minutes of stopping*
 - All of the above*
- Moving violations and roadside inspection violations that one driver receives affect all of the other drivers operating under the same motor carrier's authority.
 - True*
 - False*

Answers can be found on pg. 35.





Pattern Driving

Every driver has a pattern to the way he/she drives. These patterns, or habits, can be good or bad, or more precisely, safe or unsafe. A driver who integrates safety into all of his/her driving decisions, regardless of the environment, has established a pattern of behavior that reduces the risk of a crash. On the flipside, pattern driving refers to practicing unsafe behaviors as well, like speeding and tailgating. Pattern driving can also occur when a driver gets too comfortable with his/her route or routines and lets his/her guard down. This is common when drivers run dedicated lanes to the same customers day after day and become complacent. In this case, complacency becomes a distraction, and drivers lose focus on their surroundings and the potential hazards that could lead to a crash.

Preventing crashes should be the goal of all drivers. The key to achieving prevention is to be able to recognize your unsafe habits, which create hazards, and correct them by practicing safe driving techniques to protect you from a crash or injury.

RECOGNIZE THE HAZARDS

Unsafe driving behaviors

- Talking/texting on the phone while driving
- Tailgating
- Speeding
- Making frequent lane changes
- Eating/drinking while driving
- Driving too fast for conditions
- Driving while ill or fatigued
- Stopping the vehicle on railroad tracks
- Failing to allow enough time to properly perform a left turn
- Running a red light or stop sign
- Making a U-turn
- Failing to use turn signal
- Blocking the path of oncoming traffic
- Not wearing a seatbelt
- Gawking at passing crash scenes
- Operating a motor vehicle while under the influence of drugs or alcohol
- Talking to passengers
- Daydreaming or fixating on family or work issues while driving
- Changing the radio station or GPS

KNOW THE DEFENSE

Avoid complacency

- Each day, change your pre-trip inspection routine
- Try new routes to dedicated customers

Utilize the Essential 7 Driving Techniques

- Maintain proper following distance
 - Maintain a minimum of six seconds
- Observe proper speed for conditions
 - Reduce speed by 5-10 mph on entrance/exit ramps
- Be attentive to the road ahead
 - Be alert for traffic slowing or stopping
- React properly to hazards
 - At the first sign of vehicles slowing ahead, get off the accelerator and apply controlled braking
- Maintain one lane
 - Use the “Lean and Look” method before initiating a lane change
- Yield the right of way
 - Be courteous and allow other drivers to merge
- Avoid distractions
 - Put away your cell phone before driving

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

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Pattern Driving

A DRIVER'S STORY

A local driver for a regional motor carrier was assigned to a dedicated route for one of the company's largest customers. Each day, the driver would shuttle refrigerated trailers between two facilities. Around lunch time, he pulled over at a local truck stop to eat. When he was finished, he didn't bother to conduct another vehicle inspection before pulling away. He realized his mistake right away. The trailer king pin was not fully seated in the fifth wheel, and the trailer came crashing down in the middle of the parking lot. Someone had sabotaged his truck. Fortunately, no one was injured, but the crates of eggs he was hauling were a complete loss.

TEST YOUR KNOWLEDGE

Name: _____

1. Pattern driving, be it good or bad, reflects a driver's approach to driving and the decisions made behind the wheel.
 - A. *True*
 - B. *False*
2. All of the following are examples of bad driving habits EXCEPT:
 - A. *Tailgating*
 - B. *Speeding*
 - C. *Using the "Lean and Look" method*
 - D. *Entering a curve or turn too fast*
3. When a driver runs the same route each day, complacency and distractions can be avoided if the driver practices the Essential 7 Driving Techniques.
 - A. *True*
 - B. *False*
4. All of the following are examples of distracted driving EXCEPT:
 - A. *Talking on a cell phone while driving*
 - B. *Scanning the road ahead for slowing or stopping traffic*
 - C. *Eating and drinking while driving*
 - D. *Gawking at a passing crash scene*
5. Which of the following are good driving habits?
 - A. *Staying in one lane as much as possible*
 - B. *Maintaining at least six seconds of following distance*
 - C. *Slowing down in adverse road conditions*
 - D. *All of the above*

Answers can be found on pg. 35.



SAVE THE DATE

GREAT WEST CASUALTY COMPANY

TRUCKING LEADERSHIP SYMPOSIUM

KNOXVILLE, TN | MARCH 7-8

CHANDLER, AZ | MARCH 13-14

OMAHA, NE | MARCH 20-21

INDIANAPOLIS, IN | APRIL 5-6

GRAPEVINE, TX | APRIL 10-11

Join us for the Safety Roundtable, followed by a day and a half of industry leaders and guest speakers sharing their insights on the future of trucking and leading meaningful change in your organization.

