

Preventing occupation risks to drivers in road transport

Findings from EU-OSHA 's activities

PRAISE Awards Brunch
Brussels 18.05.2011



Sarah Copsey & Elke Schneider
EU-OSHA, Bilbao

<http://osha.europa.eu>

Brief description - role of EU-OSHA

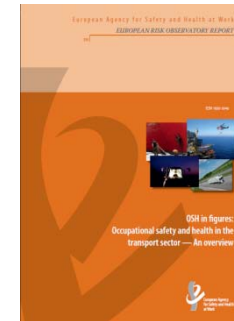


- European body based in Bilbao
- Key role to support the collection, sharing and exchange of information on occupational safety and health
- Governing Board of governments, employers and workers organisations
- Working with a network of 'focal points' in EU member states, candidate countries and EFTA.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



Summary of findings from EU-OSHA Risk Observatory 'OSH in Figures Transport Sector' report

<http://osha.europa.eu>

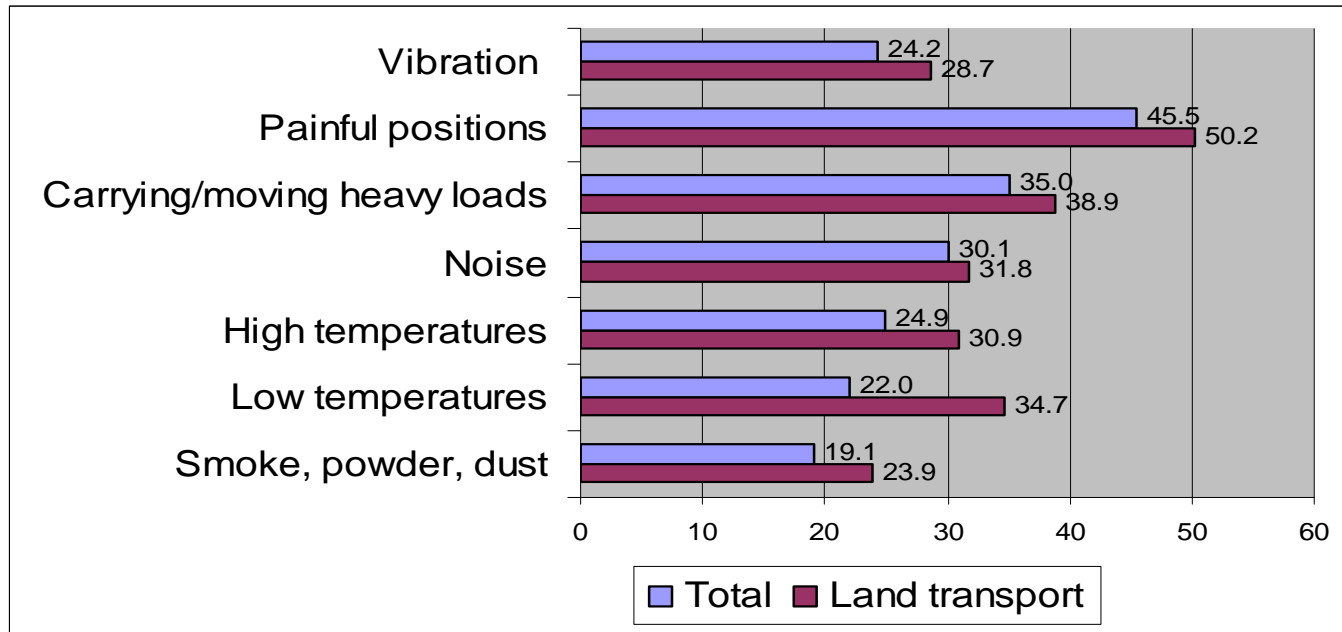


- More and more **women**
- Transport workforce is **ageing**
- High proportion of migrant workers
- Multiple exposures to **physical, psychosocial & organisational risks**
- Exposure to **dangerous substances and biological agents** – underestimated and **underassessed!**
- **Varying working hours** (working evening, shifts, at night, weekends)
- **Violence** is an increasing risk – and **underreported!**
- **Health problems:** insomnia, digestive, long-term fatigue, musculoskeletal, asbestos-related, hearing loss, infectious diseases, accidents due to falls.
- **Technological equipment** – distractive and challenging
- **Working at clients premises and on the road** – limited scope for adaptation and healthy lifestyles
- **Speed of change and growth** a particular challenge for OSH

