

Common Elements for Safety & Risk Mgmt Plans

Rogers/Stieg Insurance Group
Customer Conference
October 1, 2014

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Assumptions

- You have a lot on your plate
- There is only one of you
- You have this nagging feeling you left the coffeemaker on



Managing Risk



Adds Business Value and a Competitive Advantage...



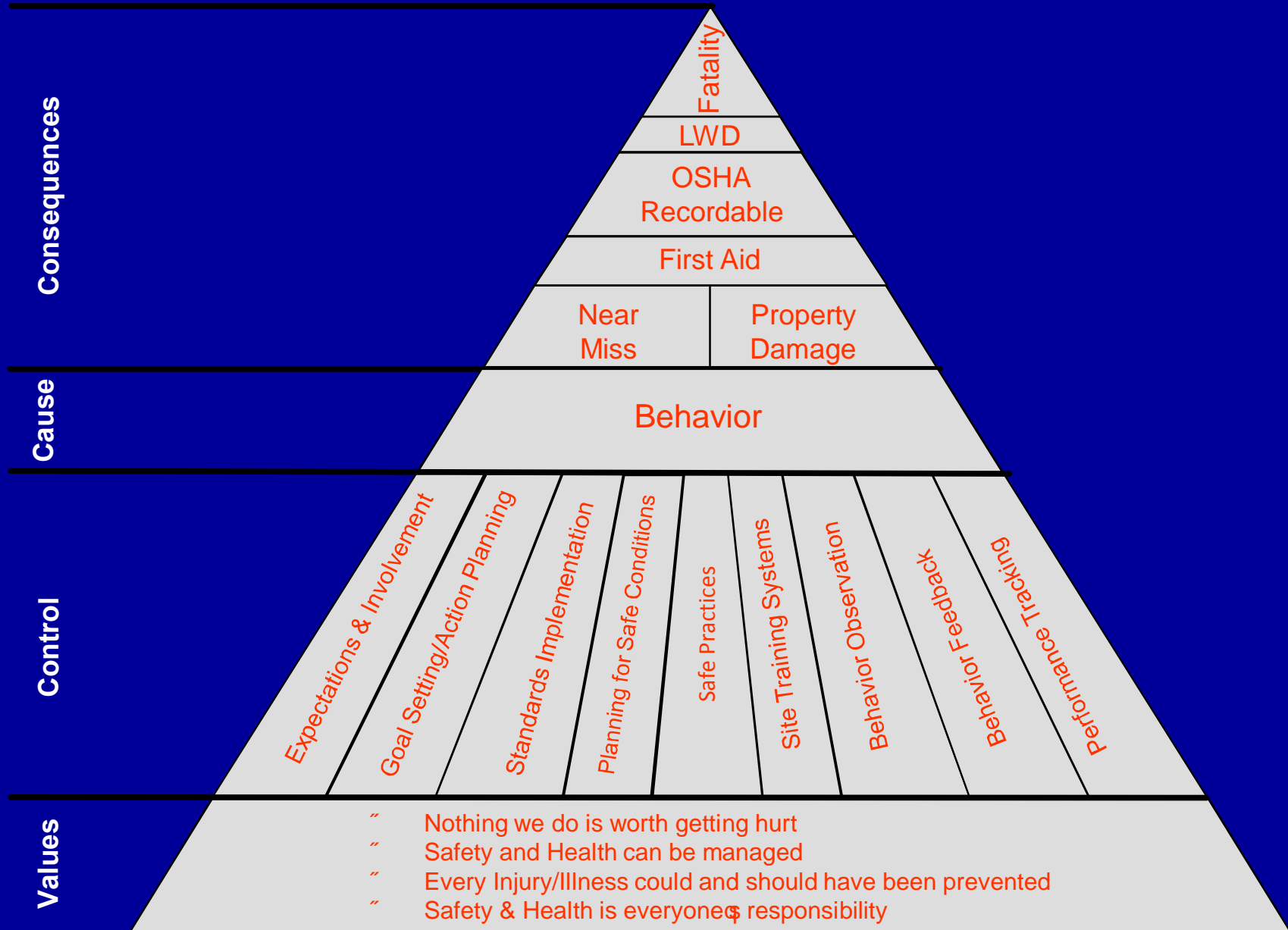
Cost of Loss

Profit Margin	\$100	\$10,000	\$35,000	\$100,000
4%	\$2,500	\$250,000	\$875,000	\$2,500,000
5%	\$2,000	\$200,000	\$700,000	\$2,000,000
6%	\$1,667	\$166,667	\$583,333	\$1,666,667
10%	\$1,000	\$100,000	\$350,000	\$1,000,000

