



Packing Company Case Study

Preview of named case study to be released in Q2 2023

BACKGROUND

Packing Company is a proactive provider of leading-edge logistics, transportation and supply chain management solutions. With more than 50 locations located throughout North America, they offer low cost solutions from unit load packaging, to transporting, storing, repairing, and recycling – or a total life cycle management.

Packing Company is a niche provider in the pallet industry working with large customers all over to find ways to cut costs and improve unit load efficiencies. From sorting and repair to recycling, their Mira Loma location in California was experiencing elevated risk exposures. Packing Company had become aware that there were systematic problems with high pallet stacks that impeded sight visibility for forklift drivers. This impaired driving led to an increase in cargo falling, accidents within the facility and near misses of employees.

When The Hartford proposed a potential CompScience engagement, the team at Packing Company reviewed the proposal. The onsite site manager, and his executive team, VP of Risk Management, Director of Operations, realized the advantages this Intelligent Safety Platform could potentially have on this location.

ENGAGEMENT

To kick off the risk reduction program and begin to leverage the full power of the platform, Packing Company shared workplace video through a simple upload to secure server. CompScience then applied over 50 AI “detectors” to analyze specific risks in the operations. Data science techniques were then applied and specific risk events were identified by work area, time of day, and type of potential injury. Through these techniques, CompScience quantifies the risks in operations. CompScience also acts as an impartial consultant, validating decisions made by the team.

CompScience delivered a risk report that revealed 1000’s of events in specific locations within the facility. This report helped to quantify their line of sight risk from forklift drivers unable to clearly navigate through the facility due to large stacks of pallets impeding their views. The results were reported to the executive team by CompScience’s loss control experts. As partners,

the combined team talked through the findings and communicated actional solutions for the onsite team to implement, thereby reducing the various risk exposures found.

SOLUTIONS

By quantifying ergonomic and forklift/powerd industrial risk with numbers, the entire team was confident that they could measure the improvements once recommended workflow changes were implemented.

Client Name began to enhance training communications regarding safety with the executive team and safety committee. His team also changed processes within the facility, such as limiting pallet stacks to no higher than 6ft to allow drivers more visibility while carrying loads throughout the facility.

Recommendations highlights:

To reduce Line of Sight and Precarious Load Causing Cargo Falling Risks

- Limit the distance traveled moving forward when line of sight is restricted, especially when stacking loads
- Evaluate maximum pallet height to be transported by PIT
- Communicate the policy and understand the motivations behind pushing multiple full pallets
- Exclusion zones to keep vehicle near misses at zero
- Driving forklifts in reverse with product to improve line of sight
- Weekly communication on safety protocols

As the implementation of risk reduction recommendations began, weekly updates with the employees and executive team focused on improving not only risk, but this also fostered internal communications that emphasized a cultural shift towards workplace wellbeing. This changed the conversation from burdensome safety guidelines to a workplace benefit of wellbeing.

RESULTS

Within 6 months primarily focused on employee coaching, Packing Company successfully reduced the frequency of dangerous driving, as measured by Line of Sight, Precarious Load, and Cargo Falling incidents by 50-71%.

Results highlights:

- 71% reduction in Line of Site Risk
- 50% reduction in Precarious Load
- 71% reduction in Cargo Falling

After 12 months, Client Name and his team successfully and consistently Implemented exclusion zones for pedestrian traffic and limited pallet height restrictions to under 6 feet. This improvement combined with enhanced training for existing employees and new hires had CompScience's reporting to confirm their success. Their initial program ended with Line of Sight events reducing 73%. Actual event numbers reduced from 12,562 events reported on their first risk report to 3,457 events at their final report.

Line of Site progress

CompScience continues to partner with Packing Company to keep its safety standards high and continually improve in order. The focus on worker wellbeing also has had a powerful impact on turnover and related costs.