



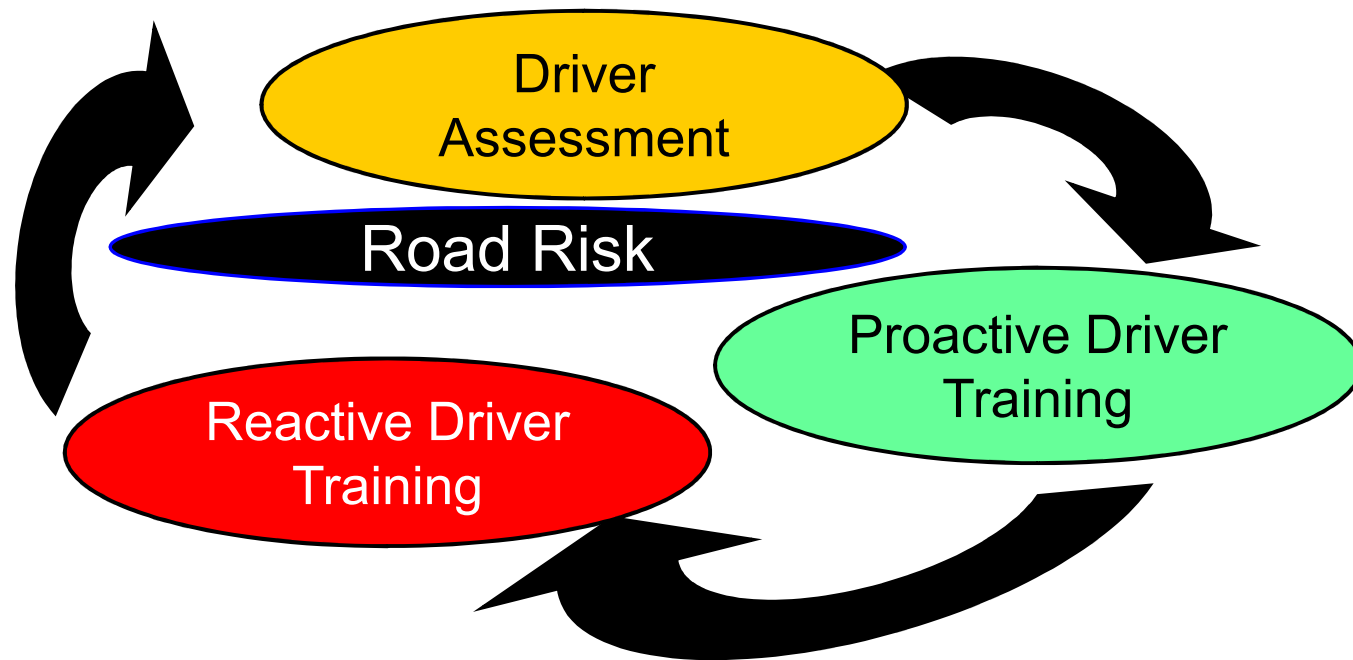
Wheels of Fortune

Just how many fortunate people does BT look after

- BT has approximately 39,000 cars and light commercial vehicles driven mainly by engineers and managers. A further 50,000 BT staff may be called upon to drive while at work. Since BT's Health and Safety Group identified driving as its biggest and most expensive risk during 2003, BT's quarterly meeting Motor Risk Management Forum (MRMF) has worked on a range of ground-breaking fleet safety initiatives over the last 7 years.

