

Fresh thinking on a tired subject

Toll's new driver fatigue
management standard

NRSP
NATIONAL ROAD SAFETY

PARTNERSHIP
PROGRAM

Proudly managed by: **arob**
GROUP

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Housekeeping



Webinar is = 45 mins

Question time = 15 mins



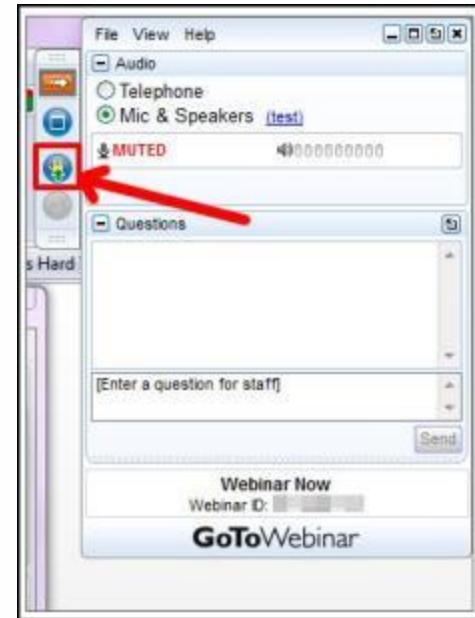
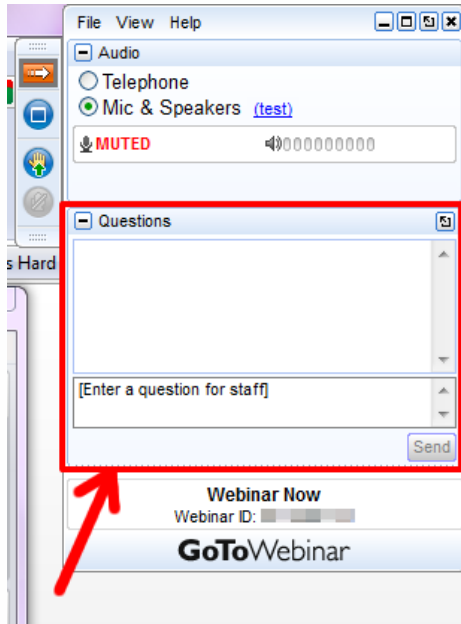
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GoToWebinar functions



Please type your questions here

Today's presenter

Dr Sarah Jones

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About Toll Group

- Part of Japan Post
- Asian region's leading provider of logistics services
- \approx 40,000 staff at 1,200 sites in > 50 countries
- \approx 4,500 heavy vehicles in Australia
- A-typical in the context of the industry
 - Approximately 70% of operators have 1 truck only
 - Approximately 24% of operators have 2-4 trucks
 - Less than 0.5% operators have fleets with 100+ trucks

Nature of the Problem

12% serious injury crashes

Not sleeping > 24 hours = 0.10 BAC

Risk of microsleep

Travel Speed	Distraction Time	Distance Travelled (metres)
40 km/h	2 seconds	22.22
50 km/h	2 seconds	27.78
60 km/h	2 seconds	33.33
80 km/h	2 seconds	44.44
100 km/h	2 seconds	55.56

Nature of the problem

On Road



<https://www.pexels.com/photo/man-person-car-driver-7460/>

Off road



<https://www.pexels.com/photo/health-medical-medicine-diet-46173/>

Regulatory/Policy framework

- HVNL: drivers of vehicles 12 tonne GVM/GCM and above
- WA and the NT are not signatories
- Important differences between states (e.g 'personal activity' in NSW)
- HVNL requirements



How do we manage what can't be measured/tested for?

Toll's Experience

- Driver fatigue management policy (DFMP)
- Heavy Vehicle National Law Feb 2014
- Review commenced 2015
- Scope: heavy vehicles (4.5 tonne GVM/GCM) on public roads


What we're up against



What this fatality illustrates

Risks with subcontractors

What is **legal** ≠ What is **safe**



*'I wanted to be a
good bloke and
let him sleep'*

Questions



Subcontractor management systems

- Pre-qualification
- Auditing
- GPS monitoring (in-vehicle monitoring standard)

Beyond legal compliance

- Not just 'is it legal?', but 'is it safe?', 'is it consistent with The Toll Way?'
- We do not operate to the Northern Territory system
- Our standard applies to all vehicles 4.5 tonne and above
- Standard hours is the 'default' position
- We still use Safe Driving Plans
- Encourage use of discretionary rest

