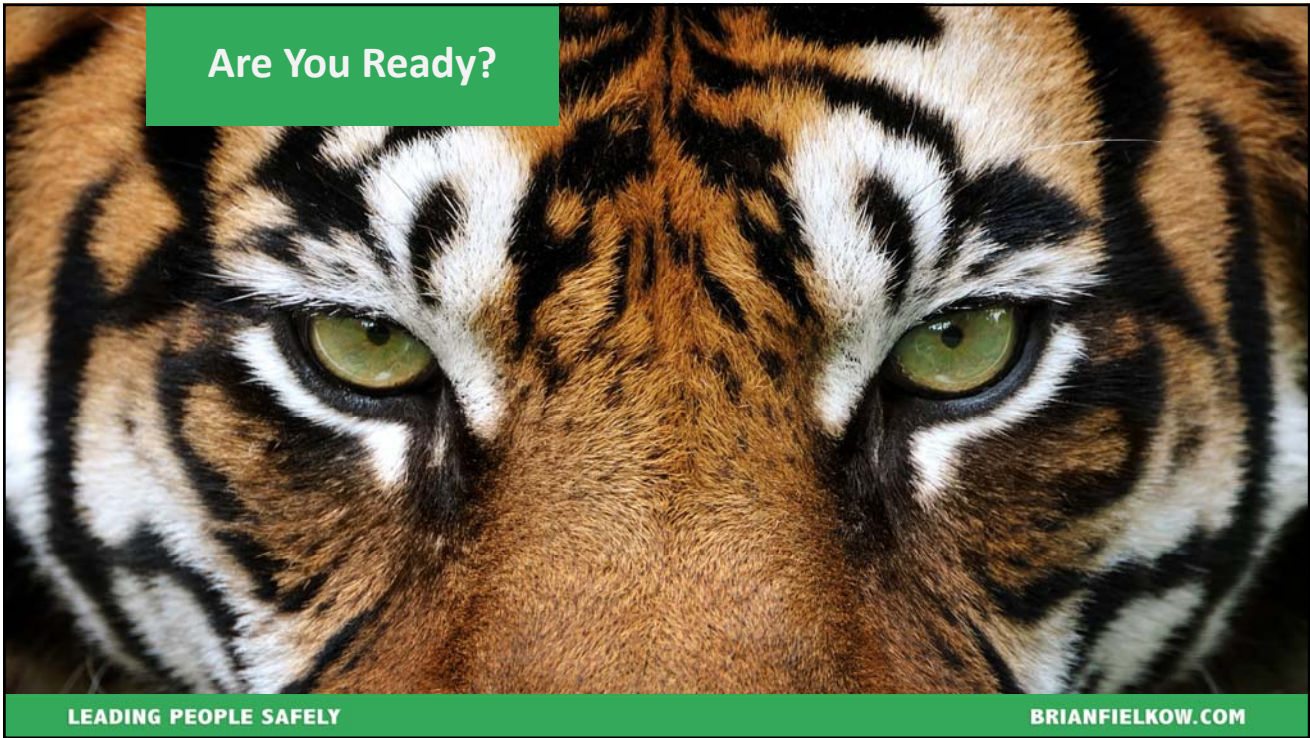


1

<p><b>Challenge:</b></p>	
<ul style="list-style-type: none"><li>• In the COVID-19 era, safe outcomes will be tied directly to your leadership ability.</li><li>• It's critical to create "psychological safety" for your team</li></ul>	
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2



3



4

## COVID-19 Safety Leadership



The CDC recommends masks. In some cities and counties, they'll be mandatory.

