



GREAT WEST CASUALTY COMPANY

The Difference is Service®

SAFETY TALK

SUMMER 2021

BRAND: NEW

*Four ways technology can
improve your company
image and boost recruiting*

ALSO INSIDE:

- › For Leadership: Skip-Level Meetings
- › For Operations: Tips for Driver Selection
- › For Drivers: Emergency Stops
- › For Employees: Heat-Related Illnesses

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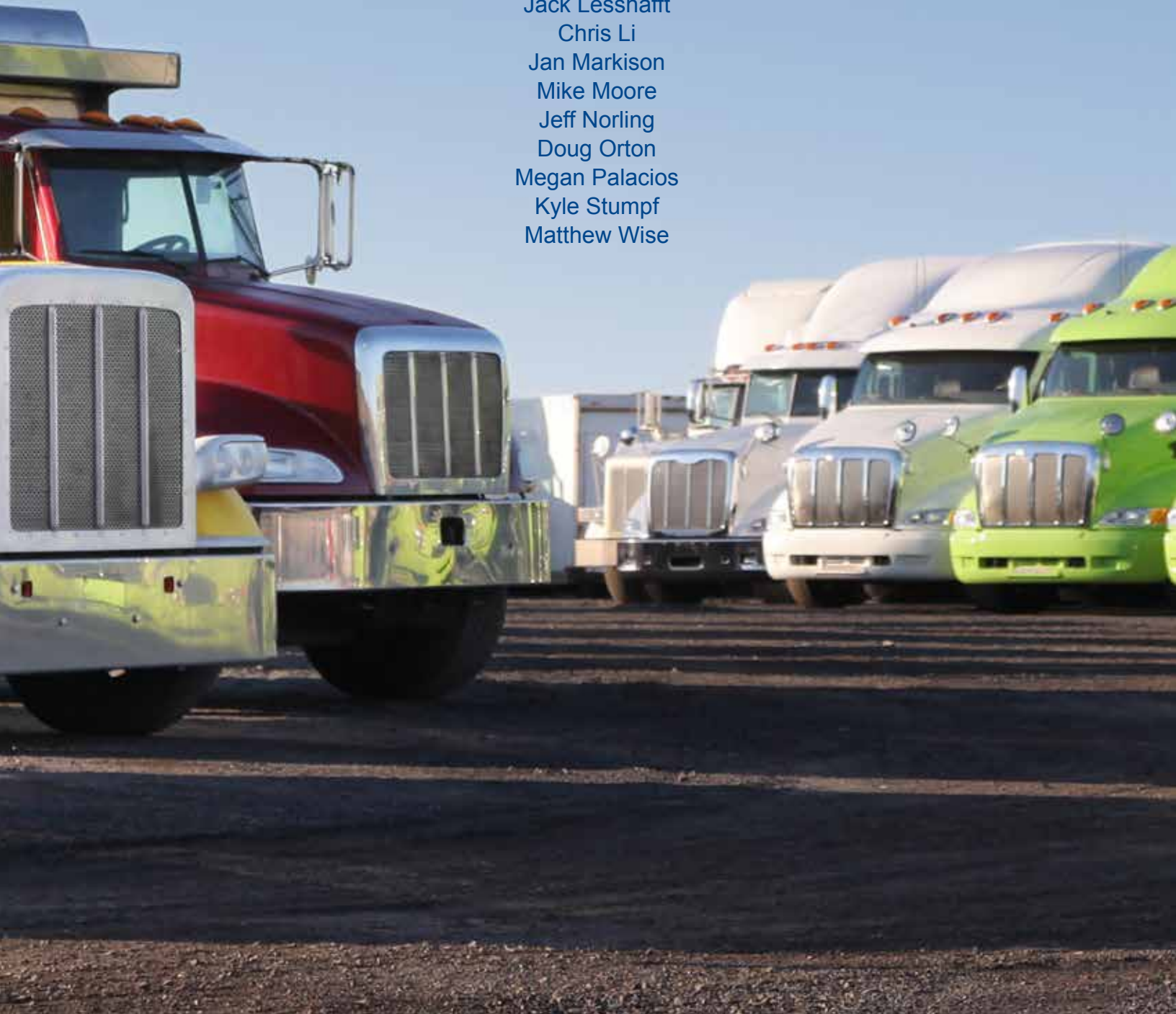




Safety Talk SUMMER 2021

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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 an award-winning publication 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?



Use Skip-Level Meetings to Foster Transparency

Skip-level meetings are an excellent leadership tool for a manager's manager to get in touch with rank-and-file employees. In essence, a skip-level meeting can be a one-on-one with an employee or a one-to-many with a number of employees, depending on the size of the organization. The purpose is to give employees a chance to meet with their boss's boss—without the manager in attendance—and have an unfiltered conversation about what is really happening in their departments and the company as a whole. Skip-level meetings provide an opportunity to discuss employee concerns, share ideas for improvement, discuss upward mobility options, and provide insights employees may not be aware of into how the organization operates.

Senior leaders will not want to jump into skip-level meetings without setting the stage first. Start by communicating your intent with the affected manager. He or she will likely be curious about your intent, if not suspicious, so take the time to explain the purpose of the meeting and what you hope will come of it, good or bad. Such meetings can be as enlightening for managers as they are for employees and senior leaders, and can raise awareness of issues that may not be on the manager's radar. With the manager on board, have him or her express support for this initiative once employees are notified.

Next, schedule the skip-level meeting with the employees. It is important to assure them that no one is in trouble and this meeting is not an attempt to go around their managers. The manager is still the boss and the go-to person in the chain of command. Additionally, ask employees to come to the meeting prepared with questions of their own to make the best use of this opportunity. For the senior leader's part, here are some sample questions to consider as you prepare for your next skip-level meeting:

- What do you think of the company's mission and vision?
- What can we do better?
- Do you have the knowledge and resources you need to be successful?
- What can the leadership team do to help you?
- How do you feel about where the company is going?

