ShopCare
Connecting for healthier workplaces

AA Motoring Driving School

Fleet & Business

Driver Safety

Light Passenger/Commercial Vehicle Guide

/ 2022

Contents

1.

Purpose of the guide

ShopCare has partnered with the AA to develop a resource guide to help your business have a clear view of the associated risks relating to light passenger driver safety. Knowing which activities in your business have the greatest potential of harming your people, and understanding if these risks are well controlled, is pivotal to creating a safer workplace. The purpose of this guide is to provide a resource to help businesses better identify, intervene and manage their driver safety as a critical risk.

Hazards and associated risks that have the potential to cause significant harm or loss of life are known as critical risks. Travelling by vehicle as part of your work has been identified by industry to be one of the most common critical risks throughout New Zealand. This document aims to provide a single comprehensive guide to assist businesses who wish to start their journey on driver safety, expand on their current programme or even audit the relevance of their current programme.

Light passenger vehicle driver safety is recognised as a critical risk, and this document will provide mitigations and preventions for that risk. Across industries, we have a very limited view of associated risks related to driver safety and worker exposure to these risks. An extract from a critical risk business report found that the industry is yet to identify all risks associated with driver safety.

This leads to every business trying to identify risks and solutions, often re-inventing the wheel in the process. This can lead to slow progress within the industry whilst exposing workers to a high risk of injury or possible loss of life. ShopCare and AA are here to assist and support you to understand the risks specific to your business driver profile and identify best practices.

ShopCare surveyed individual businesses on what they considered to be their critical risks. One of the most common critical risks identified is light passenger vehicle driver safety. The output of the survey increased understanding of the current state of industry critical risks and enables identification of the best ways to help the sectors develop and improve.

This guide develops knowledge of driver safety and aims to provide the following:

- Overview of current industry state of driving for work-related risks, injuries, days off work and associated costs
- Identifying current driver risk status and possible solutions
- Identifying risks associated with light passenger vehicle driver safety
- Providing what a light passenger vehicle driver safety programme consists of
- Providing what good looks like for a light passenger vehicle driver safety programme

2.
Scope of the guide

This guide only covers light passenger vehicles. ShopCare and AA recommend that any business should consider all types of vehicles and associated critical and non-critical risks to understand the full burden of harm.

The scope of the "Driver Safety" guide will focus on information and data collected and seek to cover ACC Injury data which includes days off work due to a severe injury; critical risks and controls collected from the industry; WorkSafe fatality data and Stats NZ worker employment and median wage data.

Driving for work includes any person who drives on a road as part of their work either in:

- A vehicle provided by their employer; or
- Their own vehicle and receives an allowance or payment from their employer for distances driven

Commuting to work is not generally classified as driving for work, except where the person's journey starts from their home, and they are travelling to a work location that is not their normal place of work.

This guide also covers vehicle work-related injuries, severe injuries, and loss of life. Severe injuries in this guide refer to workers that could not return to work for 7 days or more.

* Note: This document will focus on solutions and services provided by ShopCare and AA.

3. Definitions of key terminology

Accredited employer programme (AEP)

The AEP offers significant levy reductions to employers who take responsibility for their own workplace health and safety and the management of work-related injuries. AEP effectively allows you to act on behalf of ACC, managing work-related injuries for your employees and providing entitlements under the Accident Compensation Act 2001.

The AEP encourages businesses to take responsibility for their own injury management, which includes rehabilitation, claim management of employees' work injuries and workplace health and safety.

Source: acc.co.nz/for-business/understanding-your-cover-options/accredited-employers-programme/

Bowtie method

Is a risk evaluation method that can be used to analyse and demonstrate causal relationships in high-risk scenarios.

Source: cgerisk.com/knowledgebase/The_history_of_bowtie

Control

An action taken to eliminate or minimise health and safety risks so far as is reasonably practicable.

Source: shopcare.org.nz/glossary

Critical risk

Threats and hazards that pose the most strategically significant risk, as a result of (i) their probability or likelihood and of (ii) the national significance of their disruptive consequences, including sudden onset events (e.g., earthquakes, industrial accidents, terrorist attacks), gradual onset events (e.g. pandemics), and steady-state risks (notably those related to illicit trade or organised crime.

Source: shopcare.org.nz/glossary

Hierarchy of Controls (HOC)

The hierarchy of controls shows ways of controlling risks, ranked from the highest level of protection and reliability to the lowest.

Source: shopcare.org.nz/glossary

Light Passenger vehicle

Light Passenger Fleet: passenger car/van (up to 3500 kg).

Light Commercial fleet: goods van/truck/utility, motor caravan, bus (up to 3500 kg).

Source: figure.nz/chart/Lp5HbjHSa344mJyu-WLfFE5Mu1Lstf1ot

Telematics

Is an interdisciplinary field that encompasses telecommunications, vehicular technologies (road transport, road safety, etc.), electrical engineering (sensors, instrumentation, wireless communications, etc.), and computer science (multimedia, Internet, etc.). Telematics can involve any of the following:

Telematics includes technology of sending, receiving and storing information using telecommunication devices to control remote objects.

Source: wikiwand.com/en/Telematics

The Australasian New Car Assessment Program (ANCAP)

More commonly referred to as ANCAP SAFETY, is Australasia's independent vehicle safety authority. ANCAP safety ratings are published for a range of new passenger, sports utility (SUV) and light commercial vehicles (LCV) entering the Australian and New Zealand markets, using a rating system of 0 to 5 stars. ANCAP star ratings indicate the level of safety a vehicle provides for occupants and pedestrians in the event of a crash, as well as its ability — through technology — to avoid or minimise the effects of a crash.

Source: ancap.com.au/about-ancap#:~:text=The%20Australasian%20New%20Car%20Assessment,Australasia's%20independent%20vehicle%20safety%20authority.

Weekly Compensation Claims (WC Claims)

ACC claims where customers have been paid Weekly Compensation after being off work for a week or more.

4.

Insights to work-related severe driving events and injuries

Work-related driving remains one of the most poorly managed risks faced by businesses today. More people are killed or injured in at-work road accidents than in all other workplace accidents put together. It is in the best interest of every business, where a part of their workforce drives for work, to invest in driver safety.

According to WorkSafe NZ:

- At least 73% of acute workplace fatalities involve a vehicle
- Driving for work is associated with nearly a quarter (23%) of on-road fatalities (excluding commuting)

On-Road Vehicle Work-Related Fatalities

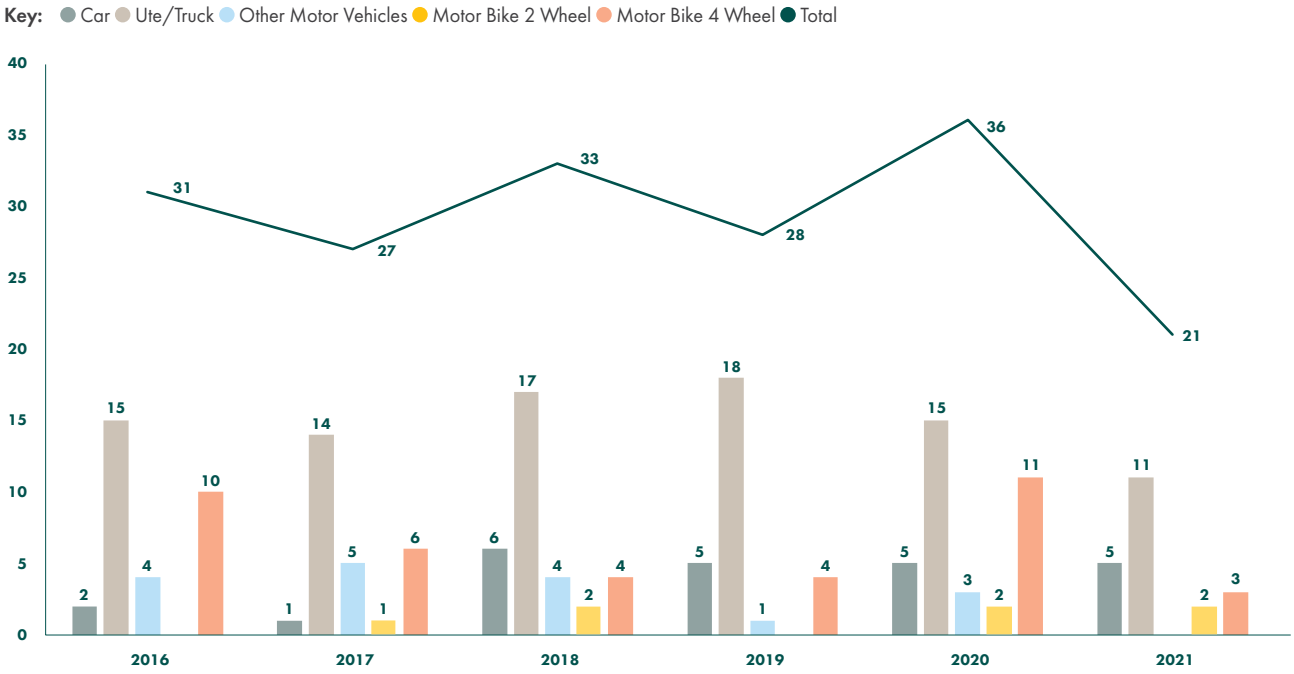


Chart: Work Related Fatalities/Data collected from WorkSafe NZ, Data Centre.

*Note: Data shown in the guide is from 12-month complete periods running from April to March the following year. Example: April 2020 to March 2021.

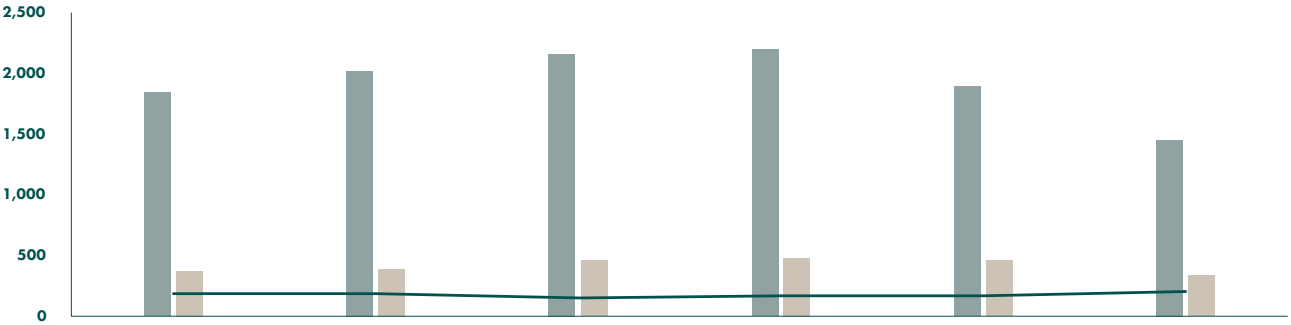
*Note: Due to a limited view on work-related driving event data, it is assumed that work-related driving fatalities are under- represented.

Vehicle work-related ACC injury claims

The below graph shows the number of workers that sustained a vehicle work-related injury over the past six years. The smaller number of injuries are the number of workers that needed to be off work for more than a week to rehabilitate from the injuries sustained.

