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Road safety in postal operators



POSTEUROP

Quality of Service/Operations and Operational Data Working
Groups

12 Nov 2020

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Road safety in postal operators

- Postal Fleets in the World
- Postal Fleets in Europe
- Postal Fleets and the SDG Pillars
- The Road Prevention Program at CTT
- Proposals PostEurop Operators



Postal Fleets in the World

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Postal Fleets in the World

The postal network is the largest physical distribution network in the world.

Some significant figures (source UPU - Union Postal Universal, UN agency for the postal sector) for the year 2010 (those I managed to obtain):

- **5.4 million employees** in all postal operators
- A network of **670 thousand postal stores** worldwide,
- The postal fleet has an intense activity, marked by successive stops and its management often marked by dispersion throughout the territory. About **1.5 million vehicles** based on known data from postal operators.

Absence of available information on the road accident rate of this fleet, but it should be significant considering the seriousness of the road accident rate, particularly in the least developed countries.

It could reach 5,000 deaths per year (I believe it is more) and many hundreds of thousands of work accidents with enormous consequences.

World:

- **Approximately 1,350,000 persons die each year as a result of road accidents and 30M to 40 M injured**
- **Public health problem - first cause of death for young people**

Postal Fleets in Europe



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Postal Fleets in Europe



Its 52 members in 49 countries and territories collectively operate **175,000 retail counters**, employ **2.1 million people** and link **800 million people** daily. PostEurop unites its members and promotes greater cooperation, sustainable growth and continuous innovation.

The postal operators represented at PostEurop operate a fleet of about 650 thousand vehicles.

An estimate of fatalities in road accidents in these postal operators indicates for about 2000 fatalities per year with about 280 thousand work accidents with road cause.

Absence of accurate information and in particular we do not have information on the number of days of work lost due to these accidents at work, but it will certainly be a few million days a year.

In Europe:

- **50,000 dead on the roads. Public health problem – first cause of death for young people**
- **Only in Europe is estimated at 130 Billion Euros and the cost of traffic accidents represent 3 percent of the GDP of most countries of the world.**

Postal Fleets and the SDG Pillars



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Postal Fleets and the SDG Pillars



Road accident reduction and responsible and efficient fleet management have direct or indirect links with most SDGs...



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Postal Fleets and the SDG Pillars

Careful management of postal fleets allows for a reduction in road accidents and significant gains, environmental, economic, etc.

Road Safety is everybody's responsibility!



Postal Fleets and the SDG Pillars

Stockholm Declaration (Feb 2020)

We call for a first High-Level Meeting of the United Nations General Assembly on Road Safety at the level of Heads of State and government to mobilize adequate national leadership and advance international and multisectoral collaboration in all the areas covered by this Declaration to deliver a **50% reduction in deaths and injuries over the next decade on our way to Vision Zero by 2050;**

Address the connections between road safety, mental and physical health, development, education, equity, gender equality, sustainable cities, environment and climate change, as well as the social determinants of safety and the interdependence between the different SDGs, recalling that the SDGs and targets are integrated and indivisible;

Postal Fleets and the SDG Pillars

(cont.)

Stockholm Declaration (Feb 2020)

Ensure political commitment and responsibility at the highest level and establish regional, national and subnational strategies and **action plans for road safety and contributions from different governmental agencies as well as multi-sectoral partnerships** to deliver the scale of efforts required at regional, national and sub-national levels to achieve SDG targets, and that these strategies and efforts are transparent and public;

Call upon businesses and industries of all sizes and sectors to contribute to the attainment of the road safety related SDGs by applying safe system principles to their entire value chain including internal practices throughout their procurement, production and distribution process, and to include reporting of safety performance in their sustainability reports;

The Road Prevention Program at CTT



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The Road Prevention Program at CTT

Road Accidents (Portugal)

- In Portugal the number of deaths annually was over 600. About 50.000 injured
- The number of traffic accidents and its negative results on deaths, injuries and material damage, especially in developing countries, remains very high compared to developed countries.
- Statistics show that for each death there are 4 severe injuries (irreversible damage) 10 severe injuries and 40 slight injuries.

