

Special
points of
interest:

- Pilot results on the tiwi at McCall Service
- See you at Pest-World Booth 318 in the exhibit hall
- Is your driver training program effective?
- Is my applicant my next workers' compensation claimant?

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Quarterly Update

3rd Quarter

2011

Pest Control Leader Gains 100 Miles More Per Tank of Fuel With inthinc tiwiPro™

The Opportunity

McCall Service, a family owned and operated pest control, lawn care and petroleum distribution company, has been serving Florida and Southern Georgia since 1928. Al Formella, Vice President of Operations for McCall Service, was concerned about the rising fuel and maintenance costs for his fleet of 100 service vehicles. He had looked into GPS fleet tracking solutions for a number of years, but hadn't found a solution that met his requirements for both safety and fleet management functionality.

"It's not all about saving money—safety is really important to us as well," Formella said. "You have some aggressive drivers out there and, for the most part, we are lucky to have avoided major problems over the past several years. I felt like I needed to stop tempting fate and find something to protect our drivers." Formella found the answer to his safety concerns with inthinc. "We saw a way to kill two birds with one stone," he said. "It provided us with a way to monitor safety as well as manage operational efficiency across our fleet."

The Solution

McCall Service installed inthinc tiwiPro™ across all five of the company's divisions over the course of six weeks. One trend the company watches closely is speeding. Because tiwiPro has a database of the speed limits on each street segment, it can tell drivers—verbally—when they have exceeded the posted limit. If drivers slow down within a given grace period, no alert is sent to the fleet manager; if drivers continue to speed, however, the branch manager receives a text or an email and can see where the violation occurred via the GPS-based live fleet view on the inthincPortal™. The same alert system applies to seatbelt use or aggressive driving. This kind of insight helps the company identify any common trends and serves as a flag to identify any risky drivers who need additional training.

The inthincPortal—a web-based reporting tool for managers—outlines vehicle utilization and calculates driver scores (1.0 – 5.0) based on individual habits. "We look at the driver score-card all the way down to an individual level, not just for the overall division," said Dee Hayes, Operations Coordinator for McCall Service. "This allows us to track each driver's performance and note improvement, which the company compares on a quarterly basis."

In addition to keeping speeding and aggressive driving in check, McCall Service uses the inthinc trip reporting and vehicle tracking and utilization capabilities. Every weekend, managers check the Portal for signs of unauthorized vehicle activity on the weekends. inthinc monitors any engine activa-

tion, tracks how much fuel was consumed (if applicable) and shows where the vehicle drove. McCall Service uses this information to note whether or not the service truck was used for personal transportation. McCall Service also uses tiwiPro's curfew settings. Setting the restriction for 7pm, a time when most vehicles should not be in use for work purposes, any car active after that time is flagged for review.

"Unauthorized vehicle use has dropped considerably. We had drivers come up to us and say, 'Does this mean I have to buy my own vehicle now?'" Formella said. Company managers check the Portal every Monday morning for truck use over the weekend, spotting unauthorized use and eliminating those violations—saving the company from unnecessary fuel expense.

Summary at a Glance

The Opportunity

- Increase driver safety and awareness
- Reduce fuel costs
- Gain insight into fleet performance

The Solution

- Implemented inthinc™ across 100 vehicles
- Set up automated alerts for idling, speeding and aggressive driving behavior
- Viewed trip reports to identify and resolve vehicle utilization inefficiencies

The Results

- Driver scores improved from the 2.0 range to the 4.0 range in one month
- Gained an additional 100 miles more per tank of gasoline
- Gained insight into trip details including locations and stop reports

Talk to Linda Midyett at PestSure if you are interested in exploring this solution for your fleet. PestSure has a subsidy available for our members who have auto liability coverage in the PestSure program.



Safety and Loss Prevention Meeting

Please join us at the Safety and Loss Prevention meeting next year. Location to be decided. Let us know where you want to meet.

