

Driving for Work

A review of Health and Safety relating to Drive/Rollaway events hosted by Transport Sections An Post

Date: 16 June 2022 -

Cork Distribution Centre, Little Island Cork

**an
post**

For your world

HOUSEKEEPING

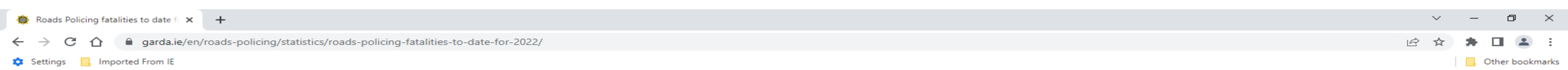
- ✓ Please switch off all mobile phones for the duration of the course
- ✓ Please do not smoke except in the designated areas
- ✓ Please note the location of Emergency Exits



Objectives

- **Part 1- Safety** -Terry McKinley, Safety Section
 - To explain and reinforce the Legal duties of Directors and Senior Managers, relative to undertakings under their control
 - To review and discuss the issues concerning Mails Processing and Final Mile Vehicle driveway or rollaway incidents.
 - To advise, on practical solutions towards preventing vehicle driveway and rollaway events
 - To advise on newly proposed safety procedures
- **Part 2 - Transport** – Tony Kenny, RTM
 - The cost of vehicle rollaways.
 - Transport damage.
 - Transport Section Administration
- **Part 3 - Vehicle Inspection Portal project** – Thomas Hehir, Operations Manager South
- **Part 4 - Insurance Claims & Litigious Implications for An Post** -Brendan Fitzpatrick, Head of Insurance Services
 - The impact of drive/rollaways on Insurance and An Post business
- **Part 5 - Learning & Development, Key Training Programmes** , Commerce Operations -Paul Cummings – Head of L&D

Appalling start to the year' - road deaths in 2022 almost double last year



Roads Policing fatalities to date for 2022

Home > Roads Policing > Statistics > Roads Policing fatalities to date for 2022

Traffic fatalities up to 9am on 15 June 2022

Pedestrians	12
Drivers	39
Passengers	10
E-Scooter Driver/Passenger	1
Motorcyclists	17
Pedal Cyclists	1
Pillion Passengers /Other	0
Total Year To Date	80

2021 - Comparison: 47 (+33)

2022 - June fatalities to date: 10

Yearly Comparison 2021 - 2022			
Total Killed to 15/06/2021	47	Total Killed to 15/06/2022	80
Total Collisions to 15/06/2021	44	Total Collisions to 15/06/2022	77

Accidents/Incidents in An Post Company Vehicles:

Who is Liable



Driving for Work

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 -Grey Fleet/Use of privately owned vehicle etc.
- Employers must have appropriate **policies and procedures** in place to ensure safety when employees drive a work-provided vehicle or drive their own vehicle for work.
- Driving for work involves a risk not only for drivers, but also for fellow workers and members of the public, such as pedestrians and other road users. As an employer or self-employed person, you must, by law, **manage the risks** that may arise when you or your employees drive for work.
- Employers should have **systems in place** to ensure that Driving for Work activities are road safety compliant.
- Employers cannot directly control roadway conditions, but they can **promote and influence** safe driving behaviour and actions by their employees.

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.

- In the case of journeys taken in a vehicle provided an employer, such as a van, jeep or fleet car, an **employer has a duty of care** to ensure the safety of employees using the vehicle.

Accidents in Company Vehicles: When are Employees Liable?

- According to the [Road Traffic Act 1961](#), drivers are responsible for the way they drive. This means your employees could be liable for an accident if:
- They're not properly licensed and insured
- They were driving carelessly or dangerously
- The vehicle was unsafe – this includes driving with cargo that isn't secured properly
- They haven't followed your driving policies and procedures (more on this in a minute)

How Does the Employer's Duty of Care Apply to Driving at Work?

- As an employer, you have to do **everything reasonably possible** to ensure your employees' health, safety and well-being at work. And this extends to driving for work-related reasons.
- But what does "everything reasonably possible" actually mean?
- The Health and Safety Authority recommends focusing on three main areas:
 - Safe driving
 - Safe vehicles
 - Safe routes
- **Safe Competent Staff**

Duty of Care and Driving

- National (N/M) & Regional (R) roads might make sense if your employees are travelling short distances by car. But motorways (M) tend to be the safest option for heavier vehicles.
- When picking routes, you should also think about:
 - height and weight restrictions on bridges and tunnels
 - whether there are service facilities at regular intervals
 - traffic
 - road and weather conditions
 - More importantly, ask yourself: are your expectations realistic?
 - HGV drivers have to take a 45-minute break every 4.5 hours. And they can't drive more than 10 hours a day or 56 hours a week. But you should set reasonable travel times for all your employees.

Legal Duties

Sec 80 of the 2005 SHWW Act Liability of directors and officers of undertakings

LIABILITY OF DIRECTORS- Section 80 of the 2005 Act introduces new liabilities for directors, employers and senior managers who :

- could be personally liable for breaches of health and safety legislation,
- could face either two years' imprisonment or a maximum fine of up to €3 million or both, on conviction on indictment.
- In summary, s 80 of the 2005 Act adopts an evidence based approach or due diligence.



Accidents/Incidents in Company Motor Vehicles:

The extent of the Problem



	Date	Short Description On MAI
	17.05.2022	Driver getting into wrong truck and drove off on a red light. The loader had just traversed the dock leveller entering truck.
	15.05.2022	Driver pulled out of Bay 2 without checking the traffic light or Doors while another staff member was loading the truck.
	02.05.2022	Driver not engaging dock leveller correctly, resulting in it collapsing while a POPT was traversing it
	22.04.2022	Postal Operative was unloading boxes from a truck in Bay 13 XXX Platform. When the driver of the truck pulled out causing the ramp to drop while he was on it with a power pallet stacker.
	14.12.2021	Driver pulled away from loading bay with dock leveller still engaged .
	20.07.2021	Truck pulled out of loading bay with Postal operative in rear.
	16.07.2021	Auxiliary Postal Sorter was on back of trailer when the driver pulled away from platform giving her a fright.
	18.09.2020	Postal Operative was Strapping boxes at the back of trailer when the truck pulled away from the loading bay. The operative dropped from the dock leveller, the dock leveller fell from beneath him and he sustained an injury
	22.09.2020	After loading the trailer and closing the door & dock leveller, another member of staff brought out 2 cages of mail and the staff member let up the door to load the cages. When he went to undo the strap the driver pulled forward
	24.08.2020	Truck began to roll forward while Postal operative was inside unloading cages. Driver had to jump into cab to engage the brake.
	21.06.2020	Postal Sorter was unloading truck with power pallet truck when the driver pulled away from platform.
	16.06.2020	XXXXXXX driver reversed trailer too far back into bay and the staff member leaned out the side of the trailer to beckon the driver. The driver pulled the trailer forward and the staff fell to the ground outside injuring his leg.
	09.05.2020	Postal Operative was in the back of the truck when driver moved the truck in error
	20.10.2019	Two cages fell of truck at XXX platform as Driver pulled away.
	21.08.2019	Postal Operative got a fright as the truck pulled away from platform while she was still on board.
	15.08.2019	A driver pulled away from the platform while a Postal Sorter was still on board.
	05.07.2019	Driver pulled away from the platform whilst three staff members were still unloading the truck.
	18.01.2019	Postal Sorter was attempting to push a cage onto the truck when truck moved away from platform.

