



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.

Accident Fund'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 for exposures in the parcel delivery industry, are available on our website at www.accidentfund.com/parcel-delivery-safety/.

For assistance with these resources, please contact Accident Fund Loss Control Technical Services at losscontroltechsupport@accidentfund.com or at 517-708-6910.

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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 robbery.

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

Take advantage of discounted **DVDs and streaming videos** from HSI.

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.**
Monitor blind spots, travel at safe speeds, adjust driving techniques in bad weather, reduce speed in work zones and on curves, keep up with regular vehicle maintenance and load cargo safely.
2. **Avoid muscle strain.**
Use carts or dollies to move heavy items.
3. **Watch your step.**
Look out for slip, trip and fall hazards.
4. **Limit and conceal cash.**
Restrict the amount of money that you carry or keep in the vehicle and keep it hidden from sight.
5. **Know your territory.**
Be familiar with the delivery area and your route.
6. **Park close.**
Park as close to the delivery site as possible and always try to park near the delivery door.
7. **Be aware of your surroundings.**
Take note of any people or vehicles that may be following you.
8. **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.
9. **Stay in well-lit areas.**
Park under a street light whenever possible.
10. **Carry a flashlight.**
Keep a flashlight/headlamp handy for walking to the back of a building, side door or other potentially poorly illuminated areas.

