



CTT Road Safety Program

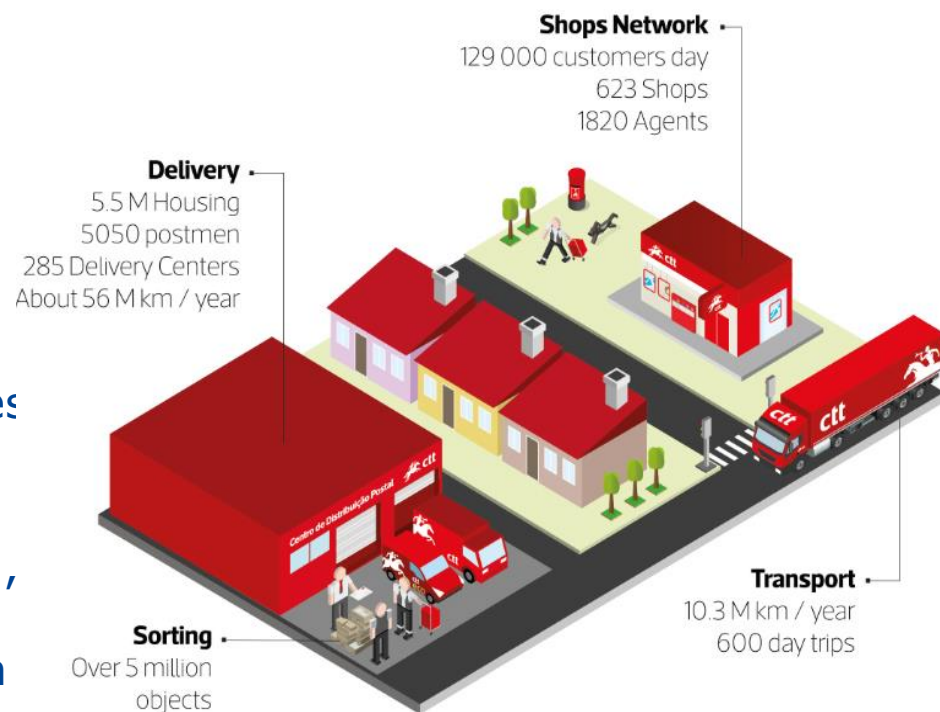
Nov. 2017

José Guilherme – CTT Transport Manager



Introducing CTT

- One of the largest employers in Portugal – more than 12,000 workers
- About 600 shops and 1800 agents receiving daily 130,000 customers
- We move daily to 5 million objects and deliver on 5.5 million addressees
- One of the largest and modern national fleets, CTT counts with 3,506 vehicles in direct exploration, a global average age of 2.5 years. and a global activity of 66.1 million km, there are still 62.6 million km by the subcontracted road fleet.
- The fleet has light vans (about 1500), motorcycles (approx. 1000), heavy vehicles (approx. 160) and fuel costs exceed EUR 6.4 million annually.



Goal

- Decrease road accidents through actions of various work groups and regular monitoring of their evolution.

The CTT Road Safety Program is a program that covers several issues:

- 1 - Characterization of Road Accidents in CTT
- 2 - Training
- 3 - Vehicles
- 4 - New Drivers
- 5 - Recognition
- 6 - Accident Control
- 7 - Communication Plan



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, most of which did not result in 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)

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

Training

Developed actions:

1 - Sensitization for all drivers

- Contracted
- Internal transfers
- the entire population in general

2. Actions Effective Drivers with more accidents

Primary - up to 2 accidents with responsibility in the same year

Training action based on the actual type accident analysis and defensive driving techniques.

Recidivists - up to at least 2 consecutive years with accidents with responsibility

It should be referenced to the HR for Individual Interview / psychological assessment, (at the request of the management or Project Road Prevention).
(proposal)

Training

- Teams with more accidents

Teams with the highest accident rates have been identified.

The operational leadership of these teams should be given special attention in terms of training.

Individual analysis of each team, taking into account the risk factors of the workplace and / or geographical area.

Primary - Evaluation of the teams and defined Action Plan, being monitored until end of the action.