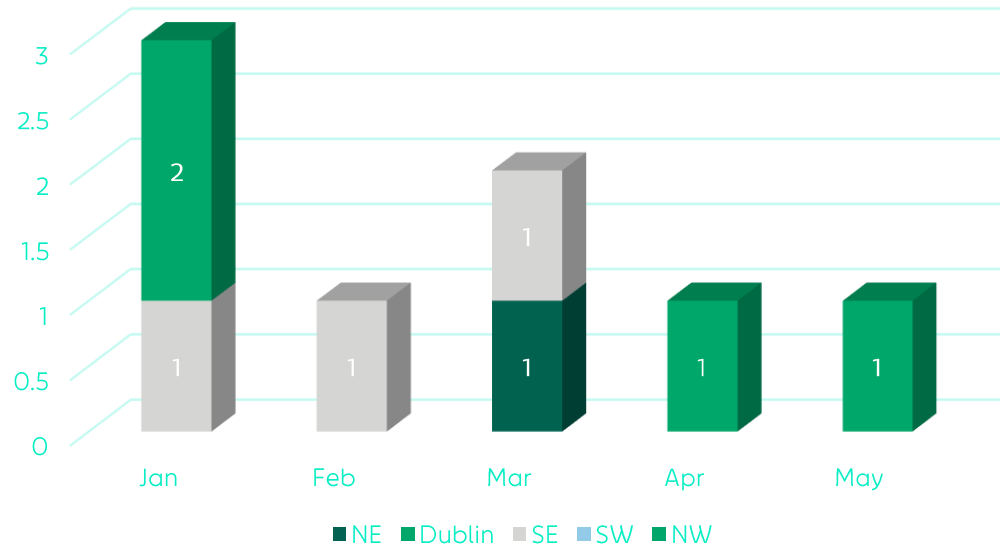
Final Mile Vehicle Roll-Away Year on Year Comparison

	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Total
2022 YTD	3	1	2	1	1	3							11
2021	7	2	1	3	2	2	6	4	1	1	4	2	35
2020	4	7	2	1	2	2	3	3	5	3	4	1	37
2019	1	6	4	4	7	1	2	0	2	3	4	5	39

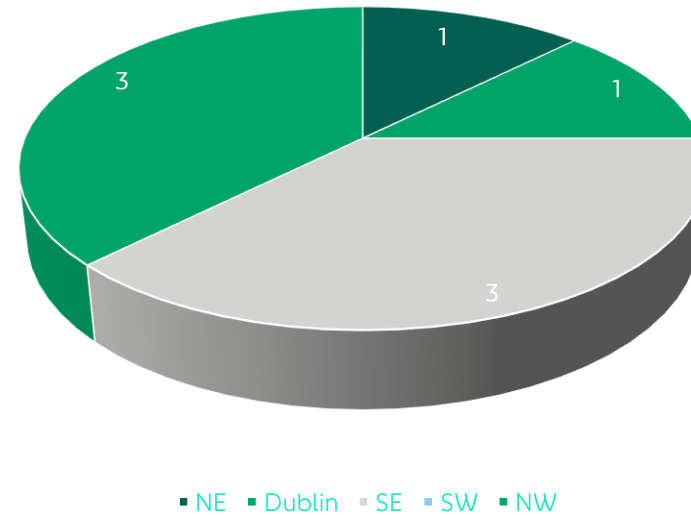


Vehicle Rollaways Region and Monthly 2022 YTD Comparisons

Monthly comparison




Region comparison



	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals	
NE			1										1	NE
Dublin				1									3	Dublin
SE	1	1	1										3	SE
SW													0	SW
NW	2				1								4	NW
Totals	3	1	2	1	1	0	0	0	0	0	0	0	11	

Vehicle Accident Data (actual Injury) – Q1 Incidence rate 2022

	Km (Million)	RTA actual injury	Injury Rate per Million KM
2018	70	42	0.6
2019	73	44	0.602
2020	83	47	0.566 = 6% improvement
2021	90	39	0.43 24% Improvement
Q1 2022	19.1	5	0.26 

Frontline Issues

- Mail Processing :
 - Rushing Work
 - No absolute Mails Processing loading Bay Safety Procedure (*discussed but not implemented*) - No **absolute** system of work
 - Truck loading/unloading operations not being managed/controlled.- Work at Height !!
 - Little or no Incident Investigation resulting with Inaction - No ownership of events at local level !!
 - Drivers fall under local manager remit, while Transport is managed by Mails Networks - Role Ambiguity !!
- Final Mile Operations
 - Rushing Work
 - Driver Daily Checks not been carried out by drivers - leading to a significant deterioration of vehicles & safety
 - DSMs are not completing weekly checks, leading to systemic failure.
 - Transport Inspections/audits are perceived as almost being punitive rather than preventative.
 - One of the KPIs for a DSMs PRIP is to show a reduction in RTA Events - Not SMART !!
 - Drivers fall under local manager remit, while Transport is managed by Mails Networks - Role Ambiguity !!
- There is an absence of Definitive Company Transport Policy or Procedures for dealing with 'Transport Related Offences such as :
 - Speeding, Roll-away or Drive-away events, Bypassing use of seat belts, Driving with Bald Types - less than 1/6mm, Ignoring traffic signage and controls, No policy for medical referral, where a driver has been involved in a significant RTA, Habitual Offenders , disabling active safety controls on vehicles.



We have lots of Rules, but No Rule Book to provide guidance to managers and or decide outcomes, in a manner comprehended by all.

Case Study - Drive-away Event

Office	MAI Number	Date	Short Description On MAI	Classification
XXXX	AI/XXXX/2022	XX.XX.2022	Driver getting into wrong truck and drove off on a red light. The loader had just traversed the dock leveller entering truck.	Near Miss

Investigation revealed the following:

- Driver A was running late for work
- Driver A contacted driver B to park-up driver A truck & leave keys in ignition
- Driver A arrived onsite, checked his load, closed loading bay door/disengaged dock leveller
- Driver B was loading his own truck
- Driver A then exited loading bay to get into their truck
- Driver A got into driver B truck (different coloured cab & keys were in ignition)
- Driver A pulled drove away on a Red Light while driver B was loading his own truck (traversing bridging plate with ton load)
- Driver B started shouting which alerted Platform manager.

Case Study - Rollaway event

Sent to Doctor

Description: roll away incident, resulting in Driver injuring his legs, cuts bruises. The Following Event/Investigation has been Added/Edited

Reference: AI/XXXXXX/2018 <http://saepgpo02-v/mai_anpost/Accident Reporting/accidents.aspx?PK=34891>

Date & Time: 10 December 2018 09:20:00

Location: XXXXXXXXXXXXXXXXX

Type: Accident (Actual Injury)

Person(s) Involved:	Involved Person	Occupation	Reaction	Action Taken
XXXXXXXXXXXX	POSTAL OPERATIVE	None of the above		

Investigation revealed the following:

- Driver stepped out of CMV with engine running, after applying his handbrake
- CMV rolled away as driver was putting mail into letterbox of house
- Driver ran towards vehicle and attempted to jump into rolling CMV
- Driver caught leg in doorway and sustained injury
- CMV rolled down hill.

Case Study - Unmanned Rail Crossing



Hazards :

Gates Left Open

Animals entering track area

Collision with Train resulting in serious injury/death

Adverse weather



Case Study - Bridge Strike

Reference:	AI/1517/2021		
Date & Time:	19 June 2021 05:50:00		
Location:	XXXXXXXXX - INS SERVICES SHARED		
Type:	Near Miss (No Injury)		
Person(s) Involved:	XXXXXXXXX		
Involved Person	Occupation	Reaction	Action Taken
XXXXXXXXXXXXXXXXXXXX	POSTAL OPERATIVE	not recorded yet	not recorded yet
Description:	DRIVER MISJUDGED BRIDGE HEIGHT AND STRUCK ROOF OF THE BRIDGE. NO DAMAGE TO THE BRIDGE.		



If you strike a Railway Bridge or witness a Railway Bridge Strike, phone this number immediately'.

01 855 5454

Eliminating /Remediating the Problem of Vehicle Roll and Driveway

Ad-Hoc Response to Final Mile Rollaways

The following process should be followed by DSU Management when an incidence of a vehicle rollaway is reported by a staff member:

1. Delivery Operative involved in rollaway is assigned to a non-driving duty
2. DSM reports incident immediately to Transport 1800 28 30 27
3. DSM requests a written explanation from the employee which should be forwarded to Area HR Manager.
4. The employee is restored to driving while case is processed by HR H/Q. Employee must give an undertaking that they will engage the handbrake when they leave company vehicles

In addition, Transport in Mullingar will apply the following process:

- DSM reports immediately to Transport 1800 28 30 27
- Transport Clerk immediately advises details by email to;
 - Head of Transport
 - Area Manager
 - National Transport Admin Manager
 - National Fleet Manager
 - RTM
 - Transport Admin Manager
 - Operations Director, M&P (Craig Skelton)
 - HR Manager for the area
 - H&S Manager (Noel Lacey)
- Transport Clerk grounds van and arranges urgent brake test.
- Transport Clerk requests M2
- Brake test results received by RTM/Clerk to be communicated to Area Manager by RTM copying original circulation list above
- Transport Clerk/RTM compile material costs report in due course (own vehicle and 3rd party property if applicable)
- Transport Clerk records costs info on Transman Accident record
- Transport Admin Manager to provide update report to
 - Head of Transport
 - National Fleet Manager
 - National Transport Admin Manager
 - Area Manager
 - Operations Director, M&P

Handbrake Alarms

- 1,000 CMVs already fitted with audio handbrake alarms - Ongoing programme

Safety Awareness Video : Engaging the Handbrake

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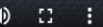
LEARNING &
DEVELOPMENT