Cultural change

Tackling myth and reality



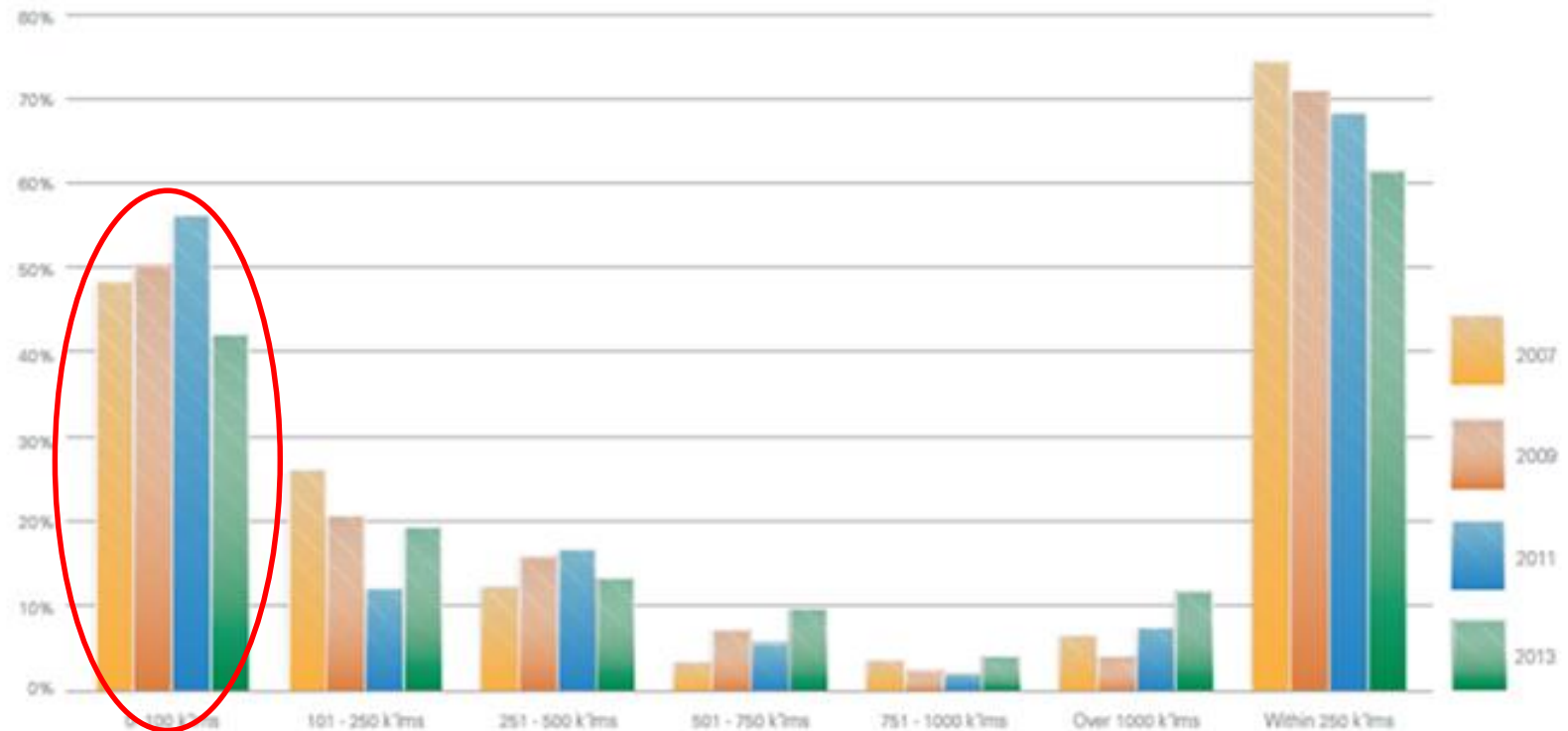
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Cultural change

