

SELL



SELL

SELL

SAFETY

SAFETY

SAFETY

and

YOUR COMPANY






Before We Start

- 1. iPhones/ Cell Phones off / On vibrate**
- 2. NO Texting**
- 3. Please turn off your computers / I pads**
- 4. In Case of an Emergency - Fire Exits are:**
- 5. Restrooms**

Value in Selling Safety

- *Why sell safety*
 - *What is in it for you as a sales rep, customer, building owner and field employee*
 - *What is good for sales people - sales*
 - *You make it safer and code compliant to the managing company to include adding building Value to the owner*
- 

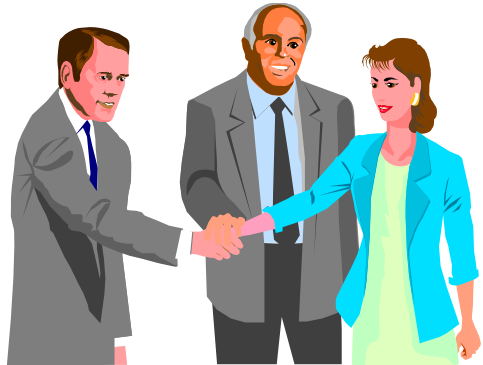
GLOBAL ECONOMY



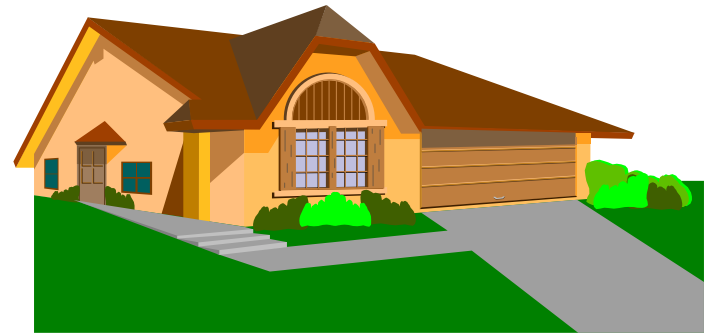
YOUR TEAM MEMBERS

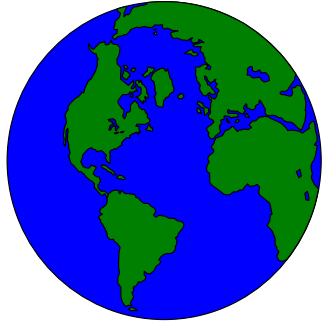


BUSINESS ASSOCIATES



FAMILY MEMBERS

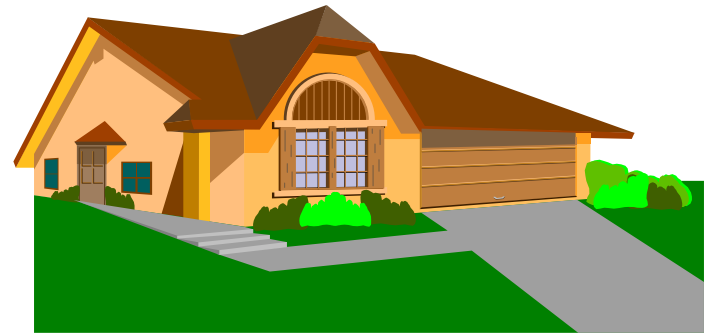
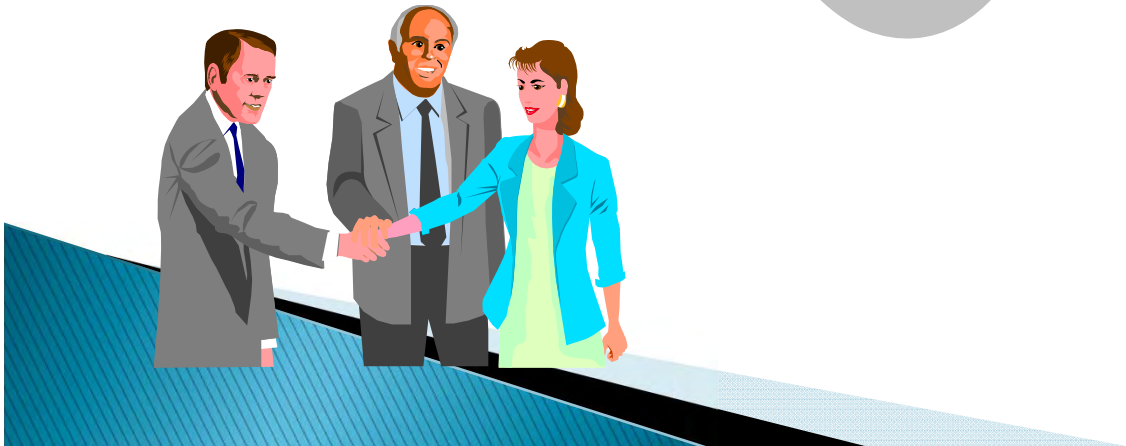




AND



YOU!



STATISTICAL SUMMARY

of Recordable Accidents:

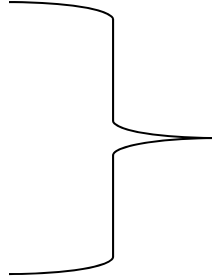
2011 -

2012 -

2013 -

2014 -

Total



**Average W/C Cost
Per Incident**

Lost Time Accidents

Lost Days from Work When Injured

Experience Modification Rates or EMR:

2011 -

2012 -

2013 -

2014 -



EHS & Selling

- ▶ **YOUR ROLE IN MANAGING EH&S ON THE OFFICE SALES TEAM**
- ▶ **HAZARD IDENTIFICATION AT THE “POINT OF SALE”**
- ▶ **YOUR PERSONAL SAFETY - When you go to a potential customers building**



Perception

- ▶ **Do you have your safety equipment?**
 - **Steel toe shoes**
 - **Safety glasses**
 - **Fall protection if you happen to get on top of a car**
- ▶ **You represent your company and if you wear your safety equipment as needed it send a positive and clear statement to potential customers and or existing management companies that you and your company are a safe company that is why they hire you.**
- ▶ **Leading by example it sends a powerful message to customers and field employees**



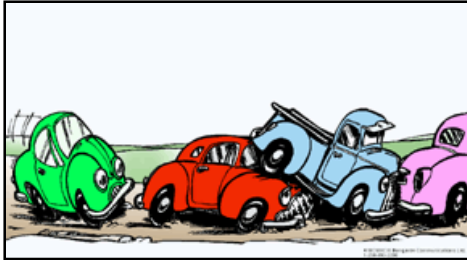
Your Most Hazardous
Job Site?





The ROAD

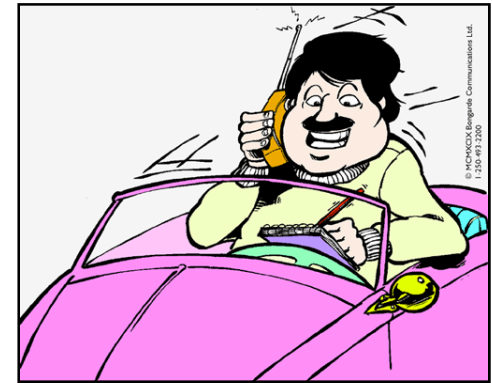
Defensive Driving Training?



