

TRANSPORTATION

Reducing Incidents in
Transportation
Industries

— PART **1** —

**Our presentation
will begin soon**



icwGROUP
Insurance Companies

TRANSPORTATION

Reducing Incidents in
Transportation
Industries

— PART **1** —

**ICW Group Risk
Management**



icwGROUP
Insurance Companies

Today's presenter

Rick Kropp

Sr. Risk Management Consultant

DOT 053824
ID449207

TOPICS

Transportation - Lessons From the Losses

Focus on the Driver:

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

ICW Group Safety Resources

TOPICS

Transportation - Lessons From the Losses

Focus on the Driver:

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

ICW Group Safety Resources

LESSONS FROM THE LOSSES

Transportation impacts almost every industry

- Movement of product
- Movement of people



LESSONS FROM THE LOSSES

Industries include:

- Package Delivery
- Moving & Storage
- Trade Contractors
- General Freight
- Ready-Mix Concrete
- Fuel Delivery
- Garbage & Recycling
- Medical Transportation
- Agricultural & Farming



LESSONS FROM THE LOSSES

January 2016 – August 2021

\$87.8 Million

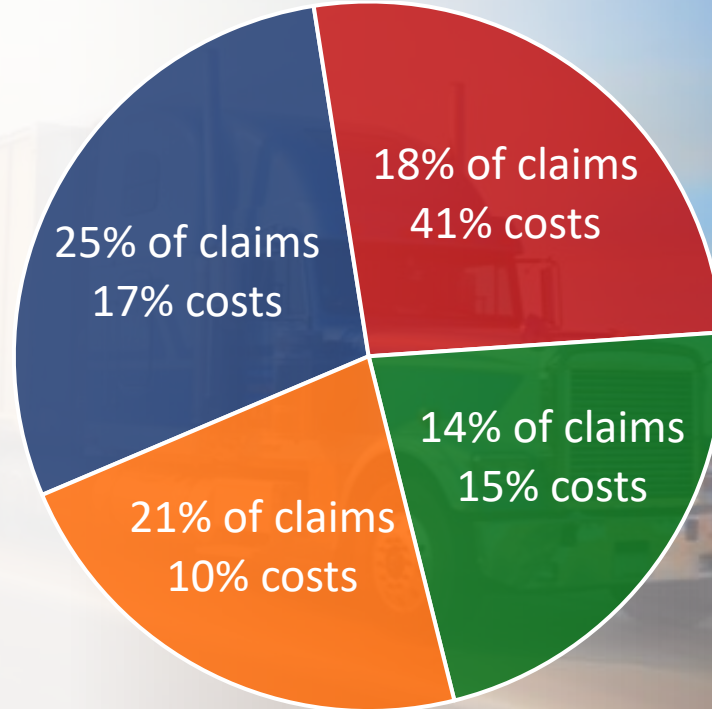
2,691 incidents reported



LESSONS FROM THE LOSSES

ICW Group claims data*

- Material Handling
- Motor Vehicle Accident
- Same Level Falls
- Struck by or Against



*1/1/2016 – 9/5/2021: Governing class codes 7202, 7206, 7208, 7219, 7228, 7229, 7230, 7231, 7232, 6217, 811

LESSONS FROM THE LOSSES

94% = Driver Error



LESSONS FROM LOSSES

Regarding charge of criminal responsibility of corporations, indictment states company showed **reckless tolerance** involving employment of John Wayne Johnson when the corporation had knowledge (he) was an unsafe truck driver.

Previous suits included allegations company knew Johnson had a bad driving record and was physically exhausted after an extended wait, before starting trip to Savannah to deliver paper goods.

The counts of first-degree vehicular homicide lay responsibility on company for "**recklessly tolerating operation of motor vehicle by (Johnson) as agent of Total Transportation of Mississippi, LLC.**"

TOPICS

Transportation - Lessons From the Losses

Focus on the Driver:

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

ICW Group Safety Resources

DRIVER - HIRING QUALIFICATIONS

Know who you're hiring!

