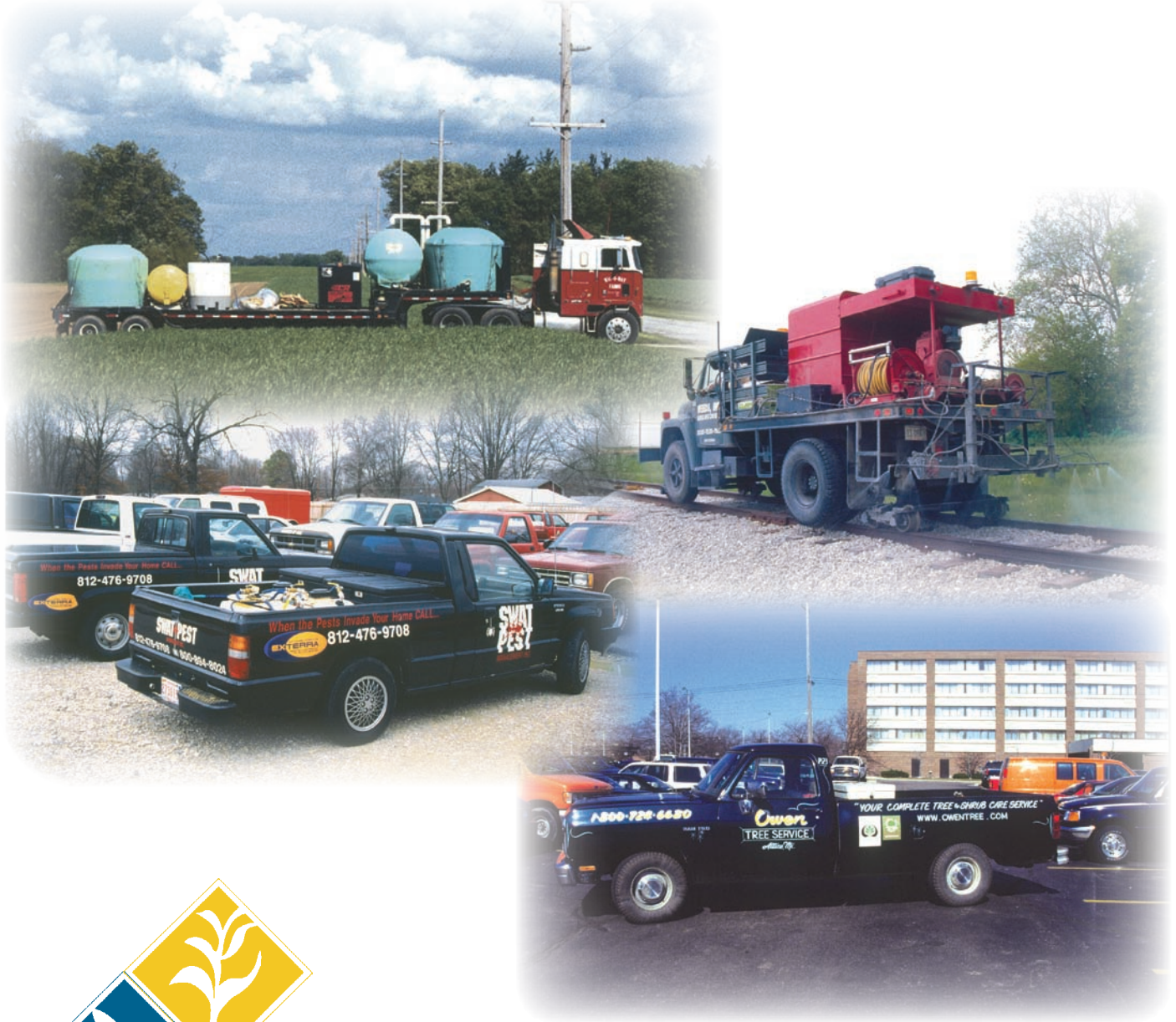


Pesticides and Fleet Vehicles

Transporting Pesticides Safely



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Pesticides and Fleet Vehicles

Transporting Pesticides Safely

Fleet vehicles serve as rolling “offices” for pesticide applicators. They transport equipment and materials to the work site. They take applicators from job to job, facilitating timely, dependable service to residential and industrial clientele. They advertise for your company—good or bad!

Keeping vehicles clean and neat makes a difference not only in how the public views your company but in how the pest management profession is regarded as well. It is important to remember that your vehicles’ appearance can generate new customers or turn away old ones. Your vehicles project an image.

The care that you devote to maintaining your fleet goes a long way in conveying your commitment to quality service. Conversely, rigs that are stained with pesticides, that have granules and debris in the bed, that carry old and poorly serviced application equipment, or that simply present an unkempt appearance raise doubts about your business and the quality of your work. A shoddy fleet of service vehicles projects a negative image, so don’t compromise your business potential. Demonstrate your commitment to personal safety and environmental quality, and advertise your company proudly.



Your truck is a rolling advertisement for your company

Appearance is one thing, but managing fleet vehicles involves more than keeping them shiny and neat. Fleet vehicles represent perhaps your greatest day-to-day liability. Vehicular accidents can happen at job sites as well as on the road; and the more vehicles you have, the greater the likelihood of an accident.

