



Protective
Insurance Company

AUGUST 24-25



CLAIMS

SAFETY 
2015 SEMINAR



Hosted by Protective Insurance Company

@ProtectiveIns
#ClaimsSafety



How to build an effective safety and risk management database

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Pitt-Ohio Express



Today's Objectives

What challenges do we face as safety professionals

- **Big data - how do we manage data and predict future events**
- **How to balance efficiency & effectiveness with project management, best practices while dealing with daily events and responsibilities**
- **Keep safe and qualified drivers**
- **Successfully defend driver actions**

Challenges

➤ Project background

- Wealth of paper documents
- Difficulty in managing spreadsheet monsters, data production, collection & maintenance
- Be consistent in administration of real events
- IT systems/telematics not communicating
- Discrepancy across terminals/regions
 - (Personnel turnover, retraining, multi-tasking)
- More, more and more

Things that will not change...

- **Technology will continue to advance**
- **The production of information and data increases**
- **Demanding regulations, rules and laws will persist**
 - **Either adopt & adapt into your safety processes**
 - **Or?..... > Face regulatory and legal challenges**
 - **Expense, business distractions**
 - **Legal risks, law suits, exposure & negative publicity**

Technology Data and Telematics Information

**A lot of data/information produced captured and saved
TODAY more than ever including**



UISI FACILITY, SAINT PAUL, MN

Electronic Data from Vehicle Telematics

- **Electronic log's**
 - Track vehicle and driver
 - Hours/miles
 - Location/time
 - GPS - speed
- **Lane departure systems**
 - Deviation from lane
- **Camera systems**
 - Sudden stops
 - Excessive turn speed
- **Collision avoidance**
- **Other telematics**
 - ECMs
 - Speed alerts



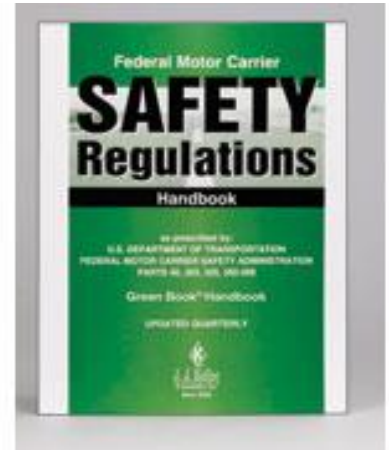
**LEVERAGING TELEMATICS
TO MANAGE RISK!**

Physical Files and Forms Data

- **Driver qualification files**
- **Documenting and recording discipline and training**
- **Licenses and medical cards, expirations & endorsements**
- **Performance and behavior history**
 - **Accidents and injuries**
 - **Violations**
 - **Citations**
 - **Alerts**
 - **Other documentation**

FMCSR

REGULATORY COMPLIANCE



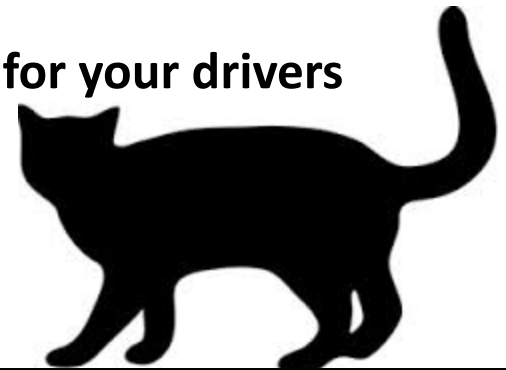
Required for motor carriers

These regulations are federal law

Section 385 FMCSR

FMCSR requires motor carriers to have systems, policies, practices and procedures in place to insure compliance with the safety regulations and to determine safety ratings.

- **Systems, policies, practices and procedures include;**
 - **Monitor the performance and training processes for your drivers**
 - **A reliable safety and risk management program**



Questions for the Safety Professional

Important to show that you make safety “personal” at your company

Ensure that you don't violate your own policies = **HIRING AND RETENTION CRITERIA**
CONSISTENT APPLICATION and NOTICEABLE THROUGHOUT ORGANIZATION

Guard against inconsistencies or negligent hiring and negligent retention

Honestly be able to explain actions from a positive position

Explain variables with logic

Know what data you have and ability to manage it because all data is evidence. What do you know and what should you know, what you must know.



All areas of your operation may be examined

Driver qualification files

Certifications and endorsements

Road test, written test, CDL license & endorsements, MEC Card, documentation of training, safety programs

Safety guidance – verbal and written

Policies, procedures, manuals

Driver performance will be monitored and CHALLENGED

Accidents, violations, performance mistakes

Counseling

Remedial action

Accident data becomes evidence in litigation proceedings

Telematics

GPS, ECM data, alerts



Key Concerns for the Risk Manager

- **Trial judges becoming more liberal**
- **Evidence allowed to be introduced that previously was inadmissible**
- **Better plaintiff attorneys, dispute all areas of credibility**
- **Increase settlement demands**
- **Inflated jury verdicts**
- **Negative image of trucking and truck drivers**
- **Challenges to insignificant facts to make you look bad**
- **Safety critical events are captured, production of data**
- **Even the safest carriers are being challenged**

Verdicts and Settlements **Plaintiff's Advantage**

Avoid trial, mediate with leverage and minimize unnecessary cost

Verdicts & settlements: Plaintiff's attorneys advantage to be critical of motor carriers

Expose or question a motor carrier awareness of driver's history or vehicle maintenance malfunction

CASE STUDY

- Our client's car was hit by a truck, which was traveling down a hill when the brakes failed. He suffered injuries that included a broken hip, pelvis, and collapsed lungs. Driver shows a history of bad performance, accidents and violations. Company has potential punitive damage claim

JURY AWARD = \$7,000,000

The Reptile Theory = DRIVE HIGHER VERDICTS by appealing to a jury that the trucking company compromises safety in all areas

STRIKE FEAR and embellish scare tactics in a jury especially in bad venue areas

Examples:

Big trucks rule the road – “Most of us have driven next to a tractor trailer on a highway or even been surrounded by a few at once. You're at their mercy and it's a scary thing. Being in an accident with one, however, can be devastating especially when the company places profits ahead of safety.”

Semi truck, tractor trailer, 18-wheelers, big rigs – “No matter what you call them, thousands of serious big truck accidents happen every year. Truck drivers are some of the best drivers on the road, but sometimes their dispatchers set unrealistic deadlines, the trucks aren't maintained properly, or some other factor contributes to an accident such as poor hiring and lack of training are involved.”

The Accident

1. Performance 2. Focus



Driver history vs. your hiring and retention criteria

1 Speeding Violation on MVR @ hire, 2 in 24 months after hire, 3rd speeding citation occurs but the safety department not yet notified. THEN THE DRIVER IS AT FAULT FOR AN ACCIDENT.



