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TIME TO DISCUSS SPRING DRIVING HAZARDS

Winter is nearly in the rear-view mirror, which means it is time to start thinking about spring and the unique driving hazards this season brings. The operations staff is crucial to preventing vehicle crashes by being proactive and discussing springtime hazards with drivers and recommending the Essential 7 Driving Techniques as a defence.

Adverse Road Conditions

Potholes pose a significant risk to drivers and equipment. These hazards are created when melting snow and ice seep into the soil under the pavement. When the water freezes, it expands, causing the pavement to bend, crack and weaken. As the ice melts, the pavement contracts and leaves gaps or holes in the surface. If this continues, the pothole gets bigger. When a tire strikes a pothole and loses pressure through a slow leak or all at once due to a blowout, the result can be a loss of control crash and possibly a high-dollar loss. Encourage drivers to utilize the following Essential 7 Driving Techniques:

- Be attentive to the road ahead
- React properly to hazards

Bad Weather

The spring months bring warmer temperatures and extreme weather systems, such as tornadoes, heavy rains, severe thunderstorms, flooding, and high winds. Operations staff should monitor weather forecasts, communicate when bad weather is approaching, and either reroute drivers away from these systems or find a place for the driver to safely pull over and wait the storm out. Also, remind drivers of the Essential 7 Driving Techniques when faced with deteriorating weather conditions:

- Maintain proper following distance
- Observe the proper speed for conditions
- React properly to hazards

Congested Traffic

Additional cars, motorcycles, pedestrians, and bicycles are on the road as the weather improves, and they create unique hazards for truck drivers. Likewise, slower-moving vehicles like farm

equipment and holiday travellers are on the road more as well. Operations staff can help drivers by being a calming voice when drivers face frustrating traffic conditions. If feasible, route drivers away from congested areas - especially during peak rush hour times. Also, encourage drivers to adopt the following Essential 7 Driving Techniques:

- Avoid Distractions
- Yield the right of way
- Be attentive to the road ahead
- React properly to hazards
- Maintain proper following distance

CALL TO ACTION

- **Monitor weather reports and keep drivers informed of adverse conditions.**
- **Reroute drivers from congested traffic areas.**
- **Remind drivers to use the Essential 7 Driving Techniques**

Road Construction

Road construction will increase in the spring months, slowing down traffic and increasing frustration levels. Route drivers away from construction zones or call the receiver if a shipment will be delayed due to construction. Either action can help ease the driver's stress so he or she can remain focused on driving. Likewise, remind drivers to manage the space around the truck and utilize the following Essential 7 Driving Techniques:

- Maintain one lane whenever possible
- Avoid distractions
- Observe proper speed for conditions

*Submitted by: Aysegul Tuncertan, Underwriting Manager
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PREVENTING SPREAD OF LANTERNFLY

Effective May 2019, Permits and Training will be required by Pennsylvania Department of Agriculture to prevent spread of Spotted Lanternfly.

To prevent the further spread of the Spotted Lanternfly (which is damaging to agriculture), a series of quarantined areas have been designated in southeastern Pennsylvania and in and around Philadelphia. The spotted lanternfly is an invasive species of insects from Asia that first appeared in Pennsylvania in 2014.



If your trucks stop in the quarantine zones for any purpose (other than for refueling or at a traffic signal), including to take a rest break, your drivers are required to obtain training and a permit is required for the truck.

The training and permits are FREE and can be completed online. Enforcement will commence May 2019 with roadside stops. States in the areas surrounding quarantine areas (NY, DE and NJ) will also be conducting stops, checking logs and bills of lading. All surrounding states will be recognizing permits and training received through the Pennsylvania program.

A company manager will have to take a short online course through Penn State's Agriculture Extension Service. The training typically takes 1.5 hours or less to complete. Once completed, the manager can order the permits and train drivers and warehouse workers.

After online training is completed, companies will be able to request the number of permits they require. Permits are sent via mail and arrive within 2-3 weeks.

For detailed information on the training and permits, please go to <https://bit.ly/2IGJQzQ>. Permits are available as hangtags (kept with vehicle registration), or decals to be placed on a truck's driver side door.

Questions regarding these new permit and training requirements, can be directed to the Pennsylvania Department of Agriculture at slfpermit@pa.gov.

Submitted by:
William (Bill) Kalbhenn
Team Lead, Senior Safety Services Representative
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ESSENTIAL 7 DRIVING TECHNIQUES

Critical Crashes are not often the most frequent type of loss to occur. However, they are usually among the most costly. In our Value-Driven Driving Program, we often conduct conversations with professional truck drivers. These drivers typically agree on a standard of professional and personal values that include a commitment to: honesty, truth, trust, responsibility, accountability, integrity, and a dedication to driving in a manner that serves to protect others with whom they share the road.

In searching for a standard of driving that would protect others, the following 7 Essential Driving Techniques were developed:

1. Maintain a proper following distance
2. Keep the proper speed for conditions
3. Be attentive to the road ahead
4. Avoid all distractions
5. Maintain one lane
6. Yield the right-of-way
7. React properly to hazards

Together with professional drivers, we have determined that practicing these seven driving techniques with consistency and commitment could help prevent critical crashes from occurring.