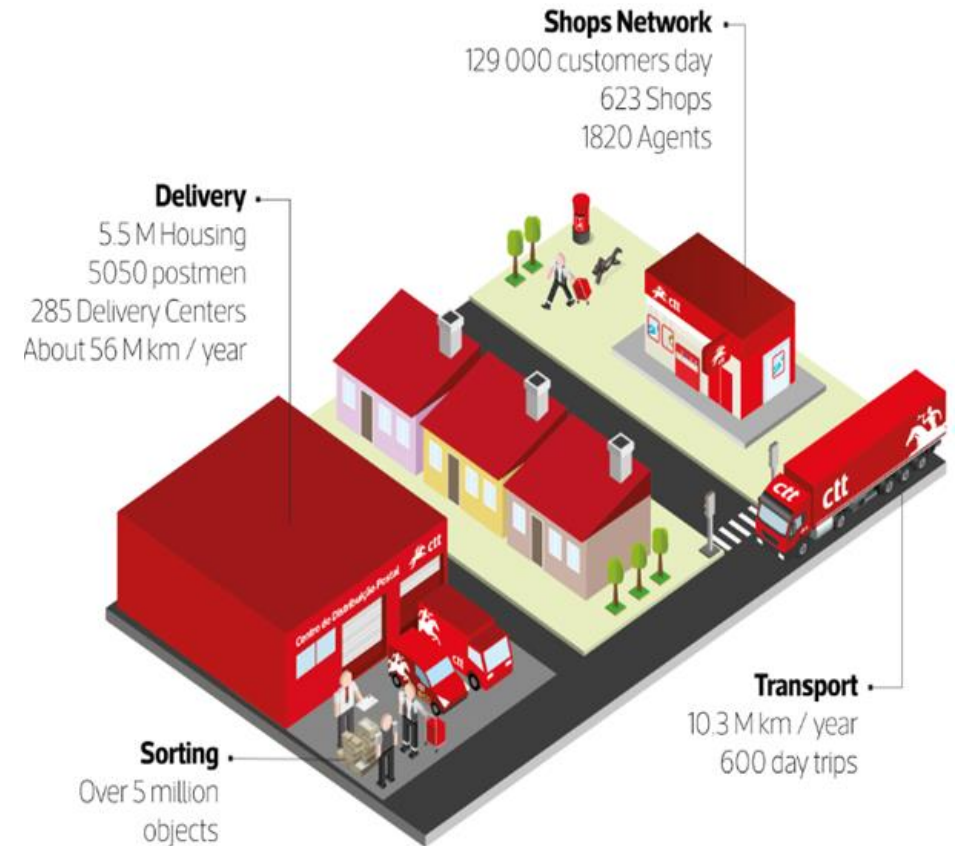
Proposed definition (adapted ETSC)

Professional Users			Non-professional users	
Professional Drivers	Professional Travelers	People working on the road	Transit	Others
Heavy vehicles: Passengers and goods; taxis, drivers, distribution vehicles, etc.	Sellers, plumbers, traveling to meetings, police patrols, postmen, etc.	Construction workers on road works, emergency personnel, etc.	People traveling from home to work and back by various means of road transport	People involved in accidents with traveling professional users, etc.

The Road Prevention Program at CTT

Introducing CTT

- CTT is the universal postal operator in Portugal, being leader in mail and in delivery of Express and Parcels, also developing financial services
- One of the largest employers in Portugal – more than 12,000 workers
- About 600 shops and 1800 agents receiving daily 130,000 customers
- One of the largest and modern national fleet, CTT operates more than 3 thousands vehicles, one of the largest fleet in Portugal with a global activity of 66.1 million km.
- CTT Group considers its sustainable policy crucial to fulfil its commitment to sustainable development.
- We renew the vehicles, optimize the delivery routes, train our drivers to drive safely and ecologically.



