

TRANSPORTATION

Reducing Incidents in
Transportation
Industries

Our presentation
will begin soon




icwGROUP
Insurance Companies

TRANSPORTATION

Reducing Incidents in
Transportation
Industries

Welcome!!




icwGROUP
Insurance Companies

Today's Presenter

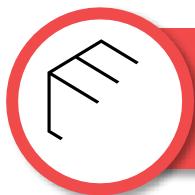
Satya Das

Sr. Risk Management Consultant

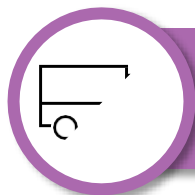


WORKERS IN TRANSPORTATION SERVICES

Types of Industries:



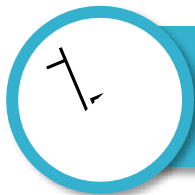
Package
Delivery



General
Freight



Garbage &
Recycling



Moving &
Storage



Ready-Mix
Concrete



Medical
Delivery



Trade
Contractors



Fuel
Delivery



Agricultural
& Farming

WEBINAR OBJECTIVES

- Review accident trends in the industry
- Understand exposures that increase the potential for injuries
- Discuss measures to reduce the potential for injuries

ICW GROUP CUSTOMER INCIDENTS

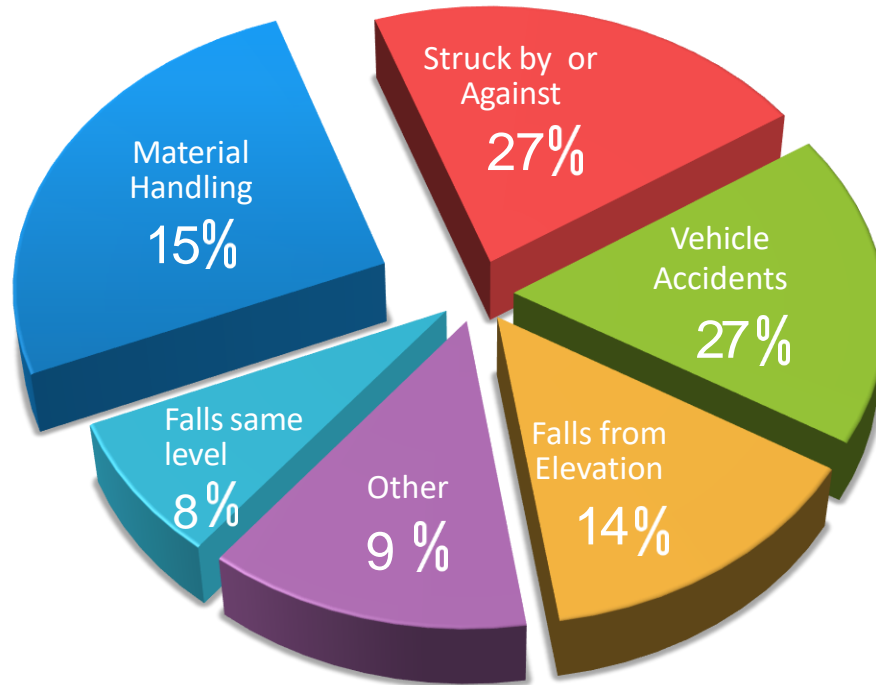


\$87.8 Million

2,691 incidents reported

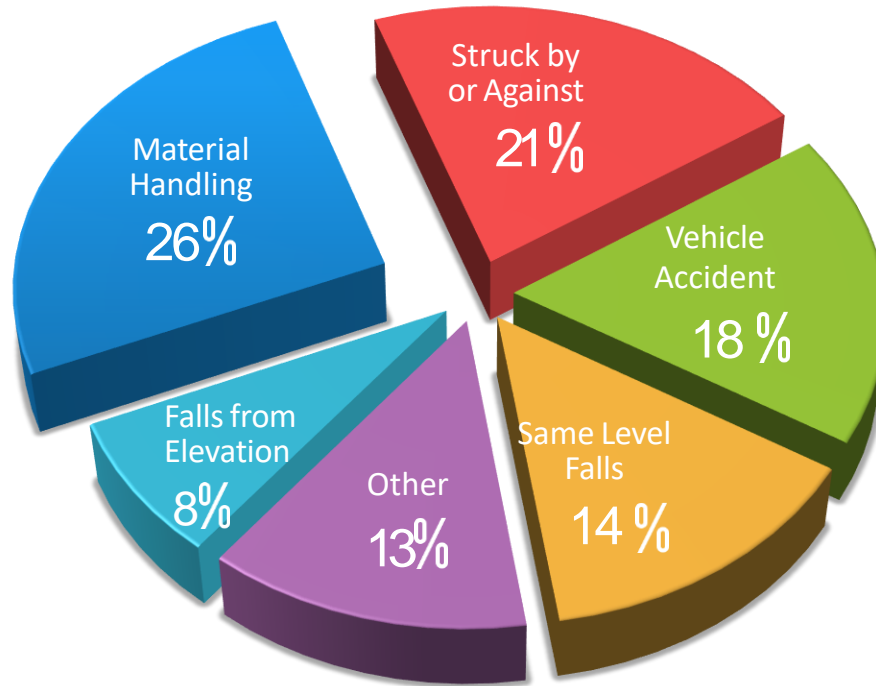
January 2016 – August 2021 (ICW customers in Transportation related industries)

LEADING ACCIDENT TYPES – By Frequency



*Source: Company Claims Data 1/1/2016 – 12/1/2021

LEADING ACCIDENT TYPES – By Severity



*Source: ICW Claims Data 1/1/2016 – 9/5/2021

ICW GROUP CUSTOMER INCIDENTS

94% = Driver Error



TOPICS

Focus on the Driver:

- Hiring Qualifications
- Orientation & Training
- Performance
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

Incident Investigations

ICW Group Safety Resources



TOPICS

Focus on the Driver:

- **Hiring Qualifications**
- Orientation & Training
- Performance
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

Incident Investigations

ICW Group Safety Resources

DRIVER - HIRING QUALIFICATIONS

Know who you're hiring!

- Driver's application
- Employment record
- 3-years driving record
- Check into offenses:
 - *Reckless driving, DUIs*
 - *Chargeable crashes*
