

Driver Risk Management

Have us transform driver and vehicle safety in your organisation. We can help you build a crash free organisation

Background



Serious crash injuries and write-offs are rare. For most organisations, the body of data required to understand these crashes in order to prevent them is not available.

Minor crashes and incidents are common. These can deliver sufficient data to reveal trends, establish internal benchmarks and highlight risks.

Driving errors can take the form of mistakes or violations. The costs of these errors fall into three main categories.

They are:

- ▶ Health and safety;
- ▶ Crash damage;
- ▶ Wear and tear; and
- ▶ Public profile.

The consequences of inappropriate driving behaviour emerge in other ways too, such as traffic violations. However, these don't tug on the purse strings, nor do they seem to provoke an organisation to react.

Driving errors have obvious costs, like repair bills and payouts for compensation. However, these are only the tip of the iceberg—a fraction of the true cost. The cost of errors seem to evoke a reaction from management.

By uncovering the true costs of driving errors, you are likely to see a strong (and emotional) reaction. However, reacting rather than responding strategically, often leads to intuitive and ill-considered remedies.

For the organisation to change, it needs the will to act, which can arise from implementing processes that recognise the true costs of driver errors. From this point, detailed root cause analysis can pave the way for longer term solutions.

Root Cause Analysis & Outcomes

Crash data illuminates symptoms of an unhealthy system. Behind every crash lies a cause and effect pathway that leads to greater understanding of the problem and how to fix it.

To navigate cause and effect pathways, determine root causes and phase out crashes, you need the right tools and skills.

These could include:

- ▶ Establishment of a vision for a crash free organisation
- ▶ Driver and vehicle risk management guidelines and work instructions
- ▶ Micro strategies aimed at improving driving standards

- ▶ Implementation of an organisational wide Crash Free Driving Education learning programs

From this point, it is possible to create a culture that you can then benchmark against in due course. In the event that a crash does occur, you can work through the following questions:

- ▶ Did we provide a safe workplace for this driver?
- ▶ Did we help this driver learn to drive as we expect and have we helped this driver sustain their learning?
- ▶ Was the situation before the journey conducive to crash-free driving?
- ▶ Was the situation between the start of journey and the incident conducive to crash-free driving?
- ▶ Did the driver use the crash-free method when the incident happened?
- ▶ Did we react appropriately after the incident?

Crash Free Driving Education

Driver Safety Services delivers a unique three stage driver behavioural change program that is core to any vision for a crash free organisation. It is DSS' experience that many organisations choose this program as one of the solutions derived from root cause analysis.

The unique nature of this learning program is that it is derived from clear research arguing that traditional training no longer works.

This risk management tool:

- ▶ Explains the differences between how your employees drive and how a crash-free person drives.
- ▶ Connects with that part of your employees that motivates change.
- ▶ Recognises the obstacles between your employees and change.
- ▶ Changes using crash free tools and techniques.

The three stages are:

1. Introduction – where your employees sense what there is to learn
2. Self coaching – where your employees participate in a series of 10 driving tasks over a 10 day period to practice what they have learned
3. Review – where your employees critically examine their change efforts to date and seek further assistance

The Review session is often an opportunity for an organisation and check and, if necessary, revise its efforts to date.

The benefits of a Driver Risk Management Approach

- ▶ Effective fleet management
- ▶ Integration of company strategic, safety and driving policies and objectives
- ▶ Meet your OH&S responsibilities
- ▶ Reduce vehicle operational costs
- ▶ Meet your duty of care requirements
- ▶ Present a good public image
- ▶ Keep your people safe
- ▶ Reduce crashes
- ▶ Cost effectively create significant and permanent change in your staff's driving behaviour
- ▶ Establish mechanisms to meet any chain of responsibility requirements

Fees:

Please ask us to meet with you, analyse your specific circumstances and provide a detailed proposal.

Locations:

We deliver our driver risk management services nationally.

Driver Safety Services has an inventory of products and tools to help managers, supervisors and others shift their own behaviour and achieve permanent change within the organisation. We also consult in Australia and Overseas on driver safety programs, advise governments and industry, evaluate and refine business safety systems and mentor safety managers.

Also available from Driver Safety Services

Gain a licence for

- ▶ Heavy vehicles – All classes
- ▶ Forklift
- ▶ Transport of dangerous goods
- ▶ Taxi
- ▶ Vehicle Mounted Crane

Skills training for:

- ▶ 4WD (on & off road)
- ▶ Motorcycle

Crash free driving for:

- ▶ Empowering your employees to take control of their driving behaviours
- ▶ Reducing motor vehicle running costs

Accreditation for

- ▶ Log truck
- ▶ Livestock transport

AQTF National Training

- ▶ Cert IV Transport & Logistics
- ▶ Cert IV Driving Instruction
- ▶ Cert III Harvesting & Haulage
- ▶ Fatigue Management

1800 834 436
training@driversafetyservices.com



10 + 5 + 3 + IQ = CFD