

This month's safety topic:
Continual Improvement

Prevent Incidents from Happening the First Time

It is dangerous to believe that your safety management system is working simply because you haven't had any injuries or safety problems lately. It can also be dangerous to think that your safety management system has identified all possible workplace hazards and that you are sheltered from any workplace incidents.

Since most workplaces continually change processes, procedures and equipment, to be truly effective your safety management system must recognize that these changes are occurring and regularly review them through the process of continual improvement.

Most safety problems result from the interaction of people, materials, training, methods, machinery, equipment, and environment. Through hazard analysis and other means, the results of the interactions associated with a work process can be identified and controlled. A change to any one of the inputs to the process may in itself seem simple enough, but how a change in one area might impact other areas is often not fully considered. A Continuous Improvement Plan is a set of activities designed to bring gradual, but continual improvement to a process through constant review, including an assessment of how changes in the workplace are impacting safety.

Continuous improvement is the risk reduction strategy designed to reduce the potential for an incident to happen. Just because an incident hasn't happened does not mean that it can't happen or won't happen. Consider a job that has been done by the same person for a long time. Is the fact that this person has not had an injury a result of the person knowing the job or the nature of the equipment being used? If that person were replaced, should the same safety performance be expected?



Through the process of continual improvement, management regularly looks at each activity in the workplace and considers what will currently, or may in the future, impact safety and makes the necessary adjustments to assure that good safety results are maintained.

Don't wait for the first incident to implement your continuous improvement plan.

Rob Weston
Executive Director

QUOTE OF THE MONTH:

Precaution is better than cure. ~Edward Coke

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The Importance of **Continual Improvement**

It's not just a lot of **hot air**

By Tal Sperling

The term “continual improvement” has been coined to define an approach to managing a company’s quality, effectiveness, efficiency and to establish a strategy by which all aspects of a business are getting better through time. When used in relation to occupational health and safety, it is often used to imply a process of looking at policies, processes, hazards and work procedures through audits to ensure that any gaps in workplace health and safety are addressed and fixed in a timely manner.

Continual improvement is a very important part of a well functioning company and in maintaining a safe work environment for all workers. Auditing your workplace is essential for this purpose because sometimes the most common everyday tasks can be overlooked.

One bizarre example I read about recently involved an experienced driver in New Zealand who was standing between his truck and trailer when he slipped and fell onto his glad-hand (also known as a palm coupling) air hose connector. The result was that he accidentally pierced his left buttock and air began rushing into his body inflating his chest, face and legs. It separated the fat from his muscles and it took him three days to return to normal size once he was rescued.

Initially I laughed at the image in my head, as I'm sure you did while reading this. But it could have been a very serious incident and one that could have



been prevented quite easily through safe work procedures, proper footwear or other means of control. Unless there is a process for looking at your work procedures and trying to determine the existence of hazards on a regular basis, even with the most common day-to-day tasks, it is unlikely that these hazards and risks will ever be noticed, let alone fixed or controlled. The moral of the story? Don't forget to engage in a process of continual improvement, lest you want your business to blow up.

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Time to Jump on the **Twitter** Bandwagon

By Leasa Hachey

The fall of Egyptian President Hosni Mubarak began with a YouTube video of police corruption and the subsequent photos of the corpse of the person who posted the video slathered over Facebook, the apparent victim of a fatal beating at the hands of police. These social media postings motivated the Egyptian people to take action and take their country back. Pretty amazing!

Social Media has been responsible for electing presidents, starting revolutions, and building industry support for positive change. Yet the one industry that is still considered to be following behind on the use of social media is the trucking industry.

Although there has been a small jump since 2009, 44% of trucking companies report that they do not use any form of social media within their business strategies. These companies and drivers are missing out on a valuable communication tool, one that can allow them to instantly communicate and connect around the globe in a manner of seconds. Not only is this dialogue beneficial for business and marketing, but it also works as a vehicle to enable a tour de force in driving industry change.

Truckers have a history of communicating and networking among themselves and with their employers through CB radios. Many truckers have already benefited from the easy transfer of this communication experience over to Twitter and Facebook. While in the past they have often felt that they did not have a voice and were not valued in the industry for what they had to say, truckers are now finding that social media is the perfect platform from which to voice their

opinions and bring attention and pressure to various issues that affect them, as well as to federal agencies and trucking organizations. They are speaking – or typing – and people are listening.

