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PRAISE Compendium of Good Practice Examples: A RETROSPECTIVE OF BEST GUIDANCE

Area of Prevention and Road Safety



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PRAISE Compendium of Good Practice Examples: A retrospective of best guidance

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Introduction: Promoting best practice in road safety at work

Using the roads is a necessary part of our working lives. Butit's an ordinary activity that leads to an incredibly high level of injury and death.

ETSC's PRAISE project addresses the safety aspects of driving at work and driving to work. Its aim is to promote best practice in order to help employers secure high road safety standards for their employees.

It is estimated that in Europe six out often work accidents resulting indeath are road crashes, including both crashes while driving for work and commuting crashes (Eurogip).

PRAISE aims:

- advance the need for work-related Road Safety Management and provide the know-how to employers who must take on that challenge;
- raise the work-related road safety standards of EU Member States and carry out advocacy work at the EU level;

 communicate the message that work-related road safety should include road safety at work (driving on duty) but also road safety to work (commuting).

PRAISE is co-ordinated by the ETSC secretariat with the support of Fundación MAPFRE, the German Road Safety Council(DVR), the Belgian Road Safety Institute (IBSR) and the Dräger Foundation.

The purpose of this document is to outline the best practice examples gathered in the last six PRAISE reports (since 2011 until 2014). They show how different Member States and employers manage the safety of their drivers in areas such as work-zones, fatigue, speeding, implementing a management programme, the business case for this and managing the road risk of vans. The paper also includes presentations from experts invited to speak at MAPFRE and ETSC country seminars organised in the context of the PRAISE project since 2011.



1. Road Safety at Work Zones - 2011

UK

In the UK the Department of Transport has published the Traffic Signs Manual: Chapter 8: Traffic safety measures and signs for road works and temporary situations¹. This document provides guidance for those responsible for the design of temporary traffic managementarrangements which should be implemented to facilitate maintenance activities or in response to temporarysituations. It contains advice relating to traffic safety measures, and the identity and location of the traffic signs needed to guide road users, including pedestrians, safely past obstructions in temporary situations. It is structured to facilitate and reflect the designprocessfortemporary traffic management, from the initial broad brief to details of signing provision. It raises the principal issues that need to be considered in temporary traffic management design and providesadviceabouttheirresolution. The document deals with the design of temporary traffic management arrangements on single carriageway roads and dual carriageway roads separately.

The Department for Transport has also published the Safetyat Street Works and Road Works; a Code of Practice which sets out the principles to be followed when signing, guarding and lighting works on all highways and roads except motorways and dual carriageways with hard shoulders. This is known as the "Red Book" and is fully consistent with Chapter 8. Its purpose is to ensure that road users and operatives at sites remain safewhen works are taking place in the highway. It has been written and published in a size suitable for operatives to carry in a van or tool box and so is readily available to consult on site. The Department for Transport has just completed a consultation exercise to review and update this Code of Practice.

The UKHighways Agency are progressive in their commitment to improving the safety of their road worker employees, having adopted an 'Aiming for Zero' approach to health and safety including eliminating all deaths and serious injuries to road workers maintaining the road network. Central to the approach is a goal of 'Exposure Zero' 'to eliminate the need for road

1 http://www.dft.gov.uk/pgr/roads/tss/tsmanual/tsm-chap8part2.pdf

workers involved in routine maintenance of (the) road network to be on foot on the live carriageway' as this is when they are most at risk. In attempting to deliver the goal they have carried out a review of operations that require road workers to be exposed to live traffic, with a view to reducing risks, and a revision of maintenance priorities to reduce the number of visits and adhoc repairs and maintenance to cut the need for road workers to be on the network².

One of the most likely ways of achieving Zero Exposure is through the development and use of new technologies which mechanise some of the high risk tasks involved in road maintenance. The Agency has also been trialing new technology and ways of working which aim to remove the road worker from the roadway as much as possible.

Germany

The German Statutory Accident Insurance (GUVV Unfallkasse), the professional association for the construction industry (BG Bau) and the German Road Safety Council (DVR) published in 2008 a booklet on traffic safety at roadworks³. The booklet identifies the legal basis for such work, with the particular issues of construction methods and the consequences for the safety of workers into the foreground. Acceptance, inspection and maintenance of the roadwork site itself is covered looking at, for example, how often the site has to be inspected.

The German construction industry (BG Bau) and the German Road Safety Council (DVR) have developed a seminar covering training⁴. The seminar is aimed at all those responsible for sites a fety-from planning approval through to implementation. The current laws

Road_worker_Safety_Strategy.pdf

- 3 http://www.bgbau-medien.de/bau/baustverk/inhalt. htm.
- 4 http://www.dvr.de/site.aspx?url=html/betriebe_bg/seminare/baustellen.htm





² http://www.highways.gov.uk/knowledge/documents/Road_worker_Safety_Strategy_Action_Plan_2009-11. pdf http://www.highways.gov.uk/knowledge/documents/

and the requirements of the 1995 revised "Guidelines for the safeguarding of jobs on roads" (RSA) are covered and the course is designed with different building blocks and can be used flexibly. The seminar can be conducted as a one-or two-day course. A brochure "Road Safety at Worksites" was also published in 2006 to accompany the course.

The Netherlands

The Netherlands have guidelines for the uniform preparation of work zones which place an emphasis on being simple and clear and stress that distance and/or division between road workers and traffic/other users is important. The guidelines however, do not have a basis in law⁵.

Italy

In Italy a mandatory legislation exists since 2002 (Decree of the Ministry of Transportation and Infrastructure, 10.07.2002) focused predominantly on signage provision and workers visibility requirements as a safety mechanism. Specific attention is paid in defining the protection of pedestrians in urban work zones. On the other hand, no details on the physical protection of workzones are currently included in the Decree. Since 1996 (National Law 494/96 recently updated with National Law 81/2008) a Coordination Safety Plan, prepared by a qualified work zone safety expert, is required as mandatory for any public work but a specific module on road related work zones is usually not offered in the official training courses.

In Italy a training course is mandatory to become a qualified expert in RWZ safety according to the National Law 81/2008 (former 494/1996) but specific modules on RWZs are usually not included with limited exception of course organised specifically for road authorities (as the ANAS training course which includes such specific module).

Ireland

InIreland, specificlegislation and guidance exist including the 'Guidance for the Control and Management of Trafficat Road Works' which provides design guidance for temporary traffic management at road works on single carriage road ways ⁶

- 5 http://www.crow.nl/nl/Meta_Navigaton/over/Over_CROW.html
- 6 http://www.transport.ie/upload/general/12714-GUIDANCE_FOR_THE_CONTROL_AND_MANAGEMENT_OF_TRAFFIC_AT_ROADWORKS_SECOND_EDITION_2010-0.

In Ireland the Health and Safety Authority has developed a Code of Practice aimed at Contractors involved in Roadwork and Road Maintenance⁷ activities where three or less persons are employed as part of its broader Safe Systems of Work procedures⁸. The aim of this Code of Practice is to improve the level of safety and healthamong small-scale employers and contractors (employing up to three employees) engaging in road works and to assist them in putting a Safety Statement in place. The Code provides guidance to employers on how to plan and work safely on site. In implementing the Code employers can use a 'Safe Systems of Work Plan' (SSWP) provided by the HSA which is a simple tool to aid risk assessment and safety planning.



Part 1 provides for recording descriptions of the work-place, the work activities and the skills and resources needed to carry out the work. Details must also be provided of who is in charge of the works and emergency contact details. Part 2 provides for the identification of hazards and control measures to deal with these and a check mechanism to ensure that measures are put in place before work commences. Part 3 allows those who are going to work on the activity to sign off on the SSWP and should be completed by the person who prepared the SSWP and the workers to confirm that the SSWP has been brought to their attention.

Ireland has recognised that, in order to stay safe in construction, everybody working in the sector must have specific training. A system of mandatory training and registration requirements for workers undersafety and health legislation has been developed and also applies to those working in road maintenance in order to ensure that competent people are carrying out the works.

Workers must hold a valid Safe Pass qualification and must renew this every four years. The training modules cover safety culture, duties and responsibilities at

PDF

- 7 http://www.dft.gov.uk/ha/standards/ians/pdfs/ian115.pdf
- 8 http://www.hsa.ie/eng/Publications_and_Forms/Publications
- 9 http://www.fas.ie/en/Training/Employee+Training/ Safe+Pass/





work, collision reporting and prevention, and special workingsituations such as working at height and excavations. Safe Passalso covers personal protective equipment (PPE), use of hand-held equipment, tools and machinery, safe use of vehicles, noise and vibration, manual handling, and health and hygiene.

Amorespecific Construction Skills Certification Scheme (CSCS)¹⁰ provides for the training, assessment, certification and registration of construction workers undertaking certain tasks. The CSCS aimstoraises tandards of safety and health awareness, and so reduce risks and collisions throughout the industry. In relation to working on or adjacent to roads CSCS registration is specifically required for

- Signing, lighting and guarding on roads
- Locating underground services
- Assisting in the implementation of health and safety at roadworks

Operators who successfully complete an approved CSCS training and assessment programme are awarded certification from a national organisation and are added to a register. Under national Regulations, project supervisors must ensure that persons are in possession of the relevant CSCS cardands afety awareness card before undertaking work in connection with roadworks.

In Ireland, the site is prepared in such a way that signs, lights and guarding are put in place in parallel. Irish authorities also communicate to the public that works will be starting in a number of weeks in order to influence road user route choice and travel planning. Regulations were amended in 2008, this also covered the specific need for training in deciding what signs and barriers are required. One decision maker is nominated on the site in terms of setting and moving signs. Ireland also has a construction skills certification card including specific training for road works and more detailed supervisory level training available.

Switzerland

In Switzerland there are legal framework directives and a control body called Suva, which is competent for safety at work. Roadwork zones, signings, markings are regulated in the VSS (Swiss Association of Road and Transportation Experts). There is also a "Bulletin for safety of workers during road works".

10 http://www.fas.ie/en/Training/Employee+Training/Construction+Skills+Certification+Scheme/

Austria

ASFINAG plans, finances, maintains and tolls the entire Austrian motorway and express way network covering 2,175 kilometers and has recently published a Road Safety Programme to 2020 his which includes comprehensive collision prevention measures aimed at making Austrian roads safer. Part of the planspecifically targets practices surrounding road works zone sputting in place new procedures to improve efficiency, reduce cost and improve safety. The procedures include the development of a handbook to set standard practice and the use of checks and in spections to ensure that safety planning is implemented and maintained. In relation to risk assessment, safety planning and monitoring, the Road Safety Programme provides for the following in relation to RWZs:

- New roadwork zones will be inspected together with the police and undergo intense observation in the first days after traffic approval.
- During the entire duration daily roads a fety checks will be performed and fines given out to construction companies if defects are caused by them.
- Observations about defects from ASFINAG Pilot and via the ASFINAG Service Centre are handled with the highest priority.
- The Road safety checks of roadwork zones are performed in accordance with the European Infrastructure Directive
- NewRoadworkZoneHandbookisprepared(inaccordance with the RVS 05.05.42).
- AtroadworkzonesthathaveasignificantinfluenceonthetrafficflowRoadSafetyAudits(RSA)are performed in advance.
- In terms of work safety the project manager will write a protocol of all work collisions and their consequences, from start to approval of the roadwork zone.

Belgium White Book

In Belgium the National Committee for Safety and Hygiene in Construction NAVB/CNAC is an organisation that promotes safety and security in the construction sector. They have also developed measures targeting

¹¹ http://www.asfinag.at/c/document_li-brary/get_file?uuid=ccd7dbb6-3e9f-4ad0-9f6b-842f3651acfd&groupId=10136





the specific subsector of road works. They have developed a simple White book on Road Works addressing the ten main safety problems and solutions. These include: co-ordination, timing, signalling, wider safety zones, regulation compliance, limited experience of the safety co-ordinator, speed limitations, public private partnerships, social effects and vandalism. The first point they stress is co-ordination between road works and that, if different works can be combined during a limited period of time, it will probably be more accepted for road users if a section is completely unavailable during this period. They raise the need to ensure that traffic trying to avoid road works on one site may end up in another road work site. The White Book also stresses the legal obligation in Belgium for the appointment of a safety coordinator as in most road works the contractor is working with subcontractors and the appointment of a safety coordinator is mandatory. Safety should also be included in the training and existing certifications chemefors a fety co-ordinators.

Worker Safety Management System for New Road Construction Projects-Portugal

The Portuguese Road Institute has developed and implemented a worker safety management system for new road construction projects reviewed by the EU OSHA¹². This has led to a documented collision reduction rate of between 30 and 40%; moreover the seriousness of collisions and the number of days of absence were reduced. The aim of the system was to provide a common safety framework for all parties involved in a road construction project. The approach is to systematically establish the health and safety obligations and responsibilities of each party. Contractors also have to have health and safety systems in place that comply with the IEP's own management system. An effective monitoring system was set up. A safety culture was promoted within the organisation with contractors. The system was also integrated with othermanagementactivities such as quality as suranceand cost-effectiveness. Part of the implementation and promotion of the new system was training of all of IEP's own employees and different participants in the construction process. To support the introduction of the management system a comprehensive manual was introduced.

Increasing Road Worker Safety in the Netherlands

In The Netherlands, the rear enon-legally binding guidelines for uniform preparation, indication and signature of the properties of the

12 http://osha.europa.eu/fop/netherlands/en/good-practice/PDF%20map/bouw2 8.pdf

lling of roadworks¹³. According to these guidelines, the indications of the work zone and the guidance of traffic must be simple and clear, thus both ensuring that the road users are aware of the roadworks ahead in time and that they know what is expected of them. Furthermore, sufficient distance or a barrier between road workers and traffic is required. The Netherlands also has legally binding requirements for sign and layout of work zones on national roads¹⁴. However, an evaluation of 50 roadworks locations 15 shows that only few locations follow the guidelines completely. A 2009 Labour Inspectorate evaluation showed that the road worker was in danger of being crashed into by a vehicle at almost 30% of the 223 inspected locations¹⁶. Furthermore, in 21 situations, risks were so high that the work had to be stopped.

During 2006 and 2007 a study was undertaken in the Netherlands in order to better understand the crash risk for road construction workers during road works. Based on the outcomes of the study a collision model was developed for investigating collisions and safety promotion materials were constructed for road workers. A video was prepared to make workers and managers aware of their own behaviour. The video uses actors, but the situations were based on actual observations. Also, stickers were prepared for the types of behaviour that can prevent collisions. 17

Evaluation of the E411 and E25 Roadworks Belgium 2004-2006

A Case Study on the E411 and E25 Roadworks prepared by the Belgian Road Research Centre raises some important findings on improving road safety at road

- 13 CROW (2005). Werk in Uitvoering; Diverse richtlijnen. Publicatiereeksen 96a en 96b. CROW kenniscentrum voor verkeer, vervoer en infrastructuur, Ede. En SWOV 2010
- 14 AVV(2005).RWS-richtlijnvoorverkeersmaatregelen bij wegwerkzaamheden op rijkswegen. Directoraat-Generaal Rijkswaterstaat,AdviesdienstVerkeerenVervoer,Rotterdam.En SWOV 2010
- 15 Weijermars, W.A.M. (2009). Verkeersonveiligheid bij werk in uitvoering, deel III en eindrapportage. R-2009-4. Stichting Wetenschappelijk Onderzoek Verkeersveiligheid SWOV, Leidschendam.

SW0V 2010

- 16 Inspección de Trabajo de los Países Bajos (2010). Risico's bij werken aan de weg. Inspectierapport 2010. Arbeidsinspectie, Utrecht. En SWOV 2010
- 17 Venema and Brinkhuis (2008) TNO Quality of Life, Increasing Road Worker Safety in the Netherlands http://www.virtualriskmanager.net/main/aboutus/niosh/poster_venema-anita_1.pdf





works¹⁸. The road works were being undertaken over athreeyearperiod and involved long-term operations on significant sections of two key routes. The report provides an abundance of data pertaining to traffic and speed, both before and during the works. The roadworks were ambitious, aiming to repair 127.5 km in the province of Luxembourg (south-east of Belgium), between March 2004 and October 2006. Rehabilitation was considered essential in view of the worrying state of the road surface, severely affected by the "punchout" phenomenon. The thorough report concluded with several key findings that can provide some useful lessons for others on how to conduct road works safely. Firstly, that it is essential that sufficient care is taken to ensure that lanes are clearly and unambiguouslydefined, particularly when using narrow lanes. Secondly, that running with a single lane in each direction can be a good option from a safety perspective provided sufficient capacity is maintained. Thirdly, that it is vital to monitor collisions at the commencement ofthe works, so that any problems can be identified and rectified quickly and finally, that the use of very long stretchesofworkscanexacerbatedelayproblemsdue to collisions and incidents.

