



HOIST & CRANE
SERVICE GROUP



HOUSTON BUSINESS ROUNDTABLE

HOIST & CRANE SERVICE GROUP:

Leading the Path to Excellence.....



People Matter.....Numbers Count!

HCSG's Technicians, adopting, living, and working within the focuses and programs implemented have allowed us to meet a significant milestone in 2016 of 1.9 M man hours work without a lost time injury and achieving the lowest TRIR in the 22 years on safety statistics on record.

We are very proud of our Technicians in their achievement of keeping "Safety as their Standard" and achieving a TRIR of .245 in 2016/2017.

"raising customer expectations by elevating people"

Best Practices Review

Welcome to our journey to making
“Safety our Standard”

“raising customer expectations by elevating people”

HOIST & CRANE SERVICE GROUP: Leading the Path to Excellence



In previous years, "Safety First" has been our business mindset. However, HCSG felt that safety should no longer be considered separately. Rather, it must be incorporated as a basic value of our company and our workforce. In 2015, HCSG embarked on a new journey growing from "Safety First" to "Safety is our Standard" This emphasis continues to grow with the idea that it is okay to work as hard and as fast as possible, as long as it can be done safely.

By promoting a strong safety culture and providing the tools to develop our employees allows HCSG to meld production, customer service, and safety in to a cohesive performance measure without sacrificing either one.



HCSG Management and Safety Department

"raising customer expectations by elevating people"

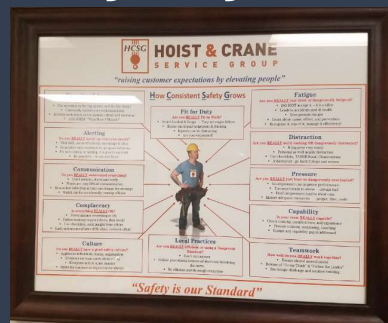
HOIST & CRANE SERVICE GROUP: Leading the Path to Excellence



In 2016, HCSG's safety department completed an extensive review of our behavior based observation program, incidents, first aids, JSA's, etc. to find the top 12 environments and areas of occurrence and highlighted the "Focus 12".

Going forward all observations are categorized based on the "Focus 12" to improve and emphasize areas of heightened awareness.

The "Focus 12" poster is now framed and hanging in every branch location as a an added reminder to keep "Safety as our Standard" every day in every way.



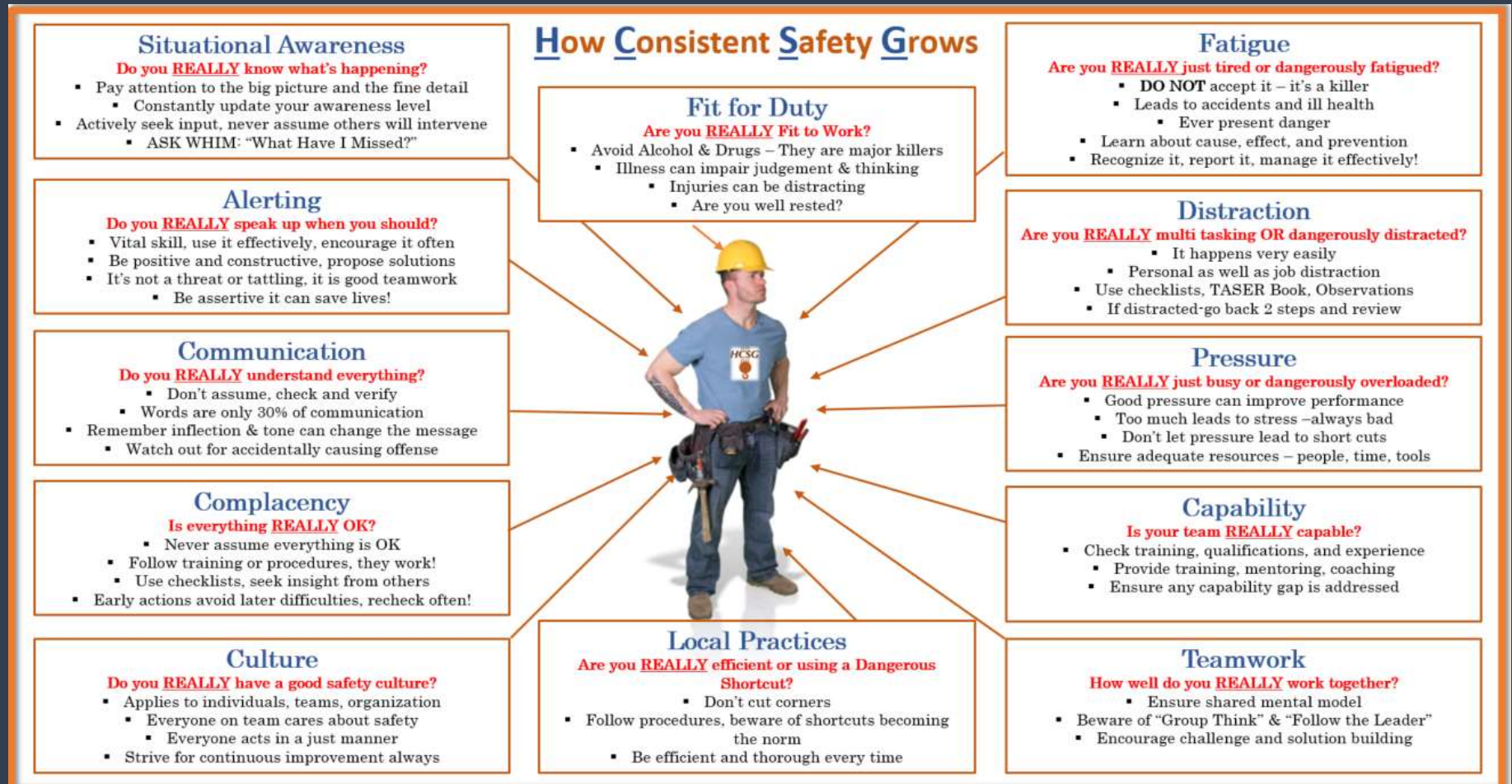
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HOIST & CRANE SERVICE GROUP:

Focus 12 Poster - HCSG



How Consistent Safety Grows



"Safety is our Standard"

"raising customer expectations by elevating people"

BEST PRACTICES:

CellControl - Putting the Brakes on Distracted Driving
A.C.E. Driving Awards

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BEST PRACTICES:

CellControl - Putting the Brakes on Distracted Driving



In an era when cell phone technology keeps us connected 24/7 the epidemic of distracted driving in our work place has reached a staggering 170 billion dollars in annual losses.

HCSG has adopted CellControl's patent-pending distracted driving prevention and driver improvement platform that works through a combination of a device in the vehicle and an app on the cell phone or other mobile device.

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BEST PRACTICES:

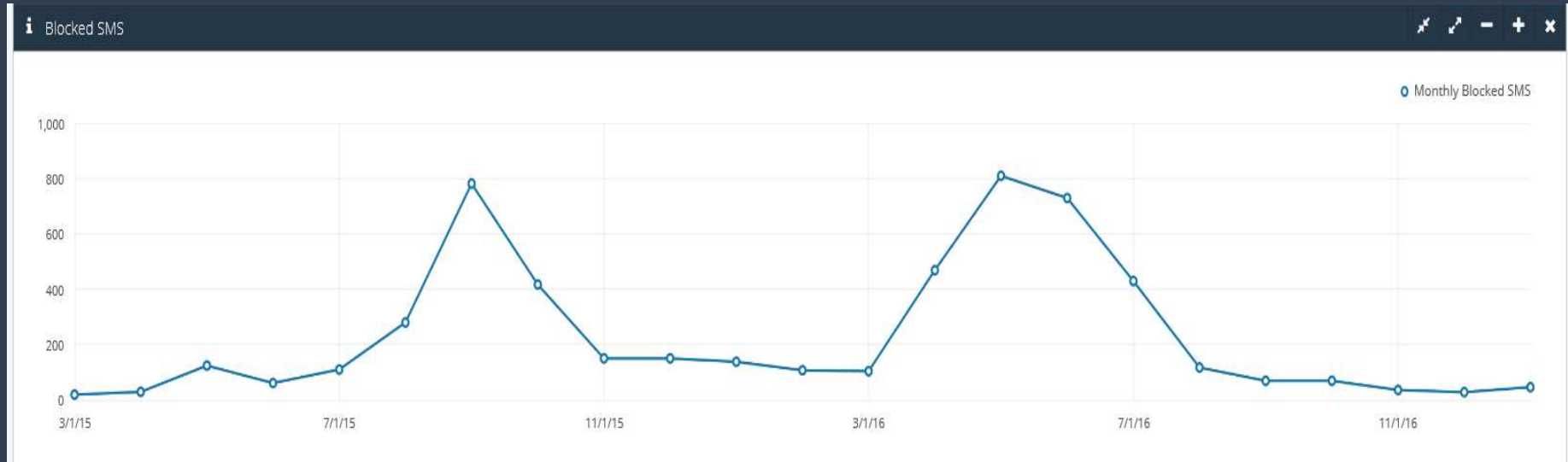
CellControl – Real Time Reporting



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BEST PRACTICES:

CellControl – Daily, Weekly, Monthly Reporting



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BEST PRACTICES:

CellControl – Promoting Safe Driving With Incentive



By emphasizing driving hazard awareness and reducing distracted driving, adding back up cameras and wider angle mirrors to our fleet have provided HCSG with a **56%** reduction in vehicle accidents.

