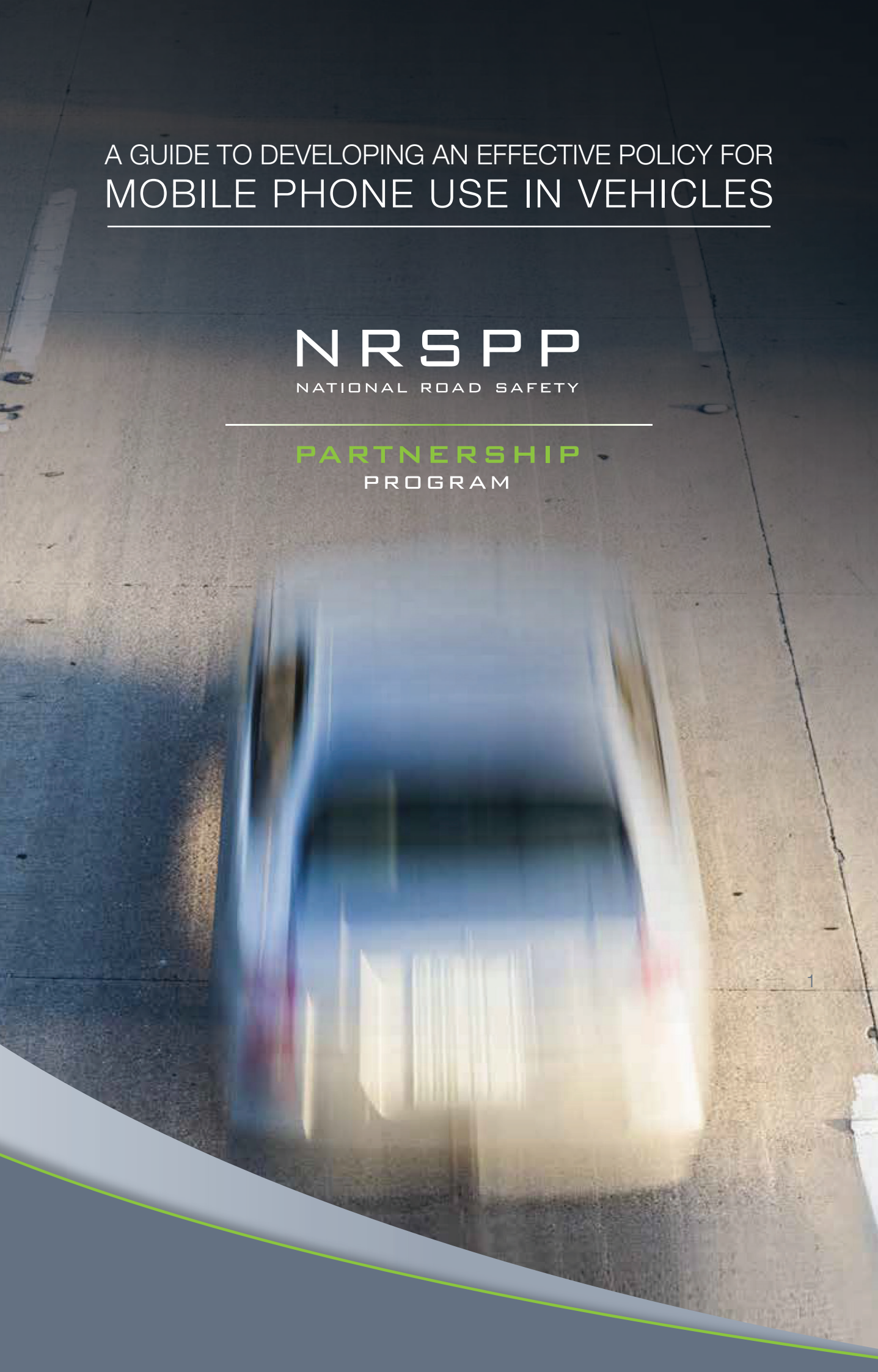
A GUIDE TO DEVELOPING AN EFFECTIVE POLICY FOR MOBILE PHONE USE IN VEHICLES

NRSPP
NATIONAL ROAD SAFETY

PARTNERSHIP
PROGRAM



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WHY DEVELOP A MOBILE PHONE USE POLICY?

Using a mobile phone while driving is a growing and concerning behaviour

The mobile phone has revolutionised the way we communicate. It has not only permeated every facet of our lives – work, personal and social – but has brought them together into the one space. And because our mobiles are always within arm's reach, they have the potential to impact everything we do, including our ability to drive a car safely.

Using a mobile phone while driving is a growing and concerning behaviour for organisations. There is a large body of road safety research that shows mobile phones can be a distraction and have the capacity to divert a driver's attention away from the road. And the evidence is clear: taking your eyes off the road poses the most dangerous and greatest risk when driving a vehicle.

