



The Five Steps to Resuming Transportation Operations



Transportation

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Gallagher

Insurance | Risk Management | Consulting

Gallagher's expertise can help your:

PEOPLE by supporting the health, safety and wellbeing of your workforce

PROPERTY by monitoring and mitigating potential virus rebounds or outbreaks

PROFITS by reducing your risk and supporting your revenue streams

As states and other governmental authorities lift the restrictions imposed around the Covid-19 pandemic, businesses are starting to prepare for reopening. The decision to reopen is a complex issue. We cannot advise you whether you should or should not reopen your business. If you decide to do so, we have generated this information for your review and consideration. It includes some high-level ideas that you may want to consider as you move through the process of opening your business. This generalized information does not take into account all of the unique and specific issues that may be involved in opening your business. If you have questions about this information or your insurance coverages, please contact your Gallagher representative.

Gallagher understands how important it is for the transportation industry to resume normal operations after being closed or being required to limit operations due the pandemic. Businesses need to assess and develop careful plans for reopening, with flexibility in mind to adapt to changing pandemic conditions. To protect employees and customers alike, the transportation industry must conduct due diligence before reopening. The following five-step guidance document is designed to help you navigate the process. The goal is to reestablish normalcy in the workplace so employees feel comfortable performing their jobs and visitors feel safe entering your business.

Five-Step Process to Returning to the Workplace

- STEP 1** Enterprise ramp-up and resource identification
- STEP 2** Employees—implementation policy and procedures by role and function
- STEP 3** Facilities—sanitation, life safety, building system, social distancing
- STEP 4** Supply chain outside vendors
- STEP 5** Customers, clients and the public



Key Actions Safety Checklist

GOAL: Monitor and assess the legal obligations your organization may face when reopening based on state, local and federal government directives. Document the information you're tracking to help inform the development of policies and procedures to reopen. At this time, your employees have not returned to the workplace and should maintain their current work status.

ENTERPRISE RAMP-UP AND RESOURCE IDENTIFICATION

Whether your enterprise has been running at full capacity or not, your daily operations required agility and flexibility during this pandemic. En route to getting your enterprise back to normal operation, there are considerations to be made during your ramp-up. The first step is to consider public resources your enterprise and employees use. Are these public resources also reopening in your areas of operation? You may need to consider the following.

- Identify and plan for adherence to multiple federal and local government guidelines in all places you conduct business.**
- Determine how other industries may affect your ability to do business.**
Reopening or staggered opening of:
 - Public transportation
 - Public rest areas
 - Hotels and restaurants

STEP
2

Key Actions Safety Checklist

GOAL: Develop a plan that provides clear, realistic, and meaningful guidance to site-specific protocols and procedures that protect your employees. Make sure you have a plan and structure in place to communicate these processes and policies with employees, and share new information as local, state and federal requirements evolve.

EMPLOYEES—IMPLEMENTATION POLICY AND PROCEDURES BY ROLE AND FUNCTION

Before reopening at full capacity, take time to access your safety program. This is the time to ensure that all of your drivers have received proper training. If you have decided to implement any new work or safety rules, update your employee handbooks and communicate the changes to your workforce. Also, check regulatory agencies for changes in compliance or recommendations for personnel policies. Make sure you are up to date with:

- DOT requirements**
<https://www.fmcsa.dot.gov/COVID-19>
 - Run MVRs on all returning drivers
 - Validate drug testing status
 - Review changes in hours of service (HOS) regulations
- Employee health and safety practices**
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
 - Personal protective equipment (PPE)
 - Available resources for hand-washing and sanitizing
 - Maintaining social-distancing requirements
 - Employee health checks or validation
- Additional training**
<http://gbriskcontrol.com/>
 - Pandemic preparedness: **CORE360™** module
 - Driver training courses (defensive driving)
- Changes for drivers while over the road**
 - What to expect at hotels
 - Online reservations
 - Room access through smartphone
 - No room service
 - No in-room food or beverages provided
 - Hotel restaurants and bars to remain closed
 - PPE requirements
 - What to expect at restaurants
 - Limited seating
 - Touchless pickup
 - Online ordering to continue
 - PPE requirements
 - What to expect at rest areas
 - Be aware of closures or functioning at a limited capacity
 - Possible free refills of hand sanitizer
 - PPE requirements
 - Limited vending or supplies

Communicate the COVID-19 state specific mandates for travel out of state.



STEP
3

Key Actions Safety Checklist

GOAL: Ensure your facilities can safely resume operations. This could include third-party cleaning and disinfection, facility safety checks, assessment of technology, security, and the potential design and installation of new technologies intended to eliminate virus exposures from HVAC systems, etc.

FACILITIES—SANITATION, LIFE SAFETY, BUILDING SYSTEM, SOCIAL DISTANCING

The reopening of previously closed or filling capacity at a terminal will require careful planning and consideration. An action plan should be developed and followed to reduce the possibility of reintroducing the virus to employees, contractors and visitors. The following are some action items that should be considered before opening during reoccupation or upon return to the terminal.