Number of work-related motor vehicle claims vs claims resulting a worker being off work more than a week and the average days off work per severe injury claim

Key: Motor vehicle claims per year · 7+ days off work claims · Average days off work per 7+ days claim



	2016	2017	2018	2019	2020	2021
Motor vehicle claims per year	1,863	2,042	2,176	2,217	1,918	1,467
7+ days off work claims	372	387	462	482	463	339
Average days off work per 7+ days claim	182	179	153	162	168	197

Chart: Number of vehicle work-related accepted claims: Data collected from ACC injury claim data.

Number of driving work-related severe injury claims

The above graph shows the significance percentage of vehicle claims where workers could not return to work for 5+ days for example, between April 2020 and March 2021, 1467 driving work-related injuries sustained and 339 of those workers could not return to work for over a week due to the severity of the injury.

During the past 6 years, the average percentage of driver work-related claims that resulted in a worker being off work for more than a week was: 21.44%.

> This is equal to 1 in every 5 workers work-related driving injuries resulting in being off work for more than a week, not including fatalities.

Average days off work due to severe injury

The days shown are only for claims where the worker could not return to work within 5 working days. This is the time those workers have required to rehabilitate as well as the number of days businesses need to provide cover for productivity. A claim where a worker could not return to work within 7 days is called a weekly compensation claim.

> The average days off work for these claims in 2021 is 197 days. This is the time a worker requires to rehabilitate.

* Note: Complete data is not available from the Accredited Employers Programme (AEP) and has therefore been excluded. Injury data will not be a true reflection of the total industry that includes both AEP and Non-AEP members.

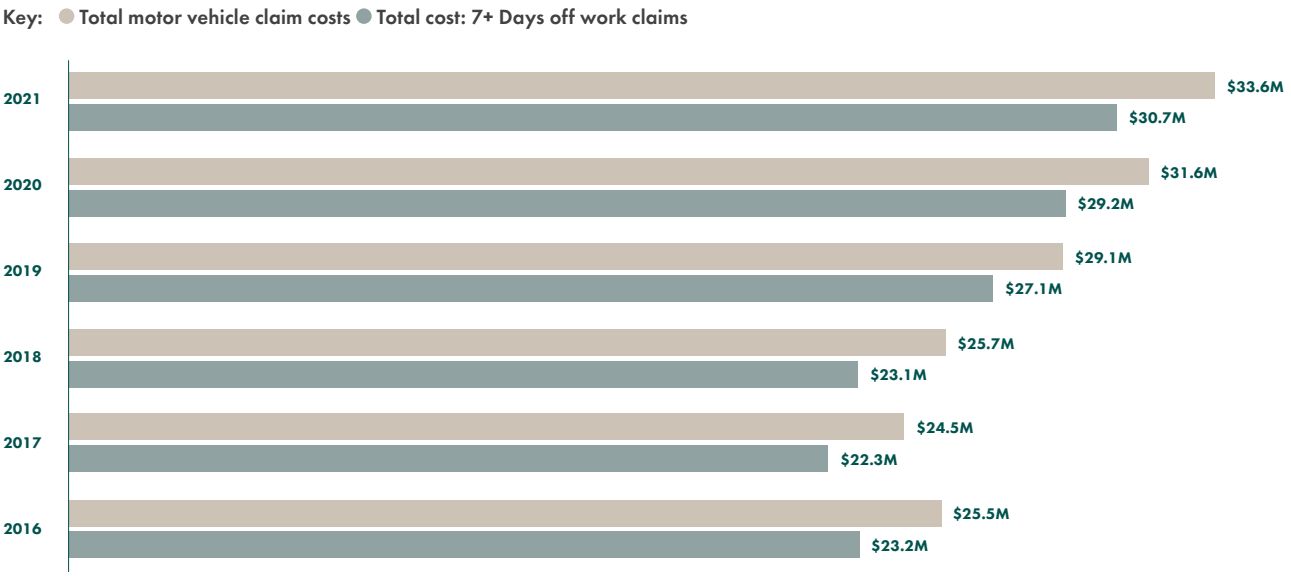
5.
Financial costs to ACC and Businesses

Claims that result in a worker being off work for a week or more are responsible for approximately 91.5% of the ACC critical risk "motor vehicle work-related claims" cost. The graph shows the costs to ACC for Non-AEP driving work-related claims.

For example: In the graph Motor vehicle claim cost to ACC between March 2020 and March 2021 the sustained cost to ACC was $33.6M in total but the claims cost to ACC for workers off work for a week or more was $30.7M.

> The more severe the injury sustained to a worker the higher the cost to rehabilitate the worker, there is a financial cost, but also a cost to business productivity, and emotional and mental health wellbeing for all parties.

Motor vehicle claim cost to ACC



> Between 2020 and 2021 the cost to ACC has increased by 28%.

Costs to Businesses

In the below table, data was collected from Stats New Zealand concerning median wage income over the periods between 2016 and 2021. We have also used ACC days off work data to calculate the potential average loss in wages to business.

Description	2016	2017	2018	2019	2020	2021
The potential average loss of wages to business. (Potential average loss of wages x total 7+ days off work claims per year)	$15.1M	$16.1M	$16.4M	$19.5M	$19.2M	**$23.2M**
Average days off due to work-related severe injury "7+ days of work" claims	182	179	153	162	168	**197**
The potential average loss of wages to business. (Driving work-related injury per 7+ days of work claim)	$21,840	$22,375	$20,655	$22,842	$22,344	**$30,338**

ShopCare's view of the true cost of harm includes:

- Cost to ACC;
- Direct and indirect cost to the business examples:
  - Supervisor time managing worker rehabilitation
  - Mobile costs
  - An extra resource to cover the workload, etc and;
- Any treatment cost not covered by ACC by a business or the injured worker, for example, ongoing treatment, or additional recommended treatment to support the worker physically and psychologically.

* Note: The table above does not show the reality of loss to business from a financial and productivity point of view as the true cost of harm data has not been collected yet.

6.
Current Driving Risk Maturity Scorecard

Driving capability is a complex mix of cognitive and individual personality elements as well as skill and competence.

The below table will assist businesses to conduct a quick test to show where your business currently sits within the driver safety program outputs. Note this is just to provide your business with an indication and by no means are these the only parameters a business may use.

Assurance questionnaire	No = 0	Yes, but needs to be reviewed = 1	Yes = 2
Has your business identified all driver risks and controls?			
Does your business have an understanding of the driving capability of its workers?			
Has your business developed a framework to assist you to categorise the risk category of each driver?			
Does your business have a driving for work code of conduct?			
Does your business have a specific code of conduct for grey fleet drivers?			
Does your business have a structured driver training programme in place?			
Does your business include health and safety participation/input to its fleet management planning?			
Does your business perform vehicle and driver checks and conform to the manufacturer's recommended maintenance regime?			
Are the drivers required to conduct journey planning?			
Does your business have a robust communication stream regarding driver safety and road conditions?			
Do relevant workers including senior leadership, HSW workers and drivers have access to all relevant driver data?			
Does your business have senior leadership buy-in to improve and maintain a safe driving culture within your organisation?			

Key: 0 – 11 Concerning, **12 -18** Started your journey, **19 -24** Room for improvement

If the business scores 24 points on the above test, it means that the business is doing a good job there is always room to improve to strive to keep workers safe while driving.

What to expect from the driver safety guide?

In this driver safety guide, we will cover the key elements to ensure you and your business have the practical information you need to improve driver safety in your organisation. Each business, which owns and/or operates a fleet, can play a vital role in helping define and standardise what good driving is.

Businesses can engage by educating workers on what good driving entails and the behaviours that need to be avoided or completely eradicated. They can also provide driver safety policies; driver training; fleet safety tools; and support required to substantially reduce this business risk and ensure their workers have the best possible safe working environment whilst driving for work.

Caring for all individuals who drive for work and 'changing the conversation' is also crucial for driver safety to extend well beyond just the 'traditional fleet'. Changing the conversation by talking about 'driver safety' instead of 'fleet safety' or 'fleet risk management' improves the collective mindset and culture. Driving becomes a discussion about driving wellness for all employees, including commuters and the grey fleet. Let's aim to make company programs about the people as opposed to the vehicle. Using the correct language in all communications is the first step in achieving this.

Minimum Expectations /

The next section provides current practice and sets the expectations for a minimum driver safety programme.

7. What do minimum expectations look like?

7.1. Driver Safety Culture

An open culture around driver safety including the reporting of vehicle damage is crucial. The following steps lay out a suggested framework:

- Ensure workers understand the changes you are looking to implement and most importantly WHY you are making them;
- Reporting of health and safety events such as near misses, vehicle damage and injuries is vital. To foster an open environment reporting needs to sit without blame on the worker;
- Workers should be provided with adequate training and support on how to carry out a pre-journey inspection on company vehicles especially pool vehicles and should have the tools to effectively report any issues. Example: vehicle familiarisation;
- Foster open dialogue within the business to empower workers to discuss concerns with co-workers (Example: a passenger in a vehicle being driven dangerously). Drivers should have a skills framework to request training to develop driving capability;
- The outcome of issues raised should always be an evaluation, discussion, and training before disciplinary action.

> Aim to include all relevant workers in the process of change the business wishes to introduce. When workers are part of the change, overall acceptance of the programme is maximised. This step is vital before setting out on the rest of the steps to follow within the guide.

7.2. **Risk Assessments and Hierarchy of Control**

Understanding all potential risk points involved in driving for work is essential. Equally having a prevention and mitigation plan for each item is a vital step in keeping your workers safe and your business compliant.

Driving for work can take many forms, from hiring a car once a year, to using one as an essential part of a worker's role and driving daily.

The main critical risks involved with driving are, but are not limited to:

- Loss of control of a vehicle
- Vehicle versus vehicle collision
- Vehicle versus pedestrian collision
- Vehicle versus object collision
- High-speed collision
- Low-speed collision

Workers driving daily, have different risk points depending on aspects such as:

- The type of roads they drive on
- Time of day
- Length of the journey
- Length of the overall working day

Even within driving, there are a number of risks that go beyond just driving in itself:

- Type and size of the vehicle
- Suitability of the vehicle for the given task
- Carrying goods, or towing trailers
- Maintenance
- Excessive speed
- Length of journeys
- Using phones
- Substances and medication
- Driver experience
- Number and type passengers/carrying loads
- Time of day
- Hours of work

Risk Assessment

A thorough risk assessment should be conducted with the inclusion of relevant workers to ensure all possible risks and mitigation controls have been identified.

If it is not reasonably practicable for your business to eliminate the need for workers to drive, then the business must implement control measures to minimise risks to health and safety.

