Managing Risk - Safety Training
Transportation Topics

Our Tribute For Outstanding Service

To our partners in the Transportation Industry during the COVID-19 Pandemic, especially the drivers and families during this time of global tragedy a very special heartfelt tribute. Your drivers are the frontline workers, our “Road Knights” of the highways, bringing aid and comfort to our citizens. “Thank you!”


Presented in a simplified format for easy reading

ISSUE #TJO8
To be or not to be a contractor, entrepreneur, self-employed, or free spirit is challenging these days. There seems to be a move afoot to give up your rights. You can join the socialist group and let the world look after you from cradle to grave. This is going to result in no more contractors or owner operators. What if I don’t want the socialist benefits or I can fund them myself? Free enterprise is the backbone of our economies! We need risk takers to develop and prosper. Now in saying that mouthful! There are people in this world who cannot look after their own lives’ let alone a business. They need that safety net of employee status with minimal risk. Works for most, but not for all people. When you look at the trucking fleets, most owners started as owner-operators or drivers. Socialist trucking companies have had a less than successful history. Treating your workers fairly is critical to all businesses. These are your team members. We work to succeed, then we all win. There is nothing wrong in having contract workers and employees. It’s what ever works for you and them.

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Driver Inc.

Vehicle Warranties

Did you actually read the warranty booklet in your vehicle? I strongly suggest that you do as you might be surprised as to what is in there. When I worked at the dealership level we had a way to package the warranties and operator manuals so we would know if the customer ever read them. You would be horrified at the number who did not. Warranties are a good thing if you buy them for the right reasons. Specially if you plan to keep the vehicle longer than the basic manufacturer warranties. Beware of the dealers who tell you that you need the extended warranties on a vehicle you know you’re going to sell in several years. What is the manufacturer warranty on corrosion control? Read the coverage as you may not need any additional rust proofing applied. Also if you are going to sell the vehicle in several years is it worth it? Adding additional equipment to your new vehicle can affect your overall manufacturer warranties. Especially electrical equipment where they interphase with other equipment. Always check the manufacturer suggestions for routine maintenance before using cleaners or polishes on the interior or exterior of your new vehicle. Check the maintenance book as they could discolor or ruin the finishes. Your driving habits can affect warranties as well. When the mechanic puts your vehicle up on the hoist they can see very quickly what damage has been done to it causing warranties to be voided. Also the onboard computers record poor driving habits and maintenance deficiencies resulting in voided warranties. Sounds like common sense “Buyer beware!”
Why You Want a Dash Camera if You Operate in the US

I have been preaching the benefits of dash cameras and the studied use of telematics as a training resource for the last 12 - 18 months to anyone who operates a commercial vehicle. One of the things I often lack is the ability to provide the punchline for some of the ideas I am promoting at any given time. In part, I think this is because I have a streak of intuition that leaps logic, and that makes it difficult for me to explain the "why". Of course, it could also be I'm just not a great salesman. Or even a salesman, period.

The quote below is a great punchline for why you NEED a dash cameras in every truck if you operate in the US. And if you operate in Canada only the same applies, except instead of "NEED", perhaps "should" can be the qualifier - for now.

"When it came time to renew the fleet’s insurance policy in October 2019, the insured was expecting to see a drop in premiums based on the results the company achieved in the past year. He presented his case to insurance companies, emphasizing the strides made since putting a structure in place to change the culture of the company to accountability, and putting out the safest drivers on the road. The fleet’s insurance policy renewal went from $14,000 down to $7,500 per truck. For the fleet of 50 trucks, this was an annual savings of $325,000."

The above is an excerpt from an article in CCI magazine this week. See the entire article here: https://www.ccjdigital.com/leveraging-technology-to-calculate-insurance-risk-improve-the-bottom-line/

Now, the article goes onto speak about the other reasons you need that dash cameras beyond the advantage it provides your insurance company in minimizing their costs in the event of an accident. But that isn't nearly so attention-grabbing as saving 50% on your next insurance renewal. And of course, this company did more than just dash cameras - they put into place a progressive safety action plan across their entire organization. But if you read the whole article, you will see the dash cameras are a central component of that program, as are the telematics. Using the telematics to identify drivers whose behaviors need to be reviewed and possibly corrected is as simple as adding your safety department's email address in the app, and then following up when the app notifies you of a harsh event. Doing so will reduce accidents.