The Road Prevention Program at CTT

Road Accidents in 2014

- In CTT there were a total of **447 work accidents** with road origin that resulted in more than **17,000 days of absenteeism**.
- The direct cost of lost work days was **1,762,764.36 €**.
- There were still more than **1200 accidents with only material damages** but with an estimated repair cost of around **€ 600,000**.
- So in 2014 the direct cost was **€ 2,362,764** (direct costs of absenteeism and repairs). (Information collected at the beginning of the project in 2015)
- Experts say that **each death of a transport professional on the road costs society about 1.3 M € (Fesvial)**. A very significant cost... no doubt.
- Everything we do must focus on people:
 - As CTT drivers
 - As CTT pedestrians
 - Like other drivers
 - Like other pedestrians



The Road Prevention Program at CTT

CTT Road Safety Program – Goals

- The initial goal of the program was to reduce by 20% of accidents on the two-wheeled vehicles and 10% for light vehicles
- For the development of the project, were created 7 working groups:
 - 1 - Diagnosis Road accidents
 - 2 - Training
 - 3 - Vehicles
 - 4 - New Drivers
 - 5 - Recognition
 - 6 - Accident Control
 - 7 - Communication



The Road Prevention Program at CTT

CTT Road Safety Program - Working Groups

1. Diagnosis Road accidents – evaluated in 2015 about 2000 accidents.
2. Accident Control – Implemented permanent monitoring model of drivers and teams with a high rate of accidents. Every month the road accidents are evaluated, and additional actions are implemented
3. Vehicles – new equipment considering the most frequent accidents.
 - Some equipment considered:
 - Side support placement on 2-wheel vehicles to improve stability
 - Hand protection on 2-wheeled vehicles
 - Placement of side protection on 2-wheeled vehicles protects the driver in the event of a fall.
 - Improved load securing on all types of vehicles
 - Maximum speed limitation
 - Parking sensor application in light commercial vehicles, drowsiness alert and advanced emergency systems in some types of vehicles.

The Road Prevention Program at CTT

CTT Road Safety Program - Working Groups

4. New Drivers - Set psychological evaluation model and training.
 5. Training - Developed a training and action program for services and accident-prone drivers. Also developed a permanent Communication and Awareness Plan on the main risks
 6. Recognition - inclusion of accidents in the management and performance assessment and recognition of safe teams and safe drivers; development of competition Drivers Challenge for safer teams to compete in the international competition of the IPC - Drivers Challenge
 7. Communication - Development set of road safety awareness
- We have ISO accreditation for 9001, 14001 and 45001 in place and we are regularly audited. We have also frequently and unannounced audits to ensure that our fleet is safe, and the maintenance is correct.

The Road Prevention Program at CTT

How is the Program monitored?

- Monitoring is carried out based on two sources of information:
 - In labour accidents, provided by CTT Occupational Health and Safety
 - In material accidents, provided by the CTT Fleet Management
- At the beginning of the project there was a need to introduce improvements in information, particularly in material accidents where information about drivers sometimes did not exist.
- Throughout the project were introduced new indicators related to the efficiency of the actions carried out, in the participation of training actions and awareness and in the reduction of accidents after training in defensive driving
- Another improvement introduced is the monthly analysis of the various indicators (teams and drivers) and the development of appropriate immediate measures.

The Road Prevention Program at CTT

How is the Program monitored?

- OTHER MONITORING ACTIONS
- As part of the monitoring, a Technical Visits Program was implemented to identify anomalies in vehicles and improvements in fleet maintenance (Fleet management).

FICHA DE VISTORIA DE VEÍCULO LIGEIRO DE MERCADORIAS RS / Gestão de Frota

IDENTIFICAÇÃO DO VEÍCULO

Matrícula: 17 - UT - 39 Nº CTT C.: 3042 - R KM: 13.543
 Marca: RENAULT Modelo: TRAFIC COP: Loulé
 AOP: 7 OPR: S C.O.: 8811624

DOCUMENTAÇÃO DO VEÍCULO

	SIM	NÃO
Certificado matrícula	X	
Carta Verde	X	
Minheta de Seguro	X	
Certificado IPO		
Minheta IPO		
Boletim de atividade	X	
Contrato AOV	X	
Cartão combustível	X	
Licença do veículo (se aplicável)	X	

EQUIPAMENTO DO VEÍCULO

	SIM	NÃO
Triângulo	X	
Macaco	X	
Colete refletor	X	
Pneu suplente	X	
Chave de rodas	X	
Duplicado chave	X	
Extintor	X	
Extintor no prazo?	X	
Validade do extintor:	4	/ 2019