UK Campaign on Speeding: Difference when travelling at 50 to 70 mph at Roadworks

The Highways Agency, supported by DfT's Think! RoadSafety campaign, developed two DVDs (with supporting materials) highlighting the need to slow down and respect speed limits at road works. The first, entitled "Respect", compares the responsibility of the road worker with that of other professionals such as teachers and doctors whose roles are also to make our lives more informed, reliable and safe 19. The consequences of not respecting road workers (by not respectingspeed) are made clear and this is then translated to other professions with shocking outcomes. The second, "5Seconds", covers the direct impact of speed and the different consequences of travelling at 70 mph and at 50mph²⁰. A speed restriction of 50mph at road works will mean that travelling a quarter of a mile to passtheroadworkswilltake 18 seconds. Travelling at

18 http://www.brrc.be/pdf/publications/e41_05.

pdf

19 http://www.highways.gov.uk/knowledge/20639.

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http://www.highways.gov.uk/knowledge/20639.

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the maximum speed of 70mph, to travel the same distance it will take 13 seconds - the difference being only 5 seconds. The DVD features two business colleagues who are on their way to an important presentation but are already running late. We see how a decision made to save just 5 seconds by speeding, can change lives when an incident occurs.

UK Highways Agency Health and Safety Toolkit

The Highways Agency has also developed a Health and Safety Toolkit as a means of identifying the many good practices, innovations and ideas which can contribute positively to workforce health and safety that are currently being used on the network. The toolkit aims to act as a vehicle to communicate and share good practice with interested stakeholders to further drive improvements across the industry. The scope of the toolkit covers the four key project stages: design, maintenance, construction and demolition. Examples so far include the 'Quick moveable barrier' which providessafetytositestaffworkingwithintemporarylane closures, as opposed toworking on liveroad areas with conventional cones. Other examples include 'Warning Devices for Overhead Structures', 'Mechanical Gully Cover Lifter' and 'Mechanical Kerb Lifter'.

UK Road Workers' Safety Forum

The Highways Agency also plays an active role in the "Road Workers' Safety Forum" (RoWSaF). The Forum has the sole aim of improving safety of road workers and road users while travelling through road works. RoWSaF has supported the development of a range of information DVDs, mediaresources and printed materials for use by companies and agencies. RoWSaFalso has a Trials Team which undertakes trials and evaluation of innovative techniques and equipments aimed at improving the safety and welfare of operatives working on the Highways Agency's road network. Trials investigations have included "sequentially flashing road dangerlaps", "remotely controlled signs", and "vehicle mounted VMSs for incident management".





2. Tackling Fatigue: EU Social Rules and Heavy Goods Vehicle Drivers, 2011

Spain²¹

The Trade Union Federation of communication and transport of CCOO (Federación de Comunicación y Transporte de CCOO) carried out a study on 'The risk of occupational fatigue in road transport – A coordinated prevention initiative'. The project was a study of occupational fatigue as an important risk factor for road collisions by a trade union with government funding and included a number of sector-specific publications one of which focused specifically ondrivers and rest. The aimwasto analysed riving and rest time is sue samong truck drivers, in order to support their companies to develop their own time schedule, according to legal provisions. Issues covered included driving and rest time, work breaks, speed registration systems (tachographs) as control systems, and the responsibilities of the transport companies 22

Germany

The Federal Office for Goods Transport (BAG) has published a comprehensive leafletin German, English, French, Polish, Russian, Romanian, Hungarian and Czech language informing the truck drivers about inspections, their procedures and the content. This enables a better communication between the enforcement officers and the drivers 23. In German, guidelines on the social rules in transport have been developed 24 alongside guidelines on digital tachographs 25 and can easily be downloaded. Furthermore, in the context of the programmes De-Minimis 26

and further qualification²⁷ financial support is given to those companies which would like to invest in better technologies and in training their employees to be better drivers.

"Keep awake behind the steering wheel" – Wach am Steuer

The German Social Accident Insurance Institution for the transport industry offers specific training to raise the awareness about fatigue in road transport to their member companies. This training scheme was tailor-made for truck drivers and was tested and evaluated by Ford Gmbh in Cologne. The drivers learn to develop strategies against fatigue, e.g. to recognise first indicators of fatigue. The two training units are 90 minutes long and are complemented by an individual conversation with the trainer before the training units and after them. The conversations can be undertaken in a flexible way, so that the whole training can be easily adapted to the daily workload of the drivers.

Ireland

The Road Safety Authority of Ireland has produced a suite of information and guidance material aimed at both driversandoperators to assist in understanding the rules and responsibilities in the area of tachographs and driving hours and underlining their importance in terms of combating fatigue and improving roads afety. The leaflets present the Directives in a clear and simple manner and are used in professional driver CPD training as well as for general distribution 28.

- Guide to Digital Tachographs
- Guide to EU Rules on Drivers Hours
- Guide to Road Transport Working Time Directive

The RSA have also produced a pocket-size card summarising the key facts and driver responsibilities that is <a href="mailto:harmonic manual mailto:harmonic manual man

derprogramme/AW/AW_2011/aw11_node.html

28 http://www.rsa.ie/en/RSA/Professional-Drivers/Driving-Safely/Driver-Hours/

- 21 http://osha.europa.eu/en/publications/reports/mana-ging-risks-drivers_TEWE11002ENN p. 61
- 22 http://www.fct.ccoo.es/webfct/menu.

do?Actualidad:Salud_laboral:Publicaciones

- 23 http://www.bag.bund.de/cln_008/SharedDocs/Downloads/DE/Broschueren/Strassenkontrollen_en.html?nn=13156
- 24 http://www.bag.bund.de/cln_008/SharedDocs/Downloads/DE/Merkblaetter/Leitfaden_Rechtsvorschriften.html?nn=12502
- 25 http://www.bag.bund.de/cln_008/SharedDocs/Downloads/DE/Merkblaetter/Leitfaden_Kontrollkarte.html?nn=12502 http://www.bag.bund.de/cln_008/DE/Navigation/Foerderprogramme/Deminimis/Deminimis_2011/demin11_node.html





tion leaflets have been made available in a number of languages reflecting the makeup of drivers in the Irish freight sector.

The RSA training modules for driver CPC includes information on diet, exercise, stress and maintaining general well being as well as work/rest cycles, drugs and misuse of drugs. The key message is that in order for a driver to remain safe on the road and be a safe road-sharer, they must take care of all aspects of their general health – this includes maintaining a healthy diet, taking regular exercise and maintaining ahealthy sleep and rest pattern. They need also be aware of their stress levels and any effects of drug and alcohol.

UK

VOSA provides a range of licensing, testing and enforcement services with the aim of improving the roadworthiness standards of vehicles ensuring the compliance of operators and drivers with road traffic legislation, and supporting the independent Traffic Commissioners.

As part of their work they have produced a suite of publications dedicated to giving useful information to operators, drivers and other staff involved in the use of goodsandpassenger-carryingvehicles. This includes a pocket size leaflet for drivers entitled 'Staying legal -the basics'. The leaflet uses pictorial representation to outline the basic requirements of drivers' hours and rest time rules and performing a daily vehicle check. The use of pictures, as illustrated below, overcomes language barriers faced by foreign drivers²⁹ Research carried out by VOSA demonstrated that '24% of operators have limited knowledge of or feel uncomfortable dealing with driver and vehicle legislation and regulation issues'30 To counteract this, they are developing a collaborativeapproachtoenforcementandeducation and have 'committed to engaging with and educating all industry sectors to enable them to comply, resorting to enforcement action only where necessary'.31 In order to support the industry through education and information, a series of initiatives have been developed as part of the VOSA business plan that will be driven forward by a specialised Commercial Vehicle Compliance Forum. This includes exploring options for Trade Associations and other organisations to adaptordevelop publications aimed at promoting higher compliance standards³².

Romania

The UNTRR (Uniunea Nationala a Transportatorilor RutieridinRomania)isinvolvedina2-yearEuropeanProject, co-financed by the European Social Fund, called 'Adaptability for increasing the competitiveness of the Romanian road transport sector'. One of the project's aims is to build and enhance companies' capacity to develop well trained human resources, particularly through specialised professional training, focused on the new technologies. In the framework of this project, UNTRR is providing free training programmes for Romanian road transport employers, managers and professional drivers in a number of fields including driving and rest time rules and tachograph training, road safetyandspeedmanagement, human resources managementforroadtransportcompaniesandatraining oftrainersprogramme. Aspart of the programmes the trainees learn how to organise their driving and rest times in order to comply with EU regulation and to avoid fines; practical schemes and advice on the organisation of a driving day/week/month, followed by practical exercises using a digital tachograph simula-

The Netherlands

"Steering on Safety" is an initiative of the Dutch Trade AssociationsinroadtransporttogetherwiththeDutch ministry of Infrastructure and Environment; its overallaim is to improve road safety. It has developed different tools that allow companies to undertake scans including also a "fatiguescan". This scandraws the attention to certain issues that offer operators to reduce fatiguerisksintheircompany. Toraisethelevelof "safetyculture" a company can evaluate their existing levels offatique and identify possible solutions. The site also has a tool which includes benchmarks of measures to improveroadsafetyperformanceintheroadtransport industry. A last important functionality of the site lies inthepossibilitytoregisteratransportcompanyinthe Network of Road Safety Professionals. Once registered, members need to prove that they continuously work on road safety in their company. Two other sites are organised by the social partners in the Netherlands which advise HGV drivers on how to avoid fatigue: www.gezondtransport.nl and www.fitopderit.nl

32 http://www.dft.gov.uk/vosa/repository/VOSA%20 2011-12%20Business%20Plan.pdf





Euro Contrôle Route (ECR) is a group of European

²⁹ http://www.dft.gov.uk/vosa/publications/manual-sandguides/drivershoursandtachographguides.htm

³⁰ Investigación de clientes de VOSA 2009

³¹ http://www.dft.gov.uk/vosa/repository/V0SA%20

^{2011-12%20}Business%20Plan.pdf

Transport Inspection Services working together to improve road safety, fair competition and labour conditions in road transport through activities related to compliance with existing regulations. ECR's activities focus on providing coordinated cross border checks, education and training, multi and bilateral inspector exchange programmes, harmonising and consolidating points of view and influencing decision making processes. Euro Contrôle Route currently has 14 members covering 20 countries. Euro Contrôle Route, with the help of its 'complaint desk' tool, is drawing up an inventory of the main enforcement problems, to gain insight and understanding in this area, and passing this information on to the various countries. 33 CORTE also run help desks (see Section 3.4) and has issued a range of explanatory notes and guidelines on the social legislation and the use of tachographs. TISPOL, the European Traffic Police Network runs regular joint truck enforcement campaigns³⁴.

The Irish and Northern Irish Authorities have establishedan 'AllIsland Freight Forum' (AIFF). The core purpose is to provide a mechanism for consultation on road freight transport issues involving the development of ideas for the movement of goods in a competitive and sustainable manner. The work is, being taken forward by working groups focused on competitiveness and sustainability, safe, compliant and ecoefficient road freight transport, rail freight and other alternatives, international connectivity, and data and network management. The Forum is committed to taking action to improve compliance across the north and south of the island of Ireland and to establish a level playing field in the internal market. It is recognised that having a joined-up approach to vehicle operator compliance between neighbouring areas is vital in achieving meaningful improvements on the roads. One of the initial ideas to emerge from this is developing a compliance strategy spanning the entire island and this will be taken forward by the relevant agencies.

Suckling Transport UK³⁵

Suckling Transport specialises in fuel distribution in the UK. It operates 65 articulated tanker vehicles, employs 190 people and delivers two billion litres of fuel each year.

The company recognised that Journey Planning needed to go beyond the basic route selection and considerations.

33 http://www.euro-controle-route.eu/site/

34 https://www.tispol.org/

35 http://www.etsc.eu/documents/PRAISE%20Fact%20

Sheet%202.pdf (disponible en EN y DE)

derotherissuesincluding production of a site and routeriskassessment. Following talks with the work force, amajorprogrammewasthenlaunchedtoidentifysafe parking locations for rest breaks. The Safe Haven programme, as it was called, produced a list of approved parkinglocationstoensureemployeesweresafewhen takingrestbreaks.Ateamofmanagersbeganconductingbehaviouralsafetyobservationstoensuredrivers were compliant with policies and procedures. Over 100 such observations were completed in 2010. Journey management checks were conducted to check speeding against local limits and to ensure that driverswere not recording their rest break whilst making the delivery (something that is not identified through normal tachograph analysis). The Company was able to benchmark its drivers' performance on compliance issues against the national average and sector average. This showed that its drivers' recorded just 2 infringements per 100 shifts worked in relation to rules on driving hours, compared to a national average of 40 infringements and a sector average of 35.

Arla Foods and The National Research Centre for the Working Environment (NRCWE), Denmark

Lagranmayoría de accidentes la borales de conductores de transporte de mercancías tiene que ver con la cargaydescarga, osea, que no guardan relación con el tráfico. Las condiciones la borales en la sáreas de carga suelensermalasylaresponsabilidadporlaseguridad de los conductores bajo estas condiciones no queda clara.Losconductoresexperimentadosestánfamiliarizados con los problemas que existen pero su conocimiento no se tenía en cuenta. Arla Foods procuró aumentar su aprendizaje organizacional en relación conlospeligrosenlasáreas de carga. Los directivos, en colaboración con los conductores, handes arrolladoun marco (diseño participativo) que se utilizó posteriormente para recopilar información sobre las condiciones de trabajo en más de 500 áreas de carga distintas. LainformaciónsehaincorporadoalsistemadeTIdela empresa de modo que está disponible a todos los conductores cuando imprimen su ruta diaria. Los temas que se cubren incluyen a cuerdos con los clientes. Para los conductores resultó particularmente importante quelasmedidastomasenencuentaeltiempolimitado para hacer los repartos³⁶.

³⁶ EU OSHA (2011) Gestión de riesgos para conductores de transporte por carretera http://osha.europa.eu/en/publications/reports/managing-risks-drivers_







IRU Academy³⁷

The IRUA cademy is a professional road transport training organisation focusing on road transport training and enhancing the development of professional competence in the road transport sector. The Academy offers a number of training programmes through a network of accredited training providers in a range of languages that works towards a harmonisation of training standards, and incorporates international best practices.

TheIRUacademyhasdevelopedasocialrulestraining package(TachographProgramme)aimedatensuring that drivers and managers know how to properly use all features of a tachograph, from card use and data recording to printing and troubleshooting error messages as well as know how to comply with driving and rest time rules. The IRU Academy Tachograph Programme training materials are designed to make the learning interactive and to maximise impact, and including elements such as instructor materials with over 200 slides, a question bank with over 400 Tachograph and Drive and Rest Time Rules guestions and an on line Tachograph Interactive Training Module. In thisway the IRU Academy has made the improvement of road safety a priority via these efforts to improve the quality of training in these important areas. Training must be current and reflect the practical/real world application of the regulations.

Iron Mountain

Iron Mountain is an information management service company based in the UK. The company manages informationassets, including business records, electronicfiles, medical data, e-mails and more for organisations around the world. They have approximately 700 vehicles across Europe and have developed a number of initiatives to improve the road safety performance within the company based on a risk and training needs assessment.Poortachographcomplianceand/orprocedure in some areas were identified as areas which could be targeted by appropriate training. As part of their approach the company developed targeted training programmes and a driver handbook. The driver handbookisaworkingdocument, i.e. issued everyday with updates and bulletins along with guidelines on drivingtechniques, internal processes, vehicle checks and tachograph use. One of the indicators for monitoring success of the initiatives to improve road safety was tachograph management and infringement ratios. Tachograph Infringements per recording were monitoredandshowedsignificantimprovementswith an 85% reduction between the years 08/09 and 09/10, consistentlytrackingat30%lessthantheindustrysector average. Iron Mountain are committed to further reductions (targetzero), throughincreased education and understanding: they download digital driver cards weekly and vehicles monthly to accelerate opportunities to capture anomalies and have introduced KPI's to monitor and gapanalysis. This contributes to a decrease in the costs of sanctions / fines for the company and its drivers and an increase in its reputable standing.

Reynolds Logistics, Ireland

ReynoldsLogisticsisatransportandlogisticscompany based in Ireland with operations in the UK. They specialise in providing services to the oil industry covering products like Petroleum, Diesel, Aviation Fuel, Bitumen and Lubricants. They operate approximately 150 vehicles and employ approximately 260 staff based in 14 operating locations; approximately 66% of their fleet is based in Ireland. The 'Reynolds Logistics Behavioural Based Safety Driving Programme' is designed to equip drivers with the tools necessary to identify problems, predict or anticipate what might happen, decide on the safest action to take, and then execute the plan by taking control of the situation.

The Defensive Drive programme is backed up with additional training such as 'Awake' training; here they helpdrivers to identify the early signs of driver fatigue. The initial training was provided by Dr Paul Jackson's team from the Sleep Research Centre at Loughborough University. All members of Reynolds Logistics staff including Directors where taken through a fatigue training session. The session for drivers was presented in such a way as to include pointers for their family members. They also make use of telematics. FleetBoard - the onboard internet based telematics services.FleetBoardperformanceanalysisevaluates the individual driving style grades, and analyses the data for the entire fleet. Using the data in an objective way makes it possible to further develop a driving style that not only saves fuel and reduces vehicle wear and tear but also helps in the area of driver fatigue.

