

M.O.S.T.®

S.O.S.®

## Employer Recognition

The team at Convoy Systems does an A++ job of investigating all claims. They know their employees and can answer any question about them or the circumstances of the claim. They are passionate about the care of all employees as well as the business aspect of each claim. Working with Brenda Miller, President, and the rest of the Convoy team is truly a partnership as they take an active role in discussing claims/strategy.

“As with any client, we value Convoy’s opinion and are always willing to discuss a different approach than our original plan. However, Convoy is also willing to take our recommendations when we are confident that we are on the right track to ultimately obtain the best results possible,” says Kristin Leaptrott, Lead Adjuster for Convoy Systems.

In the six years we have worked with Convoy Systems, their severity and frequency have both reduced. This is a direct reflection of the hard work and dedication that both Brenda and the rest of the team at Convoy contributes on a daily basis!

Thank you to Brenda and her team for the continued partnership!!

# M.O.S.T. Observer

## See the Risk or Lose an Eye

A 45-year-old maintenance employee who has been with the company for about six months, suffered a serious eye injury while working to replace a leaking air hose on a diesel truck.



He was attempting to remove the air hose by loosening the clamp with a pair of pliers. As he was aggressively pulling on the hose, it came loose and struck him in the eye. The resulting injury was a damaged cornea requiring a cornea transplant.

In this case, the employee had safety glasses but was not wearing them. M.O.S.T. teaches us that being Method Oriented means using

the correct method EVERY TIME to prevent carelessness. Part of using the correct method is utilizing the right tools and PPE for the job you are doing.

Applying Safety Thinking would have also helped in preventing this injury. Using your mind to reason and consider risks while working would have identified the potential of being struck if the hose came loose suddenly. Safety Thinking requires a conscientious effort to prevent ourselves from being guilty of not thinking.

The employee gratefully will make a full recovery from this incident. He has also made a commitment to himself that he will always use safety glasses to keep from having to say, “I can’t believe I did something so stupid”!

### Eye Opener!

There were 19,390 eye injuries in 2017 that involved days away from work! - BLS.gov



Johnston & Associates, Inc.

MAY 2019

**M.O.S.T.®**

# M.O.S.T. IN ACTION

**S.O.S.®**

## Driving Home Safety



In August 2018, The M.O.S.T. System — Method Oriented Safety Thinking® and The S.O.S. System—Seeing, Obeying, Spacing® was introduced by Johnston & Associates to Direct Auction's Services, Manheim Detroit location. This location

has around 200 employees and moves about 12,000 cars on a monthly basis.

Six months later when we followed up with Jason Lowder, General Manager and his team to see how the M.O.S.T. System was working in action, it did not take long for us to discover that Jason and the Manheim Detroit employees had taken M.O.S.T. and S.O.S. to the next level.

They had made it a priority to make sure that the M.O.S.T. System was integrated into their culture. In fact when asked each employee could discuss how the systems applied to their day to day jobs in preventing injuries!

Since implementing M.O.S.T. and S.O.S., Manheim Detroit has had a **50% reduction** in injuries and **49% reduction** in cost over last year. Jason and his employees have done an excellent job of implementing the systems and are experiencing great results!

## For the Mind

M S X Y Z D F W P A D I E P Q  
F T K X G E M P S Q N D D Y W  
P C A R E L E S S N E S S P G  
G N I Y E B O S P A C I N G W  
K O Y Z F C E R E J O P X J Y  
J M G P I E J T S S M W O F T  
H J L A I V M O S T C P O M E  
A G T N S T S D H P V R I E F  
U E G H W Q H O E N I A O T A  
S G R X O I G I U E S M J H S  
O P Z N R F B I N M I T K O O  
J E W V Y F A T I K B J O D F  
V Q L E M F E T V L I R I N U  
E E P R W D H J B B Q N S W W  
U J M R E R U S U C C O G W O

**MOST  
METHOD  
ORIENTED  
SAFETY  
THINKING  
SOS  
SEEING  
OBEYING  
SPACING  
CARELESSNESS  
THINKING  
OCCUSURE  
JOHNSTON  
ASSOCIATES**

**"Safety is  
everyone's job..."**

**be careful, be  
aware, be safe."**

**-Justin Gray**

## Jason's Keys to Driving M.O.S.T. Home

### ***Daily safety meetings***

Lead drivers hold daily meetings with all drivers tying all safety subjects into M.O.S.T. and S.O.S. For example, pre-trip inspections are a method and doing it correctly every time is how you are "Method Oriented".

### ***Top Management Reinforcement***

Jason Lowder always reviews M.O.S.T. and S.O.S. during his weekly employee meetings. He sets the expectation that his employees know what M.O.S.T. and S.O.S. stand for and how the systems apply to their jobs.

### ***Keep it fun!***

Drivers earn tickets during the week to place in a weekly raffle. One way to earn tickets is to demonstrate utilizing the M.O.S.T System in their job. Prizes in the raffle are \$20 gift cards.

***Remember, M.O.S.T. is all about preventing  
carelessness and not thinking.***

***Using M.O.S.T. effectively in the workplace will  
reduce losses and help prevent injuries!***