



Safety First: Don't Lose Sight of Your Top Priority

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Moderated by Jason Sharenow of Broadway Elite WW

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Safety First: Don't Lose Sight of Your Top Priority



Scott Woodruff
Majestic Limousine



Barry Gross
The Driver Provider



In conjunction with:
Chris Przybylski of
Limo & Bus Compliance



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SAFETY

/'sāftē/

Noun: the condition of being protected from or unlikely to cause danger, risk, or injury.



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How do you survive this...literally and figuratively?



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Mandated

- FMCSA
- USDOT
- OSHA
- State code
- Local ordinance

Practical

- Company policy
- Best practices
- Learned experience
- Common sense
- Trained culture



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Compliance vs Liability

- Full knowledge of regulatory landscape
 - Train on required items for compliance
 - ✓ Hours of service
 - ✓ DVIRs
 - ✓ Drug policy
 - ✓ Medical requirements
 - ✓ Traffic laws



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Compliance vs Liability

- Develop a culture of safety
 - Extend same standards to non-regulated drivers and equipment
 - ✓ One life is as important as 50
 - Train on
 - ✓ Duty of care
 - ✓ Customer service
 - ✓ Preventative measures
 - ✓ Identify and properly use safety equipment
 - ✓ Defensive driving
 - ✓ Accident protocols
 - ✓ Emergency procedures
 - Regular updates and retraining
 - Reward positive behavior, train selfish
 - You may be legal, but are you potentially liable in a civil case?



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Reasonable Person Standard

A phrase frequently used in [TORT](#) and [Criminal Law](#) to denote a hypothetical person in society who exercises average care, skill, and judgment in conduct and who serves as a comparative standard for determining liability.

Be in the habit of assessing all aspects of your operation in this light.



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Culture

Create a Culture of Workplace Safety

- Staff buy-in
 - Define goals
 - Explain importance
 - Incentivize
- Analysis
 - Assess what you know
 - Transparency
- Accountability
 - Individual
 - Peer-to-Peer
 - Organizational
- Practice
 - Preventative
 - Periodic review

“What you permit...

...you promote.”



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Accountability



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Drivers

- Create a written job description
- Determine hiring standards
- Bring in interviewees who actually meet your criteria
- Set expectations immediately
- Have scripted questions that require detailed answers – LISTEN
- Observe wardrobe, body language, eye contact, mannerisms
- Insist on professional references and FOLLOW UP
- Assess whether this would be a “good” hire or a “convenient” hire
- Background checks
- Drug/alcohol screening



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Drivers

- Driver Qualification Files
 - Checklist manifesto
 - Completed and signed paperwork
 - No extraneous material
 - Separate from “employee HR file”
 - Purge regularly
 - Set reminders to review files and document expiration
 - Driver DOES NOT start until paperwork is buttoned-up
- HR File
 - Complete paperwork; no pencil-whipping
 - Document expectations, conversations, discipline, training
 - Set reminders for expiring documents
 - Regularly review and purge outdated material



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Drivers

- Train on EVERYTHING! Make NO assumptions
 - Customer service
 - Expectations
 - Defensive driving
 - Regulatory policy
 - Company policy
 - Vehicles
 - ✓ With mechanics & veteran drivers
 - ✓ On EACH vehicle type they will be expected to drive
 - Locations
 - Safety protocols
 - Accident procedures
 - ✓ What to do
 - ✓ What to say and what NOT to say
 - Emergency procedures



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Drivers

- Continuous training
 - Incident reporting
 - Coaching
 - Data review
 - Corrective action
 - Who's who
 - ✓ Staff
 - ✓ Clients
 - ✓ Regulators



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Drivers

Continuous Training

Find platforms that enable off-site/online training for periodic updates on:

- Safety
- Defensive driving
- Customer service
- Regulatory updates



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Staff

OSHA: **Post updates, audit, try to implement one improvement per week/month**

Office hazards: **Electric, loose flooring, cluttered pathways, chemical exposure**

Equipment: **Properly secured, electrically grounded, loose parts**

Electricity: **No exposed outlets, properly grounded plugs, covered lighting**

Water: **Leaks, running water**

Furniture hazards: **Disrepair, unsecured, improperly balanced, mis-used**

Fire escape plan: **Proper alarms, sprinklers, marked exits, marked routes, drills**

Natural disaster: **Plans for tornado, hurricane, flood, earthquake**

Emergency event: **Terrorism, active shooter, explosion, gas leak, HAZMAT**

Parking lot: **Marked traffic flow, parking/no parking signs, speed limits, backing**

Restrooms: **Cleanliness, handrails, non-slip tread, first aid**

Sanitation: **Regular janitorial, chemicals, refuse, food waste, biohazard**



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Shop

OSHA: Awareness, review

Posters: Demonstrate proper technique, guidelines, encouragement

Protective equipment: Eyewear, footwear, gloves

Safety procedures: How to lift, engine hoists, wheel chocks, pallet lifters, barrel caddies

Hazardous materials: Storage, safe handling, proper labeling

Disposal: waste oil, fluids, non-biodegradable parts, batteries

Certification: ASE, NATEF

Job Safety and Health
It's the law!