MARCA PNEUS

Frete: FRESTONE
 Traseira: CONTINENTAL

Raio:	Frete	Tras
=> a 2,0 mm	X	X
entre 1,6 mm e 2,0 mm		
=> a 1,6 mm		

VERIFICAÇÃO MECÂNICA

	não aceite	aceite	ok
VERIFICAÇÃO LIMITADORES / DOBRADIÇAS			X
ÓLEO MOTOR (TESTEMUNHO LUMINOSO)			X
VERIFICAÇÃO NÍVEL ÓLEO TRAVIÕES		X	
VERIFICAÇÃO LÍQUIDO REFRIGERAÇÃO		X	

ESTADO GERAL DO VEÍCULO

DANOS / ANOMALIAS VISÍVEIS NO INTERIOR DA CABINE:

- Banco do condutor deformado / com rasgos
- Rasgos no tampo interior / teto
- Danos / Testemunhos acesos no painel de instrumentos
- Danos na alcatifa do piso
- Outros: Descrever em OBSERVAÇÕES acima

DANOS VISÍVEIS NO EXTERIOR E CAIXA DE CARGA:

- Chapa: Ferrugem / Corrosão
- Chapa: Mossas profundas / Sinistros não reparados
- Pintura: Riscos superiores a 20cm
- Para-choques: Quebras / Deformações
- Espelhos / Faróis / Farolins: Quebras
- Caixa de carga: Danos no revestimento
- Motor: Ruídos / Odores anormais
- Outros: Descrever em OBSERVAÇÕES acima

ESTADO DE LIMPEZA DA VIATURA:

NÃO ACEITÁVEL ACEITÁVEL BOM

REVISÃO:

Data última revisão	Km	Data próx. revisão	Km	Cumprido o plano:
			40.000	<input checked="" type="checkbox"/> SIM <input type="checkbox"/> NÃO

The Road Prevention Program at CTT

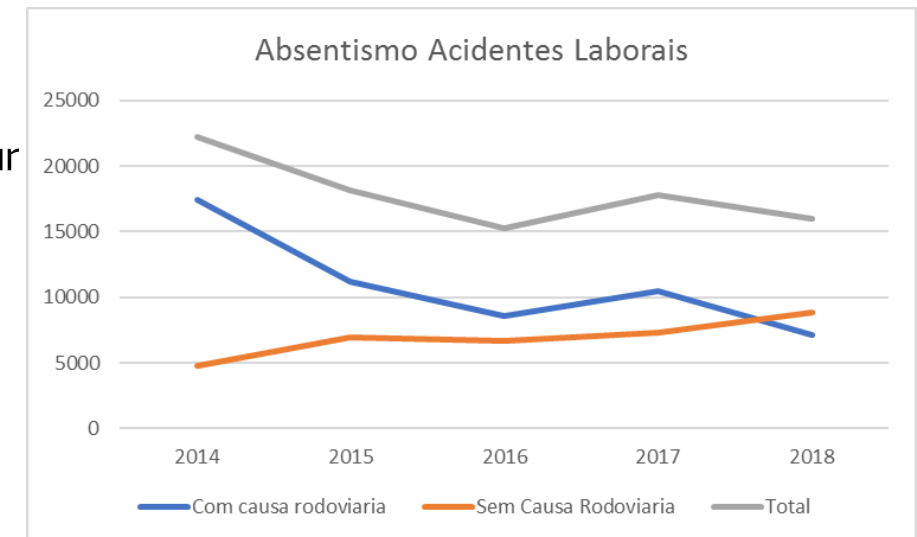
Economic effects after the improvement of road safety in CTT

- Since the program began, absenteeism in road traffic accidents has been reduced more than 50,000 days (obtained from 2015 to 2019) with an estimated direct gain of 5.0 million euros. In relation to the cost of the material accidents there is also a small reduction. However, the activity of the fleet increased by about 15% in the same period so in reality the cost of this accident decreased.
- Socially the reduction of the accidents, contributes to less suffering of the accidental and their families and colleagues, besides the reduction of health costs. It also reduces the need for hiring workers.
- Reducing road accidents has also environmental, financial and sustainability impacts... allowing a better use of vehicles, the practice of a defensive driving that is simultaneously eco-efficient, allowing consumption savings also verified in the program of energy rationalization.
- This program also benefits the company's image as a responsible company, to minimize allowing the great impact road activity it develops.