In addition to the inconvenience—even minor fender benders can take a vehicle out of service for weeks—accidents can cause personal injury and trigger numerous other situations:

- Serious financial loss from lost production
- Damage to your business reputation












- Contamination from spilled fuel, pesticides, or fertilizers—and cost of cleanup
- Undesirable media attention
- Lawsuits
- The need to purchase new vehicles
- Destruction of the business if uninsured (or underinsured)
- Increased insurance rates

The goal of this publication is to provide practical recommendations on routine vehicle inspection and maintenance, safe driving practices, and reacting to emergencies as a team. Hopefully you will incorporate these recommendations into your company policies, effectively extending the life of each vehicle, keeping your drivers safe and alert, and reducing the number and severity of vehicular accidents.

Vehicle Maintenance and Safety Inspections

Maintain your vehicles on a regular basis, and train your drivers to conduct daily inspections to head off major repairs. Most breakdowns can be prevented through scheduled maintenance and prompt attention to minor problems. It's very simple: Trucks on the move make money, and trucks in the shop don't. A breakdown can cause costly disruption of business and even loss of clientele who are unable or unwilling to wait till you are back up and running.

Two Vehicle Maintenance Scenarios

 <p>Service vehicle regularly</p>	<p>vs.</p>	 <p>Fix vehicle when it breaks</p>
 <p>pennies TO MAINTAIN</p> <p>preventive maintenance</p>	 <p>REPAIR COSTS</p>	 <p>dollars TO REPAIR</p> <p>breakdowns and failures</p>
 <p>minimal DOWN TIME</p> <p>technician reassigned during maintenance</p>	 <p>MANPOWER COSTS</p>	 <p>extended DOWN TIME</p> <p>technician is idle during breakdown and repairs</p>
 <p>one day LOST REVENUE</p> <p>can schedule any day</p>	 <p>OPERATIONAL COSTS</p>	 <p>many days LOST REVENUE</p> <p>short notice repairs</p>

The purchase of vehicles and pesticide application equipment constitutes a sizable investment. New trucks start at about \$30,000 and in some industries it is common to pay \$150,000 for the latest spray rig. So it is important to recoup the cost, and to do that you must keep your fleet in good working order and on the road. Vehicles and equipment that are not inspected and serviced routinely are more likely to require costly, time-consuming repairs—and much more likely to require early replacement—than those that receive proper care.

You never appreciate the dependability of a truck until it breaks down on the job. It is then that you ask the mechanic, How bad is it? What's it going to cost? and How long will it take to fix it? Depending on what the mechanic says, you may have only two options: trade it in, or scramble to get a loaner so that business won't fall behind.

There are many reasons why fleet vehicles should be pampered:

- New trucks cost \$30,000–\$35,000 so you need to get your money's worth out of them.
- Preventive maintenance can be budgeted; breakdowns cannot.
- Companies lose up to \$1000 a day when a vehicle is in for repairs.
- Technicians continue to earn their wages and benefits, even when their company vehicles are out of commission.
- Repair costs can be astronomical: \$3500 for a new motor; \$500 for a new set of tires; and \$1000 for repairs to the cooling system. Preventive maintenance costs only pennies on the repair dollar.
- Customers are unhappy when you don't show up as scheduled.

The Everyday Visual Inspection

It should be the responsibility of every technician to perform a 360-degree, 5-minute inspection of their vehicle each morning. These quick inspections can keep your fleet in top shape by catching small problems before they become large and expensive. Have your technicians inspect the following items each morning before they leave on their routes, or when they fill the fuel tank.

- **Oil level.** Check the oil when the motor is cold.
- **Coolant level.** Make sure the coolant reaches the “cold” level after the vehicle has sat idle overnight.
- **Brake fluid level.** Check the brake fluid reservoir to see if the brake fluid is at the full mark.
- **Transmission fluid level.** Look for reddish fluid under a vehicle that has been parked overnight; it may be an early warning sign of a transmission problem.
- **Tire pressure.** Look for the numbers on the tires that represent maximum tire pressure; or check the identification tag on the driver's door, which lists a range of pressures based on the weight that is to be carried by the vehicle.
- **Lights.** Turn on all lights and turn signals to verify that they function properly.

Technicians should record their inspections on a check sheet that is turned in daily. Place each inspection sheet in a folder marked with the vehicle's identification number. This will allow you to track how the vehicle is performing over time. Take the vehicle to a mechanic when a technician has to continually add fluid or when leaks develop. Finally, show the inspection reports to your business insurance carrier and request a discount for preventive maintenance.

Tip of the Day

Do your technicians actually perform their inspections, or do they just fill out the paperwork? One way to check is to tape a \$5 bill to the oil stick, then ask the employees if they checked their oil. If everyone says yes but no one mentions the \$5, guess what!

Unannounced Company Inspections

Conduct impromptu inspections of company vehicles to ensure that employees are maintaining them appropriately. Use these inspections to demonstrate that your company is serious about vehicle maintenance and appearance. Use them also as a basis for scheduling repairs or vehicle replacement.

- Is the outside clean and free of rust?
- Are the cab and dash clean and free of debris such as food wrappers, beverage containers, disheveled paperwork, clipboards, and pens?
- Are there unsecured items such as boxes and clipboards (inside the cab) and equipment or pesticides (inside or out) that could pose danger in the event of an accident?

Another approach to impromptu inspections is to choose a vehicle at random and have its assigned driver conduct a bumper-to-bumper inspection—then and there, in the presence of the other drivers—using a form provided by the company. As deficiencies are noted, make sure that all drivers understand the significance of addressing them immediately. Conduct these inspections on a different vehicle each time.



A well-kept fleet vehicle is quality advertisement for your company—and it's free!





Secure equipment so that it cannot shift during transit.

