## Eilish Mulhern

# Senior Road Safety Promotion Officer Road Safety Authority







## 2017

## **VULNERABLE ROAD USER FATALITIES**

30



14% DECREASE ON 2016 20



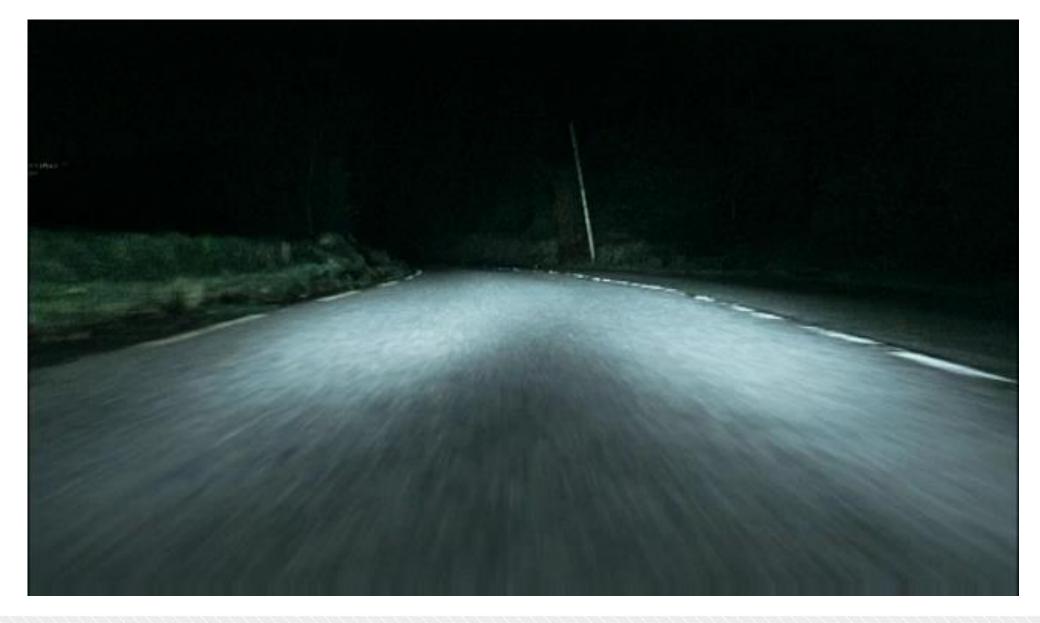
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### What can you do?

- Driving for Work Policy
  - Does it include Vulnerable Road Users?

- Safe Vehicle
  - Roadworthy, Class V & VI Mirrors, New Technologies
- Safe Driver
  - Medically Fit to Drive, Fatigue, Distracted, Stressed



- Safe Journey
  - Plan in advance, Peak traffic times







## What can you do?

Raise Awareness with your Drivers

















#### Consequences

- Reputational Damage
- Insurance
- Loss of Business
- Loss of Productivity
- Vehicle Repair Costs
- Third Party Claims
- Increased Costs
- The Driver































# Thank you









# Comprehensive Information Management Solutions

Records and Information Management Solutions



- Records Management
- Vital Records Protection
- Specialized Vertical Solutions
- Consulting

Data Backup and Recovery



- Server and Application
   Data Protection
- Technology Escrow
- Disaster Recovery
- Offsite Tape Vaulting

**Document Management Solutions** 



- Document Imaging
- Hosted Imaging Archive
- Specialized services for:
  - Human Resources
  - Accounts Payable
  - Mortgage
  - Insurance
- Discovery Services

**Secure Shredding** 



- Onsite and Offsite Secure Shredding
- Compliant Information
- Secure Media Destruction