For more information, please contact your Great West agent.





VALUE-DRIVEN[®] LIFE

TARGET AUDIENCE

Office staff, mechanics, material handlers, and drivers.

SUGGESTED USE

The “Value-Driven Life” section contains three articles, each covering a topic that applies to all employees. Distribute one article per month to employees and encourage them to read the article and reflect on the hazards presented and recommended loss prevention techniques. Afterward, reinforce the material by assigning each person the “Test Your Knowledge” activity. Instruct them to turn the completed activity into management so the training can be documented. Be aware that in certain editions of “Safety Talk,” there could be three “Value-Driven Life” articles that cover the same topic but are intended for different audiences, such as drivers, mechanics, and office personnel. In this case, distribute the appropriate article to the target audience.

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 this booklet. Determine if the participation rate and safety performance results reflect the goals the company has set for itself. Discuss the results with the leadership 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 they find the topics relevant to their jobs?
- Can they relate to the “A Lesson Learned” section of the article?
- What can they do to avoid work-related injuries?



Personal Security

Truck stops, rest areas, and parking lots are used by criminals to prey upon drivers and other employees. Protecting yourself from physical harm is your primary concern over the security of your vehicle and cargo. The key to your safety is to be able to recognize the hazards that can put you in harm's way and know how to defend against these dangers.

RECOGNIZE THE HAZARDS

Environment

- Parking or walking in low-lit areas
- Walking or parking in high-risk areas
- Parking or walking in isolated areas

Equipment

- Leaving windows rolled down
- Failing to lock the vehicle doors
- Leaving valuables out in the open inside the vehicle
- Leaving your keys in the ignition

Personal behaviors

- Walking alone to your vehicle
- Being inattentive to your surroundings
- Ignoring your inner voice and the warning signs that a situation could be unsafe
- Talking or texting on the phone while walking to your vehicle
- Discussing cargo contents or personal information with strangers or openly in public
- Parking in multiple spots, which could anger others
- Carrying bags, purses, or other objects while walking to your vehicle
- Engaging in unlawful activities
 - Prostitution
 - Purchasing drugs

KNOW THE DEFENSE

Personal security tips

- Be alert for suspicious people in the area
- Stay in a well-populated area and notify building management, or call the police if you notice odd behavior
- Ask for an escort if you feel it is unsafe to walk to your vehicle
- Avoid texting and talking on the phone when walking to your vehicle
- Remove headphones so you can hear noises and other people's movements
- Walk in well-lit areas and in a group, if possible
- Carry your keys in your hand, ready to open the door
- Check under your vehicle's driver side door for persons hiding underneath
- Lock the doors immediately and start the engine
- Keep the doors locked and windows up if someone approaches your vehicle
- Be alert to your surroundings while conducting pre-trip inspections

If confronted by an armed assailant, the best thing to do is to try to run to safety and call for help. Never give chase. Leave that to the police.

If the assailant wants only your wallet and keys, then cooperate. Those can be replaced. If a physical assault appears likely, utilize self-defense techniques to protect yourself and escape the situation.

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

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Personal Security

A LESSON LEARNED

A truck driver had stopped to grab a bite to eat at a truck stop near the state border. It was early evening, and the restaurant was crowded. The driver sat at the counter and placed an order. During his wait, a stranger sat down next to him and started a friendly conversation. The two talked easily about trucking issues and without thinking anything of it, the truck driver revealed he was driving for a major electronics retailer. After finishing his meal, the driver left, made a quick trip to the restroom, and then walked to his truck. He decided to check the seal on his trailer before getting back on the road but was jumped by two assailants. They took his keys and stole the truck. Both the tractor and trailer were found ten miles across the state border with the cargo emptied.

TEST YOUR KNOWLEDGE

Name: _____

1. Which of the following can help you avoid getting surprised by an attacker?
 - A. *Be alert for suspicious people loitering in the parking lot.*
 - B. *Check under your vehicle.*
 - C. *Do not wear headphones when walking to your vehicle.*
 - D. *All of the above*
2. Leaving your keys in the ignition, windows rolled down, and valuables kept out in the open are inviting to criminals.
 - A. *True*
 - B. *False*
3. All of the following can put your personal safety in jeopardy EXCEPT:
 - A. *Walking around the truck at night in a low-lit area*
 - B. *Asking a trusted co-worker to escort you to your vehicle*
 - C. *Parking in a high-risk area*
 - D. *Discussing your cargo contents with a stranger*
4. When walking to your vehicle, keep your keys in your hand, ready to unlock the door.
 - A. *True*
 - B. *False*
5. If someone approaches your vehicle while you are safely inside, you should:
 - A. *Roll down the window to talk to the person.*
 - B. *Unlock the doors and get out.*
 - C. *Drive away if you feel uncomfortable.*
 - D. *Turn off the engine to hear the person better.*

Answers can be found on pg. 35.