With this kind of return on investment, why wouldn't you consider taking the small step to improve safety, reduce costs and improve your competitive advantage? Why not take the step into a comprehensive, across the organization safety program? The math speaks for itself: you can choose to be the one who benefits or be the one whose competitor benefits.

Have I got your interest? If yes, send me a note and let's discuss how I can help develop a driver-centric safety program that will improve safety and driver morale.

If no, maybe I can ask you to bookmark this site for later. There is nothing wrong with a sober second thought.

Electronic Logging Devices (ELD) are coming to Canada and already in the US. Turn them into an investment, not an expense, by identifying one which will reduce your costs and improve your safety.

And of course, if that harsh event is an accident, you know literally within seconds of it happening. Before the driver can call dispatch - if he or she is able to. This ensures you can react quickly and effectively to protect your driver and your company.

Angelique Magi, National Vice President, Transportation & Strategic Initiatives at The Guarantee Company of North America was a speaker that the Annual Fleet Safety Council Conference in October 2018. At that time she predicted that dash cameras would likely represent the single largest Return On Investment (ROI) a carrier could make in the next 1 - 2 years. Pretty good call.

Electronic Logging Devices (ELD) are coming to Canada.
As a fleet owner you manage your business to address and adapt to the many changing factors in the marketplace that impact your business. This year, the biggest challenge for many fleet operators is simply finding insurance. Several major insurance companies serving the industry have lost their appetite for the trucking industry. Many fleets have no alternative but to get their coverage through the facility market. Claims costs have made the trucking sector unattractive. Further, the litigation that can follow what appears to be a minor claim can quickly spiral out of control and inflate insurance payouts. The situation has been further complicated by recent catastrophic events the insurance industry is facing worldwide. Claims for floods, tornadoes, wild fires that consumed the better part of a country are all having a negative impact on the financial health of the insurance industry.

So, what can a fleet owner do in the current marketplace to find an insurer who’s willing to provide coverage at a reasonable cost? Think about what your fleet operation looks like from an insurer’s point of view. What does your fleet CVOR report say about your fleet? What does your CSA fleet score look like? What do your driver abstracts look like? If you have a problem CVOR or USA CSA report - many insurer’s won’t even send out a loss prevention representative to consider you. These reports, without even meeting you, have resulted in your company being ruled an undesirable risk. So paying attention to and managing your fleet operations based on these key reports is critical.

Ask yourself - how often do you pull and do a detailed review of your CVOR or CSA report card. A progressive fleet manager who is proactively managing their fleet safety performance should be reviewing these reports quarterly if not monthly depending on fleet size. These reports help you identify areas where you can implement new initiatives to correct over the road problems. Defects being found during roadside inspection can have a serious impact on your CVOR rating. These can be addressed with a focus on driver training. Maybe you need to consider shorter PM inspection intervals. Look to ensure that your shop personnel or maintenance vendor are doing detailed PM inspections.

Pay your drivers for the work they do. If you look at fuel haulers as an example, most fuel fleets pay their drivers an hourly wage versus pay per mile. They want and expect their drivers to perform a full and comprehensive pre-trip inspection, so by paying an hourly wage they effectively take away driver excuses. The training required for a new driver to meet and pass the certification to haul fuel products is a costly investment, so again the fuel hauler values the dollars invested and they build a work environment that keeps their quality drivers happy for the long term.

Ask yourself - do you have a driver turn over issue? This is a big red flag to the insurance industry. Does your driver screening and hiring process measure up? Do you conduct a proper road test for new hires? Is there quality training being provided at the point of hire. Do you provide regular on-going skills training to improve your driver staff? Are you doing a criminal background check prior to hiring? I still see fleets who have not set high enough standards to do effective driver screening. If you hire a problem driver - then you’ve opened yourself up to increased risks.