# Driver Recruitment, Induction & Development



# Driver Recruitment, Induction & Development

Interview

Induction

Probation

**Development & Training** 

Refresher

Driver Handbook & Safety Checks

D. Licence number		Endorsements		ements	Eyesia	ght test (20.5m)		
	egories							
Vehi	cle reg			Vehicle ty	/pe / size	Load	led / unloaded	
					PRE -	DRIVING CHECKS		
oid the driver ca	arry out a full and c	oncise vehicle che	ck prior to moving			Com	ments	
the veh	nicle using the corr	ect IM vehicle chec	k sheet?					
						Com	ments	
	Was / is the ve	hicle roadworthy				30111	onto	
	Provious mor	nth safety score				Sofoto	score after assessmer	
	Previous mor	ith Safety Score		ONT	HE BOAD ASSE	ESSMENT 1 = poor / 5 = Excellent	Score after assessmen	
	Road procedure		Sco		0	Keep visible & communicate		Score
/lanage speed /			1 to 5	16		Effective positioning	1 to 5	30016
/lanage space - :			1 to 5		_	Signals / horn	1 to 5	
lanage space - :			1 to 5		national	Brake lights	1 to 5	
lanage space - l			1 to 5		nati	Lights (If applicable)	N/A	
lanage space -			1 to 5		for	Eye contact	1 to 5	
	Identify risks		Sco	re	Iron Mountain top five areas for improvement score	Reversing / Manoeuvring		Score
lanaging distra			1 to 5		are nt so	Theory	1 to 5	
nformation - we	II ahead		1 to 5		iive	R/H Reverse	1 to 5	
nformation - near to vehicle		1 to 5		op 1	L/H Reverse	1 to 5		
nformation - to the sides		1 to 5		iin t	Manage space	1 to 5		
nformation - in blind areas 1 to		1 to 5		inta in			Score	
formation - in mirrors 1 to		1 to 5		Мог	Parallel parking left / right (If app)	N/A		
se of information / signs		1 to 5		on I	Banksman (if applicable)	N/A		
	Attitude		Sco	re	=	Highway code		
Other road users	road users / pedestrians 1 to		1 to 5			Understanding & implementation	1 to 5	
					DI	RIVER ISSUES		
	Eyesight					Vehicle control skills		
	Hearing					Managing distractions		
	Nervousness					Awareness		
	Fatigue				Responsibility / Vehicle check Procedural			
	Drink / drugs / smoking  Language difficulties				Licence			
						Literite		
	Overall Target	Target minus N/A	Actual target	Actual score	% score			
Overall score								
	125	15	110	0	0%			

## **Driver Handbook**

- Communication
- Understanding
- Guidance
- Support
- Updates
- Hot Topics





## Planning and Performance

- **Routing** Minimises the risk of fatigue.
  - Ensures payloads are adhered to.

**Measured** - Planned versus Actual

**Reward** - Reward good work and compliance



#### STOP LIST

Session Date: 19 September 2018 - Delivery

Scenario: DELIVERY

Equipment ID

151D16852

Route: 03 - DM

Driver 1:

Driver Information

-- SM

Driver 2: Depot: DPT - DAMASTOWNWFRY

Route Start Time: 8:00

Pre-Route Time: 00:45 Post-Route Time: 00:45 Route Departure Time: 08:45

FCONNECT

Equipment Type ID

Description

HYBRID

Route Arrival Time: 16:29			Post-Route Time: 00:45 Route Complete Time: 17:14											
Stop # Urgenc Standa	у	Pty	Location I	D Type Open Time	Location Name Close Time	Location TWI Open Time		TW2 Open Time	Arrive TW2 Close Time	Depart	Service	Units	Cubic ft	Supplies
1 0	*	0	13993	SIT 9:00	12:00	St James 9:00	Gate DUBLIN, 12:00		9:30	9:40	00:10:00	1	1	0
0				9.00	12.00	9.00	12.00					_0	0	
2	*	9	6928	SIT		49 Dawso	n Street DUBLIN, Dublin	2	9:48	10:08	00:20:00	1	1	0
0				9:00	11:00	9:00	11:00					<u>0</u>	<u>0</u>	<u>0</u>
3	*	0	9342	SIT		One Warr	ington Place Dublin DUBL	IN 2, Dublin	10:15	10:19	00:04:31	1	1	0
0				10:00	14:00	10:00	14:00					<u>0</u>	<u>0</u>	<u>0</u>
4	*	0	14098	SIT		1 Richviev	v Office Park Clonskeagh	DUBLIN,	10:30	10:34	00:04:31	1	1	0
0				9:00	17:30	9:00	12:00					<u>0</u>	<u>0</u>	<u>0</u>
5	0	0	3978	SIT		Clonskeag	gh Road DUBLIN, Dublin	4	10:38	10:42	00:04:31	1	1	0
0				11:00	13:00	11:00	13:00					<u>0</u>	<u>0</u>	<u>0</u>
6		0	17985	SIT		CLONSKE	EAGH ROAD DUBLIN,		10:46	10:50	00:04:31	1	1	0
0				9:00	17:00							<u>0</u>	<u>0</u>	<u>0</u>
7	0	0	9338	SIT		Mespil Ho	use Mespil Road DUBLIN	4, Dublin	10:58	11:23	00:25:00	1	1	0
0				12:00	16:30	12:00	16:30					<u>0</u>	<u>0</u>	<u>0</u>
8	*	0	3979	SIT		Hatch Stre	eet DUBLIN, 02		11:27	11:32	00:04:31	1	1	0
0				9:00	17:00	9:00	17:00					<u>0</u>	<u>0</u>	0
9	С	0	4112	SIT	<u> </u>	46-50 Geo	orge's Street DUBLIN, 2		11:39	12:09	00:30:00	1	1	0
0				9:00	12:00	9:00	12:00					<u>0</u>	<u>0</u>	_0