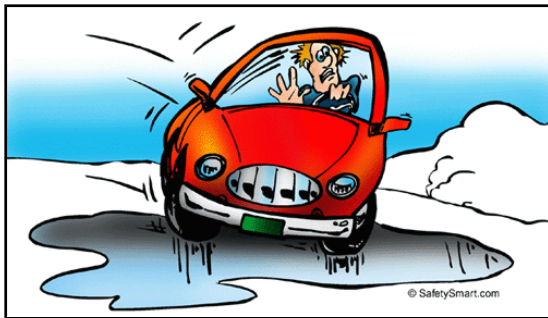
Traffic



Night Time



**Cell Phone
Text Messaging**



Weather



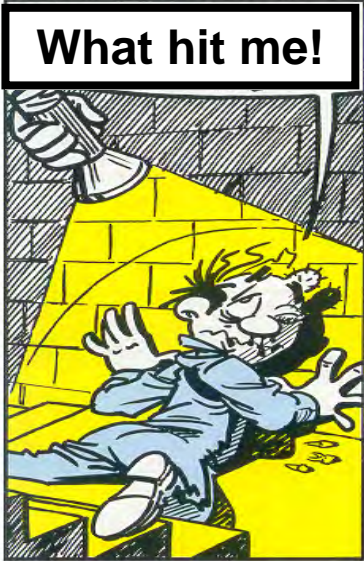
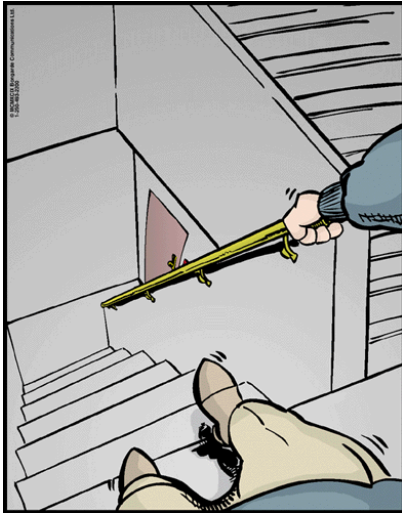
Road Rage



