



## Your customer site — making it less *dangerous* for your drivers

Trucking is a risky business. Few people would argue otherwise.

The Trucking Injury Reduction Emphasis (TIRES) project was created to investigate the high rate of injuries in trucking, develop an understanding of how and why they were happening and identify methods for improving safety.

### Danger at customer sites

Since 2006 TIRES has interviewed 370 drivers and found that 215 of them (58%) were injured at customer sites. Clearly, reducing trucking-related injuries needs to involve those sites. But how, when the sites are outside the direct control of the truck driver's employer?

### Communication is the key to improvement

Make your concerns clear to your customers using focused, consistent communications that you repeat over time.

1. Talk with them about your concerns regarding the delivery bay.
2. Send copies of the attached checklists with invoices or other customer correspondence.
3. Communicate regularly, with reminders that safe deliveries keep their bays clear.
4. Thank customers for maintaining their bays.

For your drivers, make sure they know that their safety is your priority. Talk with them regularly about safety at the customer site.

The safety of your workers is a team investment — you, your workers, your customers.

Together we can prevent injuries in trucking!