William (Bill) Kalbhenn
Team Lead, Senior Safety Services Representative

WHEN YOUR CARGO IS NEVER TO BE SEEN

A “rogue” poses as a broker Vis a Vis a legitimate carrier and gets it’s “carrier information package”. The rogue then poses as a legitimate asset based carrier on Loadlink, “fooling” a broker into tendering freight to it. For a broker, the key test will be whether the broker acted reasonably in vetting the ‘carrier’. Does the broker have an established brokering division or are they just dabbling? Has the broker encountered this type of problem before?

Here are some tips for Preventive Maintenance:

- If you are using a load board, confirm membership and verify contact names and phone numbers. If you don’t see the company on there or the numbers don’t match, contact the load board officials.
- Review the paperwork you receive from a carrier to ensure it’s valid. Check that the documents are clear and that there are no variations in font types or any other obvious signs of tampering.
- Compare the authorities you have received with those listed on the DOT website (www.safetysys.org) to certify that the authorities are valid and that the contact numbers provided to you match those on the site.
- If a company claims that they are a secondary office of a US-based company of other large company, call the primary office to confirm the phone numbers and location of the secondary office. If it is a US-based carrier, ensure you receive their Canadian authorities.
- Call the insurance brokers to confirm coverage. Confirm the broker’s number online at www.canada411.com. Do not simply call the number listed on the copy of the policy you have received.
- Call display - use it. Is the number displaying as NA? Check to see if it’s a landline or a cell phone. Prepaid cell phones can easily be obtained with cash and no credit check. Check online services such as www.phonedetective.com to find out if the number is a cell phone. (Currently no services are available to advise if the cell phone number is prepaid or subscribed to.)
- Know the going rate. If a carrier contacts you offering a rate to move your shipment that sounds too good to be true, exercise additional vigilance.
- Talk to your shippers. Ensure they write down the license

plate of both the tractor and trailer and possibly the driver’s license when a carrier arrives to pick up a shipment. Ensure they don’t simply write down the name from the door of the truck.

- Ask for references and check them. Ensure you know who the references are and that they are legitimate companies.
- If you have been a victim of fraud or theft, report it.

Submitted by: Marg Lefler, FCIP, Claims Manager

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NEW FMCSA GUIDELINES AVAILABLE ONLINE

The new Federal Motor Carrier Safety Administration guideline provides simple explanations and templates to help companies that operate Commercial Motor Vehicles in the USA understand and comply with the Federal safety regulations.

<https://csa.fmcsa.dot.gov/safetyplanner/Default.aspx>

*William (Bill) Kalbhenn
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PROTECTING YOUR C.V.O.R./SAFETY RECORD

A C.V.O.R. or similar performance measure is an automated monitoring system that tracks a carrier's safety performance on the road. Every province/state in Canada and the US have some form of tracking system to do just that. Commercial Vehicles currently account for 15% of all traffic on the road and as commerce grows, so does the number of trucks on the road, which in fact has doubled over the last ten years. For example in Toronto, some 40,000 trucks pass through the area every day. An unsatisfactory safety rating can have many detrimental effects on a carrier's business model. It can affect the willingness of shippers to deal with the company, bring increased attention from various enforcement agencies (being involved in a collision, the past record will be brought to the forefront in the ensuing lawsuit), and it can certainly result in increased insurance cost for the company as insurers determine whether or not it presents an increased risk of financial losses through collision repairs and resulting lawsuits for injury compensation. Each jurisdiction has its own model for sanctions against carriers for unsatisfactory safety records, all the way from warning letters to removal of operating authorities. Should your record be deemed "unsatisfactory" based on the rules of the jurisdiction you are involved with, you may also be subject to a "facility audit" wherein inspectors go over your operations with a fine tooth comb, and financial penalties become the least of your problems.

Each jurisdiction has its own rating system but usually encompasses some sort of the following categories: Excellent, Satisfactory, Satisfactory-unaudited, Conditional, or Unsatisfactory. The ratings are based on on-road violations being incurred, and crash history. An accident is an unforeseen or unintended event that results in an injury, property damage, or material loss. But with an "accident" there is almost always a reason, usually two, as to why it happened. A preventable collision is one where the driver(s) failed to do everything reasonable to avoid it. With current laws emphasizing worker safety, everyone from dispatchers, to safety/compliance people to the owner, should be aware of possible personal liability under the Criminal Code. The recent Humboldt tragedy is an example of just such a result.

Carriers should carefully monitor their safety ratings and performance information including violation rates, thresholds, and audit scores. Problem areas should be identified and addressed in order to improve their performance. Failure to do so can have dire consequences for you personally and your company.

*Rick Gladman, CIP, CRM, CDS
Senior Safety Services Representative*

ASK OUR SAFETY PROFESSIONALS

If my driver's truck breaks down or has to stop on the shoulder of the road, what is he/she required to do to alert other road users?

According to the FMCSA regulation 392.22 and a "Good Safety Practice"

Emergency signals; stopped commercial motor vehicles.

Hazard warning signal flashers whenever a commercial motor vehicle is stopped upon the travelled portion of a highway or the shoulder of a highway for any cause other than necessary traffic stops, the driver of the stopped commercial motor vehicle shall immediately activate the vehicular hazard warning signal flashers and continue the flashing until the driver places the warning devices.

Warning devices (safety triangles) must be placed out in the prescribed manner for the roadway in use. The warning devices must be placed out as soon as possible, but no later than 10 minutes after pulling over.

Drivers must use caution when exiting the cab near the roadway and always wear an approved CSA - Reflective Safety Vest.

*William (Bill) Kalbhenn
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