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EU Road Safety Results Conference
20 April 2021

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**Road Safety and Fleet
Energy Rationalization**

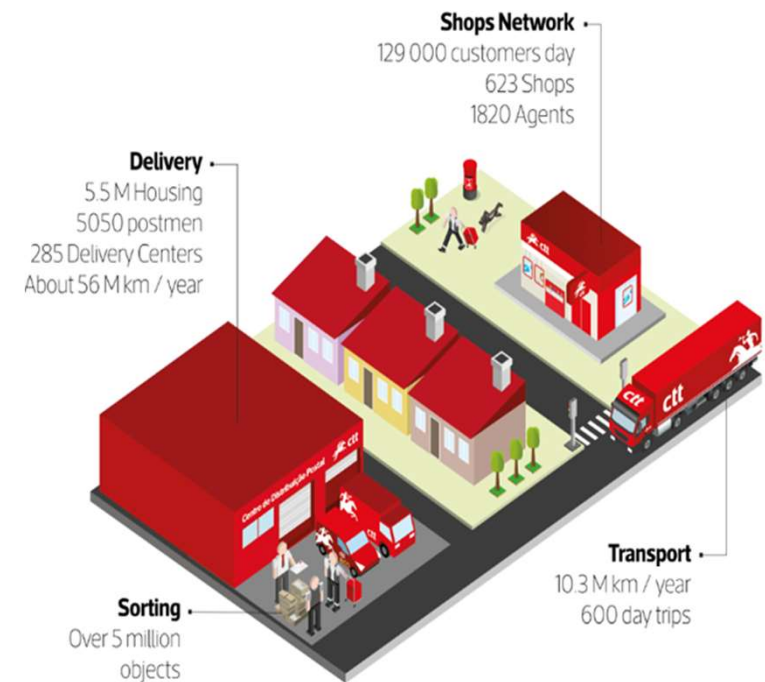
José Guilherme

april 2021

CTT Road Prevention Program – Presentation **ctt**

Introducing CTT

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



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CTT Road Prevention Program – Presentation **ctt**

Hard work:

- Our drivers go through all the streets of the cities and villages, all the main and secondary roads, go to all corners of the country.
- They go every day, with sun or rain, with heat or cold
- In addition to the difficulties that all of us as drivers have between home and work, there are many others:
 - They drive throughout their daily work period concerned about their safety and the safety of the family (covid)
 - They have to deliver all the objects that they take to distribute
 - They have to "discover" places to park in the second row? Third? In narrow streets sometimes
 - They have to arrive at the time that the customer is notified ...
 - And they have to respond to the sudden increases generated by commercial campaigns or in response to the increase in e-commerce, in a covid context

We advocate special attention to the entire transport and distribution sector. They are companies with thousands of workers very exposed to road risk, we think they must have specific road safety programs for the sector, we are sure that they will have a very positive impact on the evolution of road accidents!

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The Program was approved on July 5, 2015 by the CTT Director of Operations and had as scope the **operational fleet** (of the OP). The Project Group was integrated by **several areas** (Operations, Human Resources, Fleet Management and Communication and Sustainability).

Main points:

- Focus on **drivers of two-wheelers**
- **Training and awareness-raising actions** designed specifically for CTT conditions
- **Clear Fleet Management Policy** (Driving rules, behaviors; responsibilities...)
- Careful selection of **safety equipment for new vehicles**
- Purpose of Use of **telemetry for monitoring and improvement of driving**
- Special attention for the **integration and monitoring of new drivers**
- Recognition of **Teams and Drivers of Reduced Accident**
- **Permanent Control of Road Accidents**, with timely action in the necessary situations

- CTT Drivers Challenge : <https://youtu.be/ntQhNNGV-iU>

7 working groups with specific areas of work:

- Diagnosis; Monitoring; Vehicles; New Drivers; Training; Recognition; Communication



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Achievements (2015 – 2020)

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Achievements (2015 – 2020)

- ✓ **Reduction in accidents with material damages** (Indicator per million km traveled) even though, in this period, the type of service transported and distributed changed with an increase in the express component and load.