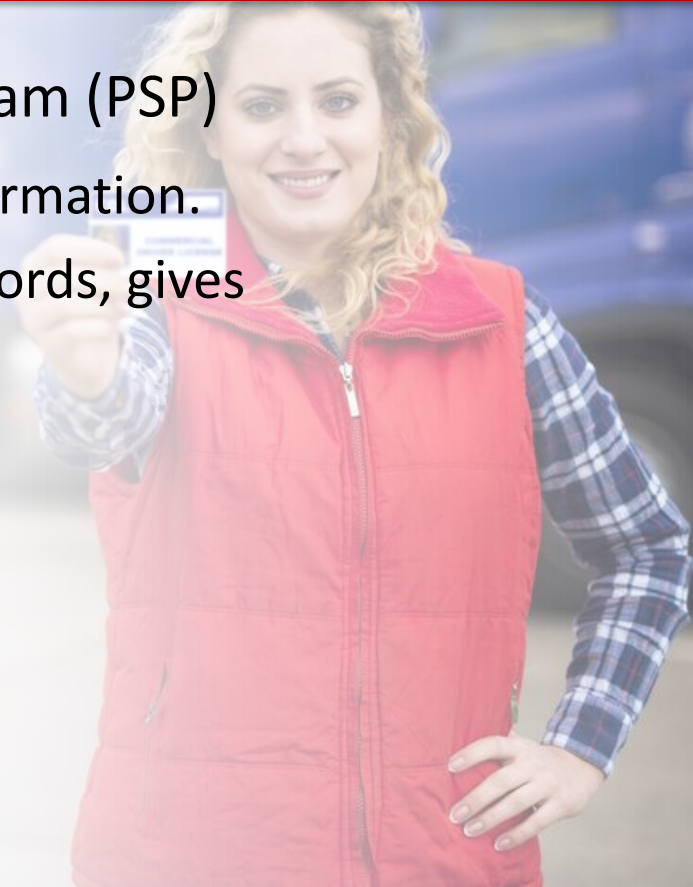
- Driver's application.
- Employment record.
- 3-years driving record.
- Check into offenses:
 - *Reckless driving, DUIs*
 - *Chargeable crashes*
 - *Speeding and traffic violations*



DRIVER - HIRING QUALIFICATIONS

Pre-Employment Screening Program (PSP)

- Score helps streamline driver information.
- Combined with motor vehicle records, gives more complete picture.
 - *5-year crash data*
 - *3-year inspection history*



DRIVER - HIRING QUALIFICATIONS

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

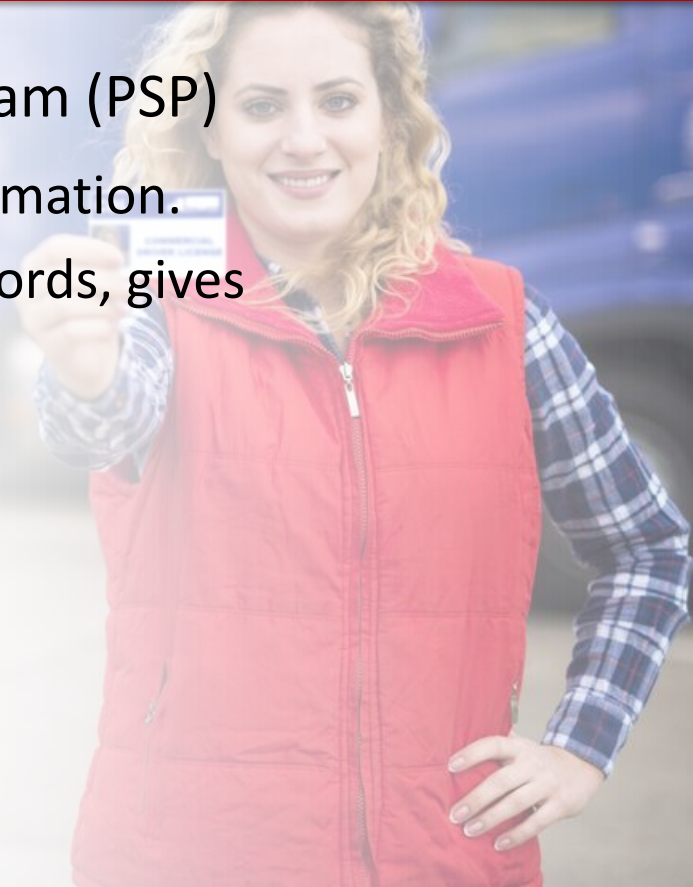
- 21 years of age.
- Physically qualified.
- Commercial drivers license.
- Passed road test.
- Violations for last 12 months.



