

CTT Road Safety Program



José Guilherme – CTT Transport Manager

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ctt

CTT Road Safety Program



Road Accidents in 2014

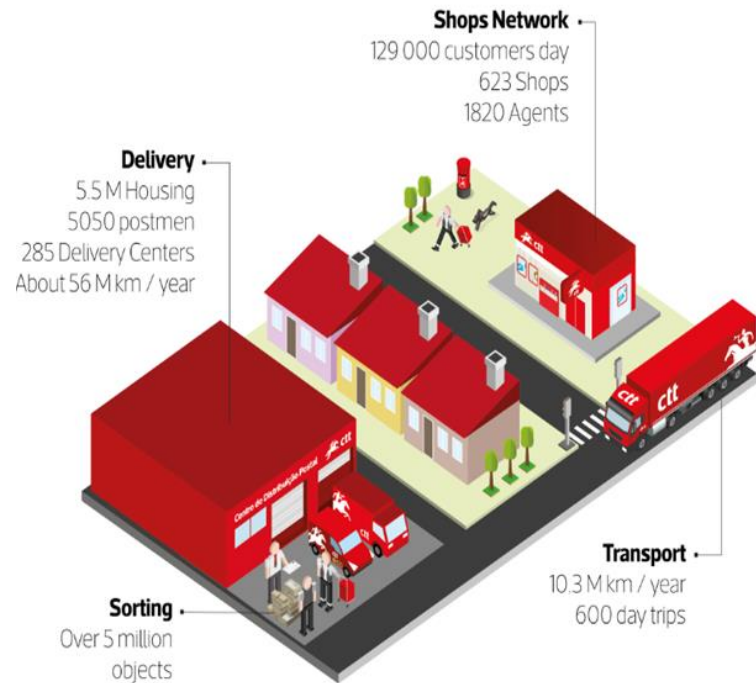
- **In Europe** there were about 25,000 dead on the roads.
- **In Portugal** the number of deaths annually was over 600.
- Statistics show that for each death there are 4 severe injuries (irreversible damage) 10 severe injuries and 40 slight injuries.
- That is about 1,350,000 people affected in Europe and more than 30,000 in Portugal and the annual economic cost in Europe is estimated at 130 Billion Euros.
- **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** personal injury (material damage only) 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)

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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. We strongly commit to alternative motorized vehicles, which we have been expanding in a significant manner.



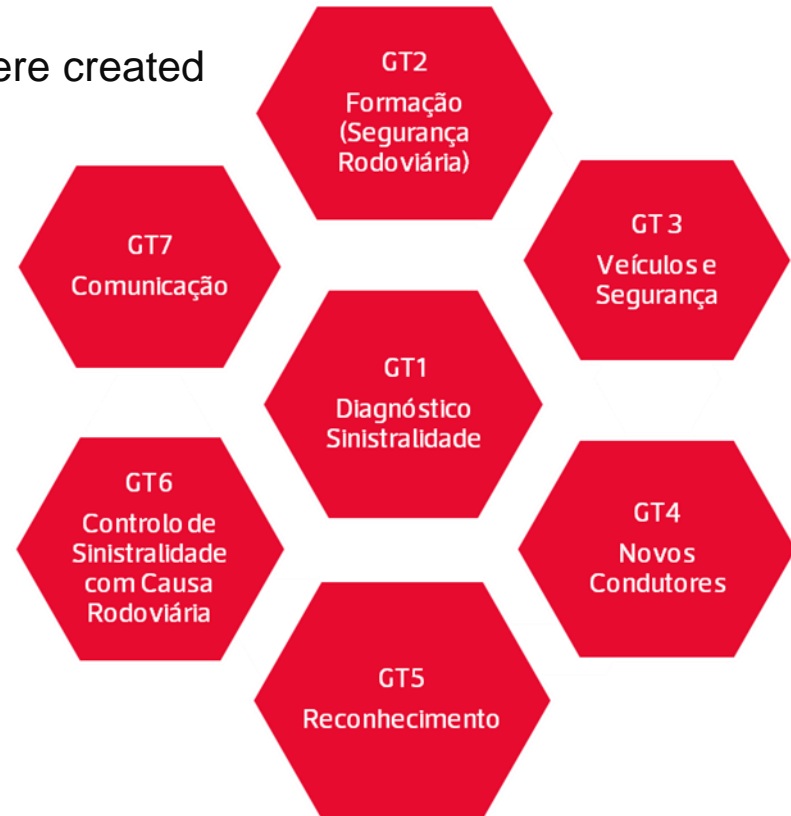
CTT Road Safety Program



CTT Road Safety Program – Goals

- The goal of the program is 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 - Accident Control
- 3 - Vehicles -
- 4 - New Drivers
- 5 – Training
- 6 - Recognition
- 7 – Communication



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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.
4. New Drivers - Set psychological evaluation model and training.
5. Training – Developed a training and action program for services and accident-prone drivers
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 18001 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.