Some companies offer driver bonuses or other rewards for maintaining the best kept vehicle in the fleet. Such incentives reinforce company standards on vehicle maintenance and appearance and reward employees who maintain their vehicles in accordance with company expectations.

Recognition for a job well done can be as simple as a gift or plaque awarded during a company meeting or as significant as points toward a monetary bonus at year's end. But whatever the incentive, it must be implemented objectively so that all employees have equal opportunity for recognition.

Routine Servicing by Professional Mechanics

If you believe that taking preventive measures at intervals closer than those suggested in the owner's manual extends the life of your vehicles, by all means set up your own maintenance schedule. This is a particularly good strategy if your fleet carries heavy loads, tows trailers, or pushes snow, or if vehicles are driven consistently under stop-and-go conditions.



Vehicles that pull heavy loads should be serviced frequently.

Fleet Vehicle Maintenance Schedule

Procedure	Vehicle Manual's Recommended Maintenance Schedule	Your Own More Frequent Vehicle Maintenance Schedule
Change oil	7500 miles	3000-4000 miles
Replace coolant	5 years/150,000 miles	2 years
Change transmission fluid	50,000 miles	2 years/24,000 miles
Replace fuel filter	2 years/24,000 miles	12 months
Change PCV valve	100,000 miles	30 months/30,000 miles
Replace air filters	30,000 miles	24 months/24,000 miles

There is no reason why the odometer should not reach 200,000 miles. Although many companies have a policy of replacing vehicles with much lower mileage (for better trade-in values), your goal should be to manage your fleet as if you are going to keep every vehicle for an extended period of time. There's no doubt about it: Vehicles run better, longer, if they are inspected daily, and this translates into increased revenue.

A few moments spent checking equipment and supplies can also make a difference. Make sure that you have everything you need for the day's job, including paperwork, to avoid time-consuming trips back to the office. Examine pesticide containers and application equipment before leaving for the job site; make sure that all lids are on tight and that the equipment is stored securely. This could mean the difference between a productive day's work and an unproductive day spent cleaning up a spill.

Safe Driving Practices

Safe driving is as important as technical training in the pesticide application business. You should obtain your employees' (and prospective employees') accident and traffic violation records from the Bureau of Motor Vehicles as a measurement of safe driving skills. These files can be valuable predictors as to how employees might drive on behalf of your company. But even if the records are clean you should offer driving skills training to each and every employee who drives a company vehicle.

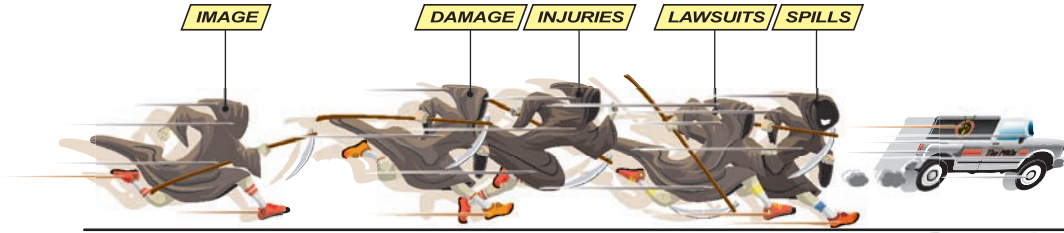
Driver training should be mandatory for each new employee prior to his being assigned a company vehicle, and refresher courses should be mandatory for experienced drivers. The training can be as informal as a company meeting (below) on safe driving issues or as elaborate as formal training delivered by a loss control specialist, perhaps someone from an insurance company. There are good video tapes on the subject as well.



Safe driving is as important to your business as technical training and customer service



The pest management business is hectic. Even the best-laid plans go awry sometimes, and inevitably there are delays caused by road construction, congested traffic, or trouble locating the job address. But it should be a well-enforced company policy that lost time is not to be recouped by driving carelessly: the risk of an accident is too great. Let your drivers know in no uncertain terms that it is preferable to be late for an appointment than to compromise safety in getting there.



Don't race the specters...you'll lose!

Driving fast just isn't smart. Avoid it. Plan ahead.

To ensure that employees remain conscientious about their driving, have supervisors ride along on “commentary” drives. That is, ask your drivers to talk through whatever they see as they are driving, explaining how they are adjusting their driving accordingly. A driver might say that he sees a stop sign up ahead and that he is slowing down to facilitate a safe stop; or he might comment that he sees a child playing near the street and is decreasing his speed to ensure the child's safety. He might acknowledge a school zone and his obligation to drive slowly and cautiously. Such vocalization demonstrates the driver's thought processes and allows the supervisor to identify areas that need improvement.

You can also encourage comments from the public on your employees' prowess as drivers (or lack thereof) by posting the company name, phone number, and vehicle number on every vehicle in the fleet. There are decals that ask, How's my driving? followed by the company name and phone number. Placing this information on all fleet vehicles for public feedback on how your employees are driving also serves as advertisement for the company. People tend to take note not only when vehicles are moving but also when they are parked at the job site or at a restaurant at lunchtime.



