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# The ExtraMile

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# FALL

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# REACH OUT TO THE SAFETY SERVICES REPRESENTATIVE

***BRAKES, LIGHTS, AND TIRES ARE MY MOST COMMON VIOLATIONS. HOW CAN I IMPROVE MY CARRIER SAFETY PROFILE RESULTS?***

One way to improve your Carrier Safety Profile results is through clean inspections over time. To do this, consider three approaches: training, teamwork, and metrics. Your Carrier profile is a great tool for identifying the drivers (and mechanics) responsible for the most violations. This approach is reactive, but if the rest of the fleet appears to be performing well, you can focus your immediate attention on those individuals needing improvement. However, before you schedule them for remedial training, look for the problem's root cause. Is it the worker's attitude? What if the problem is systemic, such as management pushing hot loads despite reported mechanical defects? Training cannot resolve these issues. However, if training is the solution, devise a program to help the driver learn the proper inspection techniques.

It is also important to remember that everyone contributes to the company's safety performance. Even as it relates to brakes, tires, and lights, it is not just the driver who will help improve your Carrier Profile results. Everyone, from the driver and mechanics to the back-office staff who maintain service records and purchase replacement parts, plays a role in obtaining clean inspections. It is a team effort, one which goes hand in hand with metrics.

Metrics like your Carrier Profile can help you identify negative trends and establish goals for improvement. By using metrics for each department, you can evaluate their safety performance and possibly identify underperforming teams. As mentioned earlier, Carrier Profiles can show you which vehicles are experiencing the most violations. You can then use the data to trace violations to the mechanic(s) responsible for servicing the vehicle. You can even determine which violations should have been caught by the driver or mechanic.

## CALL TO ACTION

- Use your Carrier Safety Profiles to identify negative trends in maintenance violations and devise a plan for improving your results.



# COACHING POST-INCIDENT BEHAVIOUR CHANGE

One trait that can set a trucking company apart from its peers is how it responds after an incident occurs. Post-incident driver coaching can play a crucial role during this stressful period and requires a delicate balance of support and accountability. Consider that the goal is not to criticize the driver and assign blame; it is about changing behavior and improving performance so the driver does not repeat the same mistakes. Here are some coaching strategies to consider that you might try incorporating into your post-incident procedures.

## PROVIDE SUPPORT

Even if a driver is not injured, being involved in an incident can be traumatic, leaving a driver in a state of shock or experiencing a wide range of emotions. Before you can constructively coach the driver, offer support services such as counseling through an employee assistance program.

## INVESTIGATE THE ROOT CAUSE

Before coaching can begin, it is essential to conduct a thorough investigation to understand the root causes of the incident. The incident may have been preventable even if the driver was not at fault. Conducting an incident investigation may help identify areas for improvement.

## COMMUNICATE CLEARLY

Establish two-way communication at the onset of the first coaching session. Coaches can help alleviate the driver's concerns by using non-confrontational language and focusing on facts rather than opinions. Be specific about the behaviors that need to change.

## CONDUCT A ROAD TEST

Road testing applicants and tenured drivers is one way to observe driver behaviors behind the wheel and around the truck. This technique may help you identify performance gaps and teach proper techniques. A road rest could also be used after an accident to re-certify the driver and ensure they are ready to return to work.

## SET SMART GOALS

Effective coaching often involves helping drivers set SMART goals, which are specific, measurable, achievable, relevant, and time-bound. Consider monitoring drivers using tools like fleet management software to determine if they are meeting their performance goals.

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



## CALL TO ACTION

- Consider developing a driver coaching program.



# TIPS FOR BUILDING A SAFETY-MINDED WORKFORCE

**P**ossessing a company culture that values safety is a common trait among successful trucking fleets. Culture defines an organization, and typically, fleets that value safety experience lower employee turnover, higher productivity, improved customer service, and decreased vehicle accidents and work-related injuries. Selecting and retaining the right workers is one critical component to building this culture because safety-minded individuals practice safety and set a strong example for others. Here are five more tips for creating a safety-minded workforce.

## **GIVE SELECTION DUE DILIGENCE**

Evaluate how candidates “show up” to work during the selection process. Specifically, do they approach every task with safety in mind? Pre-trip inspections and road testing are two hands-on ways to observe candidates. Also, asking safety and compliance-related questions during interviews and conducting background checks may provide a pretty good idea of how well a candidate will fit into your culture.