Within your terminal, you will need to consider best management practices when disinfecting and sanitizing work areas. Management should consider the following.

All workspaces

- Check all life safety systems to ensure they are in working order
- Revamp emergency response guide to include infectious disease preparedness, basic infection prevention measures and workplace controls
- Clean and organize proactively
- Use EPA List N approved cleaning products
- Consider Gallagher Bassett or similar contracted cleaning services
- Utilize proper PPE while cleaning
- Dispose of PPE after cleaning
- Use back-out technique starting furthest from the exit within a facility

All vehicles

All vehicles (applies to all trucks, forklifts, dollies, terminal vehicles and any other power equipment)

- Identify the high-touch surfaces in and around your vehicle
- Make cleaning surfaces part of pre-trip and post-trip inspections
- Ensure adequate ventilation while cleaning a vehicle
- Use clearly visible signage that ensures the vehicle has been sanitized

Internal vehicle cleaning

Implement cab cleaning with a suitable disinfectant pre-trip, post-trip and throughout the day on high-traffic surfaces. Remove all trash and keep personal items to a minimum. This is an essential procedure in slip seat operations where multiple employees are using the same equipment.

FOR THE INTERIOR, CLEAN:

STEERING WHEEL	CONSOLE	CONTROLS
TURN SIGNAL	DOOR HANDLE	GEAR SHIFT
WINDSHIELD WIPERS	SEAT ADJUSTMENTS	DOOR HANDLES

External vehicle cleaning

The following high-traffic surfaces of the outside of your truck and trailer should be cleaned at least twice below. Remind your drivers to be aware of the truck parts that others might come in contact with throughout the day. Also, consider blocking and bracing equipment such as load bars, straps, etc., that may have been touched by forklift drivers or dock personnel. These should be cleaned and sanitized at the end of the day when the trailer is empty.

FOR THE EXTERIOR, CLEAN:

MIRRORS	CONNECTORS	HATCH HANDLES
DOOR HANDLES	DOOR STRAPS	DOOR LATCH

Be sure to lift controls and high-touch platform surfaces.

STEP
4

Key Actions Safety Checklist

GOAL: A review of your systems and processes to ensure vendor compliance; identification of supply chain needs for increased PPE and sanitizer demands; and evaluation of how your organization's compliance with current pandemic requirements can affect your students, stakeholders and the public.

SUPPLY CHAIN OUTSIDE VENDORS

As part of resuming normal business, revisit all vendor contracts and obtain up-to-date insurance certificates for any vendor you are actively using. Establish clear expectations for outside vendors entering your premises. At a minimum, these vendors should adhere to your sanitation and social-distancing standards.

Communicate and compare vendor requirements:

- Security and screening**
 - Temperature checks, CDC questionnaire
- Cleaning and maintenance**
 - Following CDC guidelines
- Sales and service calls**
 - Limiting in-person sales calls by utilizing virtual meetings
- Hired transportation for brokerage operations and drivers from other companies**
 - Review and communicate customer interfacing agreements

STEP 5

Key Actions Safety Checklist

GOAL: Reaffirm your relationships with clients, customers and the general public with ongoing communication. Make it clear what policies, procedures and protection methodologies you've implemented, and how you're properly using physical barriers, management controls, and procedures to maintain safety and an optimal workplace environment.

CUSTOMERS, CLIENTS AND THE PUBLIC

Planned communication is the key to maintaining our relationships with customers and clients. How and when you communicate your new work practices should be established before resuming normal business.

Customers and clients

- Clear communication about pickup and delivery policies**
 - Overage, shortage and damaged policy
- PPE and social-distancing requirements**
 - Adhering to customer PPE requirements
 - Where drivers will be permitted to wait
- How paperwork will be handled and need for signatures**
 - Electronic signatures vs. manual signatures
 - Drivers should carry pens for signatures
- Statements to customers and clients about how service will look under various scenarios**
 - Parameters or restrictions for in-home delivery
 - Limitations for in-building deliveries
 - Reduction in face-to-face interaction (touchless delivery)
 - Availability of haul-away services

Public

- Company image and reputation considerations**
 - Prepare formal media relations communication
 - Communicate the safety measures being taken at your company to the public
 - Ensure drivers are aware of all safety measures being taken and are representing those measures to the public

Gallagher strongly recommends consulting with outside legal counsel before implementing, developing, and modifying policies and procedures to determine how applicable they are for your organization.

Gallagher will continue to provide easy to understand, meaningful guidance you can use today and in the future as pandemic conditions change. If you are reopening your operation after being closed for an extended period, modifying your current workplace strategy or having to conduct temporary closures in the future, Gallagher is here to provide guidance to assist you in making your own critical business decisions.

Gallagher continues to monitor the potential risks related to returning to the workplace through OSHA, the CDC, the WHO, and state and federal regulatory authorities. Please visit ajg.com/us/pandemic-preparedness for the latest information.

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