The Road Prevention Program at CTT

Economic effects after the improvement of road safety in CTT

- In the year before the project began (2014), absenteeism for road accidents was 17,000 days corresponding to 447 road labour accidents.
- The following values were verified in the following years in road labour accidents:
- In 2015, 446 accidents with 11226 days of absenteeism were verified.
- In 2016, 362 accidents with 8565 days of absenteeism were verified.
- In 2017, 398 accidents with 10485 days of absenteeism were verified.
- In 2018, 312 accidents with 7327 days of absenteeism were verified.
- Note that in the same period the activity of the fleet increased by 10% in 2015 and 15% in the remaining years.



The Road Prevention Program at CTT

Economic effects after the improvement of road safety in CTT

- The "absenteeism days per million Kms" indicator decreased 62,5% at the end of the period (in 2018).
- In the year before the project began (2014) we had 436,3 WDL/MKms (WDL – Working Day Lost), with labour road accidents and material road accidents
- In 2015, 254,8 WDL/MKms.
- In 2016, 184,1 WDL/MKms.
- In 2017, 228,9 WDL/MKms.
- In 2018, 163,3 WDL/MKms.

The Road Prevention Program at CTT

Economic effects after the improvement of road safety in CTT

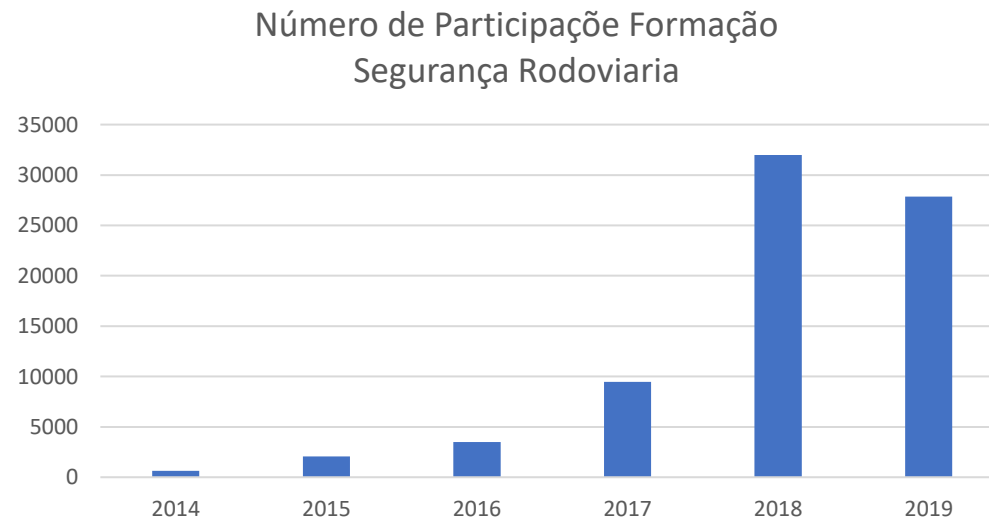
- In relation to accidents with only material damage the repair costs had a reduction (about €100,000 year)
- We must highlight the expressive increase in actions of training and awareness (4600%, face to 2014) and more than 50 Thousand participants, including e-Learning (driver Kit).

The Road Prevention Program at CTT



Training

- In 2018, we reached more than 30.000 participants, There is also a reference to the dissemination of good practice through the internal magazine “Move-nos”, posters, brochures and Intranet
- The population covered by defensive driving training had much less accidents (3,7 less) and much less absenteeism after training (15.7 times less). Benefits are estimated at 3170% (reduction absenteeism vs cost of training)



The Road Prevention Program at CTT



Responsibility developing and implementing road safety processes in CTT

- The policies of the quality, environment, safety and health of the work and information security of CTT are one of the cornerstones of our vision, mission and values
- All employees make clear commitments in terms of continued improvement of performance, in the quality, environment, safety and health of work and information security, being commitments taken by CTT.
- The responsibility and development of road safety in CTT belongs to everyone and to some areas of the company.
- To develop a more efficient and coordinated work, was implemented the Road Safety Program, sponsored by CTT Operations Director, with the endorsement, interest and monitoring of the Board.
- The program includes responsible of the areas: Human Resources (training, health and safety at work and development and selection); Operations (transportation, hygiene and safety at work, equipment); Resources and Security (fleet management); Media (internal communication, graphic arts)
- There is an intense collaboration with the existing fleets for the development of the actions outlined