Achieved by:

- Real time alerts
- Safe Driving Awards
 - A.C.E. Driver Award
- Heightened Awareness-Real Results
- 4.2 Million Miles driven annually
- Positive reduction in vehicle accidents

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BEST PRACTICES:

CellControl – A.C.E. Award



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BEST PRACTICES:

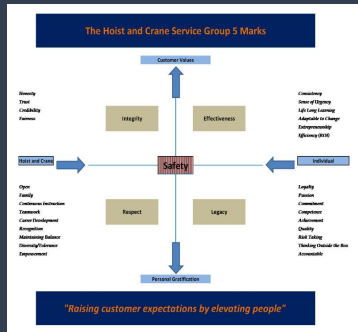
Five Marks Program-A Culture of Excellence

Peer to Peer Recognition - Hit the Mark Cards

Customer Recognition – Wall of Fame

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BEST PRACTICES:



The Five Marks “*Culture of Excellence*” program is a system of goal oriented values and beliefs that HCSG holds that drives actions, behaviors, and influences relationships in to a highly developed recognition program.

	<h2 style="text-align: center;">You Hit the Mark!</h2>	
	<p>Employee Name: </p>	
<div style="background-color: #e6f2ff; border: 1px solid #add8e6; height: 150px; margin-top: 10px;"></div>		
<p>Safety – Integrity – Effectiveness</p> <p>Legacy – Respect</p>		
<p>Recommended by: </p>		<p>Date: </p>

Peer to Peer recognition program for when a co-worker acts within the five marks of safety, integrity, effectiveness, legacy, or respect and promoting HCSG's "culture of excellence."

Our Five Marks Program is a cultural development foundation and platform for showing RECOGNITION and thanking a co-worker for what they do, as well as APPRECIATION and thanking a co-worker for who they are.

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BEST PRACTICES:

Five Marks Program- Peer to Peer Recognition



You Hit the Mark!

Employee Name: Chuck Falgout, Mike Holcomb

The team noticed a small discrepancy in the capacities of some SRL rigging. He investigated and knew that this could pose a safety hazard. He went to our customer representative and informed him about the problem and the issue was resolved. Great job putting safety first!

Safety – Integrity – Effectiveness

Legacy – Respect

Recommended by: Jason Neu



You Hit the Mark!

Employee Name: David Reynolds

David was out doing audits when the word came for the need of an investigation report for a key customer within a 24-hour period. David rerouted his plans, completed the investigation and provided a thorough and well documented report in a timely manner. David's diligence and willingness to respond quickly to assist a branch in need at a moment's notice is a great example of effectiveness, legacy, and respect. Your efforts are greatly appreciated.



Recommended by: Sandi Copus

Date: 1/18/2017



You Hit the Mark!

Employee Name: Chris Carr

While working at WestRock Chris exhibited exemplary hazard identification by recognizing the congested work area with other contractors working would not result in a safe work practice. Chris brought the stop work situation to the immediate attention of his Supervisor, Zone Manager, and Safety Director. Chris was able to not only recognize the problem but suggest a resolution bringing a positive conclusion with both HCSG and the customer. Great Job to Chris and his crew! You all Hit the Mark!



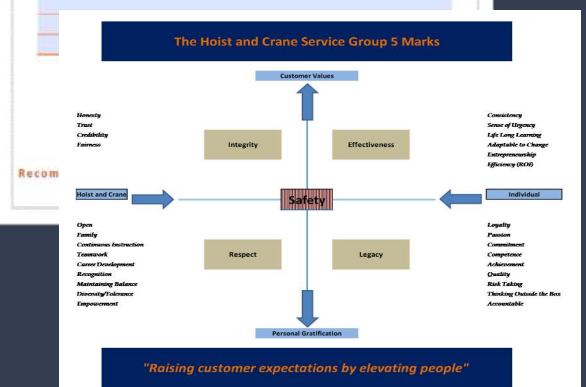
Recommended by: Sandi Copus/Brad Ross

Date: 9/8/2016



You Hit the Mark!