 - *Speeding and traffic violations*

DRIVER - HIRING QUALIFICATIONS

Establish minimum qualification standards to meet or exceed §391.11 Minimum Federal Motor Carrier Standards.

- 21 years of age
- Medically qualified
- Commercial drivers license
- Passed road test
- Violations for last 12 months

DRIVER - HIRING QUALIFICATIONS

Physically Qualified?

- Medically certify drivers
 - *Use your own licensed medical examiner*
 - *Issue all medical certificates*
 - *Keeps employees from “doc hopping”*
- Conduct drug testing!
 - *Pre-employment and random*
 - *Post accident and reasonable suspicion*

DRIVER - HIRING QUALIFICATIONS

Written and road tests

- Written test for insight to basic knowledge
- Inspect and operate vehicle
- At least 20-25 miles on road
- In terminal yard:
 - *Vehicle inspection*
 - *Serpentine Course*
 - *Backing*
 - *Docking*
 - *Parking*

TOPICS

Focus on the Driver:

- Hiring Qualifications
- **Orientation & Training**
- Performance
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

Incident Investigations

ICW Group Safety Resources

DRIVER - ORIENTATION & TRAINING

4 key reasons for new truck driver safety programs:

1

40% drivers injured on job
working less than 1 year

number of injuries
occurring on the first day **1 of 8**

2

3

5 x amount new hires are
more likely to be injured

number of injuries each year
resulting in lost work & claim **13**

4

DRIVER - ORIENTATION & TRAINING

New-Hire Orientation should include:

- ✓ Company policies
- ✓ Individual safety responsibilities
- ✓ General safety rules and procedures
- ✓ Accountability system for safety



DRIVER - ORIENTATION & TRAINING

Job examples:

- Loading at bulk fuel terminals
- Washout concrete drums after delivery
- Loading non-ambulatory passengers in ambulance, bus, etc.
- Shadowing experienced employee

Supplement training with audiovisual materials to demonstrate safe procedures!