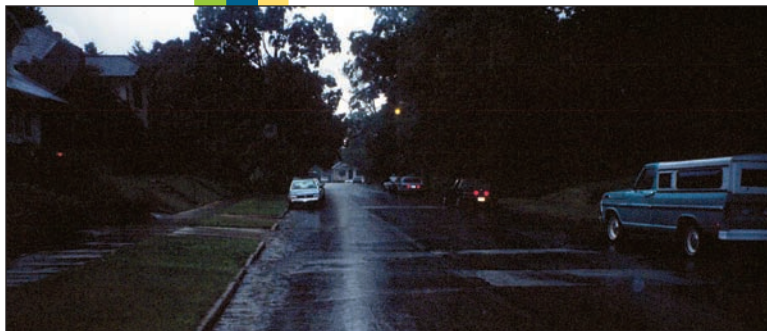
Tips for Safe Driving

There are myriad elements that contribute to safe driving: some we perform routinely, almost unconsciously, and some we don't. Note any among the following that might enhance your own good driving habits and those of your employees.

- Schedule jobs for spans of time instead of on the hour; for example, tell the customer to expect you between 9 and 10 a.m. instead of at 9 a.m. You can strive for 9 o'clock, but you have actually allowed yourself 60 minutes to arrive "on time," thereby eliminating any sense of urgency conducive to unsafe driving in getting there. But if you see that you cannot arrive within the time frame quoted, call the customer and let him or her know.
- Know how to get where you're going. Use computer software that maps efficient routes and estimates the time it will take to reach each destination. Never try to read a map while driving.
- Train employees on the safety functions of all vehicles they may drive.
- Do not use or allow the use of cellular phones while driving.
- Drive courteously and cautiously at all times.
- Activate turn signals well in advance of your turn, before braking. Don't you hate it when the guy in front of you brakes, slows, and *then* signals! Oftentimes these drivers are already in the act of turning when they finally signal. A lot of good that does, right? The thing to remember is that signaling tells drivers behind you that you'll be turning soon; therefore, they are prepared for you to brake. Vice versa just doesn't make good driving sense.
- Be aware that application rigs require more gradual braking than other vehicles simply to keep chemicals and equipment from shifting. You'll need to signal sooner than usual.
- Accelerate gradually to avoid shifting the load.
- Discuss passing and defensive driving techniques, blind spots, speeding, and tailgating. If you hit another vehicle from behind, you're at fault. Always.
- Know what steps to take in the event of an accident and/or a chemical spill.
- Never transport pesticides in the passenger space of a closed vehicle; and never allow passengers to ride with pesticides (e.g., in the bed of the truck).
- Never allow unauthorized persons to ride in company vehicles.
- Establish a written policy requiring drivers and passengers to wear seat belts.



Know how to respond if your tires go off the edge of the road: Don't overcorrect. Pull back onto the highway gradually.



Know how to drive in bad weather.



Place reflective tape on trucks and trailers.

- Do not allow smoking in company vehicles.
- Drive with headlights on at all times.
- Drive at or below the posted speed limit.
- Keep the radio at a low volume to facilitate hearing emergency sirens and other drivers' horns.
- Use the 4-second rule to stay a safe distance behind the vehicle in front of you. Fix your eye on a stationary object up ahead (e.g., a building, a stop sign, or a billboard). As the vehicle in front of you reaches it, start counting: one thousand one, one thousand two, one thousand three, one thousand four. If you reach the object before counting to one thousand four, you're following too closely.



Check side and rearview mirrors often to remain aware of conditions around you.

- Devote an employee training program to the review of the state driver's manual; a refresher on the rules of the road and traffic signs never hurts.
- Avoid eye contact with other drivers who try to confront you.
- Slow down for rude drivers who cut you off and those who are driving erratically.
- Stop a safe distance from the vehicle in front of you in traffic; you should be able to see its rear tires.



If there is room in the parking lot, pull through a parking space into the one facing it so that you can drive forward instead of backing when leaving.



Place emergency cones or reflective triangles at the front and rear of the vehicle if parked along the street.



Have mirrors installed on the back of each vehicle.

Safe Driving with Products and Equipment

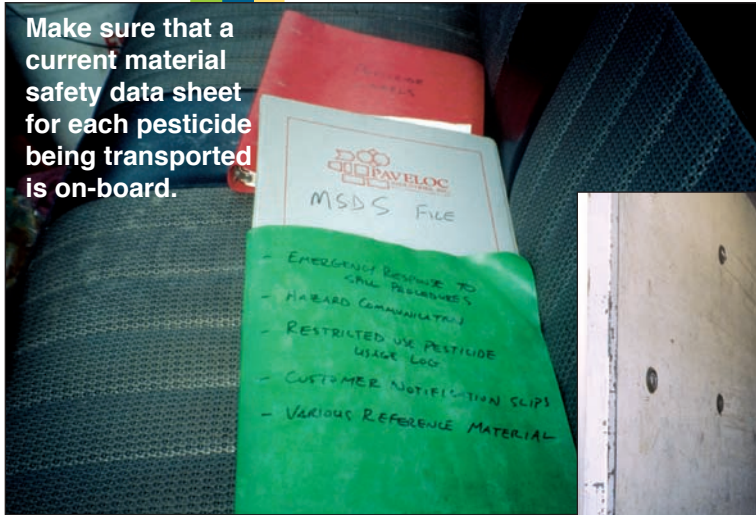
Accidents can occur when transporting pesticides even a short distance. Careless transportation can result in damaged containers and spills that might result in personal injury or soil or water contamination. Equipment has been known to fall off moving vehicles or to break as it slides back and forth in the bed of a truck. Consider the following easy-to-implement ideas for loading and unloading pesticides and equipment:

- Install self adhesive, nonslip strips on bumpers.
- Implement rules for heavy lifting.



- Inspect each container before loading, and confirm that
 - none are damaged,
 - labels are attached and legible,
 - all caps are tightly closed and properly sealed, and
 - the outside is not contaminated with pesticides.