Risk Indicators



Incident Causation Model



Let's start with you

- Purpose
- Elements
- Winning
- Opportunities



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U.S. Department of Transportation
 Federal Motor Carrier Safety Administration
Motor Carrier Safety Advisory Committee



National Safety Council



American National Standards Institute

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FMCSA MCSAC

MANAGEMENT FOCUS

1. Ensure Safety Commitment and Involvement Flows From Top-Level Management.
2. Include Drivers and Non-Driving Employees From All Areas in Safety Meetings, Peer Reviews, and in Development Programs.
3. Provide Safety Director the Authority to Implement Performance-Based Training Programs and Professional Driver Assessment.
4. Implement a Fatigue/Alertness Management Program for Drivers and Related Staff That Interact With Drivers or Driver Performance.
5. Produce Better Driver-Trainers.
6. Utilize a Proven Method for Driver Assessment (Road Tests and In-Service Driver Assessments).
7. Minimize In-Vehicle Driver Distractions and Opportunities for Driver Inattention.
8. Identify and Track as Many Relevant Company Safety Metrics as Possible.
9. Identify Appropriate Industry Safety Benchmarks and Regularly Benchmark Company Metrics Against Industry Safety Metrics.
10. Proactively Implement Defensive and Decision Driving Training Programs on an On-Going Basis for All Drivers.
11. Implement Driver Safety Incentive and Awards Programs.
12. Use Vehicle Operation Data to Identify and Address Unsafe Driving Behaviors.

VEHICLE SAFETY FOCUS

13. Identify and Deploy Active Safety Technologies.
14. Consider Electronic On-Board Recorders (EOBRs).
15. Consider Vehicle Speed Limiters.
16. Consider New Power Units With Automatic Transmissions.

DRIVER SAFETY FOCUS

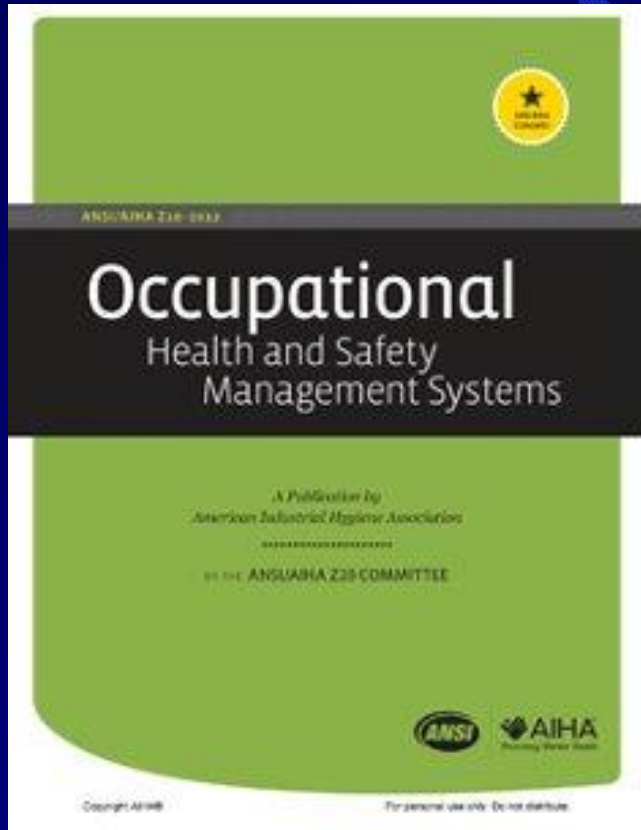
17. Conduct a Comprehensive Screening During the Hiring/Qualification of Drivers and Consider Including Aptitude or Behavioral Assessments or Profiles Where Feasible.
18. Carefully Screen Potential Drivers Who, in the Past 3 Years, Have Any of the Top 10 Violations From the "Predicting Truck Crash Involvement" Study.
19. Identify and Address Multiple Crash Drivers.
20. Consider Wellness Management Programs.