**Your driver's
serious accident – Why?**

**Several years of unremarkable history
1 Million Mile Award driver**



ROOT CAUSE analysis

Driver loss of focus

Review of recent history reveals pattern of minor issues

Pitt Ohio developed SafetyBox



Proactive and not reactive system

Designed and developed specifically to:

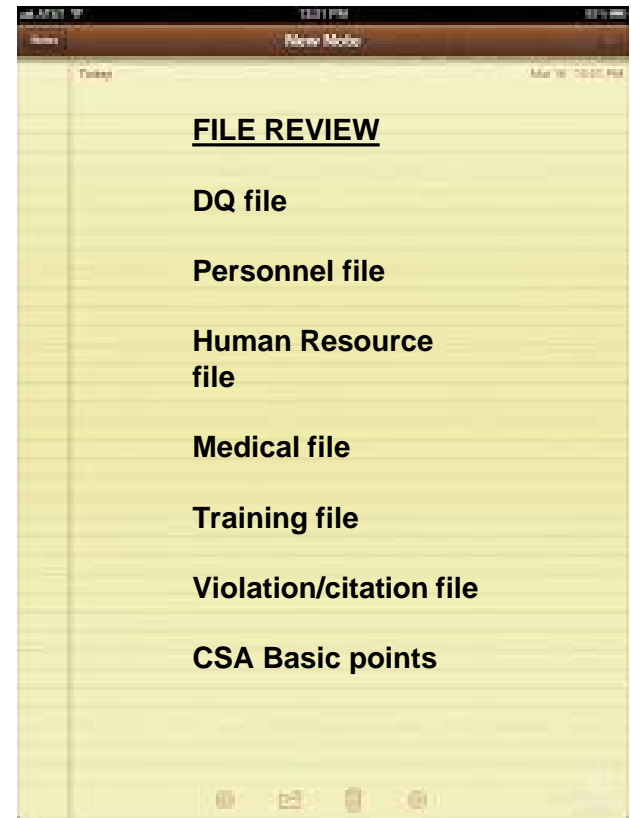
- ✓ Keep drivers qualified and avoid violations

FMCSA DQ Files, MEC Cards, CDLs
CSA Basics PSP history

- ✓ Monitor real time performance

Available information
Safety pyramid
Consoling and intervention

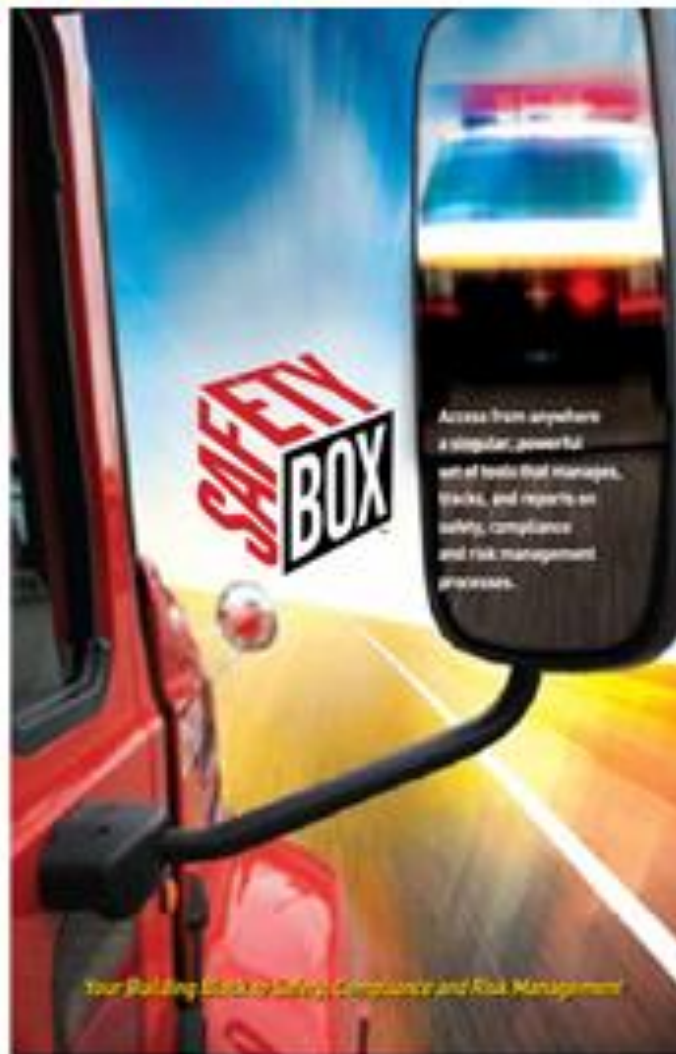
- ❖ Successfully defend your driver
- ❖ Mitigate potential damages



A Complete Safety and Risk Management Driver Performance Data Base

SAFETYBOX™ US LAW

SAFETYBOX —developed by PTT OHIO, a transportation solutions provider with one of the highest rated safety departments in the industry—helps you put safe, compliant, well-trained drivers on the road.



Access from anywhere
a singular, powerful
set of tools that manages,
tracks, and reports on
safety, compliance
and risk management
processes.

Your Rolling Stack of Safety, Compliance and Risk Management

SAFETY BOX MODULES

All employee areas covered

- DOT
- MVA
- INJURY/ILLNESS
- INCIDENTS
- TRAINING
- VIOLATIONS/INSPECTIONS
- SAFETY REVIEW
- COMPLIANCE
- SOAR
- AWARDS
- ENVIRONMENTAL
- RECRUITMENT
- ADMINISTRATION



Detailed and comprehensive

Human Resource information populates all screens

Name: Joe Driver **Terminal:** Pittsburgh **Position:** City Driver **Class:** Class A **Company:** Pitt Ohio **Status:** Active

Employee Information					
Employee #:	7385471				
Last Name:	Driver	First Name:	Joe	MI:	D
Company:	Pitt Ohio Express,	Terminal:	Pittsburgh		
Full/Part Time:	F	Position:	Line haul Driver Mileage		
Shift:	None				
Years in Service:	14				
Date of Birth:	1/17/1983				
SSN:	999-99-0999				
Marital Status:	M				
# of Dependents:	1				
Address					
Street:	47 Smallman, Ave				
City:	Monongahela	State:	PA	Zip:	15222-1451
County:	Baltimore City	Phone:	410-426-8298		
Employment Info					
Terminal Manager:	Sam Brown	Supervisor:	Mike Smith		
Hire Date:	1/10/2000	UltiPro Eff Date:	1/20/2014 6:09:00 AM	Seniority Date:	1/10/2000
Application Date:					
Termination Date:		UltiPro Code:			
Termination Notes:					

DOT MODULE Regulatory Compliance (example)

POE Safety Management System

PITTOHIO EXPRESS ECM LOGOUT

SOAR **DOT** MVA Inj/III Incidents Training Viol/Insp Safety Review Compliance Recruitment Admin

DOT MENU
[Find DOT Emp.](#)
[Add DOT Empl.](#)

[Probation List](#)
[_limited MECs](#)

[New Abuse Case](#)
[Edit Abuse Case](#)

ADMIN
[Documentation](#)

REPORTS
[Expiration Report](#)
[DA Driver List](#)
[DA NonDriver](#)
[Head Counts](#)
[Turnover Report](#)
[MVR Annual Export](#)

DOT Employee Search


Enter search criteria below.

Employee #:

Last Name:

First Name:

Terminal:



Menu Index ←

Menu Tabs ↑

Comprehensive electronic tool to maintain driver file compliance

Probation Tab

DOT Module

Name	Terminal	Position	Hire Date	Prob. Start	Tasks Complete	File Received
Cheryle Jefferson	Corporate	Bldg Maint Tech	9/12/1988			

- Tracks employees on probation
- Allows for monitoring and documentation
- Ensures that orientation, compliance and training initiatives are met

Regulatory Compliance Driver Qualification Files



- ❑ Reference check
- ❑ Background check
- ❑ Experience verification
- ❑ Road test
- ❑ Written test
- ❑ Certification of road and written test
- ❑ Accident/violation history (hiring criteria met)
- ❑ MEC card
- ❑ Drug and alcohol pre-employment screening
- ❑ Application completed



Maintain CONSISTENT HIRING AND DRIVER RETENTION CRITERIA

Provides peace of mind

Expirations/Certifications/Endorsements

- Electronic D/Q Files
- CDL license and endorsements
- MEC card and certification
- MVR/annual review
- Drug and alcohol results



Expiration Report ALERT DOT Module

Helps to prevent CSA violations, provides alerts

The screenshot shows a web interface for the DOT Expiration Report. At the top, there is a navigation menu with the following items: DOT, MVA, Inj/III, Incidents, Training, Viol/Insp, Safety Review, Compliance, Recruitment, and Admin. Below the menu, the main content area displays the title "Expiration Report 01/01/2011 to 01/31/2011". Below the title is a table with the following headers: Name, Terminal, Position, Exp Date, and What is Expiring.