Organisations have a responsibility to provide their employees with a safe working environment, which also extends to when they are driving vehicles. Therefore it is critical that processes are put in place to ensure that the demands of an organisation's operations are not a catalyst for employees to use mobile phones illegally or in an unsafe manner.

This document will help organisations answer the following questions:

- Why implement a Mobile Phone Use Policy?
- What evidence is there on mobile phone use while driving?
- What's the risk to employees?
- What is the risk to an organisation?
- Why invest the time in developing a Mobile Phone Use Policy?
- How does an organisation successfully develop a Mobile Phone Use Policy?

Why implement a Mobile Phone Use Policy?

Having a well-planned policy in place can give structure and direction for organisations to support their employees to be safer on the roads. The National Road Safety Partnership Program (NRSPP) has developed this guide to help organisations develop and implement a Mobile Phone Use Policy that meets their specific requirements.

WHAT'S THE EVIDENCE AND WHAT'S THE RISK TO MY EMPLOYEES?

Having a well-planned policy supports employees to be safe on the roads

There is a large body of road safety research showing that mobile phones are one of many distractions that drivers face on a daily basis.

Table 1 shows statistically significant increases in crash and safety-critical event risk (expressed as "odds ratios"; e.g. 6.1) associated with the use of hand-held mobile phones while driving – when texting, locating and reaching for the phone, dialling, and conversing on the phone. Odds ratios greater than 1.0 indicate increased crash risk. For example, an odds ratio of 2.0 indicates a 2x increase in risk of a crash or safety-critical event (e.g. near-crash) associated with driver engagement in that activity.

The odds ratios are derived from naturalistic driving studies (NDSs), in which video cameras and other sensors are used to automatically record, for months or years, driver interactions with mobile phones and other sources of distraction.

For the studies in Table 1, the activities that lead to the greatest increase in risk are those which take the driver's eyes off the road (visual distraction). These findings are consistent with an earlier NDS suggesting that glances away from the road totalling more than 2 seconds, for any purpose, double near-crash/crash risk relative to normal, baseline driving (Klauer et al. 2006). Conversing on a hand-held phone (cognitive distraction) appears, from these studies and other studies, to be relatively less risky.

Collectively, these findings are supported by a recent meta-analysis (Simmons, Hicks, & Caird, 2016) suggesting that mobile phone-related tasks that require drivers to take their eyes off the road, such as dialling, locating a phone and texting, increase the risk of a safety-critical event to a greater extent than tasks that do not require eyes off the road, such as conversing.

	Distracting tasks	Increase in risk of a crash or near-crash or other safety-critical event
Hand-held mobile phone tasks	Texting	6.1 times [4] 5.6 times [13] 3.9 times (for novice drivers) [10]
	Locating and reaching	4.8 times [4] 3.7 times [5] 7.1 times (for novice drivers) [10]
	Dialling	12.2 times [4] 2.5 times [10] 8.3 times (for novice drivers) [10]
	Conversing	2.2 times [4] No increase in risk [5, 10]
Other tasks	Extended glances out of the vehicle	7.1 times [4]
	Emotion (anger, sadness, agitation)	9.8 times [4]
	Reading/writing (includes tablet)	9.9 times [4]

Table 1: Increase in risk of crash and safety-critical event (e.g. near-crash) compared to non-distracted driving

The safest thing a driver can do is keep their eyes on the road

Emotional driving (driving while angry, sad, crying and/or emotionally agitated) has been associated with a 9.8 times increase in crash risk (Dingus et al., 2016). This is relevant here as phone calls may be made to drivers (e.g. by managers) that inadvertently place additional pressure or stress on them while driving. This, in turn, may induce an emotional reaction and increase the degree of cognitive distraction associated with talking on the phone.

Studies using driving simulators reveal the kinds of decreases in driving performance associated with driver engagement with the phone tasks in Table 1, as well as for some other distracting tasks (for which no odds ratios are available). See Table 2.

Even though there is some research suggesting that voice-controlled mobile phone use is relatively less distracting than manual mobile phone use (e.g. He et al., 2013), driver use of mobile phones (even when using hands-free and voice control capabilities) may still impair driving performance.