Gene White of Rose Pest Solutions attended and spoke at our meeting



Watch for us on Facebook



Jim Sargent of Copesan, Daphne Bertholf of Bug Busters, and Linden Griffen of Griffen Pest Control at the PestSure Safety Meeting in Las Vegas



It was a year for "first time" occurrences this year at the 2011 PestSure Annual Safety and Loss Prevention Meeting in Las Vegas. Look for the presentations from the meeting on the PestSure website Members Area. We had a fantastic turnout and that begins our list:

- First time we exceeded 65 attendees
- First time we had the media at our meeting (PCT's Brad Harbison)
- First time we had our insurance carrier partners in attendance (Travelers Lindsay Frantz and Terri Minik with Old Republic)
- First time we had a live role play with a real life attorney, claims adjuster, and nurses
- First time we heard our attendees tell about specific losses in the Safety Oops presentations

Just a few of the amazing things we learned during the meeting

- That 25% of the houses constructed between 1960 and 1978 have lead based paint
- That a "common vocabulary" is

key to your driver safety program

- That a claim under uninsured motorists coverage affects your rates just like any other claim would
- That a tick tracer is a "must have" piece of equipment for attic and crawlspace work
- That certain training is best done "hands on" in the field while other training is better suited for the classroom
- That financial problems, frequent hangovers, and deterioration in personal appearance are examples of behavioral indicators of a substance abuser
- That floor boards can prevent you from buying new ceilings for your customers
- That four seconds of follow distance is never too much to expect from your drivers
- That freezing conditions can turn a B&G sprayer into a missile of destruction
- That it is feasible and we now have a program in hand to deal with the EPA Lead Paint Regulation
- That medical marijuana adds a brand new wrinkle to our policy and testing for substance abuse
- That modified duty is feasible in our industry and can save you tons on a claim
- That our group of PestSure Members are amazing and that they are a limitless resource for your safety needs
- That parking a service vehicle on an icy incline can result in a sleigh ride to the finish
- That skunks like to be talked to in soothing tones
- That substance abusers have a work absence rate of 250% of that of non-substance abusers
- That timely reporting (immediate) is your #1 work comp cost control measure
- That trusted employees just might take the opportunity to steal from you
- That uninsured motorists coverage inclusion should be carefully considered
- That your technicians can be trained to be better at observing safety hazards and hazard avoidance
- That 35% of all housing has lead based paint
- That Zillow is an amazing tool for property information
- That substance abusers have a work comp claims rate of 500% of that of non-substance abusers



Chris Donaghy of Residex and Josh Smith of Bill Clark Pest Control at the meeting in Las Vegas



The SAFE Driver Improvement System[®]

Companies that have been successful in reducing vehicle incidents and injuries due to vehicle incidents invariably share three common attributes.

How Eos[®]SAFE Driver Provides Every Needed Element

Eos[®] teaches technique! Eos[®]SAFE Driver provides drivers with four “positive activities” that keeps them focused on the task of driving and allows them to position themselves safely in traffic so they can avoid the mistakes of other drivers.

Have your drivers completed a driver training program this year?

Every time a person drives they are either building good habits or engraining bad habits. There is no middle ground.

Eos[®] techniques are simple but require attention to the task. Drivers must be actively pursuing these

These positive activities are behaviors that can be developed into habits. Good driving habits will save drivers when they are not at their best.

behaviors. The behaviors replace distractions and inattention and maintain drivers in a safe position in traffic.

The Eos[®] Online training program is the complete instruction available on line for 24/7 learning. It makes a perfect refresher or new hire orientation training. All the Eos[®] techniques are taught while the student answers confirming questions and performs learning activities.



The Common Attributes of Successful Driver Improvement Programs

Attribute 1

They teach techniques. Rather than focusing on rules which are often forgotten or ignored, excellent companies give their employees activities to perform while they drive. These behaviors become habits. The behaviors cannot be ignored or forgotten because they are integral to the way the individual conducts vehicle operations.