Name	Terminal	Position	Exp Date	What is Expiring
------	----------	----------	----------	------------------

- **Creates management reports (ALERTS) showing expirations CDLs, endorsements, MEC cards and recertification's H/M etc.25**
- **Prevents disqualified drivers from being out on the road/CSA Violations**
- **Eliminates the need for multiple employees to have to complete and monitor several different spreadsheets**

DOCUMENT TAB

Within DOT Employee Menu

Document Categories

Confidential

Criminal history

DQ files

General DOT

Long form physical

MEC

Misc. documents

Motor vehicle history

Work comp history

Historical scans

MVA MODULE

Accident Claims Management

The screenshot displays a web application interface for the MVA module. At the top, there are two tabs: "Safety Management Application" and "ECM Safety Management Application". Below the tabs, the breadcrumb path reads "Safety > Pitt Ohio Safety Management Application". The main heading is "POE Safety Management System". The logo "PITTOHIO EXPRESS" is prominently displayed. A horizontal navigation menu includes the following items: SOAR, DOT, MVA (highlighted in red), Inj/III, Incidents, Training, Viol/Insp, Safety Review, Compliance, Recruitment, and Admin. On the left side, there is a "MAIN MENU" section with the following links: [Find Accident/Claim](#), [Add Accident](#), and [Add Claim](#). Below this, there is a "REPORTS" section with the following links: [Active Claim List](#), [Accident/Damage](#), [DOT Register](#), [Loss Run](#), and [Accident Cost](#).

ALL INCLUSIVE ACCIDENT CLAIMS MANAGEMENT SYSTEM

Create Accident Record

Accident Detail

Accident | Damage/Vehicle | Determination | Witness/Contact | Documents | Claims (3) | Employee | Comments (0)

Record Type: Accident | Date: 4/17/2009 | Time: 4:24 AM

Accident Location

Pro # [] Location Type: Highway

Event happened during delivery

Event happened during pick-up

Other: Enter accident location below

Co Name []

Address 1 [175 South]

Address 2 []

City [Dayton] State [OH] Zip []

Phone []

Accident Detail

Accident Type: Rearend | Road Conditions: Dry

Other: [] | Light Conditions: Night

Weather Conditions: Clear

Contributing Factors: FATIGUE

Description

Driver ran into the back of another tractor trailer as it was stopped approaching a construction zone.

Police Report

Police Report

Police Dept. Name: [OH state highway patrol.]

Police Report #: [] Police Dept. Phone: []

Unknown Zone (Mixed)

- Accident claim management system that captures motor vehicle accident information
- Tool to provide crucial data regarding the location, types of accidents, weather, etc. to help prevent future events
- Report writing

Claim Damage Tab Accident Claims Mgmt

Vehicle information and accident report register

Accident **Damage/Vehicle** Determination Witness/Contact Documents Claims (3) Employee Comments (0)

Damage/Vehicle

Company Damage
Tractor destroyed and trailer severely damaged.

3rd Party Damage

Photo(s) Taken

Trailer	Equipment
Unit ID: T1949	Unit ID: D955
Plate #: 1226418 M	Plate #: PVA2614
Last 5 of VIN: 14011	Last 5 of VIN: 93800
Repair Cost: \$0.00	Repair Cost: \$0.00

DOT Section

Towing? Both Where? Sandy Towing Phone:

Injury? 3rd Party Details:

Fatality? Count 1 Details: POE Driver

Citation? Choose>> Details:

Hazardous Spill Details: diesel fuel

D&A Test Given Details:

Injury Count: Towing Count: DOT Reportable ATA Reportable CSA Score: $6 \times 1 = 6$

Assists in managing claims and claims costs

Captures equipment and equipment related damage costs

Captures DOT information to populate your DOT registry

Shows the CSA score

Claims Tab

Accident Claims Management/Detail

Claim No. 3919

Claimant	Adjuster/Legal	Comments (0)	Accident	Cost
----------	----------------	--------------	----------	------

Cost Summary

	Reserves	Paid	Remaining
Bodily Injury	Closed	\$0.00	Closed
Property Damage	Closed	\$5,643.07	Closed
Litigation Expense	Closed	\$0.00	Closed
Company Damage	Closed	\$0.00	Closed
General Expense	Closed	\$0.00	Closed
TOTAL	Closed	\$5,643.07	Closed

Cost Details

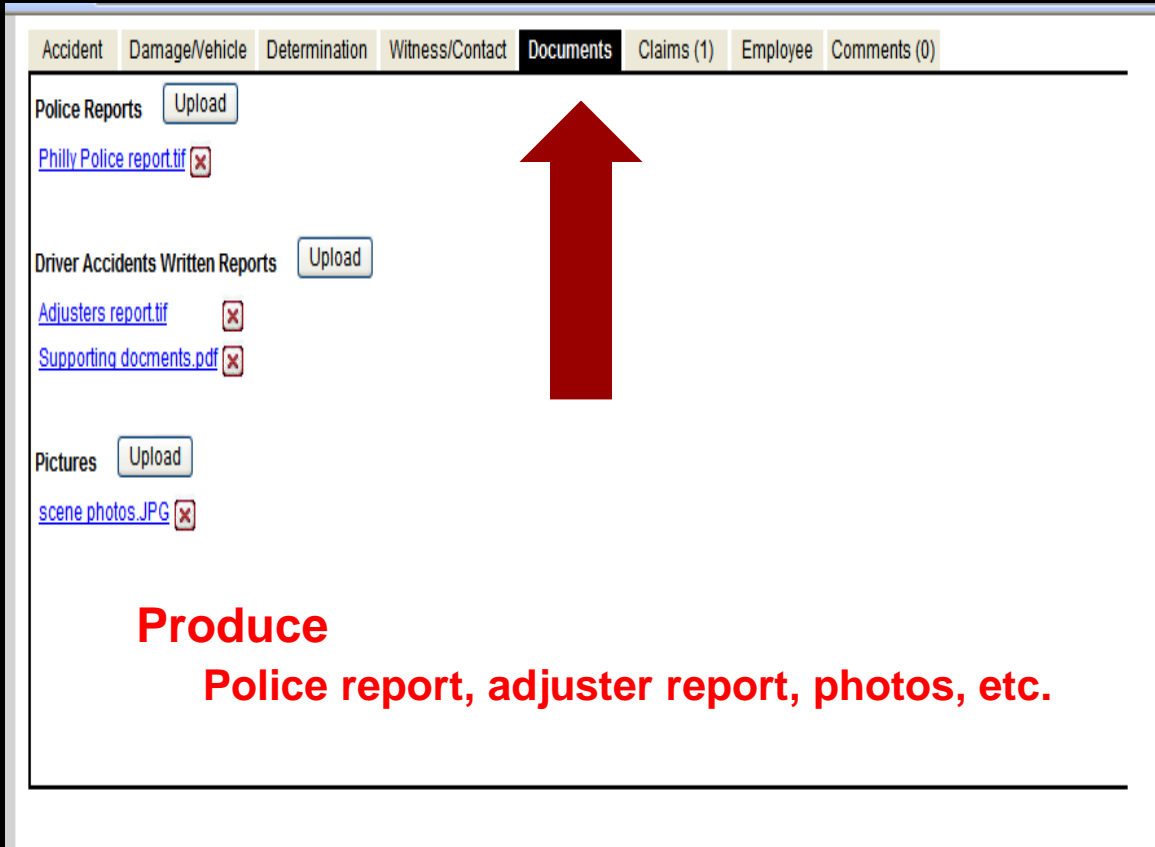
Date Paid	Category	Amount(\$)	Notes
7/15/2010	Property Damage	4248.6	Vehicle repairs
8/10/2010	Property Damage	1394.47	rental
	Choose>>		

- Always have claimant information at your fingertips


- Track claim costs including legal costs



Document Tab


Accident Claim Management/Detail



Accident Damage/Vehicle Determination Witness/Contact **Documents** Claims (1) Employee Comments (0)

Police Reports Upload
[Philly Police report.tif](#) 

Driver Accidents Written Reports Upload
[Adjusters report.tif](#) 
[Supporting documents.pdf](#) 

Pictures Upload
[scene photos.JPG](#) 

Produce
Police report, adjuster report, photos, etc.