DRIVER - HIRING QUALIFICATIONS

Pre-Employment Screening Program (PSP)

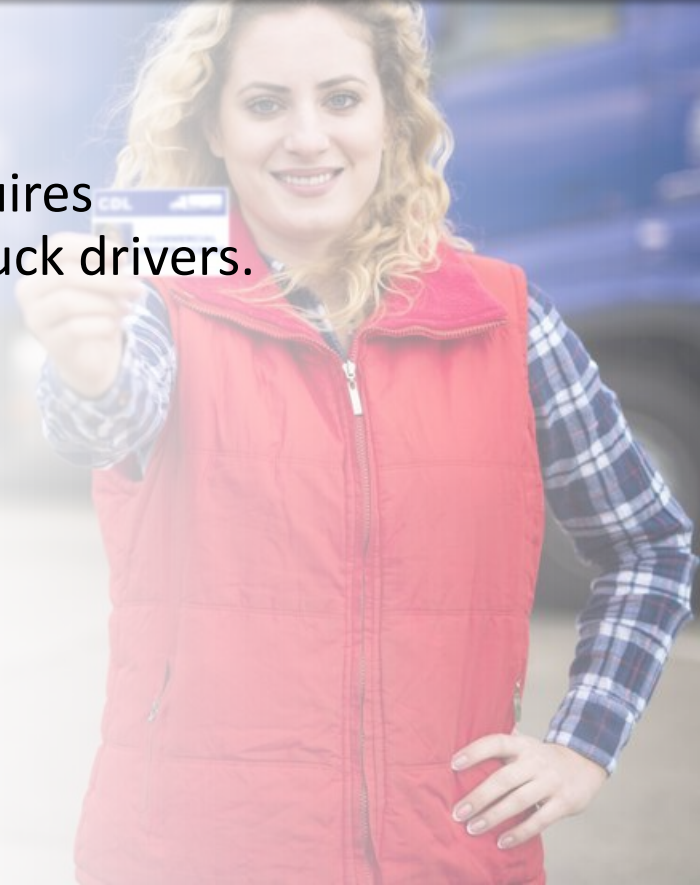
- PSP score streamlines driver information.
- Combined with motor vehicle records, gives more complete picture.
 - *5-year crash data*
 - *3-year inspection history*



DRIVER - HIRING QUALIFICATIONS

Don't skimp on your checklist!

- Background checks – FMCSA requires specific background checks for truck drivers.
- Criminal records check.
- Sex offender status.



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

Transportation - Lessons From the Losses

Focus on the Driver:

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

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!

DRIVER - ORIENTATION & TRAINING

Training should be 1-2 weeks and include:



Pre-trip inspections.



Post-trip inspections.



Federal safety regulations.



Accident notification procedures.

- 
- A 3D-rendered clipboard with a red border and a silver clip at the top. It holds a white sheet of paper with a checklist. The background of the slide is a faded image of a person driving a blue truck.
- Pre-trip
 - Post-trip
 - Regulations
 - Accidents

DRIVER - ORIENTATION & TRAINING

Be sure to cover:

- Hours of service.
- Driver disciplinary procedures and policy.
- Dispatch procedures.
- On-the-road training.
- Safety incentives.

*No matter how experienced
your NEW driver is!*



DRIVER - ORIENTATION & TRAINING

Encourage and reinforce **safe driving behavior!**

- Safety goals:
 - *Comprehensive driver safety program with initial, annual refresher, remedial training.*
- Safety awards:
 - *Driver accomplishments, lack of crashes, violations, traffic convictions, clean cabs/trucks.*
- Driver discipline program:
 - *Violates safety policy (example: verbal warnings, suspension, termination).*



TOPICS

Transportation - Lessons From the Losses

Focus on the Driver:

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

ICW Group Safety Resources

MONITORING EMPLOYEE PERFORMANCE

Aggressive driving:

- Increases wear and tear on vehicles.
- Burns more fuel.
- Damages company reputation.
- Violates the law.
- Increases insurance rates and premiums!