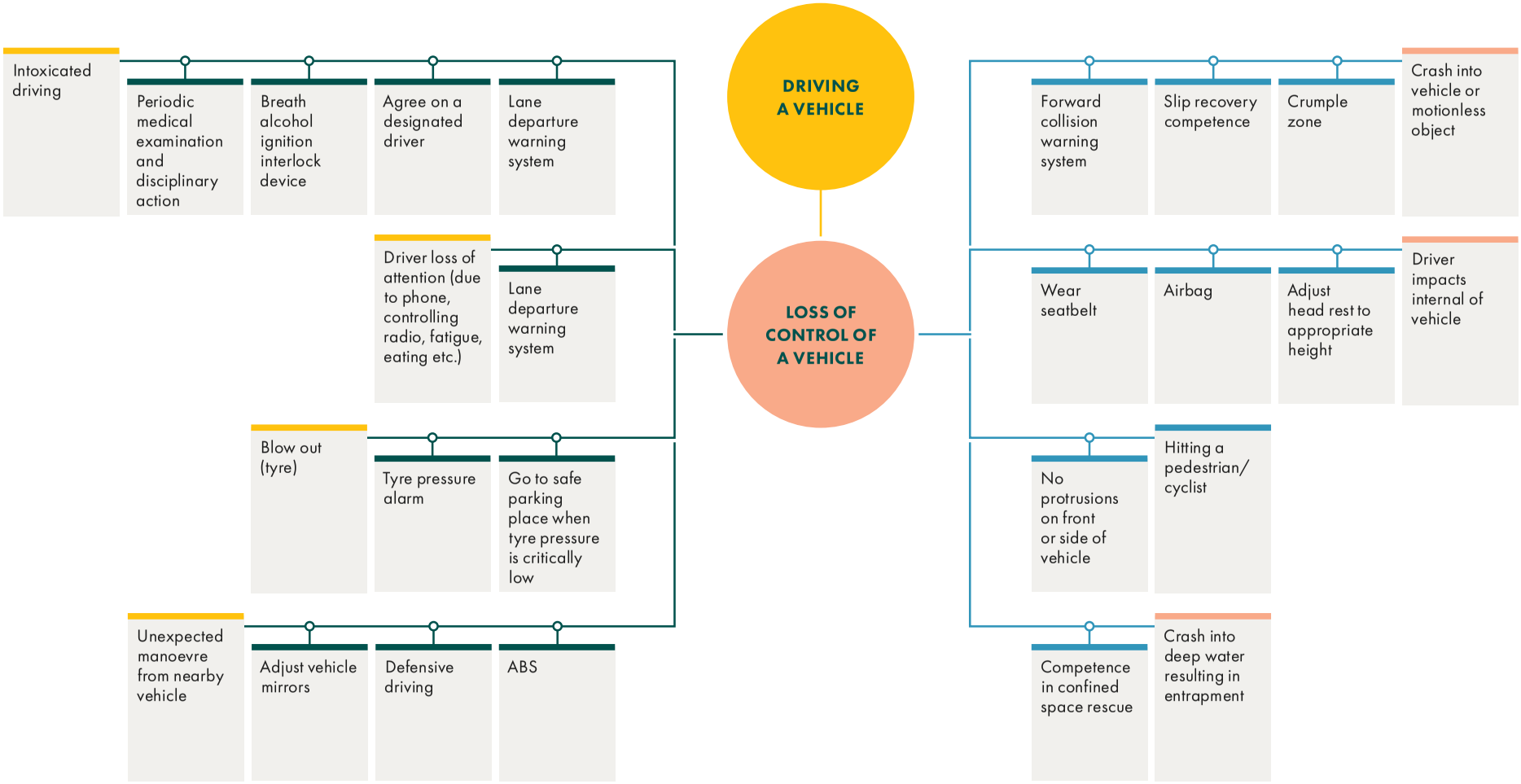
Any effective risk assessment method and tool could be used, one good visual risk management tool is the Bowtie method. It is an overview of all associated risk, preventative and mitigation factors involved for a particular critical risk. See page 13 the generic bowtie example of the Loss of control of a vehicle. The bowtie method allows those involved to take stock of various mitigation and preventative controls and deem them as a mini assurance tool and benefit.

For each of the main risks, a risk assessment and hierarchy of controls should be created to ensure suitable prevention and mitigation controls are in place.

* Note: For more on driver risk please see section 10.

The below example is a very simple and generic sample of a bowtie method used

Key: Threats · Preventative controls · Mitigation controls · Consequences or events



*Note: Above example does not represent all identified threats, prevention, mitigation, and consequences. All businesses should conduct a thorough risk assessment to ensure all risks and controls have been identified. The example is for learning purposes only.

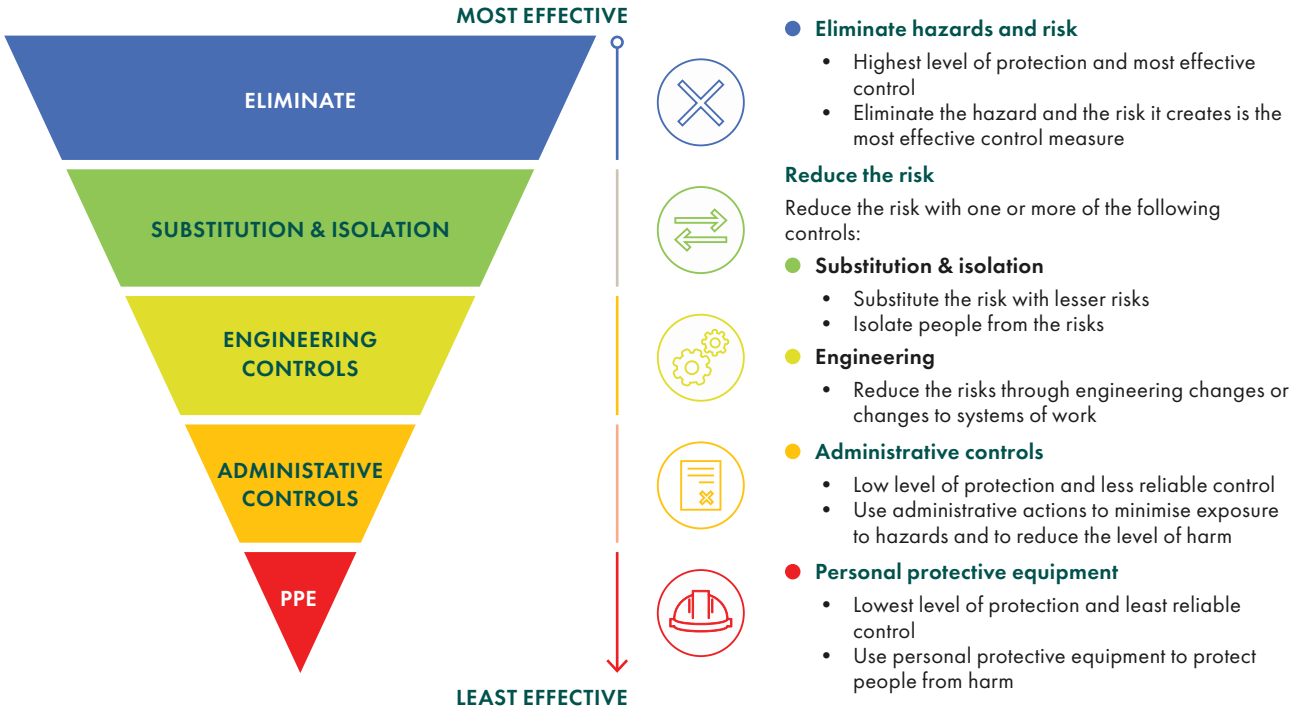
Hierarchy of Controls

Is a system for controlling risks in the workplace. It is a step-by-step approach to eliminating or reducing risks and ranks risk controls from the highest level of protection and reliability through to the lowest and least reliable protection. Risks should be reduced to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Eliminating the hazard and risk is the highest level of control in the hierarchy, followed by reducing the risk through substitution, isolation, and engineering controls, next is reducing the risk through administrative controls. Reducing the risk with the use of protective personal equipment (PPE) is the lowest level of control.

The following element shows the structure of the hierarchy of control, from most effective control to least effective.

The Heiracy of control structure



The business should always prioritise control options starting with effective elimination controls. If elimination is not reasonably practicable, then the risk must be minimised. Reducing the risk may involve a single control measure or a combination of different controls that work together to provide the highest level of reasonably practicable protection.

As an employer, you must consult your workers and their health and safety representatives (HSRs) if there are any when deciding on risk controls.

Hierarchy of control measures under the Health and Safety at Work Act 2015

1. This regulation applies if it is not reasonably practicable for a PCBU to eliminate risks to health and safety in accordance with section 30(1)(a) of the Act.
2. A PCBU must, to minimise risks to health and safety, implement control measures in accordance with this regulation.
3. The PCBU must minimise risks to health and safety, so far as is reasonably practicable, by taking one or more of the following actions that are the most appropriate and effective considering the nature of the risk:
   - 3.1 Substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk,
   - 3.2 Isolating the hazard giving rise to the risk to prevent any person coming into contact with it,
   - 3.3 Implementing engineering controls.
4. If a risk then remains, the PCBU must minimise the remaining risk, so far as is reasonably practicable, by implementing administrative controls.
5. If a risk then remains, the PCBU must minimise the remaining risk by ensuring the provision and use of suitable personal protective equipment.

Using the hierarchy of controls measures described, below is an example broken up into the various controls within the control categories.

Hierarchy of Control Example: Light passenger vehicle – Loss of vehicle control

Elimination	Substitution & isolation	Engineering controls	Administrative controls	PPE
Eliminate exposure to road traffic, and Consider alternatives to travel such as Zoom, Teams or a phone call	Avoid the use of a motor vehicle and consider safer modes of transport such as buses, trains, and aeroplanes	ANCAP Rating 4 to 5	**Policy** • Vehicle/Driving • Cruise Control • Drug and Alcohol • Licenced driver • Pre-employment screening • Health, Safety and Wellbeing Induction **Training** • Defensive Driving • Driver skills and knowledge competency programme • Driving to conditions campaign (seasons and weather) • Licence Monitoring programme • Road Rules • Signage, speed control, blind spots etc • Health, Safety and Wellbeing Induction **Proactive Monitoring and Review** • Licence, Vehicle etc inspections • Licence Monitoring programme • Active maintenance of telematics by leaders **HSW programmes** • Lone worker • Fatigue Management • In-vehicle ergonomic assessments • Drug and Alcohol **Technology/Innovation** • Mobile hands-free system • Telematic system	• In-vehicle storage, tie-down procedures and equipment • Gloves • All-Weather Driving Glasses • Roll Bars and Roll Cages

IMPORTANT: **All businesses should conduct a thorough risk assessment to ensure all risks and controls have been identified**. This hierarchy of control document is deemed a generic guide and does not consider each business environment.

7.3. **Road Safety**

Road safety and weather conditions is an important topic. It helps businesses to identify and plan for assurance controls, communication, and training as part of the driver safety programme.

For the guide, we include the type of road, the weather conditions, and the journey type. In the below section we will focus on "winter" weather, but this can easily be adjusted for summer weather conditions.

Is your vehicle winter-ready?