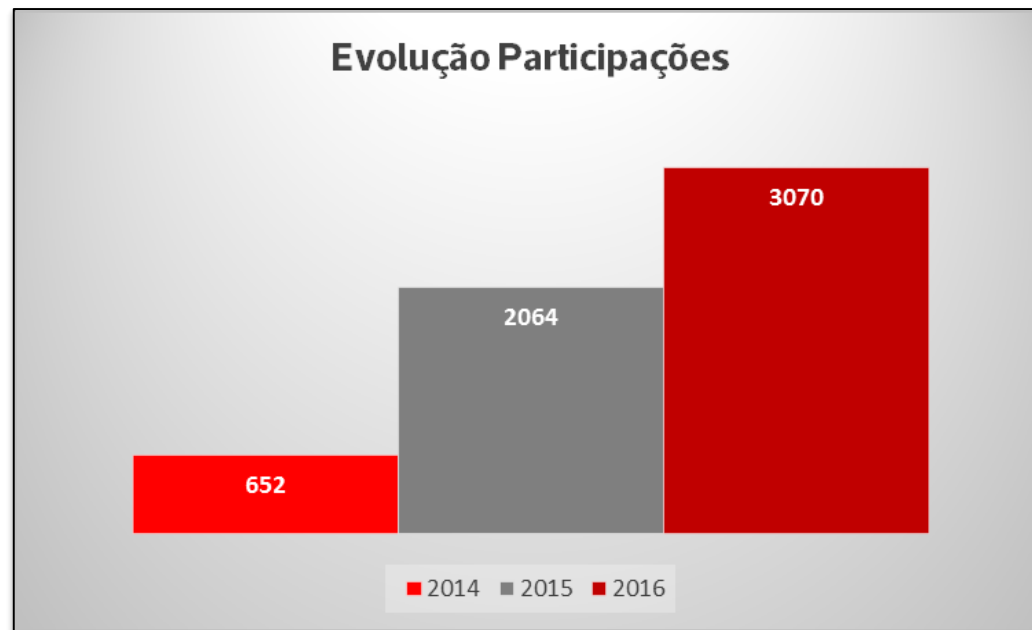
Recidivists - To be considered at a later stage

Some teams under observation at the beginning of 2017, with specific Plans designed and in execution:

Training

In the period 2015-2016, a vast training plan was carried out, with the changes mentioned above, highlighting the approach given to drivers of two-wheeled vehicles and the analysis of the actual accident rate.

The increase in training volume was significant, as can be seen in the following chart, with emphasis on the "Driver Kit" and Defensive Driving. Although indirectly, technical training was also considered in this context.



Vehicles and Safety

Safety equipment

Having analyzed the optional equipment on the market and those that are convenient to install in CTT, in particular reversing sensors and speed limiters (both already considered in the acquisitions in 2017 and in the existing fleet in the case of speed limiters)

Technical Specifications Proposals:

Inclusion of the side stand on motorcycles - to improve stability (specific to vehicles for Azores and where need)

Hand protection on motorcycles - Allows finger and hand protection and prevents inadvertent activation of the front brake lever or clutch lever.

Side Slider - In case of fall, it reduces the damage to motorcycles and reduces injuries to the driver by creating space between vehicle and pavement.

Cargo Conditioning - In all vehicles it is important that the cargo is properly secured: In heavy vehicles, where fastening of the containers with straps is very important to avoid displacements of load, the same with smaller vehicles.

On motorcycles or quadricycles, where the load must be fixed in such a way that there is no movement of objects within the box and in the performance of common maneuvers (for example in the ascent of sidewalks) and that change the position of the center of gravity of the vehicle.

Vehicles and Safety

Rear Parking Sensors in the light vehicles - many hundreds of accidents are small touches verified in maneuvers often reversing.

Dead Angle Sensors - Allows warning of dead angles (can also be included in motorcycles)

Speed Limiters (taking into account the activity of the vehicles)

For the Fast Network vehicles:

Road Exit Warning

Drowsiness alert

Advanced Emergency Braking System

There is a need to provide specialized training for the new models and on the other hand the need to carefully check the entry of novelties that are appearing.

Drivers and Risk Assessment

In the case of internal admission for driving heavy vehicles, psychological evaluation tests are carried out.

