Any Accident is One Too Many

Campuses Drive Success Using Safety Programs with Proven Effectiveness in Reducing Roadway Injury and Financial Loss

Recognizing the cost of risk associated with auto accidents across the system, Office of the President, Risk Services works actively with key stakeholders to reduce and prevent injury. For example, the Driver and Fleet Safety Workgroup, which is sponsored through the Risk Management Leadership Council (RMLC), developed the “Core Plus Driver Safety Training Program” which was distributed to UC campuses and medical centers in September 2009.

This training program provides the guidelines for system-wide standards in driver training, which are currently being implemented by each location. Tools being used for the driver training include the Smith System Defensive Driver Training, Marsh PACE Defensive Driver Training and various classroom and web-based programs. The primary audiences for the training are occupational drivers, high risk drivers and drivers who have been involved in a collision. The objective of the training program is to ensure that every person who drives in support of the University of California’s mission of research, teaching, public service and patient care is able to do so safely.

Additionally, the Driver and Fleet Safety Workgroup finalized guidelines for Vehicle Collision Review Committees (VCRCs) which are designed to promote safe driving practices and hold drivers accountable for their driving behavior across all campuses and medical centers. The mission of the VCRC is to review all collisions involving authorized drivers operating any organizational vehicle while on University business.

Collision tracking and quarterly reviews will provide a means to monitor the frequency and nature of collisions and to assist in developing programs that promote safety, mitigate risk, and reduce liability for the University. Through the implementation of a VCRC on each campus and medical center, system-wide standardized procedures to determine preventability will be enacted to reduce the financial impact of property and liability losses related to collisions.

UC Santa Barbara has the most advanced driver training program, which began in 2007 and has been a model for other UC locations. All of the training programs and safety equipment have been funded through UCOP’s Be Smart About Safety program.

Another component of the driver safety initiatives at each location are Employee Pull Notice (EPN) programs to monitor the driving records of employees. The employee base for these programs is typically occupational drivers and van pool drivers. In addition, driver selection and vehicle use guidelines are being established by Office of the President, Environment, Health & Safety, to provide best practices for the selection and management of drivers operating any vehicle on behalf of the University. The program will control the misuse of vehicles and poor driving practices, and will apply to all employees who may operate any University vehicle or their own personal vehicles on behalf of the University, including leased or rented vehicles.

The guidelines clarify license requirements, the use of a driver’s motor vehicle report, vehicle use, driver responsibilities, Employer Pull Notice programs and providing standards for employees and who may be excluded from driving. An important element of a successful driver training program is to promote safe driving practices and hold drivers accountable for their driving behavior as well as to reduce and prevent injury. For example, the Driver and Fleet Safety Workgroup, which is sponsored through the Risk Management Leadership Council (RMLC), developed the “Core Plus Driver Safety Training Program” which was distributed to UC campuses and medical centers in September 2009.

The theme of our Annual Risk Summit this year was “Enterprise Risk Management,” based on the concept that Everyone is a Risk Manager. Our success in achieving the University’s mission relies on the power of individual commitment and action. The foundation of UC’s Enterprise Risk Management program is empowerment of everyone to identify, manage and monitor a broad array of risks.

Some Office of Risk Services initiatives that support Enterprise Risk Management are included in this issue of Risk Services Today:

- Learn about exciting opportunities to share resources through the “Power of Ten.”
- Want to effectively reduce the cost of risk associated with drivers and vehicles? Read about it in “Any Accident is One Too Many.”
- Slip and fall incidents are a leading cause of on-the-job injuries. We bring you an initiative that can “buy” safety and have an immediate impact in the reduction of injuries and ultimately result in substantial savings.
- How would you like a time- and cost-savings tool that can eliminate hours of manual labor? All you have to do is “Come and Get It.”
Independent vendors, consultants, contractors, and other service providers perform work/services for the University under contract, purchase order, or other agreement. A vendor could cause financial loss to the University far greater than their contract value. Anyone working for or on behalf of the University exposes the University to liability no matter how big or small the task is. Hence, the best practices requirement for vendors is to carry insurance, no matter what the dollar value of the contract is or type of work or service performed.