In recognition of the new powers that social media can offer to truckers and the trucking industry, truck driver advocate, activist and radio show host Allen Smith has organized the first ever Truck Driver Social Media Convention to take place in Mississippi in October. The convention promises to “bring those involved with trucking social media together with the professional truck driver and those who understand the importance and value of online social media.”

The convention will give drivers the opportunity to “actively participate by sharing their thoughts, concerns, ideas and solutions to what they perceive as the most pressing issues facing truckers today. Through the tools of trucking social media: Facebook, Twitter, LinkedIn, articles, blogs, YouTube, talk shows and many others, those involved with trucking social media will then take with them all that they have heard and learned from our drivers, and through the power of social media, assure that the voices of the American driver is heard.”

When you look at the overall missed market potential of not fully utilizing social media, the numbers are staggering:

- Facebook – Over 750 million users
- Twitter – Over 300 million users
- LinkedIn – Over 1 million users
- YouTube – Over 2 billion views a day

Perhaps it's time for you or your organization to jump on the social media bandwagon.

Get real-time trucking and safety news!

Find us on Facebook and follow us on Twitter!



Social Media - A Truckload of Benefits

Job Search/Recruiting

- LinkedIn can show shared contacts you may have with a candidate, allowing you to seek feedback on the quality of their work.
- LinkedIn can have references for candidates as well as employee history.
- Facebook can be used to review candidate interests, friends, hobbies and other data about an individual.
- Facebook can be used by existing employees to spread the word about availability of jobs, especially useful when a position requires a quick hire.

Business Development

- LinkedIn can show companies in your industry or in a certain geographical area, as well as people employed at these companies to create industry contacts for you and your business.
- Twitter is being used by drivers seeking loads and shippers seeking trucks.
- Twitter and Facebook can be used to market your company to a wide audience very quickly.

Information Sharing

- Information such as stories, slideshows, posters and other materials pertaining to safety, driving, or other business issues can be found on Digg, Delicious and Slideshare. You can also share your own documents.
- Share information on specific industry topics or news with others.
- Advertise events and engagements.
- Blogs can be used to build followers and voice opinions.
- By building a group of followers, your company can develop a distribution list of people that can be used to send targeted information or advertising.

Customer Service

- Social media makes it quick and easy to reach potential clients or customers.
- Happy customers can be encouraged to share good customer service stories with the public via your Facebook page or Twitter hashtag
- Games and contests are simple to create and distribute to encourage new customer growth

Do's and Don'ts of Forklift Operation

The power of forklifts makes them indispensable, but also dangerous. Often when employees grow accustomed to using forklifts they tend to stop thinking of them as a safety hazard, and forget or neglect to follow important operating and maintenance procedures.

When forklift injuries occur, they're usually serious given the tremendous weight of those powerful machines. Follow these tips to ensure safety on and around forklifts.

ALWAYS.....

- Issue keys or other activating devices for to authorized operators only, who should retain them until the end of the work period.
- On completion of work, park in the designated parking area with the fork arms lowered to the ground and clear of walkways, with the parking brake applied and engine switched off.
- Be particularly careful when operating where there are pedestrians.
- As a general rule, when operating, keep to the right. However, when driving between rows of machines or racks it may be safer (if a clear view can be obtained) to keep to the centre of the gangway or aisle.
- Sound the horn in short sharp blasts at every potential danger spot.
- Stop before doorways. Sound the horn and proceed slowly if clear to do so.
- Avoid violent braking or sudden change of direction which may cause the load to fall off or the lift to tip.
- Always look in the direction of travel.
- Travel slowly when descending slopes.
- When leaving the lift, even for a few seconds, apply the parking brake, make sure the controls are in neutral and the fork arms are tilted forward and lowered to the ground.
- Before raising a load ensure there is sufficient clearance overhead to do so and that objects which could fall and injure people nearby will not be dislodged.
- When mounting or dismounting from the lift use the steps and hand-holds provided for the purpose. Before dismounting, check that it is safe to do so and that the lift is parked safely.



NEVER.....