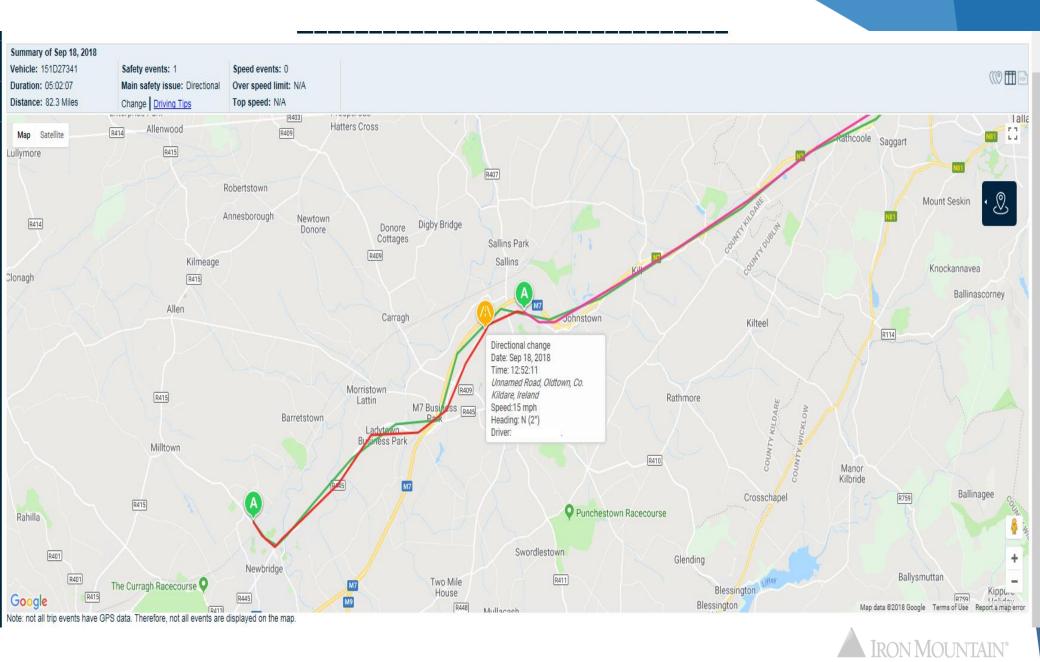
# **Driver Behaviour System** IRON MOUNTAIN°



