



# Loss Control Services for Parcel Delivery Companies

Each year, thousands of delivery drivers face the risk of serious injury from strains/sprains, slips/trips/falls, vehicle accidents and even crime while performing their duties. With the dramatic increase in residential and commercial delivery companies that service online retailers, there has never been a greater need for workers' compensation experts who understand the industry's risks and can provide services that help employers remain profitable by protecting their employees.

CompWest's Loss Control Services team has experience working with hundreds of delivery companies and provides tools, training and expertise that can help employers reduce the likelihood of incidents. The best practices and tips in this document provide a starting point for reducing the risks associated with this important and growing industry. More information, including downloadable safety resources and online training solutions are available in our resource library at [CompWestInsurance.com](http://CompWestInsurance.com).

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1-888-266-7937

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## Employer Best Practices

- **Provide safety training** and educate dispatchers, company owners and delivery drivers on protective measures.

- **Check Motor Vehicle Records (MVRs)** on all employees that will operate a company-owned vehicle or a personal vehicle on company time.
- **Use GPS systems.** They can be important for locating drivers in distress.
- **Install vehicle surveillance cameras** to record activities inside and outside the vehicle.

- **Avoid late-night deliveries** as they can be more hazardous.
- **Do not allow drivers to carry weapons** that could be used against them in a potential robbery.

Use our complimentary **online training system**, the Lezage Training Center, containing over 230 safety and human resources training modules!

Take advantage of **DVDs and streaming videos** on our website.

Check out the **motor vehicle safety** resources on our website!

Check out the **crime prevention** resources on our website!

## 10 Tips for Delivery Drivers



1. **Practice safe driving techniques.**
  - Travel at safe speeds
  - Adjust driving techniques in bad weather
  - Reduce speed in work zones
  - Keep up with regular vehicle maintenance
  - Only use hands free technology
  - Populate GPS with route addresses prior to leaving
2. **Maintain good housekeeping**
  - Assure load does not block mirrors, create blind spots or obstruct the driver
  - Open doors cautiously in case the load has shifted
3. **Avoid muscle strain.**
  - Use carts or dollies to move heavy items
  - Make multiple trips to avoid carrying excessive loads, if necessary
  - Practice safe lifting techniques
    - use your legs, keep the load close, avoid twisting.
4. **Watch your step.**
  - Look for slip/trip and fall hazards
  - Wear closed toe, slip resistant footwear
  - Do not run
5. **Limit and conceal cash.**

Restrict the amount of money that you carry or keep in the vehicle and keep it hidden from sight.
6. **Know your territory.**

Be familiar with the delivery area and your route.
7. **Park close.**

Park as close to the delivery site as possible and always try to park near the delivery door.
8. **Be aware of your surroundings.**

Take note of any people or vehicles that may be following you.
9. **Only deliver to valid addresses.**

Do not deliver to an unoccupied home or business. Look for signs of vacancy, such as an unkempt yard and no lights. If lights are off, ask your employer to do a call back and request that the customer turn on a light. Never deliver to a hotel or motel room, only the main desk.
10. **Stay in well-lit areas.**
  - Park under a street light whenever possible
  - Carry a flashlight
  - Keep a flashlight/headlamp handy for walking to the back of a building, side door or other potentially poorly illuminated