OSHA
Occupational Safety and Health Administration
U.S. Department of Labor

EMPLOYEES:

- You have the right to notify your employer or OSHA about workplace hazards. You may ask OSHA to keep your name confidential.
- You have the right to request an OSHA inspection if you believe that there are unsafe and unhealthy conditions in your workplace. You or your representatives may participate in that inspection.
- You can file a complaint with OSHA within 30 days of retaliation or discrimination by your employer for raising safety and health complaints or for exercising your rights under the OSH Act.
- You have the right to see OSHA citations issued to your employer. Your employer must post the citations at or near the place of the alleged violations.
- Your employer must correct workplace hazards by the date indicated on the citation and must certify that those hazards have been reduced or eliminated.
- You have the right to copies of your medical records and records of your exposures to toxic and harmful substances or conditions.
- Your employer must post this notice in your workplace.
- You must comply with all occupational safety and health standards issued under the OSH Act that apply to your own actions and conduct on the job.

EMPLOYERS:

- You must furnish your employees a place of employment free from recognized hazards.
- You must comply with the occupational safety and health standards issued under the OSH Act.

This free poster available from OSHA —
The Best Resource for Safety and Health

Free assistance in identifying and correcting hazards or complying with standards is available to employers, without obligation or penalty, through OSHA-supported consultation programs in each state.

1-800-321-OSHA (6742)
www.osha.gov



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Shop

“So, let me tell you about the time...”



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Vehicles



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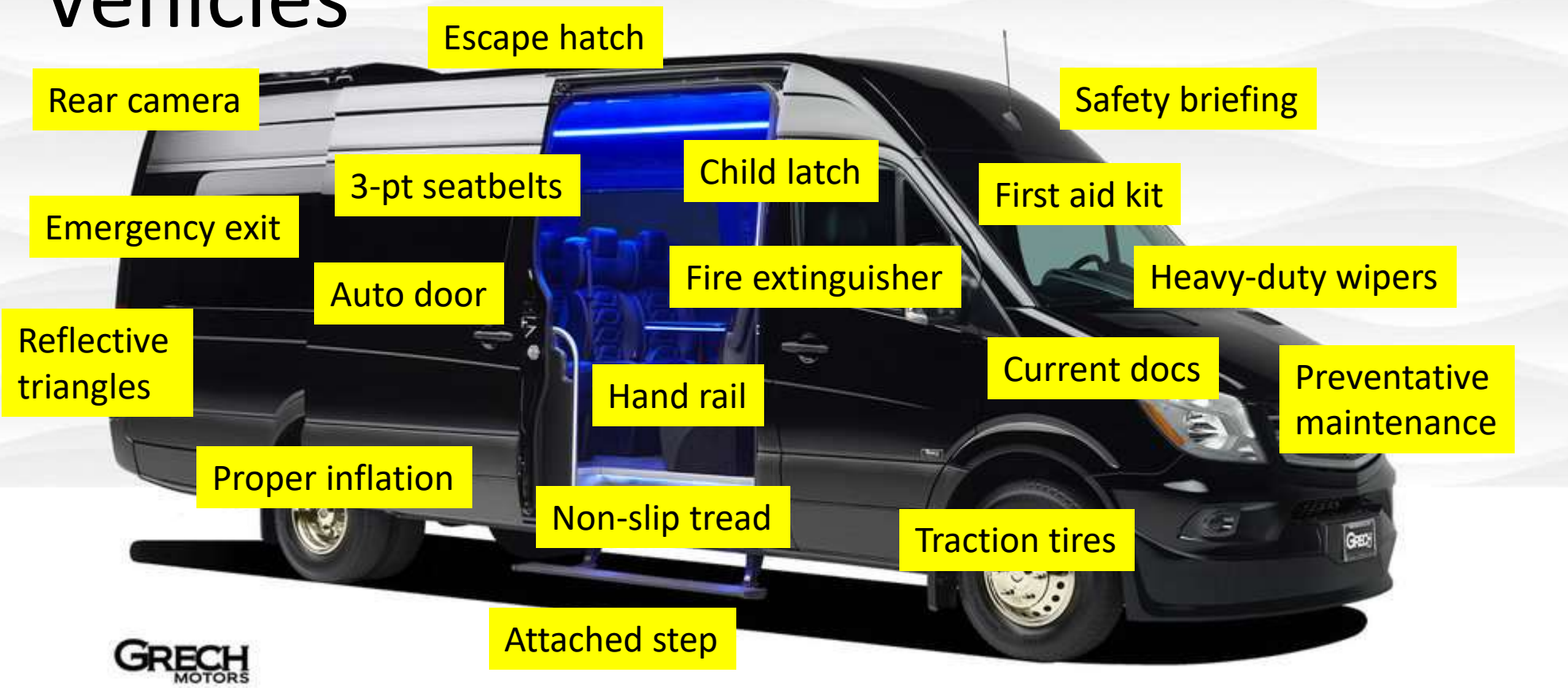
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Vehicles



Not just whether items are present, but are they ready to deploy?