## **PROVIDE SAFETY TRAINING**

Culture is not what you do but how you do it. Consider providing safety training in new employee orientation, this can help you create the expectation up front that employees are responsible for performing safely and reporting unsafe conditions to management. This training can be followed up during onboarding when new employees receive job-specific training. Mentoring and ongoing safety training are additional ways to keep safety at the forefront of all employees’ minds.

## **PROMOTE ACCOUNTABILITY**

Consider measuring safety performance across the company. If safety is a core value, then it should be evident in every aspect of your operations. For example, monitoring drivers’ motor vehicle records, conducting facility inspections, and tracking accidents, injuries, and near misses are ways to evaluate performance and identify opportunities for coaching and training.

## **RECOGNIZE AND REWARD SAFE BEHAVIOR**

Recognizing and rewarding employees for safe behavior can help reinforce a safety-minded culture. One way to accomplish this goal is utilizing bonus programs and methods, such as gift cards, driver appreciation and verbal praise, can be meaningful to workers. By publicly acknowledging safe behavior, leaders visibly demonstrate their support for everyone’s contributions.

## **SOLICIT EMPLOYEE FEEDBACK**

Soliciting employee feedback on safety-related issues is a great way to identify areas for improvement. It also demonstrates to employees that their safety concerns are valued; listening to employee concerns will be appreciated and could help improve employee retention.

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

## **CALL TO ACTION**

- Document all road tests and background checks on all driver applicants.



# TIME TO DISCUSS **CONFINED SPACES**

**C**onfined workspaces is a term trucking fleets might associate solely with tanker operations, but in truth, confined spaces can be any area that is not necessarily designed for people but is large enough for workers to enter and perform certain jobs. A confined space is not designed for continuous occupancy and has limited or restricted means for entry or exit, such as a service pit in the shop. In the Canadian Center for Occupational Health and Safety (CCOHS), it is defined how to effectively control the risks associated with working in a confined space meeting one of these characteristics:

- It is not primarily designed or intended for continuous human occupancy
- Has limited or restricted entrance or exit, or a configuration that can complicate first aid, rescue, evacuation, or other emergency response activities
- Can represent a risk for the health and safety of anyone who enters, due to one or more of the following factors:
  - its design, construction, location or atmosphere
  - the materials or substances in it
  - work activities being carried out in it, or
  - the mechanical, process and safety hazards present
- Confined spaces can be below or above ground (examples: tanks, water supply towers, sewers, pipes)

Confined spaces can increase the risk of injury or death if a worker becomes trapped or incapacitated inside the space. Some of the hazards that may exist inside a confined space include:

- Poor air quality is due to insufficient amounts of oxygen, the buildup of harmful gases, fumes, or vapors. Exposure to these substances can cause respiratory problems, dizziness, or even suffocation.
- Chemical exposures in the area such as fuel, oil, or cleaning products can result in skin irritation, chemical burns, or other serious health effects.
- Fire hazard - An explosive or flammable atmosphere due to flammable liquids and gases and combustible dusts which, if ignited, would lead to fire or explosion.
- Physical hazards, including moving parts of machinery, sharp edges, or uneven surfaces. These hazards can cause injuries such as cuts, bruises, or fractures if not properly managed.
- Engulfment caused by a worker being exposed to flowing liquids or loose materials. Engulfment can lead to suffocation or drowning, especially if the substance is difficult to escape from.

Trucking companies should implement a comprehensive confined space entry program to mitigate these hazards. This can include:

1. Identifying all confined spaces and assessing the risks associated with each space.
2. Implementing safe work practices for entering, working in, and exiting confined spaces. These practices may include procedures for testing the atmosphere, using personal protective equipment, and communicating with workers inside the space.
3. Providing training to workers exposed to the hazards of confined spaces, including awareness of symptoms and emergency response.
4. Establishing rescue procedures by coordinating with local emergency services and ensuring rescue equipment is readily available.
5. Monitoring, inspecting, and maintaining equipment used in confined spaces, such as ventilation systems, lighting, and communication devices, to ensure they are in good working condition.

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

## CALL TO ACTION

- Analyze your operations and implement a hazard assessment and control program if needed.
- Refer to Canadian Center for Occupational Health and Safety (CCOHS) for more information on confined spaces if needed.

# WHEN A SPILL HAPPENS WHO MUST YOU CONTACT

The environmental acts and/or regulations in Canadian provinces and territories related to spills are similar in that immediate reporting, mitigation, and restoration of the environment are all required. Immediate reporting is critical to minimize the potential for the regulators to issue orders and/or fines.