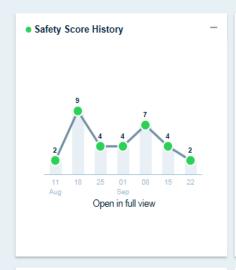
# Safety

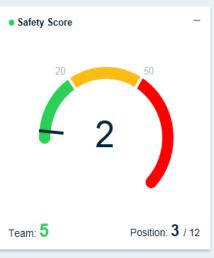
# Fuel Efficiency

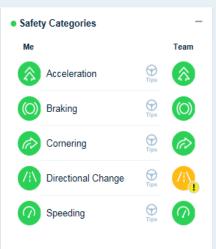


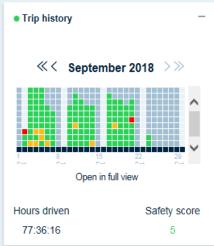






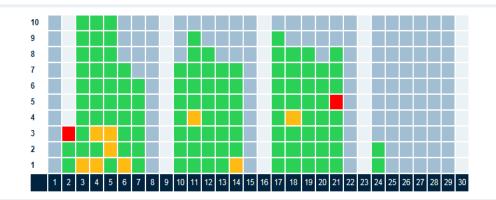












Hours driven this month: 77:36:16

Distance driven this month: 1365.2 Miles

Red events this month: 0 Amber events this month: 35 Safety Score this month: 5

**Summary of Sep 18, 2018** 

Distance: 82.3 Miles

Vehicle: 151D27341 Duration: 05:02:07

Safety events: 1 Main safety issue: Directional

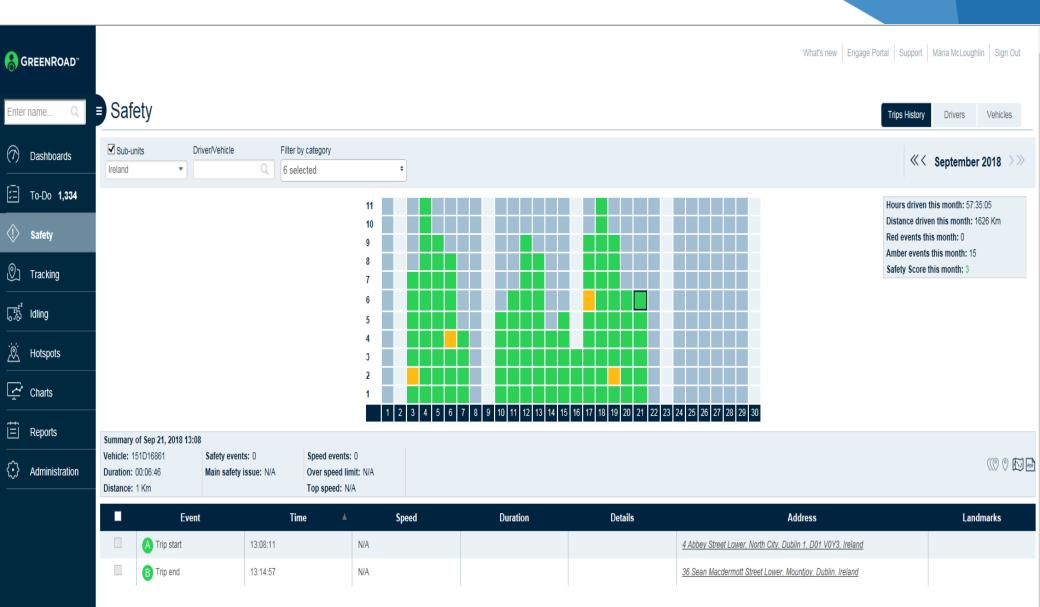
Change Driving Tips Top speed: N/A

Speed events: 0 Over speed limit: N/A

((())	0	$\mathbb{D}$	

Event	Time ▲	Speed	Duration	Details	Address	Landmarks
A Trip start	08:49:55	N/A			Damastown Rd, Macetown North, Dublin, Ireland	Depot
B Trip end	10:10:04	N/A			Unit 5, Broomhill Business Park, Broomhill Rd, Tymon North, Dublin 24, Ireland	
A Trip start	10:30:46	N/A			Unit 1, Broomhill Business Park, Broomhill Rd, Tymon North, Dublin 24, Ireland	
B Trip end	10:33:54	N/A			Apartment 21, Main St, Tallaght, Dublin 24, Ireland	
A Trip start	11:26:27	N/A			Apartment 21, Main St, Tallaght, Dublin 24, Ireland	
B Trip end	12:16:53	N/A			Pierce Lodge, Station Rd, Piercetown, Newbridge, Co. Kildare, Ireland	
A Trip start	12:32:58	N/A			Pierce Lodge, Station Rd, Piercetown, Newbridge, Co. Kildare, Ireland	
in Directional change	12:52:11	15 mph			Unnamed Road, Oldtown, Co. Kildare, Ireland	
B Trip end	12:55:19	N/A			Monread Industrial Estate, Bóthar Mhóin Réad, Monread North, Naas, Co. Kildare, Ireland	
A Trip start	13:08:18	N/A			Monread Industrial Estate, Bóthar Mhóin Réad, Monread North, Naas, Co. Kildare, Ireland	
B Trip end	13:36:11	N/A			Unit 4036, Kingswood Ave, Citywest Business Campus, Saggart, Co. Dublin, Ireland	
A Trip start	14:22:29	N/A			Unit 4036, Kingswood Ave, Citywest Business Campus, Saggart, Co. Dublin, Ireland	
B Trip end	14:39:17	N/A			Unit 4033, 4035, Citywest Ave, Citywest Business Campus, Saggart, Co. Dublin, Ireland	







## **Dashboard**

## Dallas key/ Fob



## Driver Behaviour: The rewards

## **Driver Behaviour System Elite Status**

- Driver Behaviour Telematics Elite recognizes drivers who are the best on the road. Each year our Driver Behaviour Telematics Elite is awarded to drivers who have demonstrated sustained excellence in driving performance and safety. This program is an easy-to-implement recognition program designed to help you with driver motivation and retention. Iron Mountain have in each of the years since it commenced, recorded the highest number of Elite drivers.
- How does our Driver Behaviour Telematics select Fleet Elite drivers?
- At the beginning of each year, the criteria for Fleet Elite is set. Drivers are eligible if they have a safety score of 5 or less for the full calendar year, with at least 500 driving hours logged during the year.
- How are Fleet Elite drivers recognized?
- Ireland's Elite Fleet
- ✓2015 this was over 59% of our Irish drivers.
- ✓2016 this increased to 81%
- ✓2017 again an increase to 82% and we are on course to increase this number in 2018.





## **Driver Behaviour Reports**

- Weekly Reports / Fortnightly Review Calls
- League Table of Depot Scores
- Individual Driver Scores by Depot
- Speed by Speed Zone
- Idling Reports



# Fleet Management



- Fleet Safety Policy
- Engagement with Drivers
- Work with Insurers
- Fleet Management System
- Vehicle Checks
- Driver De-Briefs
- Fleet Safety Forum