ENGAGING THE HANDBRAKE
CORRECTLY AND SAFELY

0:02 / 2:55



0:31 / 2:55

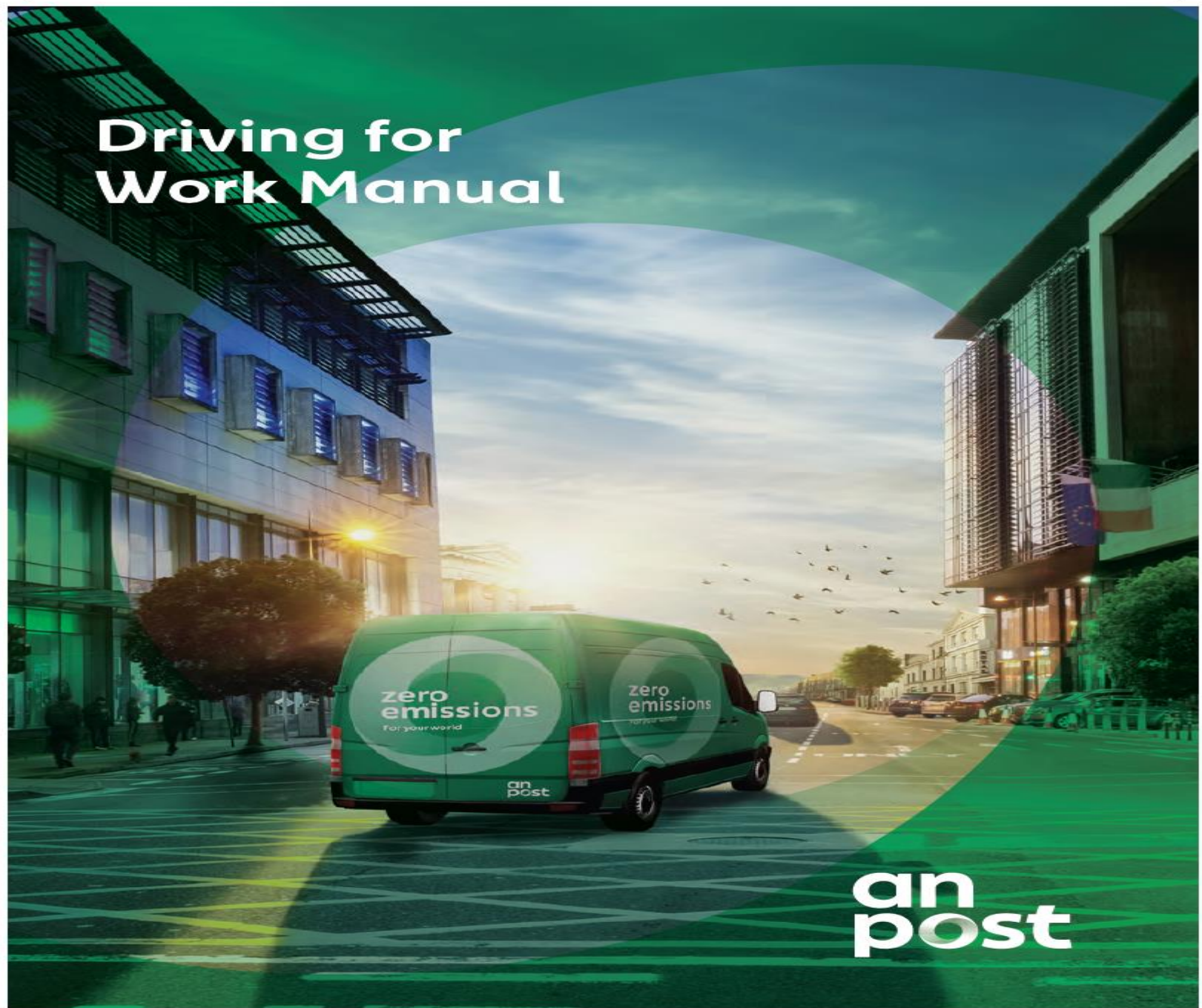


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Proposed Solutions to Improving Driver Behaviour and Creating greater awareness around driving best practices & Drive or Rollaway Prevention

Transport Section

Driving for Work Manual



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An Post Driving at Work Policy



Driving at Work Safety Policy

As an employer, An Post is committed to reducing the risk of work related road traffic crashes and collisions. As an employer, An Post recognises its duty under the Safety, Health and Welfare at Work Act 2005 to ensure the wellbeing of all our employees as far as reasonably possible. This includes work related driving activities.

We understand that the following legislation applies to us.

Legislation	Key requirements
Safety, Health and Welfare at Work Act 2005	Employers have a "duty of care" for the safety of employees at work, regardless of the type or size of the business. There is also a duty of care to others who may be affected by their business activities, which, in the case of driving, means all other road users.
Guide to the Safety, Health and Welfare at Work Act, 2005	Employers are required to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for appropriate information and training.
S.I. No. 299/2007 - Safety, Health and Welfare at Work (General Application) Regulations 2007	These Regulations cover a wide range of basic health, safety and welfare issues including traffic routes for vehicles within the workplace.
Road Traffic Act 1961	The road traffic act in Ireland applies to all road users and includes information on signs and markings, road users, the law and driving penalties. It is an offence for an organisation to set driver schedules which may cause them to break speed limits and / or have payment reward schemes which in any way give them incentives to do so.
Road Safety Authority of Ireland (RSA) Guide to EU Rules on: Drivers Hours (EC) NO. 561/2006 Tachograph Regulation (EU) NO. 165/2014	It is the driver's and employer's responsibility to ensure compliance with drivers' hours and Tachograph Regulations. They are applicable to goods vehicles in excess of 3.5 tons. Tachographs must be used to record hours of driving, other work, breaks and rest periods. Additional information can be found on the RSA website (use the search function and type in "tachograph" or "drivers' hours").
S.I. No. 138/1996 - Road Traffic (Construction, Equipment and Use of Vehicles) (Amendment) (No. 3) Regulations, 1996 SI 248/2014 Road Traffic (Construction, Equipment and Use of Vehicles) (Amendment) Regulations 2014	Provides information regarding the safety of loads on vehicles.

Final Mile Operations



This Safety Task Procedure reinforces mandatory controls required when parking company vehicles, so as to prevent rollaway events happening in the first instance. Drivers must adopt these controls to avoid future events. It is important to comprehend that Vehicle rollaways can cause serious injury or death, and drivers could place themselves at risk of prosecution of a serious driving offence and/or disciplinary action if they fail to comply with the following workplace controls as they may extend to work vehicles under the 2005 Safety Health and Welfare at Work Act.

There are three essential controls required to fully secure a vehicle so that it cannot roll away:

- 1. APPLY THE HANDBRAKE FIRMLY** – confirmed by symbol on dashboard. Do not press the button when applying the handbrake.
- 2. LEAVE YOUR VEHICLE IN A LOW GEAR** – use first gear if facing uphill or on level ground, and use reverse if facing downhill.
- 3. TURN THE WHEELS** – if a kerb is present turn away from it when facing uphill, and towards it if downhill. If there is no kerb turn towards the point of local danger (usually the side of the road).



THINK - HIT Handbrake on, In Gear, Turn wheels

The handbrake is the main control to hold the vehicle when parked, but if this fails then the other controls will prevent any serious consequences.

THINK – what do you want the vehicle to do if the handbrake fails. When a driver makes an error applying the handbrake or the handbrake fails, the vehicle is then free to roll away. The potential for rollaways is greatly increased when having to park on hilly terrain, however a slight incline or uneven road surfaces can be enough to start a vehicle moving. So it is important that these controls are **ALWAYS** applied, even on level ground, even when parking on a slight incline.

If you suspect your vehicle handbrake is faulty, the vehicle must be taken out of service immediately and Transport Section contacted on their Helpline **0800 666 666**. Do not drive an unroadworthy vehicle.

Do not try to stop a runaway or rolling vehicle, **it may result in serious injury.**

SAFETY CONTROL MEASURES /RESPONSIBILITIES

**Suppliers/Procurement/Transport Section/
Final Mile Operations Management**

Essential Key Actions for Final Mile Area & Operations Management	Date Completed
1. a. Ops Managers brief DSMs on content of Roll-away bulletin and associated STP via team meeting and email documentation. b. Rollaway Bulletin and copies of STPs posted on safety noticeboards by all DSMs.	
2. a. DSMs must ensure that all final mile drivers under their control are briefed in this STP (assuming that drivers absent from work receive it on their return). b. Drivers must complete the basic rollaway knowledge test (see Annex 'A' below) and must achieve 100% pass rate. Note: The purpose of this exercise is to reinforce and ensure that drivers know and understand this safe work practice and are aware of the consequences should there be a failure on their behalf not to comply with this policy.	
3. a. DSMs must provide all driver under their control with a copy of this Task procedure. b. DSMs must ask drivers to complete the knowledge test. c. When completed, the knowledge test sheet must be photocopied and retained on site by DSM.	
4. Display a copy of this STP on safety boards in DSUs.	
5. Transport Section /Operations Managers must conduct random checks to ensure compliance with this process.	
6. Area Managers must confirm that the above actions have been completed within a realistic timeframe.	