Fines and penalties can be civil but can also be criminal in certain situations where there are significant environmental impacts, the entity that was in care and control of the pollutant has not executed its responsibilities, and where there has been criminal negligence. In Quebec and Ontario, the legislation requires that spills need to be restored to pre-existing conditions. For other provinces and territories, the legislation is not as specific. The requirement to restore the environment is consistent with established case law where third parties must be made whole when their properties are environmentally impacted by others. Where restoration to pre-existing conditions cannot be achieved, the ultimate remediation targets may be case-specific.

In the event of a spill, please contact the appropriate regulatory entity noted below. Immediately contact your insurer, Old Republic Insurance Company of Canada, to report the incident at 1-800-228-8046.

PROVINCE	REGULATOR	SPILL REPORTING	REGULATIONS
British Columbia	British Columbia Ministry of the Environment	1-800-663-3456	<ul style="list-style-type: none"> <li>• Reg 187_2017 Spill Reporting - Last amended September 1, 2023, by B.C. Reg. 201/2023</li> </ul>
Alberta	Alberta Environment and Protected Areas (AEPA) Alberta Energy Regulator (AER) <sup>1</sup>	1-800-222-6514	<ul style="list-style-type: none"> <li>• Alberta Tier 1 and Tier 2 Soil and Groundwater Remediation Guidelines</li> </ul>
Saskatchewan	Saskatchewan Environment	1-800-667-7525	<ul style="list-style-type: none"> <li>• Saskatchewan Environmental Quality Guidelines (SKEQG)</li> </ul>
Manitoba	Manitoba Conservation	1-204-944-4888	<ul style="list-style-type: none"> <li>• Contaminated Sites Remediation Act (CSRA)</li> <li>• Environmental Accident Reporting Regulation (Reg 439 / 87)</li> </ul>
Ontario	Ontario Ministry of Environment, Conservation and Parks (MECP)	1-416-325-3000 1-800-268-6060	<ul style="list-style-type: none"> <li>• Environmental Protection Act (EPA)</li> </ul>
Quebec	Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs (MELCCFP)	1-514-283-2333 1-866-283-2333	<ul style="list-style-type: none"> <li>• Loi sur la qualité de l'environnement</li> </ul>
New Brunswick	New Brunswick Environment and Local Government	1-506-444-5149 1-800-565-1633 (after hours)	<ul style="list-style-type: none"> <li>• Clean Environment Act</li> <li>• Guideline for the Management of Contaminated Sites</li> <li>• Atlantic RBCA Remediation Criteria</li> </ul>

<sup>1</sup> - Regulates products originating from an oil & gas producer or facility.

## SPILL REPORTING CONTACTS

PROVINCE	REGULATOR	SPILL REPORTING	REGULATIONS
Nova Scotia	Nova Scotia Environment and Climate Change	1-902-424-7773 1-800-565-1633 (after hours)	<ul style="list-style-type: none"> <li>• Environment Act</li> <li>• Atlantic RBCA Remediation Criteria</li> </ul>
Prince Edward Island	Prince Edward Island Ministry of Environment, Energy and Climate Action	1-902-368-5700 1-800-565-1633 (after hours)	<ul style="list-style-type: none"> <li>• Environmental Protection Act</li> <li>• Atlantic RBCA Remediation Criteria</li> </ul>
Newfoundland and Labrador	Department of Environment and Climate Change	1-709-772-2083 1-800-563-2444	<ul style="list-style-type: none"> <li>• Environmental Protection Act</li> <li>• Atlantic RBCA Remediation Criteria</li> </ul>
Yukon Territory	Yukon Environmental Protection	1-867-667-7244	<ul style="list-style-type: none"> <li>• Contaminated Sites Regulation (CSR)</li> </ul>
Northwest Territories and Nunavut	Northwest Territories Environment and Climate Change	1-867-920-8130 <sup>2</sup>	<ul style="list-style-type: none"> <li>• Northwest Territories Environmental Protection Act</li> <li>• Canada-wide Standards for Petroleum Hydrocarbon in Soils (PHC CWS)</li> <li>• Consolidation of Spill Contingency Planning and Reporting Regulations</li> </ul>
Federal Land, National Parks & Indigenous Lands	Environment and Climate Change Canada	Report to regulator in applicable province and inform the representative that the release occurred on federal lands. Request assistance on contacting the appropriate party.	<ul style="list-style-type: none"> <li>• Canadian Council Ministry of Environment (CCME)</li> <li>• Canadian Environmental Protection Act, 1999 (CEPA 1999)</li> </ul>
(Federal) Transportation firms or certain shippers that are handling dangerous goods must have an approved Emergency Response Assistance Plan (ERAP) for certain pre-determined products. Firms with ERAPS must notify CANUTEC when there is a release.	CANUTEC is operated by Transport Canada's (TC) Transportation of Dangerous Goods (TDG) Directorate. In the event of an emergency involving dangerous goods, contact CANUTEC.	CANUTEC: 1-888-CAN-UTEC (226-8832) 1-613- 996-6666 or *666 on a cellular phone	<ul style="list-style-type: none"> <li>• Transportation of Dangerous Goods Regulation</li> </ul>