The minimum insurance requirements are stipulated in the contract and it is a contractual obligation the vendor must comply with. Sometimes a vendor will request the University to waive the insurance requirement. We do not recommend waiving the insurance requirement. A vendor can be held financially responsible for a loss to the University regardless of whether or not they have insurance. Waiving the insurance requirement does not waive the University's right to make a claim against the vendor for any loss or damage caused by them. Therefore, insurance serves to protect the vendor’s assets and it would be in their best interests to have insurance rather than put their assets at risk.

All vendors must have insurance before commencing work with the University. The Office of Risk Services has developed a solution: the "Vendor/Contractor Insurance Program," to assist vendors who do not have insurance or would like an alternative option to what they may have. This provides a means for vendors to purchase a bundled General Liability and Professional Liability policy for a flat fee of $500. These two coverages cannot be unbundled. A policy is purchased specific to a vendor and will cover all work that vendor performs for the University (at any UC location) during the one year policy period. If the work extends beyond one year, the flat fee must be paid annually. The policy will not cover any work or services the vendor performs for other entities.

Vendors can purchase this insurance on-line at http://www.ucop.edu/riskmgt/connexions.html. For more information, contact your local Risk Management office.

A Message from Peter Taylor, Chief Financial Officer, University of California

The Office of Risk Services plays an important role in contributing to the CFO Division’s mission of providing leadership, operational oversight and coordination of services. Their role is to identify and manage the risks associated with the University’s everyday operations and activities. We strive to reduce the chance of loss, create greater financial stability and protect our resources. The ultimate goal is to minimize financial loss to the University.

One of our major functions is the development of Enterprise Risk Management throughout the University that will serve to reduce costs, create efficiencies, improve safety and minimize risks. We take a strategic approach to managing enterprise-wide risk, not only hazard risks, but strategic, operational, financial, and reputational risks. We are constantly drawing upon knowledge throughout the University to execute new ideas and strategic plans that can further reduce our cost of risk. Our proactive approach to Enterprise Risk Management even contributes to the maintenance of the University’s excellent credit rating.

One of the most successful programs spearheaded by Office of Risk Services is the Be Smart About Safety program. We invest in innovative loss prevention and loss control programs for the purpose of reducing the frequency and/or severity of potential loss. Our goal is to make environments safer for faculty, staff, students, guests and patients.

Its success can be measured by how it has effectively reduced the University’s cost of risk by over $493 million since its inception in fiscal year 2004/05. This has enabled resources to be directed to the University’s mission of teaching, research, public service, and patient care. The Risk Services team is available to answer questions and provide additional information and we welcome any suggestions and ideas to achieve our goals. We will continue to support the campuses and medical centers through the development of new systems and tools to facilitate the effective and efficient management of risk.

Editor’s Message, from page 1

- “Partners” to the University’s Travel Insurance Program work 24/7 behind the scenes. Accounts of two real-life events will give you an idea of the scope of their operations, the value this program brings to the University and what our “Partners” can do for you.

- Vendors performing work or services for the University are required to carry insurance. But what if the vendor doesn’t have any insurance and they are the best qualified or the only one with specific expertise to do the job? Read about a solution to assist those vendors who do not have insurance.

- We spotlight one of our own; learn the identity of the “SPY” among us in Risk Services and the expertise this “SPY” brings to the University.

Remember, “Everyone is a Risk Manager,” and that means you. And “Be Smart About Safety.”

Until the next issue,

Cynthia Low, Editor
Risk Services Today
cynthia.low@ucop.edu
The Environment, Health and Safety Leadership Council and its various work groups have developed and shared many best practice programs, and even more impressive are the programs individual campuses have implemented over the years. But even with all of these great programs, the challenge has been how to implement those cost-saving and risk-reducing programs system-wide. Although campuses do share resources with each other, campuses cannot afford to lend staff to other locations for long-term projects.

