



Loss Control TIPS

Technical Information Paper Series

Innovative Safety and Health SolutionsSM

The Loss Control Coordinator's Job: Qualifications, Duties, and Accountability

Known by many names and titles, the person whose job is to administer a Safety or Loss Control program has a challenging task. These considerations could be the foundation of a position description.

Qualifications

- Familiar with the Organization's operations and processes.
- Some background in Safety/Loss Control.
- Should have top management's support, and some influential level of authority.

Functions And Duties

Writes Policy

A Safety/Loss Control policy statement sold, signed and supported by top management; written by the Coordinator, allows for designing a product that will succeed. This is important, since the Coordinator's performance standards will most likely be affected by the success of the program.

Administration

The Coordinator can administer accident/operational loss investigations, inspections, committee meeting results, etc. If the program is not working, the Coordinator should notify management.

Provides Progress Reports

Let the boss know what is going on regularly. Management cannot know everything the Coordinator is doing. A hindrance in the program may be beyond the Coordinator's control. The progress report provides the Coordinator an opportunity to show program results (e.g., savings, increased productivity).

Maintain Records

Records should reflect where we were yesterday, are today, and might be tomorrow. Frequency and severity rates for accident charting have less meaning to management's interest than accidents per part made, customers served, miles driven, hours worked, etc.



Serves as Advisor On Safety and Safety Standards

The safety coordinator is the one to go to for advice. This position serves as a resource, and is not just a memorizer of little-understood regulations or sub-paragraphs. The Coordinator knows where to find the standards, and can clearly interpret them for supervision, management and workers.

Oversees Safety Training

The Coordinator should act as an advisor in what safety training is needed, and may do the training, or act as a “Train the Trainer.”

Oversees Inspections

This could be an advisory role, where the Coordinator devises an inspection form, or trains the inspectors to do proper inspections. The coordinator may do the inspections, or act in a supervisory role by reviewing inspection reports, or selecting the inspection team members.

Oversees Property Protection

The Coordinator can train supervisors to inspect fire protection systems and equipment, assist in drafting evacuation plans, life safety issues, and protection of property from flood, earthquake, windstorm, etc.

Investigates Losses

A key function is to train supervisors/team leaders to investigate accidents and other operational losses. Supervisors and team leaders generally have a better knowledge of operations, and have responsibility and accountability for control.

Maintains Interest

The Coordinator acts as a catalyst, fixing areas of need (inspections, investigations). The program may need to be redesigned, if results so not show an improvement in operations (reduction in down time, rejects, re-work, customer complaints, absenteeism).

Practices Self Improvement

As in any profession, the Coordinator must keep up with the times. In many cases, it is a full-time job to manage change, and to advise at all levels.

ACCOUNTABILITY

- Finds new ways of inspiring workers, supervisors and team leaders in safety and loss control.
- Finds new techniques to show management the benefits of safety and loss control.
- Finds new methods to improve operations, through reduced job hindrances.
- Finds new methods for setting program goals and measuring program progress.

For more information, contact your local Hartford agent or your Hartford Loss Control Consultant. Visit The Hartford's Loss Control web site at <http://www.thehartford.com/corporate/losscontrol/>

This document is provided for information purposes only. It is not intended to be a substitute for individual legal counsel or advice on issues discussed within. Readers seeking resolution of specific legal issues or business concerns related to the captioned topic should consult their attorneys and/or insurance representatives.