## Coronavirus Transmission Distance Is 13 Feet, Spreads Through Shoes: CDC Report

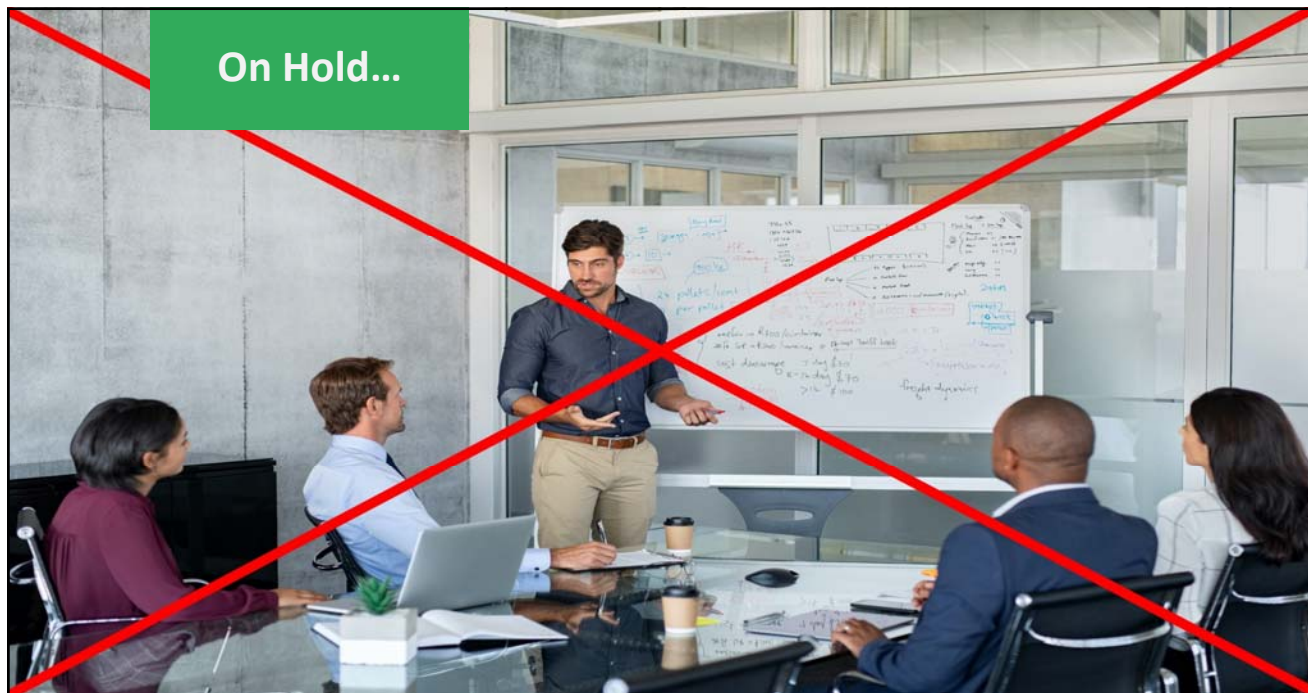


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On Hold...



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**“A good plan violently  
executed right now is  
far better than a  
perfect plan executed  
next week.”**

*General George S. Patton*



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## System Check



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## System Check

- Business Continuity Plan
- 24/7 Support
- Remote Staff Functioning
- Incident Response Team
- If Employee Becomes Ill While On The Road
- Shut-down/Quarantine Response
- New Rules At Shippers/Consignees
- Facility Access
- COVID Focused Safety Briefings
- Team Loads
- Do Not Share Equipment/PPE
- Emergency Breakdown Process
- Restrict Outside Visitors
- Sanitize Equipment/Power Units Regularly
- Protocol If You Serve Food Or Beverages
- Process For PPE Disposal
- Provide Masks, Especially If Social Distancing Is Not Practical
- Air Filter Replacement

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## System Check

### What if employee tests positive or is exposed?

- Clear points of escalation: Executive, operations, safety, HR
- Who were they in contact with? Notification
- Quarantine policy
- Communication plan – Internal and external
- Evacuate and sanitize SOP
- Medical Resources



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## System Check

### New Hire Protocol

- Health Screen Interview
- Masks
- Gloves
- Plexiglass Divider
- Disinfect After Use
- Sterile Cab – Minimize Conversation
- Ventilation
- Limit Orientation Class Sizes



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## System Check

You May Be Compliant...  
But Are You Safe?

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**INSURANCE JOURNAL**  
News Magazines Free Newsletters

### Estate of Walmart Employee Who Died From COVID-19 Sues for Wrongful Death

April 8, 2020 by Daniel Wiessner




**REUTERS** The family of a Walmart Inc. employee in Illinois who died after contracting COVID-19, the illness caused by the novel coronavirus, has filed a lawsuit accusing the retail giant of failing to adequately screen and protect workers.

**System Check**

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## Creating Psychological Safety In The COVID-19 Era



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## Your Team Members


- Health?
- Family?
- Layoffs?
- Away From Home?
- Travel To “Hot Spot”?



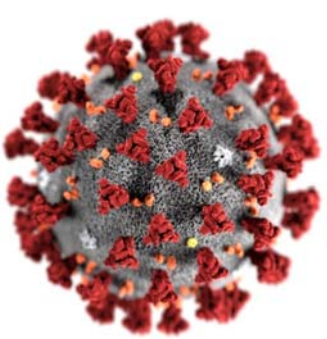
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If you think this is a distraction...