Nil. This Safety Task Procedure may be used as an aid to completing the above key actions and recording same.

Final Mile Drivers

- Plan your daily work, do not rush your work.
- Comply with this Safety task procedure which reinforces mandatory controls required when parking company vehicles, so as to prevent rollaway events from happening. You must always adopt these controls in practice so as to prevent future events.
- You must complete a copy of the rollaway knowledge check which will be retained on the site where you work.
- Obey the rules of the Road.
- Report all accidents, incidents and near misses as soon as possible after occurrence (normally within 24hrs) to your immediate manager. You will be required to complete an M2 and any other reports which may be requested of you by the company.
- You must always wear your PPE when driving for work, it is Mandatory company policy.

Hazards (Non-Exhaustive)

<ul style="list-style-type: none"> Vehicle rollaway (involves a vehicle moving without a driver being in control of it, moving in an uncontrolled manner, which may result in collision with persons, animals, property etc, causing injury or death (multiple) and/or property damage. 	<p>Medium Risk</p>
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Risk Assessment Matrix					
Frequency of Exposure to Hazard	Severity of Likely Outcome	Probability of Occurrence	Risk		
10 Continuous Very frequent	9 Catastrophic Multiple deaths	9 Certain to occur	90	Very High Risk, Immediate Action	
8 Frequent, 8 times a day	8 Major (death)	8 Can be expected to Occur	64	High Risk, Action Required	
6 Occasionally, 6 times per week	6 Very Serious (hospital)	6 Quite Possible	36	Medium Risk, Corrective Required	
4 Few per month	4 Serious (Injured)	4 Possible	16	Low Risk, Possible Action Required	
2 Rare, Few per Year	2 Important First Aid	2 Unlikely	4	Low Risk, Acceptable	
1 Very Rare	1 Negligible	1 Practically impossible	1	No Action Required	

Degree of Risk is defined as:
Frequency (F) x Likely Outcome (O) x Probability (P) = Degree of Risk which is: **16 - MED RISK**
WHILE ALL CONTROLS HAVE BEEN PUT IN PLACE
10-20 Low Risk, 21-50 Medium Risk, 51-100 High Risk

Related Safety Task Procedures/Documents:
Nil. Company related documents available to Managers on Safety Server 'SharePoint'

Appendix 'A'

Site:	Date:
Name:	Staff No:
Manager:	Pass/Fail:

Rollaway Knowledge Test

Tick all boxes that apply



When facing uphill, do you

When facing downhill, do you

On level ground, do you

Fully apply the handbrake	Fully apply the handbrake	Fully apply the handbrake
Place in Gear	Place in Gear	Place in Gear
Turn the wheels	Turn the wheels	Turn the wheels

Final Mile Transport Safety Week



Microsoft Word document showing a news article titled "An Post Vehicles - Safety always first".

An Post Vehicles - Safety always first

According to official An Post stats, there were 35 handbrake-related vehicle rollaway incidents over the last 12 months, and a total of 534 areas 2021," said An Post, Safety Manager Noel Lacey.

The week commencing Monday 07 March is An Post's CVU road vehicle safety week and this year's campaign is focused specifically on warning of the dangers of handbrake-related rollaways and safe parking on hills, slopes and inclines.

Leaflets and posters giving information and advice are being distributed and displayed prominently in workplaces across the country throughout the week and this will also be flagged up during site toolbox talks.

Pat Kenny of the CVU said that the action fully supports the campaign. "Pressures on our drivers have never been greater and their safety is of paramount importance," he continued.

"In recent years we have also had to deal with a number of conduct cases relating to rollaways, so it's imperative that our members fully understand the correct procedures to protect themselves, other road users and the general public." Tony Kenny of An Post Transport Section warned that, "a van weighing several tons running away out of control can cause death, danger and significant damage to people and property - and we don't want our members learning the hard way how important it is to park their van safely on a hill or slope and even on the slightest of inclines or gradients. Drivers are sometimes in a rush or have other things on their mind whilst performing their deliveries or collections working within a busy schedule but we want our members never to forget that safety must always come first," he concluded.

During the week both An Post and CVU are promoting the "HIT" Acronym: Remember "HIT"

Handbrake Firmly On, In Gear (First Gear Uphill - Reverse Gear Downhill) and Turn The Wheels (Away From Kerb Uphill - Towards Kerb Downhill)

SAFETY ALERT			
Ref No.	XXXXXXXXXXXX	Signature	
Date	07 March 2022	Name	Noel Lacey
Topic	Vehicle Rollaway	Risk Rating	High
Audience	All Final Mile Operations Drivers	Completion Date	11 March 2022

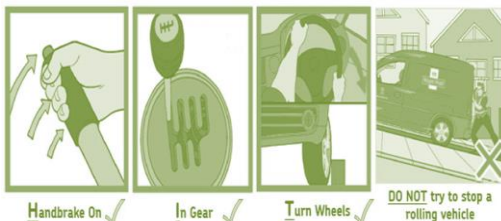
Overview This alert reinforces the mandatory controls required when parking vehicles, to eliminate all vehicle roll-away incidents. Drivers must adopt these standards to prevent future incidents. Vehicle roll-away can cause serious injury or fatality, and drivers could place themselves at risk of prosecution of a serious motoring offence and/or disciplinary action if they fail to comply with the following controls.

Key Message

- There are three controls required to fully secure a vehicle so that it does not roll away:
 - ALWAYS** apply the handbrake firmly – do not press the button when applying the handbrake.
 - ALWAYS** leave the vehicle in a low gear – use first gear if facing uphill or on level ground, and use reverse if facing downhill.
 - ALWAYS** turn the wheels – if a kerb is present turn away from it when facing uphill, and towards it if downhill. If there is no kerb turn towards the point of least danger (usually the side of the road).

THINK H.I.T. – Handbrake on, In gear, Turn wheels

- The handbrake is the main control to hold the vehicle when parked, but if this fails or is not correctly engaged then the other two will usually prevent any serious consequences.
- THINK** – what do you want the vehicle to do if the handbrake fails? Observations and accident investigations show that drivers generally do apply the handbrake but do not leave the vehicle in gear or turn the wheels. When a driver makes an error applying the handbrake or the handbrake fails, the vehicle is then free to roll away.
- The Rules of the road refer to hills but vehicles do not need to be on a hill to roll away. A slight incline or even just an uneven road surface can be enough to start a vehicle moving. It is important that these controls are **ALWAYS** applied, even on level ground.
- If you suspect your vehicle handbrake is faulty, the vehicle must be taken out of service.
- DO NOT** try to physically stop a rolling vehicle.



an post SAFETY BULLETIN

An Post rollaway statistics for 2021 recorded thirty five (35) rollaway events. YTD for 2022, the figure is three (3). Vehicle rollaway can cause serious injury or fatality, and drivers could place themselves at risk of prosecution of a serious motoring offence and/or disciplinary action if they fail to comply with the following controls

This safety bulletin reinforces the mandatory controls required when parking vehicles, to eliminate all vehicle roll-away incidents. Drivers must adopt these standards to prevent future incidents.

THINK H.I.T. – Handbrake on, In gear, Turn wheels

- There are three controls required to fully secure a vehicle so that it does not roll away:
- ALWAYS** apply the handbrake firmly – do not press the button when applying the handbrake.
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THINK H.I.T. – Handbrake on, In gear, Turn wheels

The handbrake is the main control to hold the vehicle when parked, but if this fails or is not correctly engaged then the other two will usually prevent any serious consequences.

THINK – what do you want the vehicle to do if the handbrake fails? Observations and accident investigations show that drivers generally do apply the handbrake but do not leave the vehicle in gear or turn the wheels.

When a driver makes an error applying the handbrake or the handbrake fails, the vehicle is then free to roll away.

Vehicles do not need to be on a hill to roll away. A slight incline or even just an uneven road surface can be enough to start a vehicle moving. It is important that these controls are **ALWAYS** applied, even on level ground.

If you suspect your vehicle handbrake is faulty, the vehicle must be taken out of service.