- Upload documents for electronic files instead of paper files
- Send legal counsel electronic files instead of copying paper files

Support Documents to Accident Detail Report

SOAR DOT **MVA** Inj/III Incidents Training Viol/Insp Safety Review Compliance Environment Recruitment Admin

Record No. 5

David Bowman (501901) Terminal: CINCINNATI Position: City ST Hourly / Full Time Company: Pitt Ohio Status: A

Accident Damage/Vehicle Determination Witness/Contact **Documents** Claims (2) Employee Comments (0)

Police Reports

Driver Accidents Written Reports

Pictures

MAIN MENU
[Find Accident/Claim](#)
[Add Accident](#)
[Add Claim](#)

REPORTS
[Active Claim List](#)
[Accident/Damage](#)
[DOT Register](#)
[Loss Run](#)
[Accident Cost](#)

Attach police reports, images, adjuster reports and other documents to the accident file.

Determination Tab Accident Claims Management


Accident | Damage/Vehicle | **Determination** | Witness/Contact | Documents | Claims (1) | Employee | Comments (0)

Determination Years in Service: 19

Determination: Chargeable ▾


Corrective Action Type: Counsel by Senior Trainer ▾

Discipline: Warning ▾

Date of Action: 12/22/2010 

Letter Type: Chargeable Warning ▾ [Print Letter](#)

Reviewed By: [Search](#)

Letter Returned Date: 1/7/2011 

Comment:

Drop Down Screens



Report Writing
and editing



- Most modules have the capability to generate instructional or warning letter to employee

Add letter/report example here

March 3, 2014

The Safety Department has reviewed the investigation of your most recent accident. The accident described below has been determined to be preventable and chargeable to your Company driving record.

Accident Date	November 21, 2013
Accident Type	Fixed object
Location	CAROL STREAM, IL

As a professional driver, you are responsible for the safe operation of your vehicle at all times. You must never become complacent and never take any driving situation for granted because the unexpected can always happen. Collisions with fixed objects are nearly always preventable. You must also be aware of low clearances, and protruding objects.

I trust that in the future you will recognize accident situations far enough in advance to prevent them from occurring. This letter will serve as warning that your involvement in similar or related situations in the future may lead to more severe discipline at the discretion of the company.

Sincerely,

Gary Richard
Senior Safety Specialist

CC: Gary Richard, Senior Safety Specialist
Ronald Uebel, Vice President of Safety
Roman Salas, Terminal Manager

Upon receipt, this letter must be signed by you and reviewed by the Terminal Manager and employee.	
Employee Signature	Date
Terminal Manager	Date

- Standard letter produced
- Drop down boxes
 - Date
 - Type of event
 - Determination
 - Letter
- Editing capability
- Documentation to file
- Reminder if letter is not returned within set parameter

Accident Register

Can be produced for any selected period: Weekly, monthly or yearly

SOAR	DOT	MVA	Inj/III	Incidents	Training	Viol/Insp	Safety Review	Compliance	Environment	Recruitment	Admin	
Pitt Ohio DOT Register 1/1/2013 to 12/31/2013 <input type="button" value="Print"/>												
Terminal	Record	Driver	Date	Time	City	State	Description	Determination	Towing	Injury Count	Fatality Count	Hazmat Spill
PITTSBURGH												
	13171	Joseph	2013	12:43 PM		PA	Pickup truck struck the side of our trailer, pushed trailer into oncoming lane and our trailer struck another vehicle.	Non-Chargeable	Yes			
	14060	James E	2013	4:10 PM	Elizabeth	PA	OV turned into our trailer tandems.	Non-Chargeable	Yes			
CLEVELAND												
	13237	David D	2013	9:00 AM	Carlisle Township		Rear ended by another vehicle.	Non-Chargeable	Yes			
	13268	Timothy	2013	7:15 PM			Vehicle merged into our trailer.	Non-Chargeable	Yes			
BALTIMORE												
	14150	Stephen	2013	6:00 PM			Lane change accident.	Critical	Yes			
	14275	Sean Br	7/2013	12:11 AM	Bellmawr	NJ	OV lost control and struck our trailer.	Non-Chargeable	Yes			
	14277	Anthony	7/2013	4:10 PM	Lexington Park	MD	Multi vehicle accident in which V1 slowed, V2 struck V1 and then struck our unit.	Non-Chargeable	Yes			
HARRISBURG												
	13185	Michael	2013	6:06 PM			Car carrier struck the side of our truck, pushed it into guard rail.	Non-Chargeable	Yes			
	14192	James C	2013	11:45 AM	Camphill,	PA	MVA in intersection. One of the vehicles after the collision rolled into our unit.	Non-Chargeable	Yes	2		
ALLENTOWN												
	13454	Terry Ba	2013	1:30 PM	Rutherford	NJ	Making right turn, car tried passing us on the inside and hit our tractor step.		Yes			
	14263	Randy F	7/2013	2:45 AM	York	PA	Struck disabled car on roadway.	Non-Chargeable	Yes			
WEST MIDDLESEX												
	14331	Ronald M	2013	12:30 PM	Buffalo	NY	OV stopped suddenly in roadway due to missing exit. Went to left hard but trailer caught the rear of other vehicle.	Non-Chargeable	Yes	0		
COLUMBUS												
	13289	Billie Hazelette	3/6/2013	12:30 AM	Wheeling	WV	Slid off snowy road and rolled tractor and trailer.	Critical	Yes	1		
CINCINNATI												
	13281	Joseph Krach	3/8/2013	9:50 AM	Covington	KY	Other vehicle ran redlight and hit driver side of unit.	Non-Chargeable	Yes			
	13823	Kevin Hargett	8/7/2013	3:40 AM			Rearend accident.	Critical	Yes			
HAZLETON												
	14396	Douglas Davis	1/14/2013	12:45 PM	Hazleton	PA	Making left hand turn, car	Non-Chargeable	Yes			

