

The ExtraMile

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“Change is good” is a mantra we have long embraced at Old Republic Canada. It could not be more true this summer. After more than a year of Covid-19 induced lockdowns, re-openings and more lockdowns, I think we are all looking forward to change. As essential services, transportation and insurance have both fared slightly better than many industries over the last year. However, for many of us the last 15 months have taken a toll to some degree on our businesses, our health, our relationships and our personal lives. Fortunately, there is reason for optimism and we look forward to a summer where things gradually begin to return to normal. Our economy and our individual businesses owe a debt of gratitude to those operating in the transportation industry over the last year. They have kept the lights on and worked through a very uncertain time. My hope is they are rewarded with a robust and sustained economic rebound. So, we look forward to the kind of change where hope abounds. We look forward to more personal freedoms and we look forward to servicing the demands of an economy that begins to operate on all cylinders again.

Change has also been in the wings at Old Republic Canada as we said good-bye to Paul Field, our esteemed CEO of 15 years as he entered retirement. I can assure you some things will not change and that is our commitment to provide quality products at a fair price, along with industry leading service. Over my 20 year career at Old Republic Canada, I can say these are staples for our business.

Thank-you for your continued support and entrusting you and your clients with Old Republic Canada products and services. We look forward to the day in the not too distant future where we can once again meet in person. For now, we will continue to meet virtually and I hope to see you at our 2021 Annual Broker Conference which will be held via Zoom on September 21st. Until then, have a great summer and enjoy the changes to come.

Jason Smith
President & CEO, Old Republic Canada



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CANADIAN (ELD) ELECTRONIC LOGGING DEVICE. ARE YOU READY?

Beginning June 12, 2021, all Canadian carriers operating Federally are required to implement ELD's in their Commercial Vehicles; however, there will be an educational period with no enforcement until June 12, 2022. Federally regulated carriers who are currently required to do paper records of duty status (HOS Logs) will be required to comply with the new Canadian ELD mandate.

Senior Provincial Government Officials gathered together as part of the CCMTA Canadian Council of Motor Transport Administrators and collectively addressed the one-year education, enforcement delay, and direction. The following web page provides you some direction on the technical standards and the provincial enforcement directive: <https://www.ccmta.ca/en/commercial-motor-vehicle-safety>

Unlike the United States ELD requirements, Transport Canada has established tighter controls on what ELD devices can be used in Canada. As of June 8, 2021, there are currently

no approved devices. However, many of the common ELD providers are in the certifying process. It is highly suggested that you inquire with your current ELD provider to establish their compliance status and date. Information related to the ELDs from Transport Canada, including a list of certified ELDs, can be found at the following website: <https://tc.canada.ca/en/road-transportation/electronic-logging-devices>

If you have any questions directly related to the Canadian ELD mandate, please review the references provided and or contact our Safety Team at safetyservices@orican.com

We are committed to gaining knowledge of the trucking industry and sharing it with our insureds and broker partners.

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

EMERGENCY STOPS

As a Motor Carrier it is important to ensure that you train your drivers on what to do when an equipment failure occurs or another emergency forces you to pull off the roadway, commercial motor vehicle (CMV) operators are required by regulations and due diligence; best practices dictate specific rules to alert other motorists of your situation.

Below is a simple graphic and additional safety tips to keep in mind should your drivers need to make an emergency stop. Read the information below and refer to the regulations to ensure you meet compliance requirements and protect yourself from harm. This information is also detailed in the Old Republic Insurance Accident Report Form that should be placed in every truck.

HAZARD WARNING SIGNAL FLASHERS

After stopping the truck drivers should, activate the hazard warning lights before placing the external warning devices (i.e., warning triangles, fuses or liquid-burning flares) around the truck. The hazard lights must remain on while picking up the warning devices and moving the vehicle. Hazard lights are not a substitute for placing warning devices around the truck.



PLACEMENT OF WARNING DEVICES

Except for necessary traffic stops, warning devices must be placed around the truck within 10 minutes of stopping. The diagrams below show the proper placement of warning devices. For reference (100 feet equals 30.48 meters). Refer to specific regulations and best practices for a list of special rules regarding placement of warning devices.

