



# SAFETY BULLETIN 19/19

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## Guideline on Monitoring and Managing High Risk Drivers

### Purpose & scope:

The objective of this document is to:

- Identify the specific aspects of attitude and behavior that indicate a driver's possibility to be involved in road incident, and or to be seriously injured in road accident.
- Provide guideline & measure to be taken to reduce the likelihood of road accidents and their severity.
- To improve the quality and performance of drivers to ensure a safer driving culture.
- The scope includes both company own and contractors' drivers.

### Introduction:

Post analysis of incidents in various countries indicate a direct correlation between drivers with high risk levels and the number of incidents in which they were involved. Being a high risk driver could be from his driving behavior, vehicle handling experience, health condition, attitude or even from lack of safety management system of the company. Identifying and classifying drivers into different risk category will certainly help transport management to put the right focus and consequently reduce road accidents caused by such drivers. This guideline applies to all Transport Management, Driver Supervisor and Driver Training personnel.

Drivers can be categorized into 3 groups as below:

- **Low risk Driver**
- **Medium risk Driver**
- **High risk Driver**

A reference matrix table (Ref to Appendix A) is used as guideline for classifying drivers whether they are considered in which category.

The identification of high risk drivers, and the actions taken to lower their risk category, reduces the likelihood of them becoming involved in incidents.

Good practice is to measure and regularly monitor a drivers' performance whilst at the same time providing suitable feedback to improve their safety performance.

As driving dangerous goods vehicle is generally perceived around the world as being a risky job, there is no such driver category as 'no risk' driver and the expectation is drivers 'should be mostly in ' Low risk' category.

## Identifying Risk Factors:

The following points are some of the indicators of behavior that could identify whether a driver is high risk, medium risk or low risk.

- Experience in related job in the industry.
- History with involvement in vehicle incidents in the past.
- Behavioral safety observations, for example; poor application of defensive driving technique etc.
- On-board computer exception reports, for example; HA, HB (detail later) etc.
- Personal issues, such as; medical fitness (known issues) for example eyes sight etc.
- Personal factors, such as; health, dieting, post-accident trauma,-receipt of unpleasant/distressing news etc.
- Number of past safety related customer complaints, traffic violation reports etc.
- Personal injury history.
- Complaints from other road users.
- Any other indicator

A driver may have more than one risk factor, however, he can be identified as only one risk type, either medium or high. Some management tools and technology that can be used for profiling driver risk are;

- On-Board Computer monitoring
- In-Cab Camera monitoring
- Observation program
  - o On the road observation
  - o Practical assessment
  - o Spot/surprise check
  - o Proficiency in defensive driving
  - o Peer to peer observation
- Route violation
- Fatigue and distraction monitoring
- Periodic medical health examination

## Managing High risk drivers:

For drivers identified as high risk, a specific development plan should be in place and agreed by local management/ training personnel. Once identified, either as medium or high risk driver, a joint plan will then be developed between HSE, HRA, Transport manager and Driver Trainer depending on individual drivers' risk rating and the plan to lower the risks. This will be under the responsibility of the Company Transport manager/Contractor's management. The driver will then be formally informed either by a letter or through a formal discussion between supervisor and driver. Step to be taken to lower risk can be one or more of the below mentioned,

- Counseling: professional guidance of the individual by utilizing psychological methods especially in collecting case history data, using various techniques of the personal interview, and testing interests and aptitudes
- Coaching: Coaching is a one-on-one interaction between a driver and the supervisor designed to improve the driver's performance by reinforcing positive behaviors and eliminating negative behaviors. The coaching sessions should be focused on driver's behaviors or actions that can be observed by the supervisor. These behaviors may include both visual observations and received from equipment technology; such as onboard computers (OBCs)
- Retraining / Re-observation.
- Additional medical examination & further medical treatment.
- Disciplinary action as per the organization rule/regulation for example
  - o Transfer temporarily to a non-driving job
  - o Transfer permanently to a non-driving job
  - o Suspended from work

- Other actions

Having taken the above remedial action (s), the driver should be monitored for a period of time (e.g. 3 months before deciding to lower his risk category).

A sustainable monitoring system is key to the success of this program and should be put in place to review and update driver risk profile and give feedback to drivers of any changes. Organization needs to take necessary actions on the driver who continuously remain in the high risk category for a long period without any improvement despite all remedial actions.

