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# Managing Risk: Workforce Risk

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# Today's Objectives

- Review the Risk Management Process
- Change Management Overview
- 7 Elements of Success





## **What We've Previously Covered**

- Risk is (still) Expensive!
- People (still) tend to resist change
- It (still) takes Leadership
  
- 2016: Practical Organizational Risk
- 2015: Taming Trucking's Toughest Problems
- 2014: Managing Risk: Distracted Driving
- 2013: Safety is Everyone's Business (Cost of Risk)
- 2012: Leading and Change
- 2011: Operational Cost Controls
- 2010: What is Risk Management?



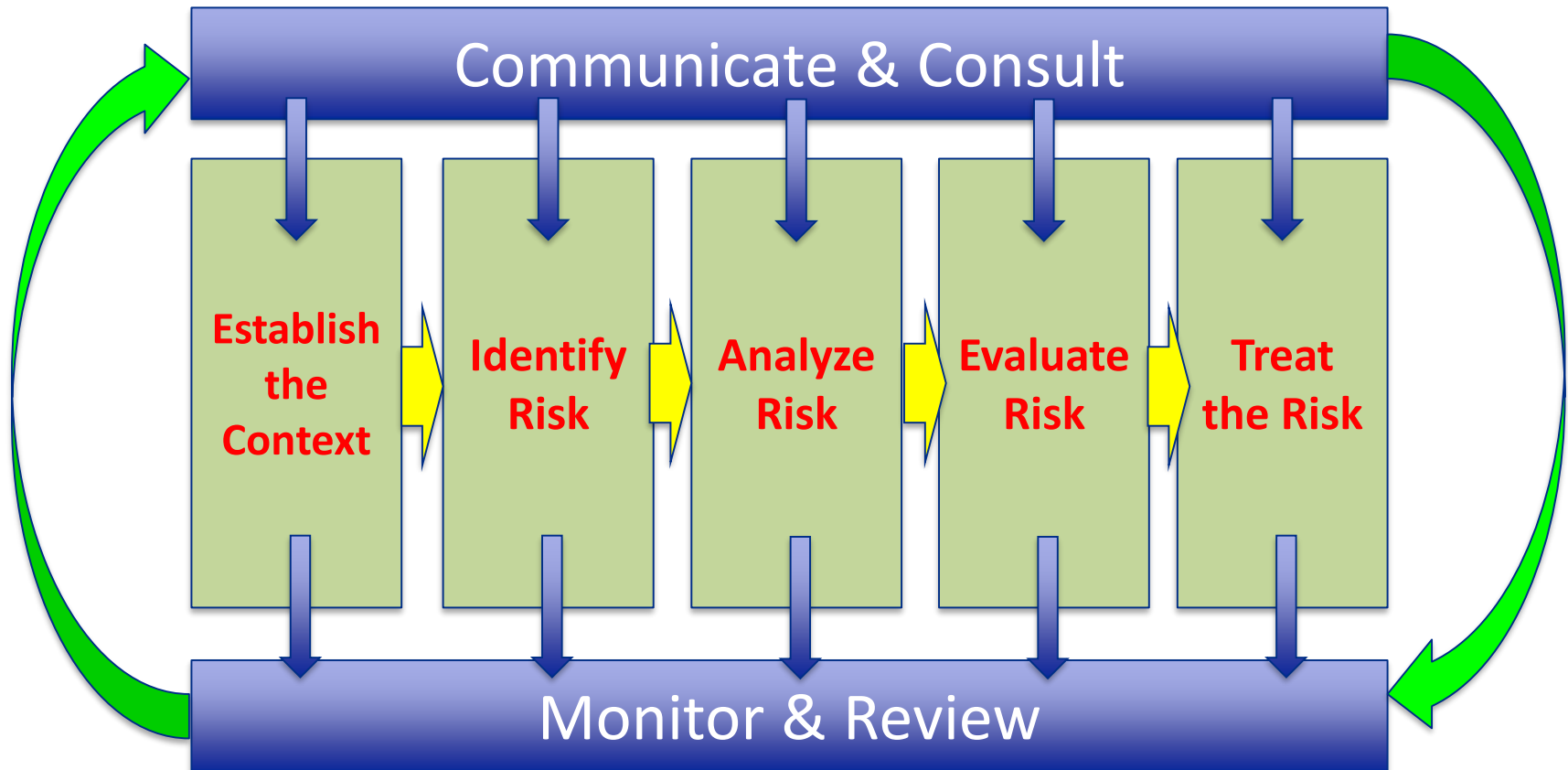


# Updated Risk Management Process\*

1. Communicate & Consult
2. Establish the Context
3. Identify Risk
4. Analyze Risk
5. Evaluate Risk
6. Treat Risk
7. Monitor & Review

\*ANSI/ASSE Z690.2







# Elements of Success

- Engaged, Supportive Leadership
- Risk Management Program Administration
- Engineering Controls
- Workforce Selection/Development/Retention
- Training
- Hazard Control Techniques
- Regulatory Compliance



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# **Engaged, Supportive Leadership**

- Mission, Vision, Values
- Clear Accountabilities & Responsibilities
- Appropriate Resource Allocation
- Supervisory Selection/Education/Practices





# **Risk Management Program Administration**

- Claims Management/Monitoring
- Risk Identification/Assessment/Control
- Recognition/Incentive Programs
- Written Policies



# Engineering Controls

- Equipment Selection/Specifications  
(Facility & Rolling Stock)
- Inspection/Repair/Maintenance
- Technological Applications



# **Workforce Selection/ Development/Retention**

- Established Standards/Job Descriptions
- Documented Performance Testing
- Health & Wellness Initiatives
- Career Development/Planning



# Training Elements

- Orientation
- On-going
- Remedial
- Job-specific
- Hazard Recognition
- Regulatory
- Documentation



# **Hazard Control Techniques**

- Workforce Involvement in Hazard ID & Abatement
- Personnel Hazard Abatement Efforts
- Hazard Recognition/Analysis/Reporting
- Incident Reporting/Analysis/Corrective Steps
- Organizational Information Flow



# Regulatory Compliance

- US Agencies
- Canadian Agencies
- Other International requirements
  - EU/UK
  - Pacific Rim
  - NAFTA
  - Etc...



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**Questions?**