Accident Distance From Point Of Departure



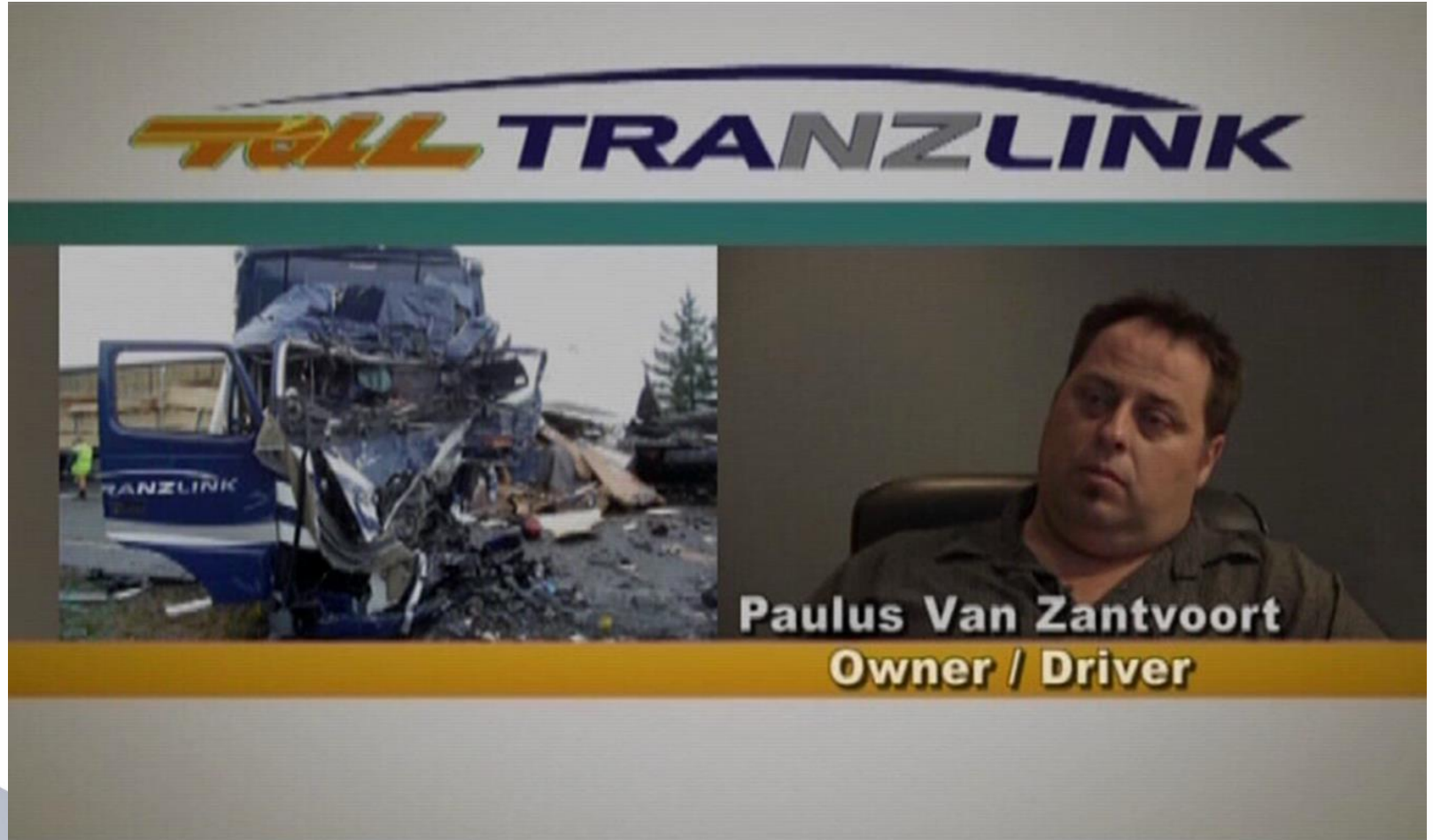
Cultural change

Issues that impact FFD can be sensitive

Creating a culture of disclosure