Do you utilize the technologies that are readily available today that allows a fleet to monitor over the road performance and have effective management strategies in place to modify problem behaviour? These are all items that are red flags to insurance companies. Evaluate your current processes and implement strategies, vendor services, and/or technologies that will allow you to take control so you can close these gaps and make your business attractive to the insurance industry.
Lessons from Legends
David Gaskin President, Sirius Fleet Safety Ltd

I often quote the late Jack Clifford of Scarboro Movers Ltd, where I worked for 12 years as a helper, driver, dispatcher, and manager.

After 40-odd years in trucking, he had a healthy but constructive skepticism. If a driver applicant had ten years of experience, he asked “Is that ten years’ experience, or one year’s experience ten times?” That points out a very significant misconception: Experience should be cumulative, so performance should improve over time. That doesn’t always work, however. When I was given my first supervisory position at the Movers, ownership told me: “You’re in a position now where you can make decisions and spend company money without asking permission. I will never question you in front of your staff, but be prepared to justify that action behind closed doors. If you make a mistake or misjudgment that costs money, and you show me you learned from it, I will consider that an investment in your education. But I’m not going to pay for the same lesson over and over.” I thought that was fair, and a great guideline for performance management. Performance doesn’t always improve with experience, and there’s a further cost. When a driver, dispatcher, or other staff member learns a ‘lesson’, you need to discuss that behind closed doors. Identify what happened, and what they have learned from the experience. Best practice, and due diligence, is that some retraining or education be provided, using knowledge verification to demonstrate that learning has been successful. Once you have documented this process, they go back to work and hopefully build on that experience. The standard ‘three strikes’ disciplinary policy may come into play with the next ‘lesson’, particularly if the same subject occurs.

Training and experience have costs, but successfully retraining an employee saves the cost of finding, hiring, and training a replacement. That driver with a true ten years’ experience once had none, and probably developed through both their own efforts and the support of a smart employer.

My own practice was that a driver who was really trying would get every opportunity to improve their performance. Sometimes that takes a different path, too. There was driver, I’ll call him Max, who tried hard but just seemed to be a square peg in a round hole. Training can help to whittle that square peg down to fit a round hole, but after several strikes, management, feeling bad, decided we had to part ways. A few years later, I ran across Max while assisting at a Truck Rodeo, where he was representing his current employer. Had he found the square hole? Well, twenty years further on, I spoke to someone at the same fleet, who said Max was still one of their best drivers, and considered ‘a rock’. Max didn’t make a good mover, but when we determined that, and acted on it, he was able to find the place that fit. That investment of time and training will bear fruit, or it will make your personnel decisions logical and easy.
Amendments to the Hazardous Materials Information Review Act

We are pleased to announce that the amendments to the Hazardous Materials Information Review Act (HMIRA), which received Royal Assent on June 21, 2019, came into force on March 18, 2020. The Order in Council and amendments to the Hazardous Materials Information Review Regulations and the Hazardous Product Regulations were published in the Canada Gazette, Part II on March 18, 2020. Here is a link to the Canada Gazette publication: Order Fixing the Day on Which this Order is Published as the Day on Which Subdivision H of Division 9 of Part 4 of that Act Comes into Force (SI/2020-20): http://www.canadagazette.gc.ca/rp-pr/p2/2020/2020-03-18/html/si-tr20-eng.html


The amendments to HMIRA included the following:

• The requirement on publish information on claims for exemption filed under the HMIRA in the Canada Gazette was removed. Health Canada is developing a new publication process to post information on the Health Canada website. In the meantime, information will continue to be published in the Canada Gazette. Stakeholders will be notified when the information will be published on the Health Canada website.

• A risk-based approach to the review of SDSs and labels will allow Health Canada to prioritize the review. The approach is being developed by Health Canada. The current review process will continue until further notice. Stakeholders will be informed when the new approach is finalized and in place.

• The ability to suspend or annul an exemption under the HMIRA was added.

• The ability to disclose confidential business information in certain situations when it is in the interest of human health or safety, or the environment, has been added.

• The requirement to use registered mail to communicate with claimants was removed. Until further notice, correspondence will continue to be sent by registered mail.

• The authority to remit all or part of any fee prescribed under the regulations as been granted to the minister.

• The appeals process under the HMIRA was removed and the related Hazardous Materials Information Review Act Appeal Board Procedures Regulations were repealed.