Initiatives related to road safety in CTT

- 1 - **Diagnosis Road accidents** - evaluated in 2015 about 2000 accidents, made its characterization and made the diagnosis of accidents.

Characterization of Occupational Casualty with Road Cause

In 2014, road traffic accidents represented:

- 56% of accidents at work
- 65% of total absenteeism

And they were:

- 93% in Distribution
- 79% in "2-wheel turns"

Characteristics of Road Accidents with only material damages

- Focuses on Distribution - 78%:
- More than 70% of accidents are responsible of the driver CTT, with a higher incidence in the case of "heavy" and "2 wheels"
- Accidents mostly occur in normal circulation without participation of third parties
- There were 31.2 accidents per million Kms covered

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Initiatives related to road safety in CTT

2 - Accident Control - Strengthening control with monthly evaluation of services and drivers with more accidents and implementation of measures for identified situations. We also have special attention for the accidents with new vehicles and new drivers.

3 - Vehicles - Several changes resulting from the evaluation of accidents, namely:

- To improve stability of motorcycles was proposed the application of adding a lateral rest and protection of levers that allows the protection of the hand and avoid inadvertent activation of front brake or clutch lever.
- Lateral Slider in motorcycles – In case of fall reduces damage to motorcycles and reduces driver injuries.
- In load wrapping – improve the fixation and distribution of the load on all vehicles, including heavy, smaller vehicles, motorcycles or quadricycles.
- The speed limitation on the vehicles is carried out.
- The application of rear parking sensors In light goods vehicles:
- Dead-angle sensors, road exit alert, drowsiness alert, advanced emergency braking system – in some types of vehicles

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Initiatives related to road safety in CTT

4 and 5 - New drivers and Training

- Differentiation of training for new drivers, drivers with no accidents and accident-prone drivers;
- Review all training with the information from the Diagnosis Road accidents
- Development of an online training software with contents developed in CTT.
- Developed with great regularity training actions for team meetings with topics of road safety, young people hired, training for large light vehicles drivers, excessive speed and maneuvers etc.

6 – Recognition

Drivers Challenge, since 2015, always 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).

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Initiatives related to road safety in CTT

7 – Communication

Within the scope of the Communication Plan covers a wide range of actions in various media: leaflets, posters, articles in the internal CTT magazine “Move Nos”, “Correios Online”, “5 Messages, 5 Minutes”, among others, under the emblem of the internal campaign

This Plan intends to reinforce dissemination, awareness-raising and training measures.

8 – Other

CTT has supported the work done by ANSR - Autoridade Nacional de Segurança Rodoviária and PRP - Prevenção Rodoviária Portuguesa, promoting road safety in other companies. We also participate in the Technical Commission for implementation of ISO39001. Developed and action program for accident-prone services.

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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.

During 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.

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Economic effects after the improvement of road safety in CTT

Since the program began, absenteeism in road traffic accidents has been reduced more than 29,000 days (obtained from 2015 to 2017) with an estimated gain of 2.9 million euros. In relation to the cost of the material accidents there is 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.

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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.

Note that in the same period the activity of the fleet increased by 10% in 2015 and 15% in the remaining years.

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Economic effects after the improvement of road safety in CTT

The "absenteeism days per million Kms" indicator decreased 52% at the end of the period (in 2017).

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.

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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 (1400%, face to 2014) and more than 25 Thousand participants, including e-Learning (driver Kit).

In 2018, we should reach about 20000 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)

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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

CTT Road Safety Program



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

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%)

General training and awareness with control of the participation

CTT Road Safety Program



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).

CTT Road Safety Program



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

Road Safety Program



Posters

- + Prevenção Global
- + Prevenção Eco-Drive
- + Prevenção Manuevres
- + Prevenção Two-wheeled vehicle users.