Entering and Exiting Equipment

Slips, trips, and falls are one of the leading causes of workplace injuries. For drivers, these types of injuries commonly occur when improperly entering or exiting the cab and trailer. The results can be quite painful and in some cases proven fatal. The key to avoiding slips, trips, and falls when entering and exiting equipment is to recognize the hazards that contribute to these injuries and know how to protect yourself from harm.

RECOGNIZE THE HAZARDS

Equipment/environment

- Slippery surfaces
 - Snow on the cab steps
 - Ice on the DOT bumper
 - Puddles around the equipment
 - Water on grab handles
- Uneven surfaces
 - Cab steps
 - Edge of an open trailer
 - Potholes on the job site
- Broken grab handles
- Worn carpet on cab steps

Personal behavior

- Improper technique
 - Not using three-point contact
- Hurrying
 - Jumping from the cab or trailer
- Bad judgment
 - Ignoring safety procedures
- Inattention
 - Not paying attention to the task at hand
- Distractions
 - Talking on a cell phone while entering or exiting
- Carrying objects in hands while attempting to enter or exit the tractor or trailer

KNOW THE DEFENSE

Essential 7 Work Practices

- Utilize personal protective equipment
 - Wear footwear with slip-resistant soles
 - Wear gloves for added grip
- Follow established safety procedures
 - Check the ground around the truck for slip, trip, and fall hazards before entering or exiting the tractor or trailer
 - Ensure steps and hand holds are not damaged or covered with contaminants that can make the surface slippery
 - Face the vehicle when entering and exiting
 - Keep hands free
 - Always maintain three points of contact
 - Two hands and one foot in contact with the equipment or ground at all times or
 - One hand and both feet in contact with the equipment or ground at all times
 - For trailers, use the DOT bumper as a foothold
 - For trailers, keep your body as close to the equipment as possible
 - Do not hurry

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

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Entering and Exiting Equipment

A LESSON LEARNED

Late one afternoon, a mechanic from the shop was sent to the drop yard to sweep out several dry van trailers before going home. He arrived at the first trailer, placed his broom inside before properly entering the trailer using three-point contact, and got to work. Eager to finish so he could leave for the day, the worker tossed the broom outside, sat down on the edge of the trailer, and leapt to the ground. When he landed, his knee buckled, aggravating an old injury. The mechanic collapsed to the ground in agony, clutching his knee. His supervisor happened to be close by and saw the injury occur. The mechanic had to have knee surgery and was on workers' compensation for two months.

TEST YOUR KNOWLEDGE

Name: _____

1. Which of the following is the correct use of three-point contact?
 - A. Both hands and one foot in contact with the equipment or ground at all times
 - B. One hand and two feet in contact with the equipment or ground at all times
 - C. Both A and B
 - D. None of the above
2. All of the following are slip, trip, and fall hazards EXCEPT:
 - A. Ice on the DOT bumper
 - B. Keeping hands free before entering the cab or trailer
 - C. Snow on the cab steps
 - D. Water on the grab handles
3. When entering or exiting the cab or trailer, you should face away from the equipment.
 - A. True
 - B. False
4. Which of the following can help prevent a slip, trip, and fall when entering or exiting equipment?
 - A. Wear footwear with slip-resistant soles.
 - B. Check the ground for hazards.
 - C. Slow down and do not hurry.
 - D. All of the above
5. When entering or exiting the trailer, you should keep your body as close to the equipment as possible.
 - A. True
 - B. False

Answers can be found on pg. 35.





Sleep Habits

Driving a truck for a living and working irregular hours puts a tremendous burden on the body and makes getting quality sleep a challenge. This can be overcome by recognizing the hazards that disrupt your body's normal circadian rhythm. Try developing healthy sleep habits that can increase your amount of quality sleep, improve your health, and help you avoid fatigued driving.