## **Driver Pre Route Check**

Iron Mountain Transport - Pre Route Checks (Page 1 - Front )								
Driver name: Vehicle Registration: Start Time:	Date:							
If you answer NO to any of the question below please stop and report to your line ma	anager?							
Do you hold the correct licence for operating this vehicle today?	1. Do you hold the correct licence for operating this vehicle today?							
2. Do you feel fit and healthy to work and operate this vehicle	today?	Yes / No						
3. Do you have your ID badge and the appropriate PPE?		Yes / No						
YOUR VEHICLE MUST BE CHECKED PRIOR TO LEAVING DEPOT NOTE: ALL DAMAGE/DEFECTS MUST BE F	REPORTED before yo	u LEAVE						
It is the responsibility of operators and drivers of vehicles to ensure that the vehicles they use are roadwort un-roadworthy vehicle. Ensure Daily checklist is conducted.	hy as it is an offence	to use an						
	Yes /	No						
5. Manifest checked to ensure any special instructions and timed deliveries are known?  Yes / N								
6. All orders GROUPED correctly on In-Control device?  Should be checked against DVL)  (GROUPED orders Yes / No								
7. Total number of Destruction Pickup Notes (Order type D's)?	7. Total number of Destruction Pickup Notes (Order type D's)?							
8. Everything scanned onto vehicle, NO exceptions or messages saying, "Already Scanned"?  Yes / No								
9. All file packages placed in Crates for transit (Crates should not be left @ Clients)  Yes / No								
10. All Bins ins checked, free of client material, working order i.e. locks/lid and wheels work?	Yes / No	N/A						
11. All supplies accounted for and loaded?								
12. Spare supplies: T-Labels, Seals, Sacks, Bin Keys, Cable Ties, Printer Rolls DP?  Yes / No								
13. DP cage received and secured with numbered seals?	Yes / No	N/A						
14. Are all peli cases secured with cable ties	14. Are all peli cases secured with cable ties  Yes / No							



## **Driver Daily Check List**

that th	nents of the Operators Licence to under e vehicles they use are roadworthy as it			and drivers of	venicles to ensure
Driver name:	Vehicle Re			Date:	
	Checks Price	or to Vehicle Departure:			
Check for the following, Function – Damage	- Cleanliness - Condition - Security - Op	peration			
X Indicate if requiring attention Start Time Vehicle Check:	a Indicate that this item is fit f		N/A Item not	applicable	
Start Time Vehicle Check:			Mileage Finish:		
Finish Time Vehicle Check:			Mileage Start:		
Total Vehicle Check Time:			Mileage Total:		
Oil level	Hazard and Indicators		Tax Disc Valid		
Coolant - visual check:	All lights working		No smoking sign		
Screen Wash	Reflectors functional		Ancillary Equipment-		
Brake and power steering fluid	Horn		Tyres - Inflation, wear		
Doors	Wheels- condition-security		Tyres - Tred depth		
Windows	Mirrors		Tyres - Visual Check		
Wipers and Washers	DP Vehicle Temp Set to 21c		Alarm		
Are there sufficient straps / ties to restrain the	oad correctly and is the Load safe & secure	(Trollies/Pump Truck etc)?	<u> </u>		Yes / No
Any additional damage reported from previ					Yes / No
Driver Sign:	Do	e-Briefer Sign:		Date:	
Vehicle checks and Observations should b	e continuous throughout the day:				
Steering functional	Suspension		Exhaust system		
Engine Performance	Clutch functional		OSDP - Media air condition	ing unit	
Electrics functional	Handbrake functional		OODI - Media ali conditioning unit		
Seating functional	Foot brakes functional		Locks / alarms		
COMMENTS ON ROAD:					
Nil defects (driver signature)		If no	defects found the driver MUST si	gn 'nil defects'	
DEFECT REPORTING					
	DAMAGE/DEFECTS MUST BE REPORTED	D TO YOUR LINE MANAGER	BEFORE YOU LEAVE SITE		
Defect Raised By: PRINT NAME:	SIGNATURE: DEFEC	T NOTE NUMBER:			
Final walk round Vehicle Check: START:	FINISH:	TOTAL:			
		RIEFER SECTION			
Any additional damage reported from first v	ehicle inspection ?			Yes	No
Defect Register Updated?		<u> </u>		Yes	No
Did vehicle require VOR process to be	implemented:			Yes	No
Driver Sign:	De	-Briefer Sign:		Date:	



## Daily Vehicle Checks and Compliance

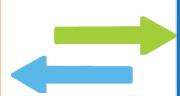
## **Vehicle check sheet**

- ✓ Easy to use.
- ✓ Self Auditing.
- ✓ Legal requirement.
- ✓ Training provided to ensure all areas are correctly checked.
- ✓ Full defect process.
- ✓ VOR (vehicle off the road) process.
- ✓ Weekly vehicle audit



## Risk assessments:

- Easy to undertake
- Understand the process
- List the risks
- Consider the options
- Where do these apply?
- Who will be affected?
- Impact on other areas?