- lift a person on the forks unless a safe working platform is fitted.
- operate controls from outside the cab.
- stand on or near the controls to reach the load or anything outside the cab.
- allow operators to consume alcohol while at work. Even small quantities of alcohol can impair judgement and put the safety of the operator and others at risk.
- allow an employee who appears unfit through drink or drugs to operate a forklift (a person who would be unfit to drive a vehicle on the public road should be considered unfit to operate a forklift.)
- pick up a load if someone is standing close to it.
- allow people to walk underneath the load.
- move a load that appears unsuitable, including one which is on a damaged pallet. Mark it as such and report its condition to the supervisor.
- attempt to lift a load where the weight of the load is not known and it is believed that it may be approaching the maximum weight.
- leave a lift truck unattended/parked on a gradient except in an emergency, in which case chock the wheels to ensure that the truck cannot roll down the gradient. This should be done even if the truck will only be parked for a very short time and the operator remains in the vicinity (for example to attend to a problem with a load).
- carry passengers unless the lift truck is designed and equipped to do so.
- run over cables or flexible pipes, etc. that are on the floor unless they are suitably protected.
- travel with the load raised because of the risk of overturning, except at creep speed as part of a stacking or de-stacking manoeuvre.
- carry a load that blocks forward visibility. If it is absolutely necessary to carry a bulky load which blocks visibility, then the forklift should be driven in reverse with individuals guiding.

Save Money, Get COR!



COR is an initiative that recognizes and rewards employers who develop and apply sustainable occupational health and safety programs that meet or exceed the applicable legal requirements and health and safety regulations.

Following verification by a TSCBC audit, companies will receive up to a **15% rebate** on their WorkSafeBC premiums in each year they qualify.

Visit our website for more information

www.safetydriven.ca/cor

UPCOMING LARGE EMPLOYER COR COURSES

Langley

Senior Management/Owner	Sept. 27
H & S Management	Sept. 28 & 29
Return to Work	Sept. 30

Early Long-haul Truck Drivers on BC Roads Less Travelled

By Daniel Francis

One hundred years ago, when motor vehicles were in the process of replacing the horse-drawn wagon as the principal means of transporting goods, truckers in British Columbia were challenged by a road network that had not changed much since the days of the gold rush and the mule train. Reluctant to challenge the mountain ranges and river canyons of the Interior, road builders had not expanded their activities beyond the main population areas in the southwestern corner of the province. When a few local carters got together in Vancouver in 1913 to create the General Cartage and Storage Association, the forerunner of today's BC Trucking Association, it was not even possible for a venture-some trucker – and there were a few in those early days – to drive his Model A Ford one-ton from the Lower Mainland to the Interior without making a detour through the United States. There were simply no roads connecting the coast to the hinterland.

You could say that long-haul trucking got underway in the province on May 24, 1927. That was the day that the Fraser Canyon Highway officially re-opened, following the route of the old Cariboo Road from Hope to Spences Bridge. The original wagon road had been destroyed by railway builders during the 1880s and it had taken close to a half century to re-establish road contact with the Interior. Not that the new Canyon Highway was much by today's standards. Even to call it a highway is a bit of a stretch. It was a narrow ribbon of

gravel cut into the side of the winding gorge with steep, unguarded sides falling away hundreds of metres to the roaring river below. Snow removal being non-existent, it was only open from the beginning of May to the middle of November, and even in the open season it was often blocked by washouts, slides and freak snowstorms. But it was a beginning.

The truck drivers who travelled this daunting stretch of road had nerves of steel. Andy Craig was one of them. Craig, who later wrote a history of the early industry, explained that most truckers liked to use the road at night to avoid car traffic. He described how he kept a spotlight aimed at the edge of the road "because it had a nasty habit of falling into the Fraser River without warning". Craig recalled that "we seldom made a trip without finding some unlucky soul who had hit a rock slide, or gone over the bank, or broken through an old bridge." It took days, not hours, for a truck to reach the Okanagan from Vancouver. Even when it was paved in the mid-thirties, the road was so narrow that when two vehicles met one had to back up to the nearest pullout to allow the other to pass.

The Canyon Highway was a bottleneck as much as a breakthrough. The Alexandra Bridge north of Yale could only handle rigs that were no longer than 30 feet. The situation improved at the end of 1949 when the opening of the Hope-Princeton provided an alternative route and larger rigs could begin making their circuitous way to the Interior. But the big trucks

still couldn't handle the Canyon until 1962 when a new Alexandra Bridge went in.