Make sure that a current material safety data sheet for each pesticide being transported is on-board.



- Transport pesticides in their original, labeled containers.
- Depressurize hoses that are not in use.

Protect pesticide bags from punctures, tears, and moisture during transport.



Secure all pesticide containers to prevent rolling and sliding.



Attach permanent tanks securely to the vehicle.



Make sure that spray wands are locked into place and that all equipment is secured; use nylon straps (shown) or bungee cords.



- Position tanks to protect gauges from damage.
- Do not carry pesticides in the passenger compartment of the vehicle.
- Lock removable or hazardous items into an appropriate container or compartment.

Emergency Response to Pesticide Spills

A pesticide spill can happen to anyone, so preplan how to respond on the contingency that *it will happen to you*. Your emergency preparedness—or lack of it—will have a direct impact on the severity of the spill, that is, on the degree of injury and/or contamination it causes. Develop a written spill management plan. Fill in pertinent phone numbers and keep a copy in your vehicle, at the office, and at home. Be prepared to take proper action in the event of a pesticide spill.

Small Spills

A small liquid pesticide spill from leaky application equipment should be cleaned up immediately, no matter where it occurs. Confine the spill and absorb the chemical with kitty litter or another absorbent material. Once all of the liquid is absorbed, bag the absorbent and apply it to a labeled application site or dispose of it according to state and federal regulations. It is illegal to allow even a small amount of pesticide to enter a storm drain.



The Team Approach to Dealing with Major Spills

Don't panic! Exercising common sense and keeping calm will help you through the worst of spills. To be effective, a company's spill response efforts must be built around all employees—supervisors, applicators, and office staff—working as a team to address the crisis. But there should be one person on each crew assigned to take charge in the event of an emergency. All employees should be trained and certified to administer CPR.



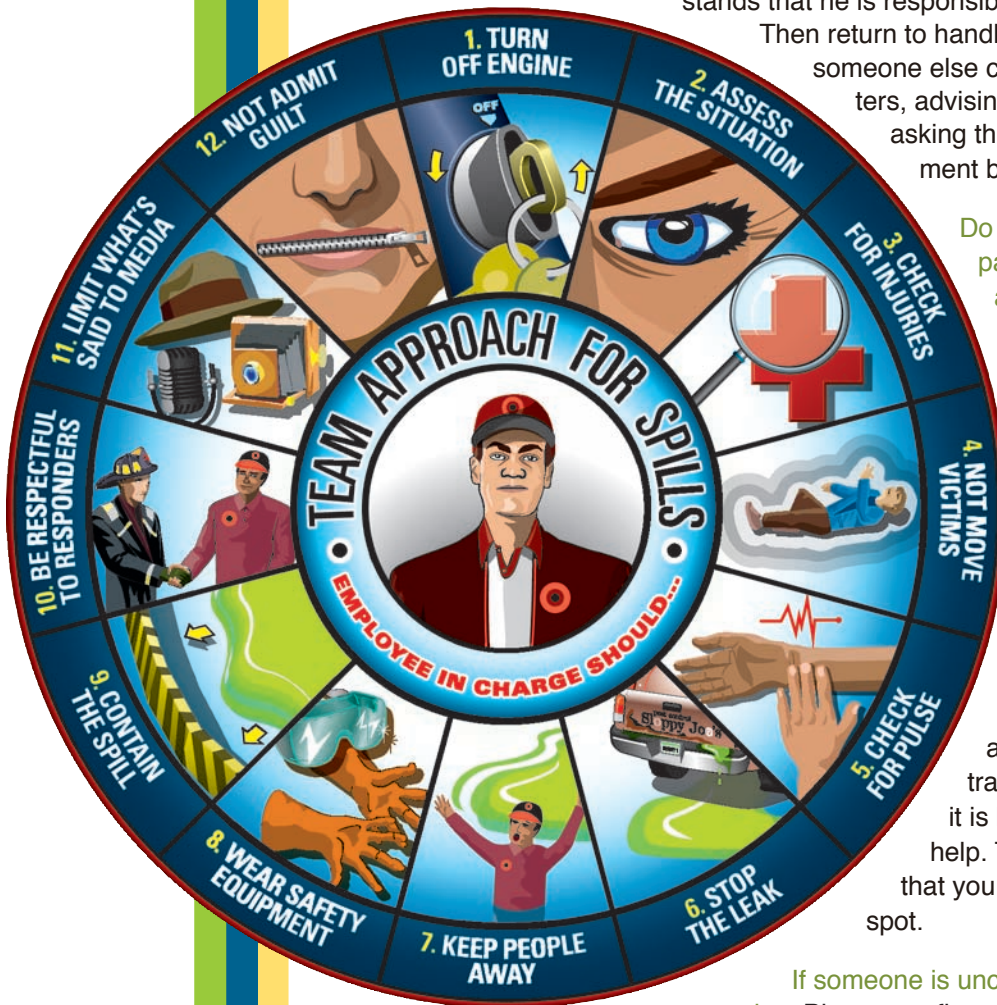
When There Is a Spill at the Job Site: What the Employee in Charge Should Do

If a vehicle is involved, turn off the engine. This lessens the likelihood of the vehicle moving or catching fire.

Assess the situation. Your actions within the first 15 minutes will set the tone for what happens over the next few hours.

Find out if anyone is injured. If so, or if fire is a threat, have someone call 911 immediately. Speak to the person loudly and directly, making sure he understands that he is responsible for making the call.