Distracting task	Decreases in driving performance
Texting (hand-held phone, compared to no texting)	Increased reaction time to hazardous events, increased lateral variability, more missed traffic signals [3]
Texting (voice activation, compared to no texting)	Increased reaction time to hazardous events, more time looking away from forward roadway [14,11]
Texting (voice activation, compared to manual texting)	Reduced variability in lane keeping position, reduced variability in steering wheel position, and better headway maintenance [7]
Dialling (hand-held phone, compared to just driving)	Increased reaction time to road events [2]
Conversing (hand-held phone, compared to just driving)	Increased reaction time to road events, increased number of missed objects and driving errors [2, 8]
Conversing (hands-free, compared to just driving)	Increased reaction time to road events, more abrupt and excessive braking [2, 6]
Writing a Facebook message (compared to just driving)	Slower speed, poorer lane control, longer glances off the forward roadway, 30% poorer reaction time to hazards [1]
Reading a Facebook message (compared to just driving)	Slower speed, increased variability in headway, longer glances off the forward roadway [1]

Table 2: Decreases in driving performance associated with a number of mobile phone tasks

WHAT DOES DEVELOPING A MOBILE PHONE USE POLICY INVOLVE?

The aim of a safe mobile phone use policy is to help employees understand the risks

The aim of a Mobile Phone Use Policy is to help employees understand the risk of using a mobile phone while driving and the driving behaviour expected of them by their organisation. It is important to implement a policy that is understood and adhered to; safety in the workplace is paramount and this extends to safety in the vehicle. This guide can assist organisations to develop and implement a successful Mobile Phone Use Policy.

The key considerations when creating a policy are:

- Baseline analysis – this involves an assessment of an organisation's culture in relation to mobile phone use while driving.
- Training and education – this is an important component of implementing a policy, which can be supported by monitoring driving behaviour and analysing crash data (where possible).
- Review of day-to-day work-related operations – the policy should be designed in a way that reduces the need for workers to use mobile phones while driving for business purposes.

What are the fundamentals of the policy?

The NRSPP Mobile Phone Working Group agreed on the following set of principles, or expectations, when developing this guide. These principles are the recommended minimum level for a good practice Safe Mobile Phone Use Policy.

The principles are based on a common sense approach:

- Always keep your eyes on the road
- Never text, write or read while driving
- Buy, install and use a cradle for your phone
- Use your smart phone and the car's features, such as Bluetooth and hands-free
- Don't automatically answer your phone; consider the road and traffic conditions
- Ensure the caller knows you are driving
- If you pull over for a call, ensure it is safe for you and other road users.

While developing this guide, the Working Group also recognised banning mobile phone use while driving is not practical and could have unintended consequences. Bans may lead to driver behaviour with higher risk, e.g. drivers trying to hide their phone use in their lap, making them look down and away from the road, rather than using a phone mount on the dash, which directs the eyes up and ahead.

HOW TO SUCCESSFULLY DEVELOP A MOBILE PHONE USE POLICY

It is important organisations understand how policies, procedures and technologies are used by employees

Key considerations

Consultation with leaders in industry demonstrated that there are several critical components to the successful implementation of a Safe Mobile Phone Use Policy.

These components include:

- Establishment of a baseline
- Leadership
- Education
- Training
- Collection, monitoring and analysis of critical incident data
- Enforcement
- Mobile phone design
- Vehicle purchase and design.

Establishment of a baseline

It is important and useful for organisations to understand how their policies, procedures and technologies are used by their employees and how effective they are. Data can be collected directly from employees through surveys, audits or monitoring. Surveys provide an opportunity to uncover potentially risky habits, while audits or monitoring enable management to gain a better understanding of employees' operational environments and provide support for decision making. The employer may find their own organisation is a major contributor to the unsafe use of mobiles by employees in vehicles. To find out, it is recommended a survey of managers and senior leaders is conducted to identify such processes. This in turn can be cross-referenced with feedback from the employee baseline survey. An example of this one-off survey can be found at the back of this booklet.

When conducting a baseline survey, employees must be assured that all responses are anonymous and that no disciplinary action will be taken. An example survey has been developed by the Monash University Accident Research Centre (MUARC) and can also be found at the back on this booklet.

Methods used to establish a baseline could include:

- Annual survey
- Vehicle audit, e.g.:
  - Does the vehicle have a functional and user-friendly Bluetooth system?
  - Is the vehicle correctly fitted with an approved cradle?
- Process audit
- Vehicle pre-start check that includes a process for assessing mobile phone interactions with the vehicle
- Approval process for new drivers
- Record of the numbers of employees who go through the approval process
- Record of the number of times that the existing mobile phone policy features as part of Tool Box talks or similar meeting
- Mobile infringements – including those identified by the public, fellow workers and police:
  - Total number received
  - Drivers with multiple infringements.

People in Leadership positions play a pivotal role

Leadership

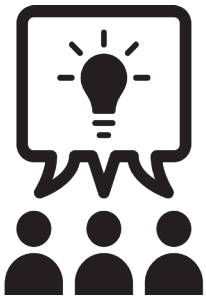
People in leadership positions play a pivotal role in creating and changing the culture of an organisation. Great leaders lead by example. By acting as role models, leaders can create a culture that values the safe use of mobile phones in vehicles.