Loss Run/Accident Frequency

	Terminal	Accidents	Preventable	DOT Reportable	Cost	Reserve	Incurred	Miles	Jan. 2014 Frequency	Jan. 2013 Frequency	2014 YTD Frequency	2013 YTD Frequency
4	PITTSBURGH	5	3	0	\$0.00	\$500.00	\$500.00	269,957	11.11	0.00	11.11	0.00
5	CLEVELAND	3	0	0	\$0.00	\$0.00	\$0.00	433,391	0.00	6.57	0.00	6.57
6	NORRISTOWN	8	3	0	\$0.00	\$0.00	\$0.00	226,865	13.22	8.87	13.22	8.87
7	CHARLESTON	1	1	0	\$0.00	\$750.00	\$750.00	194,284	5.15	0.00	5.15	0.00
8	BALTIMORE	4	2	0	\$1,692.00	\$0.00	\$1,692.00	361,603	5.53	2.65	5.53	2.65
9	HARRISBURG	2	1	0	\$5,831.72	\$0.00	\$5,831.72	429,610	2.33	0.00	2.33	0.00
10	ALLENTOWN	3	1	0	\$1,976.19	\$523.81	\$2,500.00	531,697	1.88	1.97	1.88	1.97
11	CUMBERLAND	10	2	0	\$3,358.30	\$1,200.00	\$4,558.30	283,094	7.06	0.00	7.06	0.00
12	WEST MIDDLESEX	8	4	0	\$7,784.05	\$0.00	\$7,784.05	507,196	7.89	2.12	7.89	2.12
13	COLUMBUS	5	2	1	\$3,065.63	\$500.00	\$3,565.63	447,368	4.47	2.18	4.47	2.18
14	CINCINNATI	9	5	0	\$1,800.00	\$0.00	\$1,800.00	410,390	12.18	7.82	12.18	7.82
15	HAZLETON	3	1	1	\$0.00	\$0.00	\$0.00	309,695	3.23	7.03	3.23	7.03
16	ROANOKE	1	0	0	\$0.00	\$0.00	\$0.00	380,008	0.00	2.77	0.00	2.77
17	RICHMOND	5	0	1	\$298.24	\$0.00	\$298.24	385,857	0.00	0.00	0.00	0.00
18	EAST WINDSOR	11	2	2	\$133.75	\$0.00	\$133.75	297,843	6.71	3.11	6.71	3.11
19	CHERRY HILL	5	1	1	\$1,151.35	\$348.65	\$1,500.00	255,746	3.91	0.00	3.91	0.00
20	TOLEDO	10	2	1	\$2,839.83	\$500.00	\$3,339.83	510,596	3.92	1.79	3.92	1.79
21	WASHINGTON	6	0	1	\$0.00	\$0.00	\$0.00	405,323	0.00	5.20	0.00	5.20
23	CHICAGO	3	2	0	\$6,686.71	0.00	\$	259,322	7.71	0.00	7.71	0.00
25	BATTLE CREEK	12	5	2	\$0.00	\$21,230.00	\$21,230.00	297,611	16.80	8.22	16.80	8.22
26	INDIANAPOLIS	5	2	0	\$0.00	\$0.00	\$0.00	344,336	5.81	8.97	5.81	8.97
27	TOTAL	120	39	10	\$36,617.77	\$25,552.46	\$62,170.23	7,541,792	5.17			
28	Previous Year	64	26	2	\$29,030.26	\$0.00	\$29,030.26	7,469,598	3.48			
30												
31												
32	Of the 10 DOT reportable accidents, none of them are considered preventable.											
33												

Provides detailed reporting in critical cost areas

INJURY/ILLNESS MODULE

The screenshot displays a web application interface for the Injury/Illness Module. At the top, there is a navigation bar with tabs for SOAR, DOT, MVA, Inj/III (highlighted), Incidents, Training, Viol/Insp, Safety Review, Compliance, Recruitment, and Admin. On the left side, there is a sidebar menu with the following items: WORKER'S COMP (Inbox, Create Record, Edit Record), Insurance Carrier (OSHA 300), LOOKUP (Medical Facility, OSHA 300A, Injury Freq., Injury by Day, Injury by Month, Injury Cause, Injury Type, Injury Analysis, Injury Report). The main content area features the following text:

Workers Compensation Claim Management
Claim analysis
Claim frequency
Claim type

Injuries recorded according to OSHA codes

Workers' compensation management tool

Create Injury Record Workers Comp Tab

Injury Detail

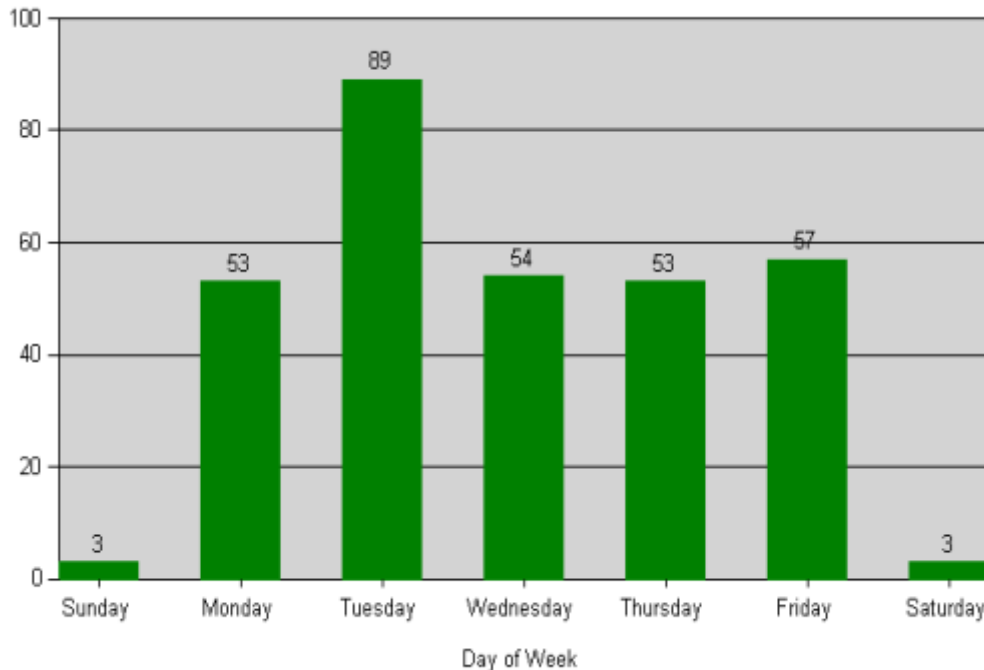
Date of Injury*:	<input type="text" value="3/7/2011"/>	Supervisor Notified*:	<input type="text" value="Christopher Klaus"/> Search
Time of Injury*:	<input type="text" value="05:30"/> AM	Date Notified*:	<input type="text" value="3/7/2011"/>
Work Day Began*:	<input type="text" value="01:00"/> AM	Disable Date:	<input type="text"/>
Injury Terminal*:	<input type="text" value="CHERRY HILL"/>	Returned to Work:	<input type="text"/>
Did Employee Seek Medical Treatment?*	<input type="text" value="Yes"/>	Doctor/Provider*:	<input type="text"/>
If Yes, Date of First Medical Treatment*:	<input type="text" value="3/8/2011"/>		
How Did Injury Occur*? (Be Specific, List body part injured as well as Shipper's name if freight involved):			
<input type="text" value="Pinched pinky finger between drums when turning to move onto pallet against 2 drums."/>			
Did Injury Occur because of Mechanical Defect:	<input type="text" value="No"/>		
If so, Explain:			
<input type="text"/>			
Safety Equipment Used:	<input type="text" value="Yes"/>		
Location			
Where Did Injury Occur*?	<input type="text" value="Dock"/>		
Location Name*	<input type="text" value="Cherry Hill"/>		
Address*	<input type="text" value="1500 Industrial Highway"/>		
City*	<input type="text" value="Cinnaminson"/>	State* <input type="text" value="NJ"/>	Zip* <input type="text" value="08077"/> Phone <input type="text" value="856-303-2799"/>
<input type="button" value="Print Employee Report"/>		<input type="button" value="Save"/>	

- Captures WC injury and illness information
- Automatically populates the employee's personal information

Create Injury Reports

Work Comp tab

All claims with injury date between 1/1/2010 to 12/31/2010



- Analyze claims by day of week, month, type, cause
- Export data to Excel to create
- Custom reports
- Specify any date range

OSHA 300 Log

Workers Compensation tab

OSHA's Form 300 (Rev. 01/2004) Year 2010

Log of Work-Related Injuries and Illnesses U.S. Department of Labor
Occupational Safety and Health Administration

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health purposes.

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in 29 CFR Part 1964.9 through 1964.13. Feel free to use two lines for a single case if you need to. You must complete an Injury and Illness Incident Report (OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local OSHA office for help.