Over the past two years they have partnered with the Road Safety Authority in Ireland and now operate an interactive display vehicle for them. Responsibility for all of their innovations is part of a three way team made up of the head driver trainer, technical director and CEO. Reynolds is also tracking vehicle collision rates per million kilometres, which has reduced by 20% over the past 3 years. Their personal injury levels per hour worked have reduced by 5% over the past three years. They also set long term targets and annual targets to cover safety performance in all areas of safety performance. In 2010 they adopted their long terms afety theme 'Drive to Zero' which is used in all communications relating to safety.



3. Driving for Work: Managing Speed, 2011

Sweden

In Sweden, the National Society for Road Safety (NTF) can externally monitor the roads a fety performance of companies including speed. They work with companies to help identify the causes of collisions in which the company's vehicles are involved and can carry out checks or monitor company vehicles including taking speed measurements and providing information reports for monitoring. See ETSC PRAISE Fact Sheet on DB Schenker³⁸. This is part of NTF's broader work with companies. They carry out ongoing benchmarking studies of different aspects leading to better road safety and act as consultants to management in developing road safety performance

Also in Sweden, in 2008 five major buyers of transport and the Swedish Road Administration, developed a tender tool called 'Systole' that provides a meeting place for goods owners and transportation companies that value sustainability and safety. This provides for ongoing dialoque during contracts and allows hauliers to support the company with solutions. The tool also allows for the 'live' evaluation of hauliers and for communication of long termrequirements. The goal orientation safety requirements include Speed as specific criteria and give it the highest priority. The goal is that 'speed should be adapted to prevailing circumstances and never exceed the relevant regulations.'Toachievethisgoal7requirementsaresetout which include developing procedures for planning and scheduling that take into account speed limits and traffic conditions, developing procedures for monitoring and reporting on this, having technical support for keeping to the speed limit on all vehicles and technical support for follow-ups of exceeding the speed limit on vehicles³⁹.

The Netherlands

The Dutch Ministry of Transport, Public Works and Water Management in cooperation with LeasePlan Nederland N.V. ran a project called BELONITOR (2005), which focused on influencing driver behaviour with respect to headway and speed. The fundamental principle of the project

 $38 \qquad \qquad http://etsc.eu/documents/PRAISE\%20Fact\%20Sheet1.$

pdf

39 Presentaciónde PREEMa CEST-Direcciones futuras en la gestión de velocidad 2010

was encouraging drivers not to speed or tailgate while monitoring and rewarding those who drive responsibly. LeasePlaninstalledin-carassistancetechnologyin65vehicles which offered drivers support in keeping safe speedsanddistances. This equipment consists of a display on which drivers on the road receive continuous feedback regardingtheirfollowing distance and speed. The trial drivers received rewards if the Belonitor unit calculated thatthe vehicle was driven with a safe distance and under the speed limits. The number of points earned was displayed on the unit when the vehicle stopped. A reward point was provided for every 15 seconds of 'correct driving'. Points could be converted into prizes including holidays. Every month, the driver with the most points received 500. To prevent the participants driving more kilometres to win extra rewards, the number of points was adjusted according to the distance travelled. From the start, the Belonitortrialtriedtocreateawin-winsituation, where Ministry of Transport traffic safety objectives were combined with the profit goals of lease companies. The project investigated and demonstrated the behavioural effects as well as the technical feasibility of rewarding desirable driving behaviour. The trial was meant to encourage fleetowners, lease car companies and insurance companies to use similar methods, and is an example of how private companies and public authorities can work together on improving road safety.

The data obtained from surveys, interviews and the incar system show feedback and rewarding to have a very strong positive effect on safe driving behaviour. The trial also showed differences in how drivers handle speed and following distance.

Prévost Transport, France

The Prevost transport company initiated a speed limit of 80 km/h for its HGV drivers achieved by means of a number of measures. The vehicle engines are limited to a maximum speed of 80 km/h ex factory. In addition, all vehicles have an onboard computer that gives information about fuel consumption and average speed. This resulted in a reduction in fuel consumption and CO2 emissions, and improved the health and safety of the drivers. Stickers on vehicles were used to promote the initiative and to inform other drivers about the project and the company's





philosophy. Collaboration with the regional health insurance organisation was obtained. There was active sharing of the initiative and other companies have since adopted the approach. Workers have shared in the cost savings. As an incentive the company allocates a proportion of the money saved by the reduced fuel consumption to its workers. The company has received much positive publicity as well as saving on fuel consumption and drivers reported less stress while driving and fewer dangerous manoeuvres since the 80 km/h speed limit was introduced. Because of the speed limit trips take a little more time. This amounts to the company losing five minutes per hour, but this problem is being addressed 40

Suckling Transport UK⁴¹

Suckling Transport specialises in fuel distribution in the UK. It operates 60 articulated tanker vehicles, employs 170 people.

The company hasa 'no speeding' policy and recognises that journey planning can assist with this. At Suckling they make a point to regulate the speed according to the weather conditions as part of journey planning. The company also recognises the need to go beyond the basic route selection and consider other issues including production of a site and router is kassessment and safe havens parking areas. In an effort to continue this improvement in safety performance, the Company decided to focus on Journey Management and it launched the 'Have a safe day' project. This project focuses on the following areas:

- Policies/Compliance
- Journey Plan and Route Selection
- Site & Route Risk assessment
- Route hazard management
- Journey scheduling and checks
- Drivers' working hours
- On board computers
- Benchmarking
- Emergency Plan

40 http://osha.europa.eu/en/publications/reports/managing-risks-drivers_TEWE11002ENN

41 http://www.etsc.eu/documents/PRAISE%20Fact%20 Sheet%202.pdf (disponible en EN y DE)

A team of managers conduct behavioural safety observations to ensure drivers are compliant with policies and procedures. Over 100 such observations are completed each year. On board computers, fitted to the company's trucks, are used to identify speeding, harshbraking, excessive engine revving, and near miss rollovers. A programme of corrective action was then put in place using intervention training, through the company's new Skills Builder Programme. In addition, 300 journey management checks are conducted each monthtoensurespeedcompliancewithlocallimits. As a result of the Journey Management initiatives introduced through the 'Have a safe day' project, the companysawfurtherimprovementsinitscrashfrequency and severity Key Performance Indicators, and has now reduced its motor insurance premiums by 30% in the last two years.

ISA

Examples of the implementation of ISA come mostly from Sweden. ISA systems have been installed in about 4,000 of the Swedish Road Administration (SRA) cars. A number of city municipalities have equipped their vehicles withinformative ISA. The local buses in Lundfor example are today equipped with an ISA system with auditory warning for the driver if they exceed the speed limit. In Sweden ISA is also already used by several companies and between 50 and 60 local authorities, such as Stockholm and Västerås, on the basis of an informative system.

Some examples of companies are:

- Transportcompanies:SITA,Panaxia,Alltransport
- Taxi companies: Gävle taxi, TaxiBil Syd
- Rental car companies: Hertz
- Elevator supplier and service: Kone

Speed Limiters

Speed limiters for LCV's have also been used by some companies and have been reviewed in PRAISE Thematic Report 1⁴² These limit the speed and are not as flexible as ISA. In the UK Royal Mail and Centrica have fitted speed limiters (limited to 70 mph) on all vehicles including LCV's and putstickers on the back of all their vehicles to inform other road users of their self imposed speed limit.

42 http://etsc.eu/documents/PRAISE%20Report%201.





Tesco Dotcom

Tesco Dotcom is an on line grocery home delivery company. Its UK operation delivers home shopping to over 1 million active customers, at a yearly delivery rate of approximately 361,000 per week (2009/2010). Dotcom operates from 305 operational sites utilising 2750 vans and over 9000 drivers, supported by a personal shopping and management team consisting of some 9500 additional personnel. The company introduced telematics in the form of black box technology fitted to vans to improve road safety and fuel efficiency. This resulted in a positive effect on reducing Occupational Road Risk and a sustainable change in driver's behaviours. The data produced allows the management team to monitor the performance of the driver and give a live de-brief to the driver on their return to the store. In relation to speeding the use of telemetric has facilitated a contextual speeding programme to support the companies 'no speed' policy. The object of the programme is to confront the drivers with data facts from the telemetrics regarding their own behaviour. If they are shown to be travelling over the speed limit a Google map reference is generated on a report. This is then converted into Google Street view that is printed and is shown to the driver, who is asked if his/ her behaviour is reasonable. It is hard for any driver to justifyspeedingpastaschool, as a result of this project the number of speeding events has dropped dramatically. The result of the introduction of this programme has been a reduction in recorded speeding events of over 66% and a reduction in prosecutions of over 90%. The reduction in the number of Notices of Intention to Prosecute has meant that fewer Tesco drivers have incurred3points and a£60.00 fine. To support the continued effort to reduce the risk, all LCV's are restricted to 58 miles per hour.

Balfour Beatty Utility Solutions⁴³

AUKcompany, Balfour Beatty Utility Solutions introduced a Green Road's service across its commercial fleet of 1400 vehicles as part of its ZERO HARM programme. The technology based system takes a holistic approach to improving driving behaviour, combining immediate objective, in-vehicle feedback with detailed reporting, coaching, risk analysis and alerts. 'Green Road customers typically reduce crash costs by up to 50% and reduce fuel usage and emissions by up to 10 percent.' In the first 3 months of its operation the at Balfour Beatty Utility Solutions there was a 63% reduction in driver risk, reduced insurance premiums and reduced fuel consumption by 10%.

Shell Bulgaria

Shell Bulgaria EAD is part of Royal Dutch Shell plc. The company employs 80 people in Bulgaria and currently has a network of 111 retail stations. Shell has defined 4 Key performance Indicators for its professional drivers in terms of roadsafety namely; speeding, working hours, harshbreaking, and harshacceleration. Drivers' are observed in real time through GPS and are immediately informed in case of a breach in any of these areas. If repeated breaches occur additional training is organised with the respective driver to improve performance. The company also obliges its contractors to comply with Shell rules about speed limit on motorways which is limited to 80 km/h which is lower than the legal limit.



⁴³ Información de GreenRoad http://www.green-road.com/balfour-beatty-utility-solutions-targets-zero-harm/

4. Work Related Road Safety Management Programmes, 2012

Vauxhall⁴⁴

Improved driver awareness is seen as critical. For this reason, on-going communication to drivers is a key elementofVauxhall'sstrategyusingasmanymethods as possible. Most communications are either sent in the name of, or endorsed by, the Managing Director.

Guidance is regular, targeted and where possible to usereallifeexamples, including serious or costly colli $sion \, details \, being \, shared \, with \, other \, drivers \, to \, prevent$ re-occurrence. Some of the measures adopted are describedin Figure 3, which summarises the Driver Handbook and other communications.

A detailed Driver Handbook and Safe Driving booklet whichalldrivers(businessandprivateuse)receive,covering:

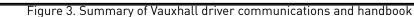
- Safe Driving Policy and rules.
- UsefulContactnumbers-insurance, roadsideassistance, windscreen/tyre providers.
- Safety tips, driver fatigue and on mobile phone
- Service & repair guidance.
- Roadside assistance.

Foreign travel rules.

- Insurance policy information, including collision trends, excess rules, age restrictions etc.
- What to do in the event of a collision.



Front cover of latest version of Safe Driver Handbook



The Safe Driver Handbook is personally endorsed by the chairman of Vauxhall and goes to all employees. The latest version, published in the autumn of 2010, includes sections on the risks associated with fatigue, using a mobile phone whilst diving and speeding, along with information on how the fleet is performing and details on some of the activities that are taking place as part of the risk management program. This is supported by an integrated communications strategy including:

Price, A., et al., Building work-related road safety into organisational DNA: Case study of Vauxhall. Borrador, actualmente en proceso de revisión por parte de Journal of the Australasian College of Road Safety.

- Quarterly driver bulletin, with safety articles, repeat messages, trends and statistics.
- Email, web and paper-based reminders on key issues including mobile phone use, fatigue, defensive driving and the ergonomics of 'How to sit safely'.
- Safe Driving pamphlet to all drivers, online and hard copy, endorsed by the MD.
- Road safety awareness posters in fleet management centres.





Comprehension checks of the handbook are also carried out and the pass mark set at 100% to ensure complete understanding.

Cummins⁴⁵

To ensure the sustainability of their program, Cummins developed a very robust, technology-driven communication strategy. By using their internal website (MyCummins), a driver safety webpage, viewable by the global population, was created. The page includes relevant details such as: translated versions of the global policy, frequently asked questions, vehicle audit forms, links to the online training package, instructions on how to report vehicle incidents/claims, an archived collection of Cummins' monthly driversafety topics, as well as an avenue to deploy periodic communications from key Cummins leaders from within the organisa-

tion. In addition to the creation of the webpage, Cummins also developed and deployed monthly driver safetycommunications, via company email, to provide employees with general tips and strategies to enhance their drivers a fetyknowledge, and ultimately their driving performance. These topics included: cell phone use while driving, eco (green) driving, seat belts a fety, impaired driving, adverse weather driving, motorcycle safety, night driving, holiday driving, super bowl driving, road construction safety, and tips to avoid/prevent rear-end collisions.

British Telecom

This is an example of BT's annual communications calendar. Typically each safety message is approximately 400 words in length and is written to show the extent a particular problem, and to provide best practice tips.

Month	National Road Safety issues	Organisational level issues
January	Fatigue	Why fleet safety is important
February	Driving in snow	Program launch
March	Mobile phones	Reducing rear end collisions
April	Seatbelts	Slow speed manoeuvring
Мау	Drugs and driving	Vehicle checking
June	Summer driving	Safe parking / Hit whilst parked incidents
July	Young driver road safety	Incident reporting
August	Speed	Online interventions launch
September	Holiday driving / child restraints	Fire, theft and vandalism
October	Flexible	Family member safety
November	Winter driving Using	ABS brakes
December	Drink driving	Road safety and the Christmas party

Finland

Simo Salminen of the Finnish Institute of Occupational Healthhas described a promising group discussion intervention based on Group decision Theory. A social psychological discussion method was used with 172 electricians. This study was carried out in a company responsible for the building and maintenance of the electricity network in the Helsinkicapital area of about one million in habitants. All 172 electricians participated in the study. They drove company vans and lorries an average of 278 km per week.

Each subject participated in three small group meetings of 7–14 drivers from the teams in which they normally worked. In the second intervention, 179 employees of another electric company participated in a 1-day course of anticipatory driving. In the first dis-

cussion round, the 19 teams reported 183 problems in work-related traffic. During the second round, the teams produced 594 suggestions to solve the problems. In the third round, the electricians made decisions on 53 commitments to change their driving behaviour. Evaluation data suggested that the number of occupational accidents increased by 15% during the eight-year follow-up period, while the number of traffic-related collisions decreased significantly by 72%.

nkl Automotive⁴⁶

nkl Automotive recognise that a comprehensive driver selection process is an essential part of assisting the company in minimising risk faced by their drivers. Before any potential nkl driver is employed, they un-

46 Adaptado de PRAISE Award Application 2011.

45 Adaptado de PRAISE Awards Application 2011.





dergo a stringent selection process which consists of threephases. Initially applicants complete a job application form that also includes a medical questionnaire. This is a comprehensive statement regarding the past and present health state of the applicant and includes a section on eye-sight. nkl require eye tests at least every two years. A driving history declaration including driving licence information and collision history is also required. Any applicant with an excess of six penalty points on their driving licence will be automatically rejected at this point 47. All application forms areassessedbyasenioroperationalmanagerwhowill have many years of experience and can accurately assess an applicant's suitability for this role. Those who successfully pass through this selection gate are sent a comprehensive job prospectus laying out fully all the roles and responsibilities of the position and are invitedforafacetofaceinterview. These structured interviews are always conducted by a senior member of staff. Both parts of the driving licence are required to be produced at interview for examination. Those who pass through are invited to an nkl driver induction day where the potential employees undergo specific assessmentandjobtraining. Finally, the new employees spend sometime undergoing 'on the job' training with their Mentor. The Mentor is an experienced member of the driving force who does not 'sign-off' the new employee until they are satisfied with all aspects of their work including their road safety.

Swedish Transport Administration⁴⁸

In Swedenthe Swedish Transport Administration, a government body, are leading the way in terms of improving vehicle safety by passing a law 49 that has set high vehicle requirements tandards for government fleets. Recommended minimum traffic safety requirements have been developed, not only for government owned vehicles but also for lease vehicles, short-term rental vehicles and private vehicles used for work purposes. A

- 47 En el Reino Unido los puntos de penalización se acumulan y cuando se alcanzan los doce puntos el conductor puede ser inhabilitado.
- 48 Anders Lie, Administración Vial Nacional Sueca, departamento de seguridad del tráfico, presentación de 2010
- 49 Decreto del gobierno (2009:1) Seguridad vial y medioambiental.