Lastly, be sure to make the meeting a comfortable and relaxed environment. Consider providing refreshments, and make employees feel valued. Listen carefully and take notes. Do not feel compelled to solve problems on the spot, but politely explain how you will research the issue. Afterward, follow up with employees and provide an update on any issues you discussed. These actions will go a long way to foster transparency and encourage the sharing of ideas.

CALL TO ACTION

- Schedule skip-level meetings with employees on a regular basis.
- Compile a list of questions to ask employees during the meeting.
- Create a plan to research issues identified through employee feedback.
- Communicate the status of issues discussed with employees.

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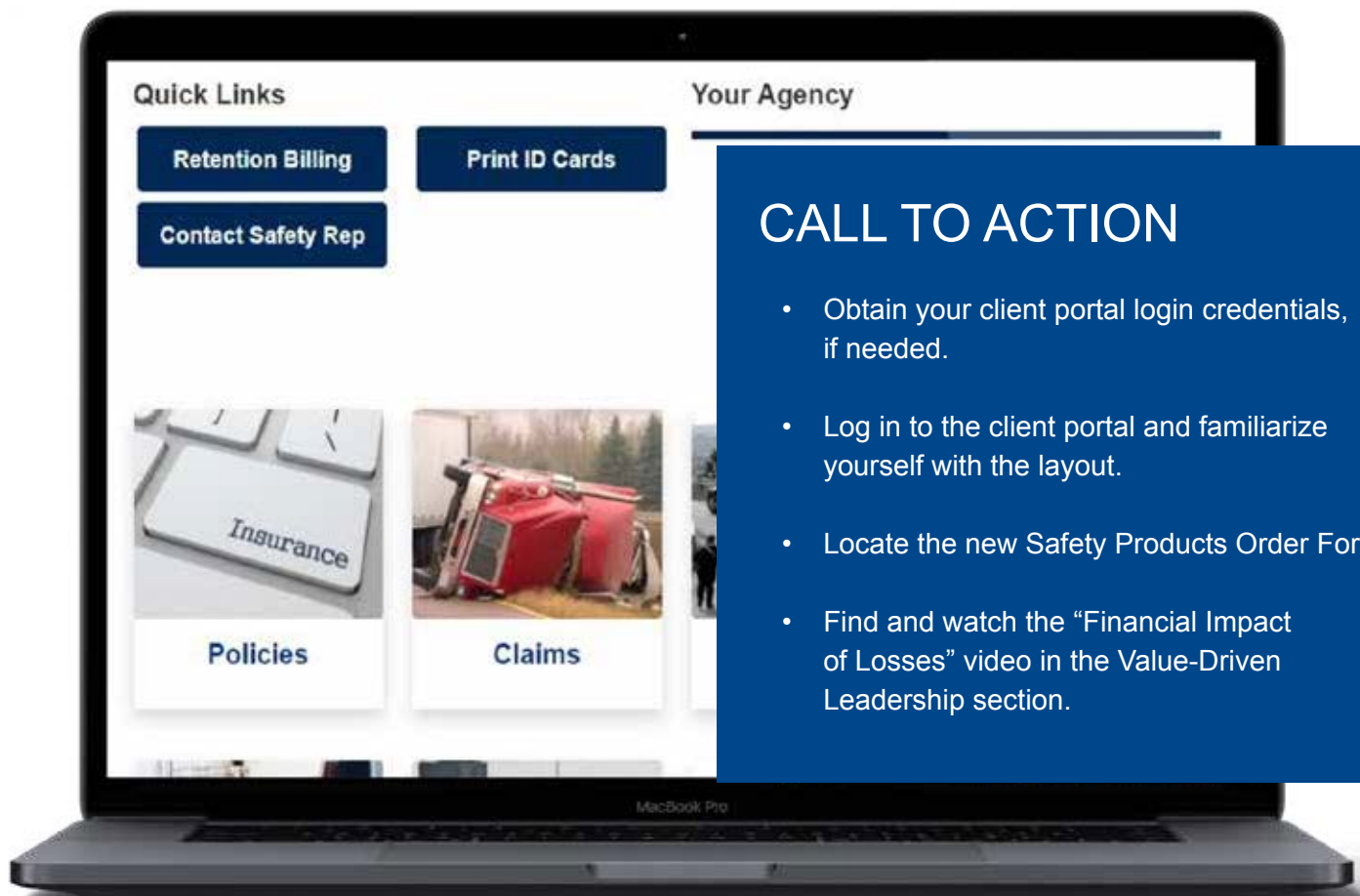


Introducing the Client Portal's New Look

Great West is pleased to announce a new look for the client portal. The user interface was designed to be more aesthetically pleasing and to improve navigation, making it easier to access using a mobile device.

When you log in to the client portal (www.gwccnet.com), the first thing you will notice is the new layout. Tiles are now used to access different sections. Whether you want to view your policy details, update your driver list, or view the status of a claim, simply select the tile to open up each section. To get to Great West's safety content, click on the Safety Services tile and then scroll right or left using the arrow buttons (or use your finger with a touch screen) to find what you are looking for.

Give it a test drive. If you have any questions or concerns, contact your Great West agent or safety representative.



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Ask the PDC Adjuster

WHY IS ON-TIME REPORTING OF PHYSICAL DAMAGE CLAIMS IMPORTANT?

On-time reporting of physical damage claims allows Great West Casualty Company to begin the investigative process while all of the details are still fresh in the minds of those involved. Prompt claim reporting is important for several reasons, including downtime and claim processing. If the Property Damage Cargo (PDC) Adjuster can respond in the first 24 hours, he or she can take steps immediately to minimize the insured's downtime, assist with towing, control costs, and get the equipment back on the road more quickly.

Additionally, on-time reporting can affect the severity of a claim. Great West's PDC Adjusters work with wrecker services and body shops every day. They specialize in resolving claims promptly to minimize losses and reach a fair and accurate settlement. Experience shows, however, that the longer it takes to report a claim, the higher the claim's cost.