Establishment Name: BALTIMORE-GRCS City: Baltimore State: MD

Identify the person			Describe the case			Classify the case											
(A)	(B)	(C)	(D)	(E)	(F)	Data Regions within table/matrix cells are ignored:					Enter the number of days the injured or ill worker was:		Check the injury column or choose area type of illness:				
Case no.	Employee's name	Job Title	Date of injury or onset of illness	Where event occurred	Describe injury or illness, parts of body affected, and object/substance that directly injured or made person ill	(G)	(H)	(I)	(J)	(K) <small>See Form 301</small>	(L) <small>On job transfer or restriction</small>	(1)	(2)	(3)	(4)	(5)	(6)
1	[REDACTED]	Dockworker	1/21	Dock	Sprain Neck - Soft Tissue	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0 days	14 days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	[REDACTED]	City TT Hourly	2/23	Customer Building	Sprain Right Lumbar and/or Sacral Vertebrae (Vertebrae/NOG Trunk)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0 days	21 days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	[REDACTED]	City ST Hourly	3/2	Customer Building	Contusion Neck - Soft Tissue	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1 days	0 days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	[REDACTED]	City TT Hourly	4/23	Customer Lot	Strain Right Knee	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0 days	2 days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	[REDACTED]	City TT Hourly	7/27	Customer Lot	Sprain Right Shoulder(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0 days	16 days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TOTALS						0	1	5	0	1	52	5	0	0	0	0	0

- Populates the OSHA 300 form with the information entered in the OSHA tab

- Eliminates manual entry on a paper log

The Compliance Tab

Documentation of Performance and Behavior

SOAR DOT MVA Inj/Ill Incidents Training Viol/Insp Safety Review **Compliance** Environment Recruitment Admin

William Parker (103363) Terminal: Pittsburgh Position: City TT Driver / Full Time Company: Pitt Ohio Status: A Delete

Unsafe Activity Determination Summary Documents

Date: 7/8/2013 IS Reported By: Nathan Willson Search Unit ID: Lookup

Time: Choose>> Outside Source:

Location:

Unsafe Act Details

<input type="checkbox"/> Driving Safely	<input type="checkbox"/> Equipment Abuse	<input type="checkbox"/> Expired License, MEC Card, etc. (5)
<input type="checkbox"/> Failing to chock wheels	<input type="checkbox"/> Failing to follow fueling procedures	<input type="checkbox"/> Failing to maintain lane of travel (5)
<input type="checkbox"/> Failure to Notify of Traffic Violation	<input type="checkbox"/> Failure to Observe Traffic Devices (10)	<input type="checkbox"/> Failure to Operate Unit with Headlamps (1)
<input type="checkbox"/> Failure to Use Dunnage	<input type="checkbox"/> Failure to wear seat-belt while operating lift truck.	<input type="checkbox"/> Falsification of Logs (5)
<input type="checkbox"/> History Review	<input type="checkbox"/> Housekeeping Issue	<input type="checkbox"/> Improper Behavior (horse play)
<input type="checkbox"/> Improper lifting	<input type="checkbox"/> Improper Loading and Storage (3)	<input type="checkbox"/> Improper Merging (5)
<input type="checkbox"/> Improper Securement (10)	<input type="checkbox"/> Improper Stacking	<input type="checkbox"/> Improper Turning (5)
<input type="checkbox"/> Improper Use of Dock Equipment	<input type="checkbox"/> Inadequate Following Distance (10)	<input type="checkbox"/> Incomplete Paperwork (3)
<input type="checkbox"/> Iteris Counseling	<input type="checkbox"/> Iteris Critical	<input type="checkbox"/> Iteris Defensive
<input type="checkbox"/> Late Submission of Log (5)	<input type="checkbox"/> Log Violation--10 Hour Rule Violation (5)	<input type="checkbox"/> Log Violation--11 Hour Rule Violation (5)
<input type="checkbox"/> Log Violation--14 Hour Rule Violation (5)	<input checked="" type="checkbox"/> Log Violations (5)	<input type="checkbox"/> No H/M Endorsement
<input type="checkbox"/> No Security Lock on Unit (3)	<input type="checkbox"/> Not Using Appropriate PPE	<input type="checkbox"/> Not Using Signals (5)
<input type="checkbox"/> On Cell Phone while driving (10)	<input type="checkbox"/> Placarding (5)	<input type="checkbox"/> Pre-Trip/Post-Trip (3)
<input type="checkbox"/> Road Rage/Improper Behavior (10)	<input type="checkbox"/> Speeding (5)	<input type="checkbox"/> Supervisor Issue--See Notes
<input type="checkbox"/> Tardiness	<input type="checkbox"/> Traveling in Left Lane (3)	<input type="checkbox"/> Unsafe Act While Operating Forklift
<input type="checkbox"/> Unsafe Work Act (No PPE)	<input type="checkbox"/> Using Cell Phone (10)	<input type="checkbox"/> Working Safely

Other: Compliance Points for Other:

Total Compliance Points: 5 × 2 = 10

Comment

Did not log a full 30 lunch before driving into the 8th hour on duty.

SOAR Tab: Safe Operations Are Your Responsibility

Performance + Behavior = Predictability

1. Root cause analysis

Long-term employee begins to show pattern of mistakes

2. Minor events can indicate a future loss

Freight damaged, shortage, violation, absenteeism, tardiness, minor accident, etc.

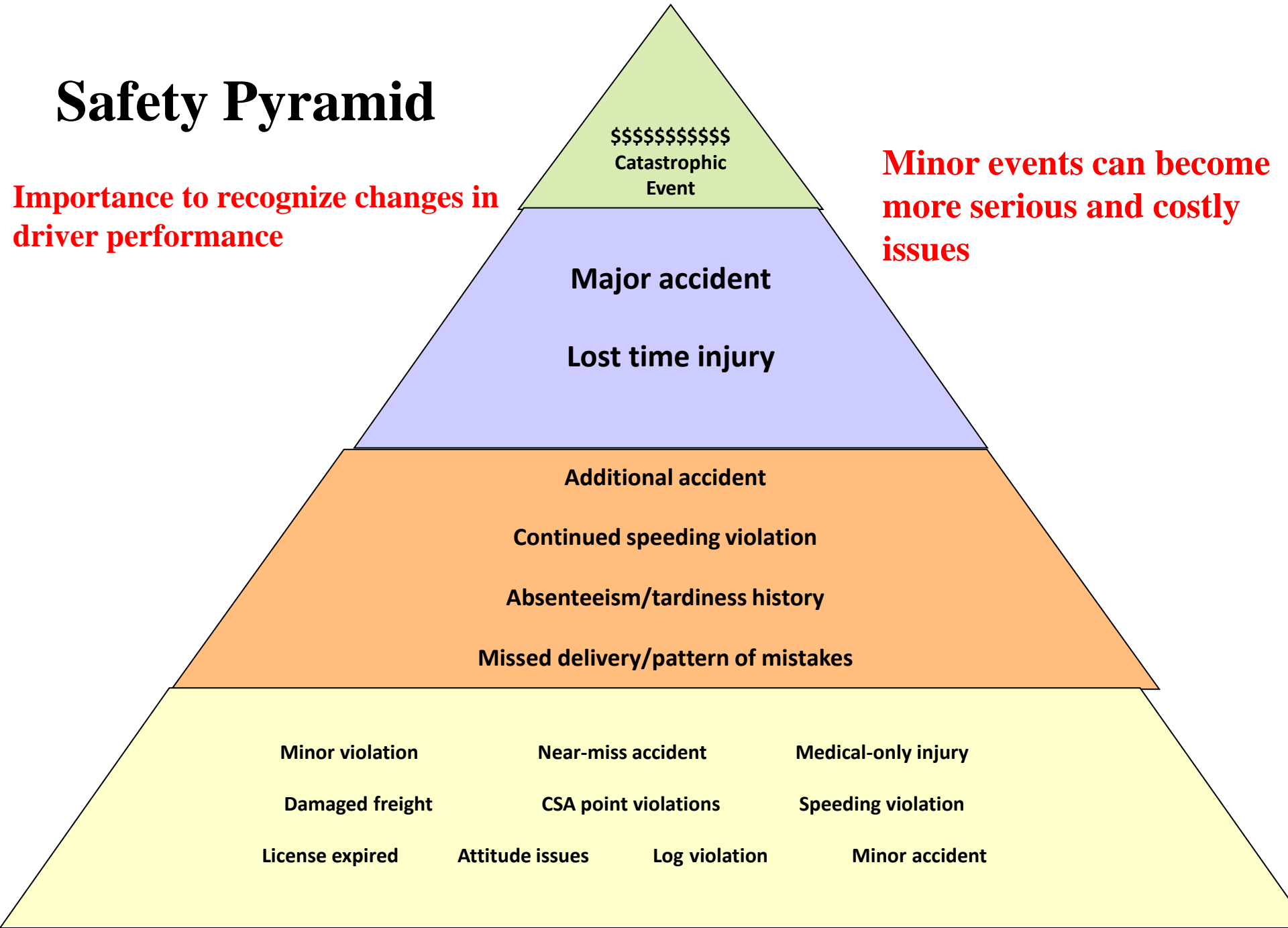
Past performance can predict future behavior