http://osha.europa.eu/en/publications/reports/transport-sector_TERO10001ENC/view

Transport workers have multiple exposures to physical risks

<http://osha.europa.eu>



% workers exposed at least 25% of the working time, EU27, ESWC 2005

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

Multiple risks

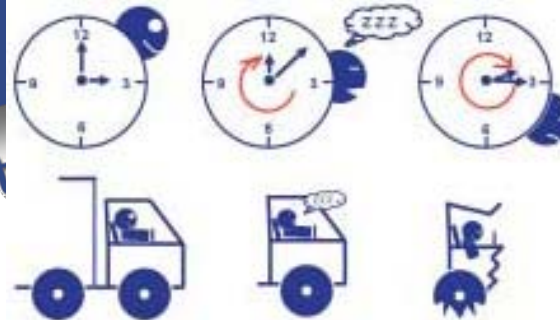
- Not just driving risks



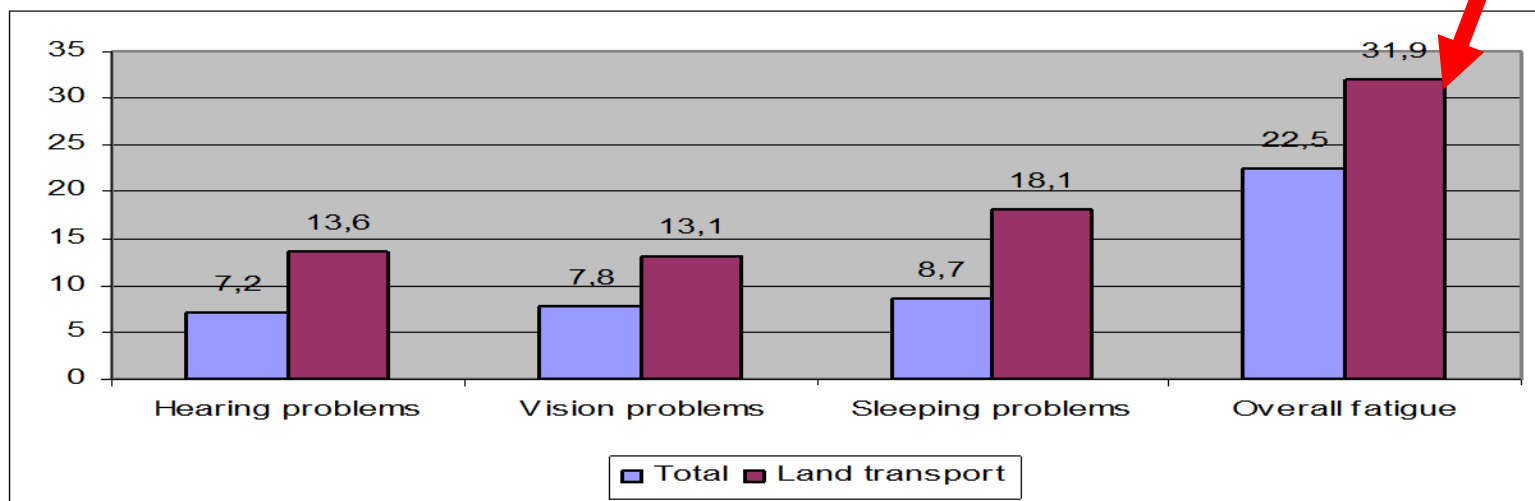
➤ Broad range of occupational risks to transport drivers -not just road safety issues and driving hazards- including:

- o Loading, unloading vehicles
 - o Falls climbing in and out of cabs
 - o Rest and toilet facilities
 - o Vehicle design and maintenance
 - o Musculoskeletal and vibration related disorders
 - o Hot and cold cabs
 - o Stress
 - o Violence from members of the public
- Drivers NOT a homogenous group: older drivers, young drivers, women drivers, migrants and cross-border driving

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



% workers reporting health problems, EU27, ESWC 2005, Eurofound

Managing work-related road safety

INTEGRATED MANAGEMENT

<http://osha.europa.eu>

- 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

A few findings from EU-OSHA case studies

- Drivers - self-employed, very experienced + independent:
 - Ensure approaches are practical but not patronising.
 - Ensure advice and solutions based on drivers' experiences
 - Involve drivers in risk assessment, developing solutions
 - Use drivers as advocates
 - Allow sufficient time
 - Use places they frequent – stop areas etc.
- 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 case study: Preventing violence to bus drivers The school run