WHAT ABOUT CARGO CLAIMS?

On-time reporting of cargo claims is even more critical. Let's say your driver is at a dock delivering fresh produce when the receiver decides that maybe the temperatures are a little off, or maybe the strawberries do not look as bright as the receiver thinks they should. As you know, produce is a perishable commodity. If you wait to call Great West for a day or so to give the receiver a chance to decide what he's going to do, you could limit or prevent our ability to show that the cargo is not damaged or mitigate a loss. In some situations, timely reporting can help prevent a loss. Also, you are obligated under the terms of your policy to timely report claims.

For motor carriers who transport building materials, coils, paper rolls, dry goods, chemicals, food products, ingredients, and livestock, the PDC Adjuster can, in most cases, assist with salvaging these types of cargo to mitigate the loss when legally permissible. Great West also employs the services of independent adjusters to inspect the cargo, assist with the investigation, and help control costs. Again, reporting the claim promptly allows the claims team to resolve the claim quickly and fairly.

CALL TO ACTION

- Train all employees on accident reporting procedures.
- Train drivers on the proper use of an accident kit.
- Review insurance coverages with employees so they understand the benefits.
- Track claims internally and hold staff accountable for late reporting.

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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?



Four Ways Technology Can Boost Recruiting

Finding the right talent, especially drivers, is a challenge for all motor carriers. Competition is fierce, and with a driver shortage making finding good drivers even more difficult, motor carriers need to find creative ways to attract and retain drivers. One important aspect of the recruiting process is the image your company presents to prospective candidates. A motor carrier's brand can differentiate itself from the competition and help itself land top talent. To do so, motor carriers should embrace technology. Drivers are using the internet, social media, and other means to do their homework on employers the same way motor carriers screen drivers. Below are four ways motor carriers can leverage technology to boost its recruiting efforts.

COMPANY WEBSITE

A website says a lot about a company. This is the first location job seekers go to find vacant positions and learn more about a motor carrier before applying. A website provides applicants with their first impression of your organization, so investing in a professionally designed website that captures your brand is essential. The website should be welcoming and demonstrate to applicants why they should want to be part of your company. Remember to keep the website's content and job openings current.

SOCIAL MEDIA

Social media channels like Facebook, Twitter, and LinkedIn are excellent tools that can be leveraged to attract applicants. Maintaining the company's social media platforms and website gives prospective candidates an opportunity to learn more about the company, read posts that could pique their interest, and interact with recruiters through chat features. Also, a motor carrier can use social media to keep in touch with existing employees, feature company and employee accomplishments, and boost morale.

MOBILE RECRUITING

These days, we can do almost anything on a mobile device; recruiting is no different. Many job seekers use their smartphones and tablets to search and apply for jobs. A well-designed mobile recruiting app can simplify this task and make it easier for applicants to start the application process. The key is to ensure the mobile app is simple, mobile responsive, and user-friendly, especially when filling out forms.

VIRTUAL INTERVIEWS

Zoom, WebEx, and other virtual meeting software solutions have made it easy to interview candidates without bringing them into the office for an in-person meeting. Conducting virtual interviews allows recruiters to meet with candidates before or after submitting their resumes, answer the candidate's questions, and hook them on the company. Most of these technology solutions are free with limited features and worth taking advantage of to boost recruiting efforts.

CALL TO ACTION

- Implement a professionally designed company website.
- Build a social media presence that promotes the company brand.
- Utilize virtual meetings to conduct interviews.

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Safety Road Map Tips for Driver Selection

Screening driver applicants is one of the most crucial functions for any motor carrier. Selecting the right person requires due diligence because the consequences of making a bad hire could scar the organization for years to come. Taking the time to thoroughly vet applicants by investigating their backgrounds, evaluating their skills, and interviewing them to ensure their a good fit for the company culture are necessary steps on the front end to save the company time and money on the back end. For this reason, Great West created the Safety Road Map, a simple tool to help motor carriers develop their own driver screening and selection processes.

To get started, go to the Safety Road Map website (<https://info.gwccnet.com/roadmap>) and click on the 'Driver Selection' icon. This section has four tasks, which are listed below. Read each task and ask yourself if there are areas of your operations that can be improved upon.

- 1. Establish your company's driver selection standards.** Defining and applying the standards by which all drivers will be measured ensures equality, consistency, and objectivity. Before drafting formal driver selection standards, review Parts 391.11-15 of the Federal Motor Carrier Safety Regulations (FMCSA) pertaining to driver qualification and disqualification. Great West agents can also provide a list of characteristics typically found in a Great West insured driver to help you get started. Be sure everyone involved in the driver screening and selection process understand the company's guidelines and adheres to them. Before implementing driver selection standards, consult legal counsel. After the changes are approved, train employees on the new standards.
- 2. Road test all drivers.** It is recommended that every driver applicant should be road tested in the equipment he or she will be expected to operate, if hired. Use pre-determined criteria to evaluate each applicant's knowledge and skills behind the wheel and around the truck. Great West provides insureds with a Road Test Evaluation form. It can be downloaded for free on the client portal.
- 3. Screen applicants using the Drug and Alcohol Clearinghouse.** All motor carriers are required to use the FMCSA's Drug and Alcohol Clearinghouse. Employers must run a full query on each driver applicant as part of the pre-employment drug and alcohol background check. Links to the Drug and Alcohol Clearinghouse website and a two-page informational flyer are included with this task on the Safety Road Map. Note, until the clearinghouse has three years of data, motor carriers must continue to check with past employers regarding an applicant's drug and alcohol testing results.
- 4. Order PSP reports for all driver applicants.** Motor carriers can subscribe to the FMCSA's Pre-employment Screening Program and receive reports with a driver applicant's five-year DOT-recordable crash history and three-year history of violations. Motor carriers are encouraged to compare the driver's PSP report against other documentation, such as the driver's resume, job application, MVR, etc.