Swedishlaw, passed in 2009, requires all government bodies to buy or rent only 5-star Euro NCAP cars for occupant protection ("government specification" asis the case for environment standards).

- a) Cars rented for less than 6 months need to be equipped by the following safety requirements
 - Crashworthiness that is awarded 5 stars by Euro NCAP
 - Seat Belt Reminder (SBR) at front seats that meets Euro NCAP requirements (2 points)
 - Whiplash protection that meets Euro NCAP requirements (2 points)
 - Pedestrian protection that meets Euro NCAP requirements (14 points)
 - Head support and three points seat belt on all seats used
 - Electronic Stability Control (ESC) system
- b) Additional requirements for cars rented for more than 6 months

Cars need to be equipped with:

- Alcohol ignition interlock
- Intelligent Speed Assistance (ISA) system
- c) Minimumrequirements for usage of the grey fleet For regular use of your own car in work the following requirements needs to be fulfilled:
 - Be registered later than or at 1 January 2001
 - Be within the weight interval 900 kg to 1900 kg
 - Be equipped with Occupant protection: Euro NCAP4starsiftested before 2009, 23.5 points in occupant protection if tested 2009 or later (front, side and pole collision protection)
 - Be equipped with Seat Belt Reminder (SBR) atfrontseatsthatmeets Euro NCAP requirements (2 points)
 - Be equipped with Head support and three points seat belt on all seats used
 - BeequippedwithElectronicStabilityControl (ESC) system

In Swedenitis recognised that the highest Euro NCAP standards should be aimed for and this is a moving target with room for continual technological improvements.



5. The Business Case for Managing Road Risk at Work, 2014

Henkel

Henkel, a consumer goods manufacturer, has two production centres and four distribution centres in the Iberian Peninsula, with around 1,100 employees. With each percentage point that Henkel reduces its absence from work, the company has estimated annual savings of 600,000 Euros. Furthermore, the savings derived from the specific reduction in commuting accidents between 2012and 2013 are estimated to be around 80,000 Euros. The costs for investing in a Mobility Plan for employees are minimal. The short driving courses offered to employees are having a net cost for the company of 6,000 Euros per year (the courses also benefitted from public subsidies) and willrunfor3years. Leaflets and gifts for employees (such as pedometers) accounted for 4,000 Euros. Benefit-cost ratio(80,000Eurosinannualsavingsagainst10,000costs) in this case could be as high as 8:1. The company also noticed a visible change in the safety culture, together with the commitment to pursue the zero-accident target, and better awareness for road safety.

Ninatrans NV

This SME, a logistics business, has invested in road safety, particularly in training and coaching of its drivers. The management offers drivers regular training on safety issuesincluding preventive driving, traffic rules and cardiopulmonary resuscitation and also trains coaches among the drivers to support new employees in learning about safety behaviour. This last measure is credited with creating a great sense of ownership and awareness among thedrivers. These measures broughts a ving sin in surance rates (-10%) and operability percentage of vehicles (by avoiding collisions) of 0.4%. Other savings came from processingandadministrationcostsofaccidentsbutalso commercially, by improving delivery key performance indicators (KPIs). Driver health was also tackled by collaborating with a dietician and stimulating a healthy lifestyle among the drivers. By investing in diet programs and better health for drivers the company estimates a saving in staff costs of 0.5%, translating into a substantial nominative amount.

Thys Transport

Tanktransport Thys is specialised in the transport of liquid foodstuffs by road tankers. The company invested in alcohol-interlocksinalltheirtrucks, so the management is sure that every time a driver starts their engine, they are 100% fit to drive. The goal is not to put a strain on the driver but to make him/her aware of their responsibilities concerning drinking and driving. The devices are set to a Blood Alcohol Concentration of 0.2%. In the 10 months since fitting trucks with alcohol-interlocks there have been little incidents, usually after the weekend and in the 0.2% to 0.5% range. The management noted that thenumberofincidentsisdecreasingbecausethedrivers are more aware of the problem and they act proactively. Although calculating the financial benefit of this investment is not straightforward, the alcohol-interlocks act more as a reassurance for both management and the drivers that they are always compliant with the legal requirements for drink driving. The fleet is also equipped with safetysystems such as adaptive cruise control, automatic braking, lane change support, lane guard system and driveralertsystem. Tanktransport Thysis convinced that the gains for the long term will be significant. The company believes that if one accident or one injured person can be avoided, then this will benefit not only the employees' wellbeing but also the business.

Mark Group

With more than 2,000 employees and a fleet of over 1,000 vehicles, ISO 39001 has provided Mark Group, an energy saving technology installation company, with a platform and structure to deliver and demonstrate a road safety commitment and mitigate business risk. The managementsystemapproach offered by ISO 39001 helped them to reduce waste resource and cost within their fleet department while promoting involvement and ownership. The ISO standard 39001 has shown several benefits, as seen in the figure below. The benefits include continued auditing which has ensured compliance with the standard and the reduction in 'at fault' collisions from 60% to 40%(despiteacontinuousincreaseinthefleet). Therehas also been a reduction in complaints against drivers and increased engagement from all employees, not only the drivers. Driving is managed thorough a range of measu-





ressuchas:driverandmanagertraining,adriverhand-bookandsettingKeyPerformanceIndicators(KPIs)to benchmark performance⁵⁰.

British Telecom

Manyorganisations have utilised the Haddon Matrix toreview, improve and manage their WRRS. One example is BT, the UK telecoms company. BT⁵¹ has cut its monthly injury and asset damage collision rate from 60 per thousand vehicles in 2001 to less than 30 per thousand vehicles in 2014, and reduced its costs by approximately£12millionperannumduringthesame period. This was achieved by applying a 14-point OSH riskassessment-ledapproach,focusingonitsmanagementculture, journeys, people, vehicles and role insociety. It has also focused heavily on research. Following a detailed collision analysis undertaken in 2003, BT used the Haddon Matrix to inform, structure and target its long-term work-related road safety program, which has led to significant reductions in claims, collisions and costs over the intervening time period.

Royal Dutch Shell

Operating globally in the energy and petrochemical sector, Royal Dutch Shellemploys around 90,000 employees and over 250,000 contractors in more than 90 countries. Employees and contractors drive around 1.1 billion kilometres a year on company business. Shell improves the safety of their drivers by enforcing their global roads a fety standards and through a wareness programmes and training. The company applies a hierarchy of controls to reduce road risks: firstly eliminating the journey; secondly changing to a lower risk transport mode; thirdly applying driver, vehicle and journey management. When road transport is the onlyfeasiblesolutionaJourneyManagementprocess isused.AfterallrisksareassessedaJourneyManagement Plan is implemented. Some of the specific controls in place are:

- Reduced amount of road travel needed by providing accommodation for personnel on the project site;
- Transporting workers by bus and using marine vessels and trains to transport equipment.

50 Mark Group, 2013

51 Wallington D, Murray W, Darby P, Raeside R and Ison S. Work Related Road Safety: Case Study of British Telecommunications (BT). Transport Policy 32 (2014) 194-202

Mervielde Transport

MervieldeTransportisanSMEspecialisedinthetransport of liquids and holds an ISO 9001 certificate and The Safety and Quality Assessment Systemattestation. The company invests in a range of measures such as mirror adjustment facilities, preventive maintenance of truck equipment and certified technical inspection facilities. All HGVs are equipped with lane departure warningsystems and emergency braking systems. The company also communicates route planning to their clients, the shippers, and encourages them to respect cargo safety and driving and rest times. The health of drivers is also important. There is regular behaviourbasedsafetytraining, fatiguetraining, communication via internal memos, time slots and graphical route planning that respects driving and rest times. Routes areassigned in line with the driver's place of residence. which is correlated to loading and unloading locations (ca. 25,000 km/year). The company is also committed to reducing CO2 emissions by 20% by 2015 through eco driving. The measures achieved a fuel consumption reduction of 5 % (between 2010 and 2013), a reduction of 27% for the number of collisions in error (2012-2013), a CO2 emissions reduction of 9 % per km driven (2010-2013). Also there has been a drop in the number of fines of 21%. The level of injuries per hour worked also went down by 30%.

Thorntons Recycling

Thorntons Recycling is an SME in Ireland employing 400 staff and operating afleet of over 100 trucks 52. The main aim of its programme is to achieve zero incidents in 2014 and "to help reduce accidents/incidents in the workplace which are primarily linked to driving for work".

They have integrated safety requirements in the recruitment and induction process. Thorntons has written a Driving for Work Policy which includes Key PerformanceIndicators, analysis, certificationandrisk assessment. A driver's handbook has been prepared which is updated every 12 months which covers legislation and what the employer expects of its drivers. A workshop on safe driving for work was held for managers in 2013. This included managers of grey fleet and all who have staff driving for them. Drivers must fill out a maintenance check list before leaving the depot eachday. The entire fleet is GPS tracked and upgrading of the fleet with visual aids (mirrors and cameras) is currently underway. Weekly tool box talks are held cove-

⁵² Thortons Recycling, 2013, Presentación de conducción en el trabajo.





ring different topics such as planning and break times. There is a whole range of education and training measures including monthly new sletters on legislation and on-road risk assessments.

Outputs so far include a reduction of reported collisions down from 35 in 2011 to 25 in 2012 and 6 in 2013. The reported fuel saving was 8% between 2011 and 2013. Through improved driving there has also been a reduction in maintenance costs of 10% over the past three years. Figures for maintenance went down by ten percent in 2011-12 from 2,000.000 to 1,800.000 Euros. Fuel savings of around ten percent were also made.

Risk Assessment for Organisational Mobility (GUROM)

The risk assessment tool and danger awareness tool on organisational mobility (GUROM⁵³) was developed for employees and organisations by the University of Jena and the German Road Safety Council (DVR). As risk assessment is obligatory by law this new tool gives a systematic application of carrying this out. The projectaims to deliver risk assessment specifically for transport. It has recommended measures to increase the safety of an individual person or an entire organi-

53 http://www.oiraproject.eu/#mainContent#title www.gurom.de

sation. The project looks at the scientific outcome of the effectiveness of the measures to prevent collisions and to provide a safe mobility.

It is based on the principle of TOP: Technology/transport context, Organisation and Person. Those who would like to evaluate their risk fill out a guestion naire about their risk when travelling both for work and on the commute to and from work. This is done on the dedicated and data-protected project website. The questionscoveranumberofissuesrelateddirectlyand indirectly to safety, like choice of mode, job conditions including mental load, and the personal situation. They then receive an individual response about their level of risk together with recommendations and tips on reducing their risk in transport. Their data will also be compared with other participants so that they can form a better picture about their own level of risk. Entire organisations can also be evaluated as a whole to createageneral profile. The suggested measures there are based on interventions validated by the DGUV and the DVR. At present this includes an inventory of 400 measures. The measures are categorised depending on the target groups and effectiveness for individual risks. This database is being adapted and enlarged constantly.



6. Managing the Road Risk of Van Fleets, 2014

Bpost

Bpost is the leading post operator in Belgium. With more than 25,600 employees, they are in charge of collecting, sorting, transporting and distributing letters and parcels. For this purpose, they use different vehiclessuchastrucks, vans, motorcycles, e-bikes and bicycles. With 6,215 vans, they daily cover 715,000 km. They have therefore taken a number of measures in order to limit the number of collisions.

The organisation has a basic driver test, eco-driving training but also made-to-measure training programmes provided by the Belgian Road Safety Institute (BRSI). Vans are equipped with a separation wall between the driver space and the load space. There are windows at the back of the vans to ensure that drivers can clearly see the traffic behind. Furthermore, no radio is installed, to limit distraction. Extra attention is paid to compliance with traffic regulations, the use of the safety belt and regular checks of the correct tyre pressure. In order to measure the driving behaviour and permanently improve road safety, several pilot projects such as a mirror regulation centre for small vehicles and the installation of data loggers have been carried out.

Iron Mountain - Specific Driver Vehicle Check

Iron Mountain is a global information storage and management solutions company. It helps organisations around the world reduce the risks associated with storing, protecting and managing company information. It operates 190 vans and 140 HGVs in the UK and Ireland. Iron Mountain has developed a specific driver vehicle check which is van specific. The daily check startswithapre-checkaskingquestionson, for example, holding the correct driving licence and asking if the driver feels fit and healthy enough to operate the vehicle. The second phase coverstechnical issues such aslights, brakes, doors, mirrors and mileage. The driver also has to check the vehicle for damage and record this on an image sheet. Iron Mountain also has a weekly supervisor vehicle audit where vehicles are fully inspected by the line manager. The objective is to monitor every vehicle at least once a week and documentanydefect/damage/conditionissues. This acts as a 'policing' method for driver checks.

Iron Mountain has introduced a 'speed by speed zone' daily report for all of its UK and Ireland vehicles, which reports any violation of more than 4 miles per hour above any posted limit. For example 35 in a 30, 45 in a 40 etc. Their top speed is also limited to 70mph⁵⁴. They have worked with drivers to reduce the number of violations and within six months reduced them by over 80%. They now average less than one violation per week, per vehicle. Their on-time delivery service performance indicator of 99.97% has not been affected by the initiative.

British Telecom

British Telecom has approximately 39,000 cars and light commercial vehicles driven mainly by engineers and managers. In 2006, BT introduced an annual 'Birthday Process' for all existing vehicles. This documents a detailed safety inspection which takes place at least once a year, over and above the normal daily and weeklyvehiclechecksundertakenbydrivers. This process ensuresthataminimumstandardforvehiclespecification, purchase, checking, monitoring, inspection and maintenance is achieved55 At British Telecom all new engineershavetogothroughdrivingtrainingsessions despite the fact that this is not their main profession. This is necessary because, at present, the EUC ertificate of Professional Competence directive does not cover van drivers. BT has reduced hundreds of thousands of kilometres of exposure through home, remote and smarter working by the Safe and Fuel Efficient Driving (SaFED) programme. According to different incompany data sources and estimates, this represents a reduction of 10-20% of all journeys, impacting safety, vehicle use and fuel consumption. British Telecom has approximately 39,000 cars and light commercial vehicles driven mainly by engineers and managers. As major incidents have declined at BTit now targets minorincidents, and has designed its training to address rear-end shunts and issues such as car park hits. BT

⁵⁵ Wallington, D., Murray, W. et al, 2014, Work-related road safety: Case Study of British Telecommunications (BT)





⁵⁴ ETSC, 2014, Iron Mountain Case Study

runsshort-durationslowspeedmanoeuvring-behind-the-wheel courses called 'Back in Control' which also covers reversing.

of managing time and pressure and still maintaining high levels of safety.

ASDA - Journey planning led by management

ASDA operates 550 UK supermarkets, employing 180,000 workers. One of the fastest growing areas of the business is home shopping with revenues increasing almost three fold between 2010 and 2013, operating from 200 or more stores and three regional home shopping fulfilment centres. It has reduced incidents from 93 per million miles in 2008 to 54 in 2012, halving its incident rate from six to three per £1,000,000 of sales revenue. In line with its business growth, the van fleet has expanded from approximately 1,000 in 2008 to 1,800 in 2013. ASDA has built road safety into the organisation through management coaching and events. One example is a short film 6 developed for its management community to reinforce the importance

56 Película de ASDA: Caso práctico

KTL, Speed management

KTL operates in the telecom and power industries. The organisation has focussed on speed management including the fitment of telemetry to manage speed for the kTL has also invested in a Fleet Management Software tool which monitors speed, hours and miles travelled, idle time and diesel consumption. This GP-based system produces real time positioning of the fleet, whether the vehicle is moving or stationary. KTL use the data collected to operate an internal penalty point system for those in breach of speeding limits, by informing individuals face to face or through email that they have exceeded speed limits and showing exactly where and when the incidents occurred on a map.