SOAR = Email alerts for any 2nd event in a 12-month period

Safety Pyramid

Importance to recognize changes in driver performance

Minor events can become more serious and costly issues



Safety Performance - Predictability Analysis

Track employee history including accidents, violations, current events and more

Automatic notification of 2 or more incidents per driver through SOAR (you set specifications)

IMMEDIATE KNOWLEDGE OF EMPLOYEE PERFORMANCE
Capture document and address driver events immediately

Counseling can help address minor events before they become major losses

ABILITY TO MINIMIZE RISK AND EXPOSURE

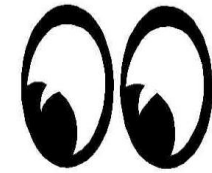
Intervention can provide leverage to mitigate and defend claims

A balance sheet: Drivers respond to what they can see



A BUILT-IN PREDICTABILITY ANALYSIS PROGRAM AT NO ADDITIONAL COST

SOAR = WATCH LIST



Any (2) EVENTS in a 24-month period **triggers** an employee review

- Review
- Monitor
- Counsel
- Re-train/reassign



TRAINING MODULE Counseling/Remedial Action


SOAR | DOT | MVA | Inj/III | Incidents | **Training** | Viol/Insp | Safety Review | Compliance | Recruitment | Admin

Main Menu
[Training List](#)
[Upcoming Class](#)

Fundamentals
[Fundamentals I](#)
[Fundamentals II](#)
[Fundamentals III](#)
[Fund. IV \(Part 1\)](#)
[Fund. IV \(Part 2\)](#)

Quick Lists
Choose Course Below:

Reports
[Employee History](#)
[What's Due](#)



Tracks training required for regulatory compliance with OSHA and DOT and non-regulatory or web-based training

Training – Due/Renew - Documentation

SOAR DOT MVA Inj/III Incidents **Training** Viol/Insp Safety Review Compliance Recruitment Admin

Main Menu
[Training List](#)
[Upcoming Class](#)

Fundamentals
[Fundamentals I](#)
[Fundamentals II](#)
[Fundamentals III](#)
[Fund. IV \(Part 1\)](#)
[Fund. IV \(Part 2\)](#)

Quick Lists
Choose Course Below:
Forklift Training

Reports
[Employee History](#)
[What's Due](#)

Employees Who are Due for [Forklift Training](#)

Total: 304 employees

Employee	Terminal	Position	Hire Date	Last Attend	Last Certified	Next Due
Gary Bechtold	ALLENTOWN	Dockworker / Yard Jockey	9/14/1997	3/10/2006	3/10/2006	3/10/2009
John Kantz	ALLENTOWN	Dockworker	4/12/2004	3/10/2006	3/10/2006	3/10/2009

- **Customize the type of training tracked**
- **Generates report showing what training is due**
- **Training documents can be provided for an OSHA audit**

Citation/Violation MODULE

SOAR DOT MVA Inj/III Incidents Training **Viol/Insp** Safety Review Compliance Recruitment Admin

VIOL-INSP MENU
[New Inspection](#)
[Find Inspection](#)

[New Violation](#)
[Find Violation](#)

REPORTS
[Past Due Appeals](#)
[Over Weight Fine](#)
[Citation List](#)
[Inspection Summary](#)
[Inspection Locations](#)
[Violation Summary](#)

Track violation history

- **Violation**
- **Location**
- **Summary**

Tracks driver and vehicle violations & overweights

Inspection Summary Report

COMMERCIAL MOTOR VEHICLE INSPECTIONS

CHICAGO

Date	State	Driver Name	Position	Start	Duration	Placard	
1/27/2011	IL		City TT Hourly	11:59	47	Y	
Unit 1	Out of Svc	Owner	Unit 2	Out of Svc	Owner	Driver	Out of Service
D1190	N	Pitt Ohio	T53179	N	Pitt Ohio		N

- Identify vehicle maintenance issues
- Identify drivers not completing pre- and post-trip inspections

CSA Inspection Summary Report

Date Range: 01/10/2011 to 01/15/2011

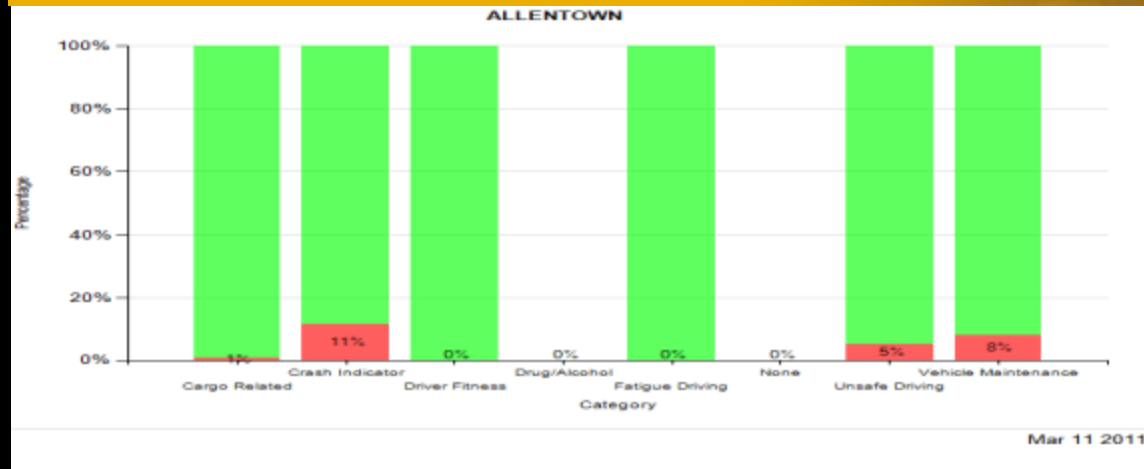
Terminal	Rec #	First Name	Last Name	Violation Date	Status	Vehicle Type	Initial Citation	Appeal Date	Final Citation	Comment
Baltimore										
	1			1/12/2011	Closed	Company	Non Moving Violation			parking
Pittsburgh										
	1			1/13/2011	Closed	Company	Failure to Obey Traffic Control Device			left lane violation

- **Track employee CSA violations**
- **Monitors point values and automatically adjusts at 6 months, one and two years**