The Centers of Excellence (CoE) program addresses this issue by building synergistic relationships among campuses and system-wide leadership to share the benefits of programs shown to reduce UC’s overall cost of risk. Centers of Excellence are not a new concept and have been widely adopted by business and government organizations to promote thought leadership and innovation in the development of new programs and processes. The following CoEs are available to assist campus locations:

### Hazardous Materials Shipping
UC Berkeley: Centralized support to develop or modify hazardous materials shipping programs customized to meet the needs of the individual locations. Provide consistent approaches for compliant shipments of common types of hazardous materials such as dry ice, biological and infectious substances, and expertise in shipping unique hazardous materials such as nitrocellulose based film, newly developed chemicals, and agricultural hazardous chemicals. Contact Charles Borromeo, 510-642-0117, cborromeo@berkeley.edu

### Ergonomics
UC Riverside: Comprehensive system-wide support for ergonomic initiatives through designation of an ergonomist to liaison with individual ergonomists at UC locations. Lead the UC Ergonomics Work Group on critical projects and strategies to enable global development and management of ergonomic risks and injuries throughout the enterprise. Contact Kristie Elton, 951-827-6315, Kristie.elton@ucr.edu

### Industrial Hygiene Smart Labs Program
UC Irvine: Support development of procedures and tools to share with all UC campuses, including presentation of webinars and/or other means to share lessons learned. The objective is to reduce the risk of employee injury and illness and property damage, as well as the risk of violations, fines, lawsuits, and negative publicity for UC and its faculty. UC Irvine will share 15% professional industrial hygiene related energy/sustainability expertise with all UC campuses. UCI has been on the leading edge of sustainability and energy saving exploration in its campus laboratory environments. Contact Lisa Mahar, 949-824-8342, lcmahar@uci.edu

### Technology and ERM Support
UC Merced: Recognizing the need to strengthen and enhance safety and compliance across UC, the UC ERM IT team will identify systems of excellence and integrate and centrally host them for all UC locations. Their assistance will help reduce the need to maintain costly, time-intensive IT expertise that is needed to develop robust ERM programs at UC locations. The UC ERM IT team is responsible for developing system wide software to streamline Risk Management practices, manage important data, and facilitate a successful ERM program at all UC locations utilizing the knowledge of functional users across the UC system. Contact 530-638-DESK (3375), ERM@ucop.edu

### UC Learning Online
UC Riverside: Build a suite of online training courses using original course development and efficient use of third-party (off-the-shelf) content to provide the campuses and medical centers with accessible and effective training and education resources. Course development is a collaborative effort, harnessing the knowledge and expertise of EH&S professionals across the system. Third-party content leverages the use of the system-wide learning management system. Contact Janette de la Rosa Ducut, 951-827-6303, janette.ducut@ucr.edu or Nancy Terry, 951-827-4722, nancy.terry@ucr.edu. 

http://stew.ucdavis.edu/uclol

or Nancy Terry, 951-827-4722, nancy.terry@ucr.edu. 

http://ucskillsoft.ucr.edu
The Office of the President, Office of Risk Services, held its annual Risk Summit event June 6-8, 2011 in Los Angeles, California.

This year, more than 415 risk management professionals and related staff attended the event.

The theme this year was “Enterprise Risk Management – Everyone is a Risk Manager.” The foundation of UC’s Enterprise Risk Management (ERM) program is to have people actively manage their various risks; hence, everyone is a risk manager. We all need to be able to identify, manage, and monitor our risks in order to have success. The Risk Summit provides a venue to deliver a variety of tools across the enterprise. Everyone can learn about, select, and take tools back to use at their location. We must also constantly create and maintain tools that are efficient and effective in reducing the cost of risk at the University. The Risk Summit provides the opportunity for everyone to share valuable knowledge that can address a broad array of risks and be utilized throughout the enterprise.

At this year’s Risk Summit, everyone indicated their campus’ or medical centers’ achievements, as well as their own commitment to safety, by sporting and sharing their “flair”—buttons, tags and other colorful embellishments that identified their enterprise risk management programs and initiatives.

Right: Grace Crickette, Chief Risk Officer and Jim Justiss, Director of Employee Relations & Support Programs, representing the UC Los Angeles Medical Center in accepting the Excellence Award for Best Risk Management Practices.
Vehicle Safety, from page 1

The plan targeted all UCLA drivers, faculty, staff, students, and visitors. Driver distraction was selected as the project theme since driver inattention is a leading factor causing accidents according to the National Highway Traffic and Safety Administration (NHTSA) and UCLA’s experience.

