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FOUR TRAITS TO BE A MORE IMPACTFUL LEADER THIS YEAR

Impactful leaders have a way of influencing others through their actions and words. A key to their effectiveness is the leadership style(s) they employ, which is not one size fits all. Depending on the audience, skilled leaders may utilize multiple styles, sometimes incorporating more than one at the same time. However, whether the situation calls for a servant leadership approach or perhaps an authoritarian style, there are core traits underlying any leadership style; every leader should master these core traits. Here are four essential traits to help improve your effectiveness.

BE A STRONG COMMUNICATOR.

Communication is key in a trucking company, and an effective leader excels in both giving clear directives and actively listening to their subordinates, customers, and vendors. Clear communication fosters understanding, collaboration, and trust among employees.

BE A STRATEGIC THINKER.

A great leader has a vision for the future and the ability to develop strategic plans that align with company goals. Leaders anticipate industry changes, adapt to market demands, and make informed decisions that position the company for growth and success.

BE EMPATHETIC AND SUPPORTIVE.

Empathy is a powerful trait that effective leaders possess. They understand the challenges faced by drivers and other staff members and provide support, guidance, and resources to ensure their employees' well-being and professional development.

BE A DECISIVE PROBLEM SOLVER.

Empathy is a powerful trait that effective leaders possess. They understand the challenges faced by drivers and other staff members and provide support, guidance, and resources to ensure their employees' well-being and professional development.

Submitted by:

Denise Denison, CDS

Safety Services Representative

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CALL TO ACTION

- Enhance communication by inviting regular feedback between departments





HELP DRIVERS MANAGE FATIGUE

Driver fatigue remains a significant concern in the trucking industry, posing risks to road safety and the health of drivers. Implementing effective strategies to manage and mitigate driver fatigue is crucial for ensuring safer roads and promoting the well-being of those behind the wheel. The demanding nature of trucking schedules often leads to fatigue among drivers, affecting their alertness, reaction times, and overall performance. Recognizing the signs of fatigue is vital, and acknowledging the importance of adequate rest and breaks is the cornerstone of fatigue management. Below are several tips to help educate your drivers on managing fatigue.

PROMOTE NAPS DURING BREAKS

A motor carrier can help drivers manage fatigue by promoting naps during the driver's mandated 30 minute break following eight hours of cumulative driving. It is not enough for drivers to simply pull over and get out from behind the wheel. According to Hawai'i Pacific Health, "Researchers found that those who napped regularly reaped greater restorative effects than those who failed to nap."¹

¹Source: <https://www.hawaiipacifichealth.org/healthier-hawaii/live-healthy/why-napping-is-better-than-coffee-when-you-need-a-midday-boost/>.

CREATE REALISTIC SCHEDULES

Create realistic schedules that prioritize drivers' rest periods, ensuring compliance with hours-of-service regulations. Avoid prolonged shifts and encourage regular breaks to prevent cumulative fatigue. Be flexible with scheduling. Even if drivers have not been driving all day, encourage them to listen to their bodies. If the driver is tired and time permits, encourage them to pull over to a safe area to nap.

PROMOTE HEALTH AND WELLNESS

Educate drivers on healthy eating habits, the importance of daily activity, and prioritizing mental health. This can also include recognizing the signals of drowsiness and, if planning to get behind the wheel, avoiding medications that can induce drowsiness.

EDUCATE DRIVERS ON QUALITY REST AND SLEEP DISORDERS

Provide comprehensive training to drivers about recognizing and managing fatigue. Promote open communication about sleep quality, stress, and workload issues to address concerns effectively. Note: If a driver expresses trouble sleeping, encourage them to talk to their doctor about a possible sleep disorder.

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

Submitted by:
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Safety Services Representative
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CALL TO ACTION

- Identify and implement onboard technologies to help reduce the risk of vehicle accidents.



FIVE TOOLS TO HELP AVOID FUTURE INCIDENTS

Vehicle accidents represent one of the most significant loss exposures facing motor carriers. Even in a best-case scenario where no one involved was injured or killed, your driver was deemed not at fault, and the accident non-preventable, the incident still creates a significant business interruption, which can cost your company valuable time and money. On the flip side, what if the worst-case scenario occurs? The stakes can go way up, and the motor carrier could be looking at a severe claim in the event of a catastrophic loss.

The uncertainty surrounding these scenarios keeps trucking company owners and operations staff awake at night, but it does not have to be that way. The American Transportation Research Institute (ATRI) updated its “Predicting Truck Crash Involvement” study in 2022, and its findings show a strong link between unsafe driver behaviors and future crashes. The table below shows the top ten crash predictor behaviors, according to ATRI. As you consider these unsafe behaviors, ask yourself when you last evaluated your drivers. How many drivers have exhibited these unsafe behaviours?