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CALL TO ACTION

- Define the company's driver selection standards and require all employees involved in driver screening and selection to adhere to this standard.
- Subscribe to the FMCSA's PSP service and use the results to screen driver applicants.
- Road test all drivers.





Ask the Safety Representative

HAS THE DEFINITION OF AN AGRICULTURAL COMMODITY CHANGED?

Yes: On November 24, 2020, the Federal Motor Carrier Safety Administration (FMCSA) published a notice in the Federal Register clarifying the meaning of three terms used in the definition of “agricultural commodity” for the purposes of the agency’s Hours of Service (HOS) regulations. The three terms that were revised include “any agricultural commodity,” “livestock,” and “non-processed food.” The revised meanings of these terms went into effect on December 9, 2020; the revisions ensure that the HOS exemptions are utilized as Congress intended.

The revised definitions are as follows:

- **Any agricultural commodity** – The update defines *any agricultural commodity* as horticultural products at risk of perishing or degrading in quality during transport by commercial motor vehicle, including plants, sod, flowers, shrubs, ornamentals, seedlings, live trees, and Christmas trees.
- **Livestock** – The update defines *livestock* the same as the term is defined in Section 602 of the Emergency Livestock Feed Assistance Act of 1988 [7 U.S.C. 1471] as insects and all other living animals, including aquatic animals, cultivated, grown, or raised for commercial purposes.
- **Non-processed food** – The update defines *non-processed food* as food commodities in a raw or natural state and not subjected to significant post-harvest changes to enhance shelf life, such as canning, jarring, freezing, or drying. The term *non-processed food* includes fresh fruits and vegetables and cereal and oilseed crops that have been minimally processed by cleaning, cooling, trimming, cutting, chopping, shucking, bagging, or packaging to facilitate transport by commercial motor vehicle.

Because the new rule also expands the definition of “livestock,” it adds to the list of drivers who are exempt from the FMCSA’s requirement for 30-minute breaks. Section 395.1(v) says livestock haulers are exempt from 30-minute breaks as long as they have animals on the vehicle.

Be aware that transporting frozen, cut beef does not qualify under the new definition. However, unfrozen raw meat from the source of the cutting/rendering plant is exempt. To view the notice in full, go to: <https://www.fmcsa.dot.gov/regulations/hours-service/hours-service-drivers-definition-agricultural-commodity-0>

CALL TO ACTION

- Educate all operational personnel and drivers of the definition changes.
- Review your log auditing procedures to ensure compliance.
- Update your Hours of Service policy to reflect the changes.

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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 a loss?



Emergency Stops

When an equipment failure occurs or another emergency forces you to pull off the roadway, commercial motor vehicle (CMV) operators are required under Part 392.22 of the Federal Motor Carrier Safety Regulations (FMCSR) to follow specific rules to alert other motorists of your situation. Below is a simple graphic and additional safety tips to keep in mind should you need to make an emergency stop. Read the information below and refer to the regulations to ensure you meet compliance requirements and protect yourself from harm.

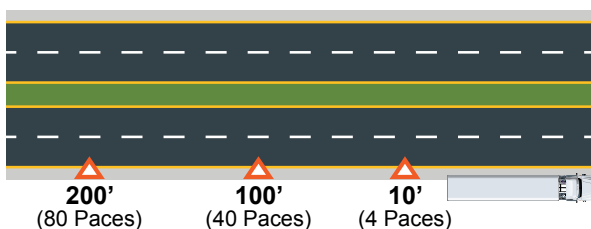
HAZARD WARNING SIGNAL FLASHERS

After stopping the truck, activate the hazard warning lights before placing the external warning devices (i.e., warning triangles, fusees or liquid-burning flares) around the truck. The hazard lights must remain on while picking up the warning devices and moving the vehicle. Hazard lights are not a substitute for placing warning devices around the truck.

PLACEMENT OF WARNING DEVICES

Except for necessary traffic stops, warning devices must be placed around the truck **within 10 minutes of stopping**. The diagrams below show the proper placement of warning devices. Refer to Part 392.22(b)(2) for a list of special rules regarding placement of warning devices.

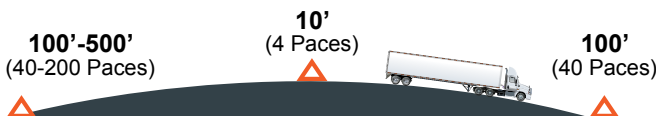
DIVIDED ROAD



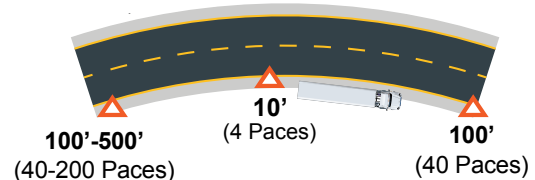
UNDIVIDED STRAIGHT ROAD



HILL



CURVE



ADDITIONAL SAFETY TIPS

- If you are experiencing a medical emergency, call 9-1-1 immediately.
- Wear a reflective vest when working outside the truck. If you do not have a reflective vest, carry the reflective triangles up near your chest when walking around the vehicle.
- Use a flashlight in the dark to make yourself more conspicuous, and watch for slip, trip, and fall hazards.
- Avoid walking near the roadway; walk along the side of the truck opposite the moving traffic lanes.

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Emergency Stops

A DRIVER'S STORY

A truck driver was heading west on US-36 near Last Chance, Colorado, hauling a dry van trailer full of automotive batteries. It was a hot summer day in July with temperatures in the low 90s. The driver was halfway to his next stop when the engine overheated. As steam billowed out from under the hood, the driver calmly slowed the truck down and pulled over on the shoulder. His first thought after stopping was to activate the hazard warning lights. He then called his dispatcher and explained the situation. As soon as he knew help was on the way, the driver grabbed his reflective vest and set out placing his emergency warning triangles as he was taught. An hour later, the truck was repaired, and he was on his way.