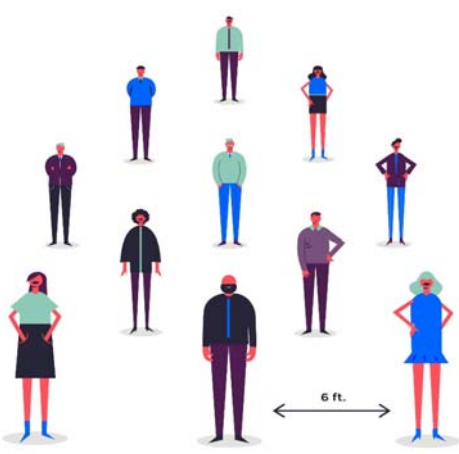

consider this.




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<h2>Social Distancing</h2>	<h2>Not Social Isolation</h2>
	
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<h2>Allow Employees To Remain In Control</h2>	
<ul style="list-style-type: none"><li>• Time-outs</li><li>• No “Forced” Work</li><li>• Individuals Make Their Own Decisions</li></ul>	<p>BRIANFIELKOW.COM</p>
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### Establish Guiding Coalition

- Monitor Reputable Sources
- Eliminate The Noise
- Create Alignment


"THAT'S ODD: MY FACEBOOK FRIENDS WHO WERE CONSTITUTIONAL SCHOLARS JUST A MONTH AGO ARE NOW INFECTIOUS DISEASE EXPERTS...."

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### Hard On The Facts... Gentle On The People



```
graph TD; A[You have been trained] --> B[If you did as trained, you would not make mistakes]; B --> C[You made a mistake]; C --> D[You will be punished];
```

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### Hard On The Facts... Gentle On The People



```
graph TD; A[You are human] --> B[Humans make mistakes]; B --> C[Honest mistake]; B --> D[Reckless behavior]; C --> E[Training & opportunity improve the system]; D --> F[Consequences follow];
```

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## Keep It Simple!

# THE SERIOUS SIX

## LIFE CRITICAL VIOLATIONS

1. Using a handheld cell phone while driving.
2. Working while under the influence of drugs or alcohol.
3. Failing to fully and timely report any accidents, damage or near misses.
4. Driving recklessly.
5. Pulling unauthorized equipment.
6. Improperly securing a load.



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## Communicate & Educate

- Honest & Empathetic
- Use Past Challenges As Example
  - Stronger
  - Better
  - More Committed
- We Care & This Is What We Are Doing
- Seek Input
- Look To The Future



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## Communicate & Educate

**GTI**  
GTIUSA JETCO NOMAD PRECISION

### KNOWLEDGE IS POWER!

#### SAFETY TIPS FOR TRUCK DRIVERS TO REDUCE COVID-19 (CORONAVIRUS) EXPOSURE RISK

**36 PRACTICE GOOD HYGIENE**

- Frequently wash your hands with soap and water for 20+ seconds.
- Use alcohol-based (at least 60% alcohol) hand sanitizer or wipes.
- Cover your cough or sneeze with a tissue and throw it in the trash.
- Wash your hands immediately after:
  - Inspecting trailer, shipping container or cargo
  - Touching doorknobs or other public surfaces
- Check CDC guidelines regularly.

**14 PRACTICE SOCIAL DISTANCING, BUT NOT ISOLATION**

- Only stay in truck stops that have clearly published COVID-19 hygiene-friendly criteria.
- Pay at the pump.
- Maintain healthy human interactions via phone calls, text message, video chat and email.
- Avoid shaking hands.
- Expect shippers to change access policies.

**35 KEEP YOUR VEHICLE AND EQUIPMENT CLEAN**

- Keep your truck well-ventilated.
- Sanitize your truck after it comes out of the shop.
- Wipe down your door handles, steering wheel and other frequently touched equipment.
- Avoid sharing pens and other tools.
- Use disposable towels.

**35 HANDLE FOOD CAREFULLY**

- Eat meals in your truck.
- Bring prepared food from home. Restaurants may not be accessible.
- Stay hydrated!
- Use disposable plates, cups and utensils.

**35 GROUP SETTINGS AND TRAVEL**

- Speak up if you're not comfortable.
- Stay in your truck when loading and unloading except to secure the load.
- Stay away from any setting with gatherings.

**35 STAY HOME...**

- If you feel sick.
- If you have a sick household member.
- If you come into direct contact with someone who tests positive for COVID-19.
- Be sure to let your manager know if you need assistance.

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## Communicate & Educate

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**Communicate & Educate**

- Listen actively
- Don't be presumptuous
- Let the team member guide you
- Pause and listen
- "Repeat it back to me"

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**Operations & Safety**

**Managers & Employees**



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**Stay Safe!**

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**JETCO**

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