TOPICS

Focus on the Driver:

- Hiring Qualifications
- Orientation & Training
- **Performance**
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

Incident Investigations

ICW Group Safety Resources

GPS tracking

- Enhances safety & curbs aggressive driving
- Reduces fuel consumption
- Drivers represent business responsibly
- Identifies speeding, hard braking, excessive acceleration, aggressive cornering, unnecessary idling
- Detects coaching/mentoring opportunities

Onboard cameras

- Observe driver behavior in real time
- Know driver's location and what they're doing
- Cameras are objective witnesses
 - *Exonerate false claims*
 - *Confirm risky performance*

TOPICS

Focus on the Driver:

- Hiring Qualifications
- Orientation & Training
- Performance
- **Distracted Driving**

Lessons From the Losses

Vehicle Maintenance

Incident Investigations

ICW Group Safety Resources

4 Million

Crashes each year due
to distracted driving

DISTRACTED DRIVING

AAA identified & Top Deadly Distractors:

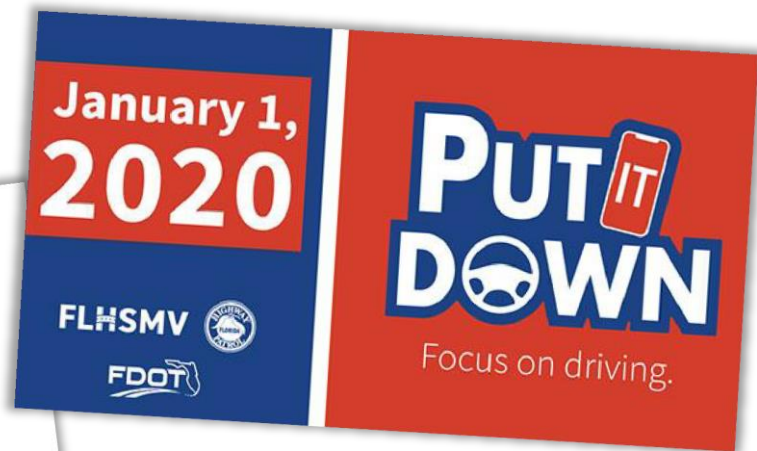
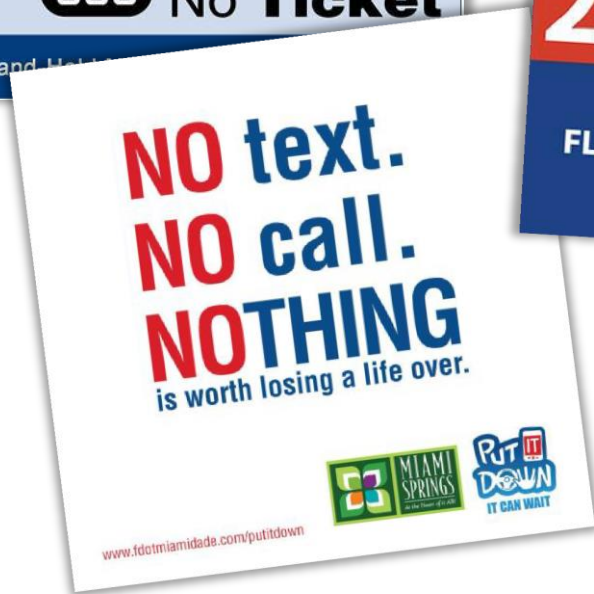
1. Cell phones
2. Objects, people, events outside vehicle
3. Adjusting radio, vehicle controls
4. Vehicle occupants
5. Something moving in car
6. Using object or device
7. Eating and drinking



DISTRACTED DRIVING

- Keep your eyes & mind on the road
- Stop periodically to rest
- Take a short walk to help stay alert
- Finally, maintain the right distance!
- **40 MPH?** At least a 4-second following distance between you and the vehicle in front of you.
- **Over 40?** Leave 1 additional second
- *More if road conditions warrant*





TOPICS

Focus on the Driver:

- Hiring Qualifications
- Orientation & Training
- Performance
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

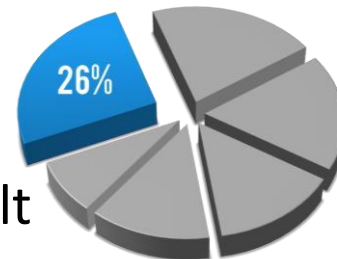
Incident Investigations

ICW Group Safety Resources



Examples of Material Handling Injuries

- Cranking landing gear - back strain
- Mechanic twists his body as he lifts a tire- back strain
- Package delivery driver strains back during daily route
- Driver throws chain over the load- strains shoulder
- Milk hauler sprains knee climbing up on top of the tanker (to take a sample)
- Mechanic strains shoulder attempting to loosen a bolt