MONITORING EMPLOYEE PERFORMANCE

Why is it important to monitor behavior?

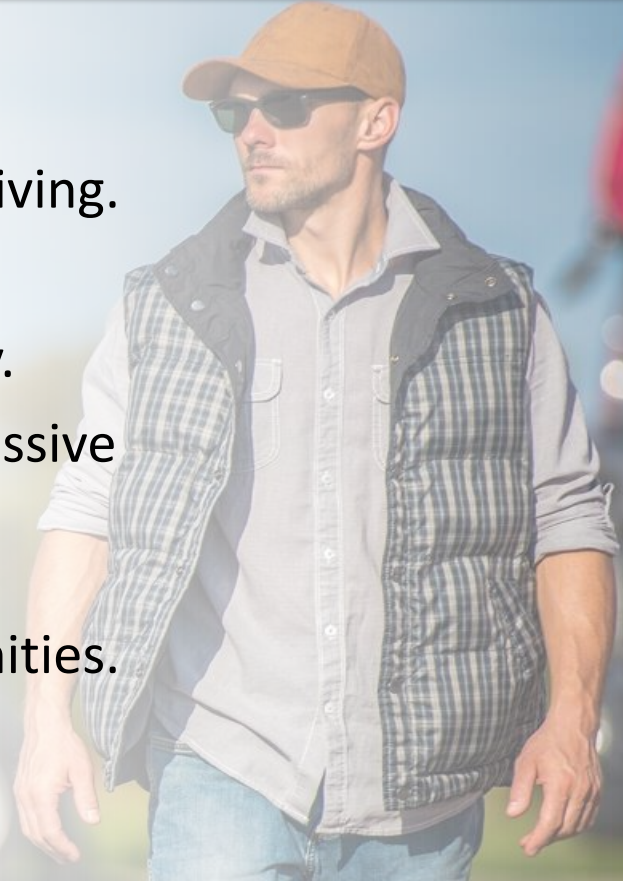
- Helps record daily activity.
- No need to reach inside hood for data.
- Gives powerful insight to health of business through custom vehicle statistics about fleet's activity.



MONITORING EMPLOYEE PERFORMANCE

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.



