

How Your Risk Management Program Affects Your Company And Customers

Safety and risk management naturally go hand and hand in our industry. It takes partnering with your employees and your customer on the process and expectation to create a safe work environment

Comments We Hear Too Often

- ▶ We have always done it this way
- ▶ Rules were made to be broken
- ▶ I could see that one coming
- ▶ Why am I in trouble? He was the one doing it wrong.

How Does Risk Affect The Workplace Atmosphere?

- ▶ Employee Morale
- ▶ Productivity
- ▶ Efficiency
- ▶ Employee Turnover

More Results Of Poor Risk Management

Insurance Premiums

Safety Score

Company Reputation

Lost Revenue



Responsibility To Our Employees

Training- What is your company training policy?

Is the level of expectation clear to the employees?



Promote A Safety Culture

- ▶ Promoting or even just creating a safety culture is a process
- ▶ Understanding current program vs where it needs to be
- ▶ Follow the process/enforce the process

Get Leadership On Board

- ▶ Safety culture starts at the top
- ▶ Ensure all managers are committed to holding themselves and the team to the standards that have been established

Appoint A Safety Director/Leader

- ▶ They can take ownership of reporting and documenting workplace hazards
- ▶ Listens to the employee concerns
- ▶ Reviews the process, what's working what needs more attention

Always Training And Communicating

- ▶ Constant communication is key
- ▶ Scheduled weekly meetings to refresh team safety goals
- ▶ Meeting should always include specific safety topic

Fine Tune The Process

- ▶ Train proper use
- ▶ Inspect equipment
- ▶ Document
- ▶ Communicate
- ▶ Resolve damage and billing

Team Questions For Evaluating

- ▶ Are we efficient?
- ▶ What are we missing?
- ▶ How can we improve?
- ▶ What needs to change?
- ▶ Is everyone aware of current safety standards?

More Questions....

- ▶ Are there recurring incidents?
- ▶ Do you have a well-documented and easily accessible standard for preventing/addressing hazards as they occur?
- ▶ Who is Responsible?

Safety is Everyone's Responsibility

Give authority to the entire team.

Listen to lessons learned

Encourage new ideas

SLAM

- ▶ **S** Stop work if you find yourself in danger
- ▶ **L** Look around before taking any action
- ▶ **A** Assess the situation, take time to consider action needed
- ▶ **M** Manage and anticipate the risk before problems arise

Monitor Your Progress

- ▶ Promoting safety is not a one-time event
- ▶ Follow up with team regularly
- ▶ Discuss team progress
- ▶ Acknowledge team efforts and progress

How Does This Affect Our Customers



Customer Service

If our team trusts the process there will be less mistakes made, team pride in safety ownership and delivery of safe equipment to our contractors.

Customer Safety

It's our job to partner with our contractors to promote jobsite safety.



Keep Contractors Involved

- Involve contractors in safety conversation
- Agree on jobsite safety requirements
- Update contractor when policy changes
- Ensure everyone on site is working from the same standards

We Want To Prevent

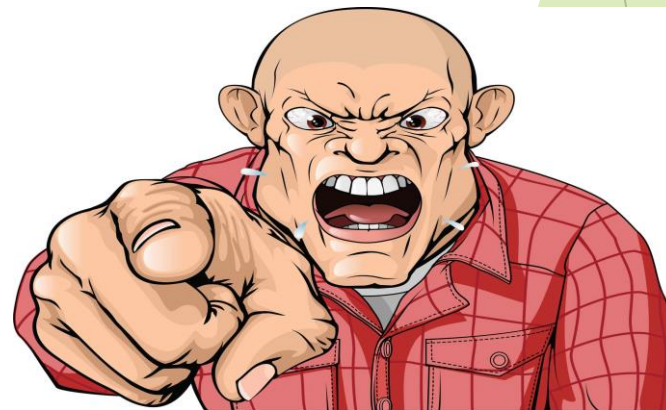
Customer Safety Issues

Delivery Of Damaged Equipment

Damaged Equipment Disputes

Broken Trust

Poor Customer Service



Delivery Of Damaged Equipment/Equipment Failure

Creates job delay, trust, and potential human injury or death.

Damage Disputes

If we send out damaged equipment even once, then the contractor can claim it came out that way in the future

Relationship Trust

Being an asset to our contractors starts with trust. Eliminate blame game and correct any equipment issues immediately. Repeated mistakes will quickly dissolve trust.

You Must Have Buy-In

Company-Team-Contractor-Crew



Train Proper Use

Training starts in company yard and ends on contractor jobsite.

What rigging is needed to safely use this equipment?

Do you need specific PPE to handle equipment safely?



Gloves



Glasses



Closed-Toe
Shoes

Inspect Your Equipment

When equipment is returned and leaves the yard.

Encourage Contractor to photograph any non urgent damages and call if damage creates a risk to using product

Checklist/Document/Report

Does your team have a checklist for returned equipment?

Documentation is essential for damage discussions.

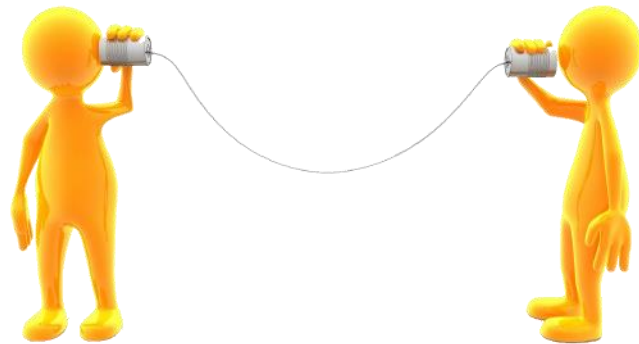
Report to the sales team so they are prepared for damage discussion.



More Communication

Communication with yard/dispatch team to sales team.

Communication with sales team to contractor.



Discuss And Bill Immediately For Damages

Discussing and billing for damages is a challenging call for any salesperson.

Any delay could cause immediate memory loss of contractor and crew.



Don't Be Reactive
Be Proactive

BE AWARE

BE PREPARED

Questions?
Ideas?
Lessons Learned?