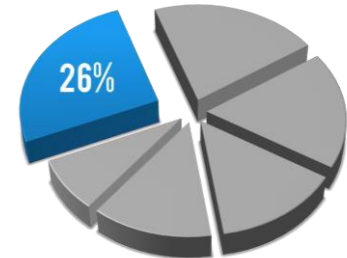


MATERIAL HANDLING – 26%

TIPS TO SUCCESS

Provide Lifting Assists

- Carts, gloves, back-belts, non-slip shoes
- Lift & carry between shoulders & knees
- Don't twist when lifting or carrying
- Two-person lifts for heavy, bulky items
- Summer? Provide fluids for hydration!

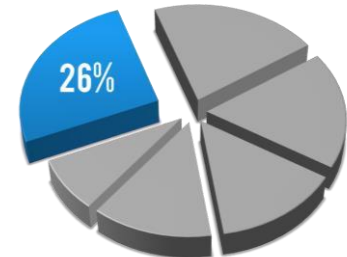


MATERIAL HANDLING – 26%

TIPS TO SUCCESS

Follow PM Schedules

- Trucks, trailers, containers, binders, landing gear
- Consider not using “piece rate pay”
- Avoid twisting when stacking freight manually inside trailer or handling awkward loads (such as fueling hose)

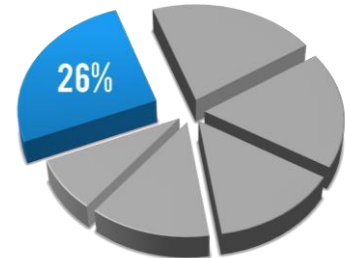


MATERIAL HANDLING—26%

TIPS TO SUCCESS

Other Safe Practices

- Use forklifts, loaders, dozers to move materials in the yard
- Avoid twisting the back when using a wrench or other hand tools
- Coach employees to lift and carry boxes /cylinders/packages close to their body

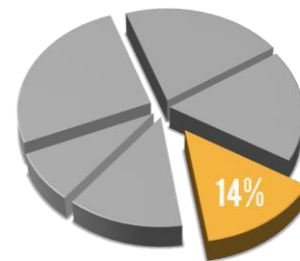


SAME LEVEL SLIPS, TRIPS & FALLS – 14%

TIPS TO SUCCESS

Examples of Accidents

- Driver, stepping around his truck at a customer's site, slips on muddy ground and falls
- Driver trips and falls on water hose left on the ground at the vehicle wash-out station
- Driver slips and falls on wet driveway in the yard
- Driver trips on railroad tracks that run through the yard as he is walking to the shop

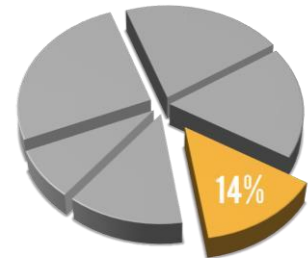


SAME LEVEL SLIPS, TRIPS & FALLS – 14%

TIPS TO SUCCESS

Safe Housekeeping Policies

- Develop rules for office, shop and yard
- Safety training: shop, yard, at customer sites
- PPE and equipment work and used properly
- Regularly inspect shop, plant and yard - promptly correct hazards identified
- Investigate incidents to eliminate risks

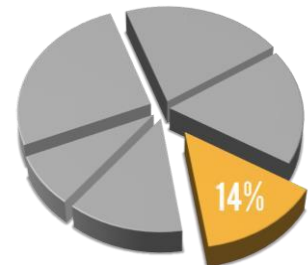


SAME LEVEL SLIPS, TRIPS & FALLS – 14%

TIPS TO SUCCESS

What Can Employers Do?

- Mark dedicated pedestrian walkways in the yard
- Provide hangars for hoses at vehicle washout stations and train drivers to use them
- Use yellow paint/tape to identify elevation changes
- Provide handrails for ramps in the yard and office
- Provide adequate lighting in shop, yard
- Instruct employees to check for clear path BEFORE moving items

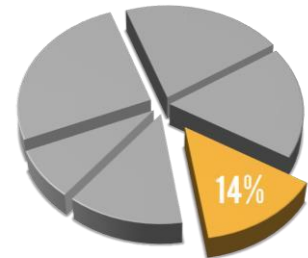


SAME LEVEL SLIPS, TRIPS & FALLS – 14%

TIPS TO SUCCESS

Condition of Path

- Check ground below before stepping out of truck cab
- Check ground condition around the delivery site
- Check for mud or snow before stepping on metal steps and fixed ladders on trucks
- Be extra careful when delivering to sites at night!

