

Work-related road safety in the EU

Preventing occupation risks to drivers in road transport
Findings from EU-OSHA 's activities

ETSC PRAISE national event
Athens 17.03.2011



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<http://osha.europa.eu>



Brief description - role of EU-OSHA



- European body based in Bilbao
- Key role to support the collection, sharing and exchange of information on occupational safety and health
- Governing Board of governments, employers and workers organisations
- Working with a network of 'focal points' in EU member states, candidate countries and EFTA. And with key organisations worldwide



Managing work-related road safety

INTEGRATED MANAGEMENT

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- All employers have legal duties to manage risks including occupational road risks
 - Implement preventive measures based on risk assessment
 - Cooperate and coordinate with other employers throughout the supply chain and between employers and subcontractors
 - Train – e.g. defensive driving - inform e.g. about risks where deliveries being made
 - Consult workers (who have the practical knowledge)
- Work-related road safety (WRS) only effectively controlled IF:
 - integrated into general arrangements for managing health and safety at work
 - AND health and safety at work management integrated into general business management and planning
- Business benefits:
 - fewer days lost due to injury
 - fewer vehicles off the road for repair
 - fewer missed orders

Road transport accidents - Greece

Table 1: Number of drivers injured/dead in road accidents, by type of vehicle, 2002-2005

	2002		2003		2004		2005	
	Dead	Injured	Dead	Injured	Dead	Injured	Dead	Injured
Truck	74	732	93	621	74	583	66	608
Bus	3	42	1	35	0	32	5	29

Source NSSG

- **road safety - traffic accidents involving transport vehicles, including buses, trucks - 2002-2005**
- **number of injured truck drivers fell by 16.9%, while that of bus drivers fell by 30.9%. 608 in 2005**
- **death toll of truck drivers fluctuated between 66 and 93 per year.**
- **fatalities among bus drivers ranged between 1 and 5 per year**



Prevent risks to road transport workers



- Not just driving risks,...
- Broad range of occupational risks to transport drivers -not just road safety issues and driving hazards- including:
 - Loading, unloading vehicles
 - Falls climbing in and out of cabs
 - Rest and toilet facilities
 - Vehicle design and maintenance
 - Musculoskeletal and vibration related disorders
 - Hot and cold cabs
 - Stress
 - Violence from members of the public
- Drivers NOT a homogenous group: older drivers, young drivers, women drivers, migrants and cross-border driving

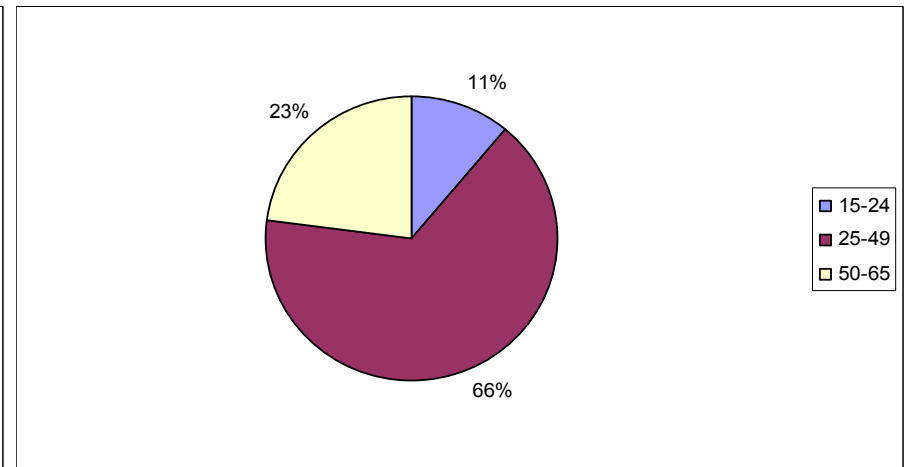
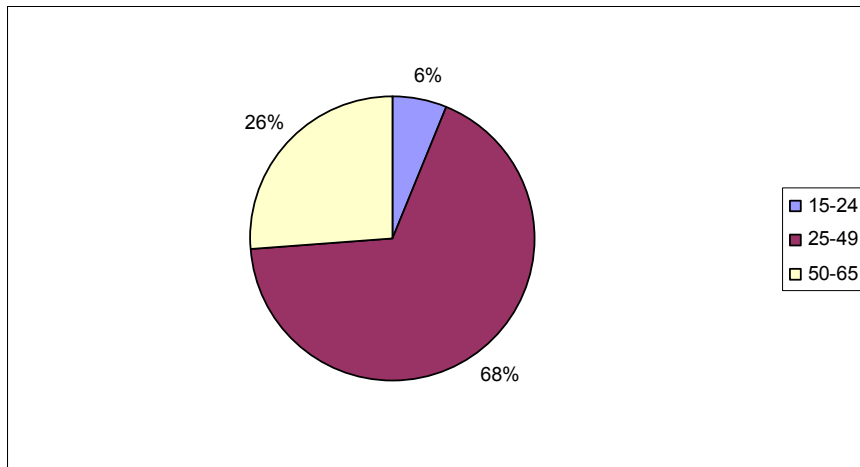
Trends for the transport sector!

