

Safety First



We're On The Road With You

November 2015

Building A Culture Of Safety

Developing a culture of safety is critical to the success of your organization. It does not happen overnight and takes sustained commitment by leadership and employees. At the root of a safety culture is behavior, and changing human behavior requires persistent education and leadership. Provided below are key elements of building a culture of safety:

Education

Creating a culture that promotes learning is pivotal in developing a culture of safety. Employees should be educated on safety hazards in their working environment and use training programs that teach "how to do" rather than "what not to do". Workers must comprehend the value of the training they receive. Leadership should provide positive reinforcement and incentives for training and help employees understand that training is not just a company requirement.

Promote safety within your organization. Communicate with every level of the organization the importance of safety for employee well-being and the organization. Posting safety signs and handing out employee handbooks are both credible ways to create safety awareness throughout your organization. Utilize whatever means you have available to communicate with your team and management. Keep messages consistent and compelling. Constant reminders of both safe behavior and safety hazards will keep safety at the forefront of people's minds.

Recognition

Recognize when positive safety choices are made, and make corrections when negative safety choices are evident. Many organizations today are using recognition/rewards systems to promote safe behavior. This is a powerful way to promote safety as long as the foundation has been laid with training and education. When an employee is observed working safely, recognize them and set an encouraging example for the rest of the team. Conversely, when unsafe actions occur, determine what is causing the unsafe behavior and take corrective action to ensure it does not recur. In the event of an accident, use accident and incident investigation techniques to determine the root cause of the accident, injury or unsafe behavior to train the employee(s) to correct their action. Rather than punishing employees, help them to understand what they are doing wrong and how to correct the unsafe behavior.



Safety First

Accountability

In order for a culture of safety to persist, everyone in your organization should be accountable for safety. Set goals and document successes. If someone fails to meet a goal, use corrective action and positive reinforcement to change the behavior and encourage safety. When goals are met, make certain to reward the group. Assess your progress regularly and adjust the plan, communication strategy or training program if needed. Promote openness and communication about safety in your organization. Solicit feedback and involve every level of the organization in your safety goals. Safety committees should consist of individuals from various levels and departments within your organization. Trust is very important in this process. Employees must feel as though they can express thoughts and report accidents or incidents without fear of blame or punishment. A true culture of safety promotes positive behavior and looks to change or modify negative behavior.

Leadership

There are many aspects of human behavior that need to be altered in order to achieve successful culture change. Developing a culture of safety at your organization takes careful planning and maintenance, and most importantly strong leadership. Management and employees must work together to change attitudes and incorporate safety as a key part of their operation. The commitment of leadership and active involvement of senior management is vital to the developing and sustaining a robust culture of safety.

A Lesson Learned - Non Business Related Passenger Policies

One of the biggest Liability exposures a Commercial Trucking operation can encounter is allowing, whether knowingly or unknowingly, their drivers to have Non Business Related Passengers in their company vehicles during business related activities. These situations can be as innocent as a driver having a spouse, son, daughter, etc. "ride along" on their runs or just giving a friend a ride. Here's an example of what can happen:

A courier driver in a twenty-four foot box truck was driving along a state highway with a passenger who happened to be his girlfriend. The driver's company had an "unwritten" rule that non business related passengers were not allowed but it was not "official" company policy. As the vehicle approached an intersection, the girlfriend's cell phone rang causing the driver to look down to his right and not see a pedestrian step off a curb into the path of the truck. The driver did not see the individual in time to avoid hitting him, but did have time to brake hard causing the truck to swerve into the intersection and strike another vehicle broadside.

Aside from the fatality to the pedestrian and considerable property damage to two vehicles, the driver's girlfriend was thrown into the windshield causing serious head trauma with permanent ramifications. Because this individual was a passenger in the insured truck, the company's insurance policy was responsible for her injuries as well as the costs mentioned relative to the pedestrian fatality and property damage to the vehicles. This accident was costly and more importantly a personal tragedy for the individuals involved.



Safety First

The LESSON LEARNED is that all commercial vehicle operations should have a policy in place that bans all Non Business Related Passengers in their company vehicles during the course of their business duties. This policy should be in writing and should be a part of their Loss Prevention Program which is signed off on by the employees before they begin their driving duties.

Deep South has a detailed policy template that can be found on the Loss Control Services section of it's website at www.deep-south.com. If your company does not have such a policy, strong consideration should be to establish one now!



Key Answers: Automatic On-Board Recording & Logging Devices

The transportation safety business is in the midst of significant technological change enabling trucking companies to more effectively measure and track key information that directly correlates to safer operations. This same technology also provides regulatory and enforcement agencies with more reliable information relative to compliance with rules and statutes governing the transportation industry in the United States.

To assist Deep South clients with understanding the changing technological landscape relative to devices and their use, our

Safety & Loss Control professionals have put together key information that answers a number of questions.

What Is an Automatic On-Board Recording Device?

Currently many motor carriers are utilizing electronic devices in their trucks to help accurately record hours-of-service information which is not mandatory at this time, although FMCSA is looking at publishing the final mandate by the end of 2015 or beginning of 2016. The device has to meet the requirements of Section 49 CFR 395.15 of the safety regulations which records the driver's Hours of Service (HOS) in lieu of a paper logbook and this is what is called an Automatic On-Board Record Device (AOBRD).

Manufacturers of AOBRD must certify that their devices meet the Section 395.15 requirements. This includes a requirement that an AOBRD must be mechanically or electronically connected to the truck to automatically record, at a minimum, engine use, road speed, miles driven, the date, and time of day. Drivers enter other information required to complete the (HOS) records.