# Safe Working Procedures:

- Best (safest) practice
- Linked to Risk Assessment
- Linked to guides / forms
- Robust & Comprehensive
- Communicated & Understood
- Reassessed & updated
- Periodic refresher training



# **Near Miss and Hazard Reporting**

This t any p opinic Near (Ever	form should be completerson, damage to equon seems unsafe and Miss events must be int Reporting Managem	uipment or property, fir dangerous, and scann reported by location m nent System).	the potential to cause harm or injury to e or explosion or anything that in your ed/emailed to the H&S Department. anagement via the ERMS and rectified as soon as possible.
Reported By (Full Name	A-	ı	
Reported to (Full Name):			
Date of Occurrence:			
Location:			
ERMS Reference No: (For office use only)			
SI 16 6 60 1 1 1		1	
Classification of the Incide Type of Impact		m may be picked) r Miss	Herord
	71		Hazard —
H&S Impact			
Immediate Action taken	to contain/remove Ne	ar Miss or Hazard:	
Witness(es) (Full Name)			
Manager/Supervisor (Fu			



## Results

Iron Mountain's Driver Safety programme has delivered significant improvements in terms of reduced incidents and insurance premiums, reduced fuel and maintenance costs and enhanced reputation.

#### In the UK & Ireland:

- 87% reduction in incidents since 2008, with the reduction reflected in insurance premiums
- 78% reduction in damage costs (own and 3<sup>rd</sup> party) since 2008
- Reduced Insurance Premiums
- 7% improvement in fuel efficiency since 2008
- 30% reduction in vehicle maintenance costs
- Brand Improved reputation (earned several safety awards)
- 92% reduction in speeding events



# Driver Wellbeing

# **Driver Wellbeing**

In 2018 Iron Mountain introduced a Wellness initiative in conjunction with our Health Insurance Service Provider, this includes:

- Heart Screening
- Mental Health Seminars
- Employee Assistance Programme EAP
- Mindfulness / Breathing
- Stretch and Flex—Transportation Stretches



# STRETCH &FLEX

# Transportation *Stretches*

#### Safety Tips and Reminders:

- ✓ Hold each stretch for 15 seconds.
- ✓ Be sure to stretch each side.
- Perform the stretch in a slow and controlled manner.
- √ Never bounce.
- ✓ Breathe naturally.
- Stretch to the point where you feel mild tension.
- Stretches should feel comfortable, not painful.
   If you feel pain, stop the stretch or modify your technique.



Quadraceps

Stand up straight.

Hold onto the truck with one hand.

Grasp your right ankle with your right hand and pull up towards your back.

Keep your body in good alignment with your knees fairly close together.



Hamstring

Place your right foot on the side of your truck on the bumper of your vehicle.

Bend forward and touch your toes with your fingertips.

Extend your arm as far as you can until you feel the stretch at the back of your knee.



Calf

Place your toe on the tire with your heel on the ground.

Lean forward until you feel a slight stretch in the tendon or your calf.



**Ankle Rolls** 

With one hand, hold on to the truck. Put your other hand on your waist.

Lift your right leg and bend it slightly at the knee.

Rotate your foot clockwise at the ankle.

Make eight complete rotations.



Upper arm/ Shoulder front

With arm extended and palm forward, grasp truck grab handle.

Gently rotate body away from truck.





Upper arm/shoulder

Place your first in the middle of your back. Gently lean back against the seat.



Shoulder rolls

Sit upright with your back straight and your head held high. Roll your shoulders

backward for

eight counts. Reverse direction.



Neck

Reach down and grab the side of the seat with the left hand.

Gently pull while tilting your head to the right, feeling a stretch down the right side of the neck and shoulder.



Lower Wrist

Hold finger tips up and palm facing away. Press fingers against steering wheel while gently bending wrist back.



**Upper Wrist** 

Face your palms down. Hold the top of your finger tips to steering wheel. Gently bend

your wrist down and forward.



Eye Rolls

Keep your head still.

Look up and blink slowly four times.

Look to your right and blink again four times.