- More and more women
- Transport workforce is ageing
- High proportion of migrant workers
- **Multiple exposures** to physical, psychosocial and organisational risks
- Exposure to dangerous substances and biological agents – **underestimated and under assessed!**
- Varying working hours (working in the evening, shifts, at night, on weekends)
- Violence is an increasing risk – and **underreported!**
- Health problems: insomnia, digestive, long-term fatigue, musculoskeletal, asbestos-related, hearing loss, infectious diseases.
- Speed of change and growth a particular challenge for OSH

Transport workforce ageing at a greater rate

<http://osha.europa.eu>

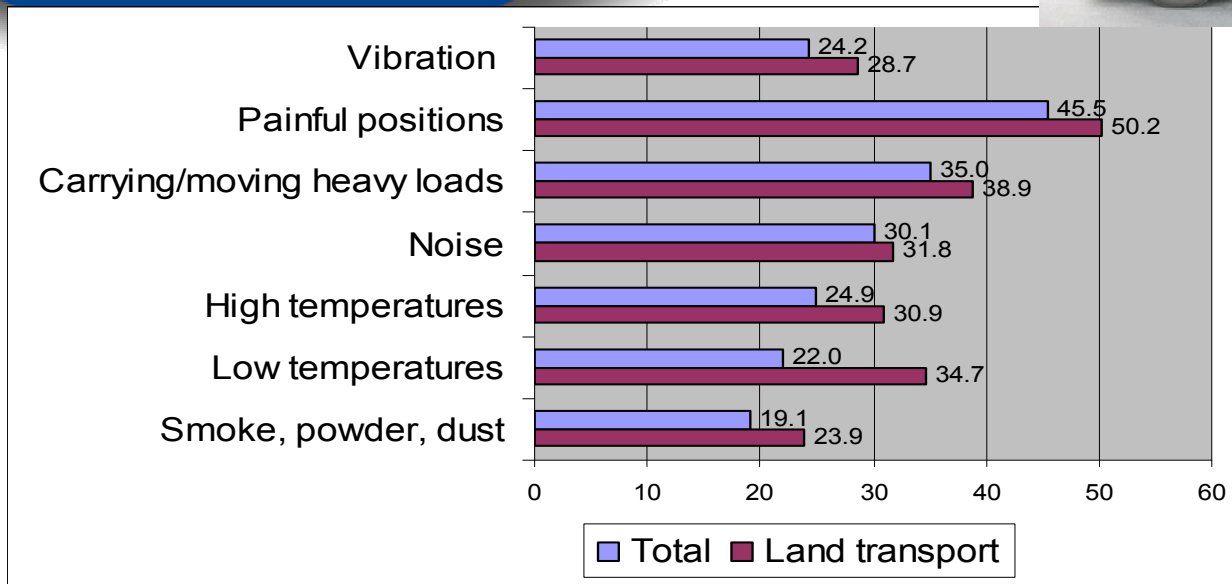
Source: Eurostat, 2006



- ▶ Increasing number of workers aged 50-64
- ▶ Development of skills/ employability of workers, while maintaining health, motivation and capacities?
- ▶ Introduction of computer applications and remote monitoring and planning tools changes content and workload. Increased need for training.
- ▶ Ageing workforce: ergonomic aspects will gain importance

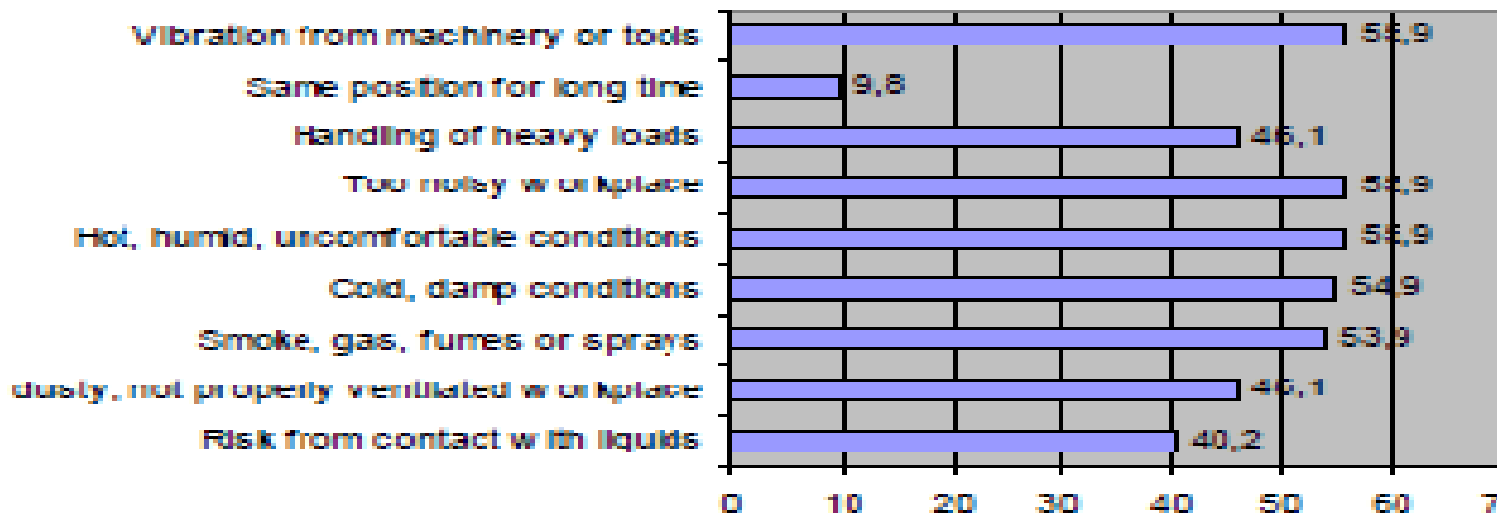
Transport workers have multiple exposures to physical risks – Greece higher than EU average