MONITORING EMPLOYEE PERFORMANCE

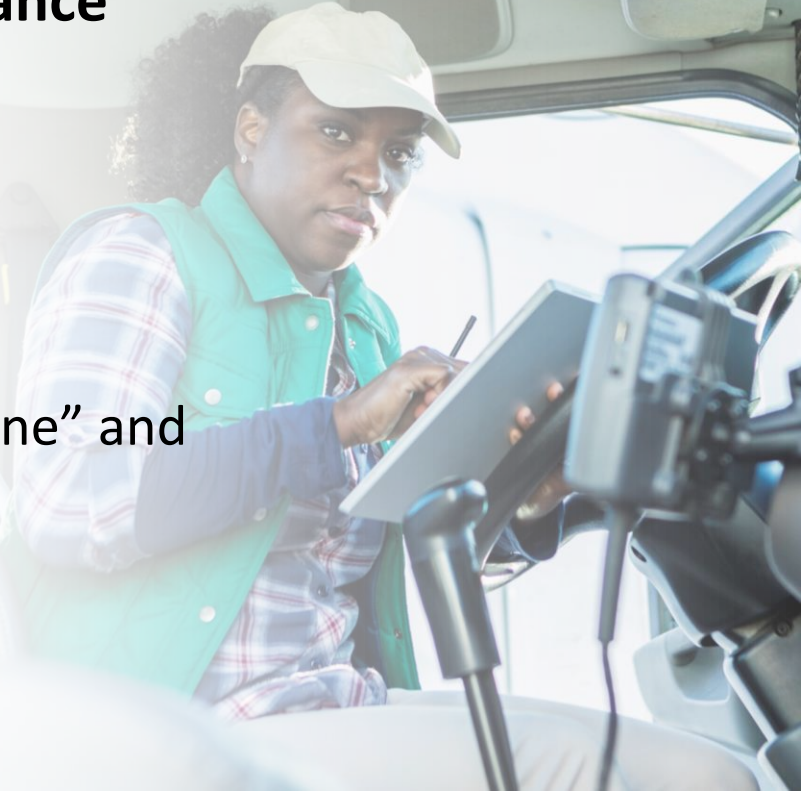
Onboard cameras

- 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*



Creating Incentives for Safe Performance

- Fosters employee buy-in!
- Bonuses for those consistently:
 - *Perform well.*
 - *Improve aggressive driving.*
- Observe performance for “job well done” and coaching opportunity.



MONITORING EMPLOYEE PERFORMANCE

Safety Awareness

- Most effective:
 - *In-person safety meetings and trainings are*
 - *Payroll stuffers & email safety materials.*
- Safety OnDemand
 - Excellent resource for training materials.
 - Videos and safety talks in English and Spanish.



TOPICS

Transportation - Lessons From the Losses

Focus on the Driver:

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

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.



icwGROUP
Insurance Companies

7 DEADLY DRIVING DISTRACTORS

- 1 Cell phone use**
Though tempting, don't answer texts or calls while driving. It comes with a deadly risk. Recently, 13% of all distracted driving fatalities were linked to cell phones.
TIP: Switch phone to "do not disturb" and use auto-response.

- 2 Objects, people, events outside vehicle**
Peeking at roadside accidents or other issues - "Rubbernecking" - slows down traffic and increases chance of collisions.
TIP: Keep your eyes on the road no matter what. Watch your speed and leave plenty of distance from other vehicles.
- 3 Adjusting radio and vehicle controls**
Stay away from that dial! These types of adjustments are just as deadly and distracting as cell phones.
TIP: Make all adjustments before you drive. Otherwise, pull over to adjust.

- 4 Vehicle occupants**
Demanding occupants - riders or pets - can easily distract you long enough to cause a deadly crash!
TIP: Don't avert your attention or take your eyes off the road. Secure everyone before taking off. If there is a need, simply pull over.

- 5 Loose items in vehicle**
When items roll around in your vehicle, it's human nature to feel tempted to reach for them on the floor or seat. Don't!
TIP: Store all loose gear, possessions and items BEFORE you turn the key.

- 6 Using objects or devices**
As a general rule, if you can't devote your full attention to driving because of some other activity, it's a distraction.
TIP: Avoid temptation - power down or stow devices before heading out.

- 7 Eating and Drinking**
It may seem second nature to get in your meals while driving, but it's actually very dangerous. Messy foods and drinks are especially difficult to manage.
TIP: Snack smart and pull over to eat. It's much safer and you'll enjoy your meal!


icwgroup.com/safety

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.*



icwGROUP
Insurance Companies

7 DEADLY DRIVING DISTRACTORS

- 1 Cell phone use**

Though tempting, don't answer texts or calls while driving. It comes with a deadly risk. Recently, 13% of all distracted driving fatalities were linked to cell phones.

TIP: Switch phone to "do not disturb" and use auto-response.


- 2 Objects, people, events outside vehicle**

Peeking at roadside accidents or other issues - "rubbernecking" - slows down traffic and increases chance of collisions.

TIP: Keep your eyes on the road no matter what. Watch your speed and leave plenty of distance from other vehicles.
- 3 Adjusting radio and vehicle controls**

Stay away from that dial! These types of adjustments are just as deadly and distracting as cell phones.

TIP: Make all adjustments before you drive. Otherwise, pull over to adjust.


- 4 Vehicle occupants**

Demanding occupants - riders or pets - can easily distract you long enough to cause a deadly crash!

TIP: Don't avert your attention or take your eyes off the road. Secure everyone before taking off. If there is a need, simply pull over.


- 5 Loose items in vehicle**

When items roll around in your vehicle, it's human nature to feel tempted to reach for them on the floor or seat. Don't!

TIP: Store all loose gear, possessions and items BEFORE you turn the key.


- 6 Using objects or devices**

As a general rule, if you can't devote your full attention to driving because of some other activity, it's a distraction.

TIP: Avoid temptation - power down or stow devices before heading out.


