

# CUSTOMER FOCUS ON LOSS CONTROL

NUMBER 46

## The “Formal” Loss Control Program

These nine elements form the basis for a well-rounded “formal” loss control program.

### 1) *Managerial Direction*

- Reports Required? (investigations, inspections, safety committee, progress reports, loss costs per hour worked)
- Who follows-up to make sure proper action is taken?
- Who reviews reports? Who is ultimately responsible?
- Are loss control results part of managerial performance measurements?

### 2) *Basic Operations*

- Tailored to your unique operations/processes/issues?

### 3) *Employee Selection and Training*

- Written position descriptions?
- Background checks?
- Reference checks?
- Credential checks?
- Prior employer checks?
- Effective interviewing/screening?
- Tailored development & review programs?
- Extra hazard training?
- Rules & regulations training?
- Hazard communication training?
- On-the job training?
- Development and career path training?

### 4) *Workplace Accidents/Losses*

- First aid facilities?
- What records accompany employee to medical facility?
- What losses are investigated?
- Who investigates?
- What action is taken on the investigation?
- Who takes the action?
- Automatic sprinkler tests & inspections?
- Frequency? By whom? Reports made?
- Emergency plan/evacuation plan?
- Training, & drills?
- Critiques of drills?
- Investigation reports?

### 5) *Communication*

- Operation manuals?
- Newsletters/news bulletins?
- Suggestion system?
- Letters, booklets?
- Payroll inserts?
- Meetings?

### 6) *Loss Control Organization*

- Defined duties & responsibilities?
- Accountabilities spelled-out?
- Organization chart?
- Meetings, subjects, records kept?

### 7) *Material Used*

- Selection?
- Placement?
- Handling?
- Processing?
- Attention to hazardous material handling and storage?
- Attention to toxic and flammable materials?

### 8) *Equipment Used*

- Selection?
- Arrangement?
- Use?
- Maintenance? (preventive, not crisis?)
- Attention to hazardous equipment?
- Attention to critical pieces?

### 9) *Results/Benefits*

- Measurer to improve operations?
- Who measures? Who follows up?
- What managerial action taken?
- Fewer injuries?
- Less damaged material and equipment?
- Lower operating and replacement costs?
- Lower workers' compensation rate?
- Improvement in OSHA incidence rates?
- Effect on bottom line?

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