



# How Safety Training Can Work for You

Caterpillar Customer Safety Services

May 13, 2009

# Agenda



- Introduction
- Generations & Effective Learning
- Utilizing Safety.Cat.Com
- Demo

# Introduction



**Safely Home. Everyone. Every day.™**

Provide solutions enabling our world-wide customers to create a jobsite culture of safety and sustainability.



# Generation Timeline



**Veterans**  
1922 – 1945  
*> 64 yrs*

**Baby Boomers**  
1946 – 1964  
*45 – 63 yrs*

**X**  
1965 – 1980  
*29 – 44 yrs*

**Y**  
1981 – 2000  
*< 28 yrs*

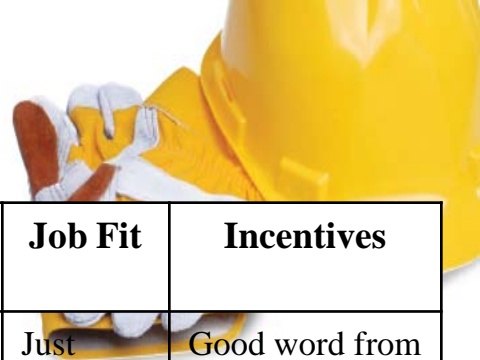
*Early*  
1946 – 1954  
*55– 63 yrs*

*Late*  
1955 – 1964  
*45 – 54 yrs*





	<b>Key Traits</b>	<b>Heroes</b>	<b>Work Style</b>	<b>Loyalty</b>	<b>Motivators</b>	<b>Skill Building</b>	<b>Job Fit</b>	<b>Incentives</b>
<b>Veterans</b>	<b>Duty Honor Sacrifice</b>	<b>War heroes</b>	<b>Work ethic defined by clock</b>	<b>The company</b>	<b>Respect past contributions  Draw on experience</b>	<b>Training happens on the job</b>	<b>Just having a job is important; don't have to like it</b>	<b>Good word from the boss</b>




	<b>Key Traits</b>	<b>Heroes</b>	<b>Work Style</b>	<b>Loyalty</b>	<b>Motivators</b>	<b>Skill Building</b>	<b>Job Fit</b>	<b>Incentives</b>
<b>Veteran</b>	<ul style="list-style-type: none"><li>- Duty</li><li>- Honor</li><li>- Sacrifice</li></ul>	War heroes	Work ethic defined by clock	The company	<ul style="list-style-type: none"><li>- Respect past contributions</li><li>- Draw on experience</li></ul>	Training happens on the job	Just having a job is important	Good word from the boss