http



At least 25% of the working time, EU27, 2005

Source: European Foundation for the Improvement of Living and Conditions, Dublin, 2005.



TRIA project
ELINYAE 2004

Exposure to risks Dangerous substances

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- Solvents, VOCs,
- Exhaust fumes, Diesel exhaust and particles
- Road and ambient dust
- Disinfectants
- Textile fibres (e.g. cotton)
- Asbestos
- Fumigation and storage chemicals

- Dangerous goods
- Cargo loads and foodstuff on long-distance transport
- Cleaning products
- Insulation materials
- Brakes (buses, trucks)
- Waste
- Fuels

- Cleaners, service and maintenance workers
- Catering staff
- Cargo workers
- Drivers, delivery and attendants
- Workers who handle container goods

Biological and infectious agents

- Animals
- Foodstuff, perishable goods, raw materials
- Insects, other vectors
- Contact with passengers
- Confinement, long-distance travelling

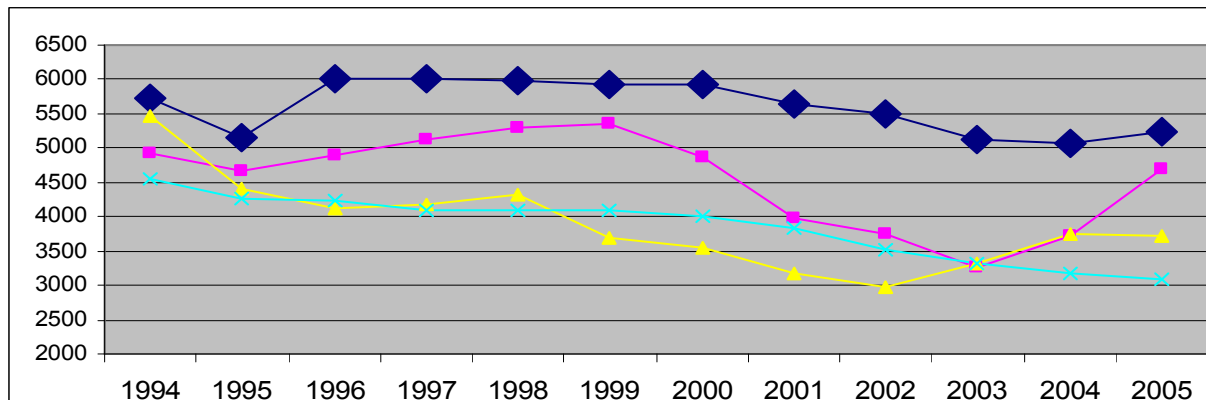
- Contact with foodstuff, infected travellers and goods
- When travelling abroad
- Contact with animals

