

Professionalism in the Transportation Industry

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Presented By | Rich Moldstad, Safety Consultant

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PRESENTER



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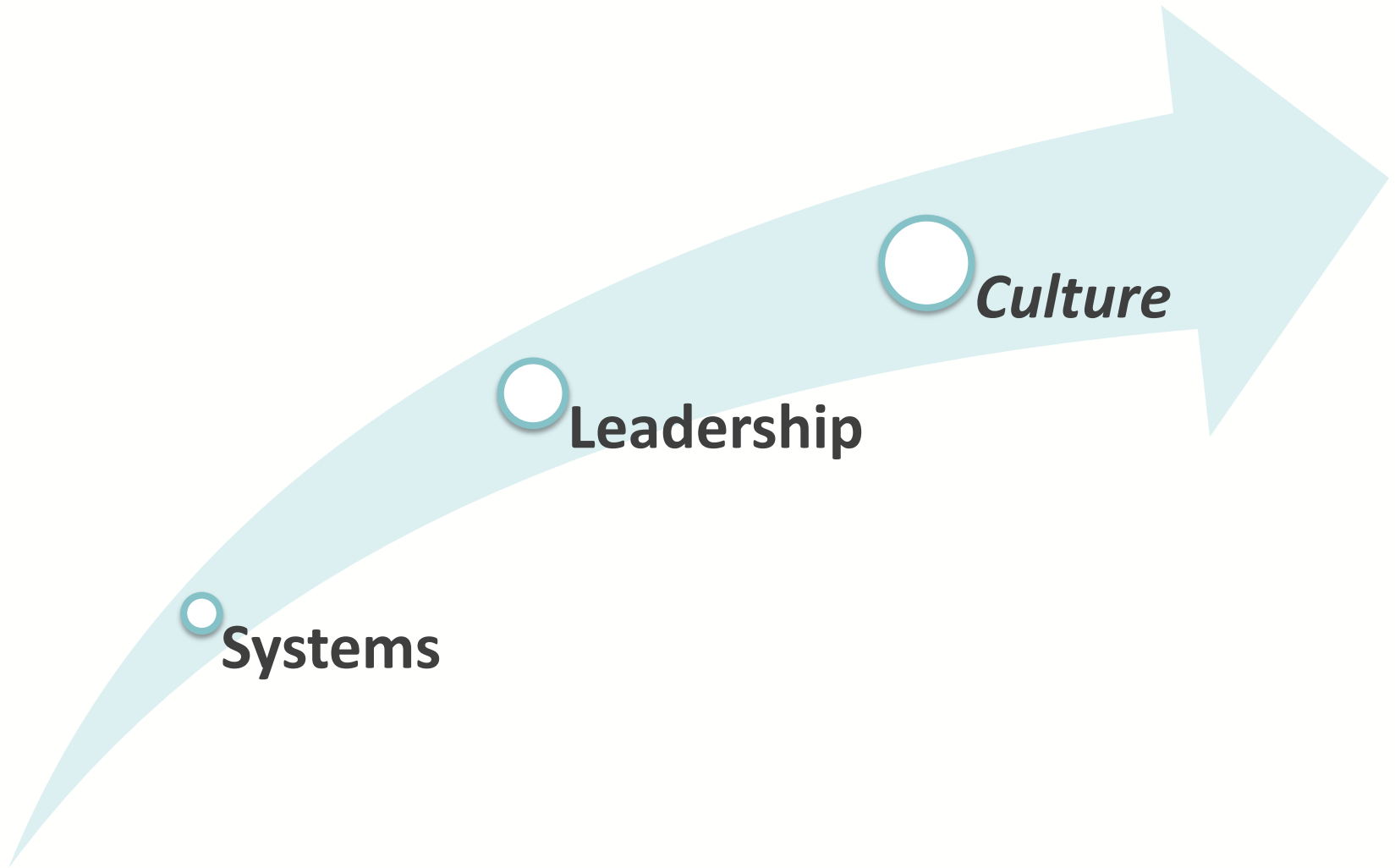
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Welcome!

- Attendees are in listen-only mode.
 - Questions will be answered by email following the presentation.
 - Supporting information for this Webinar will be emailed out shortly after the presentation.
- Contact: Rich.moldstad@cb-sisco.com

BEST IN CLASS – WHAT GETS YOU THERE?



What departments can negatively impact safety performance?



DEPARTMENTS WHERE PROFESSIONALISM IS ESSENTIAL

- Top Management
- Operations
- Recruiting
- Shop
- Payroll
- Safety
- Drivers

PROFESSIONALISM IN TOP MANAGEMENT

- Pledge to a specific course of action
- Actions speak louder than words
- Public image
- Don't play favorites
- Support safety department (Give safety equal billing)
- Provide necessary resources
- Ensure performance accountability at all levels
- Productivity at the expense of safety

PROFESSIONALISM IN OPERATIONS

- Be a great (not good) communicator
- Be supportive of safety and not a barrier
- Follow company safety programs/policies and adhere to the Federal Motor Carrier Safety Regulations
- Show fairness and not favoritism
- Don't ask the impossible
- Avoid being abrupt/grouch/vulgar language (you never know who is listening and increases driver turnover)
- Give praise when it is due and don't focus on the negatives

PROFESSIONALISM IN RECRUITING

- Follow the company hiring standards/guidelines
- Credibility
- Be honest about job responsibilities and tasks
- Be knowledgeable about the company (loads; routes; etc).
- Be honest about pay and pay expectations
- Be honest schedules, vacations, benefits, etc.
- Treat all potential applicants with respect, never know when you may need them.

PROFESSIONALISM IN SHOP

- Be supportive of safety and not a barrier
- Follow company safety programs/policies and adhere to the OSHA Regulations and Federal Motor Carrier Safety Regulations
- Always wear recommended and required personal protective equipment when performing tasks with personal injury exposure
- Shop manager should counsel employees immediately when an unsafe act is observed; don't ignore or discuss later
- Non-shop employees should always follow safety rules when in shop
- Unsafe equipment should be repaired/replaced before operating

PROFESSIONALISM IN THE SAFETY DEPARTMENT

- Works to develop a safety culture within the entire fleet
- Educates drivers, operations; shop and management on Federal Motor Carrier Safety Regulations and company safety programs and policies
- Ensures recruiting is following hiring standards at all times
- Provides management with safety status updates
- Isn't afraid to speak to, and make management aware when safety issues are present
- Interacts positively with other departments
- Treats drivers and non-management employees with respect
- Actions speak louder than words
- Holds employees accountable for unsafe actions

PROFESSIONALISM FOR THE DRIVERS

- Are accountable for their behaviors and actions (in/on/around the vehicle—injury and crash avoidance)
- Practice safety at all times, not just some of the time
- Adhere to the Federal Motor Carrier Safety Regulations (hours of service; med cards; CDLs; vehicle maintenance; etc.)
- Adhere to posted speed limits
- Wear seatbelts at all times
- Have a good, positive attitude
- Practice good hygiene
- Work to improve/maintain physical health and wellness
- Deliver product on time
- Interact positively with customers
- Always conduct thorough vehicle inspections and don't cut corners
- Maintain clean vehicles (inside and outside)
- Operate the vehicle to achieve optimum fuel economy and maintenance of the equipment
- Avoids road rage and confrontation

WATCH WHAT YOU TYPE!!

- Satellite System Messages
- Emails
- Text messages

QUESTIONS?



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