You should ensure your vehicle is serviced as required by the manufacturer's requirements to make sure it is ready for the conditions. Some basic steps can be done easily in consideration with the manufacturer's guidelines:

- Lights: Make sure all your indicators and headlamps are clean and working
- Liquids: Make sure the water reservoir is up to the maximum mark and correctly mixed with anti-freeze. You may also need to top up your coolant and screen wash
- Oil: Check your dipstick and top up the oil if necessary. Look for signs of leakages on the ground under the car.
- Electrics: Check your dashboard before and after starting the engine. Listen for a weak battery and replace it if necessary
- Windscreen wipers: You should inspect the condition of the windscreen wipers and clean them regularly
- Tyres: Check your tyre treads and pressure, including the spare. The minimum legal limit is 1.5mm, but if in snow or icy conditions winter tyres are recommended for driving

Be prepared – recommended emergency equipment to have in your car

- High Visibility Vest
- A hazard warning triangle
- A torch with batteries - check it monthly
- De-icing equipment (Both for glass and door locks)
- First aid kit
- Appropriate clothing and footwear in case you must leave your vehicle
- Have a charged mobile phone and in-car charger
- Emergency glass break tool

Planning a journey in severe winter conditions

Do you have to travel by car? You could:

- Consider delaying your trip until the weather and road conditions improve
- Use alternative travel options where available

If you have to travel by road, be prepared for severe conditions

- Ensure your vehicle has a more than adequate supply of fuel for the journey. If possible, keep your fuel tank full in winter
- Check your emergency equipment
- Allow extra time and drive with caution. Let someone know your route and when you expect to arrive
- Check to see if there are any problems with your intended route before you leave

Driving in hazardous conditions

Remember the following serious hazards:

- Snow and ice will always be worse in mountainous areas and higher ground – try to route around such places
- Information about road conditions, Incidents and other traffic-related information is available on the NZTA

Website: nzta.govt.nz/traffic-and-travel-information

- If you do not know your route and are using SatNav/ GPS, be sure it does not bring you over a dangerous route, such as across mountainous terrain or along narrow backroads, which may be hazardous due to snow and ice. Look for an alternative route, if there is none then consider staying back in accommodation until the weather conditions clear up and it is safe to travel by road
- Ensure appropriate placement of GPS devices if not built into vehicle in order not to create a hazard by blocking any view of the drivers screen or restrict driver movements to safely operate the vehicle
- Hail is probably the greatest winter hazard for the driver: even if the road is salted hail will stay on the road. Be aware of weather forecasts indicating the possibility of hail. If you do encounter hail slow down but try not to brake suddenly
- Beware of high sided vehicles in strong winds, particularly when overtaking. If you are driving a high sided vehicle, try to anticipate exposed sections of roadway where winds will be stronger
- Beware of fallen trees or other debris
- Never drive through flooded roads. They could be deeper than you think. Find an alternative route
- Always follow local authority road signs advising of a road closure or detour

- Leaving your vehicle is dangerous, wear a high visibility jacket and use your hazard lights to enable other traffic to avoid collision with your vehicle. If you have a cone, place it at the rear of your vehicle

Winter Driving (NZTA): nzta.govt.nz/traffic-and-travel-information

What should I do on the road?

- Drive slower than you normally would – it only takes a split second to lose control in wet or icy conditions
- Avoid sudden braking or turning movements that could cause you to skid
- Accelerate smoothly and brake gently
- Use your highest gear possible when travelling uphill and your lowest downhill
- For vehicles without anti-skid braking systems, to avoid skidding or sliding pump the brake pedal in short rapid bursts rather than pressing long and hard
- Drive at a safe travelling distance because it takes longer to stop on slippery roads. In winter, especially in poor weather, double the two-second rule and leave a safe distance between you and the car you're following
- When travelling in fog, rain, or snow, drive with your lights dipped for increased safety

What about four-wheel drive (4WD) vehicles?

While 4WDs do have better forward traction and provide good grip, improving your ability to drive in adverse weather, drive to the conditions, and follow the winter driving tips above which apply to all vehicles.

What about ice and snow?

- Take care in shaded areas caused by high banks and tall trees where roads freeze sooner, and ice may not thaw during the day
- Bridges may also stay slippery for longer than other road surfaces, so slow down when crossing them
- Frost is more severe at daybreak, so be prepared for this. While it may not be frosty at 6 am, it could be an hour or two later

Watch out for road maintenance vehicles

There could be winter maintenance vehicles on the motorway or highway helping to keep the road open. If you come across any of these vehicles, stay a safe distance behind them and do not pass unless you're instructed to. Our winter maintenance crews constantly update highway conditions as closures occur and conditions change. They have the most up-to-date information and experienced knowledge of their region, so please always follow their instructions and advice

Is information available when I'm travelling?

Electronic message signs are sometimes available on roadsides across the country, providing up-to-date warnings to drivers on current conditions. These may warn of road closures, ice, snow, or other related information. The messages on these signs are changed remotely and will be blank when there are no restrictions. Many radio broadcasts will also provide road condition bulletins, so listen to your local station for updates.

Anti-icing material spread on roads

Grit and an anti-icing agent are spread or sprayed on some roads to help travel in icy conditions. This isn't a guarantee you can drive at normal speeds so please keep your speed down. If there is grit on the highway, drive on it where possible and not in a wheel track to maximise its effect. Remember to drive to the conditions. The speed at which ice and snow can occur means that there will be times when grit and anti-icing agents have not yet been spread.

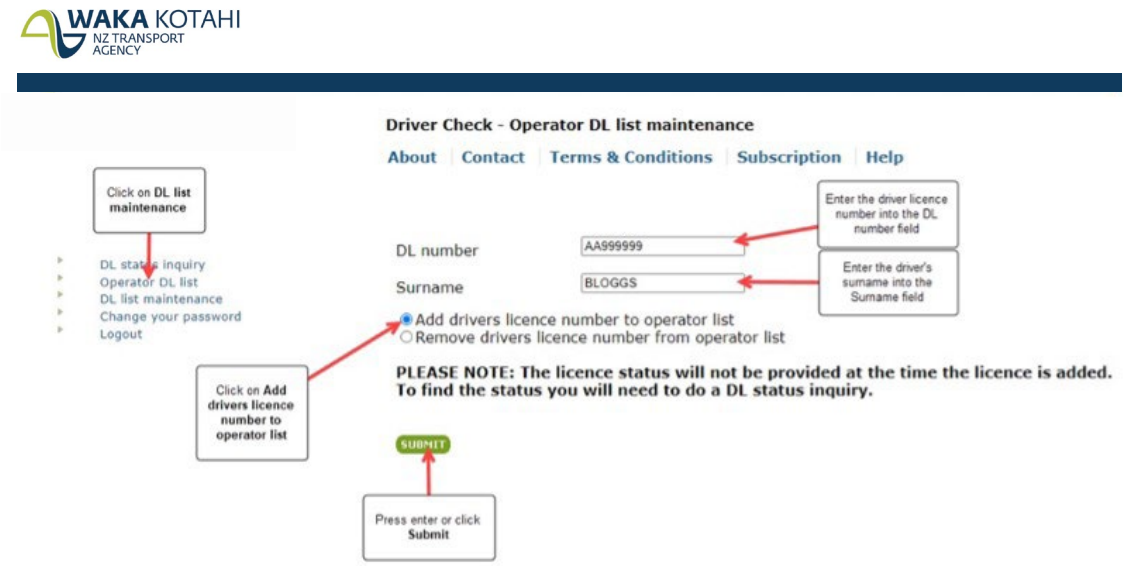
Always remember

- Drive to the conditions
- Allow greater following distances on frosty and wet days
- Be prepared for any delays – dress for the conditions, have warm blankets, bottled water and emergency rations in your vehicle
- Obey emergency road closed signs and barriers
- Follow the directions of any road patrol or police officer
- Avoid towing in icy conditions
- Road closures and restrictions are put in place for the safety of road users like you and the workers who work on them. It is against the law to drive on a closed highway

If things go wrong

- In the event of an emergency, dial 111
- For mechanical breakdowns, contact your breakdown service provider
- If you want to report or check current road conditions on the state highway
  - call 0800 4 HIGHWAYS (0800 44 44 49)
  - check online at journeys.nzta.govt.nz
- If you do get stuck, stay with the vehicle, and keep everyone warm until help arrives
- If you are involved in an incident, tell the police even if no one is injured. This type of information helps to make improvements to the road where necessary

7.4. **Licence Categories**



Ensuring workers' hold the correct licence categories for the vehicles they drive and that it remains valid throughout their employment is a basic yet essential step in safe driving compliance.

Waka Kotahi (NZTA) offers a service called 'Driver Check'. This can either provide a one-off check of a drivers' licence status or an ongoing update if a drivers' licence status changes.

Given the low cost of usage, and accessibility of having an active driver check account, it would be viewed as a practicable step for all companies to use.

Without using this, you have no way to know if your drivers have been handed a suspension, or even lost their licence since it was last viewed.

Also, new Personally Identifiable Information (PII) requirements are making it very challenging to store licence copies locally on company servers, this service removes that risk to your business.

*Please refer to the New Zealand privacy act.

7.5. **Safe Driving Policies**

Safe driving policies covering vehicles used for work purposes is a basic requirement.

Historically, safe driving policies have either been large unwieldy documents covering all driver types and scenarios or very short and not covering the core elements that should be included. Your policy should reflect all of the risk hierarchies you have identified for the various factors that could impact the safety of a driver when using a vehicle for a work purpose.

Having separate policies by driver risk type, allows you to further focus elements of the policy to the right driver. This will help to increase engagement as workers will be able to see that all elements in the policy are relevant to them.

*Note: Also look at Data led risk framework in section 10.

It would always be recommend that any new policy be reviewed by a lawyer with health and safety experience before signing it off for internal use.

A simplified explanation of types of vehicle usage:

- A company car: is any vehicle owned or leased by a business for the use of its workers
- Tool of trade: a subset of company cars that are essential for the completion of a specific business role or task. They are typically allocated to a specific driver. Workers may be allowed to take the car home
- Pool cars: a company car that is used as a shared asset. Usually, drivers can book pool cars to be used when needed. This way the business has a record of driver usage. Workers are not typically allowed to take the vehicle home
- Car allowance: a lump sum paid to a worker annually to put towards the cost of a vehicle
- Grey fleet: a vehicle owned by a worker but used for work purposes

7.6. **Effective Fleet Purchasing/Leasing Strategies**

An effective fleet purchasing/leasing strategy is a key step in ensuring safety on the road.

To form an effective fleet purchasing strategy some key information about your current fleet usage is required:

1. Involve all relevant stakeholders, including the Health and Safety team and driver representatives early in the process to help inform your decisions.
2. Determine the amount of mileage your drivers currently and projected to undertake. Do they all need a tool of trade vehicles, or could a vehicle pool be created for some drivers?
3. What types of journeys are your workers doing? Are they driving long distances cross country, or just driving short stop-start journeys within your local town/city?
4. Do workers have to drive off-road? If so, what type of off-road driving do they do? Gravel, farm/logging tracks, fully off-road?
5. Do workers have to carry any loads/tow things? If so, who does this, what do these look like, and how heavy are they? Do they have the correct vehicle, license, knowledge and skills to tow?
6. Do vehicles require any specific accessories to support the role they are meant to do, such as specialist racking units, rollover bars etc?

Once you have segmented your drivers into groups based on the information above, you can make an effective decision on the correct vehicle types for each group. For example, this may be types of usage: inner-city short trips; long-distance driving; off-road driving; carrying loads; etc. Best practice would dictate that companies aim for a 3-year tool of trade and a 5-year pool vehicle replacement cycle, with a target to only purchase 5* ANCAP rated vehicles.