<sup>2</sup> - Please complete the form available at [https://www.gov.nt.ca/ecc/sites/ecc/files/resources/spill\\_report\\_form\\_e\\_fillable.pdf](https://www.gov.nt.ca/ecc/sites/ecc/files/resources/spill_report_form_e_fillable.pdf) and email to [spills@gov.nt.ca](mailto:spills@gov.nt.ca)

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The information in this document has been provided by:  
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# THE OLD REPUBLIC CANADA LEARNING LIBRARY

## SAFETY AT YOUR FINGERTIPS

The Learning Library provided by Old Republic Canada offers you access to safety videos and webinars for FREE on the Infnit-I Workforce Solutions training platform.

Over 300 videos in the Learning Library cover the latest safety issues in the trucking industry, from preventing crashes and injuries to reducing roadside inspection violations, and more!



Training on the Infnit-I platform lets you access safety content 24/7 from any internet-enabled device, including PC, laptop, tablet, or smart phone.

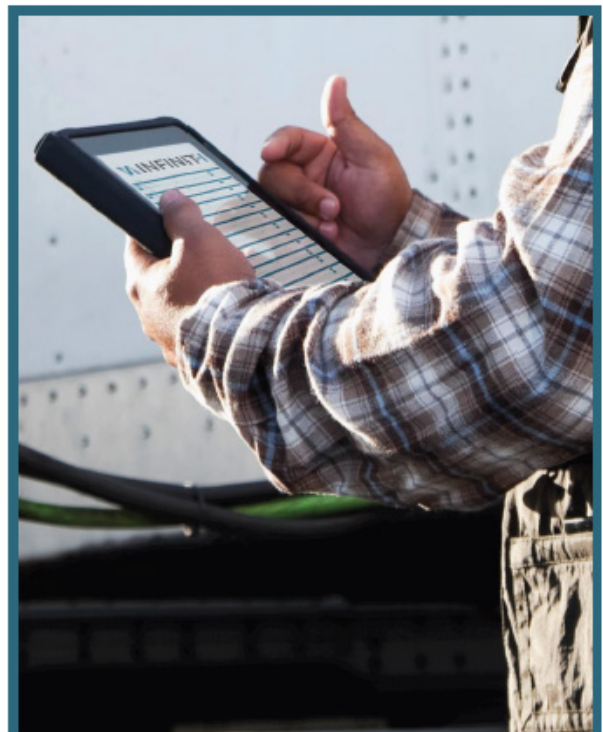
Get started today at  
[www.orican.infnit-i.net](http://www.orican.infnit-i.net)

With Old Republic Canada's Learning Library, you get:

- Unlimited Technical Support
- Unlimited Customer Support
- 500+ Safety Videos
- Old Republic Canada's Value-Driven Content



Powered by Vertical Alliance Group



# ACCESS ONLINE RESOURCES

## LEARNING LIBRARY

The Learning Library contains hundreds of safety videos, which can be accessed 24/7 using an internet-ready device like a PC, laptop, tablet, or smartphone. Insureds are encouraged to share their Learning Library usernames and passwords with employees. Employees can only watch videos; they cannot edit or view the company's sensitive policy information while logged into the Learning Library.

## LOGIN INSTRUCTIONS

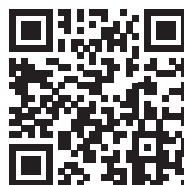
1. Open your internet browser and go to [orican.infinet-i.net](http://orican.infinet-i.net).
2. At the Learning Library home page, enter your username and password to log in.
  - Username - Enter your primary Old Republic Canada policy number (Ex. T12345).
  - Password – Enter 'oldrepublic' as your password. Your password can be changed by completing your profile or calling Infnit-i Workforce Solutions at 877.792.3866 x300.
3. On the Resources page, click the 'Details' button to the left of the resource name to expand the selection.



## The Online Learning Library is Now Available as a Mobile App

Download the Free Infnit-I Workforce Solutions App on Your Apple or Android Device!

You can also access the Learning Library by scanning the QR code.





**REPORT  
ALL CLAIMS  
1-800-228-8046**



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