ADDITIONAL SAFETY TIPS

- If you are experiencing a medical emergency, call 9-1-1 immediately.
- Wear a reflective vest when working outside the truck. If you do not have a reflective vest, carry the reflective triangles up near your chest when walking around the vehicle.
- Use a flashlight in the dark to make yourself more conspicuous, and watch for slip, trip, and fall hazards.
- Avoid walking near the roadway; walk along the side of the truck opposite the moving traffic lanes.

Submitted by:
Denise Denison
Safety Services Representative
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ENGAGE DRIVERS TO DECREASE TURNOVER

It is no secret that the trucking industry as a whole struggles with driver turnover. On average, drivers stay with their employers for only one year, and that turnover can cost a motor carrier approximately \$8,200 each time a driver leaves.¹ Obviously, making a fair wage is very important to drivers, but it may come as a surprise that not all drivers hop jobs for financial reasons. Even if the grass looks greener working for a competitor, company culture could be the root cause of driver dissatisfaction and turnover.

Managing a remote workforce is a big challenge. While not every trucking company conducts long haul, over-the-road operations, even regional and local motor carriers contend with the challenges of staying connected to drivers they see only sporadically. Certainly, there are drivers who welcome this separation. In fact, many drivers would say that not having their bosses looking over their shoulders is the reason they chose this profession in the first place. Still, even lone wolves will admit they want—and sometimes need—employer engagement.

According to a Gallup study, “Highly engaged workplaces see up to 67% lower turnover.”² Combine the lower turnover percentage with the average cost of truck driver turnover (\$8,200), and it is plain to see that building employee engagement into the company culture can reap a significant return on investment. Here are some low-cost ideas to engage drivers and build company loyalty.

PROVIDE PERSONAL AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES

Investing in employee development is a great way to engage employees and show you want to help them succeed. One FREE option is to distribute Extra Mile Newsletters to your staff.

REWARD AND RECOGNIZE ACHIEVEMENTS

Each employee is different when it comes to rewards and recognition. Some employees may not want public recognition, while others relish it. Likewise, monetary rewards can be easily forgotten. Make rewards and recognition more memorable by asking employees what they prefer.

SOLICIT EMPLOYEE INPUT

Seek employee input on work-related issues, especially when it comes to safety. Engaging workers and soliciting their ideas demonstrates that you value their opinion, and those actions may bring to light issues that you were not aware of. Provide a safe environment for employees to voice their ideas without repercussions. Afterwards, follow up with an update, even if an idea was not utilized.

CALL TO ACTION

- Solicit input from employees on engagement ideas, and choose three to implement.
- Implement the three employee engagement ideas with a specified completion date.
- Survey employees six months post implementation to measure the effectiveness of the three initiatives.

Submitted by:

Belinda Edison

Safety Services Representative

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¹*The Link Between Employee Engagement & Turnover Rate (2020).*

Retrieved from

<https://blog.mcquai.com/employee-engagement-turnover>

²*Truck Driver Shortage – Fast Guide to Truck Driver Jobs Turnover (2017). Retrieved from*

<https://www.thetruckersreport.com/shortage/>

ONLINE LEARNING LIBRARY DRIVER ACCESS USING THE MOBILE APP

Drivers can access the Learning Library’s safety videos during their off-duty time using the Infnit-I Workforce Solutions mobile app. The mobile app is available for Android (4.4 or greater) and Apple (iOS 8.1 or greater) devices.

GETTING STARTED

1. Download and install the “Infnit-I Workforce Solutions” mobile app from the [Google Play Store](#) or [Apple’s App Store](#).
 - You can scan one of the QR codes below with your smartphone or tablet to find the Infnit-I app on your device’s app store.
2. After installation, open the mobile app and click the “Update Registration Code” button.
3. Enter the registration code: OLD4561.
4. Click the “Register” button.
5. Enter the company Username. Hint: This is the policy number (ex. b123456).
6. Enter your company Password.
7. Click the “Login” button.
8. From the Menu, click the “Resources” option. This will display all of the videos in the Learning Library.
9. Click the “View Resources” button to launch a video.

Note: Every first-time user of the mobile app must complete steps 1-4. After installing the Infnit-I Workforce Solutions mobile app on their device and updating the registration code, drivers will not have to repeat these steps. Drivers can go straight to logging in to the Learning Library and watching videos.