<b>Boomers</b>	<b>Workaholic</b> <ul style="list-style-type: none"><li>- Optimistic</li><li>- Personal fulfillment</li></ul>	<b>Social heroes</b>	<b>Visibility is key</b> <b>Face time</b>	<b>The company and me</b>	<ul style="list-style-type: none"><li>- Rewards and recognition for strong work ethic</li><li>- Personal development</li><li>- Titles</li></ul>	<b>Important, but not as important as work ethic</b>	<b>Must be a good fit</b>	<b>Attention and \$\$\$</b>
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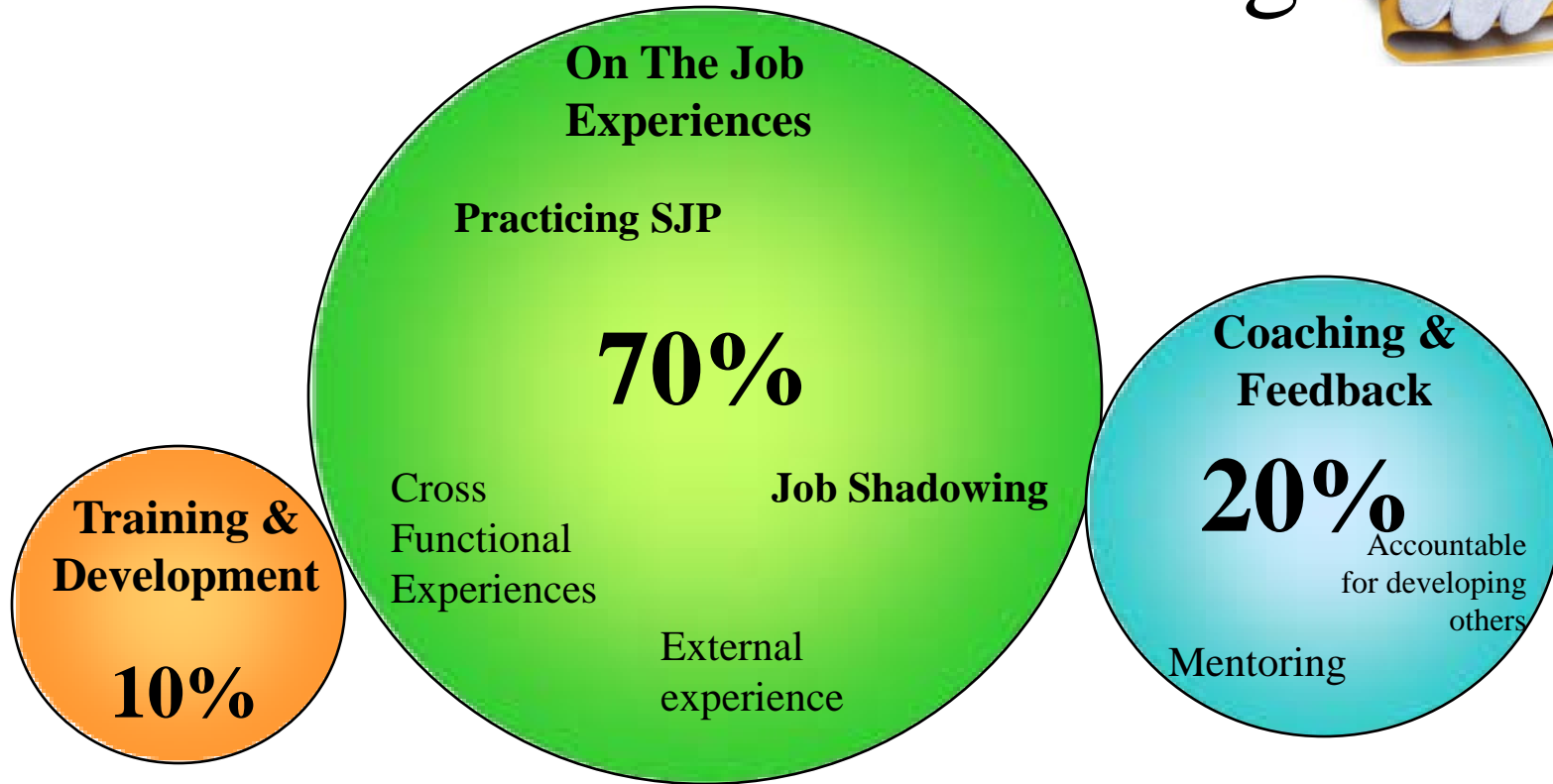
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<b>Veterans</b>	- Duty - Honor - Sacrifice	War heroes	Work ethic defined by clock	The company	- Respect past contributions - Draw on experience	Training happens on the job	Just having a job is important; don't have to like it	Good word from the boss
<b>Boomers</b>	- Workaholics - Optimistic	Social heroes	Visibility is key	The company and me	- Rewards and recognition for strong work	Important, but not as important	Must be a good fit	Attention and \$\$\$

<b>Gen X</b>	<b>Self Reliant</b>  <b>Skeptical</b>	<b>No common heroes</b>	<b>When or how I work doesn't matter as long the work gets done</b>	<b>A person</b>	- Learning and development opportunities - Autonomous work assignments - Continuous feedback - Leadership accessibility	<b>Primary ingredient to success</b>	<b>Looking for mentor, role model, advocate</b>	<b>Time off</b>
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	<b>Key Traits</b>	<b>Heroes</b>	<b>Work Style</b>	<b>Loyalty</b>	<b>Motivators</b>	<b>Skill Building</b>	<b>Job Fit</b>	<b>Incentives</b>
<b>Veterans</b>	- Duty - Honor - Sacrifice	War heroes	Work ethic defined by clock	The company	- Respect past contributions - Draw on experience	Training happens on the job	 Just having a job is important ; don't have to like it	Good word from the boss
<b>Boomers</b>	- Workaholics - Optimistic - Personal fulfillment	Social heroes	Visibility is key Face time	The company and me	- Rewards and recognition for strong work ethic - Personal development - Titles	Important, but not as important as work ethic	Must be a good fit	Attention and \$\$\$
<b>Gen X</b>	- Self Reliant - Skeptical	No common heroes	When or how I work doesn't matter as	A person	- Learning and development opportunities  - Autonomous work	Primary ingredient to success	Looking for mentor, role model,	Time off

<b>Millennials</b>	<b>Busy</b> <b>Entrepreneurial</b> <b>Group oriented</b> <b>Very short attention span</b> <b>Optimistic</b>	<b>Them - selves</b>	<b>Use technology to challenge traditional schedules</b>	<b>Me, and the person who helps me reach my goals</b>	<b>- Adding value = earning rewards</b>  <b>- Don't discount ideas based on years</b>  <b>- Growth opportuniti</b>	<b>Multi-media</b>	<b>Searching for person who will help them achieve personal goals</b>	<b>Expect constant rewards and recognition</b>
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# Effective Learning



*Where are you?*

# Utilizing Safety.Cat.Com



## Toolbox Talks

## Watch a Video

## Walk Around

**TOOLBOX TALKS**

You know, Toolbox Talks are a valuable time to review safety issues with your crew. For additional Toolbox Talks, please visit [SAFETY.CAT.COM](http://SAFETY.CAT.COM).

