



MONTHLY SAFETY MEETING

Date: June 2018
Subject: Securing the Vehicle

We have found that many new vehicles have special towing instructions. We encourage all tow companies to check their service manuals for the latest towing instructions. Some vehicles have removable grill sections to install tow hooks provided by the manufacturer. We suggest that you follow the manufacturer's recommendations. Many cars are equipped with aluminum suspension parts which bend and break easily. Using the wrong method for loading and securing the vehicle could lead to unwarranted damage. The winch line is not an approved method for securing the vehicle to the bed of a rollback. We recommend the use of wheel straps to secure the load. The wheel straps should be used for all four wheels in order to secure the load properly. Once loaded and secured with the straps the tension on the winch line should be released. Most basket type wheel straps are equipped with ratcheting devices to tightly secure the load to the bed of the truck. The straps are also recommended for wheel lift trucks. Once again, the wheels should be secured to the wheel lift frame. Follow the manufacturer's recommendations when using tow-dollies for vehicles that require all four wheels off the ground for towing.

Securing the load properly and following the manufacturers towing instructions will prevent unnecessary damage complaints and personal injury. There is nothing worse than just completing a service call and the customer files a damage complaint against the tow company. We can prevent these complaints by using extreme care from the time we arrive on scene. It is recommended to perform a walk around inspection of the vehicle before the work begins. It is also recommended to point out any damage to the customer. Many customers are not aware of that dent, scratch or broken part until you point it out to them. It is equally important to point out broken glass. Many tow companies have been accused of breaking glass during transport. Even a simple jump-start or tire change can lead to a damage complaint. It is recommended to note any of these potentials issues on the invoice before the job begins. Many employers encourage their operators to take photos when they arrive on scene to prevent questionable complaints. We also suggest that all tow companies who provide medium and heavy-duty towing to secure their loads properly. The medium and heavy-duty towing equipment has its own set of safety practices which should be in the forefront of the operator's mind to prevent injury. Many of the medium and heavy-duty operators are generally certified through WreckMaster and know what they're doing, however they're not exempt from human error.

We recommend that when towing vehicles from accident scenes or breakdowns it is advisable to shut-down all emergency lights while in tow. Some local jurisdictions have rules prohibiting the use of emergency lights when traveling on public highways. In some cases, special concessions are made to those who have filed for a special hauling permit, they are permitted to use their emergency lights. The rules are generally noted on the permit. If you're not sure if you're legally permitted to run your emergency lights, turn them off. We will keep you advised of any changes in the law in the future.

Be aware of your surroundings at all times and use caution when loading and unloading. Protect yourself and the customer and keep them out of harm's way. Be alert and keep safety in mind at all times.