Attribute 2

They implement a common vocabulary and points of reference. Companies that utilize a hodgepodge of methods, various video presentations, assorted programs for intersections or spacing, end up with a hodgepodge of terms that lack clear definition and clear instruction. The best companies provide consistent instruction from employee to employee, from year to year. Their chosen program becomes a part of the company culture and the terms taught become part of company language. Every one understands what is said and what is required. They all know the language.

Attribute 3

They fend off complacency. Complacency is the biggest threat to drivers. The task is routine. It is easy to be seduced into lowering your guard, to slip back into the bad habits that are part of being “off task” when behind the wheel. The best companies keep awareness at a high level by ongoing “teaspoons of training”. The conversation always comes back to driving. Every meeting has a little driving awareness segment. Every employee has a bite of training every week. There is no point at which a company can say, “The job is done.” However, there is a point where an employee may say “Enough is enough.” So the task is for the company to offer so many simple, palatable training exposures that the employee continues to learn, to consider and to develop their skills without ever tiring of the assignment.

There is no point at which a company can say, “The job is done.”

Our Amazing Insureds



We have two new members to welcome to PestSure this quarter.

Alabama Professional Services, Inc. in Birmingham, AL joined the program in August. During my loss prevention interview I learned that Alabama Professional Services has existed for 54 years and the current owner has been in pest control related industry for 30 years. This is a third generation owned/operated family business

that is currently owned by a brother and sister team. I spoke with the brother, Craig Williams to conduct this review.

Allgood Pest Solutions joined the PestSure in October. From a safety and loss prevention perspective, this company is a fantastic fit for our program. Allgood is based in Duluth, Georgia and we are excited to have them on board.

Be There!

Connect with industry leaders at PestWorld 2011.

Visit PestSure booth, No. 318, and register to win an iPad[®] tablet.





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Successful pest control operators trust PestSure as their risk advisor, claims advocate, and loss prevention resource. PestSure is member-owned and designed to address the specific coverage needs of pest control operators like you.

A one-stop resource for all your insurance and risk management needs, our goal is to show you how to control your cost of insurance and protect your company's balance sheet. So relax, we have you covered.



Are You Hiring Your Next Workplace Injury?

Does your job candidate have pre-existing medical conditions or some physical limitations that will make them more apt to suffer a workplace injury? Do you believe the Americans with Disabilities Act (ADA) prevents you from asking any medical questions during the hiring process? To avoid hiring your next workers' compensation claim, there are two key additional processes you need to implement.

According to the Department of Labor, there are actually three stages of employment: pre-employment, post-offer, but pre-placement (after the conditional offer of employment) and finally, employment. During the first and third stages, it is true that you cannot ask any medical questions. However, during the second phase (after a conditional offer of employment is extended) you can ask the applicant to fill out a medical questionnaire and/or take a medical

exam. If, in medical opinion, the applicant is unfit for the job, you can withdraw the offer. It's that simple.

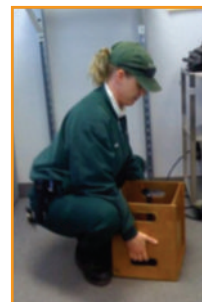
The Conditional Offer of Employment

The ADA says that employers cannot require a job applicant to provide medical information or undergo a medical exam until a conditional offer of employment is made. When a conditional offer is made you are essentially hiring the candidate. The only way an offer may be withdrawn prior to the effective date of employment is if, in medical opinion, the candidate will be unable to perform the job duties safely with reasonable accommodations.

The Medical Questionnaire/Exam

After you extend a conditional offer of employment, it is time to perform a medical screening of the candidate. If information emerges from the screening that indicates that the

candidate will not be able to perform the job duties safely even with reasonable accommodations, then and only then can you withdraw the offer of employment.



Please contact me if you would like to learn more about our functional screening tool developed for the pest control technician position.