**TOPIC: Equipment Mounting & Dismounting**

Safe removal when mounting or dismounting machinery is an essential part of maintaining safety.

**Three Points of Contact**

- Use a lifeline from handle and one foot, or one hand and one foot, when ascending and descending equipment. Factors to use this method for a stand for maximum and one higher for.
- Keep hands free when climbing three points of contact.
- Maintain traction by wearing footwear in line of potential hazards such as dirt, oil, wet grasses.
- Use footing materials for temporary holds and other objects that may keep hands from being free.

**Inspection and Maintenance**

- Inspect equipment from the top or high supports.
- Remove slugs and dirt/debris on a regular basis and free of debris and debris.
- Ensure landing areas are equipped with adequate lighting.

**Proper Approach**

- Always face equipment when mounting or dismounting.
- Always use the means provided by the manufacturer.

Equipment Mounting Dismounting

SAFETY.CAT.COM

Discussion Date \_\_\_\_\_

Employee Participant(s) \_\_\_\_\_

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**SAFETY BASICS: SLIPS AND FALLS: VIDEO (2007)**

00:00/3:53

Safety & Maintenance Inspection: Skid Steer Loaders and Multi Terrain Loaders

SAFETY.CAT.COM™

Operator/Inspector \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

What are you inspecting?	What are you looking for?	Evaluator Comments
<b>FROM THE GROUND</b>		
Overall Machine	Loose Or Missing Nuts & Bolts, Loose Guards, Cleanliness	
lights	Broken lamps, lenses, operation	
grab Irons, Steps, Handholds	Condition And Cleanliness	
tires	Inflation, Leaks, Damage, Wear, Lug nuts tight/missing	
Tracks and Drive Lugs ( Multi Terrain Loader )	Damage, Deep cuts, Abrasions, Embedded foreign matter	
rocket Rings and Sleeves ( Multi Terrain loader )	Damage, Consult OMM for replacement	
Undercarriage and Undercarriage Wheels ( Multi Terrain Loader )	Dirt, Debris, Tension, Excessive damage	
lectrical and Hydraulic Lines	Damage, Leaks	
hydraulic Oil Level	Fluid level	
grease Fittings	Proper greasing	
body	Structural Damage, Cracks, Welds	
Work Tool	Debris between lift arm and work tool, Excessive damage	
<b>ENGINE COMPARTMENT</b>		
engine Oil	Fluid Level	
engine Coolant	Fluid Level	
oil Hoses	Cracks, Wear Spots, Leaks	
air Filter	Cleanliness,	
oil Belts	Tightness, Wear, Cracks	
guards	In place, not missing	
Overall Engine Compartment	Trash or dirt buildup, Leaks	
<b>INSIDE THE CAB</b>		
gauges, lights, switches	Damage, operation	
seat	Adjustment	
seat Belt, Buckle & Mounting	Damage, Wear, Adjustment	
horn, backup alarm, lights	Proper Function	
Windows and Mirrors	Condition, clean, adjust	
IOPS	Damage	
Overall Cab Interior	Cleanliness	

*And a jobsite walk around*

*Preventing Slips, Trips, and Falls*

# Utilizing Safety.Cat.Com



## Toolbox Talks

**TOOLBOX TALKS**

Toolbox Talks are intended to increase worker and safety awareness on the job site. For additional Toolbox Talks, please visit SAFETY.CAT.COM™.

**TOPIC: Equipment Mounting & Dismounting**

Safe access when mounting or dismounting vehicles from equipment is an essential part of working safely.

**Three Points of Contact**

- Use either two hands and one foot, or one hand and two feet when mounting or dismounting equipment. Before you use, make sure you are in a secure position.
- Face forward when mounting or dismounting equipment. Do not lean back or forward.
- Always look to the side when dismounting to avoid obstacles.
- Use hand signals to communicate with others when dismounting.

**Inspection and Maintenance**

- Inspect critical areas for oils or leaks.
- Check steps and handholds are properly secured and free of debris and damage.
- Ensure landing areas are equipped with adequate lighting.

**Proper Approach**

- Always face equipment when mounting or dismounting.
- Always use the access provided by the manufacturer.