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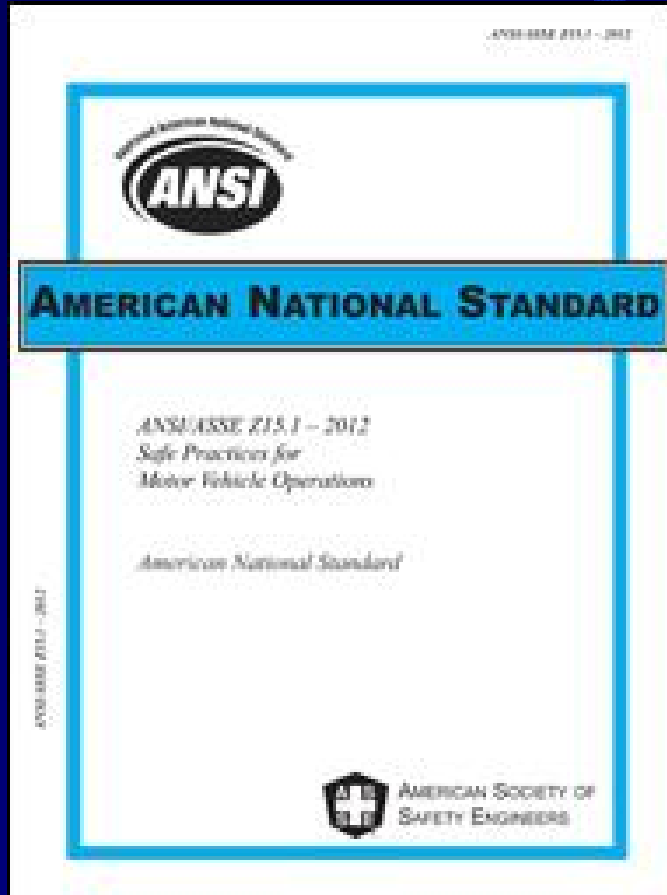
ANSI Z.10 OHSMS Standard



- Management Leadership & Employee Participation
- Planning
- Implementation & Operation
- Evaluation & Corrective Actions
- Management Review



ANSI Z.15 MV Operations



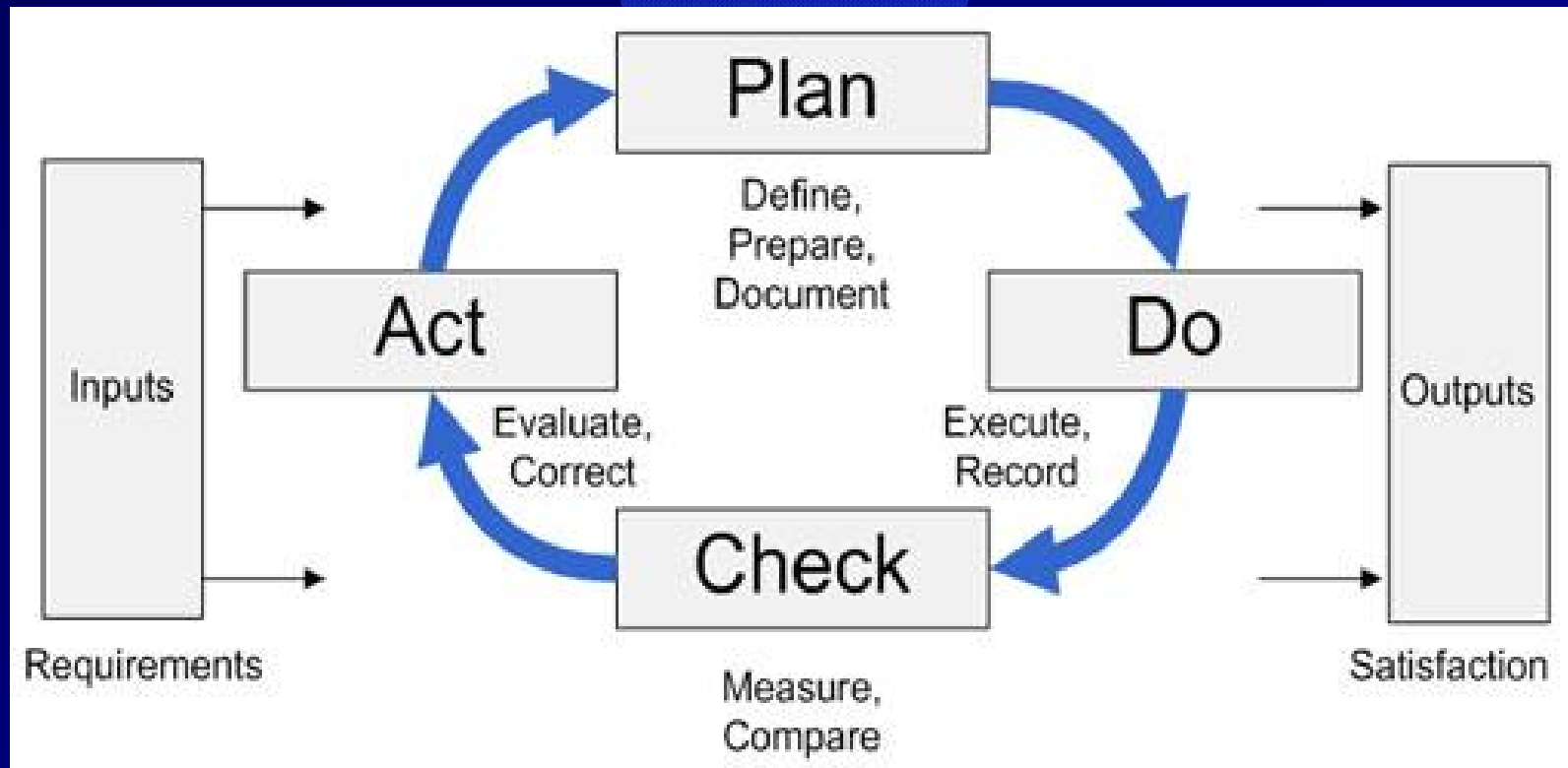
- Management, Leadership & Administration
- Operational Environment
- Driver
- Vehicle
- Incident Reporting & Analysis