CTT Road Safety Program



Communication

-+ Prevenção

The Challenge Drivers allow to recognize the most eco-efficient and accident-free teams.

We have already held 5 national competitions (in 2015, 2016 and 2017)



CTT Road Safety Program



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 !!!! ☺



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Local Training Actions

- Commercial Van
- Two Wheeled vehicles
- Excessive Speed on Road
- Truckload and safe road
- Winter-tires, lights and brushes
- Ecodriving

Prevenção

Prevenção 2 Rodas

07 10.2018

Uma parte importante dos acidentes rodoviários em CTT ocorre nos veículos, sendo que a maior percentagem se verifica em veículos de duas rodas. Por isso, é importante implementar ações preventivas relacionadas às duas rodas, visando não apenas a redução da ocorrência de acidentes, mas também a melhoria da segurança dos condutores e passageiros.

ANIMADO NOVEMBRO 2018

Car 2-rodas	64%
Car 4-rodas	3%
Motocicletas	9%
Car pesado	32%

NOTA: Não esquecer a utilização de equipamentos de segurança.

Se condutor ou passageiro de dois rodas, tenha em atenção estas considerações:

- Utilizar sempre o capacete devidamente ajustado, sempre devidamente homologado e certificado para a utilização pretendida.
- Utilizar sempre o cinto de segurança devidamente ajustado e certificado para a utilização pretendida.
- Manter sempre a velocidade adequada e respeitar os limites de velocidade.
- Manter sempre a distância de segurança adequada.
- Manter sempre o veículo devidamente ajustado e certificado para a utilização pretendida.
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Para quem não é condutor ou passageiro de dois rodas, tenha em atenção estas considerações:

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Pare, pense, mude.

Prevenção

Velocidade excessiva

05 10.2018

Um condutor deve respeitar a velocidade de um veículo em função das condições de circulação e estado do viário, de acordo com o limite máximo estabelecido para cada via, de acordo com o sinalização vertical regulamentada.

Um condutor que ultrapasse a velocidade máxima permitida para a via, pode ser considerado culpado de uma infração de natureza grave, podendo ser aplicada uma multa e a suspensão da licença de condução por um período de 30 dias.

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Infração	Valor da multa (em €)	Período de suspensão da licença de condução (em dias)
Ultrapassar a velocidade máxima permitida para a via, em até 10% (dez por cento)	100	30
Ultrapassar a velocidade máxima permitida para a via, em mais de 10% (dez por cento)	200	60

Regras de circulação especiais:

Em algumas situações, a velocidade máxima permitida para a via pode ser diferente da velocidade máxima permitida para a via, de acordo com o sinalização vertical regulamentada.

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Prevenção e segurança.

Pare, pense, mude.

Prevenção

Cargas e segurança rodoviária

16 10.2018

Seguir as regras de segurança rodoviária é essencial para garantir a segurança de todos os envolvidos no trânsito. Uma das regras mais importantes é a correta utilização dos cintos de segurança e o uso adequado dos dispositivos de retenção para crianças.

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Prevenção e segurança.

Pare, pense, mude.

Prevenção

Condução defensiva e ecológica

03 10.2018

A condução defensiva consiste em conduzir de forma preventiva, de modo a evitar a ocorrência de acidentes, independentemente das condições de circulação associadas à via, ao veículo, à meteorologia e ao comportamento de outros condutores e peões.

Fatores que influenciam o risco de acidente:

- Estrada
- Veículo
- Condições atmosféricas
- Conductor

Prevenção e segurança.

Pare, pense, mude.

Prevenção

Condução de Furgões Livres de Grande Volume

18 10.2018

A classe de veículos de grande volume é constituída por veículos com capacidade máxima superior a 3500 kg e com comprimento superior a 10 metros.

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Prevenção e segurança.

Pare, pense, mude.

Prevenção

Inverno e revisão de viaturas

4 10.2018

Os veículos de duas rodas são mais vulneráveis em condições de circulação desfavoráveis, sendo que a maior percentagem de acidentes ocorre em condições de circulação desfavoráveis.

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Prevenção e segurança.

Pare, pense, mude.

Prevenção

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Prevenção e segurança.

Pare, pense, mude.

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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?

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?

Thank you

My contacts:

jose.guilherme@ctt.pt

+351961704973