Driver Behavior	Future Crash Likelihood Increase
Failure to yield right-of-way violation	141%
Failure to use / Improper signal conviction	116%
Past crash	113%
Reckless driving conviction	104%
Failure to obey traffic sign conviction	85%
Failure to keep in proper lane conviction	78%
Improper or erratic lane change conviction	77%
Reckless / Careless / Inattentive / Negligent driving conviction	62%
Improper lane / location conviction	61%
Failure to obey traffic signal / light conviction	55%

This knowledge can help to take the guesswork out of loss prevention. Motor carriers can leverage technology and good old-fashioned evaluation techniques to assess drivers and applicants to identify unsafe behaviors and proactively take corrective measures to avoid future incidents. Below are five low-cost ways in which to do this.

PRE-EMPLOYMENT SCREENING PROGRAM

The Federal Motor Carrier Safety Administration's (FMCSA) Pre-Employment Screening Program (PSP) provides motor carriers, individual drivers, and industry service providers access to commercial drivers' safety records from the FMCSA's Motor Carrier Management Information System (MCMIS). PSP is a great tool to evaluate applicants before making a hiring decision. It provides an applicant driver's most recent five years of crash data and the most recent three years of roadside inspection data. Records are available 24 hours a day.

DRUG AND ALCOHOL CLEARINGHOUSE

The FMCSA's Commercial Driver's License Drug and Alcohol Clearinghouse is a secure online database that gives employers and other authorized users real-time information about commercial driver's license and commercial learner's permit (CLP) holders' drug and alcohol program violations. The Clearinghouse gives employers access to information they need to make informed safety decisions about which employees to place in safety-sensitive functions, including operating a commercial motor vehicle (CMV).

SAFETY MEASUREMENT SYSTEM/CVOR OR PROVINCIAL SAFETY PROFILE

Every motor carrier's safety data appears online in FMCSA's Safety Measurement System (SMS). FMCSA updates the SMS monthly with data from roadside inspections, including driver and vehicle violations, crash reports from the last two years, and investigation results. The SMS data is organized into seven Behavior Analysis and Safety Improvement Categories (BASICs):

- Unsafe Driving – Speeding, reckless driving, improper lane change, inattention, no seatbelts, etc.
- Crash Indicator – Histories of crash involvement. (Not Public)
- Hours-of-Service (HOS) Compliance – Noncompliance with HOS regulations, including logbooks.
- Vehicle Maintenance - Brakes, lights, defects, failure to make required repairs, etc.
- Controlled Substances/Alcohol - Use/possession of controlled substances/alcohol, etc.
- Hazardous Materials Compliance - Leaking containers, improper packaging and placarding, etc.
- Driver Fitness - Invalid license, medically unfit to operate a CMV, etc.

SMS is free and an excellent tool for identifying good and bad trends and leading indicators that could lead to a future incident. For more information about SMS, go to <https://csa.fmcsa.dot.gov>. Similarly, look to monitor your Canadian provincial safety profile monthly for any leading indicators or bad behavior patterns.

TELEMATICS

Telematics systems collect data via sensors, GPS technology, and onboard diagnostics, allowing motor carriers to proactively track driver behavior and aggregate the data into driver scorecards. By providing each driver with a visual representation of their performance in critical areas, such as speeding, aggressive driving, and idling, managers can address problem behaviors and reward improvements. A scorecard can also serve as self-motivation for drivers when they see how they rank against other drivers in the fleet.

PERSONAL OBSERVATIONS

Conducting a personal interview and observing the driver during a road test are two methods of directly assessing a driver's skills and habits. From evaluating the driver's attention to detail while conducting a pre-trip vehicle inspection to observing how the driver operates a commercial motor vehicle in various conditions, personal observations can help a motor carrier determine if the driver not only meets the qualifications for the job but can also adhere to the company's safety standards.

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

Submitted by:

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Manager, Safety Services

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CALL TO ACTION

- Incorporate analytical tools into your applicant screening and selection processes.



WHY EVERY TRUCK DRIVER SHOULD HAVE A DASH CAM

With footage of exactly what happened, you have evidence to defend yourself. Your insurance company has evidence to defend you. The more evidence you have to support the fact that you were not liable for the accident, the less likely you are to be found at fault for it.

Give it to the police officer on the spot to avoid a Citation.

Bring it to a court to prove your innocence against a distracted or reckless driver.

With a dash cam, someone's reckless driving behaviour will be recorded. For example, if you suspect a driver of driving drunk or committing another infraction, such as texting and driving, you can use the footage from your dash cam to prove it and report them accordingly.

- A Message from the Commercial Claims Department

Submitted by:
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Vice President / Claims

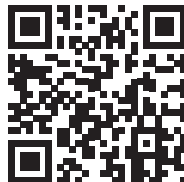


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