BUILDINGS

STAIRWAYS

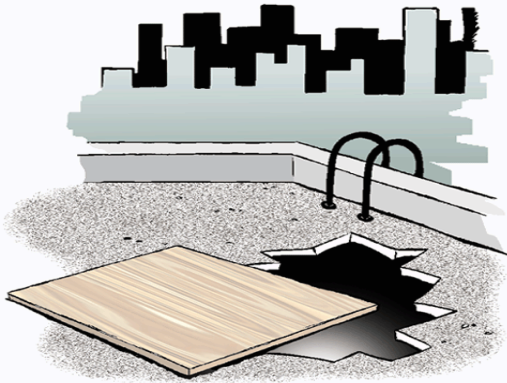
HAND RAILS



FLOOR SURFACES



MACHINE ROOM / ROOF ACCESS



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1-250-493-2200

ROOF TOPS



Secondary M/R



LADDERS



MACHINE ROOM / ROOF ACCESS



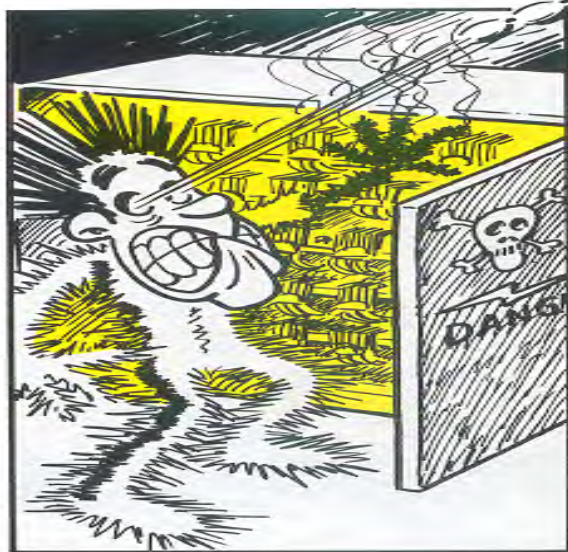
MACHINE ROOM / ROOF ACCESS



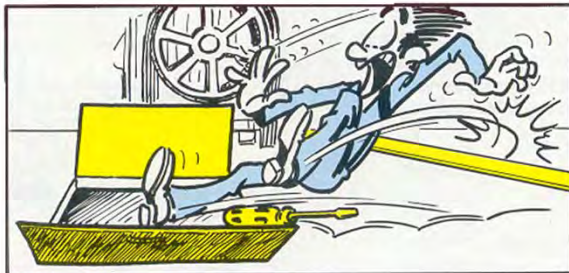
Secondary M/R

MACHINE ROOM

ELECTRICITY



ESCAPE HATCHES



ROTATING EQUIPMENT

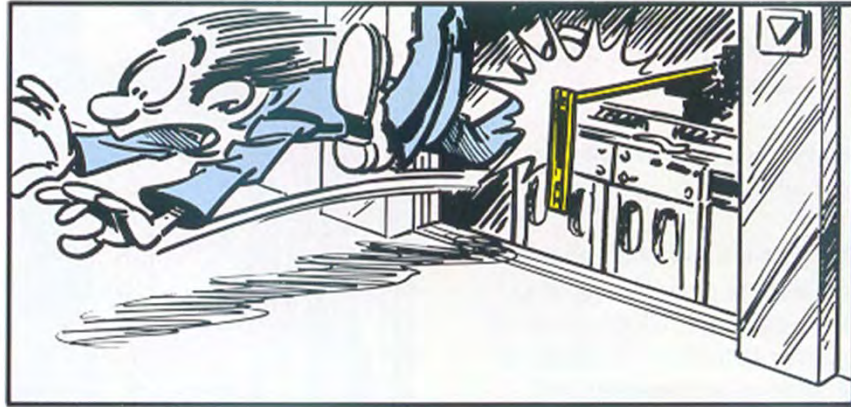


HOISTWAY

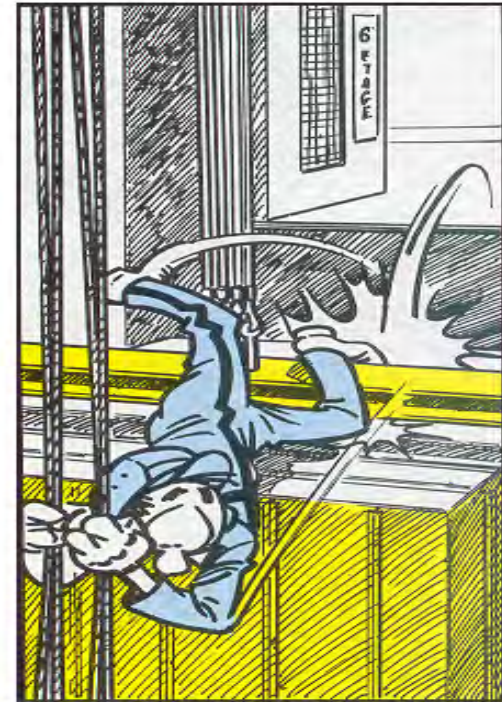


FALLS

CAR TOP

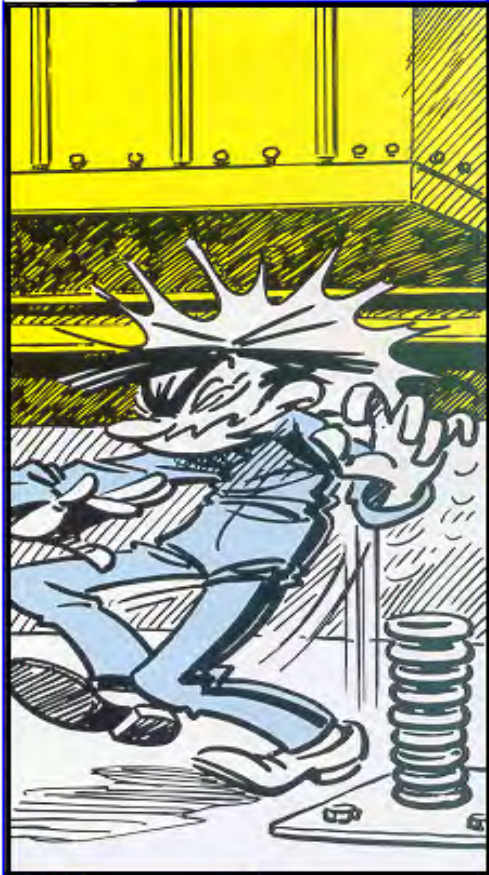


BARRICADES



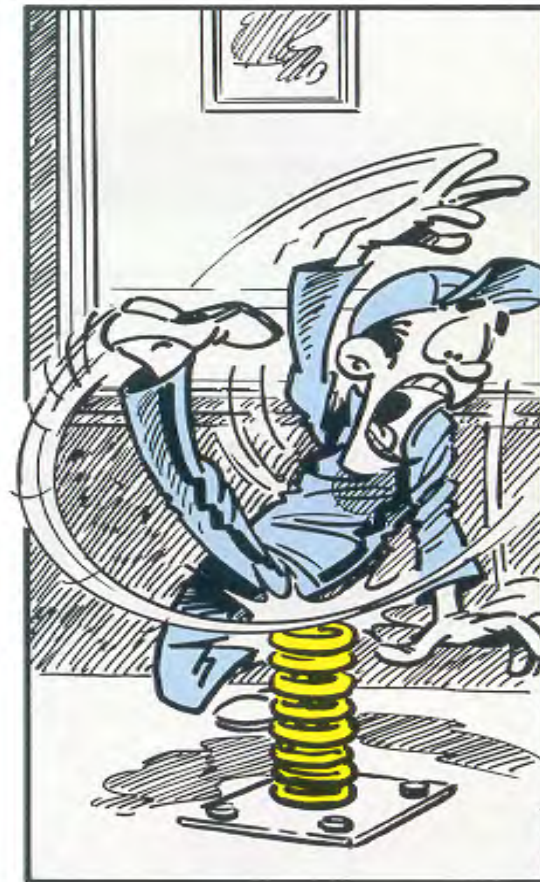
FALLS

PIT



**UNCONTROLLED
ELEVATOR - No Pit
Stop Switch or Pipe
Stands**

SLIP HAZARDS



Water / Grease

ACCOUNT MANAGER'S WORLD

- ▶ **Office**
- ▶ **Traveling**
- ▶ **Customer's Building**
- ▶ **Job Sites**
- ▶ **Machine Rooms, Pits & Hoistways**
- ▶ **Home**



TALKING ON THE PHONE WHILE DRIVING

ANGRY CUSTOMER

FALLING OBJECTS

CAR JACKING

JEWELRY

SNOW SHOVELING

FLAT TIRES

GASOLINE

LOOSE CLOTHING

DARK STAIRS

MOVING MACHINERY

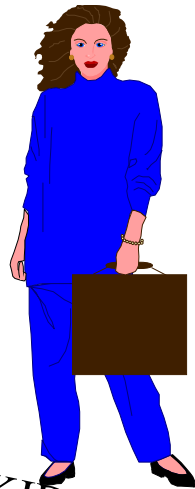
FALL HAZARDS

LAWN MOWER

COMPUTERS

FLYING GOLF BALLS

LADDERS



ELECTRICITY

CONSTRUCTION SITES

TIGHT SCHEDULES

KIDS FORGOT LUNCH MONEY

NO INSPECTION BOX

ROAD RAGE

TEXT MESSAGING WHILE DRIVING

MY ROLE ON THE OFFICE EH&S TEAM

- ▶ **EH&S Committee** (Is sales represented?)
- ▶ **Job Site Assessments** (before the contract did you consider safety and your companies needs)
- ▶ **Training** (participate do you know how / if the mainline can be properly LOTO before point of sale?)
- ▶ **Customer Contact** (listen & report is there a sale opportunity)
- ▶ **Community Involvement** (get involved than be involved)



SELL SMART

SELL WISE

SELL SAFETY



**Look Observe, Pay Attention
and
Survey**

**Things that make
ya go Hmmm?**



Unfamiliar Surroundings

- What are the main hazards in a building that have been shut-down?
- Do you need any special tools when surveying in a building without power? (A Flash Light that Works!)
- What parts of your body are most at risk when climbing stairs to the machine room or across roof tops with guardrails?
- If you climb / descend a steep / vertical ladder, how many points of contact must be maintained?
- What cloths do you need to wear when surveying?

Note: I know you have a company surveyor however, sales also can survey a jobsite when with the building engineer or management as well.



Machine Room Hazards

- **How do you avoid shock from high voltage controller switches when looking at the power distribution sources?**
- **What level of voltage is considered dangerous? Do you know?**
- **How do you avoid entanglement with rotating sheaves?**
- **Have you recognized any tripping hazards in the machine room and how do you avoid them or make a sales pitch to safe guard against the hazard?**
- **Mechanical Stored Energy & Lockout / Tagout**



HOISTWAY

LOOKING INTO THE HOISTWAY FROM A LANDING

- **Do you know if the mechanic accessed the car top correctly before you poke your head in, to look onto the car top in the hoistway?**
- **Do you get on top of cars and if so, when does a fall hazard exist?**
- **How can you avoid placing yourself in a fall hazard?**
- **What PPE equipment is necessary to avoid a fall hazard when the car is not present and you looking into the hoistway with the customer there or building engineer?**
- **Remember you are a representative of your company**



Hoistway Access and Egress - TOC

- **What must you avoid in order to look on the car top without being required to utilize - Top of Car Access Process?**
- **If you must place yourself on any part of the car top, what PPE do you need?**
- **How should the car be capture safely? Would you let the building engineer capture it?**
- **Do you know if the mechanic has captured the car safely?**



Hoistway Access and Egress - TOC

- **What must you test, before accessing the car top?**
- **Describe step by step, how to test 2 safety circuits AND the inspection switch?**
- **Describe testing when access key switches are present.**
- **When exiting the car, what are the proper steps?**



ON THE CAR TOP

When does a fall hazard exist?

- **If in a fall hazard, what PPE is necessary?**
- **If in a fall hazard, wearing PPE, what can you tie-off to safely?**

What are the correct PPE to wear / safety devices used when tying off to the crosshead?

If you do not know you should never be on the car top in the first place



PIT ACCESS

- **What must you know before you survey the pit of a unit with a Single Bottom Cylinder? Do we have any of these units in our portfolio?**
- **What special equipment is necessary to complete a detailed pit survey?**
- **If you are going to be in the pit for >15 / 20 minutes, what other methods can be used to take control the car?**
- **When disconnecting or connecting a main line, where should you stand?**
- **When is it required that you lock and tag the disconnect?**
- **What steps are taken to verify power has been removed from the elevator?**



SET A GOOD EXAMPLE

KNOW THE RULES

AND

FOLLOW THEM!



BY SETTING THE

EXAMPLE

YOUR CUSTOMER WILL

TAKE NOTICE



It Starts With You

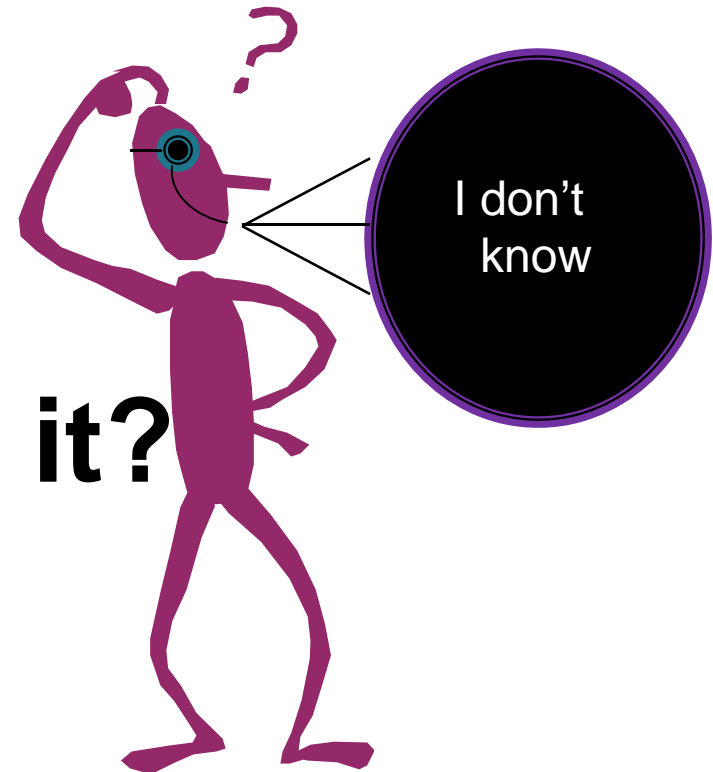
Set it Right !!