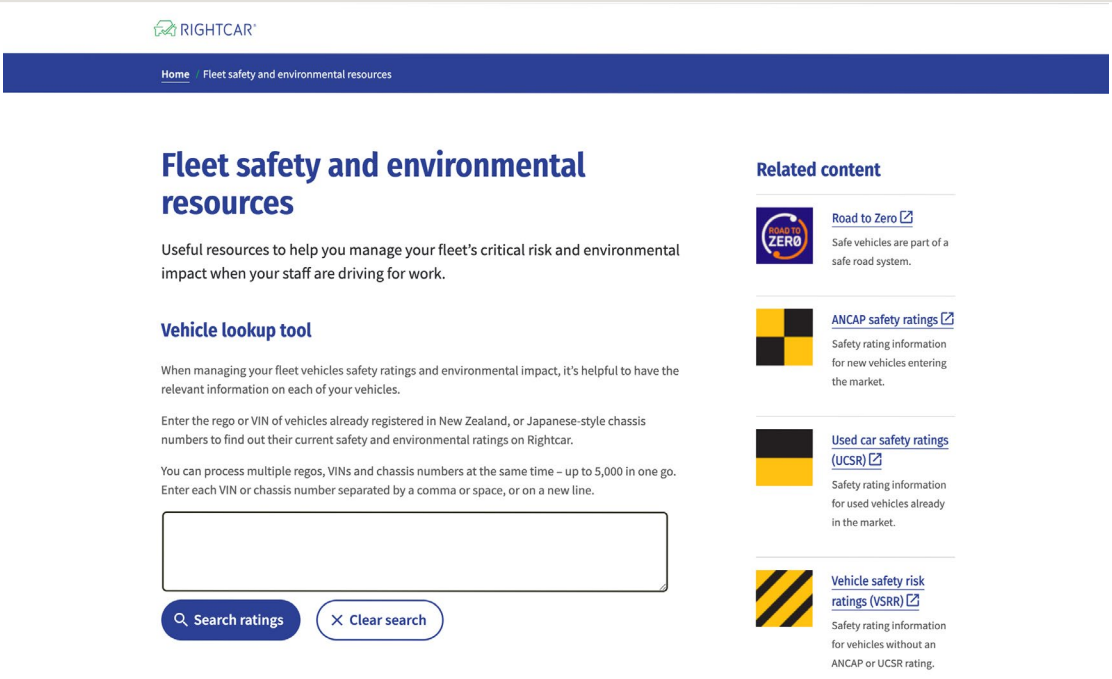
*Note: Also look at Data led risk framework in section 10.

Waka Kotahi NZ Transport Agency has created a web portal containing useful resources to help fleet managers and health and safety practitioners manage their fleet's critical risk and environmental impact when their workers are driving for work.

The new lookup tool helps businesses to find relevant information on each of their vehicles and multiple license plates can be loaded into the system at once. Businesses can download the safety ratings, safety features, environmental ratings and emissions of their whole fleet in one place, giving them a snapshot of their fleet's current health and safety profile.

The lookup tool can also be used to find safe, clean and efficient vehicles to purchase when upgrading fleet, as well as to find useful links to information such as the Clean Car Discount, Driver licence check, Managing fatigue, and Safe driving guidelines.

For more information visit: rightcar.govt.nz/fleet



7.7. **Driver Training and Development**

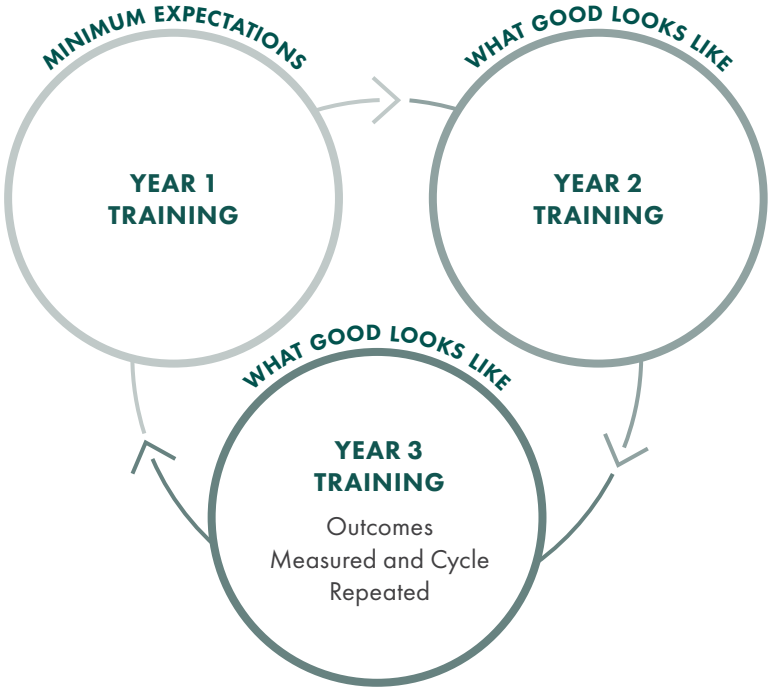
Well-trained drivers can make the road safe for everyone. Having up-to-date knowledge on road safety can assist the prevention of risks of the road and save the business from damages and liabilities.

- **Driver training helps reduce the overall risk in several ways.** With training, drivers are made aware of the factors and risks to be prepared to avoid risky situations and react accordingly. Driver training also helps eliminate bad driving behaviours such as using mobile devices, driving impaired, etc. Effective driving training also gives drivers tips and recommendations that will assist with reducing fatigue and education on the importance of looking after their health and wellbeing
- **Driver training educates workers on important skills.** There is more to driving than simply learning how to turn left or right. When a driver gets behind the steering wheel of a vehicle, there are a lot of elements and factors that they should consider before they actually drive the vehicle on the road. Example: Ergonomics, safety checks, vehicle familiarisation, etc. Driver training will help workers understand all these important elements and factors to ensure their safety
- **Driver training improves fleet integrity.** It is advantageous to have well-trained drivers who can operate the businesses vehicles safely on the road, meaning less incidents. Driver training could also lead to commercial savings in the form of vehicle repairs, insurance costs, fuel usage, etc. As drivers make their best efforts to avoid incidents, they will become an asset to the business
- **Effective comprehensive driver training also indicates your business dedication to legal compliance.** Businesses are required to take the necessary actions to protect their workers and minimise the risk of harm. As vehicles are considered a place of work, the law requires businesses to provide effective training to all work-related drivers at risk

> An effective, ongoing driver training and development programme should be in place

Driver training should be viewed in line with other workers development programmes and not be a one-off activity.

Workers should be entered into the programme on joining the business, or before the point they are given access to a company vehicle. The level of training delivered should be proportionate to that driver's risk, and you should aim to collect as much data as possible to help inform this view.



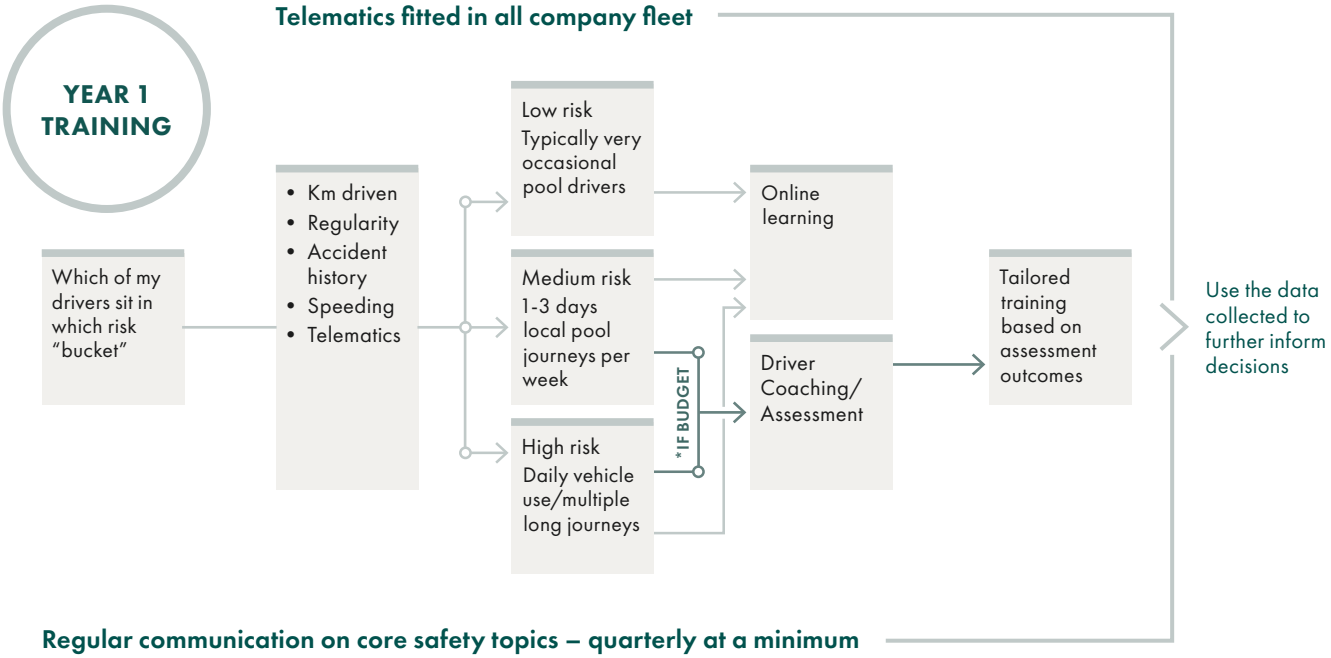
7.7.1 Training Framework I

The framework for year 1 is seen as the minimum expectations for a driver safety programme.

Year 1 Training framework

The most important aspect of year 1 of a programme is to create a robust framework to split the fleet and drivers into risk categories. This framework will evolve but having a strong starting point will help both in terms of implementation, but also ensuring a clear understanding of what success looks like.

Once in place and the drivers are identified for each risk category, the training provider will then be in a strong position to assist in the operational rollout of each training aspect, moving from online learning to practical training options for higher-risk workers. During the training rollout, data should be collected from online learning and practical assessments to help guide and curate an effective communications plan for the coming months. Effective communications should be sent out at least quarterly. The data should also be used to identify any tailored training needs for some workers for example low-speed manoeuvring is quite a common issue that is raised during assessments.



*"If budget" is only for medium risk. All high risk drivers should go to a driver coaching/assessment session.

> Up to this point all relevant information is seen as minimum expectation for a driver safety programme.

* Note: For more on driver risk please see section 10.

What Good Looks Like /

In addition to the minimum expectations the following sections explore what good looks like.

7.7.2. Training Framework II

What good looks like in addition to year 1 training framework (best practice standard expectation) it is recommended to plan and execute a cycled training programme.