The implementation of a mobile phone policy provides a great opportunity to strengthen an organisation's existing safety culture. It is recommended organisations take a 'just culture' approach. This allows for genuine mistakes but also provides a zero tolerance stance for wilful error or gross negligence. To create this culture, individuals must take responsibility for their own behaviours and question the safety of their actions, led and encouraged by the leadership of the organisation.

Many leaders may not recognise their organisation's own internal processes may unknowingly force their employees to use their mobile phones whilst driving. When a manager calls a worker, do they ask whether they are driving? Is it safe to talk? Is the call even needed? In fact, the call may even increase the risk by unwittingly pressuring a faster Estimated Time of Arrival (ETA) to a destination or delivery point. When calling externally, do workers ever ask whether the person they are calling is driving and if so offer to call back when it is safe to do so? Just including these simple queries and considerations will assist in creating broader awareness of the safe use of mobiles in vehicles.

Transparency and ongoing communication during the entire process of implementing or revising a policy is crucial. Management may wish to start by communicating to employees that evidence is being gathered to support the development of a revised or new policy by seeking input from employees. Employees are more likely to adhere to the final policy if they are involved in and aware of the whole process.

Once the policy has been finalised, it should be circulated through the organisation's communication channels, promoted by leadership and implemented through education and training initiatives. The effectiveness of the new policy should be monitored over time, with progress communicated to employees.



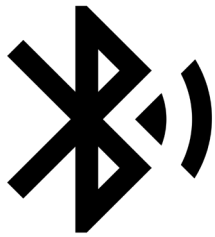
Employees must understand and accept the risks associated with using mobile phones while driving

Education

Education provides employees with an understanding of the reasoning behind a policy. Employees (and prospective employees) must understand and accept the risks associated with using mobile phones while driving.

An organisational education program can address the following issues:

- The existence and contents of the organisation's policy on mobile phone use while driving
- Employer expectations of appropriate mobile phone use while driving
- Penalties for violation of the policy and incentives for adherence to it
- Risks associated with mobile phone use while driving which, when combined with other risks, compound the risk exposure (e.g. adjusting the vehicle's climate while talking on the phone)
- National and state legislation on the use of mobile phones while driving, which include the fact that probationary and learner drivers must not use a mobile phone (hand-held or hands-free) for any function while driving, (including while stationary but not parked)
- Even when used legally, the mobile phone can increase the risk to the driver under certain conditions so the driver must decide is the call worth the risk (e.g. poor weather conditions, congestion, emotional state, high level of concentration)
- The increased risk relating to the illegal use of a mobile phone whilst driving (e.g. texting, social media, browsing, reading and writing)
- The role of passengers in supporting drivers to manage mobile phone distraction
- Strategies for minimising distraction, including knowledge about mobile phone features that can help to reduce distraction
- Pre-start vehicle checks (e.g. engagement with Bluetooth, placement in cradle)
- Recognition that vulnerable users are particularly at risk if a driver is distracted.



Smart drivers use the technology in their handsets to reduce driving distractions

How to communicate principles

The following examples of how to communicate principles of a Mobile Phone Use Policy may aid leaders and educators:

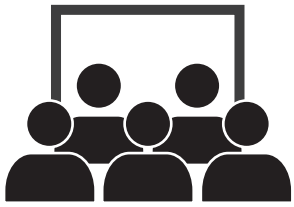
- **Never Text:** It's not only illegal but very dangerous. Texting drivers have been shown to take their eyes off the road for 4.6 seconds over a 6 second interval. This means that at 60 km/h a driver is not watching the road for 75 metres or half the length of the Melbourne Cricket Ground.
- **Always keep your eyes on the road:** The clear lesson from the latest research is that keeping your eyes on the road is critical. Talking and listening on mobile phones in light traffic and good driving conditions takes your mind off the road, but taking your eyes off the road to dial or answer is considerably more risky.
- **Buy, install and use a cradle for your phone:** The Australian Road Rules require drivers to place their mobiles in approved cradles affixed to the vehicle so they are looking at the road ahead and not glancing down. Drivers can also use their mobile phone via their vehicle's controls using Bluetooth, which doesn't require interaction with the handset.
- **Safely position the phone cradle:** The safest place to position the cradle is below the line of sight of the driver in a commercially-designed and manufactured mounting (also a legal requirement). It is crucial the cradle for the mobile phone is secure such that it cannot become a projectile in a crash or a distraction by falling and the driver trying to find it whilst driving.
- **Use your smart phone's features:** Smart phones provide voice-activated dialling and automatic answering features that allow drivers' eyes to remain on the road at all times. However, if a worker has a pre-programmed list of numbers and finds the manual interaction better for them they should use it when the vehicle is safely parked. You can also install apps that limit a phone to calling and voice activation. Smart drivers use the technology in their handsets to reduce driving distractions.
- **Don't automatically answer your mobile:** Hands-free mobile phone use in cars is legal in all Australian States and Territories for fully licensed drivers but only for the purposes of making or receiving a voice call and for no other function. However, this does not mean it's appropriate or safe for drivers to use them at all times. Drivers should not make or receive calls in heavy traffic, at intersections, in bad weather or when road conditions are poor. Also, drivers should not engage in complex or emotional conversations on their mobiles. If a call is unnecessary or you consider it unsafe to answer at the time, do not answer the call. Let it divert to voice mail or an answering service.