- 7 Eating and Drinking**

It may seem second nature to get in your meals while driving, but it's actually very dangerous. Messy foods and drinks are especially difficult to manage.

TIP: Snack smart and pull over to eat. It's much safer and you'll enjoy your meal!



icwgroup.com/safety

DISTRACTED DRIVING

Safe driving = undivided attention.

- Driving and multitasking isn't safe.
- Need to take call, check directions or select music? Pull over!

2 minutes of inconvenience seems like a fair trade for extra years or decades of life!



icwGROUP
Insurance Companies

7 DEADLY DRIVING DISTRACTORS

- 1 Cell phone use**
Though tempting, don't answer texts or calls while driving. It comes with a deadly risk. Recently, 13% of all distracted driving fatalities were linked to cell phones.
TIP: Switch phone to "do not disturb" and use auto-response.

- 2 Objects, people, events outside vehicle**
Peeking at roadside accidents or other issues - "rubbernecking" - slows down traffic and increases chance of collisions.
TIP: Keep your eyes on the road no matter what. Watch your speed and leave plenty of distance from other vehicles.
- 3 Adjusting radio and vehicle controls**
Stay away from that dial! These types of adjustments are just as deadly and distracting as cell phones.
TIP: Make all adjustments before you drive. Otherwise, pull over to adjust.

- 4 Vehicle occupants**
Demanding occupants - riders or pets - can easily distract you long enough to cause a deadly crash!
TIP: Don't avert your attention or take your eyes off the road. Secure everyone before taking off. If there is a need, simply pull over.

- 5 Loose items in vehicle**
When items roll around in your vehicle, it's human nature to feel tempted to reach for them on the floor or seat. Don't!
TIP: Store all loose gear, possessions and items BEFORE you turn the key.

- 6 Using objects or devices**
As a general rule, if you can't devote your full attention to driving because of some other activity, it's a distraction.
TIP: Avoid temptation - power down or stow devices before heading out.

- 7 Eating and Drinking**
It may seem second nature to get in your meals while driving, but it's actually very dangerous. Messy foods and drinks are especially difficult to manage.
TIP: Snack smart and pull over to eat. It's much safer and you'll enjoy your meal!


icwgroup.com/safety

DISTRACTED DRIVING



**No Call,
No Text,
No Ticket**

New Rules For CMV Drivers About Hand Held

**NO text.
NO call.
NOTHING**
is worth losing a life over.

www.fdotmiamidade.com/putitdown



January 1,
2020

**PUT IT
DOWN**

Focus on driving.



TOPICS

Transportation - Lessons From the Losses

Focus on the Driver:

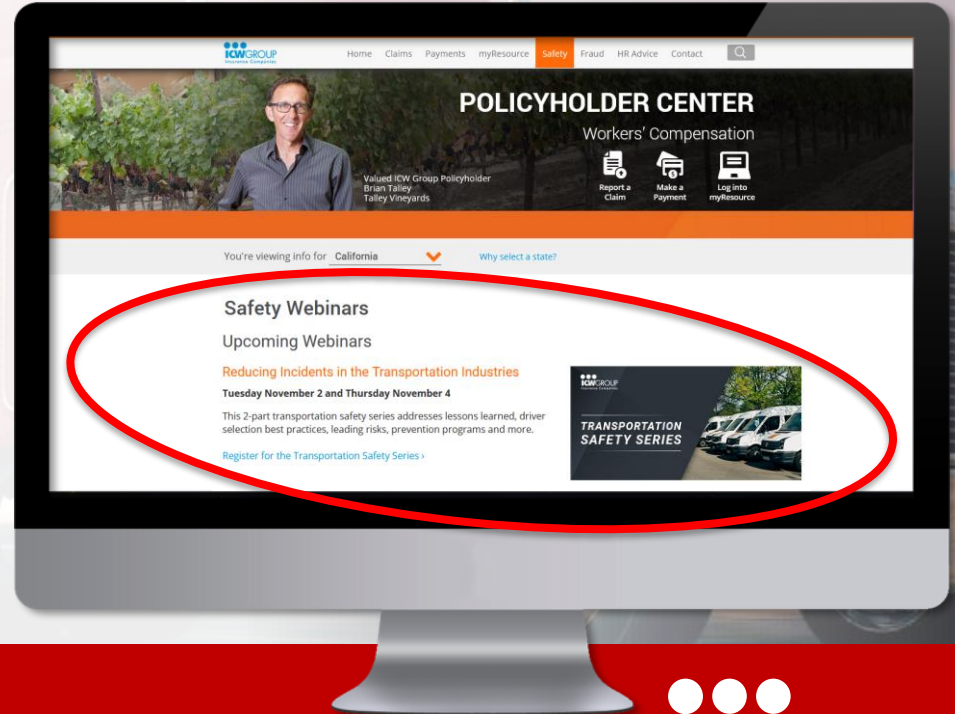
- Hiring Qualifications
- Orientation & Training
- Performance
- Distracted Driving