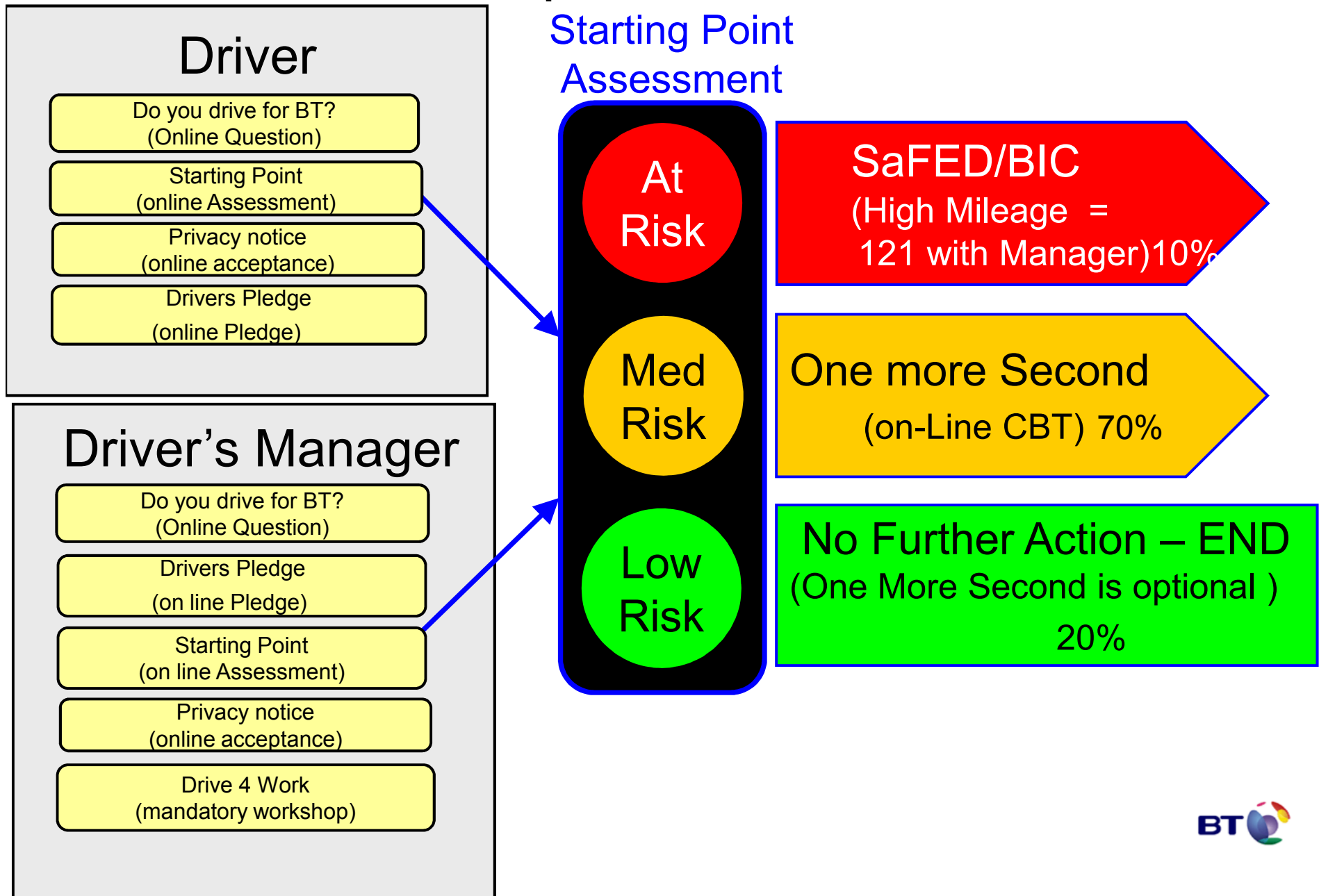
Managing Occupational Road Risk

Driver Assessment & Training

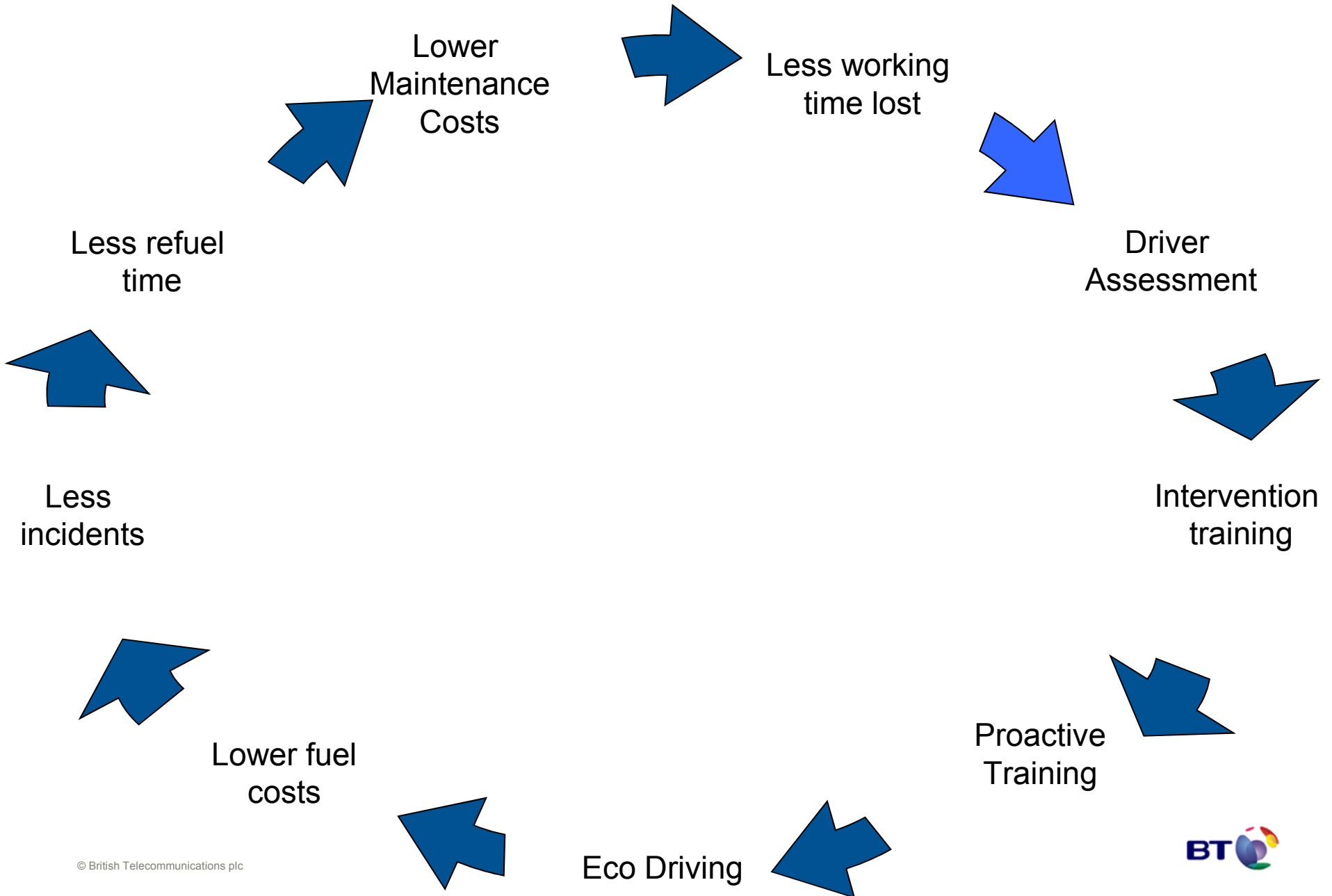


Driver Competence Assessment

Starting Point Assessment



How does Managing road risk save a fortune



- Safed Safe and fuel efficient driving the course introduced to the driving community by the Government. Covering safety and economical driving saving lives and fuel.
- BIC Back in control. Major incidents have declined on BT and we are now targeting minor incidents so have this course set up to address rear end shunts and items such as car park hits.
- Eco driving, being shown how to drive economically
- Lower fuel costs estimates vary between a 5 and 15% saving on your fuel bill
- Lower incidents eco driving has the advantage that it makes driving safer by addressing the way you drive.
- Lower down time refuelling means not so many visits to the petrol stations
- Lower maintenance costs this is due to better driving all round and items such as parts not wearing out so quickly.
- Less working time lost, can be attributed to lower incident rates, better driving skills.
- Cost of Assessment and Online Training less than £10 per head
- Cost of On-Road Solutions £80-£130 per head
- And so we go full circle.