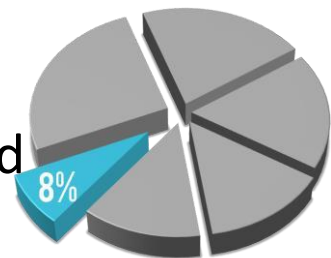


FALLS FROM ELEVATION – 8% (9% \$\$)

TIPS TO SUCCESS

Potential for Serious Injury

- Entering/exiting cabs of trucks and mobile equipment
- Climbing on fixed ladders on tanker-trailers
- Manually securing loads or tarps
- Jumping off trailer (i.e., flatbed) to ground
- Using exterior stairs to reach control room or office
- Forklift loading trailer whose wheels are not chocked

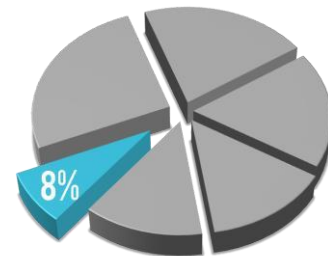


FALLS FROM ELEVATION – 8% (9% \$\$)

TIPS TO SUCCESS

Trucks, Tankers, Mobile Equipment

- Entering/exiting cab, catwalk or ladder:
 - *Face vehicle and use 3-point contact*
 - **1 hand + 2 feet** – or – **2 hands + 1 foot**
- Eliminate need to climb on tankers for product loading purposes
 - *Provide portable or fixed platforms!*

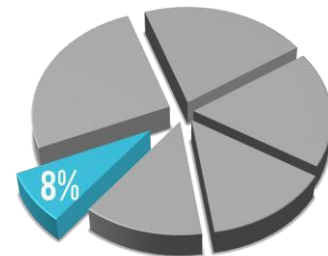


FALLS FROM ELEVATION – 8% (9% \$\$)

TIPS TO SUCCESS

Trucks, Tankers, Mobile Equipment

- Moving trucks - Metal loading ramps and tailgate lifts are extremely slick when wet
- No standing on lift when raising or lowering
- Secure flatbed trailer loads BEFORE on road
- Manual tarping - Try to eliminate need for climbing on top of load

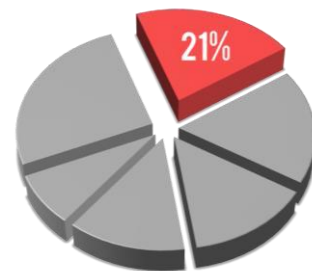


STRUCK BY OR AGAINST – 21%

TIPS TO SUCCESS

Examples of Accidents

- Yard worker (on the ground) struck by loader
- Yard worker assisting forklift operator loading poultry cages on a flatbed trailer is struck by falling cage.
- Mechanic inflating a tire in the shop was struck in the leg by a metal part that came off the rim
- Driver struck by furniture that fell out when he opened the trailer door

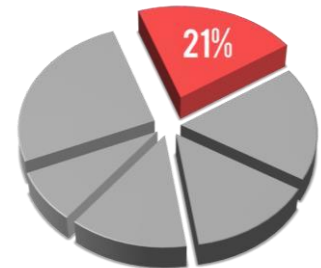


STRUCK BY OR AGAINST – 21%

TIPS TO SUCCESS

Vehicle Components

- Place all equipment on PM program - trucks, trailers, containers, landing gear, etc.
- Use a tire cage when inflating tires on split rims
- Use a forklift for moving large tires
- Train drivers in use of portable fire extinguisher to fight only minor vehicle fires
 - *Call emergency if fire involves tires or the engine compartment!*