New Drivers (Contracts), it was also planned to carry out psychological evaluation

New Drivers (Effective)

Internal Admission - whenever it implies driving functions of the company's heavy vehicles, candidates already carry out psychological evaluation for driving .. (in progress)

Vehicle change - if the employee starts to drive vehicles of the company or vehicle other than what is used and if the management has doubts about its adaptability, should be sent to carry out psychological evaluation for driving (proposed)

(If the worker underwent psychological evaluation less than 6 months ago and had no road accident, he is exempt from further evaluation.)

Drivers and Risk Assessment

Drivers with more accidents:

- Primary - The worker has a training action that will be based on the presentation of the actual accidents in the CTT, specific examples of each driver's accidents and analysis and the practice of defensive driving. (ongoing)
- Recidivist - up to at least 2 years in a row with accidents at fault - Must be referenced for Individual Interview / psychological assessment, (at the request of management or Road Safety Project). (proposal)

Recognition of Safe Teams

Definition of the team recognition model:

Universe: Teams exposed to road risk.

Variable evaluated: drivers without participation in accidents at work and road accidents with material damages.

Criteria for Ordering Teams: indicator "Accidents vs. Fleet dimension".

Method: Segmentation of the teams into 3 groups taking into account the size of the fleet; in each group, 2 and 4 wheel vehicles;

After ordering, final validation of the teams in the first positions with their respective Directions.

Recognize teams with Reduced Road Accidents: Identify and collect Good Practices to be disclosed by the company, with the support of the Communications Department - on-going

This methodology has been used successfully for the Challenge Drivers Challenge since 2015.

It is intended to apply this model in a broader and more formal way with the awarding of prizes

Note - Exclude from the accounting the participations by Isolated Break of Glasses and Vandalism Acts

Road Accidents Control

1 - Permanent effort to improve information with all stakeholders

2 - Disclosure Monthly Road Accidents Indicators

3 - Identification Teams and Drivers with more accidents

Communication

A set of documents on Road Prevention and dissemination actions was developed.

Among the developed pieces we highlight some themes developed: Charter by Points, Project Presentation, Caring in Vacation Driving, Urban Transit, Efficient Driving, Excessive Speed, Defensive Driving, Winter Driving, Drivers' Challenge, Two Wheel Drive, monitoring of hired drivers, Road maneuvers.

All this information, related to the road accidents in CTT, was made available through the CTT magazine "Moves-nos", the production of posters and other material, the holding of TV CTT and articles in the Community CTT.

Also refer to the "Driver's Kit", a specialized online training accessible to all workers anywhere and with all related matters from the Road Code, Careful Use of Vehicles, Defensive Driving, Sustainability, etc. and was developed with the collaboration of all departments

Communication

+ Prevenção

Global Poster (out 2016) and "Ecological Driving" (Dec 2016)



Communication

+ Prevenção

Poster "Prevention 2 Wheels" (Feb 2017) and "Maneuvers" (ab 2017)



Communication

Prevenção

Mês	Assunto	Suporte
set-16	Carta por Pontos CDP	Tríptico / Evento
06-10-2016	POSTER GLOBAL	Cartaz - Poster papel
out-16	Programa Prevenção Rodoviária Apresentação do Projeto em CDP	Evento
05-12-2016	POSTER COND. ECOLOGICA	Cartaz - Poster papel
nov-16	16,17 Drivers Challenge IPC	Prova Bélgica
dez-16	Sensibilização Velocidade Exc.	TV INTERNA
20-02-2017	POSTER PREVENÇÃO 2 RODAS	Cartaz - Poster papel
18-04-2017	POSTER MANOBRAS	Cartaz - Poster papel

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)