TEST YOUR KNOWLEDGE

Name: _____

- According to Part 392.22 of the Federal Motor Carrier Safety Regulations, drivers should place emergency warning devices around the truck within 10 minutes of stopping.
A. True
B. False
- Which of the following is not an authorized emergency warning device?
A. Warning triangles
B. Fusees
C. Liquid-burning flares
D. An orange flag attached to the passenger-side, convex mirror
- If the reason for an emergency stop is due to a medical emergency, you should call 9-1-1 immediately.
A. True
B. False
- When stopped on a divided highway, which of the following statements best describes where warning devices should be placed?
A. Place warning devices 10 feet, 100 feet, and 200 feet directly behind the trailer.
B. Place one warning device 50 feet in front of the tractor and one device 75 feet behind the trailer.
C. Let the tow truck driver place the warning devices around the truck.
D. All of the above
- Hazard warning lights should be turned on when placing warning devices around the truck and when removing them before moving the vehicle. Hazard warning lights do not replace external warning devices (i.e., triangles, fusees, and liquid-burning flares).
A. True
B. False

Answers can be found on p. 35.



Speed Management

Properly managing the truck's speed requires skill and good judgment. Failure to do so could have tragic consequences. To help avoid this, drivers must recognize the hazards that can lead to a crash, know the defense, and react properly. Read the information below and ask yourself how you can improve your driving style in any of the hazard categories.

RECOGNIZE THE HAZARDS



ENVIRONMENT

Adverse weather and road conditions are two reasons to slow down. Slippery conditions reduce traction, and poor visibility affects perception time. Both factors may lead to a critical crash.



EQUIPMENT

Speeding and traveling faster than the flow of traffic can lead to increased brake usage and tire degradation. These factors affect stopping distance and increase the risk of a critical crash.



PERSONAL BEHAVIORS

Speeding decreases a driver's perception and reaction time to hazards. Driving too fast for conditions, even if under the posted speed limit, may cause load shifts, rollovers, and other loss of control crashes.

KNOW THE DEFENSE



OBSERVE PROPER SPEED FOR CONDITIONS

In adverse conditions, reduce speed 2-3 mph below the flow of traffic, not to exceed the posted speed limit. On ramps, curves, and turns, reduce speed 5-10 mph below the posted speed limit since it is intended for passenger vehicles.



REACT PROPERLY TO HAZARDS

Each hazard is unique; increase your perception and reaction time by slowing down to create greater stopping distance. On ramps, curves, and turns, slowing down before entering the curve can help prevent cargo shifts and rollovers by decreasing centrifugal force, which pushes the truck outward.



MAINTAIN PROPER FOLLOWING DISTANCE

Keep a minimum of six seconds behind the vehicle in front of you. Add more space if additional hazards, such as traffic congestion, construction zones, rain, fog, etc., are present.



BE ATTENTIVE TO THE ROAD AHEAD

Watch for slowing or stopped traffic ahead. Slow down and increase following distance to allow more time to stop.



VEHICLE INSPECTIONS

Brakes and tires wear down faster due to speeding and are commonly cited in roadside inspections. Conduct a thorough pre-trip inspection to ensure the truck meets requirements and is safe to operate.

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Speed Management

A DRIVER'S STORY

A truck driver was heading westbound on I-465 near Eagle Creek Park in Indianapolis, Indiana. The sky was overcast, and a light rain began to fall. After a few minutes, the rain became torrential, reducing visibility to less than ten feet. The driver wisely slowed down. Regardless of other vehicles continuing at a dangerous pace, the driver was taking no chances of losing traction in these conditions. His patience paid off as moments later, the traffic slowed suddenly. Fortunately, the driver was able to slow his truck gradually and keep it under control, thanks to effective speed management that provided extra following space. Traffic began moving again and the rain let up soon after, allowing him to still make his delivery on time.

TEST YOUR KNOWLEDGE

Name: _____

- The speed limits posted on exit and entrance ramps are intended for commercial trucks.
A. *True*
B. *False*
- To avoid a rollover on a ramp, how should you manage your speed?
A. *Increase speed to carry you through the curve.*
B. *Reduce speed by 5-10 mph below the posted speed limit before entering the curve.*
C. *Travel at the posted speed limit.*
D. *Hit the brakes hard if you enter the curve too fast.*
- Slowing down increases perception and reaction times, allowing you to recognize hazards more quickly and respond in time.
A. *True*
B. *False*
- If a tractor-trailer is going too fast on a ramp, curve, or turn, _____ will push the unit outward.
A. *Gravity*
B. *Cosmic spin*
C. *Centrifugal force*
D. *Inertia*
- Properly managing the truck's speed can help extend the life of brakes and tires.
A. *True*
B. *False*

Answers can be found on p. 35.



Road Construction

Summer driving presents many challenging conditions for drivers. Avoiding potential losses requires drivers to recognize the hazards that can lead to a vehicle crash, know the defense, and react properly. Read the information below and ask yourself how you can improve your driving style in any of the hazard categories.

RECOGNIZE THE HAZARDS



ENVIRONMENT

Construction zones present many hazards, such as merging lanes, damaged road surfaces, equipment and workers continually entering and exiting the roadway, and fluctuating speed zones.



EQUIPMENT

If hauling an oversized load, narrow and shifting lanes can be difficult to drive through without hitting stationary objects. Likewise, uneven pavement creates grade changes that could cause cargo to shift.



PERSONAL BEHAVIORS

Delays, distractions, and discourteous drivers are synonymous with construction zones. These hazards are stressful and can lead to aggressive driving, like preventing others from merging and road rage.

KNOW THE DEFENSE



OBSERVE PROPER SPEED FOR CONDITIONS

Be patient and slow down. Reduce speed 2-3 mph below the flow of traffic, not to exceed the posted speed limit. Do not use cruise control in construction zones.



REACT PROPERLY TO HAZARDS

If hauling a wide load, be mindful of reduced horizontal and vertical clearances. Verify clearances in advance while route planning. Use an alternate route, if available.