Occupational accidents

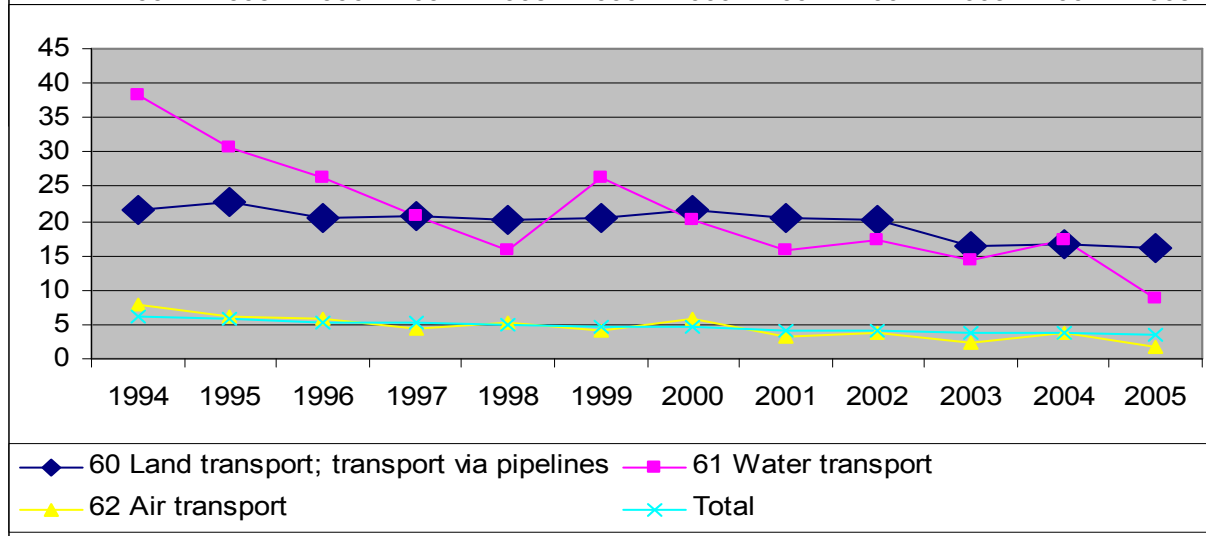
More accidents at night

Multiple exposures may also affect the alertness of transport workers

Non-fatal

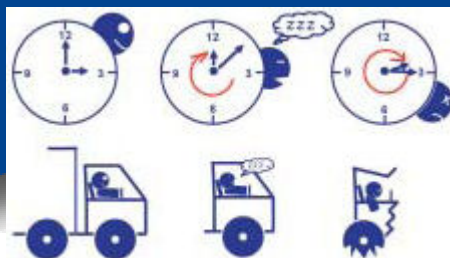


Fatal

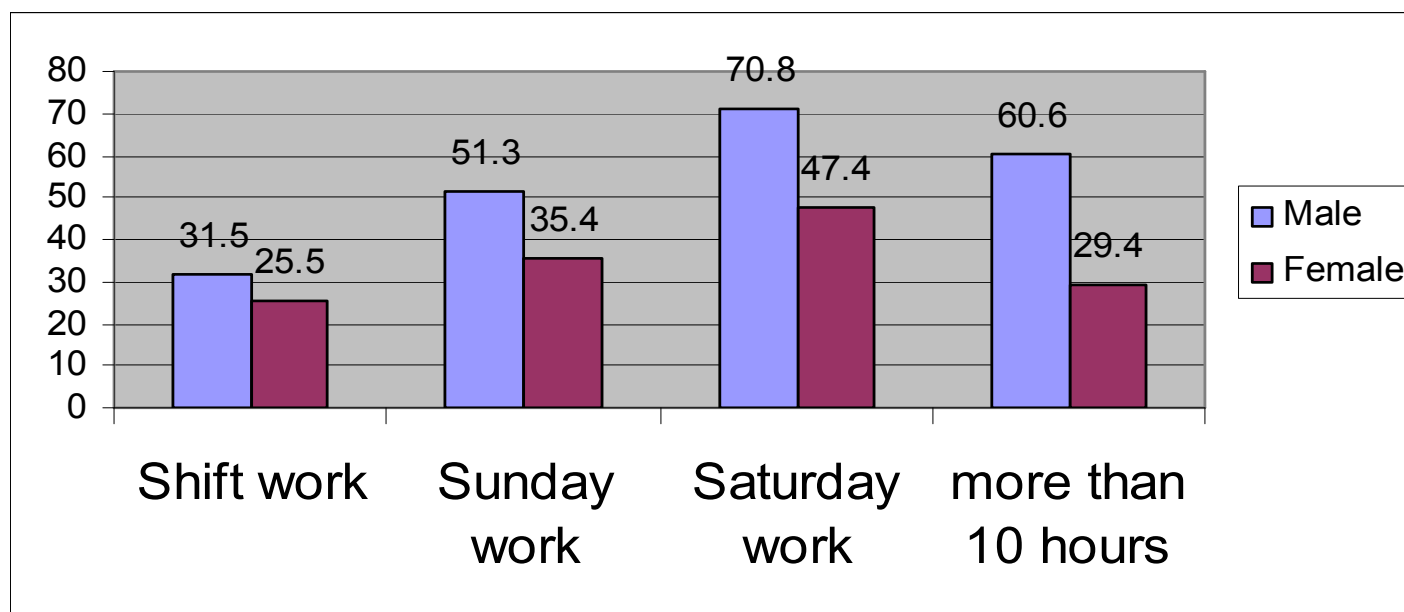


Incidence rate per 100,000 workers of occupational accidents in EU-15
Source: ESAW (European Statistics on Accidents at Work), Eurostat.

Exposure to risks Working time



- **Varying working hours:** evenings, nights, weekends.
- **Correlation with negative health effects:**
 - ▶ Fatigue, insomnia and negative cognitive aspects, especially among older workers because of prolonged exposure
 - ▶ Reproductive health problems - female workers
 - ▶ Digestive problems