Apply handbrake fully and leave the vehicle in first gear or reverse, or in the case of an automatic, select P and leave in gear before exiting your vehicle

DO NOT try to physically stop a rolling vehicle.

Wear your PPE at all times, be safe and be seen.

Report all accidents, incidents and near misses as soon as possible



Date: February 2022 Issued by: Transport & Safety Sections, An Post

Handbrakes Good Practice

Handbrake on
In gear
Turn the wheels

Think!

Handbrake on
In gear
Turn the wheels

Always follow the Rules of the Road

Follow these simple steps When you park your vehicle facing UPHILL

- Handbrake on (firmly and on ratchet)
- In gear (first gear for UPHILL)
- Turn the wheels (away from kerb for UPHILL)



Follow these simple steps When you park your vehicle facing DOWNHILL

- Handbrake on – (firmly and on ratchet)
- In gear (reverse gear for DOWNHILL)
- Turn the wheels (towards the kerb for DOWNHILL)



The same three simple steps should be followed when parking on a slope, hill or level ground (level ground first gear should be applied).

Handbrake on
In gear
Turn the wheels



Final Mile Operations Rollaway Safety Week

Objectives :

- To create awareness around rollaway events and explain the prevention strategy
- Friday 4th - Email Circulated promoting Rollaway Safety Week - Docs forwarded to DSMs via email.
- Monday 07th - Email Safety Bulletin Issued to all DSUs
- Tuesday 08th - Rollaway PowerPoint ppt communicated via Teams to all DSMs by Regional Transport Managers
- Wednesday 09th - Staff Briefing provided by DSMs and 'Knowledge Test' completed by driving duties, Poster erected in prominent location and Handout leaflet provided to all driving duties.
- Thursday/Friday 10&11th - Random checks of DSUs by Regional Transport Managers
- Agree and implement realistic **Driver Safety Policy** and **Rule Book** with all Company Stakeholders in relation to Driving.

Mails Processing

AN POST-S&E-STP 02.09
Loading Dock/ Bay Safety
in
Mails Centres & Final Mile Sites

Mails Deliveries and Collections at loading bays are essential to our business, but for those involved — including drivers, loading staff and general operatives — and where uncontrolled or poorly managed, it can become a dangerous activity. A loading dock or loading bay is an area of a building where goods vehicles are loaded and unloaded. They are commonly found in Postal Mails Centres and larger Delivery Service Units. Loading docks are part of a facility's service or utility infrastructure, typically providing direct access to staging areas, storage rooms etc. Loading docks may be exterior, flush with the building envelope, or fully enclosed. Unless workplaces are suitably designed, and work activities are carefully controlled, people are at risk of:

- Being hit by moving vehicles (reversing vehicles in particular)
- Slips, trips and falls in the general work area
- Slips, trips and falls on or from vehicles
- Injuries caused by vehicles driving-away with staff or work equipment in back
- Being hit by objects falling from vehicles
- Injuries from manual handling tasks and while operating work equipment.

SAFETY CONTROL MEASURES /RESPONSIBILITIES

Suppliers/Procurement/Facilities Section

In order to ensure deliveries & collections are carried out safely there must be effective co-operation between the main duty holders. Risks must be assessed and safe systems of work planned implemented and supervised. Plant Managers

- Ensure that vehicles and equipment are safe, suitable for job and in good repair, loading bays/docks and doors must be maintained in accordance with statutory service requirements for such equipment.
 - Ensure that staff are competent and MDN drivers are trained (CPC).
 - Avoid/manage work at height activities.
 - Avoid/manage people accessing vehicle and load platform.
 - Keep vehicles and people apart where practicable.
 - Plan for safe loading/securing/unloading.
- Ensure that personal protective equipment (PPE) is worn, especially so in outdoor work areas.

AN POST-S&E-STP 02.09
Loading Dock/ Bay Safety
in
Mails Centres & Final Mile Sites

Manager/Supervisor(s)

- Ensure that the following work procedures are strictly adhered to
- Report and Investigate accident/incident or near miss events with 24 Hours or as soon as is reasonably practicable.
- The site where an event occurs is responsible for reporting the event and they in turn, must contact the site where the driver is based.
- Ensure that staff are wearing the appropriate PPE, especially in outdoor areas.
- Report damage or deficiencies in loading bays areas.

Mails Delivery Networks (MDN) Drivers

On Arrival

- Always use the Traffic Light system for docking, only enter and leave dock on a Green traffic light. Never pull away on a Red Light.
- On Arrival, ensure your vehicle is safely docked and make contact with the local Platform Manager (DSM in Final Mile sites) or Supervisor and inform them that your vehicle is safely docked and ready for loading/unloading.
- Drivers must ensure that double deck trailers are correctly levelled against dock with minimum gap so as to allow for a safe bridge between dock leveller and truck floor.
- Hand over vehicle keys to Platform Manager (DSM in Final Mile sites) or supervisor who will place them into Traka box or similar key control system.
- When ready to load/unload your vehicle, operate loading bay door (Light turns Green) and then operate dock leveller and ensure that the dock leveller plate is fully engaged on floor of truck.



Before Departure

- Check that your vehicle load is correctly secured and safe – by strapping or using cargo load bars.
- Lower dock leveller and engage correctly and then close loading bay door (Light turns Red).
- Retrieve keys of vehicle from Platform Manager.
- Wait for confirmation from Platform manager (DSM in Final Mile sites) or Supervisor before departure.
- Depart loading bay and close rear door of vehicle.

Report all Accident/Incident/Near Miss events to the Site Manager where the event occurred

AN POST-S&E-STP 02.09
Loading Dock/ Bay Safety
in
Mails Centres & Final Mile Sites

VEHICLE LOADERS

- **DO NOT open roller doors or operate dock leveller at loading bays**, this is the sole responsibility of the MDN Driver in charge of the vehicle been loaded/unloaded. An exception to this rule is where trailers are parked up (no cab attached) where staff can operate doors and dock leveller safely without risk of drive-away.
- When finished loading/unloading, park up pallet trucks safely (under pallet base) or in designated set down area, when not required for immediate.
- Keep your work areas free of debris and waste work materials which may potentiate slips, trip and or falls- CLEAN AS YOU GO.

**SAFETY RULES:
(DOCK LEVELLER LOADING BAYS)**

Driver Must Reverse In and Drive Out on a Green Light Only.

Driver must remove the strapping/cargo bars and inform the person in charge of the platform that the trailer is ready for Loading/Unloading

Platform Staff Must Not Enter the trailer until the Driver has opened the Door and engaged the Dock Leveller*

(* Doors and Dock Levellers Must be operated by An Post Staff, Not Third Party Drivers).

The Person in charge of the Platform gives clearance to the Driver when the trailer is Loaded/Unloaded.

The Driver Straps the Last Row and Closes the Door

Once the Driver straps the load and closes the doors, Platform Staff are **Not** Permitted to enter the Trailer, without contacting the Driver to come onto the platform to permit access to the Trailer.

AN POST-S&E-STP 02.09
Loading Dock/ Bay Safety
in
Mails Centres & Final Mile Sites

Hazards (Non-Exhaustive)

- Working at a height – Persons falling, work equipment and loads falling from dock leveller or out of the back of truck where not correctly secured.
- Vehicle Creep, where trucks are not parked up correctly or where trailers are unevenly loaded, leading to a gap between vehicle and dock leveller.
- Dock leveller plate/bridging plate not fully engaged on floor of truck (collapse) while it is being traversed by persons or work equipment
- Drive-away with persons and their work equipment in the back of truck
- Vehicular Collision with pedestrians and other vehicles in open apron area outside of loading bays.
- Water ingress which could potentiate Slips, Trips and falls.
- Not wearing PPE in outdoor areas

Medium Risk

Risk Assessment Matrix						
Frequency of Exposure to Hazard	+	Severity of Likely Outcome	x	Probability of Occurrence	-	Risk
10 Continuous		10 Catastrophe (Multiple deaths)		5 Certain to Occur		100 Very High Risk, Take immediate action
8 Very Frequent		9 Disaster (Death)		4 Can Be Expected To Occur		30 High Risk, Action Required Urgently
6 Occasionally, A few times per week		3 Very Serious (Hospital)		3 Quite Possible		50 Medium Risk Correction Required
4 Few per month		7 Serious (Doctor)		2 Unusual Possible		20 Low Risk Possible Action Required
2 Rare, Few per Year		5 Important (First Aid)		1 Unlikely		10 Low Risk Acceptable
0 Very Rare		3 Noticeable		0 Practically Impossible		0 No Action Required