MAINTAIN PROPER FOLLOWING DISTANCE

Keep a minimum of six seconds behind the vehicle in front of you. Add more space if additional hazards, such as workers and equipment, are present.



BE ATTENTIVE TO THE ROAD AHEAD

Watch for road construction and reduced speed limit signs. Anticipate slowing or stopped traffic ahead. Use the turn signal and safely move into the thru lane well in advance of the merge point.



YIELD THE RIGHT OF WAY

Last-minute merging happens. Do not exacerbate the situation by tailgating or blocking lanes to prevent others from merging. Yield the right of way to help prevent a collision and unnecessary delays.



AVOID DISTRACTIONS

Avoid in-cab distractions, like talking and texting on a cell phone. Beware of outside distractions, such as looking too long at billboards or construction work being performed. Focus on the road ahead.

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

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Road Construction

A DRIVER'S STORY

A truck driver approached a road construction zone on the outskirts of Boise, Idaho. Traffic slowed as lanes began to merge up ahead. The driver proceeded, yielding to other vehicles and allowing them to merge in front of him. As he passed through a section where the lanes shifted, the driver's phone rang. He looked down to see who it was. In that split second, the driver hit an orange barrel and knocked it into an unsuspecting construction worker. Unaware he had injured the worker, the truck driver continued but was pulled over two miles up the road by a highway patrol officer. The driver was cited for reckless driving, and the motor carrier he was leased to was sued by the construction worker.

TEST YOUR KNOWLEDGE

Name: _____

- When approaching a construction zone, you should:
 - Reduce speed by 2-3 mph below the flow of traffic, not to exceed the posted speed limit.
 - Create more following distance behind the vehicle in front of you.
 - Speed up to prevent other vehicles from merging.
 - Both A and B
- Construction zone delays and clearance issues can be avoided by pre-planning routes and using an alternate route, if necessary.
 - True
 - False
- _____ can occur if a load is not properly secured and the truck encounters uneven pavement grades due to road resurfacing.
 - Slippage
 - Cargo shift
 - Rolling traction
 - Retreads
- Blocking lanes and preventing other vehicles from merging are examples of aggressive driving.
 - True
 - False
- Which of the following are construction zone hazards?
 - Shifting lanes
 - Equipment and workers entering and exiting the roadway
 - Lane merges
 - All the above

Answers can be found on p. 35.



SAFETY IN ACTION!

Summer brings road construction and extra traffic out on the highways. Here is an example of a truck driver making a safe decision in heavy traffic by leaving extra following distance in case traffic ahead suddenly slows or stops abruptly.



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?



Heat-Related Illnesses

A heat-related illness, such as heat exhaustion, heat cramps, or sunstroke, occurs when the body cannot cool itself sufficiently and blood rushes to the skin surface. When less blood reaches your muscles, organs, and brain, physical and mental health problems—or even death—can result. Read the information below, and ask yourself if there are actions you can take to protect yourself.

RECOGNIZE THE HAZARDS



ENVIRONMENT

Exposure to hot temperatures can cause heat-related exhaustion, cramps, and sunstroke. Working outside, exercising, and even sitting on a beach in hot conditions can cause heat-related issues.



EQUIPMENT

Malfunctioning A/C units, wearing personal protective equipment, and operating equipment in hot conditions can lead to overheating and heat-related illnesses.



PERSONAL BEHAVIORS

Obesity, alcohol consumption, and failing to drink enough water can lead to heat-related illnesses. Signs of dehydration include fatigue, cramps, thirst, dizziness, nausea, headaches, vomiting, dry lips and mouth, and feeling overheated.

KNOW THE DEFENSE



STAY HYDRATED

The Mayo Clinic recommends drinking eight 8-ounce glasses of water each day. Eating fruits and vegetables, like oranges and grapes, can also provide additional hydration. If you exercise or exert yourself at work, be sure to replenish those fluids in addition to your normal water consumption.



UTILIZE PERSONAL PROTECTIVE EQUIPMENT

If working outside and exposed to hot temperatures, wear sunscreen with a high sun protection factor (SPF). This can help protect against cancer-causing ultraviolet A and B rays. Also, wear a hat to protect your head and provide shade. If a portable fan is available, use it to cool yourself.



BE ATTENTIVE TO SURROUNDINGS

Monitor weather forecasts for hot temperatures and heed air quality warnings. Plan ahead and pack sunscreen, protective clothing, and extra water. If available, take regular breaks in a shady area to lower your body temperature.



OBEY HAZARD WARNING SIGNS

If the heat index is too high, plan accordingly and limit your exposure to hot conditions. Stay inside where it is cool and avoid prolonged activities that can lead to excessive sweating. For drivers, let the truck cool down before driving.

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

This material is a broad overview only, provided for informational purposes. Great West Casualty Company (GWCC) does not provide legal or employment-related advice to anyone, and this is not intended to serve as such advice. Such advice should be sought from your legal counsel. GWCC shall have no responsibility or liability to any person or entity for any issue alleged to directly or indirectly result from the use of this information.



Heat-Related Illnesses

A LESSON LEARNED

It was an extremely hot and humid summer day in New Orleans when a mechanic was overhauling an engine for a mid-size motor carrier. The mechanic was overweight and preferred drinking soda and coffee over water. To make conditions worse, a team of welders was working in the area on structural repairs. By early afternoon, the mechanic started feeling dizzy and nauseated. He fainted and hit his head on a tool box. After being treated for heat exhaustion and a concussion, the mechanic lost a week of work.

TEST YOUR KNOWLEDGE

Name: _____

- At a minimum, how many eight-ounce glasses of water should you drink each day?
 - 1
 - 2
 - 4
 - 8
- Dizziness, nausea, and dry lips and mouth can be signs of a heat-related illness.
 - True
 - False
- If working outside, which of the following can help protect you from a heat-related illness?
 - Drinking plenty of water
 - Wearing a hat
 - Taking regular breaks in a shady area
 - All of the above
- A heat-related illness, such as heat exhaustion, heat cramps, or sunstroke, occurs when the body cannot cool itself and there is insufficient blood flow to your organs, muscles, and brain.
 - True
 - False
- Which of the following is best for hydration?
 - Water
 - Soda
 - Fruits and vegetables with a high water content
 - Both A and C

Answers can be found on p. 35.