A best practice training framework can be created to balance affordability, with best-practice training outcomes coupled with measurable and actionable results. A 3-year cycled programme is designed to be quick to implement, with the AA service supporting much of the administration. This will simultaneously reinforce a step-change in focus within business towards making drivers' safety a central tenant of operations. Examples are:

- Supporting business in the creation of the risk framework
- Importing of driver information
- Training allocation for online learning
- Providing driver reports; and
- Consult on any additional training requirements (if required)

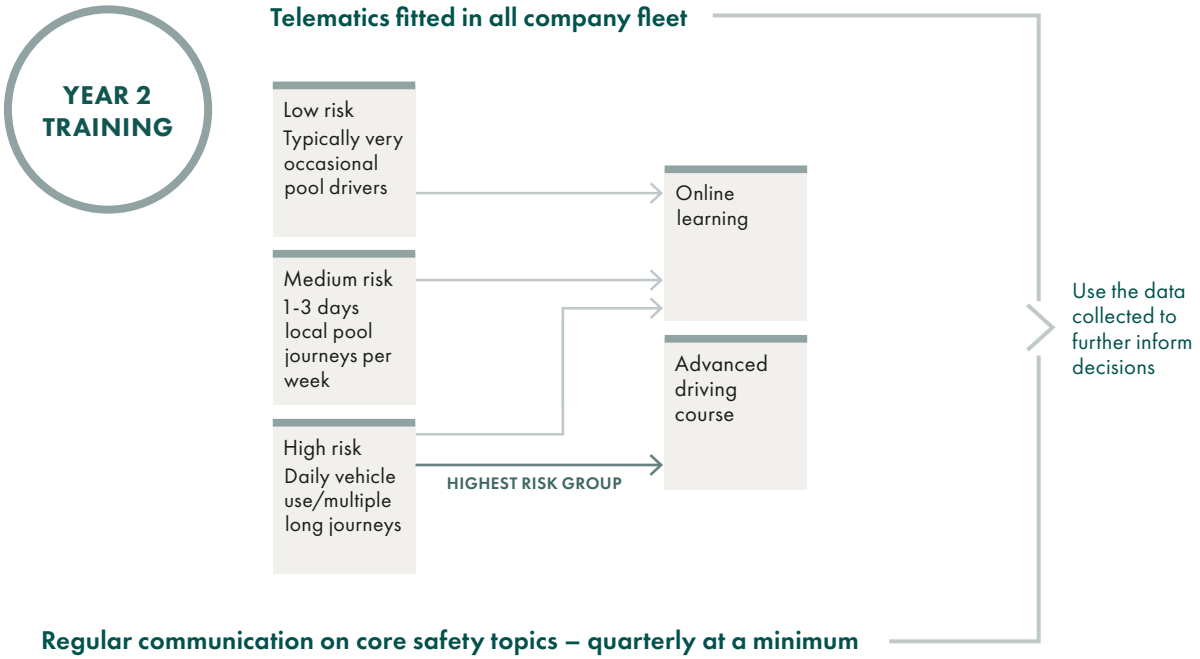
Year 2 Best practice training framework

Year 2 should begin with a thorough review of the data collected in year 1, at a minimum including training feedback (online learning, assessments, defensive driver training, etc), and accident damage data recorded for the year. If possible, it should include all data points (refer to section 9: Telematics) used in the risk model in year 1.

> If any drivers in lower-risk groups show signs or evidence of driving behaviour changes that presents a higher risk index, they should be progressed to a practical session.

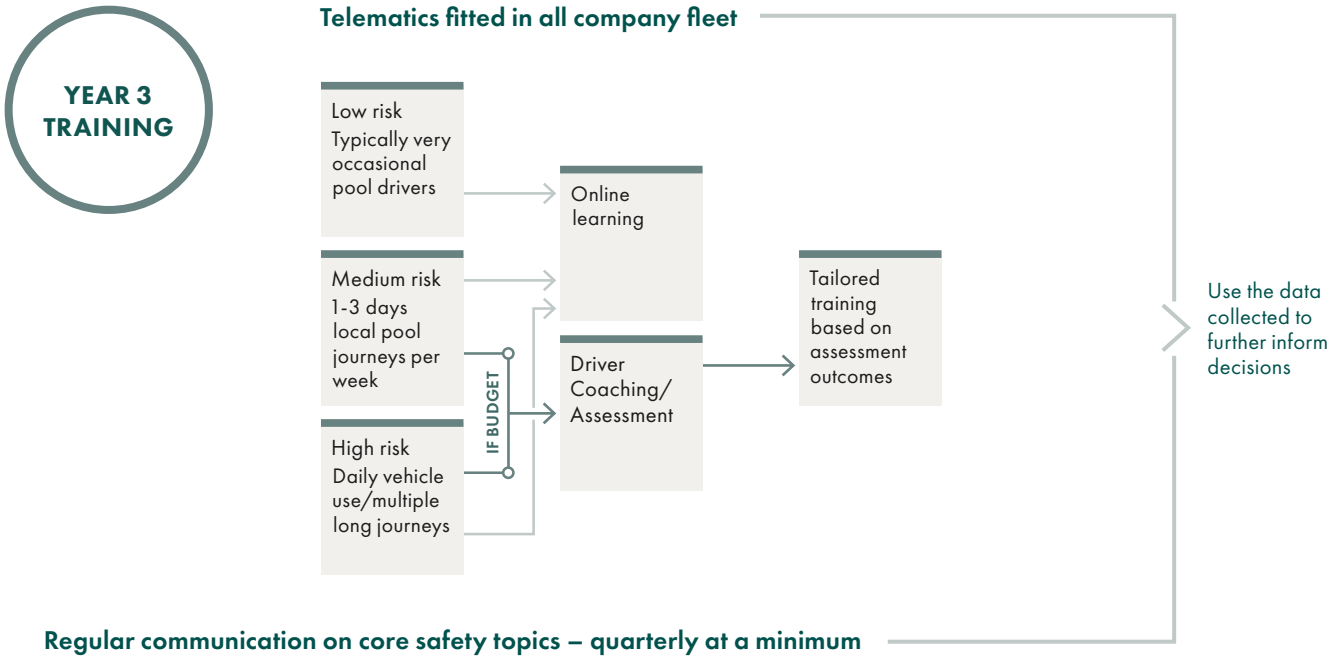
This should also be done at anytime via actively monitoring driver behaviour throughout the year and not only on an annual basis.

Fresh online learning content (updated or a refresher) should be redeployed for the whole business and a new communication plan for the year should be created.



Year 3 Best practice training framework

Moving into year 3 a full risk framework review should be undertaken. Consider all available data from the previous two years training outcomes and data held by the business. Any changes in the risk requirement boundaries should be implemented and drivers re-evaluated accordingly. The AA recommends practical training be deployed on a 2-year cycle, so all relevant drivers who received practical training in year one should have a repeat assessment. While less generic upskilling training (example: low-speed manoeuvres) would be expected in year three, the data analysis may highlight some business-specific tasks that are increasing risk and driving accident rates. The training provider can work with the business at this stage to curate tailored courses to specifically target these areas.



*Note: Also look at Data led risk framework in section 10.

8. Communication and Engagement

For a driver safety programme to be effective and a positive safe driving culture to exist the business will need to engage with all workers that drive for work purposes to create awareness, the importance of driver safety, the acceptance and commitment to the programme, and all the required changes that might be necessary.

As part of the training programme framework, having effective and regular targeted communication streams, remind and reinforce any training conducted and support and extend the programmes impact and longevity. If the business uses contractor drivers, it is important to engage and include them to share in what the business is doing, and what is expected of contract service providers. In addition it is recommended to consult the "chain of responsibilities" regulations in regards to light commercial vehicles.

Engagement comes from consistent internal communications and the creation of multi-departmental operational teams, which are ultimately responsible for the organisation's driver safety programme.

Internal Communication and Engagement

Success relies heavily on workers' individual actions and behaviours. To encourage engagement in driver safety, the business should start by preparing a communications plan, which needs to:

- Create awareness of the driver safety programme
- Support all to understand what is required of them
- Build acceptance
- Gain commitment

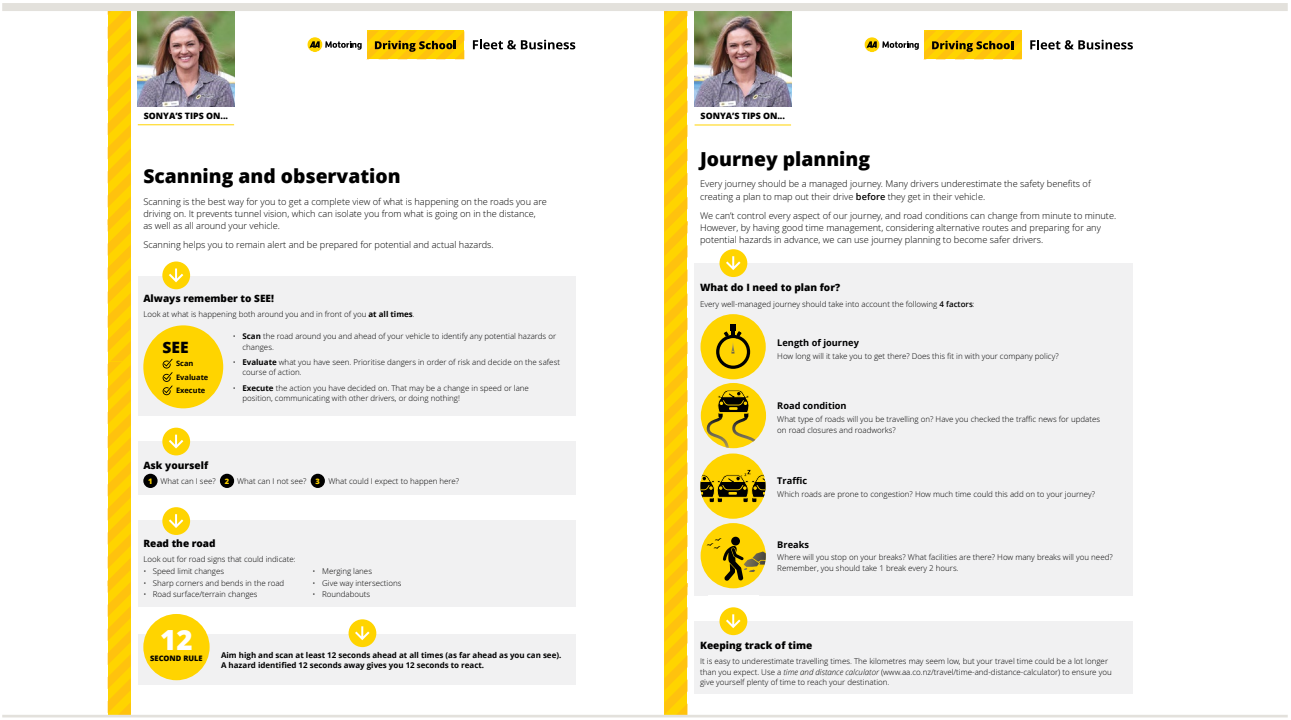
To achieve acceptance and commitment management and supervisors must be personally involved in the overall driver safety programme. This is essential for the long-term sustainability of a driver safety culture and performance.

Continuous constant communication is needed to keep workers informed on the progress and importance of the programme as well as the drivers personal driving standards and behaviours.

Two main channels of communications with some examples are:

Direct Communication	Indirect Communication
Workshops for managers and implementation team	Placing driver safety information within other documents or media that should easy accessible: • Safety manuals • Driver handbooks • Driver passports • Organisational newsletters
Worker briefing sessions	
Driver training	Placing driver safety awareness information on: • Notice boards • Posters • Websites • Emails • Internal shared drives
Induction courses	

It is recommended to provide communication to all workers who drive for work at least quarterly, however, where possible, more frequent communications would achieve a better result. Using internal data and with support from the driver training provider, the business should be able to identify key topics that should be covered by these communication streams.



Operational engagement within the business

A dedicated team from the business could be established who will represent key stakeholders within the business. The team's main role is to provide the expertise and business connectivity to support the development of a driver safety strategy, systems, controls, and procedures. In essence, they would assist with the effective implementation and operation of the driver safety programme.

The team should also be responsible to facilitate communication across all levels and relevant parties within the business, that includes drivers, supervisors, managers, and executive management.