• The responsibilities, duties and authorities of the screening officer and Chief Screening Officer were re-assigned to the Minister of Health and are delegated to the appropriate position in the Consumer and Hazardous Products Safety Directorate.

Please note that the templates for the consultation document, decision document and orders used by Health Canada have been updated to reflect the new HMIRA provisions. However, the process remains unchanged and claimants will continue to be provided 30 days to provide a response to the findings communicated in the consultation document. In addition, for valid claims where the decision was issued under the previous version of the HMIRA, but the decision has not yet been published in the Canada Gazette, the expiry date is 3 years from the date Health Canada issued the decision on the claim validity.

If you have any questions, please contact us at hc.whmis-simdut.sc@canada.ca.

Workplace Hazardous Materials Bureau Consumer and Hazardous Products Safety Directorate Health Canada www.whmis.gc.cahc.whmissimdut.sc@canada.ca
Train engine blows piston - hits house ‘sourced from Facebook’
I had the privilege to work with Tim in my career and he was always a great source of industry knowledge. “Let’s take an idea and see what we can do with it.” Tim always led the meetings with clear direction. This has been a tough year for me losing my mentor and now a good friend. Being able to speak with someone who knew the regulations and why they were important was so valuable to me. While working with my clients they would ask the question, “Why is this important?” Well this is why! I always felt confident knowing Tim said so. Whether at a client meeting or industry conference Tim was always the true professional. You will be truly missed by your peers and friends “Rest in peace,” You left us way too soon.
A MOMENT IN HISTORY

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A PART OF MY LIFE’S JOURNEY!
Jim McMillan Transportation Safety Consultant

Your Personal Health Risk

When it comes to managing risk, your personal health can sideline you faster than any other condition. Like having two knee replacement operations in one year. I never ever thought that this change would be life changing.

Sometimes we focus so much on other people and things and forget what can happen to us. At the time you think let’s get this operation over and get on with my life. Well surprise…surprise! What is this rehab thing? Do I have to do these exercises?

This is only the start. Now you have to teach yourself how to walk again. How patient are you? You have to wait to heal, limit your activities, you can’t do what you use to do. You thought the operation was a pain; rehab is a whole new item on your daily activity.

Be patient! It is in your own best interest. With the current covid-19 virus you cannot let your guard down. There is a price for non-compliance to safety protocols - your death is a possibility. Think about it!

Follow-up on My Complete Knee Replacement Surgeries

These two operations last year have taken up my entire business year. If someone tells you this is not a big deal they have no clue what they are talking about. The pain in the knee joints are gone because the real joints are gone. During the rehab period you will have some degree of muscle and nerve pain. It is livable with continued exercise and a change in lifestyle. Your recovery period is still up to one year. Some of my friends asked, “What is like to walk on stilts?” At first I didn’t get it, but now I do and it is true. Walking around is like you slide on a set of artificial legs and away you go. Were these operations worth doing? Yes they were! I had a great surgeon and the Stratford General Hospital nursing team looked after me really well. Hopefully back to work in the spring. Always consider the changes your body goes through as you age. Don’t ignore those changes putting up with pain is not a plan; you are only making the situation worse. “Talk to your physician!”

Follow-up on my Cataract Surgery

Since my cataract surgery on both my eyes, my distance vision has improved. My short vision was not able to be improved so glasses are the device of the day. Was it worth it? “Yes it was!”

I had a great surgeon and the Clinton Public Hospital nursing team looked after me really well. From time to time you can see the plastic lenses and that is interesting. “My advice to you is you only get one set of eyes so you better look after them!” “Annual eye exams a must!”

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A thought for a stress relief in your life

God grant me the serenity to accept the things I cannot change; courage to change the things I can; and wisdom to know the difference.

Living one day at a time; enjoying one moment at a time; accepting hardships as the pathway to peace; taking, as He did, this sinful world as it is, not as I would have it; trusting that He will make all things right if I surrender to His Will; that I may be reasonably happy in this life and supremely happy with Him forever in the next.

Serenity Prayer
Author Reinhold Niebuhr

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Pictures shown can be found on Bing Images. “We are reluctant to provide website information due to the potential risk issues with unknown malware sites.”

Thank You for your continued support.

Jim McMillan
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