Hands-free mobile phone use in cars is legal in Australia but this doesn't mean it's safe for drivers to use them at all times

- **Ensure the caller knows you are driving:** It is important you let the person on the other end of the phone know that you are driving. When there is a situation or driving task that requires great concentration and your full attention, they will understand if you have to pause or end the call. It is quite different to conversing with a passenger who can see the environment you're driving in and act accordingly.

- **If you pull over for a call, ensure it is legal and safe for you and other road users:** Sitting stationary on the side of a road can sometimes be more dangerous than moving with the flow of the traffic. Other road users may not notice or expect a stationary vehicle. Should you choose to stop to make or answer a call, ensure there is sufficient space between the roadway and your vehicle. Drivers should not cut across traffic to pull over and answer a call.

- **Be aware of vulnerable road users:** Of any road user the most vulnerable are pedestrians, cyclists and motorbike riders as their bodies are the first line of impact in a crash. Vulnerable road users are at significantly greater risk of harm from a distracted driver. This is an opportunity to educate employees on the risks associated with using a mobile phone while crossing the road. Pedestrians need to focus on the traffic, ensure it is safe to cross and know that vehicle drivers are aware of their presence.



There are many ways an organisation can help employees comply with the policy

Training

In addition to educating employees on mobile phone use while driving, a training program will ensure employees are aware of and able to adhere to correct practices.

Training should highlight risk associated with distraction:

- An employee who chooses to use their mobile while driving, even hands-free, is increasing their accident risk.
- Risk compounds. For example, if you exceed the speed by more than 5 km/h you are twice as likely to be involved in a crash. If you are also talking on the phone (2.2x) and adjusting the climate control (2.3x) this risk is significantly compounded.
- If an employee is involved in a collision and the evidence can be traced back to the use of a mobile phone in the vehicle, even hands-free, they can be charged with dangerous driving.
- Just because a driver can use voice-to-text, it does not mean they should, as it increases distraction and can create frustration if incorrect. A further potential risk is taking eyes off the road to check the text is correct.

Training develops the following skills:

- How to optimise mobile phone and in-vehicle features to reduce distraction from the roadway.
- How to use hands-free devices in a vehicle (installation, pairing, calling, etc.) and where the mobile phone should be stored so it cannot become a projectile in a crash.
- How to remain calm when the technology does not work as planned and when not to use it (e.g. voice activation).
- How to self-regulate mobile phone use to reduce the effects of distraction (e.g. keep eyes on road, reduce talking through intersections, pull over safely when taking calls, slow down but be aware of traffic flow around you, increase following distance).

There are many ways an organisation can help employees comply with a new phone policy:

- Reminders (e.g. a sticker) about the dangers of being on a mobile and the organisation’s policy.
- Reminder to link hands-free and place the phone in cradle as part of a start-up check.
- Provision of cradles in vehicles.
- Reminder of the principles of the Safe Mobile Phone Use Policy in the submission of journey management plans.
- Sticker on the outside of the vehicle informing other drivers of the organisation’s policy to encourage the public to report unsafe behaviours.
- Restriction on taking mobile in car (if applicable).

Incentives for driver compliance with the policy, and aspects of it, should be documented in the policy.

Organisation mobile phone records could be correlated with accident records

Collection, monitoring and analysis of critical incident data

Critical incident information should be used to help determine whether a mobile phone use policy is working.

Recommendations for employers to collect, monitor and analyse data:

- Organisation accident reporting forms could record information on mobile phone tasks/activities performed by drivers at the time of a crash (e.g. talking on the phone, dialling a number).
- Organisation mobile phone bill records could be correlated with accident records where possible (e.g. time of crash) to determine whether a mobile phone was being used at the time of a crash or incident.
- A survey could be administered on a regular basis to track and quantify worker mobile phone use in the vehicle.
- A no-blame confidential incident reporting system could be developed which records, at regular intervals, incidents and near misses attributable to mobile phone use.
- Provision could be made for the assessment of mobile phone use as a risk factor in driver and vehicle audit forms.
- Consider using electronic data logging devices that are capable of recording whether mobile phones are in use in crashes and near misses involving the organisation's vehicles.
- Public reports of unsafe behaviour, which may or may not have resulted in a near miss or incident.
- Other relevant sources of data on the role of mobile phones in accidents and incidents involving an organisation's workers can also be collected.
- A system for storing, coding, analysing, monitoring and reporting data on mobile phone-related crashes and incidents could be established.