Responsibilities of the dedicated team will include

Conducting a fleet safety risk assessment	The development of the strategy and implementation of the driver safety programme
Reviewing existing fleet management systems and controls	Providing tools to support the business
Analysis of driver safety performance (Please refer to NZ Privacy Act 2020)	Acting as a resource to assist with the implementation
Identification of best practices from within the business and externally	Reviewing and monitoring progress
Continuous improvement on driver safety programme performance	Supporting ongoing communication and engagement activities

Tip: To encourage employee participation before any change is implemented, both factors for accepting and resisting change need to be identified. This will allow a smoother implementation of said strategies with maximum positive acceptance and compliance.

9.
Telematics

> Implementing a telematics solution in vehicles adds a further layer of protection for drivers, and is a key asset to target training and driving behaviour.

A telematics system mostly consists of devices installed inside vehicles. These devices use a cellular network to send information to services that are hosted by the provider or a third-party cloud server. The data can then be accessed from a device such as a smartphone, tablet, or laptop with an internet connection. This is all made possible by the Global Navigation Satellite System (GNSS).

The core types of telematics solutions fit into one of the following groups (in order of typical cost per vehicle/driver):

- Fully embedded: these are boxes that are mounted under the dashboard and wired directly into the vehicles power supply. They must be professionally fitted and removed and are typically quite difficult to tamper with. These solutions are typically high cost but do provide the most robust tracking solution in the event of vehicle theft
- "Plug and Play" dongle: these services utilise a small unit that connects to the vehicle diagnostic port. These units contain all the sensors required to collect the data for the service, along with a built-in SIM card to send the data from the vehicle to the provider server
- Bluetooth dongle: These services utilise another form of a dongle. These may include sensors, but do not include an embedded SIM card and as such can't provide a data connection. Instead, the driver's cell phone is used to provide a data connection
- Direct to car/phone only: these services typically offer the lowest up-front cost as no hardware is required, instead, they use the sensors and GPS receiver in the phone by way of an installed application

What type of telematics solution the business needs will depend on the functionality and feature requirements of the business. There may be a trade-off between systems, for example, to get a more robust driver safety module, at the cost of forfeiting some traditional asset tracking features.

Another key thing to consider is the level of aftersales support and consulting a business would require maximising the benefits of the solution. Telematics solutions produce a huge amount of data, that, when used properly can be a powerful addition to improve utilisation and safety of drivers.

However, often the standard reporting portals provide only a snapshot of this information and without support from a provider to analyse the data, and the lack of clear internal processes to do something with the data, many businesses end up with an expensive speed monitoring system but lose out on the extra benefits.

The data provided by systems may also vary greatly, so deciding what information is right for the business is key to selecting the correct platform. From a training point of view, the AA certainly favours platforms that can align collected data to known crash information to provide a true risk score for a journey and a driver.

> This is a much more effective method than purely focusing on a single area such as speed, which, while effective initially, quickly leads to all drivers getting top scores when they reduce their speed providing a false sense of confidence in your fleet.

9.1 **Rolling out telematics**

Telematics opens the world of opportunity on how to keep drivers safe and assist drivers on the journey to safe driving behaviours. Introducing telematics to a business can be a challenging experience and it's not uncommon for drivers to resist the change, especially the thought of "being tracked".

The service needs to be introduced and managed from a safety and support point of view. To lead by example and show commitment, leaders who drive for work or have a vehicle which the business contributes towards in some way should have telematics fitted and active.

The ability to view data at a driver level should be kept confidential and only reviewed by selected personnel, for example, direct managers, health and safety programme owners, and fleet managers being shown either asset data (example the vehicle registration), or better still rolled up data for groups of people so no individual can be viewed at random.

On top of this, gamifying the rollout and ongoing usage of a service is a fantastic way to bolster workers engagement in the program, and ensure its kept top of mind. Even praise, recognition or incentives for the "top-performing" or "most improved" drivers each month can make a big difference to demonstrating the solution has been put in for the overall benefit of drivers.

Telematics solutions are increasingly becoming a staple of most business fleets. The technology/services offered vary by provider, from very basic asset tracking, through to the use of deep learning algorithms providing deeper levels of insight. While there still exists a myth that workers won't accept such systems, if the process provided is managed and positioned correctly while including all relevant parties, the resistance should be minimal.

A common mistake some businesses make is implementing telematics at the cost of driver training. There are many risks on-road and behaviours that no telematics solution will register when showing a "driver score".

Examples of telematics restrictions: effective scanning; blind-spot checks; correct lane positioning and many more will not be included.

Note: Be aware that not all solutions are made the same. Some solutions focus solely on speed, others will include fixed notifications for hard braking, accelerating, and cornering.

> More advanced platforms now leverage deep learning algorithms that are fed with large data sources and can predict things such as an incident risk on particular journeys.

Such systems have emerged and are in force in Europe and North America where they are predominantly used by insurance companies to help reduce the insurance cost for high-risk drivers.

9.2. **Driver hours and fatigue**

Recommended tracking of driving and working hours for all vehicle use.

While clear maximum driving hours exist for heavy trucks and taxis, many businesses overlook or don't sufficiently track the full working time of class 1 drivers on the road.

Despite total time on the road unlikely to exceed 13 hours per day, capturing the time spent not driving, but still working is important to consider. While working time isn't all spent behind the wheel, it will still add to the fatigue of the driver, and fatigue and tiredness are known to have a high impact on a driver's ability to safely control a vehicle.

As such, it is recommended that businesses actively track drivers combined working and driving time per day. Often this number is relatively unknown to even team members managers, and as such building a clear picture of this is the first step to understanding where changes can be made to help improve workers safety and broader mental wellbeing.

It should be noted that for non-office based workers we would recommend including return to base journey times in this calculation, including longer or out of the ordinary journey's.

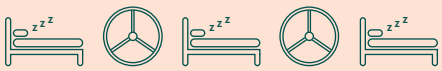
While New Zealand has a relatively relaxed driving time regulation, we would recommend looking to the European regulatory framework as a better guide to enable the reduction of fatigue risk contributing to an accident scenario for workers. The graphic Driving limits and rest periods outlines the European best practice structure for those workers whose work involves being on the road daily. If each trip of driving ends in going straight into a work task, then these tasks should also be factored into this time.

In addition to this action for drivers, it would also ensure that clear journey planning requirements for all workers who are undertaking trips involving more than 3 hours of constant driving are in place.

Ensuring the routes and rest stops are planned and submitted in advance, and a risk assessment is undertaken for the return trip of the journey. If the full working day should exceed the outline provided in the graphic on the left, then an overnight stay should be factored into the trip.

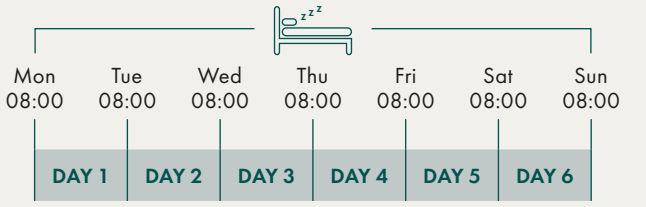
Driving limits and rest periods

Driving limits and breaks from driving
After a period of 4.5hrs a driver must take a 45min rest

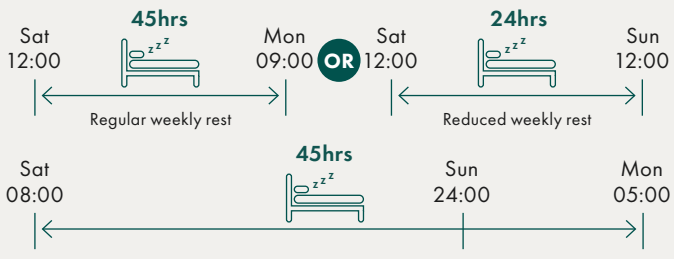


Split breaks
Only the first break can be under 30mins

Weekly rest
A driver must start a weekly rest period no later than at the end of six consecutive 24-hour periods from the end of the last weekly period



A regular weekly rest period is a period of at least 45 consecutive hours



10.
Data Led Risk Framework

Creating a data-led risk framework will ensure you provide the right training, support, and advice. The below illustrates the various factors a business needs to consider and the accompanying data. This will then result in each driver meeting certain requirements which will then show the risk category of said driver. This will assist determining driver risk types and fleet role buckets.

Factors to be considered:

Accident History	Training results and experience data
Time on and off the road	Medical history
Journey types	Near miss reports
Time of day	Infringement notices
Telematics data	Complaints
Driving experience	Terrain types

Low Risk

Meets all requirements

- Should be very occasional pool/rental vehicle drivers (<2000km per year)
- No history of accidents or infringements
- Driving on-road only, with limited night time/poor weather exposure
- Full licence holder with > 5 year on road experience
- Max 1 hour trip time per journey (excluding traffic)

Medium Risk

Meets all requirements

- Regular pool/hire vehicle users/light tool of trade user (2000 – 8000km per year)
- No history of accidents, vehicle damage or infringements
- Driving on tarmac road only and no extreme weather driving requirements.
- Only minor issues highlighted with telematics; online learning; or practical training reporting
- Max 3 hour trip time per journey
- Full licence > 2 years driving experience

High Risk

Meets all requirements

- Regular driver > 8000km per year
- Known accident/vehicle damage
- Speeding infringements
- Rated high risk via telematics data or red flags raised from online/practical training
- Restricted licence holders/less than 2 years on full licence
- Journey times greater than 3 hours each way
- Required to drive on gravel/farm tracks /offroad
- Exceeded best practice time on road limits

Ensuring the data framework is reviewed regularly will help to track the impact of your changes.

YEAR 1

- Initial risk framework based on "known" internal data

YEAR 2

- Update the known internal data framework
- Overlay data gathered during year 1 training and telematics