P.P.E.

What shall I wear?

When shall I wear it?



Wear the right stuff

COMPANY PPE

- Safety Glasses
- Safety Shoes
- Harness & Lanyard
- Hard Hat
- Gloves



What Should I Wear ?

Construction

Harness AT ALL TIMES, hard hat, safety shoes, safety glasses, and gloves

Modernization

Harness (when necessary), hard hat (when necessary), safety shoes, safety glasses, and gloves

Maintenance/Repair/Service/Testing

Safety shoes, safety glasses, harness (when necessary)
hard hat (when necessary)

Sales

Safety shoes, safety glasses, harness (when necessary)
hard hat (when necessary)
Flash light



SELLING A SAFE JOB



Team know before you go!

- **TEAMWORK**
- **PLANNING**
- **COMMUNICATION**
- **DOCUMENT**
- **DOCUMENT**
- **DOCUMENT**

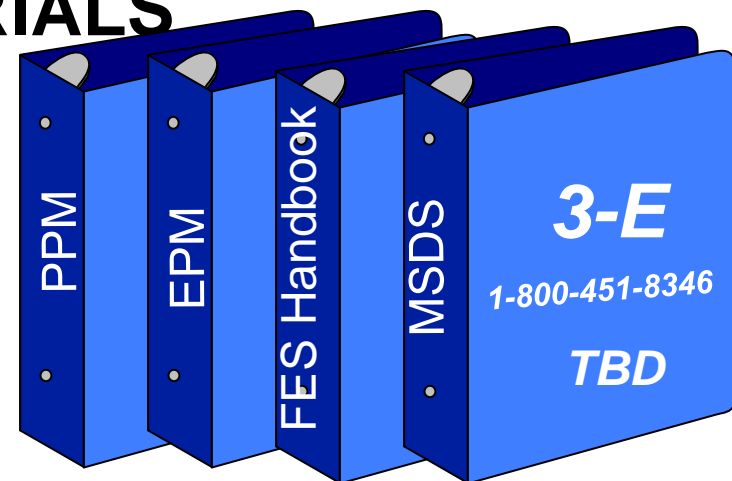
RESOURCES

- **REFERENCES (VP, MANAGERS)**
- **SAFETY TEAM**
- **FIELD MANAGERS**
- **OFFICE TEAM MEMBERS**
- **FIELD TEAM MEMBERS**
- **CUSTOMERS**
- **COMMUNITY ORGANIZATIONS**
- **PROFESSIONAL ORGANIZATIONS**
- **NAEC Website / INTERNET**
- **COMPANY WEBSITE**



EH&S REFERENCES

- **POLICIES & PROCEDURE MANUAL**
- **ENVIRONMENTAL POLICY MANUAL**
- **Elevator Industry - FIELD EMPLOYEE SAFETY HANDBOOK**
- **MSDS PROCESS**
- **SAFETY TRAINING MATERIALS**
- **NAEC WEBSITE**
- **IBCodes**



INDUSTRY TERMS

- **TOTAL ACCIDENT RATE**
(# of MEDICALLY TREATED ACCIDENT'S)
- **LOST TIME ACCIDENT RATE**
(# of LOST TIME ACCIDENT'S)
- **SEVERITY RATE** (Lost Days Away From Work)
- **Your company- EXPERIENCE MODIFICATION RATE or (EMR)**
 - 2011
 - 2012
 - 2013
 - 2014
- **Must be under 1.0**
to submit sales proposal for certain industries



EH&S Hardware Objectives

- Does all your Gearless elevators have Top of Car Inspection?
- Automatic Rope Lubricators - Traction units do we sell these?
- All elevator units (Hydraulic) do they have Top of Car Inspection Boxes?
-
- All acquired / recaptured units, has an inventory been taken to ensure they have TOC & Pit Switches installed by the end of the first year / in our 3-5 year Business Plan
- Major modernization (controller replacements) are they being brought up to company / industry standards
- Can you identify the incoming voltage lines in the controller? Have tags been placed on those lines to alert the mechanic?
- Selling safe is part of your yearly objectives



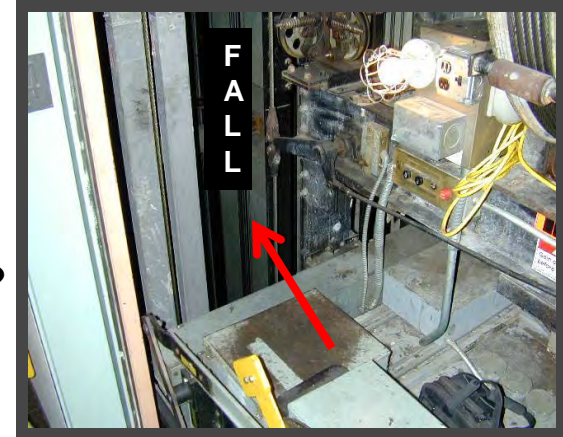
Arch flash concern?



EH&S Hardware Objectives

Open Order Opportunities on Recapture / Modernization Projects

- Is there a Top of Car Inspection box / switch installed and what type?
- Is the Car Top Stop Switch located within 24-29.5" off the sills landing?
- Is there > 12" from the car top to the side wall? If so, a Top of Car guardrail system is needed. Do you know what to sell here?
- High voltage guarding on controllers in there any? If not, there is a need to installed. We have knife switches will the bldg. mgt. go for safe guards?
- Is there Machine / Sheave guarding installed? If not can we sell it?
- Pit emergency stop switches are they installed and properly working?
- Can you reach the stop switch from the sill landing without falling into the pit?




EH&S ASSESSMENT SYSTEM

Standard Rules *and* Procedures



EH&S ASSESSMEENT SYSTEMS 1-13

- **Assessment System**
 - **EH&S Reviews for Acquisitions**
 - **Worker Comp Management**
 - **Industrial Hygiene**
 - **Multi-Media EH&S Self Assessment**
 - **Air Pollution Prevention & Control**
 - **Ergonomics Management**
 - **Machine / Equipment Safeguarding**
 - **Water Pollution Prevention Control**
 - **Contractor EH&S Program**
 - **Waste Management**
 - **Vehicle Program Defensive Driving**
 - **Material Handling**
- 

- **SELL A SAFE JOB**
 - **TAKE CARE OF EACH OTHER**
 - **YOUR FAMILY DEPENDS**
- ON YOU**



Understand, Recognize & Follow the Rules

What are the Fatality Compliance Areas?

FALLS & PROTECTION

IN CONTROL OF THE ELEVATOR / ESCALATOR

- **CAR TOP Access / Egress**
- **PIT Access / Egress**

EXTREME RISK PRACTICES

- **Hoisting and Rigging**
- **Jumpers**
- **Scaffolding**
- **False Cars and Running Platforms**
- **Material Handling**

OWNERSHIP OF ENERGY

- **Lock out & Tag out**
 - **Mechanical Stored Energy**
- 

If you feel like any task SEEMS unsafe...