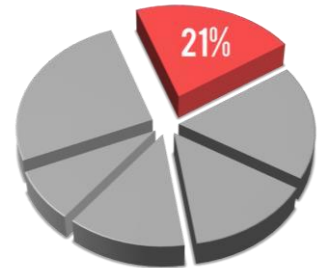


STRUCK BY OR AGAINST – 21%

TIPS TO SUCCESS

Other Equipment Hazards

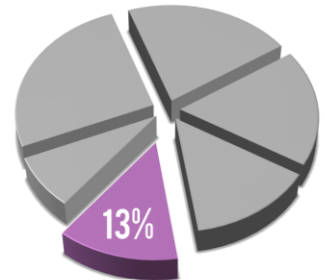
- Develop communication procedures for mobile equipment operators (loaders and forklifts) and employees on ground
- Use trained operators for loading and unloading mobile equipment on trailers



TIPS TO SUCCESS

Other Hazards

- Workplace Violence
- Exposure to Chemicals or Biological agents
- Cumulative Trauma
- Caught between objects



Other Hazards

-

TOPICS

Focus on the Driver:

- Hiring Qualifications
- Orientation & Training
- Performance
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

Incident Investigations

ICW Group Safety Resources

VEHICLE MAINTENANCE PROGRAM

Exposures if done in-house:

- Struck-by (drops off ramp, tire explodes)
- Strain/Sprain (tire change, corroded bolts)
- Caught between (trapped under vehicle)
- Burns (contact with hot fluids, cutting torch)
- Fall from height (climbing on trailer bed)
- Same level fall (fluids or parts left on floor)
- Cumulative trauma (repetitive use of wrenches, hand tools)

VEHICLE MAINTENANCE PROGRAM

In-House Pros:

- Work completed on your timeline
- Lower labor rate compared to outside shop
- May be easier to schedule and track service
- Can keep most needed parts on hand
- Can reduce downtime

VEHICLE MAINTENANCE PROGRAM

In-House Cons:

- Finding good mechanics
- Must pay employees even when idle
- Specialty parts not readily available
- Overhead shop costs, utilities, PPE, specialty tools, jacks, lifts, welders, compressors
- May still have to outsource some work
- Additional hazards when mechanics service vehicles at job sites, on road

TOPICS

Focus on the Driver:

- Hiring Qualifications
- Orientation & Training
- Performance
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

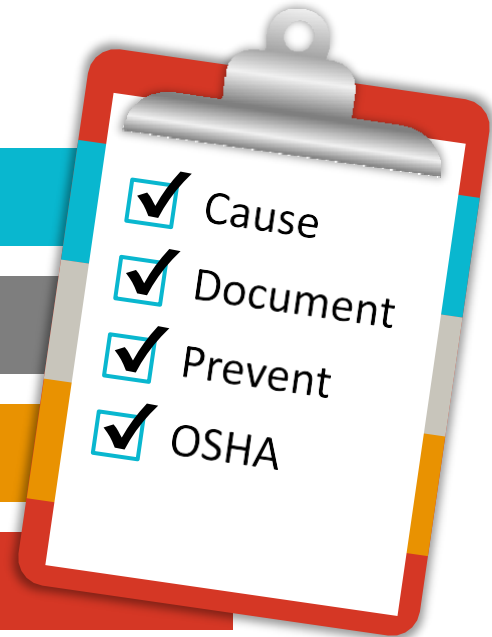
Incident Investigations

ICW Group Safety Resources

INCIDENT INVESTIGATIONS

4 key reasons to investigate:

- ✓ Determine the root cause
- ✓ Document your version of incident
- ✓ Prevent recurrence by correcting
- ✓ Complete OSHA-required reporting



INCIDENT INVESTIGATIONS

After Investigation You Should...

- Identify who was involved and witnesses
- Determine items or equipment involved
- Record detailed description
- Determine causal factors
- Conduct corrective actions



INCIDENT INVESTIGATIONS

Who Investigates an Incident?

Up to your company's policy, but usually:

- Minor: Supervisor, safety committee
- Major: Supervisor, safety committee, safety manager, production manager
- May also include upper management



TOPICS

Focus on the Driver:

- Hiring Qualifications
- Orientation & Training
- Performance
- Distracted Driving