	Accidents Material Damage / Million Km s						
	2014	2015	2016	2017	2018	2019	2020
with road cause		-9,1%	5,2%	7,3%	-2,4%	-13,3%	-25,3%

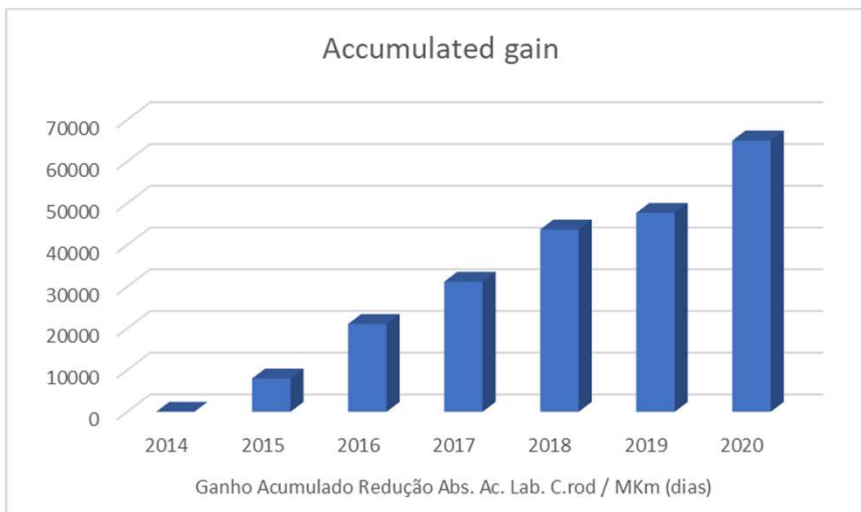
- ✓ **Reduction in occupational accidents with a road cause** (indicator accidents per million km traveled) and reduction in absenteeism with the same road cause (days lost per million km). It should be noted that in 2019 we had a fatal accident which affected the value this year, even though it was much lower than the previous year of 2014.

	occupational accidents with a road cause						
	2014	2015	2016	2017	2018	2019	2020
accidents per million km	11,2	10,1	7,3	8,4	6,8	7,8	5,1
absenteeism per million km s	436,3	254,8	172,7	222,1	158,2	348,9	102,4

Achievements (2015 – 2020)

- ✓ Accumulated gain in 2020 of about **65 thousand working days** (reduced absenteeism compared to the reference year - 2014 with correction of the fleet activity).

- ✓ **Significant increase in participation in road safety training and awareness actions.**



Accumulated gain in 2020 – 4,2 million € (direct costs only)

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Achievements (2015 – 2020)

... With significant national and international recognition ...

- ✓ **Road Safety Award 2017** - awarded by the European Road Safety Charter
- ✓ **PRAISE 2018** - awarded by the European Transport and Road Safety Council, the first time that a Southern European company has received this distinction)
- ✓ **Manager with Purpose 2019** - awarded by Instituto PARAR do Brasil that recognizes the work done in the context of the safety of its drivers.
- ✓ **Fleet Manager Portugal 2019** – awarded by Fleet Magazine Portugal

There are many awards related to mobility, sustainability, **but there are very few awards in the field of Road Safety** and they are always very important in the message of support for the good projects that exist ...



This award from the European Road Safety Charter had a very positive effect on the CTT program. I want to highlight the work of ERSC and we want to work so that companies with fleets can develop their road safety programs...

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Challenges for 2021

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Challenges for 2021

The results of road accidents at work were positive, but **we still “lose” about 5,000 days of work annually**, so we must focus on the following aspects::

- ✓ **Improve the fleet policy**, in aspects such as Rules of Driving, Behavior, Use of Vehicles, Responsibility (Drivers and Company, etc.)
- ✓ **Manage and improve information**, essential for project management;
- ✓ **ISO39001** implementation under study
- ✓ Enhance the **use of telemetry** to assess the quality of driving and its energy efficiency, for each driver
- ✓ **Improve drivers' assessment** of accident victims
- ✓ Continue to **promote driver training and awareness**
- ✓ **Communicate more and better**
- ✓ Analyze **new safety equipment and new vehicles**, with a focus on operational teams but also on other drivers
- ✓ **Increase the recognition and involvement of Top Management:**

CTT's administration recently signed the "CTT Road Safety Commitment", a public document that places Road Safety on top of CTT's top management priorities and alongside quality, sustainability and safety at work policies.