SAFETY.CAT.COM™  
http://www.safety.cat.com/index

**Equipment Mounting & Dismounting**

SAFETY.CAT.COM™

## Watch a Video

SAFETY BASICS: SLIPS AND FALLS: VIDEO (2007)

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## Walk Around

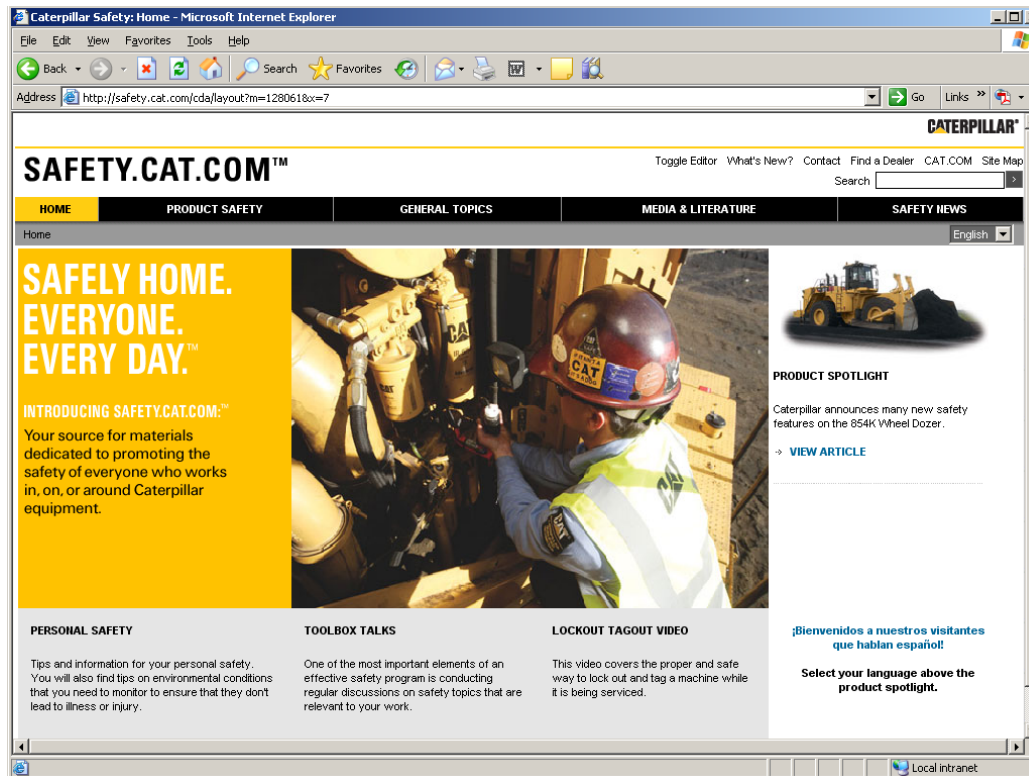
**Safety & Maintenance Inspection: Skid Steer Loaders and Multi Terrain Loaders**

SAFETY.CAT.COM™

Operator/Inspector		Date	Time
What are you inspecting?	What are you looking for?	Evaluator Comments	
<b>FROM THE GROUND</b>			
Overall machine	Look for missing PPE's, bolts, Loose Cables, Chaffed Wires		
Lights	Broken lights, wrong operation		
Crab bins, Steps, Handholds	Condition and Cleanliness		
Tires	Inflation, Leaks, Damage, Wear, Lug nuts tight/missing		
Tracks and Drive Legs (Multi Terrain Loader)	Damage, Deep cuts, Abrasions, Embedded Debris/water		
Sprayer Bags and Sleeves (Multi Terrain Loader)	Damage, Loose, Old for replacement		
Undercarriage and Undercarriage Wheels	Oil, Debris, Tension, Excessive Damage		
Multi Terrain Loader	Damage, Loose		
Electrical and Hydraulic Lines	Damage, Leaks		
Hydraulic Oil Level	Fluid level		
Control System	Proper operation		
Body	Structural Damage, Cracks, Holes, Bent/Off pins and bolts, Bent/Off pins and work tool, Excessive damage		
Work Tool			
<b>ENGINE COMPARTMENT</b>			
Engine Oil	Fluid level		
Engine Coolant	Fluid level		
All Hoses	Cracks, Wear, Spots, Leaks		
Air Filter	Cleanliness		
All Belts	Tightness, Wear, Cracks		
Grease	In place, Not missing		
Overall Engine Compartment	Wash or Oils buildup, Leaks		
<b>INSIDE THE CAB</b>			
Controls, lights, switches	Damage, operation		
Seat	Adjustment		
Seat Belt, Buckle & Mounting	Damage, Wear, Adjustment		
Play, backup alarm, lights	Proper Function		
Windows and mirrors	Condition, clean, adjust		
FCPS	Damage		
Overall Cab Interiors	Condition		

*Keep the interest of the employee – Be creative.*

# Demo



## Growth

- Safety Program Resources
- Industry tab

## Global Reach

- Spanish
- French
- Portuguese
- Chinese