Hydration

One of the leading causes of a heat-related illness is dehydration. Dehydration occurs when the body does not get the amount of water it needs to function properly. The body naturally loses water through urination, sweating, crying, spitting, exercising, and breathing. Water can also be lost due to illness (i.e., fever, vomiting, etc.) and taking diuretics. To avoid possible health problems, you must be able to recognize the hazards that can lead to dehydration and know how to protect yourself. Read the information below, and ask yourself if there are actions you can take to keep your body sufficiently hydrated.

RECOGNIZE THE HAZARDS



ENVIRONMENT

Exposure to hot temperatures can lead to a loss of body fluids. Signs of dehydration include a dry, sticky mouth, dark yellow urine, headaches, and cramps. Symptoms of severe dehydration include very dry skin, dizziness, rapid heartbeat and breathing, fainting, lack of energy, and dry mouth.



EQUIPMENT

Wearing personal protective equipment or working in areas with little or no air conditioning causes the body to work harder to cool itself. Both situations can cause increased sweating and dehydration.



PERSONAL BEHAVIORS

Forgetting to drink water or consuming alcohol and caffeinated drinks can lead to dehydration. Older adults and persons with type-2 diabetes are at a higher risk and must take extra care to replenish fluids.

KNOW THE DEFENSE



STAY HYDRATED

Drinking eight 8-ounce glasses of water each day is recommended. Eating fruits and vegetables with high water content can also provide additional hydration. If you exercise or exert yourself at work, be sure to replenish those fluids in addition to your normal water consumption.



BE ATTENTIVE TO THE SURROUNDINGS

Monitor weather forecasts for hot temperatures and poor air quality warnings. Plan ahead and pack extra water and food with high water content. Plan frequent breaks to replenish fluids.

EAT FOODS WITH HIGH WATER CONTENT

Fruits



Grapes	Strawberry
Grapefruit	Cantaloupe
Watermelon	Star fruit
Pineapple	Orange
Raspberry	Plum

Vegetables

Cucumber	Iceberg lettuce
Spinach	Bell pepper
Celery	Radish
Tomato	Cauliflower
Broccoli	Baby carrot

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

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Hydration

A LESSON LEARNED

A truck driver working for a less-than-truckload motor carrier started his day making multiple stops. His job required him to climb in and out of the truck frequently and handle freight. It was an unusually hot day with the outside temperature in the upper 90s, and the driver realized he had forgotten to bring his water bottle to work. Before long, he found himself sweating profusely and feeling nauseous and lightheaded. Recognizing he was probably severely dehydrated, the driver stopped at a convenience store and purchased three large bottles of cold water and an apple. He found a nearby shade tree and replenished himself until he felt better.

TEST YOUR KNOWLEDGE

Name: _____

1. All of the following are signs of dehydration EXCEPT:
 - A. *Dry or sticky mouth*
 - B. *Dizziness*
 - C. *Fainting*
 - D. *Clear urine*
2. Older adults and persons with type-2 diabetes are more susceptible to dehydration.
 - A. *True*
 - B. *False*
3. Which of the following activities can help keep your body hydrated?
 - A. *Taking frequent breaks and drinking extra water*
 - B. *Letting the truck cab cool off before driving*
 - C. *Eating food with a high water content*
 - D. *All of the above*
4. Which of the following foods have a high water content?
 - A. *Apples and oranges*
 - B. *Cucumbers and tomatoes*
 - C. *Potato chips*
 - D. *Both A and B*
5. Drinking at least two 6-ounce glasses of water each day is a good way to stay hydrated.
 - A. *True*
 - B. *False*

Answers can be found on p. 35.





Personal Security

Truck stops, rest areas, and parking lots are used by criminals to prey upon unsuspecting drivers. Protecting yourself from physical harm is your primary concern, of higher priority than 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, isolated areas makes it easy for predators to conceal their presence and catch you off guard. Likewise, high-risk areas put you at an increased danger of being targeted by criminals.

EQUIPMENT



Leaving the windows rolled down and vehicle unlocked invites criminals to break into the truck. Likewise, leaving keys in the ignition and valuables out in the open are tempting targets.

PERSONAL BEHAVIORS



A lack of situational awareness puts you at risk. Talking or texting on the phone while walking distracts you from hidden dangers. Likewise, walking alone to your vehicle or discussing your cargo with strangers or openly in public makes you a target. Engaging in unlawful activities (i.e., drugs, prostitution, etc.) puts your life at risk.

KNOW THE DEFENSE

PERSONAL SECURITY TIPS



- Be aware of your surroundings and avoid high-risk areas.
- Always lock your vehicle and roll up windows when away.
- Keep valuables out of sight of curious passersby.
- Stay in well-populated areas.
- Listen to your inner voice and call for help if you feel you are in danger.
- 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 when outside the truck so you can hear movement around you.
- Carry your keys in your hand, ready to open the door when returning to your truck.
- Check under your vehicle's driver-side door for attackers hiding underneath, waiting to strike.
- After entering your vehicle, lock the doors immediately and start the engine.
- Keep the doors locked and windows up if someone approaches your vehicle.



If confronted by an armed assailant, the best thing to do is try to run to safety and call for help. Never give chase if the assailant flees; leave the pursuit to the police. If the assailant wants only your wallet and keys, then cooperate and hand them over. 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 parked at a truck stop for dinner. Inside, the restaurant was crowded, so the driver found a seat at the counter. He placed his order. While he waited, 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 mentioned he was pulling a trailer full of baby formula, diapers, and other baby supplies. After finishing his meal, the driver made a quick trip to the restroom, then returned to his truck. He decided to check the seal on his trailer before getting back on the road. He was assaulted by two men wearing masks. They took his keys and stole the truck. Both the tractor and trailer were found across the state border a week later, the cargo stolen.