ETSC, 2011, PRAISE Fact Sheet KTL Ireland



ANNEX: A selection of presentation from PRAISE Country Seminars



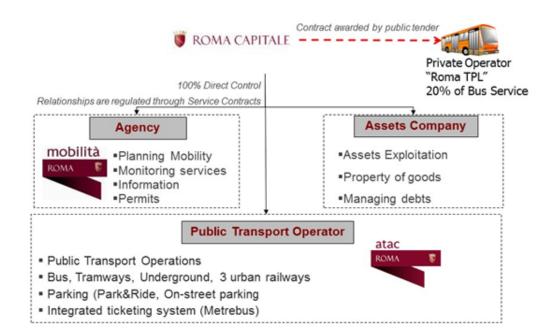


The context: Rome



- Peak-hour Trips 650.000
 The historic and cultural heritage
- Narrow and not modifiable roads
- The status of Italian Capital City
- · The inner presence of the Vatican City
- · The Attitude (85 vehicles/100 citizens)
- The Tourists (>23 millions per year)
- · Tourist coaches: 200.000 per year

ROMA **10 mobilità**

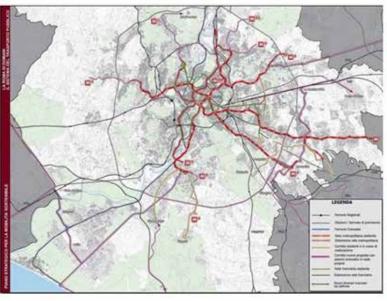




Managing Mobility – Restriction Zones Municipality Area – 1285 km² Emission Check "Blue Label" (yearly all vehicles and PTWs) External Ring (GRA) – 344 km² Tourist Coaches Regulation Green Belt –154 km² Pollution emergencies, Multi-modal nodes, Park&ride Rail Ring – 48.4 km² Emission restrictions, Pay parking schemes LTZ – 5.5 km² Stop to all vehicles (except permit holders) Pedestrian – 0.5 km² Zero Emission Area (walking & electric)

ROMA 👸 mobilità

Mass Rapid Transport System Expansion



Underground Network expansion, from current 36,5 km to more than 100 km through the building of:

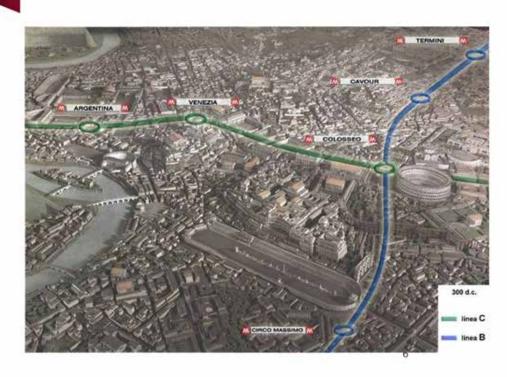
Line B1 (on-going) Line C (on-going) Line D Extension of Lines A,B

- Integration of urban railway system;
- New tramways
- Adjustment of Termini exchange Node
- new Tiburtina station





ROMA **5 mobilità**



ROMA 🜹 mobilità







ROMA 👸 mobilità

Tourist Coaches Circulation Plan

- LTZ 2 (within the motorway ring): only above euro 0 vehicles;
- LTZ 1 (within the "Aurelian Walls"): only above euro 1 vehicles;
- · Discount for euro 2+ vehicles;
- Park & Ride (near underground /urban railways) – 135 slots;
- Parking near City Centre 40 slots;
- · Terminal Gianicolo Parking (private);
- Short-term parking (max. 2 hours) 66 slots;
- LTZ1 stops (get off/get on) 41 slots;
- · Maximum 300 permits per day;
- · On-line booking / loyalty schemes





Average 200.000 bus per year

roma 👸 **mobilità**

Initiatives for Sustainable Mobility

- Mobility manager: coordinating the Company's mobility managers;
- Car sharing: has to be extended in order to cover all the city Boroughs;
- Recharging network for electric vehicles: will be extended to the whole Municipality;





Cycling:

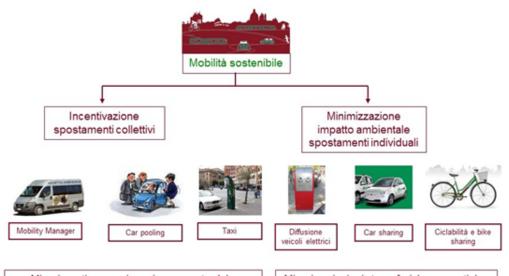
- ✓ network of cycle paths: cycling masterplan,
- ✓ extension of the network with the aim of connecting major working destinations, the network nodes of the TPL network and the main green areas;
- ✓ Bike sharing: progressive extention of the service;
- ✓ Possibility to carry bicycles on the main PT lines and on the subway.

Sustainable Mobility initiatives are supported and co-funded by the Italian Ministry of Environment



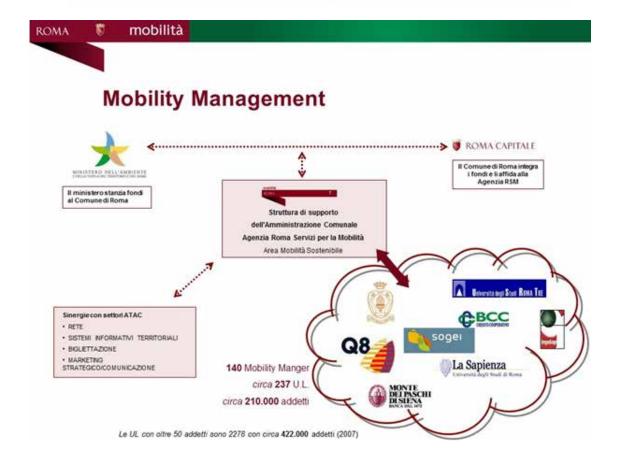
ROMA 👸 mobilità

Mobilità sostenibile: azioni per un approccio culturale responsabile alla mobilità urbana

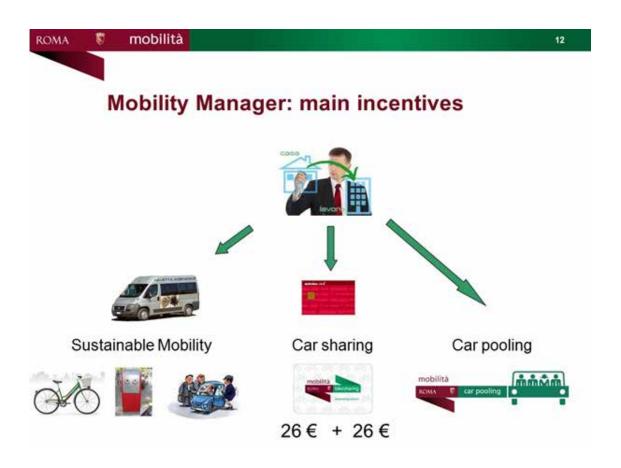


Minori costi e maggiore sicurezza stradale

Minori emissioni atmosferiche e acustiche











ROMA 👸 mobilità

Piani per spostamenti casa - lavoro

Supporto tecnico e progettuale nella creazione di PSCL aziendali:

- Analisi del bacino e interaziendalità
- Interazione con TPL
- Dimensionamento del servizio
- Procedure e metodi
- Valutazioni impatto ambientale











Piani S	naetan	enti Ca	-	MOTO
r Iai ii o	postan	ICHIN CO	190 La	VOIC

TERNA	
Interaziendale Sogei – Agenzia Entrate: Bacino via Carucci	
API	
Wind	- 2
Agenzia delle Entrate – H3G	
Consorzio Tecnopolo Tiburtino	
Banca Monte dei Paschi di Siena	
Provincia di Roma	
Interaziendale Bacino Torrino	Property and
INPDAP	P.
Accademia Nazionale Santa Cecilia	- 18





Numeri in gioco

- Dipendenti totali serviti: 12.000
- Utenti/giorno stimati su navette: 1.705 di cui 538 sottratti ad auto privata (quota pari al 32%)
- Vetture km nel semestre rendicontato sottratte al traffico privato pari ad 1,7 mln contro una produzione di solo 0,22 mln vetture km nel semestre rendicontato di veicoli destinati al servizio di navetta aziendale.

TOTALE PROGETTI RENDICONTATI

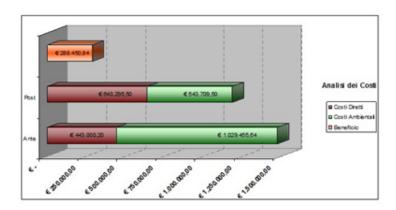
Veicoli privati sottratti all'ambiente (vett km/anno) Veicoli trasporto collettivo immessi nell'ambiente (vett km/anno)

1.	70	1.	1	Ō	0
	22	0.	3	6	0

CARATTERISTICHE DEL SERVIZIO			
Dipendenti totali		11993	
Quota dipendenti fruitori del servizio	%	14	
Utenti/giorno su navette		1.705	
Quota sottratta da auto privata	96	32	
Utenti/giorno sottratti da auto privata		538	

ROMA **17** mobilità

Costi - Benefici (6 mesi)



Utenti trasportati: circa 220.000

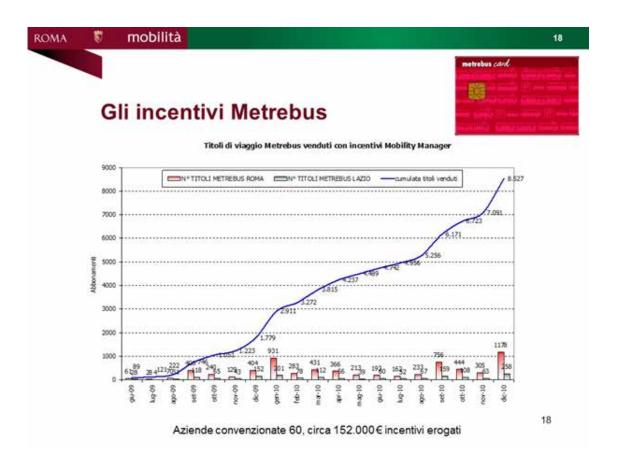
Beneficio/passeggero trasportato: 1.32 €

Costo totale/passeggero trasportato: 2.93 €

Importo cofinanziato/passeggero trasportato: 1.21 €







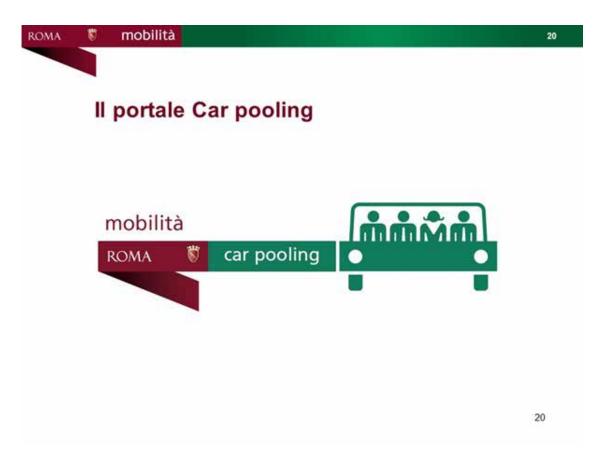


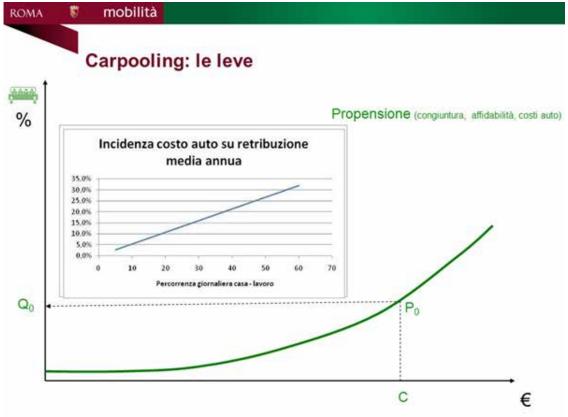
Infomobilità

- –Le paline "intelligenti" presenti sul territorio cittadino e che segnalano i tempi di arrivo del bus, sono disposizione delle Aziende.
- -Attraverso l'attivazione di un link privilegiato alle intranet Aziendali e che seleziona le linee e le fermate di riferimento utili per le singole sedi aziendali, il personale può agevolmente controllare il tempo di attesa prima di lasciare l'ufficio.

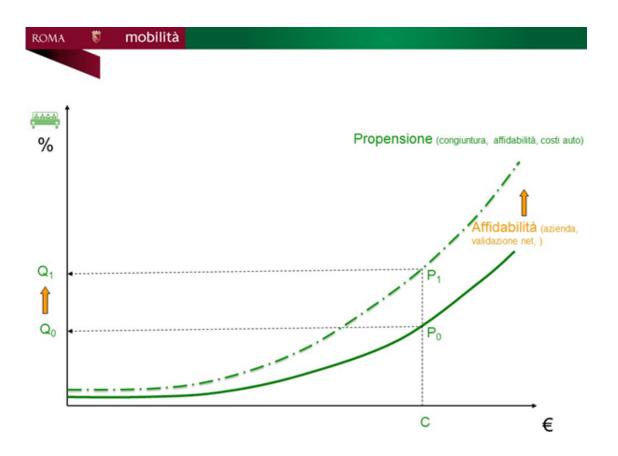






















ROMA 👸 mobilità

Studio individuazione nuovi siti



ROMA 🍍 mobilità

Il sistema chiamataxi 060609

- 65 colonnine
- Attuale sistema basato su risponditore automatico
- Circa 250.000 chiamate/anno



E' stata avviato il progetto di implementazione tecnologica









ROMA

mobilità

II Car Sharing

II Car Sharing è il servizio di auto condivise messo a punto dal Comune di Roma e gestito dalla Agenzia RSM: dagli attuali quattro municipi (I, II, III e XVII), 61 parcheggi e con una flotta di 114 vetture destinato a estendersi con almeno 200 veicoli. Le card attive sono ad oggi circa 1900.







ROMA

Ħ

mobilità

Le tariffe

Il costo del servizio è composto da una quota d'iscrizione (deposito cauzionale) e da un abbonamento annuale. Si pagano, per ogni corsa, il tempo effettivo di utilizzo delle autovetture ed i chilometri percorsi.

PRIVATI iscrizione (deposito cauzionale) abbonamento annuale		00,00 00,00
abbonamento prova (3 mesi) abbonamento famiglia	euro 4	0,00 50,00
AZIENDE iscrizione (deposito cauzionale)	euro 1	00,00
abbonamento annuale tessere successive	euro 5	50,00 0,00
abbonamento prova (3 mesi) AZIENDE E PRIVATI	euro 4	0,00
tariffa oraria classe	nuova panda punto	nuova multipla doblò
feriale festivi	1,80 0,90	2,40 1,20
notte (h 24 – 7) AZIENDE E PRIVATI	0,90	1,20
tariffa chilometrica classe	nuova panda punto	nuova multipla doblò
fino a 150 Km Da 151 Km in poi	0,30 0,20	0,40 0,35







ROMA **5** mobilità

Le stazioni attuali nel centro storico

Il servizio è attivo con 29 stazioni e 340 cicloposteggi



ROMA 👸 mobilità

The International Co-operation: best-practice exchange

EU R&D Framework Programmes: ATAC – Agency: more than 50 projects (1998-2009)







Cooperation Rome-Beijing (ITS-TAP & IBOCS project)



Cooperation with Indian MUD



Cooperation with International Associations like POLIS, UITP, MMG, ECMT, IMPACTS, C40









Grazie per l'attenzione!



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andrea.pasotto@agenziamobilita.roma.it





Safety presso Swisscom Relatore e contenuti

- 1. L'azienda Swisscom
- 2. Safety presso Swisscom
- 3. Situazione iniziale (cifre e ... la realtà!)
- 4. Campagna di sensibilizzazione 2010-2013
- 5. Campagna 2010 DISTRAZIONE ALLA GUIDA

Relatore: Carlo BERTOLINI

- 16. settembre 1965, Locarno (TI-CH)
- Ing. Sicurezza sul lavoro e tutela della salute
- Esperto in protezione antincendio"CFPA-Europe"
- Disability Manager (compreso Case Management)









La nostra promessa

- «Mettiamo in comunicazione le persone.»
- «Arricchiamo e semplifichiamo la vita dei nostri clienti.»
- «Entusiasmiamo con la nostra competenza, affidabilità e gioia di vivere.»

In un anno ...

- 3,6 milioni di clienti telefonano con Swisscom generando conversazioni per una durata complessiva di 4,6 anni
- 5,8 milioni di clienti di telefonia mobile inviano 2,3 miliardi di SMS
- · offriamo consulenza a 4 milioni di clienti





Safety presso Swisscom Struttura organizzativa Consiglio di amministrazione di Swisscom Divisioni operative CEO Swisscom* * Membro della direzione aziendale Strategia & Business 11'988 -0,1% Fatturato netto (in milioni di CHF) Risultato d'esercizio EBITDA(in milioni di CHF) 4'597 -1,9 % 0,3 % swisscom Collaboratori (a tempo pieno) 19'547





Parco veicoli







UO responsabile: Fleet Management Swisscom

- ca. 4'000 utilizzatori di veicoli ca. 2'500 veicoli, dei quali:
 - 75% auto, combi
 - 15% veicoli per materiale
 - 5% Pick-up
- "Età" media flotta: ca. 2 1/2 anni swisscom



Safety presso Swisscom

Alcune cifre

1.	Danni	TREND	Anno 2010	Anno 2009	Anno 2008	Anno 2007
į	Numero di casi		1'957	1'947	1'854	1'858
	Costi totali (CHF)		2'071'468	1'868'322	1'787'000	1'657'000
•	Media (per caso)		1'058	960	964	892
2.	Diversi					
	Numero km (in Mi.)		66.1	69.5	71	66
			-4.9%	-2.1%	+7.6%	ľ
3.	Multe					
	Multe (esci. Posteggi)		3'048	3'480	3'475	3'378
4.	Infortuni (% infortuni totali)		-12.4%	+0.1%	+2.9%	
	NON professionali		13.5%	12.7%	12.4%	
	Professionali	-	9.3%	11.2%	8.4%	



Safety presso Swisscom Che VISIONE abbiamo ?