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Vehicles

- Prevention: **Inspections** (annual/interval), tires belts, hoses, brakes, lights, horn, wipers, escapes, mnt schedules
- Safety equipment: **Verify** extinguishers, triangles, first aid
- Vehicle training: **Teach** drivers how to become familiar with and use all features
- Road testing: **Use all senses**, listen for unusual sounds, feel vibrations, smell fluids/burning
- Pre-trip: **Thorough checklist** with specifications
- Post Trip: **Compare** to pre-trip for differences in wear
- Warning gauges: **Promptly address** warning lights, make sure certain gauges are in tolerance
- Safety procedures: **Establish and train** on protocols
- Emergency procedures: **Practice** emergency drills
- Safe fueling/chemical handling: **Train on safe and proper** techniques
- Disposal: **How/where** to safely dispose of fluids, solvents, used parts, biohazards



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Vehicles

- Optional Equipment
 - Cameras
 - Speed governors
 - GPS
 - ELD
 - Snow chains/snow socks
 - Safety announcement



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Profitability

Safety is good business

- Use your safety program as a differentiator when selling
- Driver hiring and retention
- Avoiding fines
- Less vehicle damage
- Lower risk of severe injuries
- Better insurance rates



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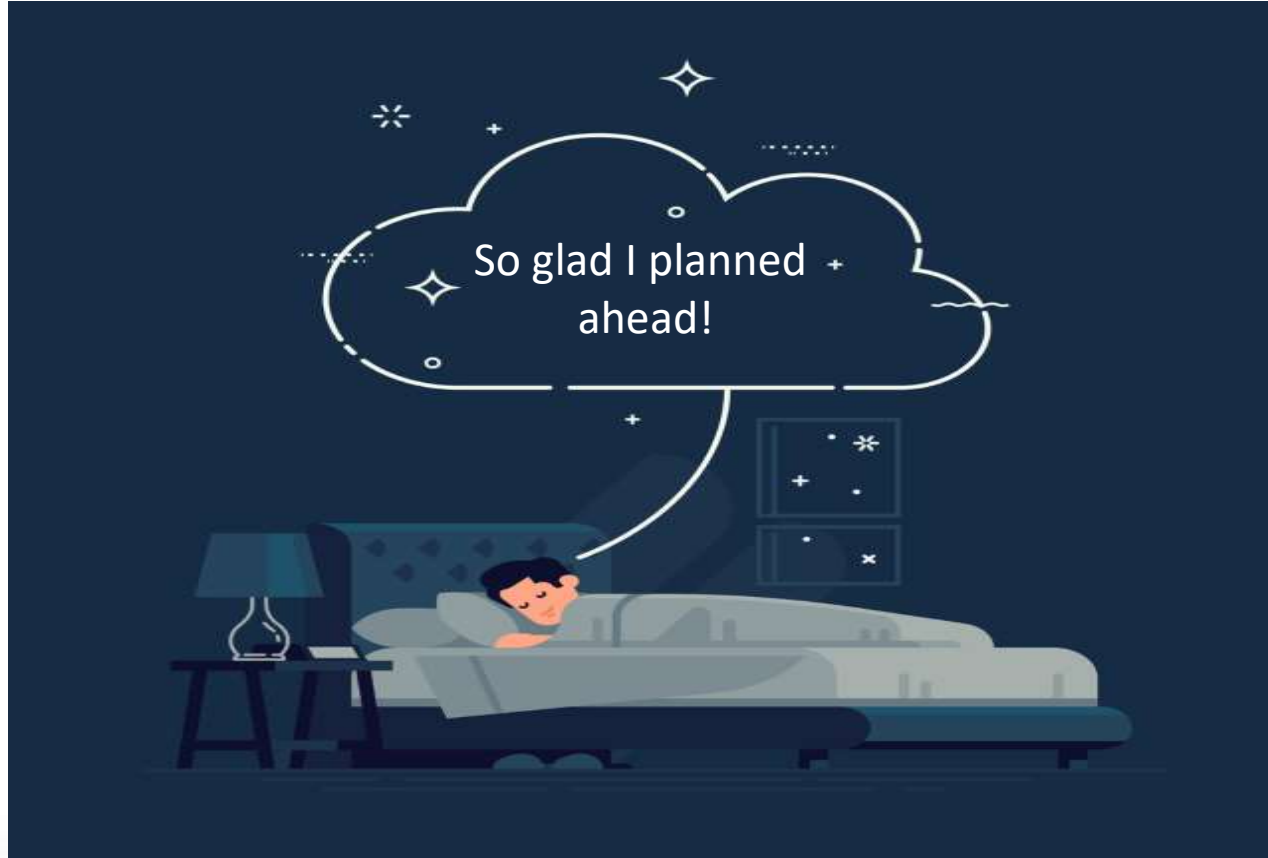
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Peace of Mind



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