Degree of Risk is defined as:
Frequency (8) x Likely Outcome (3) x Probability (2) = Degree of Risk which is 34 = MED RISK
 (0-20 Low risk; 21-50 Medium Risk; 51-100 High risk)

Related Safety Task Procedures/Documents:

- Safe and Efficient Goods Reception for Road Freight - inu.org
- Institute of Occupational Safety and Health (IOSH) - Loading dock safety dated May 2013

NB. Company related documents available to Managers on Safety Server 'SharePoint'

Loading Bay Safety



MDN DRIVERS

On Arrival

- Ensure that you are wearing appropriate PPE at all times.
- Use Traffic Light system for Docking, only enter and Leave Dock on a Green Traffic Light. **Do not depart on a Red Light**
- On Arrival and when vehicle is safely docked, make Contact with Platform Manager/Supervisor and inform them that your Vehicle is safely docked and ready for loading /Unloading.
- Place your keys into Traka Box or other Key control, until you are ready to depart.
- Open loading bay door(Light turns Green)
- Operate dock leveller and open and engage fully.
- Empty or Load Truck

Departure

- Where loaded, ensure that your load is safely secured.
- Lower dock leveller and engage correctly.
- Close loading bay door(Light turns Red).
- Retrieve keys from Traka Box along with Platform Manager before departing loading bay.
- Only exit loading bay on a Green Light.

VEHICLE LOADERS

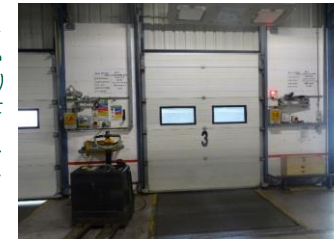
- Ensure that you are wearing appropriate PPE, Hi-Vis must be worn if operating outside of loading bay platform.
- **DO NOT** open roller doors or dock leveller , this is the sole responsibility of the MDN Driver in charge of the vehicle been loaded/unloaded. *The exception to this Rule is for unattended or Parked Up (no cab attached) trailers, where staff can operate doors and dock leveller safely, without risk of pull/drive-aways.*
- When finished loading/unloading, park up pallet trucks safely (under Pallet base) or in designated set down area, when not required for immediate.
- Keep you work areas free of debris and waste work materials.

MANAGERS/SUPERVISORS

• Ensure that the above safe work procedures are strictly adhered to. The main purpose of loading bays is to maintain order and safety, and most importantly, offer convenience in moving goods inside and outside of our buildings. As a matter of fact, loading bays are the most fast-paced part of our workplace. However, they present unique Hazards such as:

- **People and work equipment falling from a height and Injury when using work equipment incorrectly.**
- **Vehicles pulling/driving away when people and work equipment are still working in the back of vehicle.**
- **Vehicular Collison with pedestrians and other vehicles.**

MANDATORY PPE TO BE WORN:



Any Questions

Break

The Cost of Vehicle Rollaways

Tony Kenny
Regional Transport Manager North

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			13710	11/01/2022	09:30		2004861	Driver applied handbrake, got out, van rolled & mounted a low wall on customers property	11/01/2022	17/01/2022	Passed	6814.36
			13801	24/01/2022	09:30		2058355	Driver pulled up at house, got out to deliver mail and the van rolled backwards	24/01/2022	26/01/2022	Passed	
			13859	31/01/2022	07:15		2020848	The driver was stopped at a delivery point on the XXXXX Road outside premises and driver thought the handbrake was pulled up, driver was out of the van at the time and noticed the van rolling forward, driver ran after the van to stop it but it was too late, van rolled against a wall, no damage to the wall, the van has damage to the driver's side front bumper, wing and mirror and there is a few scratch marks along the driver's door also.	31/01/2022	04/02/2022	Passed	4825.43
			13959	15/02/2022	11:30		2020671	Van rolled back and hit unoccupied parked car, damage to both vehicles.	15/02/2022	16/02/2022	Passed	
			14159	11/03/2022	11:40		2008376	Driver got out of van to deliver post to a farm yard and he said the van rolled down the hill and ended up in a bush causing a bit of damage to fencing around bush area. Driver said handbrake was pulled up but not properly pulled up.	11/03/2022	16/03/2022	Passed	
			14261	29/03/2022			2044419	Driver was in van, van rolled, damaging mirror off a fence	01/04/2022	04/04/2022	Passed	327.41
			14318	09/04/2022	11:15		2038217	Driver error left handbrake down and van rolled into a car.	11/04/2022			
			14529	10/05/2022	12:00		2004409	Parked up pulled handbrake , heard click Van rolled back, On incline	10/05/2022	11/05/2022	Passed	
			14585	16/05/2022	15:40		TBC	XXXXXXXXX rolled down the hill in XXXXXX DSU and hit into parked rental van XXXXXXXXXXXX	16/05/2022	17/05/2022	Passed	212D20374 - €3486.62 & 221KK1263 - €5480.42

Transport Damage

Owned and leased fleet

2/06/2022

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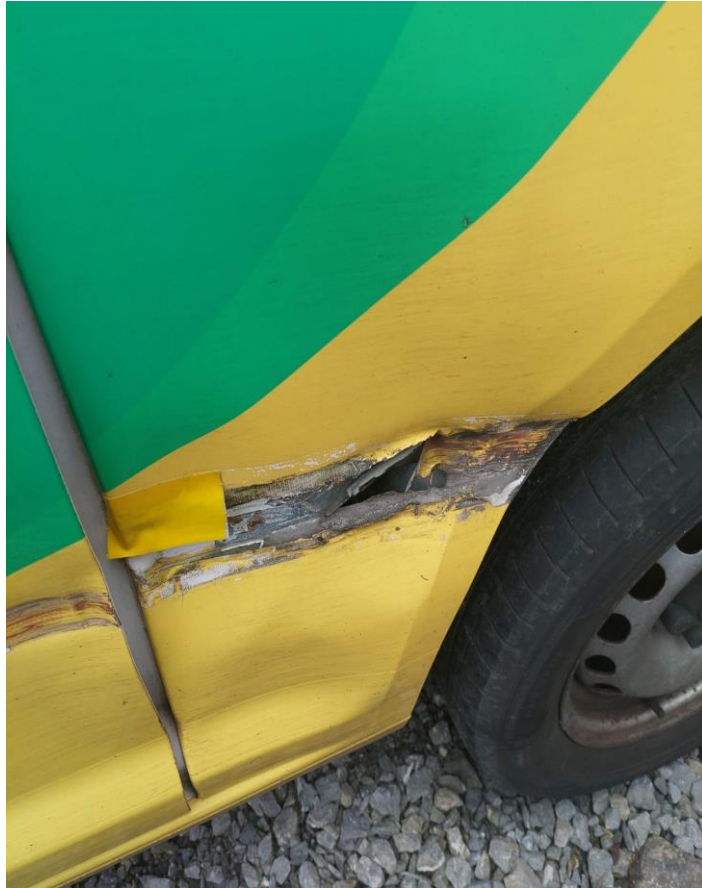
There are substantial cost incurred as result of driver behaviour . Here is the breakdown for the west/north west region only.

- JANUARY 88783.00 euro
- FEBRUARY 59630.73 euro
- MARCH 72489.46 euro
- APRIL 47445.18 euro
- MAY to date 75069.56 euro

- These costs are only for damages above 1000 euro. There is certain issues that need HR and OPS to address for example I have 2 particular drivers,
- Driver of CL246 over 20 months 3 gearbox repairs costing 4312.69
- Driver of DL504 over 18 months 4 gearbox repairs costing 6814.54

The reason for these repairs is down to the driver not stopping before selecting reverse gear.

DAMAGE

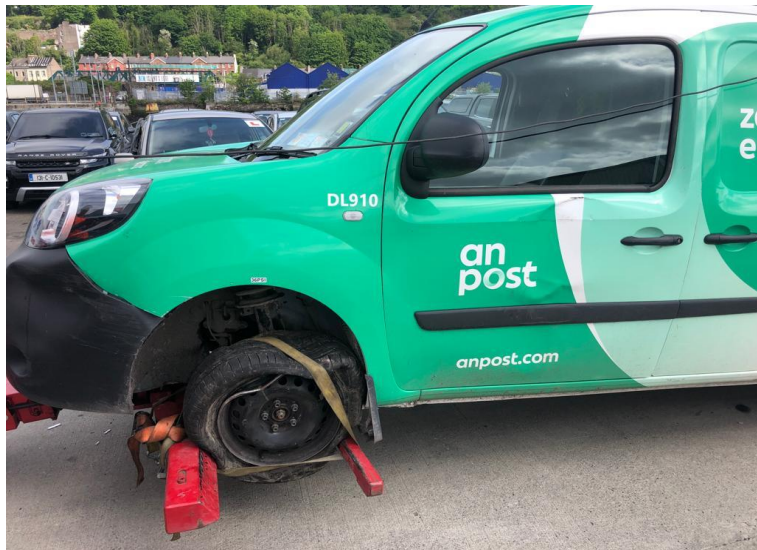


DAMAGE



Repeat Driver Damage

21/09/2021 00:00	24/09/2021 00:00	M2	Reversing up driveway wing mirror caught in bushes broke off
22/12/2021 00:00	31/12/2021 00:00	m2	Put car in drive instead of reverse hit gate on TP house. Gate damaged also
19/05/2022 00:00	19/05/2022 00:00	driver	Hit wheel low wall, extensive suspension and steering damage. Wall damaged



The under reporting of damage cause to CMV is a very serious problem



TYRES

The current trend is that, the level of compliance when it comes to drivers daily checks is very poor and needs addressing urgently.