•"0" Infortuni gravi & morti in ambito del traffico stradale"

.,0" Danni materiali



Safety presso Swisscom

Le immagini dicono di più delle parole! 1/2



Le immagini dicono di più delle parole! 2/2



Safety presso Swisscom

Valutazione del rischio





- Individuazione e valutazione dei pericoli in relazione alla "Guida veicolo di servizio"
- Aggiornamento della mappa dei rischi "Risk Map"



Effettuazione analisi dei rischi sui rischi principali (**Priorità zona 1** & zona 2) emersi

Elevato potenziale di pericolo, regole riconosciute solo parzialmente o non a disposizione

Elevato potenziale di pericolo, regole riconosciute a disposizione





5

Danni - Cause appurate

- Le cause sono suddivise in 17categorite (statistica 2004-2010)
- Categorie prescelte per la campagna:
 - · 2°: Disattenzione nella guida/manovrare (2010: 229)

2'218

5°: Retromarcia

1'243 (2010: 157)

- 6°: Mancata padronanza del veicolo, distrazione 1'136 (2010: 243)
- 10°: Avvicinarsi/approssimarsi eccessivamente 265 (2010: 33)















Safety presso Swisscom

Aspetti principali del progetto

VISIONE

OBIETTIVI qualitativi

OBIETTIVI quantitativi

VISIONE

- "0" Infortuni gravi & morti in ambito del traffico stradale" (integrità fisica)
- "0" Danni materiali
- "0" Multe

OBIETTIVI qualitativi

- Evitare danni all'immagine
- Aumentare la sicurezza dei collaboratori (tramite la sensibilizzazione ad un comportamento corretto e sicuro)
- Diminuire le interruzioni in azienda

OBIETTIVI quantitativi

- Danni (casi): riduzione del 5% all'anno a partire dal 2011
- Multe: riduzione delle multe del 5% all'anno a partire dal 2011
- Norma ISO 39001: Certificazione Fleet-Management entro il 2013











Aspetti principali del progetto

Temi principali trattati nel periodo 2010-VISIONE 2013 OBIETTIVI qualitativi 2010: Disattenzione, OBIETTIVI quantitativi distrazione, stanchezza carico distrazione, stanchezz Mantenimento 2011: Alcol Scarico, ecc. Disattenzione Rispetto (velocità, 2012: Rispetto (velocità, carico/scarico, ecc.) 2013: Mantenimento / Danni materiali, multe, perdita d'immagine, sofferenza fisica

Collaborazione con Refreshing upi: Centro di competenza in ambito di prevenzione degli incidenti stradali





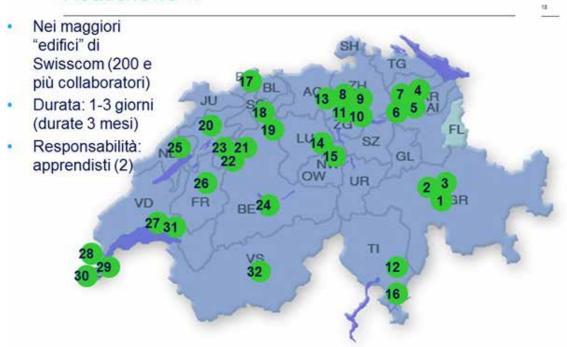
Safety presso Swisscom Pianificazione campagna "Alcol alla guida*" (2011) Camenti/droghe 02.11 03.11 04.11 05.11 06.11 08.11 09.11 10.11 11.11 12.1 Resp. Informazione a tutti i collaboratori Allestimento testo (compreso slogan per affissi)) Intranet (Concorso Edizione 09.11.) BER FDR Affissi (A4 in grandi edifici&shops) - 2 tipi BER Info Campagna "Parlo sull'alcol" (campagna UFSP) Informazione ai guidatori Allestimento testo Imio FLM-Newsletter (Concorso-Edizione 05.11.) FLM Film (durata: 3'-5') BER Assunzione "Apprendista", organizzazione, ripresa film BER Informazione&pubblicazione (OBLIGO per superiori&apprendisti) upi Concorso per apprendisti Roadshows Definizione/ordinazione sussidi/mezzi ausiliari **BER** Effettuazione Roadshows (compreso concorso in loco) BER/ Sensibilizzazione dei superiori Partecipazione su scelta personale - Durata: 1-1 1/2 ore Azioni di sensibilizzazioni in loco (compreso Simulatore di guida presso 3 edifici Lie, Wor, Bin "Settimana del dialogo" - Funky Bar c/o Mense SC (5 Elaborazione/allestimento Esecuzione Milestone swisscom upi Ufficio prevenzione infortuni -BER Bertolini Carlo-FLM: Fleetmanagement-FDR: De Rosa Franziska-SHE Heiniger Silvia-SBU. Buri

Safety presso Swisscom Affissi

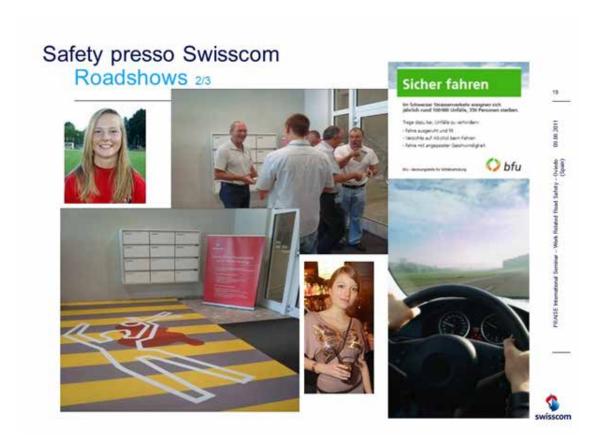


Safety presso Swisscom

Roadshows 1/3











Safety presso Swisscom Indicatori

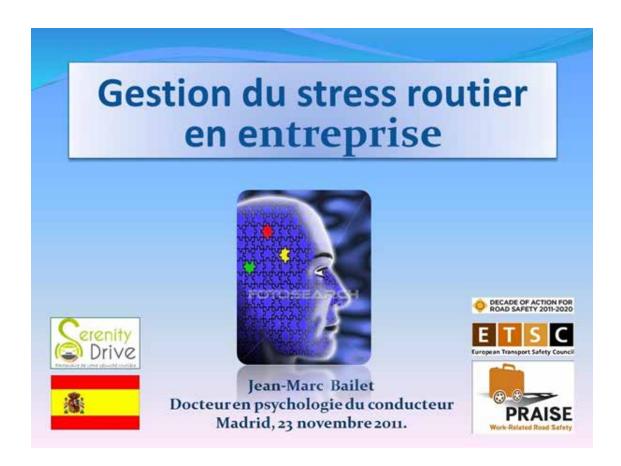
			D	F	
	Intranet: Informazione a tutti i col- laboratori "Campagna 2010-2013"	Numero di "click" sulla pagina Intranet (29.0306.04.)	2'574	395	78
	Newslotter FLM: EDIZIONE SPECIALE APRILE 2010	Numero di email spediti (spedizione 15.04.)	2'314	682	153
	Formazione "Moltiplicatori" -D: 26.05. (1); 01.06. (2) -F: 07.06. (3)	Numero dei partecipanti	20 (1) - 13 (2) -	9 (3)
	Newsletter FLM: EDIZIONE MAGGIO 2010	Numero di email spediti (spedizione 27.05.)	2'314	682	153
	Formazioni effettuate da parte dei	Mappe di formazione allestite	705		
	"Moltiplicatori"	Collaboratori formati (documentati)	505		
	SMS: Messaggio di sensibilizzazion	Fahrer mit zugeteiltem Fz	2'574	395	78
es	Cari conducenti – estate uguale vac buono e sicuro viaggio vi augura FLN		lasciatevi distran	e, fate spesso de	elle pause. Un
	Newsletter FLM:	Numero di email spediti (spedizione 30.06.)	2'314	682	153
	Informazioni generali&Concorso	Numero di partecipanti al cooncorso	542 (23.4%)	141 (20.7%)	38 (24.8%)
	Roadshows (19.0824.11.): -32 edifici (su tutto il territorio CH)	Numero di partecipanti al concorso	3'012	415	78

PRASE Intermittenal Servinar - Work Rolated fload Sahety - O-victos (D. III.) 2011 (Spain)



















- 1 million d'appels/an
- 30 % justifiés
- 70 % fantaisistes!

CONSTAT ENTREPRISE

- 2 Accidents graves début2011
- •Nuit / Pluie
- Intervention urgente
- Demande HSCT



CONSTAT ENTREPRISE



- Réactivité immédiate de l'expert prévention/sécurité
- Problème psychologique, stress au volant, dualité des missions (pollution mission intervention de sécurité pendant le déplacement routier)

CONSTAT SECURITE ROUTIERE

- Continuum éducation routière (maternelle/5ème âge)
- Qualification routière (attestations + différents permis)
- Formations post-permis (assureurs, entreprises, club auto)





FPP





2one d'expérimentation 33-MAYENNE 1 région sur 17 • juin à novembre 2011

PROGRAMME

- Immersion du psy 2 jours + 1 nuit dans le centre de formation initiale et recyclage.
- Formation stress routier (3 h) avec positionnement sur l'échelle de stress routier et exercices de détente-relaxation.
- Analyse des stresseurs de conduite dans l'entreprise et étude de cas accident de circulation (1 h 30).
- Exercices pratiques de gestion du stress sur simulateurs de conduite (1 h 30).



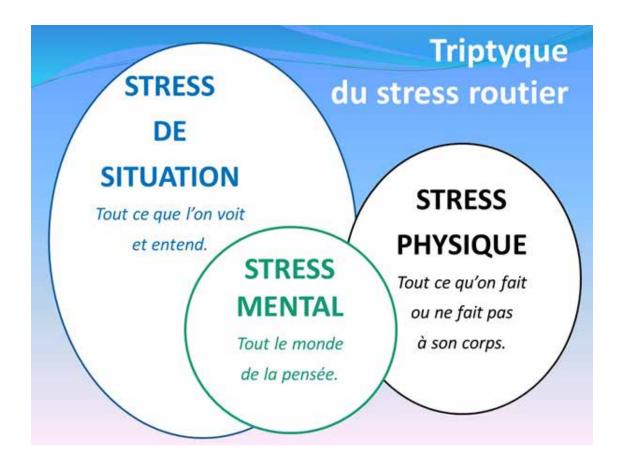














Poids du stress en conduite automobile.



- · Personnalité au volant
- Etat de santé
- Evénements sociaux
- Environnement de conduite
- Eléments perturbateurs



Personnalité au volant





Sexe	Homme	+1
	Femme	-1
Classe	Cadre	+1
sociale	Maîtrise	-1
	Ouvriers/employés	+1
Age	Jeunes (jusqu'à 25 ans)	+2
- 3	Age mûr (26 à 45 ans)	0
	Plus âgés (46 à 80 ans)	+1
Туре	Deux roues	+2
de	Voiture	+1
véhicules	Groupe lourd	0
	ou VL professionnel	





Ateliers détente-relaxation La respiration abdominale Le palming Evacuation des tensions Stimulation de la vigilance Relaxation des bras et jambes



Conseils « psy »
dans les 18 situations stressantes















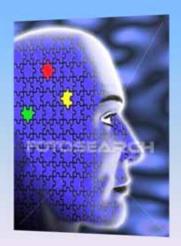
Cas concret accident de circulation en IS



Circonstances... Analyse de l'accident...



Place du conducteur sur l'échelle de stress routier.



- Personnalité au volant
- Etat de santé
- Evénements sociaux
- Environnement de conduite
- Eléments perturbateurs





Conducteur VL plage VERTE

AUTO-EVALUATION = entre 1 et 4 points



stress routier faible

Tous les conducteurs qui se déplacent sur le réseau social routier se retrouvent, à minima, sous une influence stressante de faible intensité.



Bilan expérimentation formation



- Dernière session 29/11
- 16 sessions de formation
- 176 stagiaires gestion du stress routier
- Satisfaction générale du personnel:

IS + administratif et technique



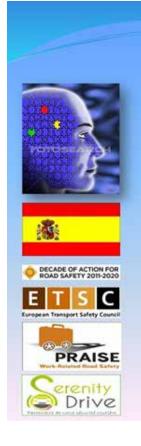




Conclusion

- Les entreprises doivent prendre en compte le stress routier, il existe, et il peut devenir un mauvais compagnon.
- Chaque conducteur doit savoir reconnaître le stress dans ses manifestations sur son corps.
- Des techniques de gestion du stress routier et des exercices de détente-relaxation permettent de réduire le stress au volant.





MERCI POUR VOTRE GRANDE ATTENTION

Jean-Marc Bailet

Docteur en psychologie du conducteur Expert-senior en éducation, prévention et sécurité routières jean-marc.bailet@laposte.net jma73.bailet@gmail.com (33 1) 662 312 753



International PRAISE Seminar

Thursday | 18 October 2012 | Lisbon | 14h00

Speed and Alcohol Management

Paddy Matthews Matthews Coach Hire





FUNDACIÓNMAPFRE

The catalyst

International PRAISESeminar

Thursday | 18 October 2012 | Lisbon | 14h00











Our background

International PRAISE Seminar

Thursday | 18 October 2012 | Lisbon | 14h00

- Founded in 1995
- Situated north east of Ireland
- 2004 Launched frequent commuter service to capital
- Tour specialists
- Corporate travel
- Industry innovators with ISO and SEAI









Success through innovation

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- 2007 Fleet at 24 vehicles, new routes opened
- 2008 Fuel rebate withdrawal a major blow
- Courtesy, free wifi, innovative initiatives and marketing produced results
- 75 employees and growing, 4,500 passengers carried daily, 34 Euro 3, 4 and 5 coaches









Investing in safety

- GPS tracking devices
- · Safety procedures
- Eco-driver training
 - * Harsh driving
 - * Harsh braking
- On-board CCTV
- Alcolocks
- Our steps save fuel and reduce accident risk

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Speed management

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- Eco-driving focus since 1998
- Safer fleet is an economic fleet – reducing speed saves 25% on fuel
- Slow down and read the road ahead



Get there as safely and efficiently as possible









Why Alcolocks?

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- Serious coach crash in UK with alcohol a factor
- Peace of mind factor
- Possible effect of adverse incident
- Customer confidence







FUNDACIÓNMAPFRE

Implementation and operation

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- Fitted in <u>all</u> company vehicles
- · Zero tolerance
- Drivers fully-trained and fully-supportive
- Intoxicant policy inserted into contracts of employment













The community's response

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- Positive message from commuters and staff
- Positive media coverage
- Factor in securing major contracts
- Should be mandatory throughout industry
- Need insurance benefits







FUNDACIÓNMAPFRE

The business benefits

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- Won RSA's Leading Lights Award
- €50,000 pa fuel savings
- €50,000 pa insurance savings
- 12% less emissions than industry average = 12% cost savings











The message

International PRAISESeminar

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We have invested in safety and invested in people

Golden contract!

Coach Hire Company lands Olympic transport des



M Minister for Transport, Tourism and Sport Leo Varadkar pictured with Paddy and Noel Matthews from Matthews Coach Hire following the news that the company has become an official transport provider for the Olympic Games. MATTHEWS Couch Hire has landed a gridden contract that will see the firm as an official transport previoley for the centire Olympic Games taking place in London from 27 bits, 174 Acousti-

from 27 July - 12 August The company remaignrums began preparations for their new venture, or Monday 9th July who they new 15 of their coaches and 30 drivers to England to spady them selven for the work about They will be tasken and the self-

solves for the surek abuse. They will be tasked with the transportation of the many athletes taking part in the 30th Olympia. Its and from their horse is the massive Olympia. Village.

Based in himidean, 4 Managhan Matthe Cough Hine is the or transport company in the State to have secured construct at the Lond Games and their deal what until 15th August. Mainter for Transport

Minister for Transport, Fearing and Sport Loovarieties teas congratulated the corregion for minning the contract to transport utilizing at the Olympic Garney.

"The contentic speuffs of the Olympic Garney become apparent when we see an annexa-

uffi of the Olympia Gunes become apparent when we not an incorative company like Matthews flying the flag for lectural' and Minister Variabat. "The Government has

worked hadd to ensure that beland enjoyes the filhonefa from the Olymps Games being staged in the UK. Fifkeen insurely have already choice byland as a mining has in the ramage to the Olympia and Parilyingi Garnes. By great to so trisk corogenius. Ide Matthews benefiting from the games as well.

only capanding composed who which employs 12 people and has a flust of 33 to a flust across commit have and corporate his services and in the coord, bish transport composed to a complete and the coordinate which is the composed to the composed and the coordinate and composed to the com

We are now reaping the rewards





FUNDACIÓNMAPFRE

Thanks Obrigado!



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PEDRO MONTENEGRO

APM E JC Consultoria e Formação Lda.