RECOGNIZE THE HAZARDS

Equipment/environment

- Uncomfortable bed/pillow
- Inoperable C-PAP device
- Broken heater/air conditioner
- Exterior noise
- Interruptions (ex. phone calls, texts, etc.)
- Unsafe location
- Daylight
- Adverse weather or other stressful delays
- Varying sleep periods
- Time change

Personal behaviors

- Sleeping disorder
 - Obstructive sleep apnea
 - Restless leg syndrome
 - Narcolepsy
 - Insomnia
- Obesity
- Drinking alcohol, caffeine, and other fluids before bedtime
- Smoking or consuming stimulants
- Eating unhealthy foods
- Watching electronics
- Illness (ex. congestion)

KNOW THE DEFENSE

Exercise

- If overweight or obese, consult your physician to develop an exercise plan to help lose weight
- Exercise daily to help reduce stress

Talk to your doctor

- Participate in a sleep study to determine if you have a sleeping disorder
- Develop a healthy eating plan

Pre-sleep routine

- Avoid the following at least one hour before bedtime:
 - Eating heavy or spicy foods
 - Drinking excessive fluids that would cause you to have to get up and go to the bathroom
 - Drinking alcohol
 - Consuming nicotine, caffeine, or stimulants
- Use a blackout curtain to create a dark sleeping environment
- Wear a blackout mask
- Wear ear plugs to block out unwanted noise
- Listen to white noise
- Keep your C-PAP device clean, sized correctly, and in proper working order

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

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Sleep Habits

A LESSON LEARNED

Over the span of a 20-year career, an over-the-road driver had slowly put on weight due to prolonged periods of inactivity and unhealthy food choices. He knew he needed to lose weight but managed to keep passing his annual physical, so he put it off. Recently, however, the driver started to feel unusually sluggish and fatigued. After a week on the road, he returned home unable to shake the grogginess. He mentioned it to his wife, who noticed his snoring had worsened, as well. The driver mentioned it to his doctor at a checkup, and he was referred to a sleep study clinic where he was diagnosed with obstructive sleep apnea. Using a C-PAP device took some getting used to, but the driver found himself refreshed from better sleep and even started eating healthier to get his weight back under control.

TEST YOUR KNOWLEDGE

Name: _____

1. Things to avoid before bedtime in order to sleep better include:
 - A. *Alcohol and excessive fluids*
 - B. *Heavy or spicy meals*
 - C. *Caffeine, nicotine, and stimulants*
 - D. *All of the above*
2. A normal circadian rhythm is your body's 24-hour internal clock that tells you when you need to sleep.
 - A. *True*
 - B. *False*
3. All of the following are sleeping disorders EXCEPT:
 - A. *Obstructive sleep apnea*
 - B. *Insomnia*
 - C. *Swimmer's ear*
 - D. *Narcolepsy*
4. Obesity can lead to sleeping disorders such as obstructive sleep apnea.
 - A. *True*
 - B. *False*
5. Common problems with a C-PAP device include:
 - A. *Cleanliness*
 - B. *Inoperable/broken*
 - C. *Improper fit*
 - D. *All of the above*

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 the 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 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 "FEB 28" column.
3. In the "GOAL" column, enter the score you plan to achieve by May 31.
4. At the end of each month, enter the motor carrier's updated BASIC measures.

BASIC	FEB 28	GOAL	MAR 31	APR 30	MAY 31
CONTROLLED SUBSTANCES & ALCOHOL					
CRASH INDICATOR					
DRIVER FITNESS					
HAZARDOUS MATERIALS					
HOURS OF SERVICE					
UNSAFE DRIVING					
VEHICLE MAINTENANCE					

Questions

1. Did you achieve your goal for each BASIC measure? If not, why?
2. Can you identify any positive and 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
MARCH					
APRIL					
MAY					
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 workplace incident 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
MARCH							
APRIL							
MAY							
QUARTERLY RESULTS							

*See OSHA 300 for the definition of recordable workplace injuries and illnesses.

**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, to 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 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
MARCH	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
APRIL	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
MAY	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