A driving monitoring program is being launched with the vanpools, and signage will be installed on all vans welcoming input as to driving observations. Drive cams have been installed on all campus buses and back up cameras have been installed on all fleet vehicles. Cameras and lighting have been upgraded in the rental services and fleet parking areas. Accident prevention refresher training has been implemented and pre-appointment driver evaluation and orientation training is available for all new vanpool drivers. These initiatives at UCLA have been funded by the Be Smart About Safety program.

For more information, contact Dean Malilay at 310-794-8013 or dmalilay@irm.ucla.edu.

Erike Young, MPPA, CSP, ARM, Director of Environmental Health and Safety (EH&S) in UCOP’s Office of Risk Services, has been named the Region One Safety Professional of the Year (SPY) for 2010–11 by the American Society of Safety Engineers (ASSE). The world’s oldest and largest professional safety organization, the ASSE has 33,000 members who manage safety, health and environmental issues. Region One includes California, Oregon, Washington, Alaska, and Hawaii. As a regional awardee this year, Young will compete next year for the national honor.

“Erike has a thorough understanding and appreciation of safety and risk management systems and the importance of integrating safety into operations at all levels,” said Chief Risk Officer Grace Crickette, in Young’s letter of recommendation for the award. “He is taking this challenge head on, working with the system-wide Academic Senate, campus EH&S directors and other stakeholders to develop a framework for better integrating safety into operations.”

Erike Young was appointed as the Director of Environment, Health, and Safety for the Office of the President in August 2010. He is responsible for providing system-wide direction, coordination and assistance to the campuses, hospitals, and national laboratories in the development, implementation, and maintenance of policies, procedures and programs necessary to maintain a safe and healthy environment for faculty, staff, students, patients and all UC visitors.

Young was instrumental in developing a five-year EH&S strategic plan, the first ever for the UC system, to help the campuses work more collaboratively on system-wide safety initiatives. He has also created a Centers of Excellence program to help promote best practices throughout the UC system. Young is a recognized leader in safety management and safety culture and speaks regularly at national and regional conferences on the topic.

These Shoes are Made for Safety

The University of California experiences over 700 slip and fall related claims every year which result in direct workers’ compensation costs in excess of $7 million per year, and if you factor in the indirect costs, it can increase to over $15 million per year. The large majority of these claims involve food service and custodial employees who work in environments with wet and/or greasy floors.

In 2006, UC Irvine brought food service operations in-house after many years of contracting out the service. They provided Shoes for Crews’ slip resistant shoes to its over 150 full-time employees and over 700 student employees in food service. Based on the number of employees and UC’s historical data, one would expect about 50 slip and fall claims per year, but UC Irvine experienced an average of two claims per year.

In 2010, UCLA, one of the largest food service operations in the UC system employing over 900 employees, piloted a slip-resistant shoe program that utilized different vendors. The employees who wore the Shoes for Crews slip-resistant shoes did not experience any slip and fall incidents during the pilot period. The shoes received high rankings from the employees in terms of comfort.

Based on results at the end of the UCLA pilot period and the success at UC Irvine, Shoes for Crews was selected for the slip-resistant shoe program. In addition, Shoes for Crews provides a slip and fall accident warranty that will reimburse the University for the cost of a workers’ compensation claim, up to $10,000, if an employee is wearing these shoes when he or she slipped and fell. Shoes for Crews is a Be Smart About Safety initiative and was rolled out system-wide July 1, 2011 with the goal of reducing slip and fall injuries which will result in substantial savings to the University. Shoes for Crews can “buy” safety and have an immediate impact. As of September 2011, 3,182 shoes and 1,611 crew guards (slip-ons for student and temporary employees to wear over their regular shoes) have been provided to employees and funded by Be Smart About Safety http://www.ucop.edu/riskmgt/bsas/.