Violences matérielles : bris de glace



- **Violence on the increase and underreported** – key finding of EU-OSHA OSH in Figures Transport Sector report

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 & 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

Good practice case study: Actions to increase women drivers Transport for London, UK



<http://...a.eu>

Problem: Transport workforce male-dominated - women on the increase – OSH actions male-orientated
(OSH in Figures Transport report)

Actions:

- TforL **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

Good practice case study: 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



➤ **Poor vehicle maintenance:**

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

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

- cab safety features, temperature control system, seatbelts, head restraints, seat adjustment mechanisms...
- safety of the load bed, steps...
- equipment for: loading and unloading; load restraint; fall arrest...
- lighting in depots, yard surfaces even and free from potholes;
- anti-slip surfaces, 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

➤ **Vehicle maintenance and other work-related road safety issues should be:**

- integrated into arrangements for managing health and safety at work
- part of everyday business management



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



Coca Cola UK,

- Vehicle inspection and maintenance - integral part of fleet safety policy.
- Measures include:
 - car fleet keeping an inventory testing and main 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>

New Publications



E-fact 47: Health promotion in the transport sector



- Case study report - Managing occupational risks to road haulage and bus drivers
- Delivering the message - Review of OSH programmes and campaigns in road transport
- Review of available good practice guidance for taxi drivers
- Review of available GP guidance motorbike & bicycle couriers
- Review of some specific accidents in the sector: good practice lessons

OSH in figures
Transport -
Summary report
+ 17 country
reports

Road transport web pages, and also pages covering the other transport sectors

Road Transport – OSHA – - Mozilla Firefox

http://osha.europa.eu/en/sector/road_transport

European Agency for Safety and Health at Work

You are here: Home → Sectors → Road Transport

Road Transport



Managing risks to drivers in the road transport sector can be challenging because drivers work alone, away from their base, and have to contend with traffic danger in addition to many other risks that are difficult for them to control. But risk management measures can be successful if they take account of how the sector operates in practice, as well as the characteristics of drivers themselves and the way they work. The road transport sector includes lorry and van drivers, taxi drivers and chauffeurs and bus and coach drivers, bicycle and motorbike delivery services.

The road transport sector includes lorry and van drivers, taxi drivers and chauffeurs and bus and coach drivers, bicycle and motorbike delivery services.

Working in the road transport sector requires high levels of **professional skill and competence**. For example, drivers of long-distance road haulage vehicles must not only be capable drivers but they must also be able to load and unload, repair technical problems, have certain language skills, carry out basic administration, and act as 'ambassadors' for their company in other countries. They have to deliver their goods in time, regardless of weather and road conditions. They may transport dangerous substances or fragile goods that require extra care and responsibility. In the road transport sector, as with any other, it is important to pay attention to working conditions in order to ensure a skilled and motivated workforce.

There are also **many business benefits** in managing work-related road safety, no matter the size of the business. For example:

- fewer days lost due to injury
- fewer damaged vehicles, equipment and goods
- more motivated staff and a better service
- less need for investigation and follow up

History

Hazards and risks to road transport drivers

Monitor 12
17.01.2011

EU-PRAlSE Report


Rail, Air and Water Transport – OSHA – - Mozilla Firefox

http://osha.europa.eu/en/sector/rail_air_water_transport

European Agency for Safety and Health at Work

You are here: Home → Sectors → Rail, Air and Water Transport

Rail, Air and Water Transport



Managing risks to workers in the rail, air and water transport sectors can be challenging because of the diverse nature of jobs and risk faced, and because many work alone, away from their base, and have to contend with driving and piloting dangers in addition to many other risks that are difficult for them to control. But risk management measures can be successful if they take account of how the sectors operate in practice, as well as the characteristics of workers themselves and the way they work and if workers are actively involved in the process.

In the transport sector, as with any other, it is important to pay attention to working conditions in order to ensure a skilled and motivated workforce. There are many **business benefits** in managing work-related safety, no matter the size of the business. For example:

- fewer days lost due to injury
- less damage to vehicles, equipment and goods
- more motivated staff and a better service
- less need for investigation and follow up

History

Recommendations for monitoring, research and prevention

European Risk Observatory

http://osha.europa.eu/en/topics/road_transport

http://osha.europa.eu/en/topics/rail_air_water_transport/

Some thoughts..

<http://osha.europa.eu>

- 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



<http://osha.europa.eu>



Thank you for listening

copsey@osha.europa.eu

schneider@osha.europa.eu

