



# A Triple Crown Event

DISTRIBUTION, TECHNOLOGY & SUPPLY CHAIN



## The Foodservice Distribution CONFERENCE & EXPO



**The Foodservice Distribution  
CONFERENCE & EXPO**  
OCTOBER 7-9, 2007  
LOUISVILLE, KY



# Safe Food Service Delivery

## *IFDA Conference 2007*

Sandy Black, National Director, Risk Management  
Performance Food Group



**Performance  
Food Group**



# MISSION STATEMENT

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**To deliver the product to the customer in a way which provides a safe and healthy workplace for associates, a safe and compliant transportation operation and a clean and temperature proper environment for the products so that they arrive to the customers in a safe and healthy condition.**



# KEY HAZARDS

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- ◆ **“MUSCULOSKELETAL”**
- ◆ **SLIP/TRIP**
- ◆ **DRIVING**
- ◆ **FOOD SAFETY**



# MUSCULOSKELETAL HAZARDS

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- ◆ **Entering/Exiting Trailer and Tractor**
  - ◆ Climbing in and out
  - ◆ Ramps
- ◆ **Product Movement**
  - ◆ Overloading Handcart
  - ◆ Runaway Load
  - ◆ Awkward and Unpredictable Customer Location
  - ◆ Awkward and Unpredictable Trailer Loads
- ◆ **Loading/Unloading Trailer**
  - ◆ Falling Product
  - ◆ Over head Placement
  - ◆ Awkward Lifting Postures (below knee and away from Body)
    - ◆ Unstable Footing



# SLIP/TRIP HAZARDS

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- ◆ **Ramps**
- ◆ **Unrestrained Trailers**
- ◆ **Customer Locations**
  - ◆ **Wet**
  - ◆ **Grease**
- ◆ **Entering/Exiting Tractor & Trailer**
- ◆ **Crowded Conditions**
  - ◆ **Trailer**
  - ◆ **Customer**
- ◆ **Inclement Weather**
  - ◆ **Rain**
  - ◆ **Snow/Ice**



# DRIVING HAZARDS

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- ◆ **Sleep Deprivation**
- ◆ **Improper Nutrition**
  - ◆ **Food/Fuel**
  - ◆ **Water**
- ◆ **Traffic**
  - ◆ **City**
  - ◆ **Construction “Zones”**
- ◆ **Inclement Weather**
  - ◆ **Rain**
  - ◆ **Snow/Ice**
  - ◆ **Wind**
  - ◆ **Fog**
- ◆ **Low Clearance**
- ◆ **Customer Locations**



# KEY HAZARD CONTROLS

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## ◆ MUSCULOSKELETAL HAZARD CONTROLS

- ◆ “3 Point” Contact
- ◆ Ramps
  - ◆ Anti-Slip Surface
  - ◆ Daily Pre & Post Trip Inspection
  - ◆ P/M
- ◆ Handcarts with Brakes
- ◆ Proper Body Mechanics (Bend Knees, Use Leg Muscles, Keep Load Close)
  - ◆ Enforcement of Safe Lifting (Unsafe Act or Condition)
- ◆ Stretching/Warming-Up
- ◆ Fitness Testing (New Hire, RTW, Wellness)



# KEY HAZARD CONTROLS

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- ◆ **MUSCULOSKELETAL HAZARD CONTROLS**  
**(Cont..)**
  - ◆ **Industrial Athlete Education**
  - ◆ **Anti-Vibration Footwear**
  - ◆ **Anti-Vibration Gloves**
  - ◆ **Anti-Slip/Toe Protected Footwear**
  - ◆ **Ergonomic Seating (Anti-Vibration with Lumbar Adjustment/Support)**



# KEY HAZARD CONTROLS

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## ◆ SLIP/TRIP HAZARD CONTROLS