For more information about the Shoes for Crews program, contact UCOP EH&S Director Erike Young, at Erike.young@ucop.edu.
Travel “Partners” are Active 24/7 to Keep UC Travelers Safe

The University’s Travel Insurance Program protects its faculty, staff and students in its activities all over the world. Behind the scenes, our “Partners”—Europ Assistance (EA) and iJet—are tasked with the responsibility of caring for UC travelers when the unexpected happens anywhere in the world, providing immediate support and assistance in times of emergency and distress. Europ Assistance has handled more than 150 million cases in its 47-year history and today manages one assistance every two seconds around the world via thirty-nine 24/7 multi-lingual assistance centers. iJet, with its Worldcue internet-based database, is known for its real-time alert intelligence and assessments of situations that lets travelers know what’s going on as events occur and situations change, no matter where they are.

Following are two events that demonstrate how Europ Assistance and iJet can quickly spring into action and what they can do to help in a crisis.

In January 2011, a political uprising in Cairo made international news. Cairo’s atmosphere became increasingly volatile as riots began to erupt in the streets. The University contacted EA’s 24/7 assistance center to assess the situation and explore options should it become necessary to evacuate 35 UC students located in Egypt.

Until the U.S. State Department issued an evacuation advisory which would trigger coverage under the University’s Travel Insurance Program, EA made arrangements for hotels and ground transportation to get the students to a safe location in Egypt. iJet’s political and security alert intelligence provided up-to-the-minute bulletins about the developments in Egypt, supplemented with information from EA’s agent in Egypt. Using this information, an evacuation plan was developed for students and faculty as the climate on the ground grew more chaotic. As the protests and riots increased, the U.S. State Department issued an evacuation advisory and within 24 hours the students were transported safely from Cairo to Barcelona, Spain via chartered aircraft. Once the students were evacuated to Barcelona, they were given the option to either return home or join another University of California study abroad program in another country. Working with the EA offices in Spain, personalized travel arrangements were made based on each student’s decision. For the students who wanted to join another study abroad program, the EA office in that country arranged ground transportation and hotel accommodations, all the while monitoring each student’s journey to ensure they all reached their final destination safely.

Through the coordinated efforts of the University and its “Partners,” we were able to quickly locate the students and move them to a safer location within Egypt, providing both the University and the students’ parents with peace of mind that the students were safe and accounted for as the political unrest and subsequent violence rapidly escalated.

In March 2011, a devastating 8.9 earthquake and tsunami struck Japan, damaging a nuclear power plant that began leaking radiation. The University was aware of 80 students on a study abroad program that would be affected by these events. The University contacted EA’s 24/7 assistance center to initiate a plan to contact the students and arrange for their immediate evacuation from Japan.

Local infrastructure and overland routes were nearly wiped out by the earthquake and tsunami. Many trains were unable to operate, while others were severely delayed due to aftershocks. Communication was sporadic with some locations having operational email, cell and land line capability while others had none. All of these factors made it difficult to reach people locally and determine their status. EA worked with their Japan office and iJet to locate the students, with a particular focus on those who were close to the nuclear power plant. EA coordinated ground transportation and provided directions to circumvent overland obstacles. Students were transported to Narita Airport in Tokyo where they were flown back home safely.

For more information about the University’s Travel Insurance Program, go to http://www.ucop.edu/riskmgmt/uctrips/ or contact your local Risk Management office.

Certificate of Self-Insurance Coverage

The Risk Management Leadership Council and the Office of General Counsel developed a tool that will eliminate many hours of manual work required annually to issue certificates of self-insurance coverage. This time- and cost-saving measure utilizes a generic online Certificate of Self-Insurance Coverage evidencing the University’s primary general liability, auto liability, property and workers’ compensation coverage.

Outside contracting parties requesting certificates of insurance from the University can go to the Risk Services website at http://www.ucop.edu/riskmgmt/faq/documents/generic-certificate-self-ins.pdf and download the certificate.

UC’s centralized, online certificate now allows rapid, easy access to required proof of self-insurance coverage.

This Certificate of Self-Insurance coverage will satisfy the majority of contracts requiring the University to provide evidence of coverage. The certificate includes additional covered parties and loss payee if required by an approved and signed contract document.

If you have any questions or need additional information, contact your local Risk Management office.

Copyright 2011 UC Regents