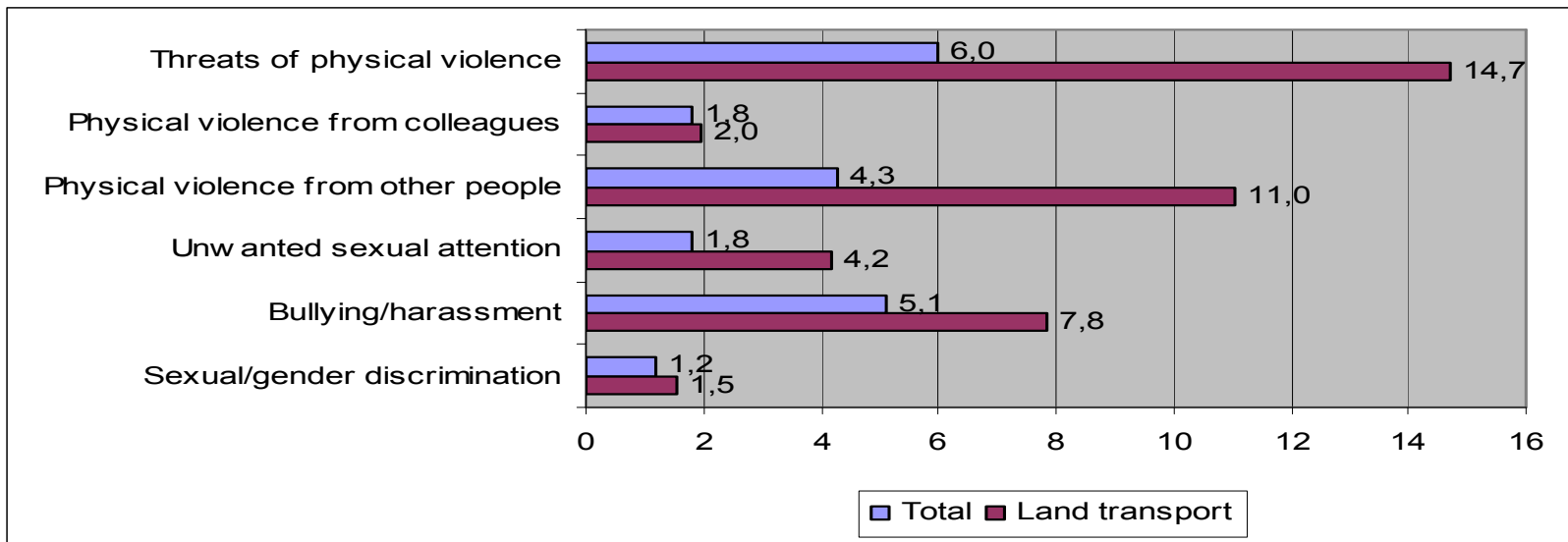


Source: European Foundation for the Improvement of Living and Conditions, Dublin, EU27, 2005.

Exposure to risks

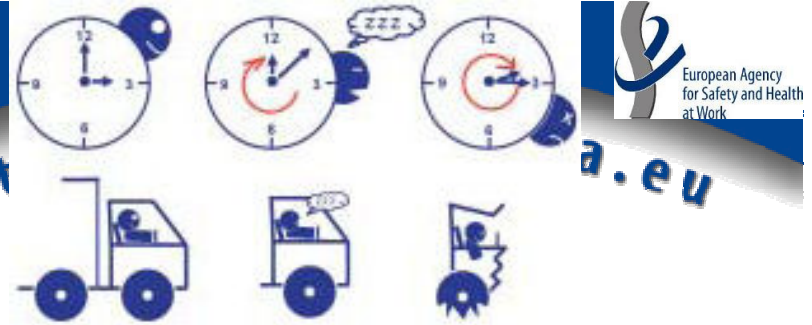
Psychosocial factors

- Increasing **attention to violence** as an occupational risk
- Potential hazards:
 - ▶ Acting as "messengers" for changes in service, working alone
 - ▶ Public frustration about waiting times or services
 - ▶ Dealing with specific groups - hooligans, fare evaders, people who have consumed excessive amounts of alcohol or drugs,...
- Underreported risk – lack of reporting procedures