- ◆ Anti-Slip and Toe Protected Footwear
- ◆ Standard to follow is ANSI Z41PT99I/75 for Toe Protection
- ◆ Standard of .40 coefficient of friction on wet floors per ASTM F1677-96
- ◆ Standard of .30 coefficient of friction on greasy floors per ASTM F1677-96
- ◆ Trailer Restraints/Chocks
- ◆ Ramps
- ◆ Work with Customers on Their Locations - Partner to Increase Safety
- ◆ “3 Point” Contact
- ◆ Be Organized and Cautious



# KEY HAZARD CONTROLS

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## ◆ DRIVING HAZARD CONTROLS

- ◆ **New Associate Orientation and Skill Verification**
- ◆ **Medical Screening per DOT Plus Injury/Illness Prevention**
  - ◆ Food for Optimal Performance
  - ◆ Liquids for Optimal Hydration
  - ◆ Fitness and Stretching/Warming-Up
  - ◆ Sleep Disorder Screening – e.g. Sleep Apnea
- ◆ **Driving Safety Education**
  - ◆ Weekly Hours of Service Reports by Driver by Day
  - ◆ Site Specific Experience
  - ◆ Quarterly Driver Training with Documentation
  - ◆ MVR and Point System Policy – Check Two per Year
  - ◆ Accident Review Board (Preventable/Non-Preventable)
  - ◆ Driver Certification – Hartford 3-D: Before Driving Plus Annual Refresher



# KEY HAZARD CONTROLS

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- ◆ DRIVING HAZARD CONTROLS (Cont..)
  - ◆ Vehicle Maintenance
    - ◆ Monthly Reports with Analysis
    - ◆ Daily Pre & Post Trips Documented – with Corrective Action



# KEY HAZARD CONTROLS

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## ◆ FOOD SAFETY HAZARD CONTROLS

- ◆ “Reefer” Maintenance/Inspection
  - ◆ Daily
  - ◆ P/M
- ◆ Temperature Documentation
- ◆ Spill Clean-up, Pre-Planning and Training
- ◆ Trailer Master Cleaning Schedule
  - ◆ Swept Out Daily
  - ◆ Washed Inside and Out Weekly
- ◆ Customer Agreements on HACCP and Returns



# SUMMARY OF RECOMMENDED BEST PRACTICES

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- ◆ **Industrial Athlete© and Stretching/Flexing Education**
- ◆ **Performance Nutrition© and Performance Conditioning© Training**
- ◆ **Hartford 3-D Driving Safety Certification**
- ◆ **Mandatory Anti-Slip, Anti-Vibration and Toe Protected Footwear**
- ◆ **Fitness Testing On A New Hire, Return to Work and Wellness Basis**
- ◆ **Job descriptions that quantify the physical demands of essential functions of driver jobs**
- ◆ **Written Safe Operating Guidelines to Orient and Routinely Train Associates**



# SUMMARY OF RECOMMENDED BEST PRACTICES (Cont.)

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- ◆ **Quarterly Training to Comply With Regulations and Prevent Injuries**
  - ◆ **Web-based**
  - ◆ **Competency based**
- ◆ **All incidents ruled Preventable or Not with “Coaching to Discipline”**
- ◆ **Preferred Work Methods Observations with Documented Corrective Actions**
- ◆ **Daily Pre and Post Trips with Documentation**



# SUMMARY OF RECOMMENDED BEST PRACTICES (Cont.)

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- ◆ **Monthly Measurement and Communication of Results to Goal - Dashboard**
  - ◆ **Safety & Health/Sanitation/Vehicle Safety Committees**
  - ◆ **Truck accidents per Million Miles Driven**
    - ◆ **Worker's Compensation Costs**
    - ◆ **Vehicle Accident Costs**
- ◆ **Trailer Restraints/Chocks**
- ◆ **Hand Trucks With Brakes**
- ◆ **Routine Hazard Identification and Correction**
  - ◆ **Daily (Informal)**
  - ◆ **Monthly (Formal)**
- ◆ **Hours of Service Management Weekly**

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**Questions?**