Of course, once past the Okanagan early truckers still faced the barrier of the Selkirk Mountains. For the longest time there was no road at all across the middle of the Province. Then in 1940 the government pushed through the Big Bend Highway joining Revelstoke to Golden via a looping 300-km long gravel road. For the first time a vehicle could drive from Alberta to the coast without swinging south through the States. But just because it was possible did not mean it was easy. The Big Bend was a winding, dusty obstacle course, blocked by snow for much of the year. One travel writer called it "the loneliest road in America". Understandably, truckers did not rush to use it.

No, it was not until the Trans-Canada Highway opened across Rogers Pass in 1962, cutting several hours off the trans-provincial route and providing a safe, paved road surface for vehicles of all types, that finally you could say the pioneer period in BC trucking had come to a close.

Today we accept the importance of the trucking industry to the economic well-being of the province. But as we travel in comfort along one of BC's many modern highways, we might take a few moments to consider how much we owe those early truckers who risked their loads, and sometimes their lives, to navigate the primitive goat trails that passed for roads in early British Columbia.

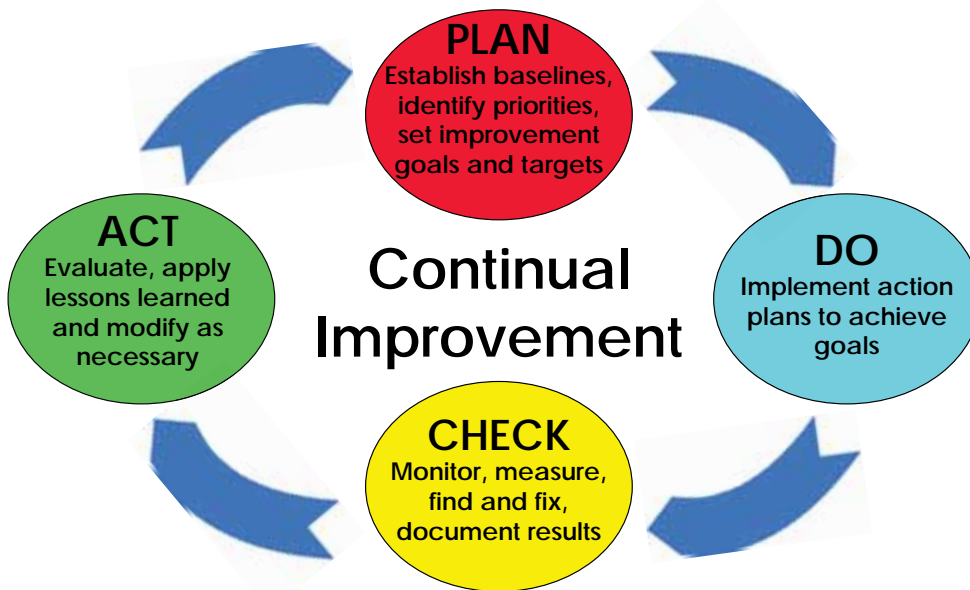


Auditing for Continual Improvement

By Andrew Chan

The continual improvement process works for all companies. It can help a struggling company to become more efficient and to survive in the market, and can help a successful company to maintain market competitiveness.

The TSCBC Certification of Recognition (COR) audit program is the vehicle trucking companies can utilize to drive continual improvement. TSCBC audit protocols are designed using the Plan-Do-Check-Act business improvement cycle.



The requirements within the audit protocol provide companies with occupational health and safety management system improvement guidance:

- **Plan** – identify and analyze OHS risks which may impact your business operations
- **Do** – develop and implement policies and procedures to prevent incidents and mitigate impact of potential incidents
- **Check** – audit the effectiveness of policies and procedures to identify deviations and areas for improvement
- **Act** – implement corrective and preventive measures to drive continual improvement

Critical factors to ensure success of your companies audit program are built into the TSCBC COR audit program including:

- Defining the steps of a properly managed audit process to guide participation and open communication
- Providing audit guidelines conforming with recognized auditing practices (e.g. WorkSafeBC COR auditing standards)
- Establishing auditor selection and training programs to ensure auditor competence
- Ensuring the quality of the auditing process through 100% quality assurance review of audit report

The effectiveness of your company's audit program in achieving continual business improvement will hinge on not what the auditor does in collecting the data but what you as business owner or manager do with the audit findings and how you involve employees through open climate discussion to identify and implement effective solutions.