Encouraging the use of chaplaincy/employee assistance services

Cultural change



Questions

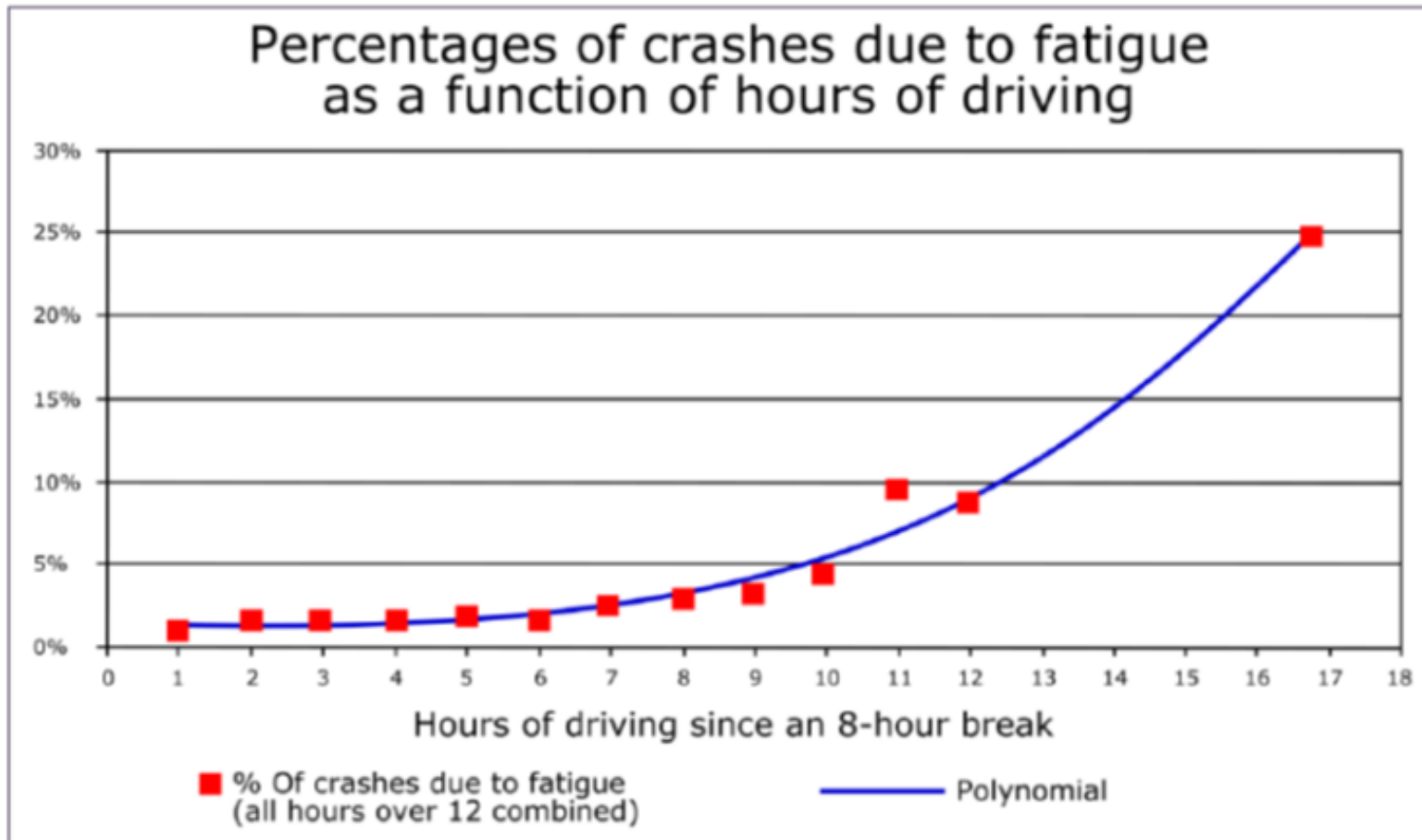


The new standard

Short and punchy standard
Longer 'guidance material'