It probably is 

DO NOT TAKE ANY CHANCES

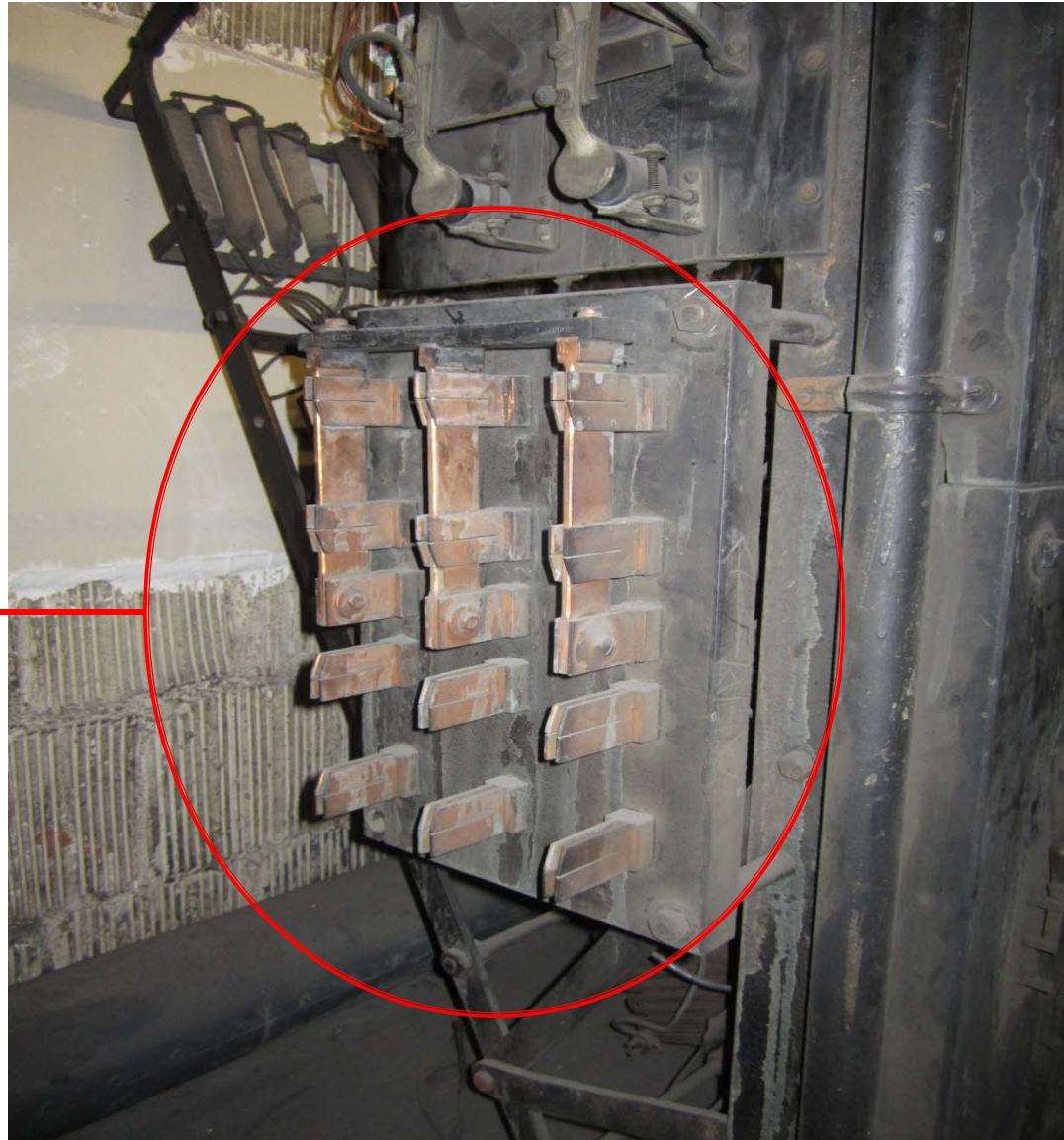
BE SAFE BEFORE YOU PROCEED



Selling Opportunities



Controller was missing a knife switch handle to engage / disengage power to on / off position. So building management installed a mainline disconnect.