This collection of data can be compared to the baseline to determine whether the culture of mobile phone use has been improved following the introduction of the new policy. Habits are difficult to break and improvements should not be expected overnight. However, if continuous improvements are seen, there will be a gradual move towards a safer workplace.

It is important organisations follow through with penalties for failing to adhere to the policy

Enforcement

Penalties for failing to adhere to an organisation's policy should be documented in the Mobile Phone Use Policy. All organisations must take reasonable steps to ensure their workers comply with the National and State Government legislation; however the extent to which restrictions apply is up to the individual organisation and its requirements.

Enforcement of the policy depends on the content of an organisation's policy, which should consider the consequences for an employee who doesn't comply.

It is important for organisations to follow through with penalties, which may include:

- Educational programs
- Counselling by management
- Tougher penalties for repeat offenders
- Dismissal.

Mobile phone selection and apps

Drivers can become aggravated and confused by cumbersome interfaces and complicated pairing devices. This is something for organisations to consider when choosing phones and supporting apps for use in vehicles.

The following actions are recommended for employers:

- Purchase mobile phones that comply with best practice human factors, ergonomic guidelines and standards for minimising driver distraction
- Provide employees with mobile phones with features that enable phone tasks to be performed with minimal distraction
- Consider technology that restricts the use of mobile phones, such as lock out in circumstances when it is unsafe to use the device or reward the driver not to use the phone
- If the vehicle does not have the capability to safely link with mobile devices, a cradle should be installed below the line of sight of the driver in a commercially-designed and manufactured mounting.

It is recommended organisations purchase vehicles that enable the use of hands-free features

Vehicle purchase and design

Newer vehicles feature Bluetooth technology that allows the mobile device to sync automatically with the vehicle, so there is no need for a cradle. This feature allows the driver to perform tasks without touching their mobile phone.

It is recommended that organisations, especially those with fleet vehicles, purchase Bluetooth-enabled vehicles or those that enable the use of hands-free features (headset, clip on attachment, etc.) with ease.

Voice command can either add to or reduce distraction. Standards are being developed, but can be tested. Avoid using these features unless proven to be better than other manual options. Voice command of tasks that are deemed illegal should be banned within an organisation's vehicle purchasing policy.

Some newer vehicles with a high number of accessories may cause more distractions than necessary and reduce the time the driver is watching the road.

Voice-activated texting is not always a built-in function of a vehicle. It may be available on the mobile phone device, but does not always work with the vehicle. Texting in any form is very dangerous and illegal. It is crucial drivers keep their eyes on the road at all times, and texting in any form will impact this.

It is recommended that organisations purchase vehicles that:

- Provide the most ergonomic Bluetooth or other hands-free connectivity with mobile phones. Organisations could test these features as part of their process in selecting new vehicles.
- Contain real-time driver distraction monitoring and warning systems and on-board workload managers that prevent drivers from interacting with the mobile phone when driving workload is high.
- Align with the NRSPP Safer Vehicle Purchasing Policy, which ensures drivers are in the safest vehicle possible for the job.

A hands-free system must satisfy certain requirements to achieve high-quality voice conversations

‘Whitelist’ of the best hands-free performers

A mobile phone connected via short-range wireless communication (Bluetooth) to a vehicle’s hands-free telephone system must satisfy certain requirements to achieve high-quality voice conversations.

The ITU is the United Nations specialised agency for information and communication technologies and has developed a range of performance assessments for mobile phones as gateways to vehicle hands-free systems. The assessments included delays, noise reduction, voice amplification and speech listening.

The initial tests took place in 2014, with a second set of tests in May 2016. Results are available **here**. The tests were funded by the mobile telecommunications industry and not all smart phone manufacturers submitted their devices for testing.

ITU has developed a Q&A section to help answer why some mobile phones do not work properly in a car .

When developing their ‘fit-for-purpose’ requirements, organisations should ensure that the mobile phones and vehicles they provide to staff integrate safely.

MOBILE PHONE USE POLICY TEMPLATE

(Refer to Policy Paper: Guide to the Development of a Safe Vehicle Purchasing Policy for a template and example policy)

1. Objective

The objective of this policy is to provide employees with a guide to safe mobile phone use while driving.

2. Scope

This policy applies to all employees and contractors within the organisation.