[https://www.ctt.pt/contentAsset/raw-data/96979470-abf6-4e32-a231-b94b916247d6/ficheiro/export/Compromisso-seg-](https://www.ctt.pt/contentAsset/raw-data/96979470-abf6-4e32-a231-b94b916247d6/ficheiro/export/Compromisso-seg-rodoviaria-pce-aprovado.pdf)

[rodoviaria-pce-aprovado.pdf](https://www.ctt.pt/contentAsset/raw-data/96979470-abf6-4e32-a231-b94b916247d6/ficheiro/export/Compromisso-seg-rodoviaria-pce-aprovado.pdf)

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Challenges for 2021

- ✓ **Detect and treat addiction problems (alcohol, medications and drugs)**
- ✓ **Consolidate Fleet Policy** - getting everyone responsible
- ✓ **Telemetry** - we are very interested in having the entire fleet with telemetry (road safety and greater resource efficiency) but we need to overcome obstacles in the use of information to improve behaviors (data privacy)
- ✓ **E-commerce**- impact on distribution circuits, wide variation of traffic, unforeseen needs of vehicles and drivers - hiring people, temporary work, difficulty in preparing new drivers...
- ✓ **Detecting situations of dependency** - resistance of the unions in the implementation and, on the other hand, it was never considered a topic of high priority.
- ✓ **Road Safety is a path made every day !!!**

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Driving and Alcohol

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Driving and Alcohol – Good Practices

- ✓ Driving under the influence of alcohol is a determining factor in approximately 25% - 30% of fatal accidents, having been responsible for about 6,500 deaths in UE.
- ✓ The consumption of both medicines and illegal drugs represents a problem in terms of road safety, both alone or in combination with alcohol. All EU countries impose limits on the amount of alcohol that drivers can drink. In contrast, there are not always legal limits for other drugs. Determining these risks can be made more difficult by the combined use of several drugs.
- ✓ Best Practices
- ✓ 1 - **Blocking the ignition** by alcohol (Alcolock)
- ✓ 2 - The Netherlands **road safety label** (Schools)
- ✓ 3 - **BOB campaign** (Belgium) – “Bob” is a person who does not drink and takes his friends home safely.
- ✓ 4 - **Complain!** (Norway) Complain! encourages young people to speak out if the driver is not driving safely
- ✓ 4 -The **random balloon test** aims to identify drivers who have exceeded the legal blood alcohol limit. It is common practice in several European countries.
- ✓ 5 - **Penalty points** - Also a common practice in several European countries
- ✓ 6 - **Training for drivers who have committed serious offenses**, such as driving under the influence of alcohol and speeding, in several European countries
- ✓ 7 - **Training for Alcohol Recurring Drivers**
- ✓ 8 - **Road psychological assessment of drunk drivers**

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Driving and Alcohol – Good Practices



In Portugal, we have actions promoted by the authorities:

- ✓ The **balloon test** to identify drivers who exceed the legal blood alcohol limit.
- ✓ **Points driving license system** with aggravated penalties in the case of infractions in which alcohol or other substances are present.
- ✓ **Driving improvement training** for drivers who have committed serious infractions (loss of points)
- ✓ **Blood alcohol testing in the workplace.** All workers can be subjected to blood alcohol control and the consumption of narcotics or similar. Workers who, in the previous exam, obtained a positive result, were involved in accidents at work or who request it, will have a new exam the next day. Communication with the employer is prohibited.

In addition to what is legally provided for, we have several initiatives of society:

- ✓ in a group of friends, it's usual **one is chosen to drive safely** and therefore does not drink (BOB model)

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Driving and Alcohol – Driving and Alcohol - Difficulties

At CTT we do not have internal random tests. An initiative that has always proved difficult to implement

However:

- ✓ We develop work to make all drivers and managers **aware of the necessary behaviors to be able to drive safely**.
- ✓ We give indications so that **each operational manager is attentive to the signs that exist**, he must try to understand what is happening to the worker, "offer" help, create the necessary empathy so that the worker feels "accompanied". As each situation evolves, **they can request support from the Company's Social Services, which will accompany the worker and, if necessary, involve occupational medicine**

One difficulty that we feel :

- ✓ **Legislation punishes anyone who allows vehicles to be used by people who are not duly qualified to drive**, who are under the influence of alcohol or psychotropic substances, or who are subject to any other form of reduction of the physical or psychic faculties necessary for driving exercise. **We agree!**

However, we cannot have access to:

- ✓ **the points of the Driving License of each driver**
- ✓ **The results (positive) in alcohol tests**
- ✓ **The information obtained in telemetry** on the behavior of each driver, essential for safe and efficient driving

I think that there should be compatibility between the duties of employers (operational managers) and the rights of drivers, with advantages for everyone's road safety.

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