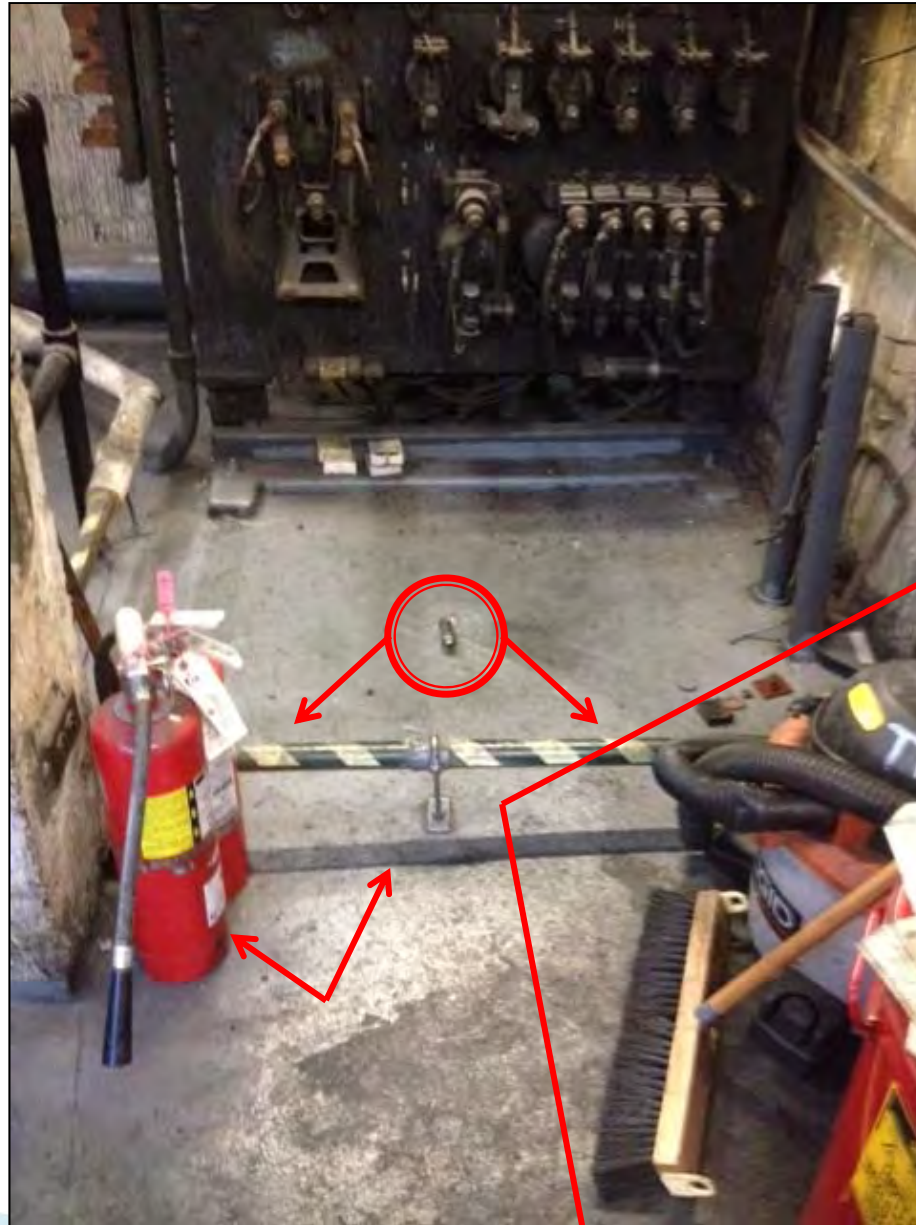


**Controller
without any
protection
from live
arching**



**Mainline
disconnect
installed
based on
selling safety?**





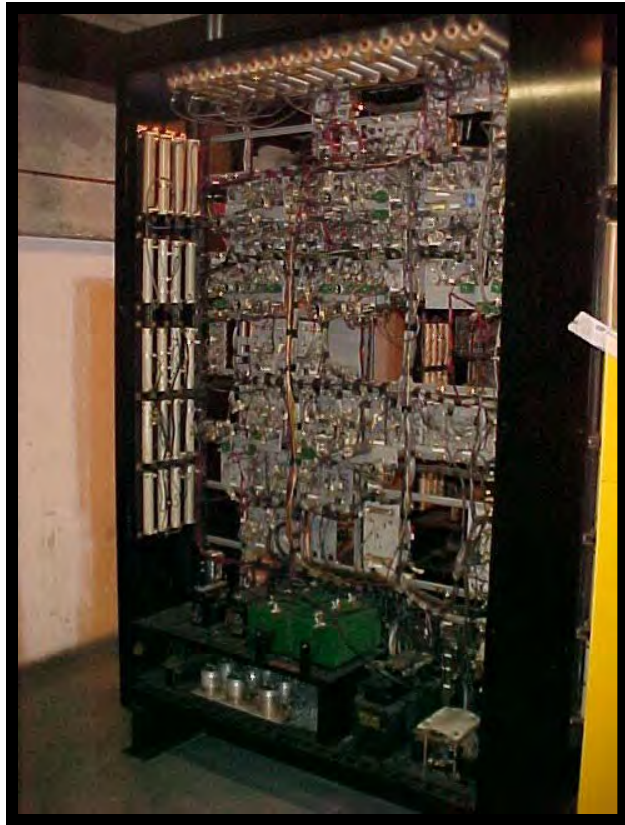
Tripping hazards and housekeeping issues to enter controller without protective shield on controller to prevent accidental contact if your employee tripped when working on or in this area what could happen?



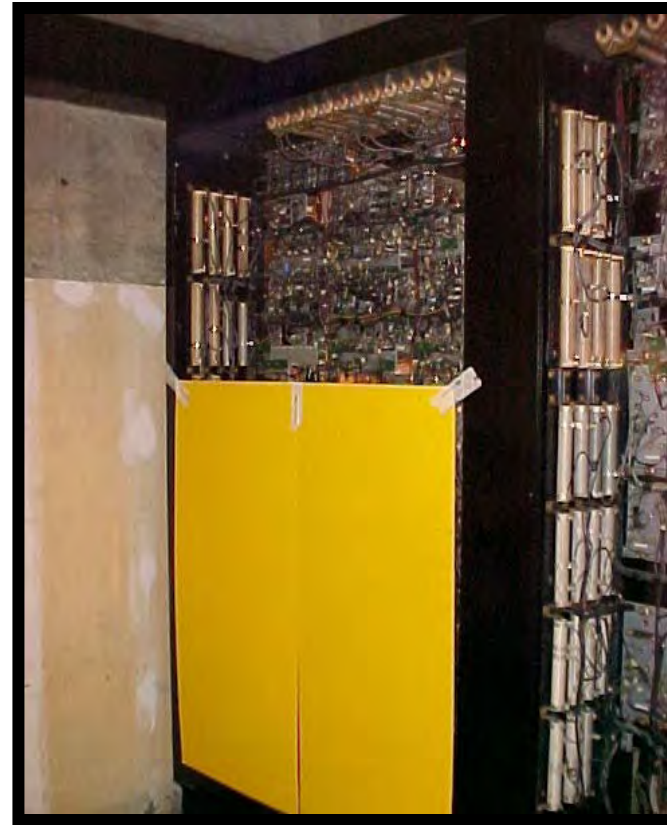
Can you explain the positive / negative is in this photo?