YEAR 3

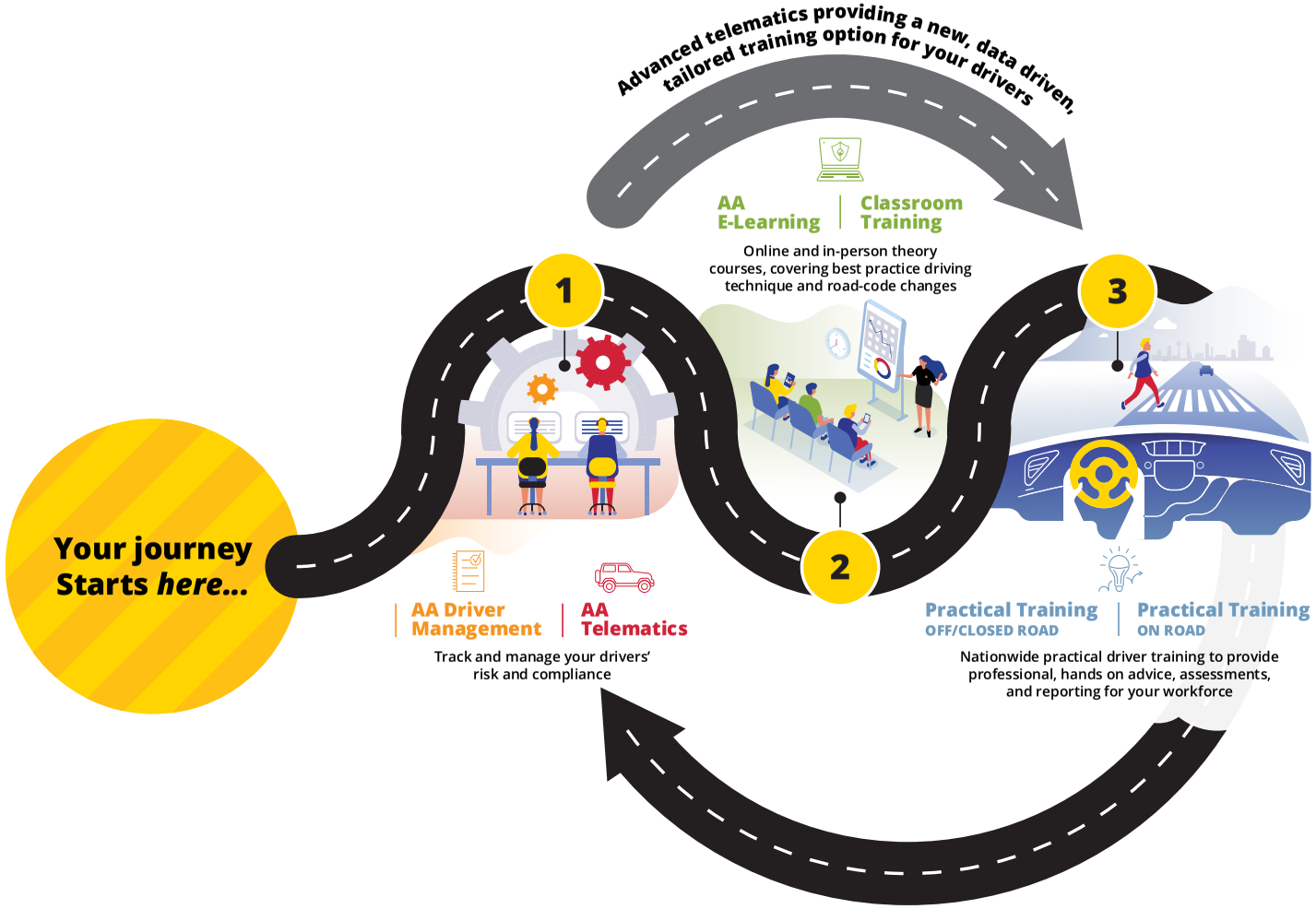
- Review and refresh data model and adjust the groupings for the next training cycle

ShopCare | AA Motoring Driving School

11.
AA Training services

There is a wide array of driver training services available in the New Zealand market to help upskill and improve your drivers' capabilities.

These range from theory through to practical with both general and specialist topics covered. The AA is a full-service provider for class 1 vehicles and can deliver all major training courses in this space.



AA Training services

Online Training

- Great solution to deploy light training rapidly across a large group
- Acts as a good best practice reminder for workers and to highlight changes in the roadcode, etc
- Doesn't always work well with all personality types and workers can become overloaded with online learning in modern work environments
- Still need to consider a practical element for "high risk" workers

Classroom Training

- More engaging alternative to provide theory content to workers versus online learning
- Often combined with a practical session to reinforce learning/as a precursor to more technical practical training to ensure driver safety in the training environment
- May suit less motivated workers, especially with an engaging and passionate tutor
- If not paired with a practical element then you are very reliant on your drivers ability to translate the learnings and apply them in the real-world

Driving Assessments

- Coached assessment sessions typically involve a one to one session with a driving instructor lasting between 1-2 hours on public roads
- These sessions are an excellent first practical step in a driver training programme as they help to determine the baseline capability within your fleet and identify any outliers who require immediate support
- For many drivers this session will likely be the first time ever on a public road with a professional instructor
- Sessions need to be positioned correctly for your teams. Many workers may feel concerned about being "assessed" and view it as potentially having a negative impact on their job security

Defensive Driving

- "Traditional" driver training course, typically held on a closed road environment over the course of a full day. Usually comprising a theory and practical element
- This course is ideally suited as a second year training activity for workers who are driving daily for work, cover long distances, or have a history of speeding infringements/telematics over-speed events
- As the course is a on a closed road, we still recommend a one to one assessment for workers to ensure any bad habits are coached to as defensive driving courses typically don't feature an assessment

Specialist Training

- Typical courses cover topics such as motor cycles; 4wd (short or full unit standard course) quad bikes and trailer towing
- If unit standards are required, ensure the provider is qualified and accredited to deliver the standards required
- These courses are typically used for high risk activities and you should ensure drivers are prepared for the what the training will cover in advance of the course
- Tailored courses custom made to help support your teams may also be provided by training providers, such as courses on low speed maneuvering

12. Recommended generic process for a driver safety program

The below is a simple generic recommended driver safety programme planning and delivery process.

Starting at number 1 working clockwise through to 7. Each business is different in size, culture and complexity and the below illustration is merely a guide, further planning will be required to tailor it accordingly.

1

Research led approach – internal and external data, evidence, and risk assessment. Develop Business case/ Implementation plan.

2

Review policies and guidelines and amend or develop as required. Will need to be part of your communications plan.

3

Develop communications strategy/Change management plan and determine your target audience.

4

Design and implement bespoke driver assessments and training modules for each risk category. Example: Grey fleet driver training could look different than those who have a tool of trade.

5

Conduct driver risk assessment and start analysing metric data as a base. Set agreed targets and communicate them.

6

Prioritising developing driver capability and monitoring programme. Categorise in order of risk, those who will need support first before moving down the risk order.

7

Continuously review driver programme: Risks, driver capability, training, communications to determine if any amendments are required and if any gaps have occurred to address.

13.
Conclusion

ShopCare and AA Driving School, hope that this guide has provided useful insights into creating a meaningful, trackable, and effective driver safety programme.

Creating an effective programme and securing funding is not something that happens overnight so be prepared for the possibility of the process to grow and evolve to reach the end goal.

Businesses should have steps in place to ensure driver safety as it is a legal requirement, however, an effective driver safety programme moves well beyond just ticking a compliance box. A well thought out and implemented programme will offer a host of additional benefits to the business over time which are often overlooked when discussing such services internally.

The programme will have an impact on broader worker wellbeing, both in terms of reducing the likelihood of incident scenarios and as such worker injury and time off work. It may reduce stress on drivers through better planning and feeling more supported, as well as improving the worker's life outside of work by influencing them to be a safer driver.

Long term vehicle-related costs will also decline. Direct costs such as vehicle accident repairs, insurance excess and premium payments will decline due to a reduction in vehicle incidents. There is potential to benefit from tangential savings as better driving should have an impact on fuel consumption and vehicle wear and tear such as reduced tyre and brake change intervals.

A well-integrated programme will assist to bring parts of the business together more frequently, and promote improved internal data sharing, not only aiding the effectiveness of the programme, but in many cases also providing deeper insight into driver's schedules, workloads and activities throughout the business.

Both ShopCare and AA Driving School are on hand to answer questions about anything covered in this document and provide advice and support throughout your journey for a safer workplace. Please get in touch at any time.

Appendix /

1. Acknowledgements and about the authors

He Kaupare. He Manaaki. He Whakaora.
prevention. care. recovery.

ShopCare and the AA would like to thank ACC for all their assistance and constant engagement around the topic of critical risks: "light passenger/commercial vehicle" with the inclusion of providing data relevant to motor vehicle injury claims.

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WORKSAFE NEW ZEALAND | MAHI HAUMARU AOTEAROA

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ShopCare and the AA want to acknowledge Fleetsafe for the information that is available via their website as reference for specific parts of the guide.

About the authors

Wesley van Deventer is the ShopCare Business Manager and is a business specialist that has expertise in the field of health, safety, security and environment with 14 years of international experience leading strategy, compliance, and business improvement. He has worked across a mix of low to high-risk environment industries, specialising in strategy, critical thinking, and ideation, including identifying opportunities through robust analytical and insights management, which has led him to steer business to the overall growth and return on investments.

Jack Bergquist is the National Sales Manager for AA Driving School. Jack has been leading the corporate driver training division of AA Driving School since joining the business in 2019. Coming from a background as an automotive industry expert in the UK, with experience in both consumer and industry research organisations, Jack has moved the dial to offer a more data-led and consultative service to corporate clients since joining the team.

2.
About ShopCare

We connect people to solutions to create safer workplaces.

ShopCare is the official health, safety, and wellbeing association, working to accelerate the reduction of work-related death, injury and ill-health in the manufacturing, transportation, retail, and supply chain sectors. We are supported by industry members and ACC.

How?

ShopCare works with businesses to drive safety leadership, increase awareness, and positively change behaviours.

We support the implementation of key initiatives and help businesses understand key risks and identify best practice procedures.

Our Strategic Priorities

- Understand the causes and cost of harm
- Identify industry risks and share control measures
- Identify and action key levers of change
- Develop relationships, collaborate, and influence

Critical Risks and Controls Project

This project increases industry awareness of critical risks, how to identify them and implement the most suitable controls.

In the first-ever local review in our industry, we have identified the most common critical risks along with proven controls.

We want to add to this valuable resource and welcome your contributions. Contact Wes at **wes@shopcare.org.nz**.

Get involved with our industry-led initiatives

Email **info@shopcare.org.nz** or visit **shopcare.org.nz** for more information.

3.
About AA Driving School

AA Motoring Driving School

Fleet & Business

Who are we?

AA Driving School is New Zealand's largest driving school, offering learner and experienced driver tuition across the country with over 110 qualified driving instructors. We have been supporting New Zealanders on their learning to drive journey for over 50 years. With driver safety and wellbeing at our core, the organisation has also invested millions of dollars in providing free lessons to our members and their families to help improve road safety via initiatives such as our Ignition programme.

What we do

Growing from our strong background in learner driver training and understanding the increasing health and safety requirements for businesses, we launched our Fleet and Business division aimed at providing business to business training services 12 years ago. Since then, our products, services and clients have continued to grow and we're pleased to have helped thousands of experienced drivers improve their roadcraft and knowledge during that time.

We offer a full-service solution for our clients, spanning data collection, analysis, and consulting, through to telematics, online learning, and practical training services. With the ability to spin up large scale training instances for corporate clients, or support SMEs in targeted localised training, the team are able to support any driver training related needs.

With over 75 specially trained tutors nationwide, the AA is proud to support its clients in improving the safety of their workers while on the road.

4. About the data and sources collected

1. Data Sources:
   - ACC – Non-AEP injury Data (Businesses who are not part of the ACC accredited employer programme)
   - WorkSafe NZ - Fatalities data (Includes only fatality data related to work-related vehicles: Car, Ute/Truck, Other vehicles, Motor bike 2 and 4 wheel. The data does not include other causes relating to vehicles like health fatalities due to long periods of exposure to harm. (Example: Being hit by a moving object or vehicle exhaust fumes)
2. Data shown in the guide is from 12-month periods running from April to March the following year. Example: April 2020 to March 2021 which includes the periods of Covid-19 national and regional lockdowns and working from home events. All data represented are complete years.
3. All graphs were constructed using data sources detailed in point 1.
4. The number of work-related driving injury events does not give a complete picture, as we have not included near-miss data or the limited view of work-related driving events data. Thus, the conclusion is the number of events is understated.

5. Disclaimer

The information provided by ShopCare and AA Motoring in this document is for general information purposes only and does not constitute legal advice. ShopCare and AA Motoring does not accept any responsibility or legal liability to you arising from your use or reliance on the information contained in this document. Specific advice should be sought from qualified professionals in respect of your own situation before relying on any aspect of the content of this document or associated materials.