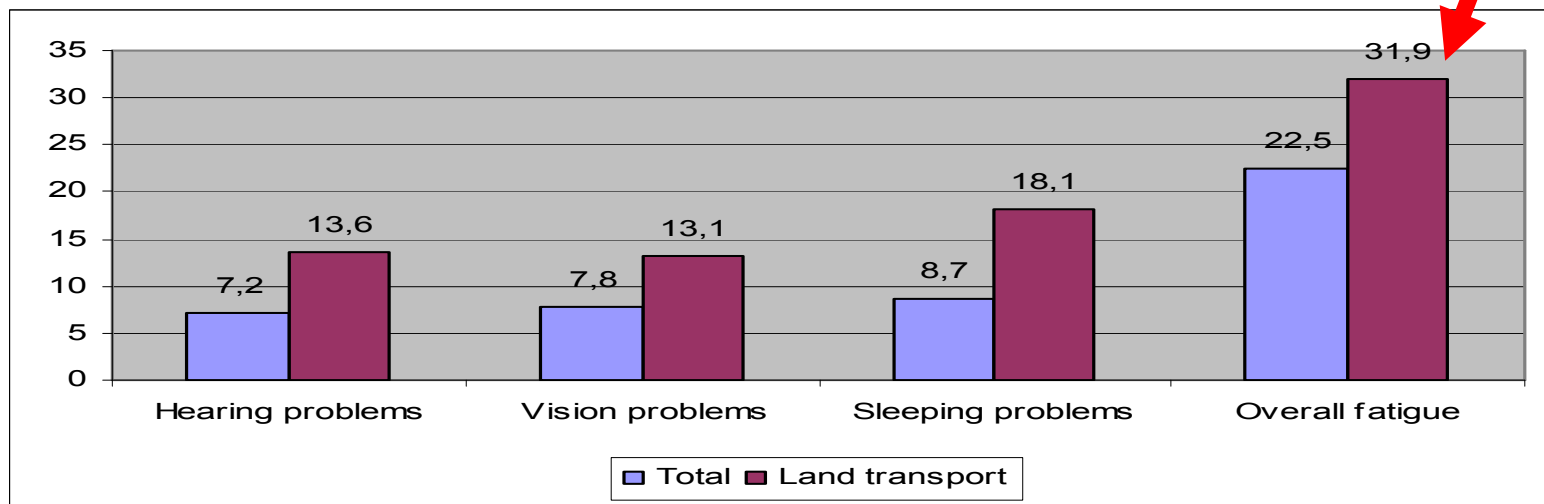


Source: European Foundation for the Improvement of Living and Conditions, Dublin, EU27, 2005.

Fatigue - most reported health problem in land transport

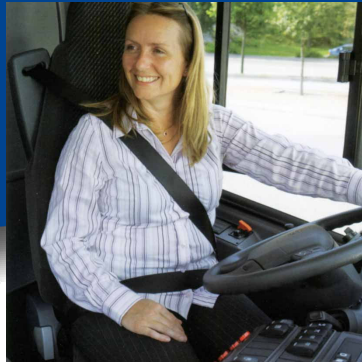


- Increasing **work load and work pressure**
 - ▶ “Just-in-time management”, traffic, remote monitoring & planning
- Monotonous jobs > average working population
- Learning opportunities < average working population
- **Change of job content**
 - ▶ Knowledge on EU road codes, languages,
 - ▶ Increasing use of technology, remote monitoring
 - ▶ Need for proper training and education.
- ▶ More accidents at night
- ▶ Multiple exposures may affect alertness



Source: ESWC, Eurofound

Gender issues



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- Transport is made up primarily of male workers (84%)
 - ▶ Variations between MS: 94% in Greece - 73% in Malta
 - Differences among sub sectors:
 - ▶ Female workforce: land 14%, water 18% & air 41%
 - Proportion/ number of female workers is increasing,.. but health and safety action is male-centred
- ➔ Solving problems to make sector more attractive for female workers:
- ▶ Difficulty of combining work and family.
 - ▶ Highly physical work load.
 - ▶ Lack of female friendly facilities.



A few findings from EU-OSHA case studies



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- Drivers - self-employed, very experienced + independent:
 - Ensure approaches are practical but not patronising.
 - Use places they frequent – stop areas etc.
 - Ensure advice and solutions based on drivers' experiences
 - Involve drivers in risk assessment, developing solutions
 - Use drivers as advocates
 - Allow sufficient time
- Customer and stakeholder involvement too
 - Where deliveries are made
 - Passengers, school children
 - Road safety groups, transport ministries etc.
- Large organisations to set OSH standards for delivery contractors etc.
 - can stimulate these SMEs to adopt same standards with other clients.
- New technology in cabs can be used for OSH purposes
- OSH solutions may lead to more time to carry out tasks:
 - to be recognised in work organisation & working time.
- Training must be part of organisational system to prevent risks with clear management commitment

Good practice - DocStop, Germany



*Initiative zur medizinischen
Unterwegsversorgung von
Berufskraftfahrern/-Innen*

DocStop-Hotline:
01805-112024
(0,14 Euro pro Minute)

pa.eu

- **Background:** lack of access to medical support for long-distance drivers of heavy goods vehicles.
- **Aim:** Enable drivers in need of medical attendance to consult a doctor while on the road by building up medical info & supply network for them.
- **Project:**
 - Established as pilot in 2007
 - Network of contact points at truck stops located within 4km of medical facilities
 - Promotion through TV, radio, flyers, trade organisations, personal dialogue with drivers
 - Initially run in Germany, now being implemented at European level
 - Supported by many organisations in DE and CH
- **Results:**
 - About 200 contact points in 2008, in rest areas along highways
 - Well accepted by drivers
 - Support from the sector has enabled provision of medical care for haulage drivers in Germany
- **Further information:** <http://www.docstoponline.eu>

Good practice: Preventing violence to bus drivers The school run

<http://osha.europa.eu>

Violences matérielles : bris de glace



- Violence on the increase
- 72% Greek transport workers report having been subjected to violence at work at least once (ELINYAE)

Problem: violence/stress to staff, physical damage to buses, increased accident risk

Measures include:

- **Partnership – schools, crime prevention schemes, police, traffic authorities**
- **Involving children**
 - Prevention officer appointed with outreach responsibilities, e.g. to work with schools.
 - Theatre with children to identify issues and solutions
 - Children agree rules and 'police buses'
 - Joint training with drivers and children – common understanding
- **Taking a holistic approach – inside and outside school gate**
- **Intervention officers-Assistants working with ticket inspectors**
- **Protective coatings to side windows, drivers cabs separated from passengers, CCTV, tracking systems, radio links for rapid intervention**
- **Post-incident legal support and counselling available to staff**