Why..... This is what staff are driving around on.



TYRE project					
Office	Total vans	Tyres changed	% of bald tyres	no. of vans needing tyres	Column2
	33	8	12%	4	
XXX	8	2	12.50%	1	
XXX	12	6	16%	2	
XXX	92	42	21%	19	
XXX	12	9	25%	3	
XXX	16	14	25%	4	
XXX	25	16	25%	6	
XXX	19	14	32%	6	
XXX	27	23	37%	10	
XXX	21	16	38%	8	
XXX	13	12	38%	5	
TOTAL	278	162	26% AVERAGE	68	

TYRE audit				
Office	Total vans	Tyres changed	% of bald tyres	no. of vans needing tyres
XXX	30	17	23%	7
XXXX	31	26	42%	13
XXXX	18	16	38%	7
XXX	23	25	60%	14
XXX	39	21	26%	10
Total	141	105	38%	51

2021 tyre audit carried out in 16 DSU, 419 vans check, we had to replace tyres on 149 vans, which is over 30% of them needing tyres.

THIS IS WHAT ALL DRIVERS ARE REQUIRED TO DO BEFORE GOING OUT ON DELIVERY , FROM THE AN POST DRIVING FOR WORK MANUAL

Appendix 4 - Driver Daily Check

Outside Van(walk around the vehicle)

Ensure the motor tax and insurance discs are on display.

1. Check for body damage, dents, scrapes, bumper damage, cracked or damaged lamps, indicators, windscreen, loose or missing parts.
2. Wheels and Rims.
 - Tyres. Check Pressure, Check for Wear, Cuts or Bulges. (Min 1.6 mm thread depth across the central three quarters of the width of the thread and around the full circumference of the tyre).
 - Wheel Rims for damage.
 - Wheel Nuts - Missing or loose
 - Don't forget the spare wheel.
3. Leaks - fuel, oil or fluids under van.
4. Doors, locks and hinges.
5. Mirrors, wiper blades and glass. Clean all windows and mirrors.
6. Area check. Look for objects lying around near your vehicle.

Under Bonnet

1. Oil level - dipstick check.
2. Fluid levels (visible through clear plastic containers) brakes, coolant, power steering and windscreen washer.
3. Oil and fluid leaks.

Inside Vehicle(Cab)

1. Seat - adjust to suit including head restraint.
2. Seat belts - check operation and condition of belts, buckles and stalks.
3. Handbrake
4. With engine running - check gauges, warning control lights, indicators, wipers and washers, hooter, interior lights, all exterior lights.
5. Check Log Book, Fuel Docket Book.

Inside Vehicle(Rear)

1. Check jack, wheel brace and tool kit. (Location varies - see manufacturers handbook).
2. General cleanliness. (Unsecured items are dangerous in the event of a collision).

Below are the proper requirements for securing a vehicle and avoiding this unwanted moving experience.

1. Apply the Handbrake correctly.

- (a) Fully depress the footbrake.**
- (b) Pull up the handbrake fully without pressing the button.**
- (c) Hear the Clicks, Feel the engagement.**

2. Select gear.

- (a) Select 1st Gear.**

3. Kerb the Wheels.

- (a) When parking on a downhill slope with a kerb turn your wheels in towards the kerb.**
- (b) When parking facing uphill with a kerb turn your wheels away from the kerb.**

4. Switch Off and remove the Key;

Regardless of how long you are going to be out of the vehicle, switch off the engine and remove the key from the Ignition.

5. Close & lock the door.

Once you exit the vehicle close the door & lock the vehicle

101

DSU/DSOs were Audited



Region	No. of DSU/DSOs	No. Of Vehicles Inspected
South West	32	418
South East	17	431
North West	30	450
North East	6	102
Dublin	16	231



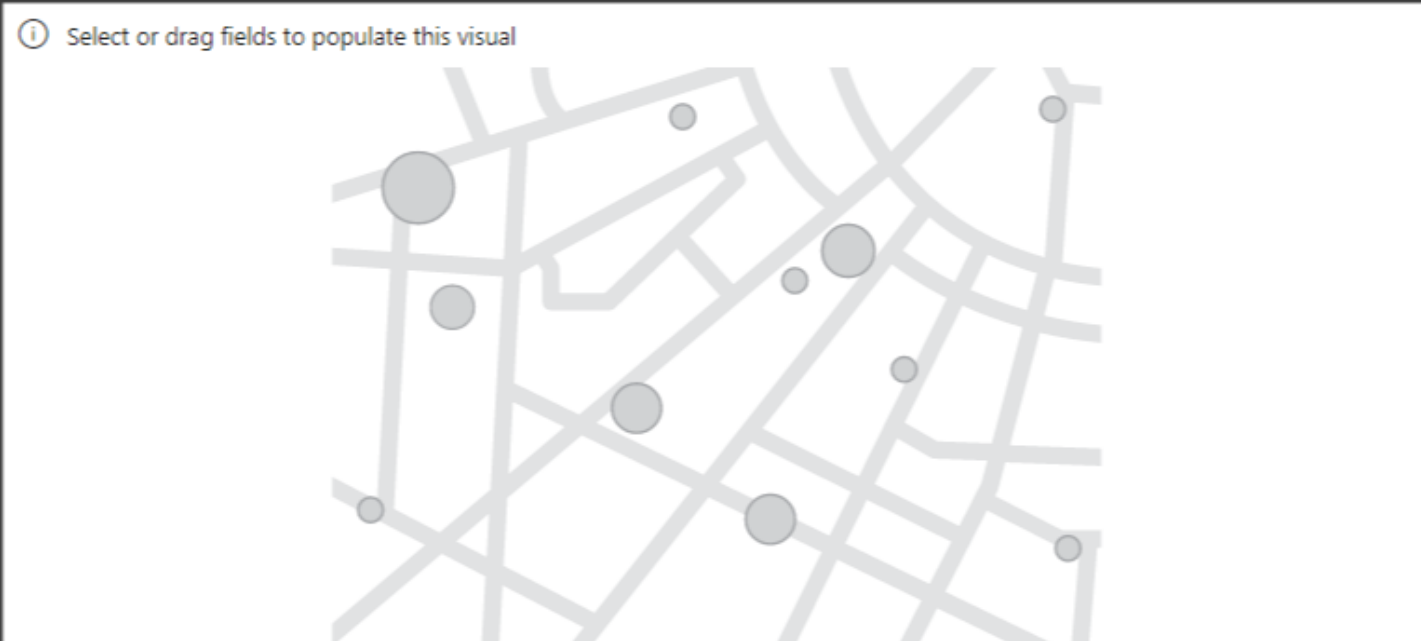
1632

No. of CMVs Inspected

During the Site Visit



● Dublin ● North East ● North West ● South East ● South West



RTM Audit Results (%)



Log Books were Available



Last Odometer Readings Recorded



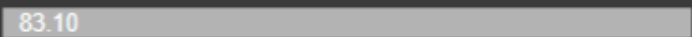
Driver Kit Packs Available



No Unreported Bodywork Damage



CMVs with Tyres at the legal Tread Depth (>1.6mm)



CMVs that were Clean



Clear Sign Writing (Logo Visible)



First Aid Kits Available



101

DSU/DSOs were Audited



Region	No. of DSU/DSOs	No. Of Vehicles Inspected
South West	32	418
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North West	30	450
North East	6	102
Dublin	16	231

1632

No. of CMVs Inspected



RTM Audit Results (%)



Log Books were Available



Last Odometer Readings Recorded



Driver Kit Packs Available



No Unreported Bodywork Damage



CMVs with Tyres at the legal Tread Depth (>1.6mm)



CMVs that were Clean



Clear Sign Writing (Logo Visible)