ICW Group Safety Resources

ICW GROUP SAFETY RESOURCES

Find all resources!

- Safety Area
- Safety Webinars
- **Reducing Incidents in the Transportation Industries**



ICW GROUP SAFETY RESOURCES

Find all resources!

- Driving Distractions Poster
- Safety OnDemand links:
 - *ESSENTIAL 29: Driver Safety*
 - *CMVs – Safe Driving Behavior for Commercial Motor Vehicles*

icwGROUP
Insurance Companies

7 DEADLY DRIVING DISTRACTORS

- 1 Cell phone use**
Though tempting, don't answer texts or calls while driving. It comes with a deadly risk. Recently, 13% of all distracted driving fatalities were linked to cell phones.
TIP: Switch phone to "do not disturb" and use auto-response.
- 2 Objects, people, events outside vehicle**
Peeking at roadside accidents or other issues - "Rubbernecking" - slows down traffic and increases chance of collisions.
TIP: Keep your eyes on the road no matter what. Watch your speed and leave plenty of distance from other vehicles.
- 3 Adjusting radio and vehicle controls**
Stay away from that dial! These types of adjustments are just as deadly and distracting as cell phones.
TIP: Make all adjustments before you drive. Otherwise, pull over to adjust.
- 4 Vehicle occupants**
Demanding occupants - riders or pets - can easily distract you long enough to cause a deadly crash!
TIP: Don't avert your attention or take your eyes off the road. Secure everyone before taking off. If there is a need, simply pull over.
- 5 Loose items in vehicle**
When items roll around in your vehicle, it's human nature to feel tempted to reach for them on the floor or seat. Don't!
TIP: Store all loose gear, possessions and items BEFORE you turn the key.
- 6 Using objects or devices**
As a general rule, if you can't devote your full attention to driving because of some other activity, it's a distraction.
TIP: Avoid temptation - power down or stow devices before heading out.
- 7 Eating and Drinking**
It may seem second nature to get in your meals while driving, but it's actually very dangerous. Messy foods and drinks are especially difficult to manage.
TIP: Snack smart and pull over to eat. It's much safer and you'll enjoy your meal!

icwgroup.com/safety

ICW GROUP SAFETY RESOURCES

Three Point of
Contact Stickers



INCLUDE SAFE DRIVING TIPS IN MANUAL

Obey traffic laws

- Wear your seatbelt.
- Heed flaggers, traffic controllers, emergency vehicles.
- Yield right-of-way.
- Drive speed limit and adjust for weather and road conditions.
- Obey traffic signs, signals, be cautious when passing or backing.
- No texting or handheld mobile devices.

INCLUDE SAFE DRIVING TIPS IN MANUAL

DRIVE DEFENSIVELY

- Visually scan to avoid and reduce hazards,.
- Stay out of vehicle “blind spots.”
- Be courteous and share the road. Avoid aggressive driving behaviors and “road rage”.
- Follow at safe distance, allow adequate safety cushion for emergency stops. Minimum 4 seconds.
- Watch out to anticipate drivers, pedestrians, and children.

QUESTIONS?

CONTACT US!

riskmanagement@icwgroup.com




ICWGROUP
Insurance Companies

Thank you!

Part 2 – Thursday

November 4

11:00 – 12:00 PST

riskmanagement@icwgroup.com