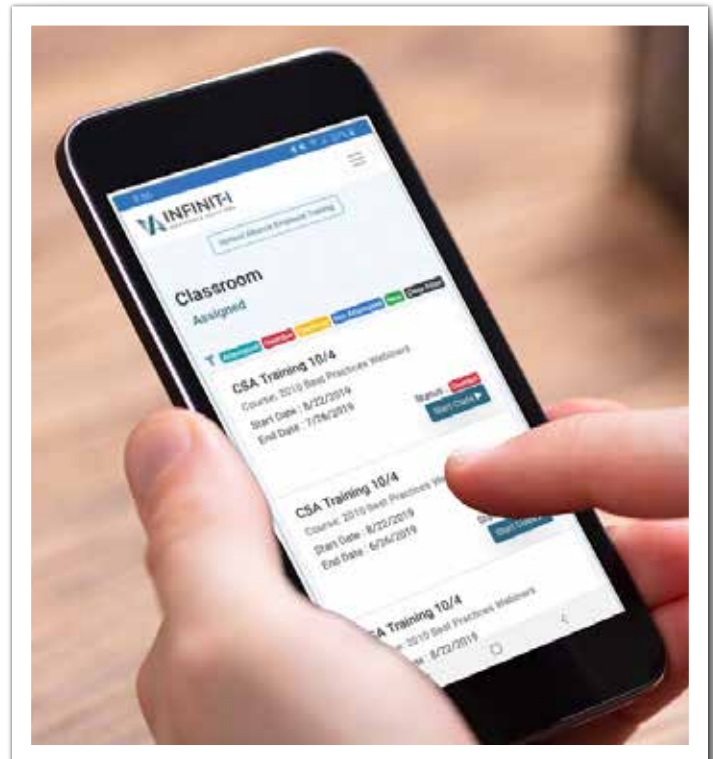
If you need technical assistance, please call 877.792.3866 Ext 300, Monday through Friday, 8:00 AM to 5:00 PM CT.

Submitted by:

Aysegul Tuncertan

Director, Underwriting and Safety Services

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FOUR WAYS TECHNOLOGY CAN BOOST RECRUITING

Finding the right talent, especially drivers, is a challenge for all motor carriers. Competition is fierce, and with a driver shortage making finding good drivers even more difficult, motor carriers need to find creative ways to attract and retain drivers. One important aspect of the recruiting process is the image your company presents to prospective candidates. A motor carrier's brand can differentiate itself from the competition and help itself land top talent. To do so, motor carriers should embrace technology. Drivers are using the internet, social media, and other means to do their homework on employers the same way motor carriers screen drivers. Below are four ways motor carriers can leverage technology to boost its recruiting efforts.

COMPANY WEBSITE

A website says a lot about a company. This is the first location job seekers go to find vacant positions and learn more about a motor carrier before applying. A website provides applicants with their first impression of your organization, so investing in a professionally designed website that captures your brand is essential. The website should be welcoming and demonstrate to applicants why they should want to be part of your company. Remember to keep the website's content and job openings current.

SOCIAL MEDIA

Social media channels like Facebook, Twitter, and LinkedIn are excellent tools that can be leveraged to attract applicants. Maintaining the company's social media platforms and website gives prospective candidates an opportunity to learn more about the company, read posts that could pique their interest, and interact with recruiters through chat features. Also, a motor carrier can use social media to keep in touch with existing employees, feature company and employee accomplishments, and boost morale.

MOBILE RECRUITING

These days, we can do almost anything on a mobile device; recruiting is no different. Many job seekers use their smartphones and tablets to search and apply for jobs. A well-designed mobile recruiting app can simplify this task and make it easier for applicants to start the application process. The key is to ensure the mobile app is simple, mobile responsive, and user-friendly, especially when filling out forms.

VIRTUAL INTERVIEWS

Zoom, WebEx, and other virtual meeting software solutions have made it easy to interview candidates without bringing them into the office for an in-person meeting. Conducting virtual interviews allows recruiters to meet with candidates before or after submitting their resumes, answer the candidate's questions, and hook them on the company. Most of these technology solutions are free with limited features and worth taking advantage of to boost recruiting efforts.

CALL TO ACTION

- **Implement a professionally designed company website.**
- **Build a social media presence that promotes the company brand.**
- **Utilize virtual meetings to conduct interviews.**

*Submitted by:
Rajdeep Singh
Safety Services Representative
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Note: These lists are not intended to be all-inclusive.

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