First Aid Kits Available



During the Site Visit



No Follow-Up Required 59.4%

A Follow-Up Was Required 35.6%

Immediate Follow Up Required 5.0%



● Dublin ● North East ● North West ● South East ● South West



CVRTs up-to-date



Insurance Discs Present



Tax up-to-date





CVRTs up-to-date



93.2



Insurance Discs Present



94



Tax up-to-date



91.72

RTM Audit Results (%)



Vehicles Parked in Secure Location



94.0

Keys Stored in a Secure Location



94.15

Keys Stored in Secure Cabinet



91.83

System in Place for Sign out of Keys



86

System In Place for Spare Key Control



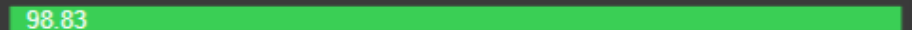
83.10

CMVs that were Clean



82

Clear Sign Writing (Logo Visible)



98.83

First Aid Kits Available



91.67



Transport Administration



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Function of Transport Administration

- Transport Administration look after a fleet of over 3,500 vehicles (final mile fleet) and 150 e-trikes. The fleet consists of a mixture of hired, leased and owned fleet.
- We are made of a team of 10 clerks and one Transport Administration Manager, Susan Brennan. Our centre is manned by our team from 7am until 5pm Monday to Friday with out of hours cover being provided from 6am to 7am by Susan Brennan and AA outside of these hours.
- We are contactable on the Freephone number 1800 28 30 27

Function of Transport Administration

- We take over 1,000 calls a month from our final mile fleet drivers in relation to breakdowns, accident damages, unscheduled adhoc issues, service due reports, fuel card queries, disc queries, etc
- In addition to providing a call centre, we are tasked with processing invoices from suppliers, administering the hire fleet which has reduced over the last number of months but will increase over time again as old fleet is not replaced, sending out miscellaneous supplies to DSU's (cleaning kits, N plates, screen wash, etc), liaising with suppliers on a daily basis, admin of tax, insurance and CVRT discs, administering the damages on final mile fleet (this is an industry in itself which has increased significantly over the last couple of years!), processing of motor log sheets

Fuel Cards

not

The Maxol logo features a stylized, circular emblem composed of overlapping, curved segments in shades of yellow, orange, and red, set against a blue background. Below the emblem, the word "Maxol" is written in a bold, white, sans-serif font.

Maxol

Tax, CVRT and Insurance Discs

Accident Damages

✓

✓

✓

✓



Vehicle Inspection Portal Project

Thomas Hehir,
Operations Manager South

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Insurance Services

Brendan Fitzpatrick
Claims Manager

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Learning & Development

Key Training Programmes

Commerce Operations

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Transport/Driver training

Driver Training Programmes - Objectives

- Safety of Drivers and Public is primary objective.
- Reduction of accidents and incidents.
- Compliance with Rules of the Road.
- Reduction of Emissions - Climate Action
 - Focus on Eco driving techniques in the programme to raise awareness of the benefits of Eco Driving for Ireland, Company and Staff. Eco-Driving leaflets were issued to all September 2020.
 - Drivers will also be shown how to use a trip computer and measure fuel usage to achieve fuel efficiency or increase range among electric vehicles
- Protection of An Post's brand and public perception.
- Safety Audits - compliance with rolling, continuous training requirements
- Safe and efficient use of company assets.
- Avoidance of penalty points on employee licences.

Driver Training - Eight elements

1. Pro Drive (Eco Awareness) Refresh

- Duration of assessment - 1.5 hours
- Eco Driving and Trip computer included
- Walk around video's to be reviewed before assessment by the driver.
- Completed during working day - during delivery
- No "pass/fail" wording used.

2. Pro- Drive (Eco Awareness) Follow on

- Driver has not met expectations in refresh assess.
- Can also be as a result of a specific request due to serious incident or return to work after absence.
- Duration 2-3 hours
- Scheduled through L&D
- Completed outside of typical operational hours.

3. Vehicle Familiarisation - New Starters

- Scheduled as a component of Induction
- Duration - approx. 30 mins
- Not an assessment

4. Vehicle Familiarisation - existing staff

- DSM affords the driver the time to become familiar with vehicle - change of vehicle
- Self Declaration form completed by driver and signed by DSM
- If indicates "no" - L&D will arrange for ADI to attend office

5. Electric Vehicle Familiarisation

- Duration - average one hour per driver
- Includes theory, practical and evaluation
- L&D currently delivering training for rollout of Evans

6. HGV Professional Driver - & CPC

- Programme for HGV drivers to be designed and agreed when HGV grades and future requirements are defined.
- CPC - ongoing requirement for HGV drivers - 5 modules one per annum

7. B licence acquisitions

- L&D to cover the cost of 12 EDT's (Essential Driver Training).
- Employees who do not currently drive and require a licence for their role
- Individual must book and pay for Theory test, learner permit, eye test and apply for a refund through their DSM/Expense System.

8. C/CE licence acquisitions

- L&D to cover the cost of 20 hours training - ADI's will then assess and prepare driver for test
- Driver may need to be released from work for lessons/test.
- ISM ADI to schedule with DSM and L&D to be advised
- No further lessons to be scheduled outside of 20 hours
- Cost of Theory test, case studies, learner permit, medical (required for truck licences) claimed through expense system.

How can you ensure success.....

- DSM works with their designated ADI from Irish school of Motoring (ISM) to schedule staff at times convenient for their office and operations of business
- DSM's inform Drivers to review the L&D videos that are available both on their post app or on the intranet - L&D site
- DSM's ensure that all drivers have their driving licence at all times especially for their assessment to eliminate L&D being charged for a cancellation - No licence No Drive
- Advise drivers of the duration of their assessment and ensure the driver makes themselves available for the full duration of assessment
- All drivers have been allocated a year i.e. 2021, 2022, 2023 on the list, please ensure that the DSM and the ISM instructor only plan for drivers to be covered in that particular year
- Walk around posters, Eco Driving Leaflets and Eco Posters were distributed to every office, DSM's to ensure each driver has received their Eco Driving leaflet and display posters within DSU.

Other Transport training

- Carriage of Dangerous Goods
 - By Road - HSA
 - By Air - IAA
- HGV Driver Apprenticeship Scheme - Union Agreement

Health & Safety training

Courses delivered

Course Title	Est. Staff Numbers to be trained per annum	Course Duration Hrs	Max Staff per course
Manual Handling	3000	3	12
Manual Handling Instructors Course	20	35	10
Safety Reps Beginners	30	32	12
Occupational First Aid Beginners	80	24	6
Occupational First Aid Refresher	80	16	6
Power Pallet/Stacker Blended beginner	250	5	6
Power Pallet/Stacker Blended refresher	200	3	6
Power Pallet Beginners	50	6	6
Power Pallet Refresher	50	4	6
Pallet Stacker Beginners	50	6	6
Pallet Stacker Refresher	40	4	6
Fork Lift Training Beginners	10	40	3
Fork Lift Training Refreshers	10	8	3
Fire Safety Training	150	4	15
OHSMS for managers	200	4	15
Safe Pass	30	8	10

Induction & Operational Trainers

Induction course - APC Operations

Pre- Covid - 5 Day Duration

Day 1 - Welcome to An Post

- Org Chart / Brand / Purpose / Values
- What we do - all products services, regulatory environment , subsidiaries

Day 2 - Working For An Post

- Communications / Company Policies/Security / HR - Contracts
- Manual Handling

Day 3 - Welcome to An Post Commerce

Day 4 - Delivery on Route Observation

Day 5 - Driving For Work

- Policies & Procedures
- Vehicle Familiarisation
- CWU
- Review of Day 3 Content
- Written Assessment

During Covid - 2 Day Duration

Day 1

- 1 ½ Hour Welcome to An post

Day 1

- Welcome to An Post Commerce
- Products / Services Your Role
- Procedures and Operations of Delivery & Collections

Day 2

- ½ Hour driving for Work
- Vehicle Familiarisation
- CWU

Day 2

- Manual Handling

Operational trainers - APC

- 18 Operational Trainers - 12 South / 6 North
- Recommended each Operational Manager has a least 3 in their area.
- Nominated / Competition
 - Train the Trainer (IITD Level 6) - 4 Days
 - Training Standards Day - 1 Day (L&D)
 - Quarterly Meetings for each region - update / review content.
- Currently competent to deliver the 3 day Commerce Induction
- Aspiration for all operational trainers to deliver the full 5 day Induction
 - Qualified M.H Instructors
 - Qualified Advanced Driving Instructors
- Can deliver training for operations as required.