Diminuição do Risco Rodoviário

ampadrive@gmail.com





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Diminuição do Risco Rodoviário ampadrive@gmail.com

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REALIDADE DEMASIADO ASSUMIDA

MAIS DE 3.500 MORTES/dia no MUNDO

+ de 50 Milhões Vítimas Ano

Milhares de Milhões € Ano em Portugal











Diminuição do Risco Rodoviário

International PRAISESeminar

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Soluções – Gestão do Risco Auditorias, Coaching, Formação

Prioridades

Conhecimento Técnico Atualizado

Melhoria nos Procedimentos - Aptidão



ampadrive@gmail.com





Diminuição do Risco Rodoviário

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ampadrive@gmail.com

MISSÃO – DIMINUIR O RISCO, TORNANDO A MOBILIDADE MAIS SUSTENTÁVEL

FUNDAMENTOS DUMA CONDUÇÃO SEGURA DINÂMICA

Consequências - Causas e Fatores Potenciadores

Técnicas e aptidões evitam + 90% dos sinistros Simulações práticas de manobras de emergência Ações em ambiente rodoviário real











Diminuição do Risco Rodoviário

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ampadrive@gmail.com

Certificações:













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ampadrive@gmail.com

+ 50%

Diminuição drástica sinistros com culpa



Rotinas Fundamentais para Gestão Eficaz duma Frota Automóvel











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Ações Dinâmicas Formativas



























Diminuição do Risco Rodoviário

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Algumas Referências da APM E JC Consultoria e Formação Lda.:



ampadrive@gmail.com





































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Boa observação cenário rodoviário

Posição correta Veículo - Visibilidade

Saber o que fazer Face ao imprevisto!







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Thanks Obrigado!





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Distracted driving and Alcohol Management

Anders Lukowski Arriva, Denmark





FUNDACIÓNMAPFRE

Who is Arriva Denmark?

International PRAISESeminar

Thursday | 18 October 2012 | Lisbon | 14h00









Trains sets: 44

Busses: 1 300 (520 with alco-lock)

Water busses: 3

Revenue in 2011: 450 million EUR

Employees: 4 500

Different nationalities: 89

Material damages pr year: 3.000

Bus

- Market leader with 45% market share
- 3 main competitors + many small
- Market is fully liberalized

Train market

- Market not liberalized
- 20% market share → 80% is government owned











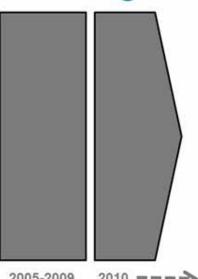
Alco-locks: the beginning of a safe journey

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> 2004

2005-2009







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Alco-locks: the beginning of a safe journey

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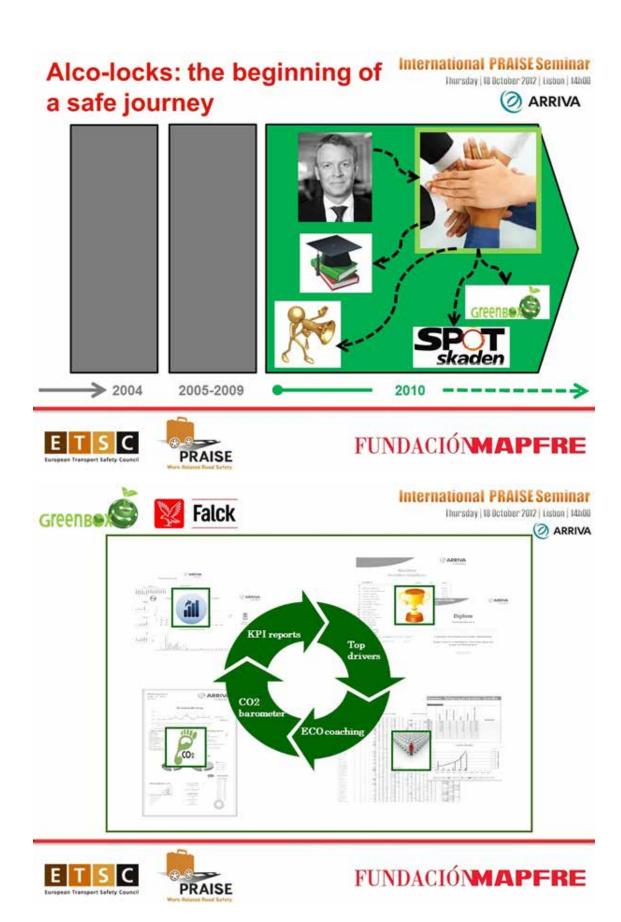
















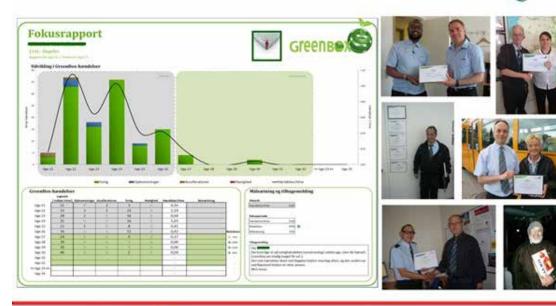




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Contact info

International PRAISESeminar

Thursday | 18 October 2012 | Lisbon | 14h00



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Mobil: +45 26 95 85 25 anders, lukowski@arriva.dk

Anders Lukowski Business Excellence Manager





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Thanks Obrigado!





Mark Group Ltd

Helping our customers stay energy efficient since 1974

Lose Less. Use Less. Generate More.







www.markgroup.co.uk



ISO 39001

Presented by
Jamie Bogg
Fleet & Road Safety Manager
Mark Group Ltd

Tackling occupational road risk with ISO 39001

www.markgroup.co.uk





Outline



- · Who are Mark Group
- ISO 39001 Requirements
- How did we integrate ISO 39001 into our management system
- The Implementation of the system
- · What have been the benefits of having this system in place
- · What was the audit process like

Who are Mark Group?



International company operating across **3** continents
Operating from **30** service distribution centres worldwide **16** operating centres in the UK
Employ over **2,500** staff in the UK alone
Operate a fleet of over **1,200** vehicles in the UK

Leading installer of energy saving and energy generating solutions

Servicing more than **7,000** homes, schools and businesses every week

Our clients range from energy suppliers and local authorities to
private landlords



Why is ISO 39001 so important?



Aim to Improve traffic safety by reducing the number of persons killed or severely injured in road traffic accidents

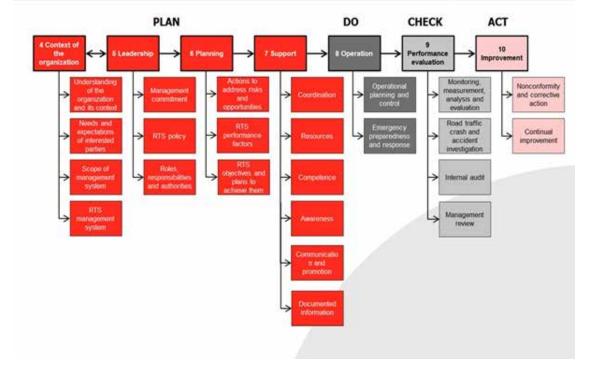
Why is it needed?

A holistic safe approach to road traffic safety results by providing:

- · road traffic safety is a global concern
- · a clear focus on road traffic safety results
- · evidence-based actions to reduce the risk

ISO 39001:2012 structure







How did we integrate 39001 into our management system?



If you have a existing program of 9001, 18001 or 14001, the new standard will prove a natural fit

Baseline review -

Include everything you have in place i.e. policy's, procedures, top level commitment, vehicle size, how many employees you have

Complete a gap analysis on your business and how it affects the road network

Benefits of having ISO39001





What have been the benefits for Mark Group of having this system in place?



System continually audited to ensure compliance with the standard

We have reduced the number of fault road traffic collisions from 60% to 40% despite a continuous increase in the fleet

Complaints against drivers have fallen

Engage all employees and not just company vehicle drivers

We employ a range of measures to manage employees and their driving:

Driver training / manager training
Development of a driver handbook
Enables range of KPIs to be set against which performance can be benchmarked

What should you expect from a 39001 audit?



Audited by BSI

Each one of your registered sites will be audited at least once every three years

Numerous associated benefits apart from obvious improvements in road safety and reduced incidents

Certification, if you have everything in place should only take a few months



In summary













ISO 39001 ROAD TRAFFIC SAFETY (RTS) MANAGEMENT SYSTEMS – EXPERIENCES FROM EARLY ADOPTERS IN THE SWEDISH TRANSPORT INDUSTRY

Mårten JOHANSSON,

Director of Technical Affairs and Lead Auditor,

Swedish Association of Road Transport Companies, Stockholm



Swedish Association of Road Transport Companies involve about

- 8,000 companies.
- 80% of road transport companies in Sweden.
- 60,000 employees.
- 30,000 motor vehicles.





Fatalities in Road Traffic Accidents in Sweden

	2007	2008	2009	2010	2011	2012
Fatalities (2010, 2011,	471	397	358	266	319	286
2012 excluding suicides)						
By HGV	92	74	50	53	63	47
In HGV	6	4	2	4	3	4
Fatalites with HGV	98	78	52	57	66	51
HGV involved	21%	20%	15%	20%	20%	18%
In oncoming traffic	52	36	28	26	27	26
Fatalities in oncoming	53%	46%	54%	46%	41%	51%
traffic	2000	AC 0		- 201		
Fatalities per 100,000	4,7			2.8	3.4	
inhabitants	-500					
Suicides (Trafikanalys				17	23	20
2012:4)						

Excerpts from the EU WHITE PAPER

- Curbing mobility is not an option.
- Freight shipments over short and medium distances will remain on trucks.
- By 2050, move close to zero fatalities in road transport. In line with this goal, the EU aims at halving road casualties by 2020. Make sure that the EU is a world leader in safety and security of transport in all modes of transport.
- Road fatalities in the EU were almost halved in the past decade.
 34,500 people were killed on EU roads in 2009.
- Annex: List of initiatives, Towards a 'zero-vision' on road safety.



SVERIGES ÅKERIFÖRETAG



Auditing of Management Systems Certificates Issued by the Swedish Association of Road Transport Companies

212 ISO 14001:2004 Environment

170 ISO 9001:2008 Quality

141 SA-RTS standard based on principles in ISO 14001:2004

49 AFS 2001:1 (OHSAS 18001)

572

141 RTS certificates involve about

- · 1,137 companies with
- · 7,763 employees and
- 5,443 motor vehicles

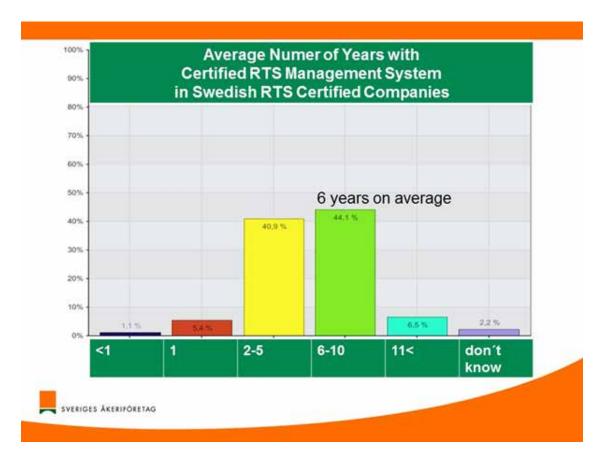
SVERIGES ÅKERIFÖRETAG

Audited according to ISO 39001:

1 certified 2012-11

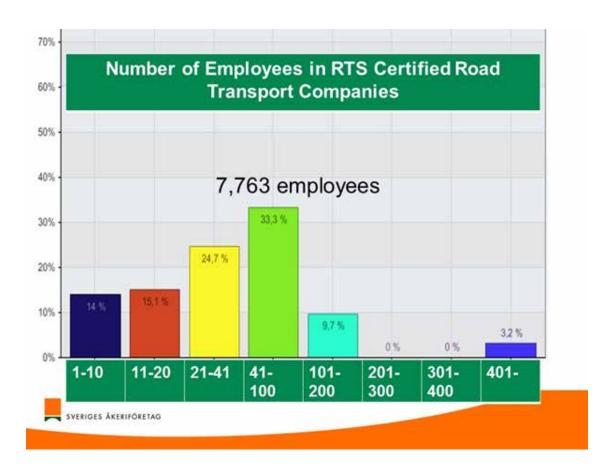
+41 certified 2013-08

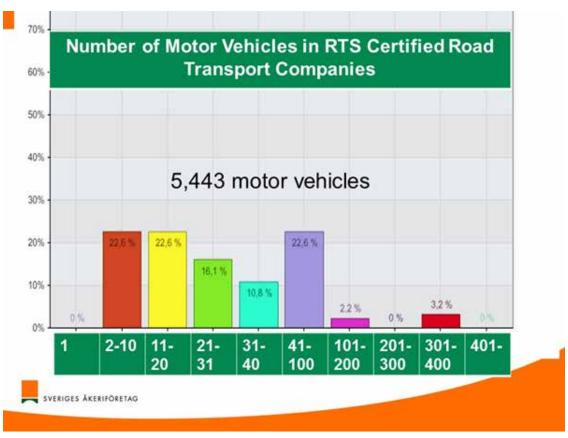
+100 certified target 2014





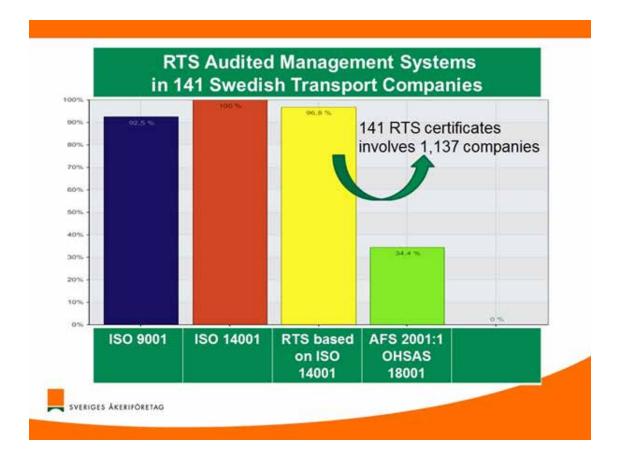












The largest main activities for certified companies in Sweden

- Local distribution/depot-based routes.
- Long-distance routes.
- Construction and civil engineering transport.
- Agricultural transport.
- Temperature-controlled transports.







Examples of problems in the companies' work with road safety are

- To set measurable targets and to evaluate the outcome of actions.
- To obey speed limits and use the seatbelt.
- To reach the target of zero accidents and incidents.
- To have enough time to take all measures.



RTS companies most important advice to other road users to improve road safety

- Use a seatbelt and drive at the correct speed.
- Have respect for everyone on the road.
- Increasing your speed will not save you much time, so keep to the speed limit.
- Implement safety policies among staff.
- Clear requirements.
- Give feedback.
- Set a good example to others.





Fatalities and Serious Injuries Per Year with 141 Swedish RTS Certified Companies involved

3,6 Fatalities.

7,5 serious injuries.



Number of survey responses per RTS factor

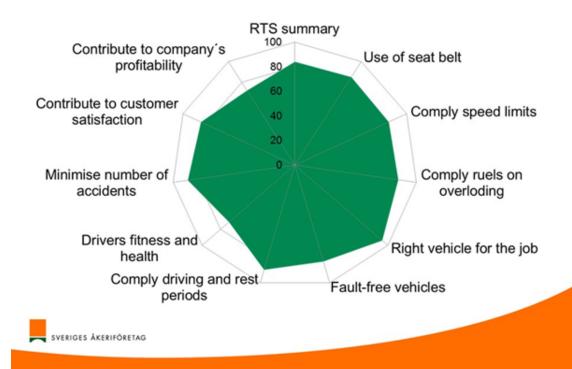
- 35 comply with speed limits.
- 20 use of seatbelt.
- 17 minimise risks of accidents.
- 12 comply with driving and rest periods.
- 10 alcolock device, alcohol and drugs.
- 9 comply with regulations.







The fulfilment of objectives at companies holding SA-RTS certification is high or very high:



New features in the ISO 39001 standard as compared with management systems for other areas include the following

- A new high level structure.
- Particular emphasis on road traffic safety.
- Senior management have a responsibility to set a good example.
- Road safety factors that everyone must pay attention to are pointed out.
- The organisation shall establish, implement and maintain a procedure(s) to record, investigate and analyse those road traffic accidents and other incidents in which they are involved.



Methodology for Risk Assessment

R= LC

R= risk as per mil (0-1,000)

L= Likelihood as a percentage of a consequence occurring (0-100)

C= 1 = incident with a risk of injury

2 = very little injury

3 = slight injury

4 = injury

5 = injuries

6 = substantial injuries

7 = very substantial injuries

8 = serious injuries

9 = very serious injuries

10 = death

SVERIGES ÅKERIFÖRETAG

RTS factors, risks and targets

Examples of RTS Factors , Risks and Targets									
	RTS factors	Risk R (‰)	L (%)	С	Target				
Α	Legal speed	40	4	10	<83 km/h				
В	Use of seatbelt	30	3	10	> 85 per cent				
D	No drugs	20	2	10	Alcolock				
E	Handsfree	200	25	8	Bluetooth				
F	Oncoming traffic	300	30	10	Lobbying				
G	Road surface texture, friction	270	30	9	Lobbying				







Guiding principles to prioritising RTS Targets and Action Plans

- minimising high risk,
- minimising number of risks,
- minimising serious consequences, and
- adhering to statutory and customer requirements.