Lessons From the Losses

Vehicle Maintenance

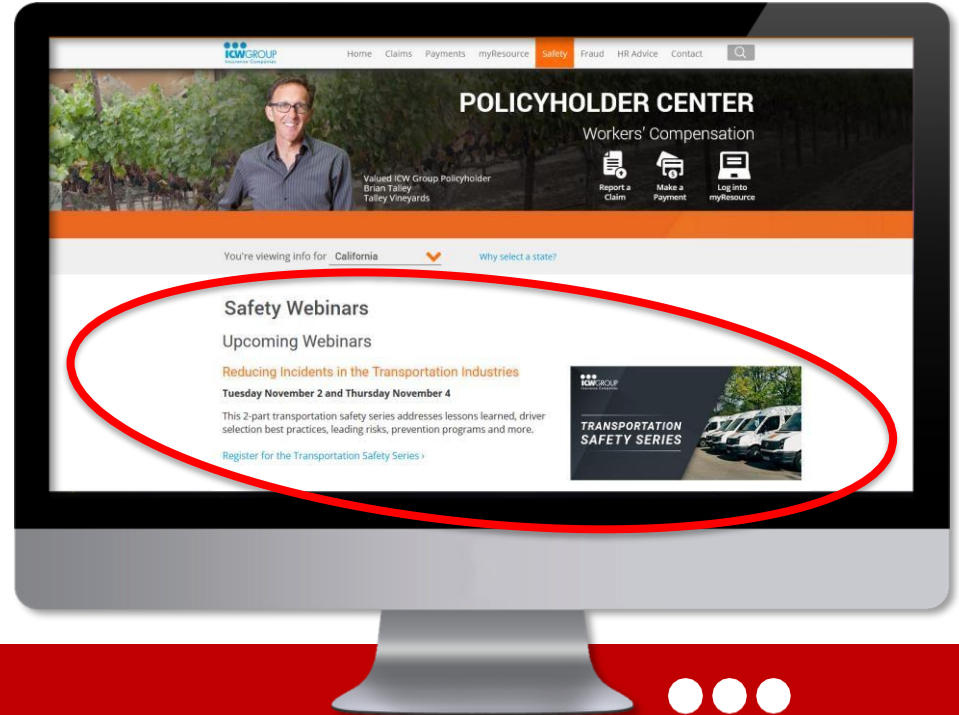
Incident Investigations

ICW Group Safety Resources

ICW GROUP POLICYHOLDER WEBSITE

Find all resources!

- Go to Safety Webinars page
- Click on the topic to find the presentation & resources
- **BONUS MATERIALS!**
 - List of Safety *OnDemand*® materials



ICW GROUP SAFETY RESOURCES

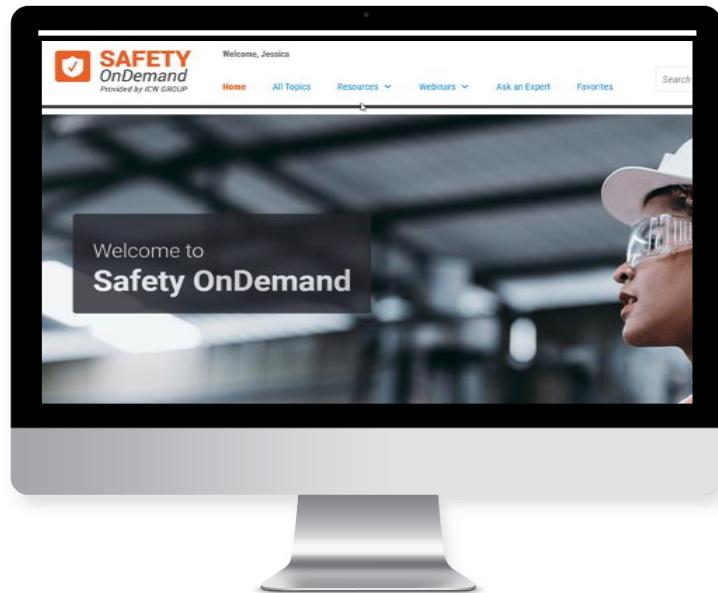
Find all resources!

- Webinars on-demand
- Posters
- Job Hazard Analysis
- Accident Investigation Form
- Root Cause Investigation Form



SAFETY ONDEMAND® - Free With Your Policy

- Log in to **MyResource**
 - If not registered, it's easy!
- Click on **Safety OnDemand**
- **5000+ resources available**
- Materials in Spanish & English
- Start using it today!



ICW GROUP SAFETY RESOURCES

Three Point of Contact Stickers



QUESTIONS?

CONTACT US!

riskmanagement@icwgroup.com



Thank you!

riskmanagement@icwgroup.com