The Road Prevention Program at CTT

The program implemented has several innovative aspects

- Initial and annual diagnostics
- Permanent monitoring of the accidents evolution vs. objectives, with identification of gains obtained and indicators
- Analysis of existing safety equipment and adoption of new equipment
- Segmentation of the population, with specific actions according the accidents, by type of vehicle: two wheels, light and heavy and pedestrians; by the level of accidents (drivers and teams): accident-free, primary accident-prone drivers, recurrent accident-prone drivers, teams with more accidents
- Periodic and frequent communication on the topics most important
- Frequent development of meetings at all workplaces on road risks
- Online training tool always available to workers and developed with own content and resources related to CTT road accidents
- Specific training to drivers with accidents, significant reduction after these actions (93%)
- Dissemination of best practices throughout the company
- General training and awareness with control of the participation

The Road Prevention Program at CTT

The program implemented has several innovative aspects

- Multidisciplinary interventions in teams with more accidents
- Dynamic program, with permanent adjustment to existing accidents and implementation of new measures when necessary
- Program with continuity, essential to gain experience and knowledge
- Improvement of information on all accidents, labor or only material damage
- intensive collaboration with all management levels of the several fleets
- Recognition - the Drivers Challenge associating energy efficiency with road safety. The best teams are chosen to compete and additionally the best teams in road safety have been distinguished. The winning team represents CTT in the international Drivers Challenge – International Post Corporation (IPC).

The Road Prevention Program at CTT



The CTT Road Prevention Program covers a wide range of actions to reducing the number of road accidents in the postal fleet. These actions have been implemented and disseminated in several channel of communication: leaflets, posters, articles in the CTT magazine "Move-nos", "Correios Online", periodic information to the operational areas "5 Mensagens 5 Minutos", among others, under the emblem of the internal campaign "+ Prevenção".

The campaign intends to remember, training and awareness raising measures of best practices to be adopted, using recommendations to ensure the safety of drivers and pedestrians on the road-

The problem of road fatalities can be managed, and their impact minimized. It is worth fighting the risk of accidents, with the attention and commitment of all those responsible and collaborators.

Because human lives are the most important and all care is little

The Road Prevention Program at CTT

Communication

- Prevenção

We were present at the 2015 international competition in Finland and 2016 in Belgium. We hosted the last international edition in Portugal (Estoril)

Oh...we are the champions !!!! 😊

<https://youtu.be/-drd3NjOqaY>



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The Road Prevention Program at CTT

Safety Days in 2020 – CTT Winners



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The Road Prevention Program at CTT

Results obtained

- The recognition received by this Program was certainly very important for its continuity; increased our responsibility and positive to company image
- CESR Bucharest Award 2017
- 2017 PARAR Institute Award (Brazil)
- ETSC 2018 Award (PRAISE)
- Gestor com Proposito (2019 PARAR) end 2019 Fleet Manager Portugal

CTT ganham prémio Europeu em segurança rodoviária

by [Automotive](#) on 20 Setembro, 2017 in [Erolas](#)



Programa do CTT premiado internacionalmente

negocios

NOTÍCIAS NO MINUTO COTAÇÕES MERCADOS EMPRESAS ECONOMIA OPINIÃO WEEKEND

CTT ganham prémio europeu de prevenção rodoviária

O executivo comunitário adianta que os CTT foram galardoados 'pela natureza compreensiva e pela eficácia da sua segurança rodoviária preventiva.'

The Road Prevention Program at CTT

Challenges for the Future

- Maintain a careful monitoring of the evolution of accidents, identifying areas with increase
- Continue the targeted training and awareness-raising effort by monitoring the frequency level and encouraging its increase
- Increase training for new vehicle models, including electric vehicles
- Consolidate a model for the recognition of teams and drivers with formalization and greater impact – Road Safety Day
- Improve fleet policy with clarification of responsibilities at all levels and issues
- E-commerce : Increased flexibility of operations, workers and different loads and vehicles
- Increase the involvement of local managers
- Find ways to communicate more effective and fun-games?

- Proposals PostEurop Operators

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Proposals PostEurop Operators

- Implement the Fleet and Road Safety Working Group?

Thank you!



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