Road Rules and Mobile Phones

Fully-licensed drivers are able to make or receive a phone call or use the phone's audio/music functions if the device:

- is secured in a commercially designed holder fixed to the vehicle, or
- can be operated by the driver without touching any part of the phone, and the phone is not resting on any part of the driver's body.

Drivers are able to use the phone as a navigational device/GPS while driving as long as the phone is secured in a commercially designed holder fixed to the vehicle. All other functions (including video calls, texting and emailing) are prohibited.

Further restrictions may apply to learner and probationary drivers depending on the jurisdiction.

3. Policy

Employees and contractors are expected to obey road rules, legislation and relevant state road traffic laws at all times. Failure to do so will result in disciplinary action by the organisation.

Hands-free Devices

Mobile phones must only be used in the vehicle when attached to an approved hands-free device and ITU White Listed Phone via:

- Bluetooth connectivity to the main console and out of reach, or
- Placed in a phone cradle. The safest position for the cradle to be positioned is below the line of sight of the driver and preferably to the left of the driver.

Satellite Navigation (GPS) Units

GPS units should be set up while the car is stationary and must not be touched by the driver while driving. Any readjustments should be performed after the driver has safely pulled over.

Making and Receiving Phone Calls While Driving

The driver may make and receive phone calls if their mobile phone is connected to the main console via Bluetooth, or another hands-free application, and the driver does not have to touch or hold the mobile phone.
If the driver's mobile phone is not in a cradle or connected to Bluetooth, the driver must pull over safely before using their mobile phone.

4. Responsibilities

It is the responsibility of employers to:

- Lead by example
- Provide their employees the capability for hands-free, cradles, Bluetooth, etc
- Ensure all employees understand how to safely use a mobile phone while driving a vehicle
- Not expect employees to answer calls when driving
- Ensure all employees understand they do not have to answer a call while in a vehicle if they consider it impacts their ability to safely drive the vehicle
- Ensure employees are trained to operate mobile device features and how they can be integrated into the vehicle
- Ensure collection, monitoring and analysis of critical incident data for continuous improvement
- Ensure mobile phones are compatible for use with acceptable hands-free devices and ITU White listed.

It is the responsibility of employees to:

- Never text while driving
- Always keep their eyes on the road
- Familiarise themselves with their mobile phone and its vehicle interface before driving
- Use hands-free devices such as Bluetooth, while ensuring the phone is in the glove box, to avoid the temptation of picking it up, or in a correctly installed cradle
- Not automatically answer their mobile phone when driving
- Ensure the caller knows they are driving.

5. Breach of Policy

Any breach of this policy may result in disciplinary action up to and including termination of employment. In addition, employees are expected to obey road rules, legislation and relevant state road traffic laws at all times. Breach of these rules or legislation may result in fines, loss of demerit points and disciplinary action.

WORKER; MOBILE PHONE RISK ANALYSIS SURVEY

To assist with the development of a policy on safe mobile phone use while driving, we want to understand how employees currently use their mobile phones. This survey will only take a few minutes and your responses are completely anonymous.

1. Do you own a mobile phone or have one supplied by your organisation?

YES ☐ NO ☐

If yes, please continue...

2. Is your mobile phone a smart phone?

YES ☐ NO ☐

3. What is your main purpose for using your mobile phone in working hours?

Work use ☐
Personal use ☐
Both ☐
Other, please specify .....
.....
.....

4. How often do you use it (working hours)?

Please specify
.....
.....

5. Why do you use it? For what reasons?

Calls ☐ Social media ☐
Emails ☐ Navigation ☐
Texting & chat ☐ Other ☐

6. Do you use a hand-held or hands-free phone while driving for work purposes?

Hand-held ☐ Hands-free ☐

Both - what percentage of the time do you use:

Hand-held..... Hands-free.....

7. If you use a hands-free phone while driving, what type of hands-free unit do you use?

Cradle-mounted with loud speaker ☐
Bluetooth connection with loud speaker ☐
Ear-piece ☐
Headset ☐
Other, please specify
.....
.....

8. When you answer/make calls on your mobile phone whilst driving is it:

Voice activated ☐
Required to touch the screen ☐

9.	More than 5 times a trip	2 to 5 times a trip	Once a trip	Less than once a trip	Never
a. On average, how often do you pull over to use your phone for work-related purposes? b. If you answered yes to 8b, how often do you stop the vehicle in a safe area to talk on the phone?					

10.	More than 5 times a trip	2 to 5 times a trip	More than once a trip	Once a trip	On about half of trips	Rarely	Never
On average, whilst driving how often do you make: a. Personal calls b. Work-related calls							

11.	0-1 minute	2-5 minutes	6-10 minutes	10-20 minutes	20 minutes+
On average, how long are your mobile phone calls when driving for work purposes?					