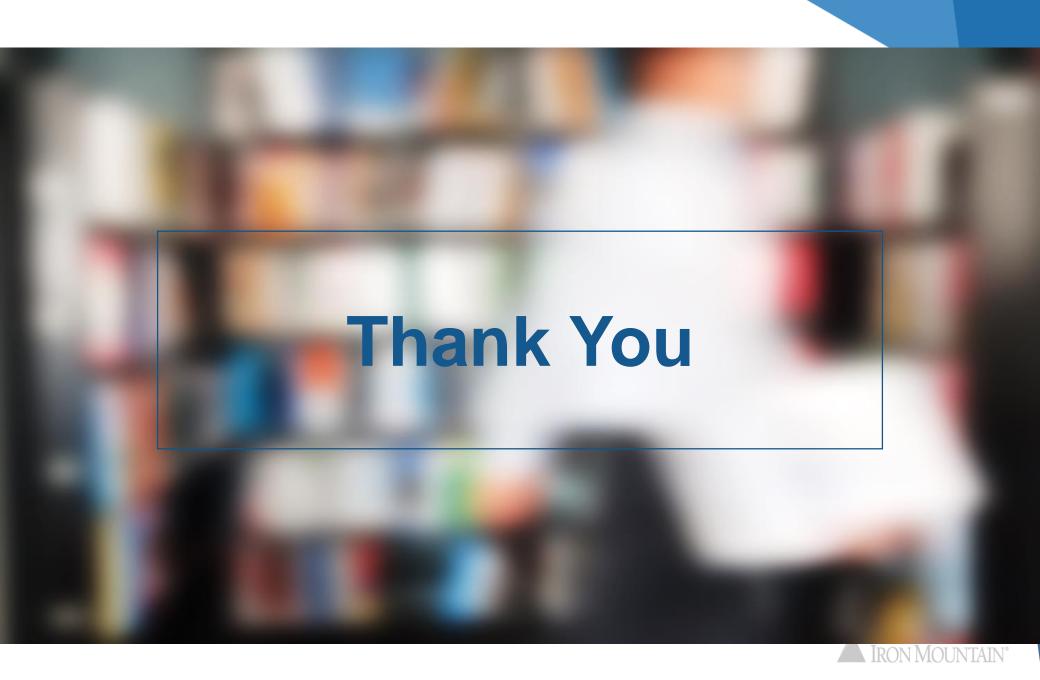
Look down and make four blinks.

Look to your left and make another four blinks.

Look up once more for another four blinks.

Close your eyes for ten counts.





# Eilish Mulhern

# Senior Road Safety Promotion Officer Road Safety Authority















#### Available Resources

## www.drivingforwork.ie





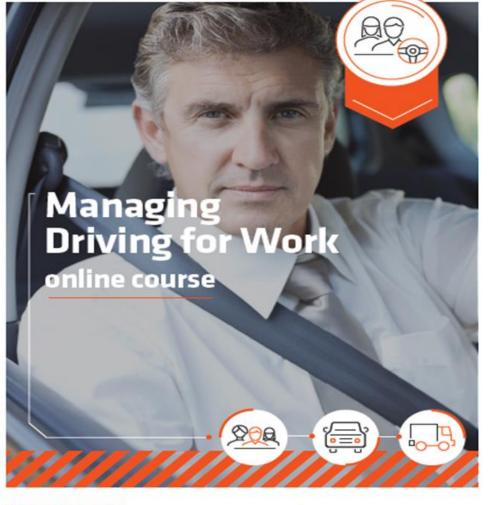




## Managing Driving for Work

# **FREE** online course

www.drivingforwork.ie



#### Information leaflet

To educate employers about safe driving for work practices and the benefits of implementing driving for work risk management practices



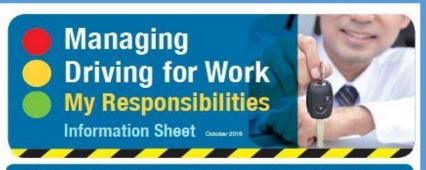












This information sheet will help you learn about the relevant legislation, duties of employers, and how to implement a safe systems approach to managing driving for work. It will help:

- employers who provide staff with vehicles (including powered two wheelers) to drive for work,
- employers who provide staff with bloydes to use for work,
- self-employed people who drive vehicles or ride motorcycles or bicycles for work,
- employees who drive their own vehicle for work.

This information sheet complements the Managing Driving for Work e-learning course which can be found at www.drivingforwork.ie.

Driving for work involves a risk not only for drivers, but also for fellow workers and members of the public such as pedestrians and other road users who share the road space. People who drive for work have a higher collision rate than the general driving population, even after their higher mileages are taken into account.

As an employer or self-employed person, you have a legal duty to manage the risks that employees face (and create for others) when they drive for work. Businesses, employees and the community all benefit from safe driving for work.

You should have systems in place to make sure that employees comply with your driving for work policies. Employers cannot directly control road or weather conditions, but they can influence the way their employees act and behave on the road.

#### What the law requires

Health and Safety law applies to driving for work in the same way as for all work activities. As an employer, you should have a safety management system in place for managing all work related risks. Driving for work risks should be managed as part of this system. You must also make sure your employees are:

- legally entitled to drive the vehicle they are using,
- using a vehicle that is safe and roadworthy,
- · trained, competent and fit to drive their vehicle safely, and
- · using their vehicle safely.