Electrical Safe WP

Examples of sales opportunities



Unguarded



Guarded

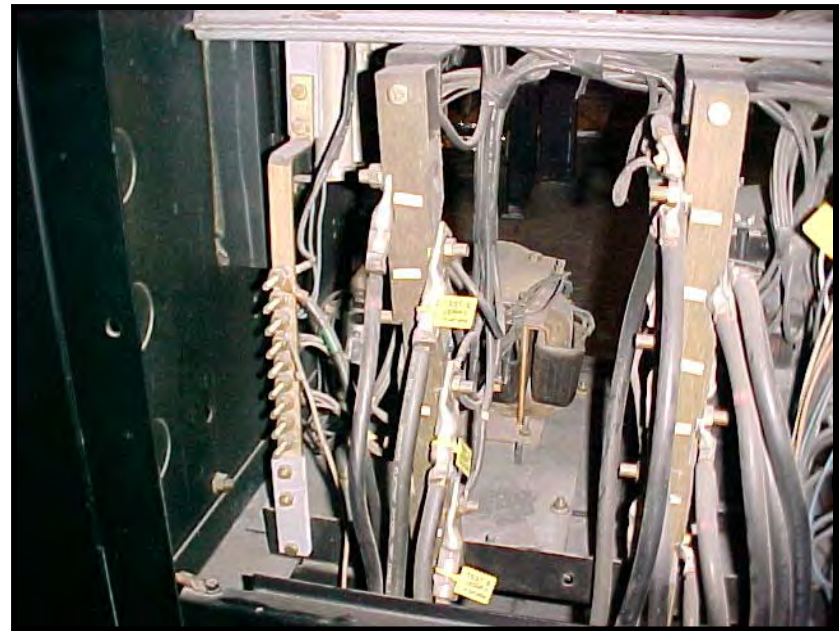
Electrical Safe WP

Examples

Guarded



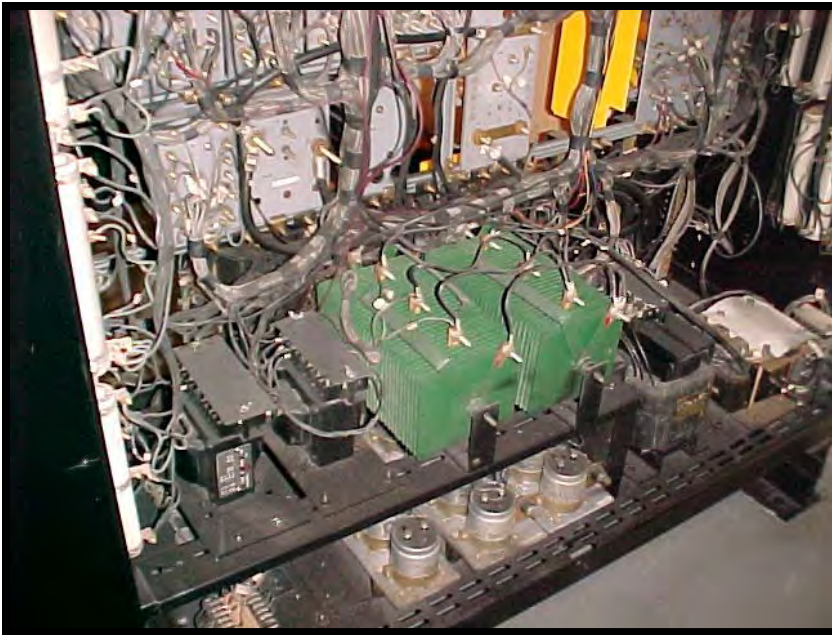
Unguarded



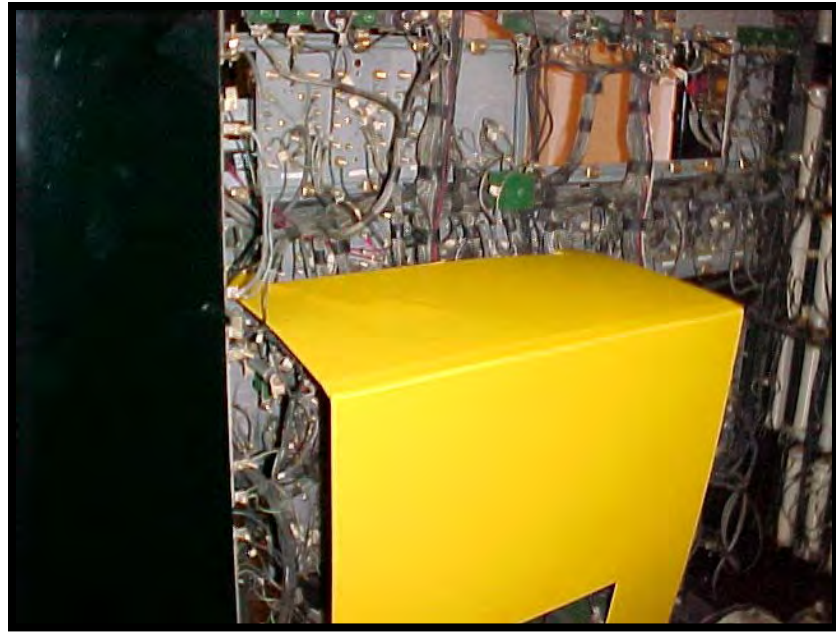
Electrical Safe WP

Examples

Unguarded



Guarded



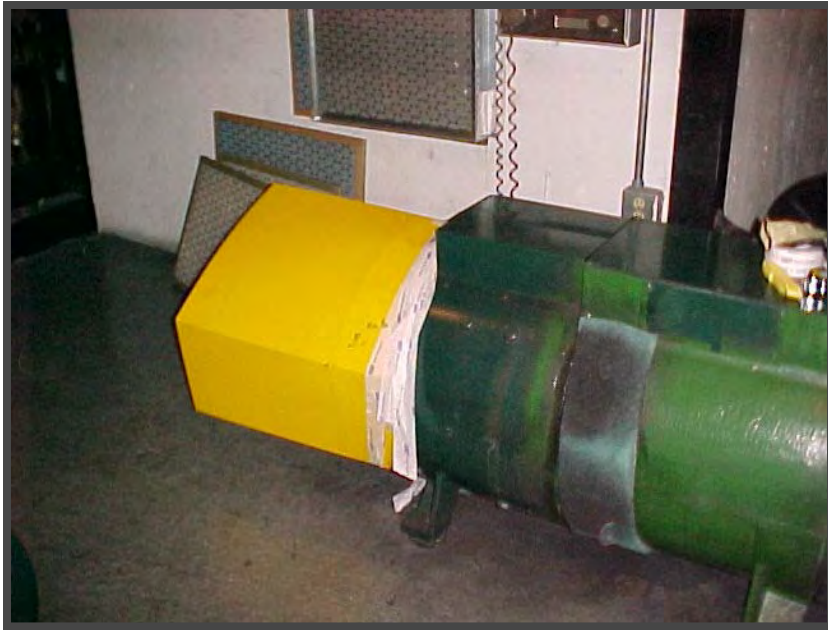
Electrical Safe WP

Examples

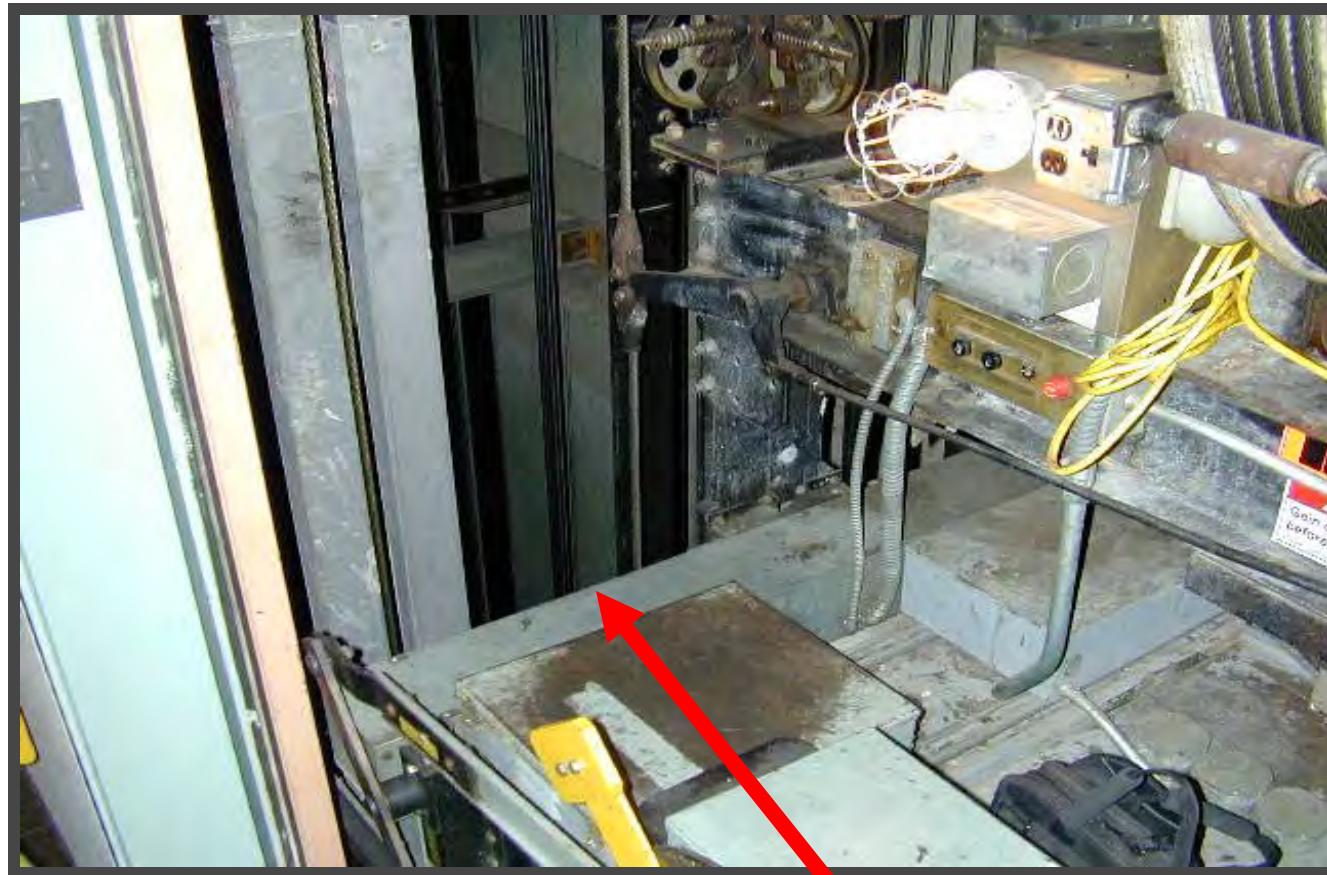


Electrical Safe WP

Examples

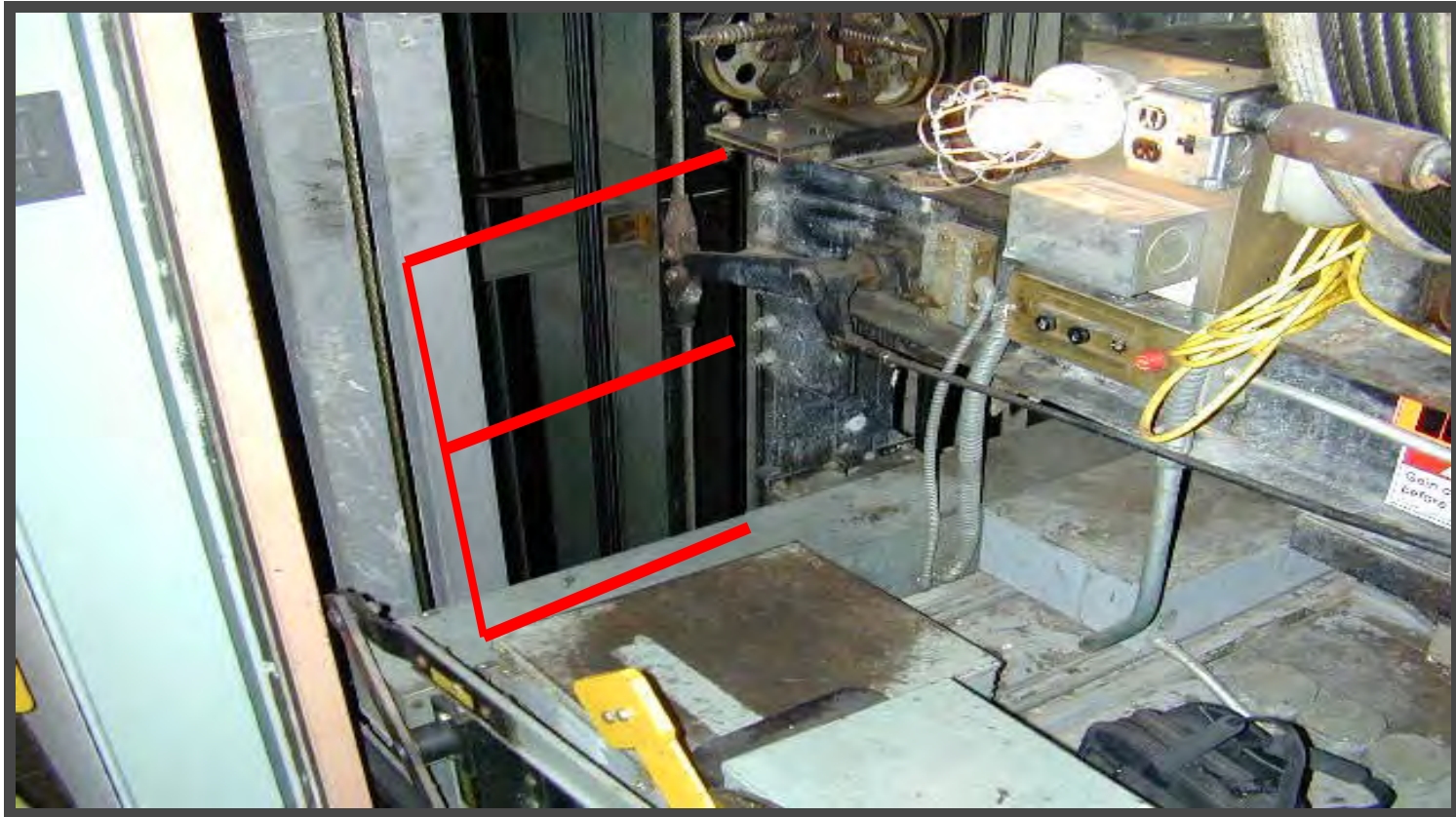


Fall Protection Hazard NO TOC Barricading



Example: If work is being performed on the front of this car, fall protection would be required.

Fall Protection Hazard Selling TOC Barricading



Example: Simulated barricade erected to give you an idea how to eliminate this fall hazard on this side of the car top. We need to consider this as part of our sales presentation for open order.

Overhead Protection - When We Submit Proposal to G/C?



Machine Room



Hoistway



High traffic area


Examples of Proper Overhead Protection

Summary

- **Know the rules before you conduct a job site survey (Current - IBCodes)**
- **Follow the rules by wearing the correct PPE**
- **Identify sales opportunities based on the company's safety policy and work procedures**
- **Lead by Example - The customer will recognize your commitment and that of the company's - That could lead to a contract**

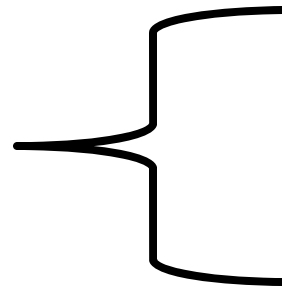


Summary

- **All the above photos were taken as a training tool so we as a team can identify those areas in a typical machine room / secondary machine room that would need to be address so our employees can work safely.**
 - **It comes down to risk assessment and understanding what to do that can prevent an unwanted accident from taking place.**