CSA severity and point values



Compliance * Safety * Accountability



All Employees in Terminal Percentile Greater Than 80%

Terminal	Emp ID	Employee Name	CSAScore	Term %
Allentown	107233		42	100 %
	106529		38	99 %
	105456		36	98 %
	108692		33	98 %
	104098		24	97 %
	103137		18	96 %
	108264		18	96 %
	502958		17	95 %

- Internal point system based on CSA point system
- Internal point system allows you to compare points by terminal, employee or company

SAFETY REVIEW MODULE

The screenshot displays a web application interface for the Safety Review Module. At the top, there is a navigation bar with tabs for SOAR, DOT, MVA, Inj/III, Incidents, Training, Viol/Insp, and Safety Review. The Safety Review tab is currently selected. On the left side, there is a main menu with the following sections:

- MAIN MENU**
 - [Employee Review](#)
- AWARDS**
 - [Select Employee](#)
- AWARD PROCESSING**
 - [Driver List](#)
 - [Dock/Mech/Maint List](#)
 - [Print Awards](#)
- REPORTS**
 - [Terminal Summary](#)
 - [Unreturned Letters](#)
 - [Final Warning List](#)
 - [Pending Awards](#)
 - [Granted Awards](#)
 - [CSA Points by Category](#)
 - [CSA Points by Terminal](#)
 - [CSA Corp Percentile](#)
 - [CSA Term Percentile](#)

The main content area on the right contains the following text:

Complete history
or
Supplement to annual driver review
Annual (with annual violation and review)
Select period

Comprehensive company and employee safety performance history

Employee Review Tab — Page 1 Entire History

Disciplinary Action

Date	Is Suspended	Discipline	Reason	Suspension End	Notes
4/19/2006	N	Written	Other		Letter-You moved a drum without using a drum dolly and were injured. It is important to perform your job safely.
9/30/2010	N	Verbal	Performance		Assigned to take trailer #53172 to CAX relay but moved wrong trailer which caused major changes to linehaul assignments

Costs

Type	Category	Date	Cost
DOT	Test	4/28/2006	\$35.00
Training	Hazmat	11/14/2006	\$15.00
DOT	Test	6/27/2008	\$43.75
DOT	Test	10/13/2010	\$45.00
Total			\$138.75

MVA

Record No.	Accident Date	Record Type	Accident Type	Determination	Discipline	Letter Type	Terminal
6770	8/24/2006	Incident	Animal	Record Purposes Only	None		NORRISTOWN
7160	12/19/2006	Accident	Struck by other	Non-Chargeable	None	Non-Chargeable	NORRISTOWN
11112	11/20/2010	Incident	Animal	Record Purposes Only			CHERRY HILL

Injury/Illness

No.	Date	Injury Code & Description	Loss	Restr	Discipline	Letter Type	Status	Close Date
3389	4/18/2006	Crushing		12	Instructional	Unsafe Act	Closed	10/30/2006

Incidents

No incidents have been found.

Training History

Required Training	Frequency	Last Attended	Last Certified	Next Due	Exempt Date
Bloodborne Pathogens	Every 3 Years				
Carbon Monoxide	Every Year				

Populates from information entered into the other modules

Comprehensive employee history on one form

Accepts feeds from other systems

Employee Review Tab — Entire History Page 2

Sexual Harassment/Discrimination Video	Once	3/2/2006			
Non-Required Training					
	Frequency	Last Attended	Last Certified	Next Due	Exempt Date
Smith Systems Training	Once	8/8/2006			
Forklift Training	Every 3 Years	12/17/2008		12/17/2011	

Violations

No Violations have been found.

Inspections

No Inspections have been found.

Compliance

No.	Date	Report By	Unsafe Act	Discipline	Letter Type
1688	11/4/2008			Warning	Warning
1670	10/15/2008	Dean Yockey	Log Violation—10 Hour Rule Violation,	Warning	Warning

SOAR History

No SOAR records have been found.

CSA Points

Total Points: 0 Terminal Ranking: 40% Corporate Ranking: 42%

Compliance Points

Total Points: 0 Terminal Ranking: 26% Corporate Ranking: 28%

**Notifies
management of
employees
developing a risk**

**Company can be
pro-active with
remedial training**



Driver Performance Review



Driver Performance Review

Period: 1/1/2013 to 12/31/2013

Name: Anthony, David K (500914) Terminal: Allentown

GENERAL SAFETY

Accidents Reviewed:

ID	Accident Date	Record Type	Accident Type	Determination	Discipline	Letter Type	Terminal
13579	05/13/2013	Incident	Wire	Record Purposes Only			ALLENTOWN
13548	05/31/2013	Incident	Wire	Record Purposes Only			ALLENTOWN
13871	08/07/2013	Accident	Fixed object	Chargeable	Warning	Chargeable Warning	ALLENTOWN
14384	12/20/2013	Accident	Turning accident	Non-Chargeable			ALLENTOWN

Select Date Range



Roadside Inspections:

ID	Type	Origin	Destination	Date	Comments	Discipline	Letter Type
6282	Random	ALLENTOWN	ALLENTOWN	06/06/2013			

Violations Reviewed:

No VIOLATIONS were found for this period.

Injuries/Illness Reviewed:

No INJURIES/ILLNESSES were found for this period.

Incidents:

No INCIDENTS were found for this period.

Compliance:

No COMPLIANCE items were found for this period.

Signature/acknowledgement and date at bottom of form

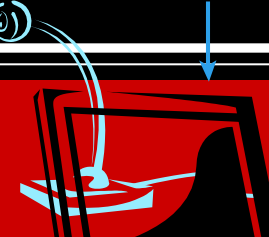
Administration Module



- Set firewalls
- Add/delete users
- Set up email alerts
- Change CSA points

Manage the administration of the database

Terminal Summary



Terminal Summary Report for Active Employees 1/1/2011 To 1/15/2011

1 of 1

Position	Employee	Incidents	Accidents	WC	Obsv	Violations	Insp	Discipline
CUMBERLAND								
CITY ST HOURLY	12	0	0	0	0	0	1	0
CITY TT DRIVER	1	0	0	0	0	0	0	0
CITY TT HOURLY	21	0	0	0	0	0	0	0
DOCKWORKER	8	0	0	0	0	0	0	0
INBOUND PLANNER	1	0	0	0	0	0	0	0
LEAD MECHANIC	1	0	0	0	0	0	0	0
LINEHAUL DRIVER - MILEAGE	2	0	0	0	0	0	0	0
LINEHAUL DRIVER MILEAGE	12	0	0	0	1	0	0	0
MECHANIC	1	0	0	0	0	0	0	0
PT CITY ST DRIVER	1	0	0	0	0	0	0	0
PT CITY TT DRIVER	1	0	0	0	0	0	0	0
PT DOCKWORKER	8	0	0	0	0	0	0	0
SPRINTER DRIVER	1	0	0	0	0	0	0	0
TOTAL	70	0	0	0	1	0	1	0

Sills, Robert					
Linehaul Driver Mileage			Status: A Employee No: 105732		
Date	Weekday	Type	Activity	Action	Description
1/10/2011	Monday	9:46 PM	Driving Safely.	None	

Vonstein, Marie					
City ST Hourly			Status: A Employee No: 500393		
Date	Weekday	Type	Level	Action	Description
1/6/2011	Thursday	Random	Walk Around		None

- Shows all activity at a terminal for a specified time period
- Managers can quickly identify employee issues and be proactive

Terminal/regional manager summary



SAFETYBOX

Excellent Return on Investment

HIGHLIGHTS

- ✓ Designed by truckers for truckers
- ✓ Reduces staff
- ✓ Economical
- ✓ Easy to use
- ✓ Host or purchase licensing agreement
- ✓ Customizable





Safety Recognition Return on Investment National and State



Questions?

Thank you



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