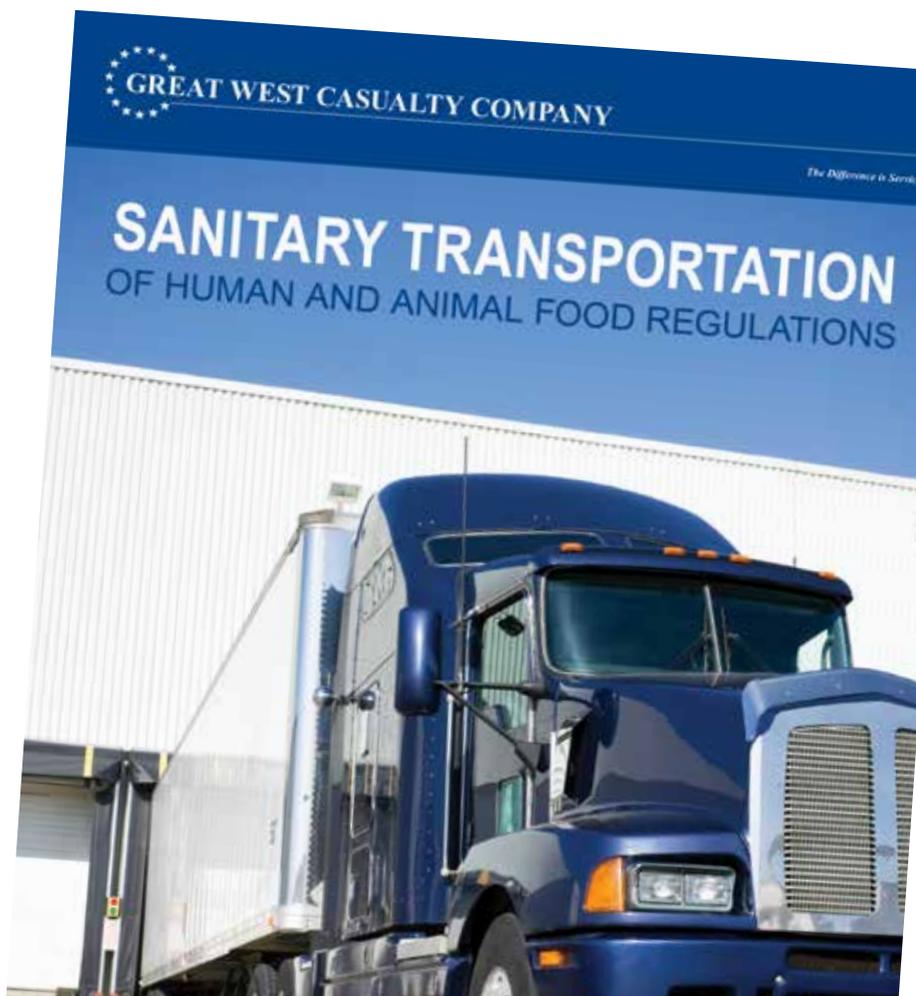
Sanitary Transportation of Human and Animal Food

The final rule for the Sanitary Transportation of Human and Animal Food (STHAF) was published in the Federal Register on April 6, 2016. The STHAF arose out of the Sanitary Food Transportation Act of 2005 and Food Safety and Modernization Act of 2011. Per the FDA, “The goal of this rule is to prevent practices during transportation that create food safety risks, such as failure to properly refrigerate food, inadequate cleaning of vehicles between loads, and failure to properly protect food.” The STHAF addresses preventive techniques for keeping food safe, uncontaminated, and unadulterated during transportation. To help Great West’s insureds understand the final rule, a six-page booklet was created which highlights the regulation. The STHAF booklet contains the following information:

- Background
- Exceptions
- Shipper responsibilities
- Carrier/Loader/Receiver responsibilities
- Record retention requirements
- Waivers

Motor carriers subject to the STHAF regulations must provide training to personnel engaged in transportation operations. In an effort to help educate motor carriers meet the training requirements, the FDA has released a one-hour online training module that is free of charge to the public. This training module can be accessed on the FDA website (<https://www.fda.gov>) or via Great West’s online Learning Library (<http://greatwest.infinet.net/Login.aspx>).

For more information about STHAF, please refer to the FDA website or contact your agent or Great West Safety Department.





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.

RECOMMENDED VIDEOS

- Food Safety Modernization Act: Modules A - D
- Value-Driven® Driving:
Module 3 - Preventing Lane Change Crashes



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

SPRING DRIVING HAZARDS (p. 16)

1. D
2. B
3. A
4. D
5. A

ROADSIDE INSPECTIONS (p. 18)

1. D
2. A
3. B
4. D
5. A

PATTERN DRIVING (p. 20)

1. A
2. C
3. A
4. B
5. D

VALUE-DRIVEN® LIFE

PERSONAL SECURITY (p. 24)

1. D
2. A
3. B
4. A
5. C

ENTERING/EXITING EQUIPMENT (p. 26)

1. C
2. B
3. B
4. D
5. A

SLEEP HABITS (p. 28)

1. D
2. A
3. C
4. A
5. D

CORPORATE HEADQUARTERS

1100 W. 29th Street
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