 - **The building management may not have known about the above safety concerns if we do not alert them. An opportunity for our sales team to discuss site safety conditions that could lead to a Mod, Retrofit, Open Order opportunity.**
 - **They may not care but in the end we must care and safe guard ourselves from accidental contact, falling through grating, electrocution and or bumping our heads.**
- 

Summary

- Proactive safety measure (housekeeping for one) can be taken by the resident mechanic to address the simple site safety concerns but;
- 1). Knife switches controllers
- 2). Top of car barricades
- 3). Top of car inspection boxes
- 4). Secondary stop switches
- 5). Machine room access doors



Sales Opportunities

Hoistway Access

In buildings that we do have access to the car tops Without escutcheon tubes to safely break the door lock we presently have to use;

- ✓ Tomahawks (single / double)
- ✓ Go-zinta's
- ✓ Shoe String
- ✓ Two employees one in the car to operate on inspection the second on top of the car to allow the team to safely move and access the car tops to perform their task).
- ✓ Opportunity to sell new doors without asbestos inside the door as insulation. Environmentally Green Point of Sales.



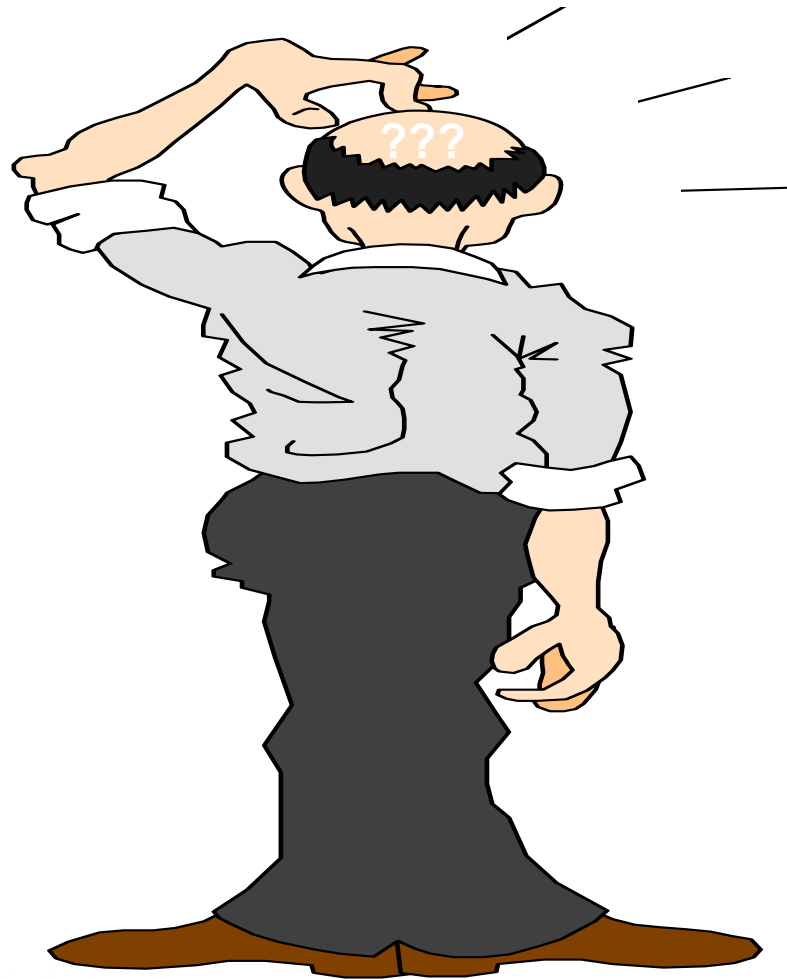
Conclusion

It will take our entire sales workforce, department managers and field associates (mechanics/adjusters) to communicate and work together to address these safety items, so our sales team has the correct information to allow you to set up a sales call to try and sell current and modern technologically advance equipment to upgrade those building we maintain.

This will allow our field teams to safely perform their jobs day in and day out without exposure to these poor and outdated working conditions.



QUESTIONS PLEASE!!



Moving Forward

and

Getting Better