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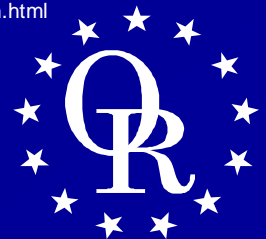
PDCA Cycle



Source: <http://www.bizmanualz.com/blog/plan-do-check-actand-win.html>

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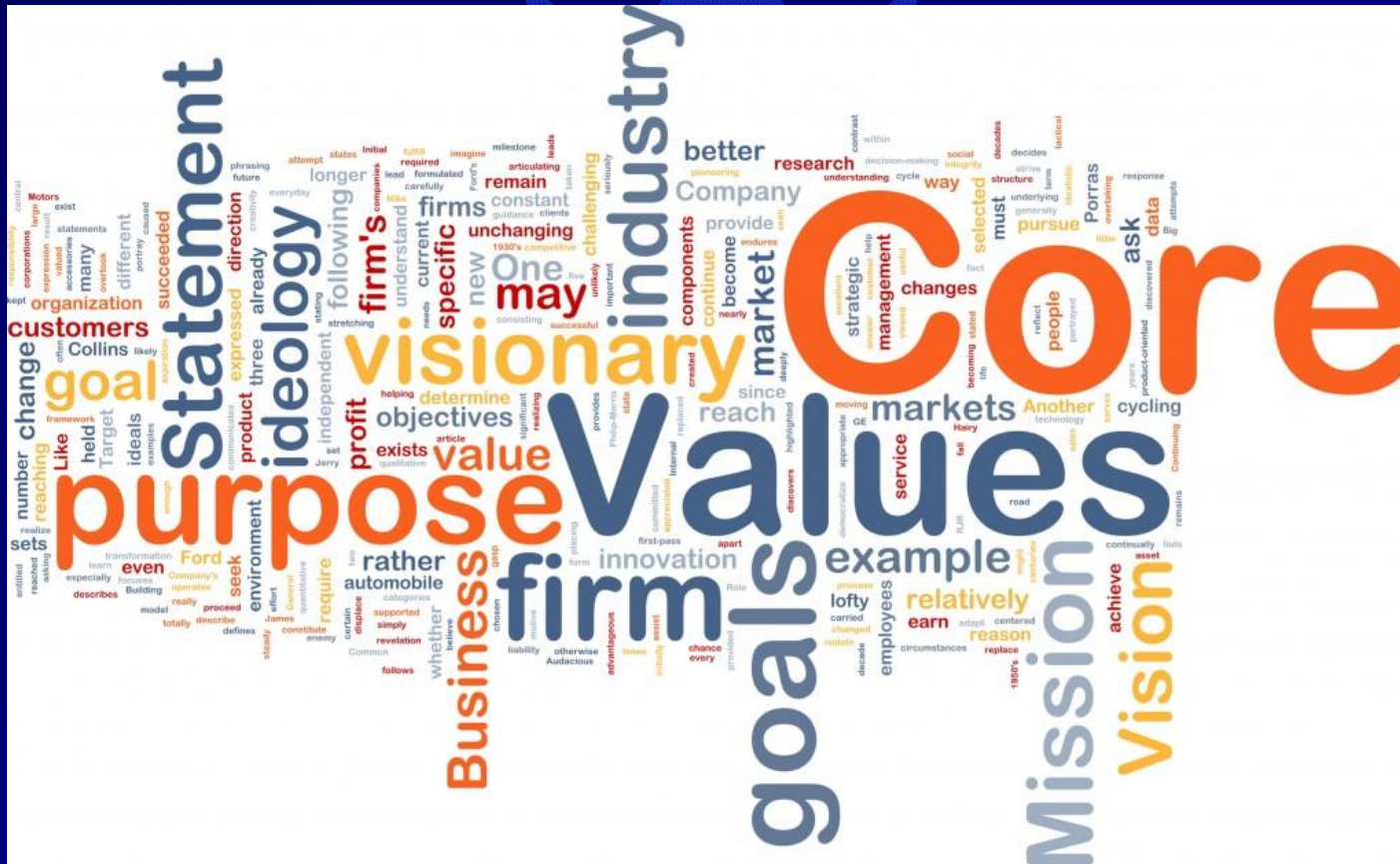