Then return to handling the spill itself. Have someone else call company headquarters, advising them of the spill and asking that a member of management be sent to the scene.



Do not move injured parties unless their lives are in danger. Moving them could worsen their injuries. Ask the victims their names and see if they know where they are. If they can answer these simple questions, let them know that help is on the way. If the victims are awake but seem dazed, they may be in shock. Administer first aid only if you have been trained to do so; otherwise, it is best to wait for medical help. This is a judgment call that you will have to make on the spot.

If someone is unconscious, check for a pulse. Place your fingers on the side of the victim's neck, or place your ear over the victim's nose and mouth to see if he is breathing. If you cannot feel a pulse or detect that he is breathing, start CPR immediately. If you can detect a pulse, have someone stay with the victim while you continue to deal with the spill.

Stop the leak at its source if you are qualified to do so. It may be as simple as turning off the pump or shutting down the motor. Other times, rags can be stuffed into ruptured hoses or punctured tanks as a temporary fix.

Keep people away from the spill. Tell everyone to stand clear, and assign a few people to keep bystanders out of the area while you continue with emergency procedures. If barrier tape is available, stretch it around the perimeter of the spill site to keep people at a distance.

Wear appropriate safety equipment. Protect yourself, first. Put on gloves, safety glasses, rubber boots, and whatever else is needed to deal with the chemical at the spill site.

Contain the spill. If possible, build a soil or pillow berm to keep the chemical from reaching drains or waterways. It is okay to let it pool on the roadway, turf, or soil because it can be removed easily once the emergency is under control. But if the pesticide reaches surface water, recovery can be quite difficult.

It is important to understand that there are three types of drains: septic, storm, and combined. Septic drains have solid covers, whereas storm and combined sewers have covers with openings to allow water in. If an open drain smells like sewage, it is a combined system; if not, it is a storm drain—and it is extremely important to know the difference.

In a storm drain, the outflow pipe protrudes from the middle to allow sediment, trash, and other objects to settle to the bottom of the catch basin; as the basin fills, the water rises and flows into the pipe. So if the quantity of chemical that spills into a storm drain is less than



the capacity of the catch basin, the spill is totally contained. The chemical can then be pumped out of the basin and applied to a site listed on the pesticide label.



If the catch basin is partially full of water prior to the spill, or if the quantity of chemical spilled is greater

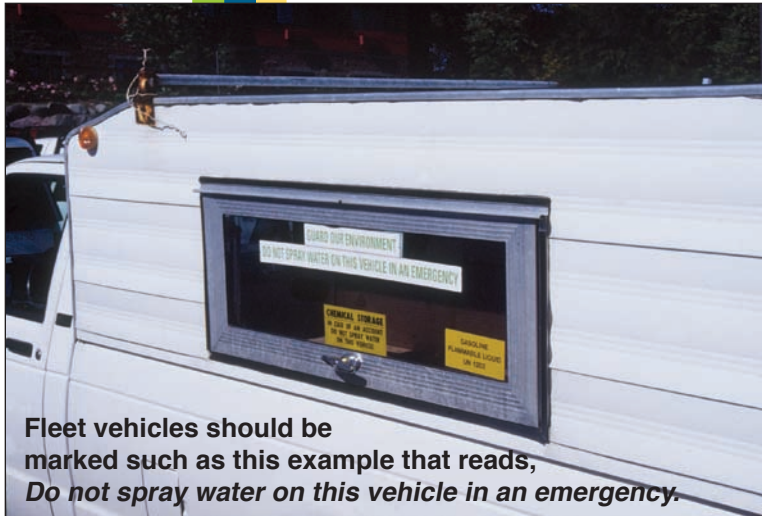
than the basin capacity, the spill overflows into the next catch basin and is possibly contained there. The likelihood of containment is great when catch basins receive a spill.

In septic or combined drains, the pipe runs along the bottom; thus, any pesticide that enters it comes into contact with moving water. The only way to stop its advance is to determine the direction of the flow and block its entrance to the treatment facility.

Do not enter the sewer vault to block the line. Sewers are dangerous. No one should enter a sewer unless they have completed a formal confined-space training program and unless they are wearing safety equipment. You might be able to block the line by dumping sand or other absorbents by the outflow pipe, but success is doubtful. Notify the city immediately if a pesticide spill enters the sewer system. Prompt notification may allow waste managers enough time to block the flow and prevent the pesticide from entering their biological filtering system.



Be respectful to emergency responders. As the employee in charge at the spill site, you likely will be the first to deal with police officers, firefighters, and paramedics. You should cooperate fully, answering any questions they have. Make sure to have material safety data sheets on the spilled chemical available for emergency personnel to review. Inform responders of the diluted concentration of the spilled chemical; it may be critical to their approach in managing the event. Emergency responders may insist that you move out of the cordoned area if you have not received HAZWOPER training.



Fleet vehicles should be marked such as this example that reads, *Do not spray water on this vehicle in an emergency.*

The incident commander (usually one of the emergency responders) is in charge at the scene upon arrival. His job is to deal with personal injuries and to prevent environmental contamination while ensuring the safety of everyone involved. It is up to the incident commander to decide what actions to take to protect the public, and he may or may not solicit your input. You should know, however, that the incident commander's first instinct may be to wash the spilled pesticide into drains. If that is the case, you should politely ask him to reconsider, pointing out that if the pesticide is washed down a drain it is likely to contaminate surface water or the

sewage treatment plant. Ask the commander to wait for a company management representative to arrive (or to be contacted by phone) before washing the pesticide away.