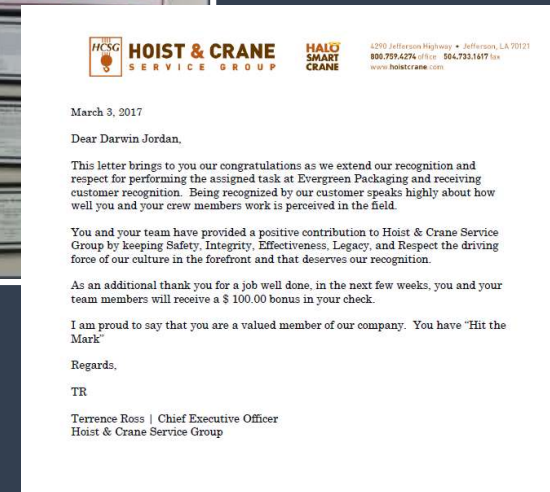
Employee Name:



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BEST PRACTICES:

Five Marks Program-Customer Recognition



Recognition coin



Certificate Framed on the "Wall of Fame", Printed in Newsletter, \$ 100.00 Bonus, Recognition Coin, and a personal "Hit the Mark" letter from the President & Owner of Hoist & Crane Service Group

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BEST PRACTICES:

Craft Apprentice Program – Workforce Development



BEST PRACTICES:

Craft Apprentice Program – Workforce Development

Apprentice Training Lab

SME Phone Application

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BEST PRACTICES:

Craft Apprentice Program – Workforce Development



HCSG's master's level qualified technical training group is designed to provide our personnel with quantifiable hoist and crane knowledge, application, and technical training.

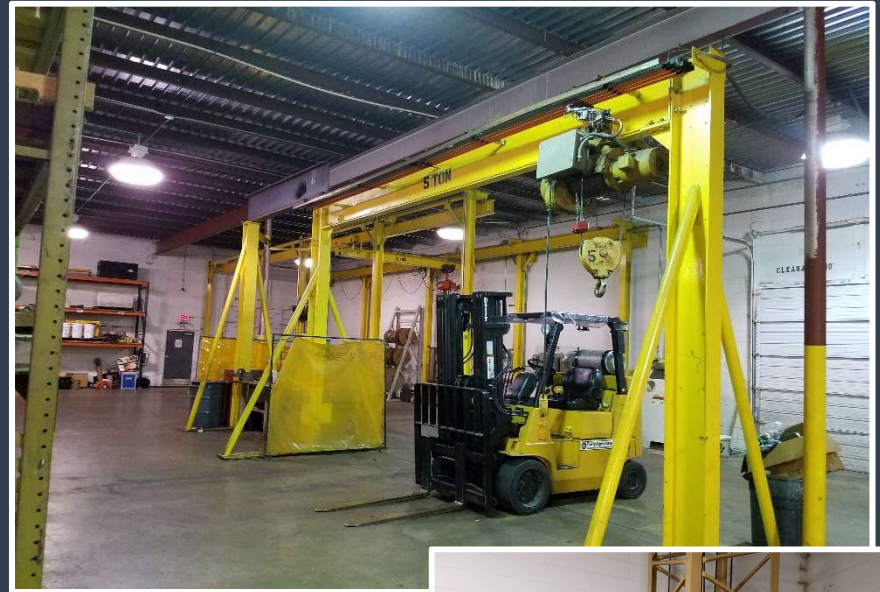
- **Technicians complete a rigorous class room and hands on training with technical on the job lab exercises.**
- **Our cross training schedule includes classes such as safety, regulations, power train, mechanical, electrical, structural, hydraulic pneumatic, and rigging, where a score of 90% or above are required to advance through the certification process and on to the next level.**
- **Our personnel are uniquely qualified to deal with the most sophisticated material handling problems.**

Ensuring the high technical knowledge and unfettered focus of our personnel has allowed HCSG to provide our customers with an unparalleled level of services nationwide.

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BEST PRACTICES:

Craft Apprentice Program – Workforce Development



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BEST PRACTICES:

SME Phone Application – Workforce Development



Subject Matter Expert:

You will then be brought to the [SME homepage](#).

Subject:

Please select:

Topic:

Please select:

Contact:

Please select:

Select Subject of Choice

✓ Please select:

ELECTRICAL

ELEVATORS

FINANCIALS

HR

INFORMATION SYSTEMS

INSPECTION PROCESSING

INSPECTIONS

MAINTENANCE

MARITIME

MARKETING AND SALES

MECHANICAL

MOBILE CRANES

NDT

OFFSHORE

OPERATIONS

Select Specific Topic

✓ Please select

EDDY CURRENT AND DYNAMIC BRAKE CIRCUITS

ELECTRICAL MODERNIZATION PLANNING

ELEVATORS

HALO

MASTER SCOPE-PROJECT PLANNING

MINNI's MASTER's & DRUM CONTROLLERS

RADIO CONTROLS

SPARK ENCLOSED APPLICATIONS

STATIC STEPLESS

US SAFETY TROLLEY INSTALLATION

VFD PROGRAMMING

Select SME Contact

Van Normand	
Branch	HSE/TTG
Email	normandv@hoistcrane.com
Cell Phone	504-235-8144
Direct Dial	504-262-9140
Branch Phone	504-733-5881
Extension	276