12a. Does your organisation contact you regularly by phone when you are driving? YES ☐ NO ☐

12b. If you answered yes to 12a. does your employer, when calling, ask if you are driving? YES ☐ NO ☐

12c. Is the work-related call:

- General work discussion ☐
- ETA for a delivery/arrival ☐
- R U OK ☐
- Other ☐

13.	More than 5 times a trip	2 to 5 times a trip	Once a trip	Less than once a trip	Never
On average, how often does your organisation contact you whilst driving?					

MANAGER; MOBILE PHONE RISK ANALYSIS SURVEY

To assist with the development of a standard on safe driver mobile communications, we want to understand how managers interact with their workers whilst they are driving. All responses are completely anonymous.

1. How often do you contact a worker whilst they are potentially driving?

- Never ☐
- Sometimes ☐
- Often ☐
- Very Often ☐

2. If you contact a worker, how often do you use the following methods to do so? How often do you contact a worker whilst they are potentially driving?

- Call them on the mobile phone (1–Never, 2 – Sometimes, 3 – Often, 4 – Very often) _____
- Text message them on the mobile phone (same scale) _____
- Email them (same scale) _____
- Use CB radio (same scale) _____
- Other (same scale) _____
- Please specify: _____

_____

3. If you needed to get in contact with a worker and it <u>was urgent</u>, how would you normally do this (select the <u>one</u> that best applies)?

- Call them on the mobile phone ☐
- Text message them on the mobile phone ☐
- Email them ☐
- Use CB radio ☐
- Other (same scale) ☐
- Please specify:

_____

4. If you needed to get in contact with a worker and it <u>was not urgent</u>, how would you normally do this (select the <u>one</u> that best applies)?

- Call them on the mobile phone ☐
- Text message them on the mobile phone ☐
- Email them ☐
- Use CB radio ☐
- Other (same scale) ☐
- Please specify:

_____

5. When calling a worker, please indicate how often you enquire whether your driver is driving at that moment.

- Never ☐
- Sometimes ☐
- Often ☐
- Very Often ☐

6. When calling a worker, please indicate how often you ask whether it is a safe to talk.

- Never ☐
- Sometimes ☐
- Often ☐
- Very Often ☐

7. When calling a worker, please indicate how often you suggest you should call back at a better time.

- Never ☐
- Sometimes ☐
- Often ☐
- Very Often ☐

8. On average, how often has a worker been driving when you have contacted them?

- I don't know ☐
- Never ☐
- Sometimes ☐
- Often ☐
- Very often ☐

9. Normally when calling a worker whilst driving, how often do you first consider whether it is necessary to contact them?

- Never ☐
- Sometimes ☐
- Often ☐
- Very Often ☐

10. Normally when calling a worker whilst driving, how often do you first consider whether it is safe to talk?

- Never ☐
- Sometimes ☐
- Often ☐
- Very Often ☐

11. Normally when calling a worker whilst driving, how often do you first consider whether it could increase the risk of them being involved in an accident?

- Never ☐
- Sometimes ☐
- Often ☐
- Very Often ☐

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12. What type of mobile phone do your drivers typically use?

- [ ] I don't know
- [ ] Handheld phones
- [ ] Handheld phones but usually use speaker phone
- [ ] Mobile phones in an appropriate hands-free cradle

13. For what purpose/s do you typically need to contact a worker when on the road? Please tick all that apply.

- [ ] Check location
- [ ] Check estimated time of arrival
- [ ] Advising them of a new job
- [ ] Advising them of a variation to the current job
- [ ] To see if they are 'ok' (i.e. wellness check) To advise of general duties
- [ ] Other

Please specify:

_____

14. In your opinion, is there a more effective method of communication than calling a worker?

- [ ] Yes
- [ ] No

14. On average, how many times a day do you call any of your workers whilst they are driving?

Please specify:

_____

14. On average, how long are your calls to workers whilst they are driving (please specify in minutes)?

Please specify:

_____

NOTES

NOTES

Who is the NRSPP?

The NRSPP has been established to provide a collaborative network for Australian businesses and organisations to help them create a positive road safety culture both internally and externally. It aims to help organisations of all sizes, across all sectors, to share and build road safety initiatives specific to their own workplace and beyond. It is delivered by ARRB and funded primarily by a government coalition and ARRB.

For more information and more tools like this policy guide please refer to www.nrspp.org.au

The Safe Use of Mobiles in Vehicles (SUMV) Working Group

The NRSPP formed SUMV to develop and promote a safe use of mobile usage policy that changes drivers attitudes and behaviour, making our roads a safer place for all. The development of the policy guide is a collaborative effort involving researchers, industry, government, insurers, peak motoring bodies and communications experts. The guide aims to assist organisations in developing and implementing their own policies for the safer use of mobiles in vehicles.

For more resources please go to www.sumv.com.au