Beta Testers Needed

Online OHS courses ready for testing

The TSCBC is currently creating online training courses to help in your workplace health and safety programs. Our first course is in the final stages and requires testing.

We are looking for people in the trucking industry to test the course and give us feedback. The short course titled "Making Dollars and Sense of Occupational Health and Safety" will take an average of 30 minutes to complete and is taken completely online at your own speed and pace.

If you would like to help us beta test our first online course and give us input on how to improve our courses, please contact us today.

Sign up today!
Contact Tal Sperling at
604-888-2242 or email us at
info@safetydriven.ca

New Resources On Our Website

We are constantly adding information and resources to the Trucking Safety Council website. Please check back often to see what new and interesting content we have added!

Interactive Hazard Identification

The best thing you can do to prevent injuries on the job is to stay alert and look out for hazards that could cause injuries. Sometimes this can be hard to do, especially if you are used to doing a certain job and everything you see in your work environment becomes second nature. This tool is meant to remind you that every day there are hazards that need to be avoided or fixed. Have a look at the workplace pictures and try to see if you can find all of the hazards.

<http://safetydriven.ca/trucking-injury-prevention>

Safety Alerts and Bulletins

These WorkSafeBC posters provide important safety messages for you and your workers. At the time each poster was originally produced, it reflected the current WorkSafeBC requirements. In all cases, today's OHS Regulation and requirements must be applied to the situation shown in each poster.

<http://safetydriven.ca/safety-alerts-bulletins>

Forms and Templates

Various forms and templates are provided to assist companies with the implementation of safety policies and procedures and in meeting regulatory requirements and TSCBC Certificate of Recognition audit standards. The templates are generic in nature and should be reviewed and modified to ensure they address the specific operating conditions and risks of the company. More are added weekly.

<http://safetydriven.ca/trucking-safety-forms-templates>

Videos

From instructional to informational to just plain entertaining, we post videos that will help you increase workplace safety.

<http://safetydriven.ca/truck-safety-videos>

Safety Decals

The TSCBC has created a set of decals that can be applied to trucks as a visual reminder to enter and exit the truck safely. These are available free of charge. Email us today at info@safetydriven.ca with your shipping address and the quantity you require and we will ship them to you.

These decals send a targeted and effective message and make safety and compliance the building blocks of your success.

<http://safetydriven.ca/trucking-safety-decals>



Have you visited our website yet?

To learn more about the Council and our programs, visit our website:

www.safetydriven.ca

Look to our website for safety information, latest news and resources, such as:

- Industry event listings
- COR training calendar
- Newsletters
- Safety tip sheets
- Alerts and bulletins
- Forum
- Health & safety information

You can also follow us on Twitter (SafetyDrivenBC) for up-to-the-minute trucking industry news and safety bulletins.

SafetyDrivenBC 
FOLLOW US ON TWITTER

Recent work-related incidents reported to WorkSafeBC

Information that may help you to prevent similar accidents in your workplace.

Injury Type : Temporary loss of consciousness, multiple facial fractures

Core Activity : Garbage disposal

Location : Vancouver Island

ID Number : 2010159110366

Date of Incident : 2010-Oct

The driver of a roll-off compactor container truck was opening the rear door of a new design of container to dump a load of garbage. The pressure of the load against the door loaded the release handle, and when the driver released the safety latch on the handle, it sprang out, striking him in the face.

Injury Type : Fractured foot

Core Activity : Cold storage plant

Location : Lower Mainland

ID Number : 2010113830220

Date of Incident : 2010-Sep

A young worker was training on a stand-up forklift. When it veered towards racking, he jumped off the forklift and caught his foot between the forklift and the racking.

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Register on our forums today at www.safetydriven.ca/forum and visit often to take part in monthly safety topics and other virtual round table discussions.



Next month's safety topic...
Fatigue

Visit our e-Library for more information on this issue's topic:

www.safetydriven.ca/elibrary

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