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BEST PRACTICES:

**Materials at Elevation-Rigging Champion Program
Stow it or Tow it Campaign– Stow it Safely/Keep
at Toe Board Level**

BEST PRACTICES:

Materials at Elevation-Rigging Champion Program



A phased safe lifting program designed to leverage best work practices, inspection techniques and training to attain the goal of zero incidents/injuries from rigging/overhead material handling hazards.

Rigging Champion Roles & Responsibilities

Assigned Rigging Champion

Developing rigging plan

Rigging layout/tool selection

Site execution plan

Review/Approval of Pre Task Checklist

Review Inventory Control

Completion of Rigging Confirmation Tag

Submit Rigging Confirmation Tag with job paperwork

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BEST PRACTICES:

Materials at Elevation Program-Safe Lifting Program



No Matter how big.....

....or how small the job or
the tool is.....



Rig it, Secure it
Stow it or Toe it!



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BEST PRACTICES:

Materials at Elevation Program – Redundancy Program



ASME/ANSI B-30 Standards

MATERIAL AT ELEVATION PRE-TASK OBSERVATION CHECKLIST

BEFORE YOU START ANY TASK, CONSIDER THE POTENTIAL FOR DROPPED OBJECTS:

- Even if your task is not at height, consider the environment where you will perform the task and any other activities that may be going on around you. ☐
- Before work commences, visually inspect the work area for loose items and debris (*redundancy*). ☐
- Check the equipment and structures in the work area to ensure that any fasteners, bolting, covers etc. are properly secured. ☐
- Check that secondary retention is in place for all items secured above the work area, eg. lighting, PA equipment etc. ☐

WHEN WORKING AT HEIGHT:

- Use only tools and equipment approved for work at height, including the appropriate lanyards and tool bags. ☐
- Set up barriers beneath the work area and ensure the extent of the barrier zone is appropriate to the work height. ☐
- Check that grating is secure and use mats where there is the potential for small items to fall through grating. ☐
- Where a scaffolding platform is employed, ensure toe boards are installed. ☐
- Remain vigilant of other activities going on around you and below you. ☐

Lead Technician

(Signature)

Lift Champion

(Signature)

Pre Task Checklist

Materials at Elevation Control Document

Item	Description (Must be itemized unless attached by a locking method)	Quantity Staged	Quantity Utilized	Quantity Returned to Service Vehicle or Job Box	Unaccounted for
1	Wire Rope	1	1	0	0
2	Rail Clips	400	400	0	0
3	Rail Bolts	350	300	0	0
4	Rail Shims	350	350	0	0
5	3/4" Drill Battery Drill	3		0	0
6	Chuck Key	3		0	0
7	Tool Lanyard	3		0	0
8				0	0
9				0	0
10				0	0
11				0	0
12				0	0
13				0	0
14				0	0
15				0	0
	Customer	International Paper	Date	3/10/2016	
	Job Number	4101254	Technician		
	Objective Number	3	Work Period	3-11	
	Task Number	3	Signature		

Inventory Control Form

HCSG RIGGING CONFIRMATION TAG

This tag is to be placed on load just prior to lift

INITIAL	THIS LIFT RIGGING MEETS JOB RIGGING PLAN
INITIAL	THIS LIFT RIGGING HAS BEEN INSPECTED AND MANUFACTURERS TAG HAS BEEN REVIEWED & VERIFIED
INITIAL	THIS LIFT HAS BEEN CHECKED FOR BALANCE
INITIAL	BARRIERS ARE IN PLACE
INITIAL	TAG LINES AND PERSONNEL ARE IN PLACE
INITIAL	ALL PERSONNEL ARE AWARE AND READY FOR LIFT

Lift Leader (PRINT):

Lift Leader (SIGN):

Date:

Time:

COMPLETED TAG MUST BE RETURNED WITH SIGNED TRIP SHEETS TO OFFICE

Redundancy Check/Rigging Champion

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APPRECIATION:



We here at Hoist & Crane Service Group would like to thank HBR for walking the “Path to Excellence” with us. We look forward to working with each and every one of you and continuing to be safety partners.

**Safest Regards,
HCSG Management and Safety
Department**

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