Do not address the media. You do not have the time—nor, perhaps, the authority—to speak with reporters. It is of utmost importance that you devote your undivided attention to managing the spill.



Your focus on the problem at hand is essential, but nevertheless you should not respond to media requests by saying, No comment. It is advisable to state that a member of management is on the way and will be glad to answer any questions. Suggest that the reporter speak to the incident commander; then excuse yourself to attend to details and walk away.

Do not admit guilt, do not state that you have ample insurance, and do not indicate that your insurance will pay for remediation of any problems that result from the spill. These topics should be addressed by management personnel—and even they cannot speak for the insurance company. Only your insurer can determine (according to policy provisions) how the situation will be handled.

When There Is a Spill at the Job Site: What the Office Staff Should Do

If you work in the office of a pest management firm, you need to know what to do if you receive an urgent call from an employee in the field.

Offer assistance. Keep the caller calm and let him know that you are sending management personnel to the site.

Collect as much information as possible. Ask questions such as

- What is the location?
- Is anyone injured?
- Has someone called 911?
- Are there any emergency responders already at the scene?
- Has anyone been taken to the hospital?
- What was spilled and how much?
- In what direction is the spill flowing?
- What are the possible receptors of the spill?

Locate the pertinent MSDS in the company files. While talking to the employee on the phone, write down the name of the spilled chemical and ask a co-worker to pull the MSDS. Do this even if the employee at the scene already has a copy, just in case it is unreadable for some reason or in case an extra copy is requested.

Call the manufacturer. A representative of the manufacturer will know the most about dealing with human or environmental exposure to the spilled chemical. Have someone else in the office look up the chemical company's 800 number on the MSDS and call it while you keep the employee on the line to answer questions posed by the manufacturer. Accurate answers may be critical to appropriate emergency assistance on behalf of the manufacturer. Make sure that the caller records the name of the representative contacted.

Call 911 to confirm that they have been contacted. Once you hang up with the employer at the spill site, call 911 to verify that they have already been



contacted. If they have not been notified previously, you can relay the information that you received from the employee on-site.

When There Is a Spill at the Job Site: What Management Should Do

Go immediately to the spill site. A member of company management must go immediately to the spill site to relieve the employee in charge. Your presence is essential if consequences of the spill require calling 911.



Take information and supplies from the office.

Take MSDSs and labels as well as whatever spill control items you have, e.g., shovels, pillows, drums.

Keep a spill kit and a spill response drum ready at all times to minimize reaction time during an emergency.

Summon other employees to the scene.

Instruct the office staff to direct other company employees to the spill site. Their rigs should be equipped with spill recovery materials, and their on-board tanks can be used to receive waste liquid pumped from the spill.

Their presence could facilitate the all-important first step in the cleanup activity.

Be prepared to deal with the

authorities. You will have to interact

with multiple agencies, the media, and

bystanders. Accident scenes are crowded

with authorities, each trying to satisfy their own

regulations. Identify yourself to the incident commander and let him know

that you will take over for the employee in charge and answer any questions

he might have. Then ask to speak to the employee for a briefing on

what has occurred. Ask the employee to describe what took place and what

has already been done. This firsthand account will allow you to deal with the

problem more efficiently and more effectively.

Call the manufacturer's emergency 800 number found on the MSDS. Even

if your office staff has already called the 800 number, call again to provide

details that may have been left out during the first call. The manufacturer's

representative will ask if someone has been taken to the hospital and, if so,

they will have a doctor who is familiar with the product and its effects call the

hospital to expedite care of the injured. The representative with whom you

speaks may also be an excellent contact person for the incident commander.

Address the media. It is important not to ignore reporters. Explain early on that a statement will be forthcoming once you have all of the facts. And follow through. Give them the information they need to do their job: to inform the public of what is taking place in the community. Be prepared to answer all questions in an honest, forthright manner. Stress that you are working with local emergency responders to resolve the problem as quickly as possible.

Call your insurance carrier. Have someone from your office or an employee on-site call your insurance company. The company will want to send personnel to the site to assess the situation. But any conversation between you and the insurance representative concerning what is covered and the dollar amount of your coverage should be kept confidential. Conduct the discussion where you are certain that it cannot be overheard. Do not offer such information to the media.

Call others who need to be apprised of the situation. Refer to the emergency call list that was compiled during your pre-planning phase. The phone numbers should be checked periodically to make sure that they are current.

Notify the appropriate authorities. Reporting requirements vary with state and federal regulations and with the product and amount spilled. But failure to report a spill when you are required to do so is a serious offense that carries significant penalties. Some companies and regulatory agencies have a 100 percent reporting policy: If it is spilled, it is reported.

Know whom to call in your state when pesticide spills occur. The person who places the call should be someone who has the authority to make decisions, assign personnel, and allocate money to deal with the spill.

Clean up the spill. The local, state, and federal agencies that respond to the spill will not help with site remediation. If cleanup of the spill is beyond your capabilities or training level, call a professional contractor. Have an arrangement in place with a local contractor who will respond to the spill with dump trucks, backhoes, and other heavy equipment as needed.