Communication

Prevenção

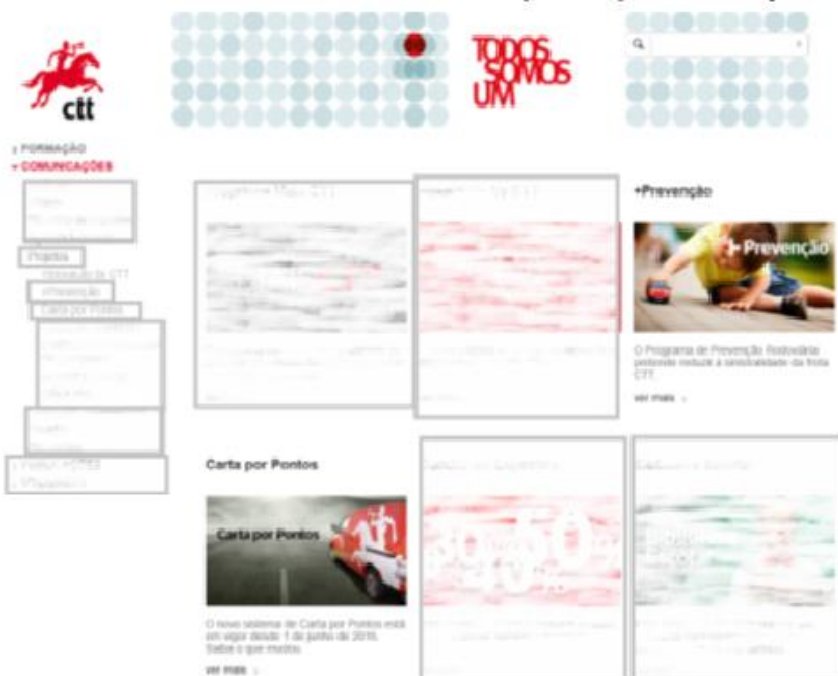
We were present at the 2015 international competition in Finland and 2016 in Belgium. We will organize the next international edition in Portugal



Communication – Intranet CTT

+Prevenção

/ Comunidade CTT / Em Rede / Comunicações / Projetos / +Prevenção



O Programa de Prevenção Rodoviária, em curso nos CTT, abrange um conjunto alargado de ações que visam a redução da sinistralidade rodoviária da frota postal.

Estas ações vêm sendo implementadas e divulgadas em vários suportes: folhetos, cartazes, artigos na revista Move-nos, Correios Online, divulgações no "5 Minutos 5 Mensagens", entre outros, sob o emblema da campanha interna +Prevenção.

A campanha pretende reforçar medidas de divulgação, sensibilização e formação, sobre as melhores práticas a adotar, recorrendo a recomendações úteis para garantir a segurança dos condutores e dos peões na estrada.

O problema da sinistralidade rodoviária pode ser gerido e o seu impacto minimizado. Vale a pena combater o risco de acidentes, com a atenção e o empenho de todos os responsáveis e colaboradores. Porque as vidas humanas são o mais importante e todo o cuidado é pouco.

Cartazes da Campanha

- + Prevenção é solução
- + Prevenção é reflexão
- + Prevenção é proteção
- + Prevenção é atenção

+ Informação

- 9 - Manobras
- 8 - Sensibilização de Jovens Condutores
- 7 - Prevenção 2 Rodas
- 6 - CTT no Drivers' Challenge IPC
- 5 - Velocidade Excessiva
- 4 - Inverno e Revisão de Viaturas
- 3 - Condução Defensiva e Ecológica
- 2 - Férias Seguras
- 1 - Apresentação do Projeto
- Carta por Pontos

Synthesis - Accidents Control 2014 - 2016

Evolução Sinistralidade Laboral e Danos Materiais com causa rodoviária						
Ano	N.Tot.Acidentes	Custo Absent e repar.	Kms Percorrido	Acid/M Kms	Absentismo / M Kms	Custo / Km
2014	1691	2.362.765	39.875.933	42,41	436,3	0,059
2015	1708	1.877.881	44.058.374	38,77	254,8	0,043
2016	2005	1.944.817	49.600.787	40,42	172,7	0,039

- Although there was an increase in global accidents (work accidents and property damage), there was a sharp reduction in accidents at work (19%) and absenteeism (60.1% less), despite a 24.2% increase in traffic.
- The analysis of the results obtained in the years 2015 and 2016, shows a clear reduction in road accidents, unlike the rest of the labor accidents
- Greater activity developed (more kilometers traveled) with impact on small accidents with material damages

Actions under development in 2017

- 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
- Develop specific module in the Driver's Kit for managers with content preparation for On-Site Prevention actions
- Maintain the intervention effort in over-injured teams and drivers
- Maintain attention in equipment with a view to reduce road accidents and their prevention
- Consolidate a model for the recognition of teams and drivers with formalization and greater impact - Road Safety Day?
- New Plan of Actions including Communication Plan

Thank you

My contacts:

josé.guilherme@ctt.pt

+351961704973