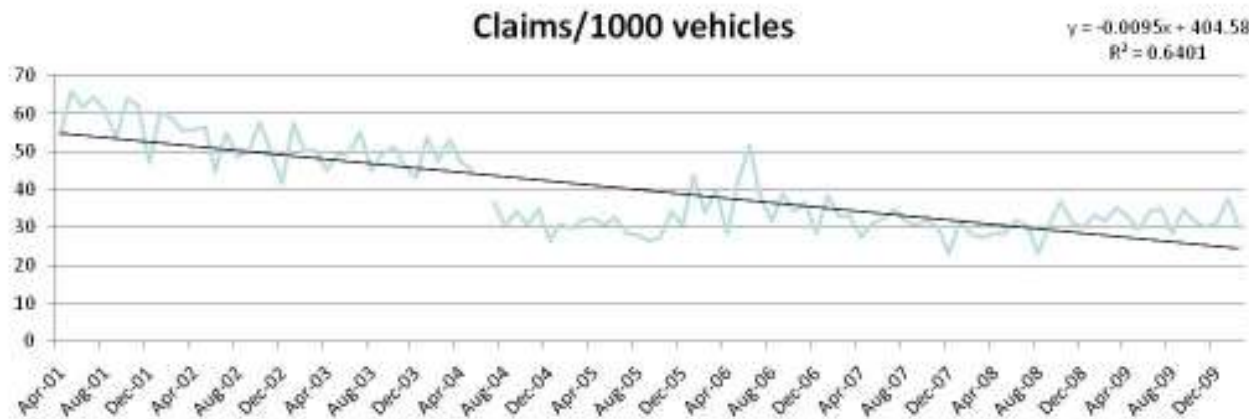
Outcomes

- Since 2002, the process in Managing road risk has reflected itself in the following implemented outcomes:
- 3,000+ managers trained in occupational road safety, and logged onto sophisticated but simple to use line manager information system.
- 95,000+ people registered on occupational road safety system.
- 65,000+ drivers risk assessed.
- 45,000+ drivers signed road safety pledge.
- 45,000+ trained via CBT modules One More Second and RoadSKILLS.
- 22,000+ participated in BT's *Safe Driver of the Year* competition.
- 6,000+ drivers trained in-vehicle
- 3,000+ family and friends used the family members road safety program.
- Engaged external community by benchmarking and participating in industry events.
- Hundreds of thousands of kilometres of exposure (over 10% of journeys) reduced through home, tele and smarter working.

Fortunes saved: April 2001- March 2009

Program shown sustained improvements on all KIPs

Year	Claims	Costs	Vehicles	Claims/ 1k vehs
2001-2	32,610	£25,583,981	46,028	59
2008-9	15,449	£12,980,332	41,616	31



Spike in July 2006 was beginning of 'birthday' project which achieved better reporting. Current spikes are due to de-fleeting BT use incidents per thousand vehicles if your fleet goes down the % per thousand increases.

Fortunate people

- Driving affects family members and communities as well as BT employees
- BT therefore has several community programs around road safety:
 - Benchmarking with others
 - Leadership with Government agencies such as HSE and DfT
 - Involvement with road safety charity Brake
 - BT Family and Friends road safety program
 - Freely available online
 - Re-launched each November to coincide with Road Safety Week
 - 3,000+ participants to date



BT runs a Safe Driver of the year competition attracting around 8000 participants per year