- **Heracles General Cement Co. implemented a series of coordinated actions, including:**
 - Risk assessment, policy development, equipment controls, safety management of site entry, exit and traffic circulation and defensive driving
 - Ongoing training covering new and experienced workers
 - Employees and contractors involved

Developing a holistic risk assessment approach - Hellenic Institute for Occupational Health and Safety (ELINYAE), Greece

- Investigated the health and safety hazards in the urban transport sector in order to:
 - develop a holistic approach to risk assessment of drivers' duties
 - covering all aspects of the working environment and a wide variety of health factors
- Investigated the system for assessing drivers' fitness to do their job in order to set minimum health requirements,
 - taking into account actual working conditions
 - and the skills that drivers need to fulfil their duties
- Accessed ongoing training for drivers –
 - important element of keeping them safe on the road
- Involved drivers in the investigation –
 - their subjective views were an important part of the evaluation

- Managers developed a scheme in collaboration with drivers to gather **information about working conditions in over 500 different loading areas**
- Information integrated into company's IT system - information available to drivers when they print out their daily route
- Issues covered included agreements with clients
- For drivers it was important that the measures took account of literacy levels and limited time for making deliveries

- **Subcontractors required to conform to the company's quality and safety standards.**
- These focus particularly on:
 - reporting of accidents and injuries, training and instruction of drivers
 - how subcontractors incorporate safety within their own organisational practice.
- Adherence to the programme closely monitored
- Many subcontractors adopt the same standards when they work with other clients

Transport for London, UK Actions to increase women drivers



- Transport workforce male-dominated – Greece 94% - women's employment increasing – OSH actions male-orientated
- TfofL **women bus drivers** offers suitable working conditions to improve recruitment and retention
- 'Women mentors' in the depots to support female drivers; help with childcare costs; and women's facilities.
- Measures and campaign to prevent violence on buses
- Training for staff and all managers that emphasises zero tolerance of discriminatory behaviour
- Work continues on issues such as flexible work patterns

In another example, following a study, Spanish trade union CCOO produced recommendations for uniforms for female drivers – incl. for pregnant women

Prevost transport company, France

<http://osha.europa.eu>

- Initiated an 80 km/h **speed limit** for its drivers using various measures
- Resulting in reduced fuel consumption and CO2 emissions, and improved health and safety of drivers.
- Workers shared in the cost savings
- Stickers on vehicles are used to promote the initiative



Assessing and tackling external violence at work in public transport – EuskoTren

<http://osha.europa.eu>

Situation: workers exposed to external violence (verbal abuse, insults, threats or intimidation).

Aims:

- assess the psychosocial risks faced by its staff and
- put in place an external violence prevention policy.

Measures include:

- individual **interviews** with managers, questionnaire to staff, analysis of absenteeism due to illness and of corrective and preventive actions
- **staff involvement** in improvement teams and prevention activities.
- identify **specific solutions** by company service: bus, train, tramway, funicular transport and customer service.
- installation of **video surveillance** in the bus service,
- **coordination with the police** in sensitive areas,
- **training staff** in how to react to these situations, etc.
- an **incident log** and a **guide to prevention** of external violence at work.

Results:

- **Better knowledge** of risks for each job category & data on incidents;
- **Reduction** in the number of incidents recorded & **improved working environment**;
- **Improvement in communication, staff information & training.**



Tackling occupational fatigue in road transport – a coordinated prevention initiative, Spain

<http://osha.europa.eu>

- Trade union federation CCOO made a government-funded study into the influence of driver fatigue on road traffic accidents
- Looked at causes and solutions
- Methodology included group discussions with drivers and a literature review of accidents
- As a result a campaign was initiated to raise public awareness of the problem:
 - Coordinated actions from the social partners - Formation of a joint employer-trade union 'foundation on occupational driving'
 - Various sector-specific publications were produced, including guidance for the road haulage sector
 - Forms for documenting fatigue and a test for determining chronic fatigue levels

http://www.fct.ccoo.es/webfct/menu.do?Actualidad:Salud_laboral:Publicaciones

Stress and ergonomic assessments of bus drivers - Transportes Urbanos y Servicios Generales (TUSGSAL), Barcelona

<http://osha.europa.eu>

- **Ergonomic evaluation of driver position in urban buses, and an analysis of the anthropometric adaptation of the spatial design of the bus cabins.**
 - With Universitat Politècnica de Catalunya.
 - Methodology included analysing the movements of drivers at work in their cabs and 3D simulation of different cabs and different-sized drivers.
 - Results show high postural risk for the neck, and offer suggestions for simple adaptation of bus cabins to improve driving posture.
 - Recommendations include cab design ergonomics and organisational issues such as rest breaks.

- **Intervention concerning psychosocial factors affecting bus drivers and their safety behaviour**
 - With University of Valencia
 - Use of the MARC methodology based on a psychosocial model of work-related accidents. It integrates psychosocial risk analysis and intervention with safety behaviour assessment and intervention.
 - Results include a map of the company suggesting where improvements can be made.
 - Measures introduced covered: training; communication and participation; organisational measures and risk prevention



HEALTHY WORKPLACES

GOOD FOR YOU. GOOD FOR BUSINESS.