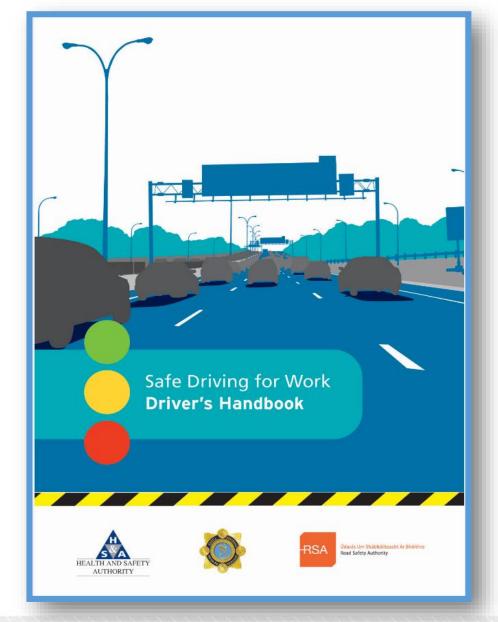






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Page 1 of 6









#### Sample Policy

#### Available in your packs

#### A sample safe driving for work policy

Here is an example of a Safe Driving Policy which you can amend to suit the requirements of your business. This policy applies to anyone who drives as part of their work, whether driving their own vehicle or one provided by the company.

Safe Driving Policy for [enter name of business]

Date: [enter date policy is written]

To be reviewed: [enter the date you want to update it - annually is recommended]

#### Aim of this policy

To reduce vehicle incident and at-fault work related road collision costs and injuries by [determine an achievable figure and add it here] over three years by promoting a safe driving culture within the organisation.

#### Objectives of the policy

- 1. To make drivers aware of the main risks they face or create when driving for work
- To make sure that employees who drive vehicles in the course of their work demonstrate safe, efficient driving skills and other good road safety habits at all times.
- To maintain all company vehicles in a safe, clean and roadworthy condition to ensure the
  maximum safety of the drivers, occupants and other road users, and reduce the impacts of
  company vehicles on the environment this also applies to personal vehicles used for work
  purposes.

#### Code of conduct

The code of conduct for [enter name of company] states: "While driving company or own vehicles for work purposes, employees must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits."

The following actions in company vehicles will be viewed as serious breaches of conduct and dismissal may be a consequence:

- drinking or being under the influence of drugs while driving
- · driving while disqualified or not correctly licensed
- reckless or dangerous driving causing death or injury
- failing to stop after a collision
- acquiring penalty points leading to suspension of licence







## National Road Safety Education Service



#### Available to educate your employees on:

- Speed & Speeding
- Seatbelt Wearing
- Drink Driving
- Drug Driving Illicit or Prescription
- Driver Distraction
- Driver Fatigue
- Tyre Safety
- Vulnerable Road User's

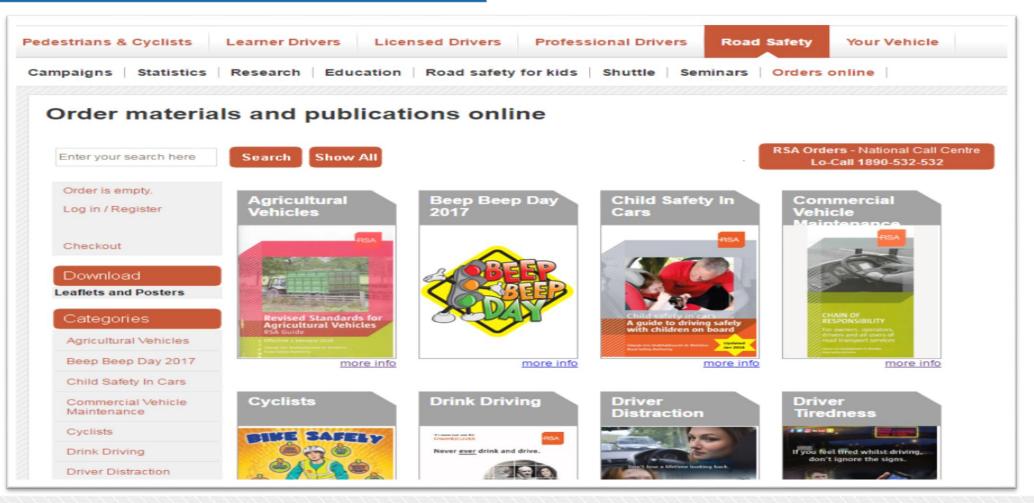






#### Order Resources Online

## www.rsa.ie









### Leading Light Award

#### Entries will be accepted in each of the following categories:

Education - Pre-primary, Primary, Secondary, Special, Third

Level/Further and Community Education

- Business
- Public Sector
- Road Safety Officer of the Year
- Emergency Services
- Approved Driving Instructor (ADI) of the Year
- CPC Trainer of the Year
- CPC Training Organisation of the Year
- Local Media
- National Media
- Future Award











#### **Contact Details**

#### **Websites**

Driving for Work www.drivingforwork.ie

Health and Safety Authority <u>www.hsa.ie</u>

An Garda Síochána www.garda.ie

Road Safety Authority www.rsa.ie

Driving For Work
Information And Resources
Helping you to Reduce Risk,
Protect your Business and Save Money.

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