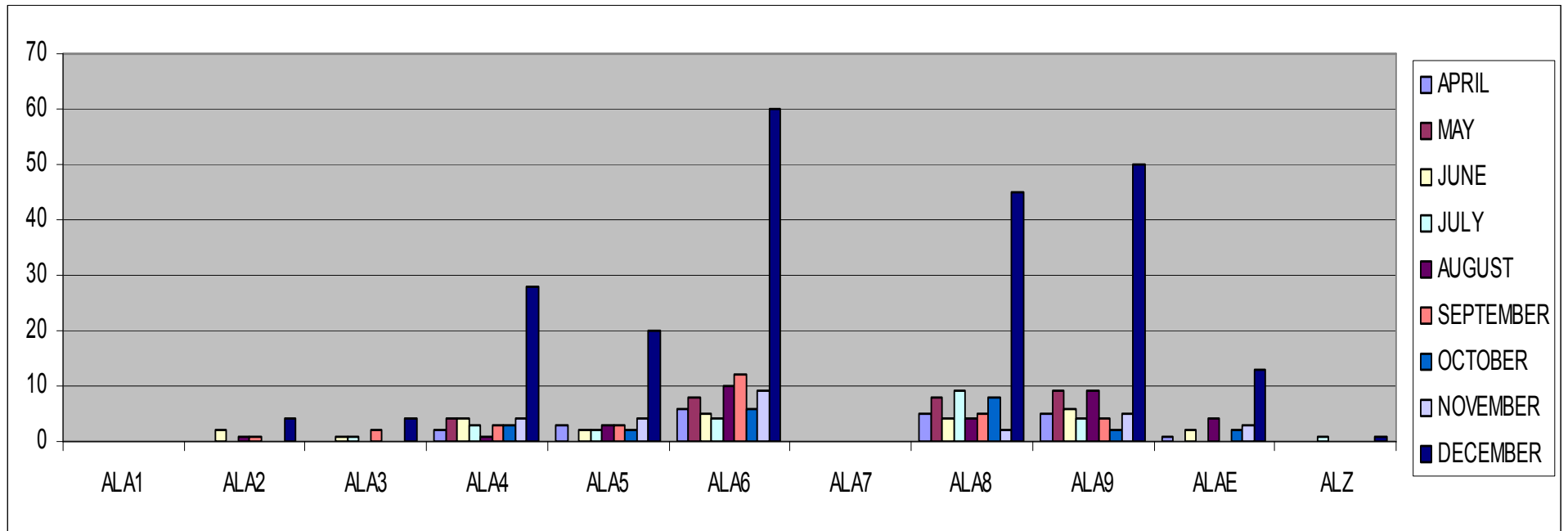
Safe Driver of the Year

- Open to all BT Employees consisting of 3 rounds
 - First round, appropriate questions on BT policy, Highway code and incident information relevant to current top 5 worst incident types
- Second Round Cognitive assessment
- Final at Rockingham Top prize of £5000



Reactive BT does use incident statistics.

	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	
ALA2			2		1	1				4
ALA3			1	1		2				4
ALA4	2	4	4	3	1	3	3	4	4	28
ALA5	3		2	2	3	3	2	4	1	20
ALA6	6	8	5	4	10	12	6	9	8	60
ALA8	5	8	4	9	4	5	8	2	3	45
ALA9	5	9	6	4	9	4	2	5	6	50
ALAE	1		2		4		2	3	1	13
ALZ				1						1
	22	29	26	24	32	30	23	27	23	225



Proactive

- Crash Count
- Driver of the Year
- Targets for reduction
- Local initiatives
- Safety Plans
- Starting point
- Whose risk
- Back In Control / Safed



In to the future

- As major incidents have declined but minors are currently on a plateau BT is having to look at innovative ways of further decreasing the figures.
- BT is in the fortunate position of being able to now trial Telematics.
- New technology will aid BT to lower mileages such as Sat Nav combined with engineering control systems.

Conclusion

- BT aligning with these programmes is fortunate, overall, BT's program is low cost, sustainable, and replicable, with clear statistical correlations to road safety – which has directly touched 65,000+ people and supported major collision reductions over the 7+ years it has been running. It has also become firmly embedded with the overall BT business strategy.
- c£15m saving on bent metal repair over the life of the programme compared to a cash programme cost of c£2.5m in a similar period
- BT strives to ensure the consequences to its employees, their families and local communities are kept to the lowest level achievable.