The AOBRD device must be capable of displaying or printing for enforcement officers the times of duty status changes and other required information. It must also store this information for the prior 7 days, and 49 CFR 395.15 describes the specific requirements.

Safety First

This rule has 4 basic components:

- Minimum performance and design standards for (HOS)
- Electronic Logging Devices (ELDs)
- Mandatory requirements for the use of ELDs by drivers currently required to prepare HOS records of duty status (RODS)
- Requirements concerning HOS supporting documents
- Measures to address concerns about harassment resulting from mandatory use of ELDs

An AOB RD may be used without creating any paper copies of logs by transmitting the data electronically to the carrier, or it may be used to print copies of the logs that would be signed by the driver and mailed to the carrier. You may have heard about Electronic On-Board Recorders (EOBRs). The use of EOBRs to record hours-of-service information is not yet authorized by the safety regulations, but it has been formally proposed. An EOBR is more complex than an AOB RD and, if approved, may use new technologies such as Global Positioning Systems to automatically record additional hours-of-service information.

Electronic Logging Devices (ELDs)

The FMCSA allows for the use of (ELDs) for tracking hours of service compliance by the motor carrier industry and Commercial Motor Vehicle (CMV) drivers. These devices are not AOB RD, and do not automatically obtain information from a CMV. The Agency currently does not mandate the use of ELDs – their use is strictly voluntary. The CMV driver makes the predominance of entries on the ELD. The ELD must be able to print out copies of the logs to present to enforcement officers in the event of a roadside inspection.

What Does This Mean to You?

Essentially, all commercial vehicle drivers who file a Record of Duty Status (RODS) and who are currently subject to paper logs will be required by federal law to enter their (HOS) with an ELD. Exemptions of ELDs include short-haul drivers operating within a 100 mile radius and non-CDL drivers operating within 150 mile radius. Every HOS driver or commercial truck will have to be furnished with an electronic device compliant with regulations. The ELD data set is founded on the date, time, CMV location, engine hours, vehicle miles, driver or authenticated user identification data, vehicle identification data, and motor carrier identification data.

Once the final rule is published, FMCSA will still be giving two years to carriers and truck operators to implement ELD procedures.

Smart Watches and Driving: A Dangerous Combination

The National Safety Council recently published a notice that it is concerned about the risks of using a smart watch while driving. Numerous studies have shown that drivers using cell phones significantly increase their risk of being involved in a crash. Smart watches, which have capabilities similar to smart phones, could be even riskier, according a study conducted in the U.K.



Drivers wearing smart watches can call, text, email and surf the web, but the watch also vibrates when it receives a notification. That vibration could be very difficult to ignore; a natural impulse will be to look at our wrist. This could take a driver's eyes off the road and mind off the drive - a recipe for disaster.

The Council urges everyone who purchases a smart watch to turn it off or remove it before driving. All calls can kill, and no text, email or social media update is worth a life.

Safety First

Loss Control Spotlight: Meet Mark Antaky

In the loss control and risk management business there is no substitute for knowledge and experience. A highly qualified Loss Control Representative can be a game changer for the companies they provide consultation to by preventing losses, enhancing regulatory compliance and reducing the total cost of risk. Mark Antaky, Senior Loss Control Consultant with Deep South, personifies this concept.



Mark Antaky joined Deep South in 2005. He has over twenty-five years of experience in loss control, safety, and program implementation in diverse settings including government, non-profits, corporations and in the insurance industry. In his present role with Deep South, Mark specializes in providing advanced loss control services to the transportation industry. He also has specific experience and expertise assisting clients with regulatory compliance at both the Federal and state levels. Through Mark's consultations a number of clients have averted significant infractions and fines. Most importantly, they have become safer organizations resulting in fewer accidents in the workplace and on the road. His strong and diverse background enables him to develop coordinated strategies to assist companies to mitigate both the frequency and severity of losses.

Mark earned a Masters Degree in Organizational Management from the University of Phoenix several years ago. Most recently, he completed an intensive eight-week long Mini-Law School program through the University of Colorado - Law School where he focused on environmental and safety law earning a certificate from the program. Mark has also completed a number of courses through the Colorado Motor Carriers Association relative to regulatory compliance and other areas. He is a professional member of the Colorado Motor Carriers Association (CMCA). Mark is OSHA Certified in the areas of General Industry, Construction, Oil and Gas, and holds the Construction Risk & Insurance (CRIS) designation through the International Risk Management Institute.

When Mark is not working, he is active in a number of other areas. For example, Mark completed a course with the South Metro Citizens Fire Academy where he was immersed in many of the same training activities as firefighters. He also learned about NFPA Fire Codes, Arson Investigations, Fire Safety and General Safety. Mark enjoys spending time with his wife, son and daughter doing a wide range of activities together as a family. In fact, the entire family earned their first degree black belts in Tae-Kwondo a few years ago.

Deep South's Web-Based Loss Control Resources Drive Safety Results

Deep South's web-based loss control resources help many clients drive their safety initiatives to produce better results. Clients take advantage of the information offered to enhance their safety programs, produce greater operational efficiency and lower insurance premiums over time. Check this out at www.deep-south.com/services/losscontrol:

Ask An Expert - 24/7/365 access to loss control staff to get answers to questions

Risk Watch - Comprehensive reviews of safety topics (Client Only)

Tool Box Safety Talks - Resource materials to guide safety meetings (Client Only)

Sound Bites on Safety - Brief audio files on safety topics