A European campaign on Safe Maintenance



<http://osha.europa.eu/en/campaigns/hw2010/>



➤ **Poor vehicle maintenance:**

- contributes to road traffic accidents
- vehicles off the road for repair and increased maintenance costs
- more polluting and less fuel-efficient vehicles
- poor public image of vehicles on the road

➤ **Vehicle maintenance and other work-related road safety issues should be integrated into arrangements for managing health and safety at work, which in turn should be part of everyday business management**

➤ **Maintenance not just vehicle road-worthiness**

- cab safety features, temperature control system, seatbelts, head restraints, seat adjustment mechanisms etc
- safety of the load bed, steps etc.
- loading and unloading equipment, load restraint equipment, fall arrest equipment
- lighting in depots, yard surfaces even and free from potholes;
- anti-slip surfaces or footwear, other personal protective equipment
- liaison with sites where goods are collected and delivered – drivers can assist using a checklist to complete for new sites



Clear procedures and arrangements which everyone is informed about and form part of daily work:

- Identifying a person(s) responsible
- Planning for the servicing of vehicles
 - The frequency of controls should depend on the conditions under which vehicles are used
- Monitoring the status of vehicles on a daily basis
- Vehicle users reporting any problems during use
 - according to established procedures (e.g. report form, intervention request form)
- Further involving staff by getting them to do daily and weekly vehicle checks
 - basic checks before any journey include: are windows and mirrors clean? Are tyres, brakes, steering and lights in good condition?
- Instructing and training staff on maintenance arrangements and specific procedures for their vehicles
- Insisting that vehicles owned by drivers themselves are also properly maintained and regularly serviced



HEALTHY WORKPLACES

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<http://osha.europa.eu/en/campaigns/hw2010/>



European Agency
for Safety and Health
at Work

osha.eu

Coca Cola UK,

- **Vehicle inspection and maintenance - integral part of fleet safety policy.**
- **Measures include:**
 - car fleet keeping an inventory testing and maintenance history
 - training and instruction for drivers
 - checklists for drivers to use
 - vehicle inspections and maintenance conducted by qualified persons, to ensure that manufacturers' recommended service intervals are adhered to and warranties are not invalidated
 - maintenance log kept in each CCE vehicle containing all information relating to that vehicle
 - servicing garage must update this upon completion of each service/inspection



Minimising accidents and incidents during pizza delivery by motorcycle PHC Franchised Restaurants, Cyprus



Revised safety policy for motorcycle riders and van drivers covering:

- Road safety and breakdown/accident procedures
- Avoiding violence/ robbery
- Helmet safety – selection/approval, use
- Maintenance
 - **Checking vehicles and maintenance (vehicle and carrying box)**
 - **Reporting problems**
 - **Training and monitoring (spot-checks)**
 - **Instructing van drivers about carrying spares and equipment in good condition in case of breakdown**
 - **Achieve good cooperation between restaurant managers and riders/drivers on safety, where riders inform them of any health and safety problems they or other co-workers may face, including the maintenance of their vehicles or their safety gear**
- Engaged the support of the local police department, especially for preparing the road assessment/evaluation procedure and its content

<http://osha.europa.eu/en/publications/reports/GPB06>

Some thoughts..

- Working in road transport requires high levels of professional skill and competence
 - ▶ Being able to drive
 - ▶ Being able to load and unload
 - ▶ Being able to repair technical problems
 - ▶ Having certain language skills
 - ▶ Carrying out basic administration
 - ▶ Acting as "ambassadors" for company
- Major responsibility once on the road
- If society wants motivated and highly skilled road transport workers, more attention should be given to the working conditions of the sector

EU-OSHA resources road transport drivers



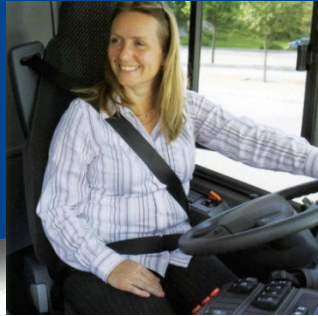
<http://osha.europa.eu>

➤ **Already available**

- o Facts18 Preventing Road Accidents Involving Heavy Good Vehicles (All EU official languages)
- o E-facts 47 Health promotion in the transport sector

➤ **New reports in 2011- promotion MAY 2011**

- o Case study report - Managing occupational risks to road haulage/bus drivers
- o Delivering the message Review of OSH programmes/campaigns in road transport
- o Review of good practice information available for taxi drivers and motorbike & bicycle couriers.
- o Review of some specific accidents in the sector: good practice lessons
- o OSH in Figures Transport sector report (Risk Observatory) – country reports and thematic report (March 2011)
- o Web feature and database of links to good practice
 - o http://osha.europa.eu/en/topics/road_transport
 - o http://osha.europa.eu/en/topics/rail_air_water_transport/



<http://osha.europa.eu>

**New publications temporarily
accessible here:**

**[http://osha.europa.eu/en
/about/Road-transport/](http://osha.europa.eu/en/about/Road-transport/)**



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