Priorities

- Change in Importance
- Internal Drivers
- External Drivers



Values



Source: <http://www.convercent.com/company-ethicist/linking-behavior-with-values-lessons-from-netflix-clif-bar-and-whole-foods/>

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The Values-Driven Company

■ Universal Principles

- . Honesty
- . Fairness
- . Equity
- . Justice
- . Trust
- . Integrity

■ Leadership

- . Challenging the Process
- . Inspiring a Shared Vision
- . Enabling Others to Act
- . Modeling the Way
- . Encouraging the Heart



The Effective Seven

- Engaged, Supportive Leadership
- Risk Management Program Administration
- Engineering Controls
- Workforce Selection, Qualification, Retention
- Training
- Hazard Control
- Regulatory Compliance



Engaged, Supportive Leadership

- Mission, Vision, Values
- Communicate Risk Tolerance Levels
- Clear Accountabilities
- Appropriate Resource Allocations
- Appropriate Reporting Relationships
- Safety Performance Metrics Reporting
- Supervisory Selection/Education/Practices



Risk Mgmt Program Admin

- Claims Management/Monitoring
- Risk Identification/Assessment/Control
- Recognition/Incentive Programs
- Written Policies
 - . Crash/Inj Prevention
 - . Restraints
 - . Passengers
 - . Speed & Space Management



Engineering Controls

- Equipment Selection/Specifications
(Facility & Rolling Stock)
- Inspection/Repair/Maintenance
- Technological Applications



Workforce Selection/Quals/Retention

- Expanded Physicals
- Established Standards/Job Descriptions
- Background Checks/PSP
- Performance Testing
- Health & Wellness Initiatives
- Career Development/Planning



Training

- Orientation
- On-going
- Remedial
- Job-specific
- Hazard Recognition
- Regulatory
- Documentation



Hazard Control Systems & Techniques

- Workforce Involvement in Hazard ID & Abatement
- Hazard Recognition/Analysis/Reporting
- Incident Reporting/Analysis/Corrective Steps
- Organizational Information Flow
- Prompt Claims Reporting
- Personal Protective Equipment (PPE)
- Occupant Restraints
- Fall Protection



Regulatory Compliance

- FMCSA/Transport Canada/Provincial
- PHMSA
- OSHA/WSIB
- DHS/TSA
- EPA
- Other (DHHS, DOA, DOC, DOE, DOJ)



Bottom Line

- Identify those situations that threaten your ability to meet organizational goals.
- Measure the likelihood of those occurrences.
- Plan your response(s).
- Plan for long-term success
- Communicate!



Your Turnõ

- Read, Discuss, Think!
- Manage Change
- What are you willing to do to achieve Excellent Performance?
- What are you waiting for?



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