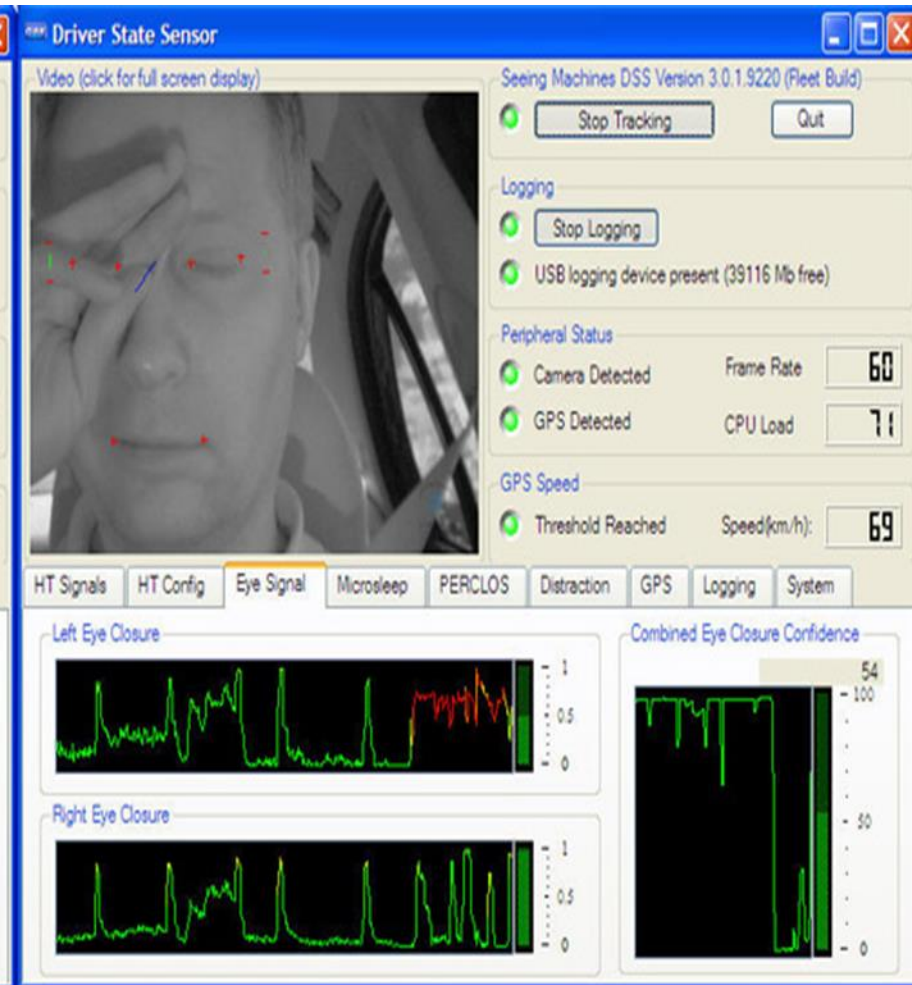
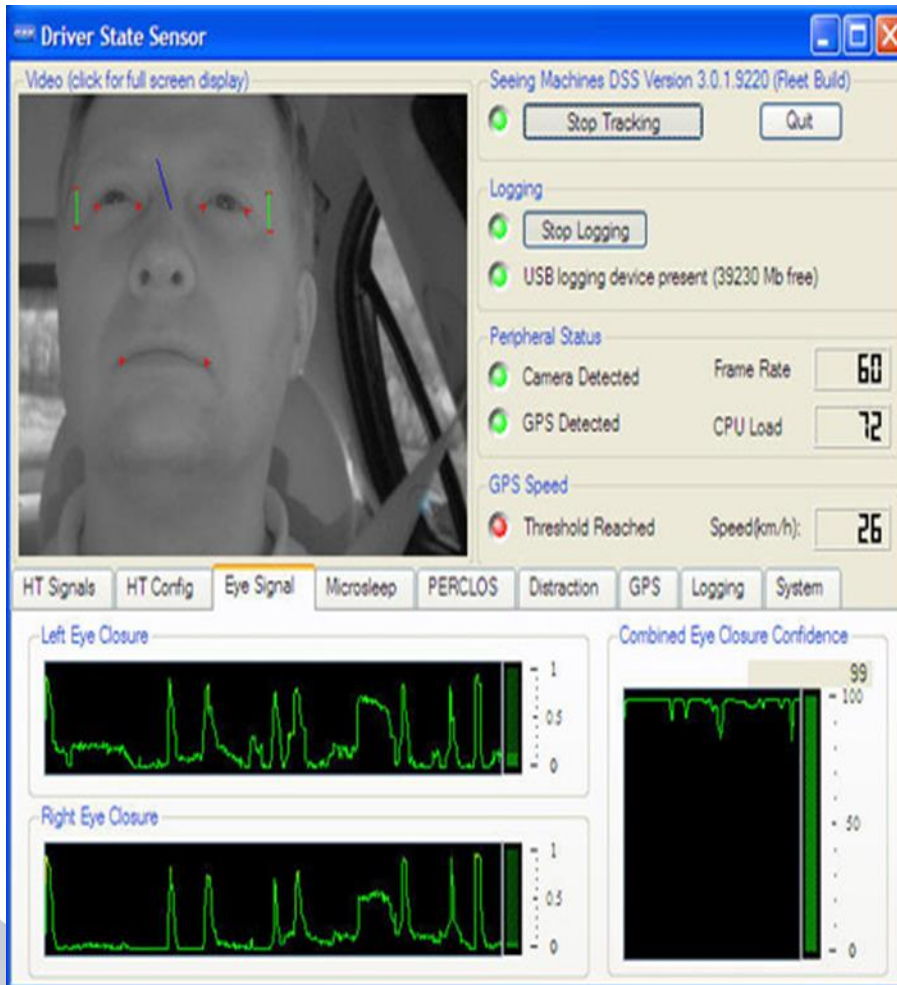
The new standard



The new standard

Mitigation will vary depending on nature of risk

- Nature of load, route, customer, driver experience, subcontractor etc
- Countermeasures in the Guidance Material
- Business units to develop internal procedures



Where to from here?

- ≈ 440 staff in f2f rollout
- Toolbox training
- Online training for all drivers/operational staff
- Customer education
- Communication to spouses/partners
- Share findings with regulators/enforcement and industry

Questions



Thank you for your participation today

For further information, please contact:

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