Provide information to regulatory authorities as accurately as possible. Include the following:

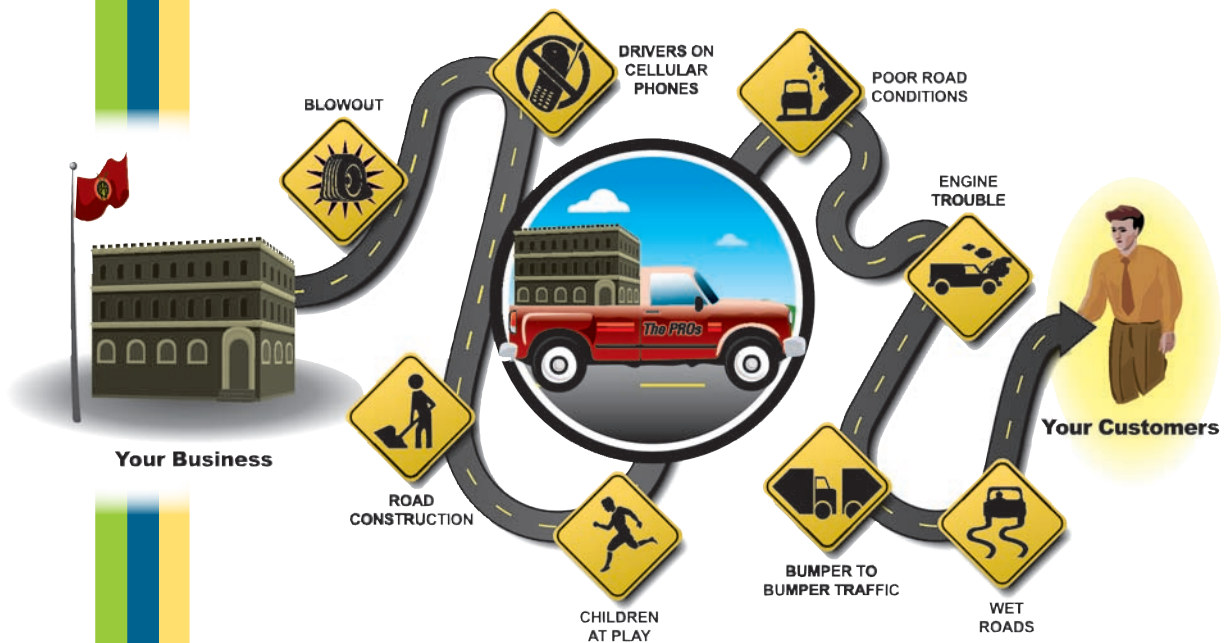
- Name and telephone number of your contact person
- Exact location and time of the spill
- Identity of the substance spilled
- Estimated amount of substance released
- Where the substance was released: air, land, or water
- Potential for movement off-site
- Anticipated human and/or animal health risks
- Injuries that require medical attention
- Response of the company up to the time 911 was called
- Remedial action planned



Take good notes and keep them. Under most circumstances, if your company is involved in a spill you are required to submit a report to the agency responsible for verifying that clean-up is completed satisfactorily. Your insurance company will need to collect information for use in settling claims or for litigation purposes. Always prepare a written incident report. Record the names of everyone you speak with concerning the incident, along with the date, location, and approximate time that each conversation took place. Also, keep good records of all steps involved, from the cause of the spill to final resolution of the problem.

Conclusion

As management personnel in a pesticide application company you spend tremendous amounts of effort, time, and money educating your employees on how to use the latest pest management products and how to incorporate integrated pest management principles into everyday work practices. In addition to training your employees to be more proficient, you teach them to be



Your truck brings your business to your customers

But only when you respect the road and maintain your vehicle

more service oriented, to develop good customer relations, and to deal with customer complaints appropriately. A well-trained staff is not merely something that you talk about as an important business concept. Your stressing education and promoting customer service helps you to gain your share of the market, increase profits, and prosper—even in today's highly competitive pest management arena.

However, it is the fleet vehicle that delivers your trained pesticide applicator—thus, your service—to the customer. All of the training, time, and money invested in developing the applicator's skills are counteracted when the vehicle breaks down or is involved in an accident. Thus, the emphasis placed on enhancing your employees' skills must be supplemented with training on routine vehicle maintenance and safe driving.

One way to reduce the frequency of accidents is to train employees to drive defensively. Another is to hire individuals with good driving records: past performance is an indicator of what to expect. Company owners and managers, office staff, and applicators who are trained to work as a team when a chemical spill occurs (whether or not a vehicle is involved) can effectively reduce the severity of damage. And lastly, routine vehicle maintenance is an important tool in keeping the fleet moving. It's a simple message: A vehicle that moves makes money; one that's idle loses money.

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Other Publications

Listed below are additional Purdue Pesticide Programs publications that you will find of interest. For one free copy, call (888) 398-4636 and ask for "Media Distribution," or download these publications from the Internet at <http://www.btny.purdue.edu/PPP/>.

- Pesticides and Personal Safety (PPP-20)
- Pesticides and Container Management (PPP-21)
- Pesticides and the Label (PPP-24)
- Pesticides and Application Certification (PPP-25)
- Pesticides and Their Proper Storage (PPP-26)
- Pesticides and Commercial Vehicle Maintenance (PPP-27)
- Pesticides and Spill Management (PPP-28)
- Pesticides and Formulation Technology (PPP-31)
- Pesticides and Community Right-to-Know (PPP-32)
- Pesticides and the Law (PPP-36)
- Pesticides and Material Safety Data Sheets (PPP-37)
- Pesticides and Personal Protective Equipment (PPP-38)
- Pesticides and Environmental Site Assessment (PPP-42)
- Pesticides and Planning for Emergencies (PPP-44)
- Pesticides and Emergencies (PPP-45)
- The Insurance Policy (PPP-49)
- Pesticides and Risk Communication (PPP-52)
- Company Bulletin Boards (PPP-55)

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