TEST YOUR KNOWLEDGE

Name: _____

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

Answers can be found on p. 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 "MAY 31" column.
3. In the "GOAL" column, enter the score you plan to achieve by AUGUST 31, 2021.
4. At the end of each month, enter the motor carrier's updated BASIC measures.

BASIC	MAY 31	GOAL	JUN 30	JUL 31	AUG 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 or 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
JUNE					
JULY					
AUGUST					
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
JUNE							
JULY							
AUGUST							
QUARTERLY RESULTS							

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

***Critical Injuries include slips, trips, and WINTERS 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 table is to track the entire company's participation in the quarterly Safety Talk activities.

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
JUNE	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
JULY	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
AUGUST	Activity 1: _____ Activity 2: _____ Activity 3: _____ Activity 4: _____	Activity 1: _____ Activity 2: _____ Activity 3: _____	_____ of _____ (Completed) (Distributed)	_____ of _____ (Completed) (Distributed)
Calculate Participation Rate	$\frac{\text{_____} \div 12}{\text{(Activities Completed)}} = \frac{\text{_____}}{\text{(Participation Rate)}} \%$	$\frac{\text{_____} \div 9}{\text{(Activities Completed)}} = \frac{\text{_____}}{\text{(Participation Rate)}} \%$	$\frac{\text{_____} \div \text{_____}}{\text{(Total Completed) (Total Distributed)}} = \frac{\text{_____}}{\text{(Participation Rate)}} \%$	$\frac{\text{_____} \div \text{_____}}{\text{(Total Completed) (Total Distributed)}} = \frac{\text{_____}}{\text{(Participation Rate)}} \%$

Questions

- Is the participation rate for each group acceptable?
- What can be done to improve these results next quarter?

Notes



Product Spotlight



LEARNING LIBRARY MOBILE APP

The Learning Library was upgraded recently with a new user interface. As part of the upgrade, our vendor, Infnit-i Workforce Solutions, launched a new mobile application to make it easier for drivers to access the more than 350 safety videos in the Learning Library. The mobile app is compatible with Android or Apple mobile devices, such as a phone or tablet, and drivers will continue to use your company's Learning Library login credentials.

Instructions on how to set up each individual driver with the Infnit-i Workforce Solutions mobile app are provided on the Learning Library login page (<https://greatwest.infnit-i.net>). Below the login fields, click the link provided to access the Learning Library from any iOS or Android device using the mobile app.

Note, every first-time user of the mobile app will need to go through the initial setup. Once this is accomplished, drivers will need only to log in with your company login credentials to access the available resources. If you need additional help accessing the Learning Library or mobile app, instructions are provided in every edition of Safety Talk (see p. 33). You can also contact Infnit-i for assistance or your Great West agent and safety representative.



Access Online Resources

LEARNING LIBRARY

The Learning Library contains over 350 safety videos, which can be accessed 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 employees. Employees can only watch videos; they cannot make edits or view the company's sensitive policy information while logged into the Learning Library.

LOGIN INSTRUCTIONS

1. Open your internet browser and go to www.gwccnet.com.
2. Scroll down to the "LEARNING LIBRARY" link in the center of the page.
3. At the Learning Library home page, enter your User Name and Password to log in.
 - **User Name** - Enter your primary Great West policy number (Ex. GWP12345A)
 - **Password** - First-time users enter the temporary password: **greatwest**
4. On the Resources page, click the 'Details' button to the left of the resource name to expand the selection.
5. Click the 'View Resource' button to start watching the video.



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. If you need help logging in, contact Vertical Alliance Group at 877.792.3866 x300, Monday - Friday, 8:00 AM to 5:00 PM CST.

SAFETY ROAD MAP

The Safety Road Map is an online resource to help guide motor carriers build a foundation of safety and compliance. Access to the Safety Road Map is free and does not require login credentials. Users are encouraged to review each section (Leadership, Driver Selection, Regulatory Compliance, and Loss Prevention), and determine if the recommended tasks need to be completed. Participation is voluntary.

ACCESS THE SAFETY ROAD MAP

1. Open your internet browser and go to <https://info.gwccnet.com/roadmap>.
2. Users can also access the Safety Road Map from inside Great West's secure portal.
 - Open your internet browser and go to www.gwccnet.com.
 - Click on the "CLIENT LOGIN" link in the upper right-hand corner, and log in.
 - On the homepage, find the Safety Road Map link on the left-hand menu.



Access Online Resources

CLIENT PORTAL

The 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 portal login credentials with unauthorized personnel.

LOGIN INSTRUCTIONS

1. Open your internet browser and go to www.gwccnet.com.
2. Click on the “CLIENT LOGIN” link in the upper right-hand corner.
3. In the “Email / User ID” field, enter your email or username.
4. In the “Password” field, enter your password.
5. Click the “Sign In” button.
6. Click the “Safety Services” button.



REQUEST A SIGN-ON

1. Click the “Request Sign On?” link.
2. Fill in the required fields.
3. Click the “Submit Request” button.

FORGOT YOUR PASSWORD?

1. Click the “Forgot?” link to the right of the password field.
2. 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.

GREAT WEST BLOG

The Great West Blog is a free resource to receive timely industry updates and Safety Talk articles emailed directly to you.

SUBSCRIBE TO THE BLOG

1. Open your internet browser and go to <https://blog.gwccnet.com/blog>.
2. Click the “Subscribe to our Blog” button.
3. Enter your email address.
4. Select the notification frequency.
5. Click the “Subscribe” button.



Test Your Knowledge

Answer Sheet

Value-Driven® Driving

EMERGENCY STOPS (p. 16)

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

SPEED MANAGEMENT (p. 18)

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

ROAD CONSTRUCTION (p. 20)

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

Value-Driven® Life

HEAT RELATED ILLNESSES (p. 24)

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

HYDRATION (p. 26)

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

PERSONAL SECURITY (p. 28)

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

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