## Retaining Drivers in Low Risk Groups:

Low risk drivers are the desirable group that we want in our fleet as they are safety minded and have safe driving behavior. Therefore, we should try our best in retaining them as “low risk”. Some best practices for retaining drivers are:

- Enhanced safety awareness: Good communications between management and drivers is essential.
- Increase driver engagement: Instill confidence and trust by
  - Recognition/reward: Articulating 'thank you' for achieving good standards is appreciated by all
  - Formal certificates and badges (awarded for achieving targets) underline successful accomplishment
  - Listening and responding to drivers' feedback

## Conclusion:

As risk is dynamic, drivers must be continuously assessed to ensure they remain in low risk category. It is important that drivers have full awareness of their risk category and partnership approach is essential to lower risk. Good counseling and coaching program are essential managing driver risk profile. Recognition / reward is to be recommended to those drivers who have made remarkable achievement to improve and lower their risk within given time frame.

## References:

1. Internal guidance of AIGA Member Companies.
2. AIGA Safety Bulletin SB 11/18, Human Behaviour in Transport Operations, [www.asiaiga.org](http://www.asiaiga.org)
3. AIGA Safety Bulletin SB 12/18, Transport Safety-A Challenge for Industrial Gases Industry in Asia, [www.asiaiga.org](http://www.asiaiga.org)

## Appendix A: Guideline to define Drivers Risk Ranking

Item	Risk name	Risk type			Remark
		Low	Medium	High	Remark
1	Having road transport avoidable accident  (remark - road transport accidents mean accident involving the driver driving/ hands holding on to steering wheel. It excludes operational accident such as loading/unloading tanker or churning of cylinders etc.)	-	X	X	Medium= Moderate injuries to driver or 3 <sup>rd</sup> party which require medical treatment. Vehicle require moderate repair \$500 – \$2,000.  High= serious injuries to driver or 3 <sup>rd</sup> party such as lost time injuries e.g. broken bones, fatalities & serious damages which require major repair >\$2,000. Also includes the following serious type of accidents: Hard rollover, major product release, trailer separation, jack knife & major loss of load
2	Fail to report accident on time or intentionally want to hide the accident	-	-	X	
3	OBC violations  - over speeding  - Harsh braking  - Harsh acceleration		time/mon th1-9  10-19  10-19	time/mon th>10  >20  >20	-This parameter is based on average driving of 20 trips per month. If average trip is less than it can be adjusted downward as appropriate or change parameter to time/ trip or time/ KM.  -Fleets that mostly run in the city may have to adjust upward.  -20 times/month is an initial start and as time goes by it should be adjusted to become more stringent.  -If the vehicle is not fitted with OBC then other additional risk item is to be selected.  -In countries where maximum permissible speed is more than 80KM/Hr then time/ month should be adjusted downward.
4	Use of mobile phone while driving or other driving distractions			X	-Includes usage of small talk, blue tooth device, navigation system, reading & sending text messages and any form of

					social media application usage. Other driving distractions include drinking and eating and carrying of unauthorized passenger.
5	Drug & alcohol test positive			X	Alcohol test positive means the blood test or breath analyzer test registered any positive amount of alcohol in blood (mg%). This can be less than the legal limit by law e.g. 50 mg%.
6	Not wearing seatbelt while driving			X	
7	Usage of unauthorized route		X		
8	Health/ medical problem			X	Any known health/medical problems which may affect safety driving ability (such as deteriorating or abnormality of vision and hearing ability, sleep apnea, Obesity with BMI more than 30 (extreme overweight. Other illnesses which are announced by the authority that the person is not allowed to drive such as epilepsy, certain heart deceases and severe diabetes)
9	New driver during probation period and driver returning from long period of leave e.g. above 3 months		X		Probation period as determined by the company regulation such as 90 days.
10	Tampering of OBC/ ICC or any other technologically advance devises that are fitted to the vehicle			X	
11	Reversing without doing GOAL/ use safety cones/ guide		X	X	Reversing likewise without an accident = medium Reversing likewise with an accident = high
12	Customer or public valid complaint regarding unsafe driving behavior		X		
13	Not demonstrating personal ownership on safety such as;  -Not stopping at designated rest areas to take rest/ not taking breaks.		X		

	<ul style="list-style-type: none"> <li>- Smoking while driving or within 15 meter parameter of vehicle.</li> <li>- Not doing pre- post trip inspection</li> <li>-Parking vehicle without applying handbrake &amp; wheel chocks.</li> <li>- Serious Violations of traffic rules such as beating the red light</li> </ul>			<p>X</p> <p>X</p> <p>X</p> <p>X</p>	
14	<p>Noncompliance to Defensive driving technique such as;</p> <ul style="list-style-type: none"> <li>- Not keeping safe following distance or other noncompliance to DDT as per ICC</li> <li>- Road rage &amp; bad manner driving as per ICC or public complaint.</li> <li>-</li> <li>-</li> </ul>			X	
15	<p>Taking on second job after finished daily duty</p> <p>With the company (moonlighting)</p>			X	

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