Conclusion 1: Profitability

- Systematic road safety work contributes to the company's profitability.
- As far as the companies' profitability is concerned, 72
 per cent state that SA-RTS contribute to the company's
 profitability at a high or the highest possible level of
 fulfilment.
- The fulfilment of objectives at companies holding SA-RTS certification is high or very high.





Conclusion 2: Risk Assessment

To analyse relevant RTS actions in transport companies, risk assessment needs to be applied for long periods of time e.g. 10-20 years or more, and applied to many drivers or many companies. This longterm focus makes it easy to see what significant impact on RTS all the individual small steps can cumulatively have.



Conclusion 3: RTS factors

• In the case of drivers and transport companies working with RTS, the following examples of important factors should be in focus: speeding, seatbelt use, load securing, to see and be seen, fitness of drivers especially considering fatigue, distraction, alcohol and drugs.





Conclusion 4: RTS Factors and Risks to be Addressed by Road Authorities and Regulators

 Separation of traffic, speed limits – especially curve speed management, design of cross section of road and superelevation in curves, water drainage gradient in transition curves, maintenance, surface texture and friction, the design of crash barriers and their end terminals, entrances and exits, side areas / safety zones and intersection design, etc.



Conclusion 5: Stakeholders collaboration

- Vehicle drivers are too often singled out as the main culprits of road deaths and serious injuries because of speeding and not using seatbelts. But there are several other stakeholders that can contribute to improve RTS. RTS is achieved by several parties in collaboration: the driver, carrier, customer, vehicle manufacturers and infrastructure providers.
- The ISO 39001 will be a good standard and guidance on this process.





Conclusion 6:

RTS companies advice to other road users to improve road safety

- Use a seatbelt and drive at the correct speed.
- Have respect for everyone on the road.
- Increasing your speed will not save you much time, so keep to the speed limit.
- Set a good example to others.



Conclusion 7: How to reach road traffic safety (RTS) targets

- Road transport companies should "implement" measures in order to address road traffic safety issues and set targets to reduce fatalities and serious injuries in the road transport industry.
- ISO 39001 is a beneficial guide to help reach road traffic safety targets.







References

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- Granlund, Johan, (2010) Reducing Health and Safety Risks on Poorly Maintained Rural Roads. HVTT11.
- Trafikanalys, (2012), Uppföljning av de transportpolitiska målen, Rapport 2012:4.
- Trafikverket, (2011), Metod för suicideklassning av dödsfall i transportsystemet, 2011:128.







Seguridad Vial en Servicios de Saneamiento Urbano



12 de Junio 2014











resumen

- 1. El Grupo FCC
- 2. FCC Medio Ambiente
- 3. Plan Estratégico de Seguridad Vial FCC Medio Ambiente 2014-2017







El Grupo FCC

3



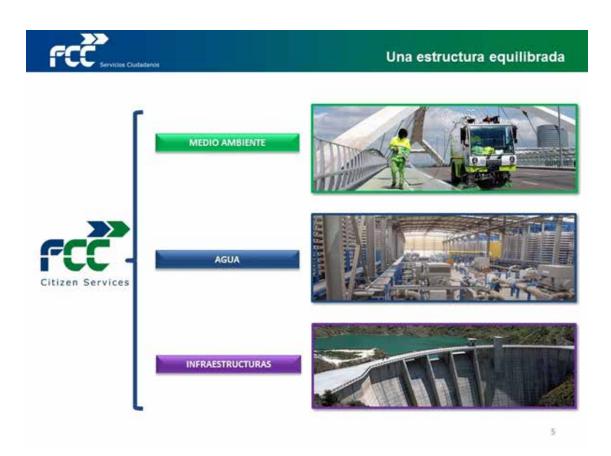
Una empresa grande, una gran empresa

- Trabajamos en 35 países, empleamos a más de 60.000 personas.
- Recogemos y tratamos 9 millones de toneladas de residuos domésticos al año.
- Prestamos Servicios Municipales a 5.000 municipios de todo el mundo.
- Aqualia, nuestra división de aguas, atiende hasta 30 millones de personas en 17 países.
- En estos momentos, estamos construyendo más de 200 kilómetros de Trenes de Alta Velocidad.
- Cementos Portland tiene una capacidad de producción anual de 9 millones de toneladas de cemento.
- Se gestionan 1.470 Km de carreteras.

Países con presencia FCC











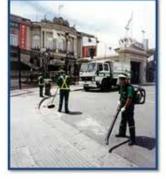


Actividades de FCC Medio Ambiente



Recogida Residuos: Recogida de residuos sólidos urbanos, recogida selectiva, limpieza y mantenimiento de contenedores, gestión de puntos limpios, puntos verdes...

Limpieza Viaria: Barrido de calles, baldeo, recogida de hojas, recogida de muebles y enseres, limpieza de pintadas.





Limpieza de Playas y costas: Limpieza de paseos, cribado de arena, limpieza de balnearios, relleno...

Actividades de FCC Medio Ambiente



Tratamiento y eliminación: Gestión de vertederos, plantas de tratamiento de residuos orgánicos, plantas de tratamiento de envases y papel, tratamiento de lodos, biometanización...

Jardines: Limpieza y conservación de parques, jardines y zonas verdes.





Alcantarillado: Limpieza y conservación

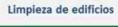




Actividades de FCC Medio Ambiente

Limpiezas Industriales









Limpieza y mantenimiento de fuentes









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3. Plan Estratégico de Seguridad Vial FCC Medio Ambiente 2014-2017









Introducción a la Gestión de la Seguridad Vial

GESTIÓNDE LA SEGURIDAD VIAL

OBJETIVO: REDUCIR LOS ACCIDENTES DE TRÁFICO.

- Organización Mundial de la Salud: 1,3 millones de víctimas
- 8º causa de muerte en el mundo
- 2013 en España 1.128 personas víctimas

En general, el coste de prevenir los accidentes de tráfico es mucho menor que el coste económico de los daños personales y materiales derivados de dichos accidentes.

VENTAJAS implantación de un Sistema de Gestión en Seguridad Vial conlleva:

- Objetivo: eliminación de muertes y heridos graves.
- Evitar importantes costes económicos y pérdidas de beneficios.
- Reforzar el espíritu de la responsabilidad compartida de la seguridad.

Introducción a la Gestión de la Seguridad Vial

FCC SERVICIOS CIUDADANOS

- Adhesión a la Carta Europea de Seguridad Vial
- Ompromiso de la Organización instauración de una cultura preventiva y en especial con la Seguridad Vial.
- Plan Estratégico Corporativo 2010-2015



Plan Estratégico FCC Medio Ambiente Seguridad Vial 2014-2017















1. Diagnóstico

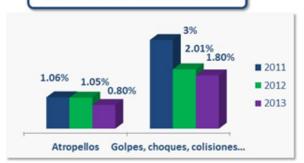
FCC Medio Ambiente contribuye al Sistema Vial con una fuerza de trabajo:

12.000 vehículos 30.000 trabajadores y trabajadoras Trabajos en la vía pública

Evolución de los accidentes de tráfico: 2011-2013

Accidentes de tráfico en misión

Accidentes de tráfico in itinere



En 2013, el 20,45% de los accidentes in itinere fueron accidentes de tráfico

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Plan Estratégico de Seguridad Vial

2. Evaluación de Riesgos: Identificación de Peligros



FACTOR HUMANO

- Conductor
- Peatón



FACTOR VEHÍCULO



FACTOR VÍA Y ENTORNO







2. Evaluación de Riesgos: Identificación de Peligros

FACTOR HUMANO: Conductor

Incumplimiento de las normas

Exceso velocidad, no respetar distancias de seguridad...

Distracciones

Uso del móvil, uso del GPS, tabaco.

Alcohol, drogas y medicamentos

Somnolencia y fatiga

Desuso/mal uso disp. seguridad pasiva Uso del cinturón de seguridad, uso del casco...

Ansiedad y estrés

Exceso de confianza y falta de experiencia

FACTOR HUMANO: Peatón

Incumplimiento de las normas No utilizar los pasos de peatones...

Distracciones

Cruzar sin mirar, utilizar los cascos de música...



Plan Estratégico de Seguridad Vial

2. Evaluación de Riesgos: Identificación de Peligros

FACTOR VEHÍCULO

Mantenimiento preventivo

Estado de los neumáticos, frenos...

Señalización reflectante

Espejos retrovisores

Cinturones de seguridad

Sistemas manos libres manos libres

FACTOR VÍA Y ENTORNO

Rutas adecuadas

Estado del pavimento

Señalización

Visibilidad...

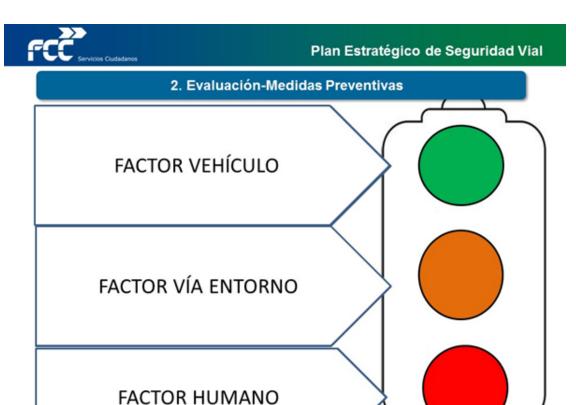
Meteorología

Presencia de obras y recorridos provisionales











3. Objetivos e Indicadores

OBJETIVO: Reducir los accidentes de tráficos in itinere y en misión

INDICADORES:

IN ITINERE	EN MISIÓN	FORMACIÓN	CAMPAÑAS
% de acc de tráfico en relación a la plantilla	% acc de tráfico en relación a la plantilla	Horas de formación en SV laboral para todos los empleados	Nº campañas realizadas para todos los empleados
№ acc con baja	№ acc con baja	Horas de formación en SV laboral para	Nº campañas realizadas para
№ acc sin baja	Nº accidentes sin baja	colectivos o grupos específicos.	colectivos o grupos específicos.
Jornadas de baja por nº acc	Jornadas de baja por nº de acc		20





4. Plan de Acción



MEDIDAS DE GESTIÓN:

Son todas aquellas medidas encaminadas a la mejora del control sobre la Seguridad Vial.



MEDIDAS FACTOR HUMANO:

Son acciones orientas a la mejora de la formación, información, sensibilización sobre Seguridad Vial y EPIs.



MEDIDAS FACTOR VÍA Y ENTORNO:

Son todas aquellas medidas, que van dirigidas a la mejor selección de las vías utilizadas y mantenimiento de las mismas, así como su señalización, acceso e iluminación



MEDIDAS FACTOR VEHÍCULO:

Son todas aquellas medidas, que van orientadas a la mejora del diseño y/o mantenimiento del vehículo.

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Plan Estratégico de Seguridad Vial

4. Plan de Acción



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4. Plan de Acción: Medidas de gestión

- Política de Gestión y Objetivos
- Evaluación de Riesgos
- Planificación de la Prevención y seguimiento
- Coordinación de Actividades Empresariales
- Comunicación
- Formación, Información y Sensibilización
- Vigilancia de la salud
- Planes de Inspección
- Indicadores
- Investigación de Accidentes











4. Plan de Acción: Medidas de gestión, Indicadores

- DISEV (Directrices e Indicadores sobre las actuaciones en SV laboral).
- Establecer unas directrices sobre las buenas prácticas más eficaces por cada sector de actividad al que corresponde la empresa.
- Con las directrices detectadas se elaborará una guía orientativa para las empresas, sobre cómo deben implementar las buenas prácticas por sector.







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Plan Estratégico de Seguridad Vial

4. Plan de Acción: Medidas Factor Humano, Casco en peones de RBU





- Estudio previo y propuesta de medidas.
- Reuniones con RLTs: Elección de casco y definición y uso de estribos.
- 3.- Pruebas del uso del casco.
- 4.- Elaboración Tríptico seguridad.
- 5.-Reuniones con mandos intermedios: control de las medidas.
- Formación de los trabajadores.
 Entrega de Tríptico y de casco.





4. Plan de Acción: Medidas Factor Humano, Formación, Información...



- Trípticos
- Pósters
- Charlas
- Cuestionarios de autoevaluación









Plan Estratégico de Seguridad Vial

4. Plan de Acción: Medidas Factor Humano, Formación, Información...

Cuestionario de autoevaluación: Se entrega en las charlas de concienciación y se dirige a los vehículos particulares de cada trabajador. Su objetivo es que el trabajador sea capaz de identificar los aspectos fundamentales que pueden afectar a la seguridad de su vehículo particular









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Comunicación con la Administración Pública

Coordinación con los servicios de los municipios y con el cliente









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Plan Estratégico de Seguridad Vial

4. Plan de Acción: Medidas Factor Vehículo

Extintores





Botiquines



En caso de accidente de tráfico

		Proteger, Avisar y Socierer.
P	PROTEGER	El argae de los fecchos, a uno mismo y las victorias! Necetars yebiculos 1. En hage respura a 50 m delante del accidente. Señalizado, con se atrambicado. Nobiculos aliniestradas 2. Quitar contactos, eminositizar, precisación con el arbeg. Zena del accidente. 3. Señalizante trianquilos al mesos a 50m visitivos a (50m. 2. Sena del accidente. 4. Seña de salte poner chalvos
A	AVISAR	Alectar a los servicios de socorro llamando al "feisfono 112". Uamar al capitat Facilité la mayor información positiva, datos tales como: Jugar execta del excidente, que ha susedida, nomero y estado de gravedad de las victimas, etc.
S	SOCORRER	Orden de aténcios: • Alendemos gromero al frendo socionaliente e no ser que el accidentado se encuentre con: r' Agfaia. • Parada cardissis - Hemortaga abundante • Vi la vistana no regirsa, os sia respiración es propular, hay que paradicales servidialmente la respiración artificial.







4. Plan de Acción: Medidas Factor Vehículo

Dispositivos GPS

Fijaciones escoba y escobijo en vehículos cuba





Colocación de dispositivos reflectantes homologados V23







Plan Estratégico de Seguridad Vial

4. Plan de Acción: Medidas Factor Vehículo



Células de presencia, avisador acústico





















Occupational Road Risk a continuing journey

Dave Wallington, Group Safety Adviser

We have come a long way

- (Some) Leadership buy in and ownership of the Occupational Road Risk Agenda
- (Some) recognition of the risks associated with occupational driving
- (Some) risk management principles applied to driving at work
- · (Some) data led interventions
- (Some) improvements in vehicle design and specification
- · (Some) changes in driver behaviour
- (Some) acceptance by management of their role in controlling that behaviour
- (Some) reductions in crashes and injuries
- (Some) innovation to integrate with other Risk Management initiatives











Preaching to the converted?

- · Protecting your reputation with...
 - your employees
 - the public at large
 - your customers?
- · Environmental impact
 - safety environmental synergies
 - managing your carbon footprint
 - fuel saving implications
- · Cost savings and Efficiency



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Etron hacemorisation jo



Profits from 1 million phone lines are needed to repair our fleet every year

Line Samonnes







Who do we need to involve? Drivers Line Managers Senior Managers and Policy Makers Health and Safety Specialists Risk Managers External Consultants Fleet Managers Insurers Trades Unions

What do we need to continue doing?

- · Set and extend our key goals and standards
- · Bring road risk issues into the business mainstream
- Encourage personal responsibility
- · Select the right tools for the job
- · Assess the risks
- Intervene to stop things going wrong
- · React when things have gone wrong
- · Monitor performance
- · Learn from our experience
- Learn from the experience of others
- · Seek to continuously improve our methods

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Etron Nacionaviación



Key Challenges

- Improving behaviour behind the wheel
- Who's behaviour do we need to improve
- Skill and/or Will?
- Return on Investment
- Governance and Risk

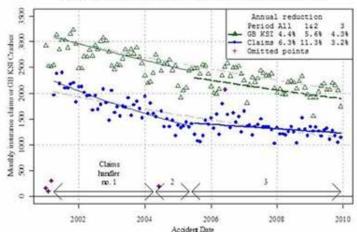


Etro Naumoraion p



What difference will it make?

Trend Chart of Monthly Insurance Claims and GB KSI Crashes (Seasonally adjusted trends for; All periods, Handlers 1&2 and Handler 3)



A large PLC with a long term road risk management programme has a lower rate of all claims (mostly minor bent metal type incidents) than the rate of people killed or seriously injured on the UK roads

If you are doing nothing you are likely to be performing at the national average.

How much avoidable suffering and cost does this mean for your business?

ВТ



