

RISKS OF THE ROAD FOR THE INTERNATIONAL TRAVELLER

THE LEADING GLOBAL KILLER OFTEN
OVERLOOKED IN DUTY OF CARE



DID YOU KNOW?

40%

**OF ALL ROAD DEATHS ARE
WORK-RELATED?**

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FOREWORD FROM GRSP

The Global Road Safety Partnership (GRSP) is a hosted programme of the International Federation of Red Cross and Red Crescent Societies and has long recognised that road trauma is indeed a humanitarian crisis. For 20 years, the GRSP has been collaborating with our members to improve road safety around the world. International SOS Foundation is a highly valued member of the GRSP and has consistently demonstrated dedication in reducing the road trauma burden inflicted upon so many people by road traffic crashes.

We are proud to partner with organisations such as International SOS Foundation, that strive to improve road safety and we acknowledge the very real need to ensure that those who travel for work purposes are as prepared and protected as possible while doing their job. This document provides practical, useful and relevant information for employers and employees in order to prepare for risks faced on the road while travelling. The burden of road trauma is high, and it is hoped that paying specific attention to risks while travelling will assist in reducing the unacceptably high number of people being killed and injured on the world's roads each year.

Mr Dave Cliff
Chief Executive Officer
Global Road Safety Partnership

FOREWORD FROM THE INTERNATIONAL SOS FOUNDATION

In this day and time, we think about the future with all of its wonderful autonomous vehicles. In it, we see the vision where we will achieve zero deaths by motor vehicle crash. Some automobile manufacturers are making bold claims of no deaths or major injuries in their vehicles.

The reality is very stark in contrast. Road crashes today account for a substantial number of deaths and functionally limiting injuries. When we take into account that this could happen to any employee travelling, we see the potential it has for disruption of a company as well as the lives of those involved and the people close to them, professionally and personally.

Add to this the emerging risks of the shared economy and we have a powerful cocktail where risk can be unmitigated and much more powerfully disruptive for business.

The UN has, not surprisingly, put the onus on improving road safety, but all the improvement aims for 2020 are currently falling short. Worldwide road traffic injuries remain a major public health problem and a leading cause of death, injury and disability around the world.

Yet, as with any risk there are mitigation measures that can be taken, by both organisations and employees, when provided with the appropriate education and support for travel.

This white paper will help you understand the key risks as well as providing some practical measures to mitigate road risk to employees travelling abroad.

Dr Laurent Taymans
Medical Ambassador
To the International SOS Foundation



THE HIGH COST OF ROAD RISK

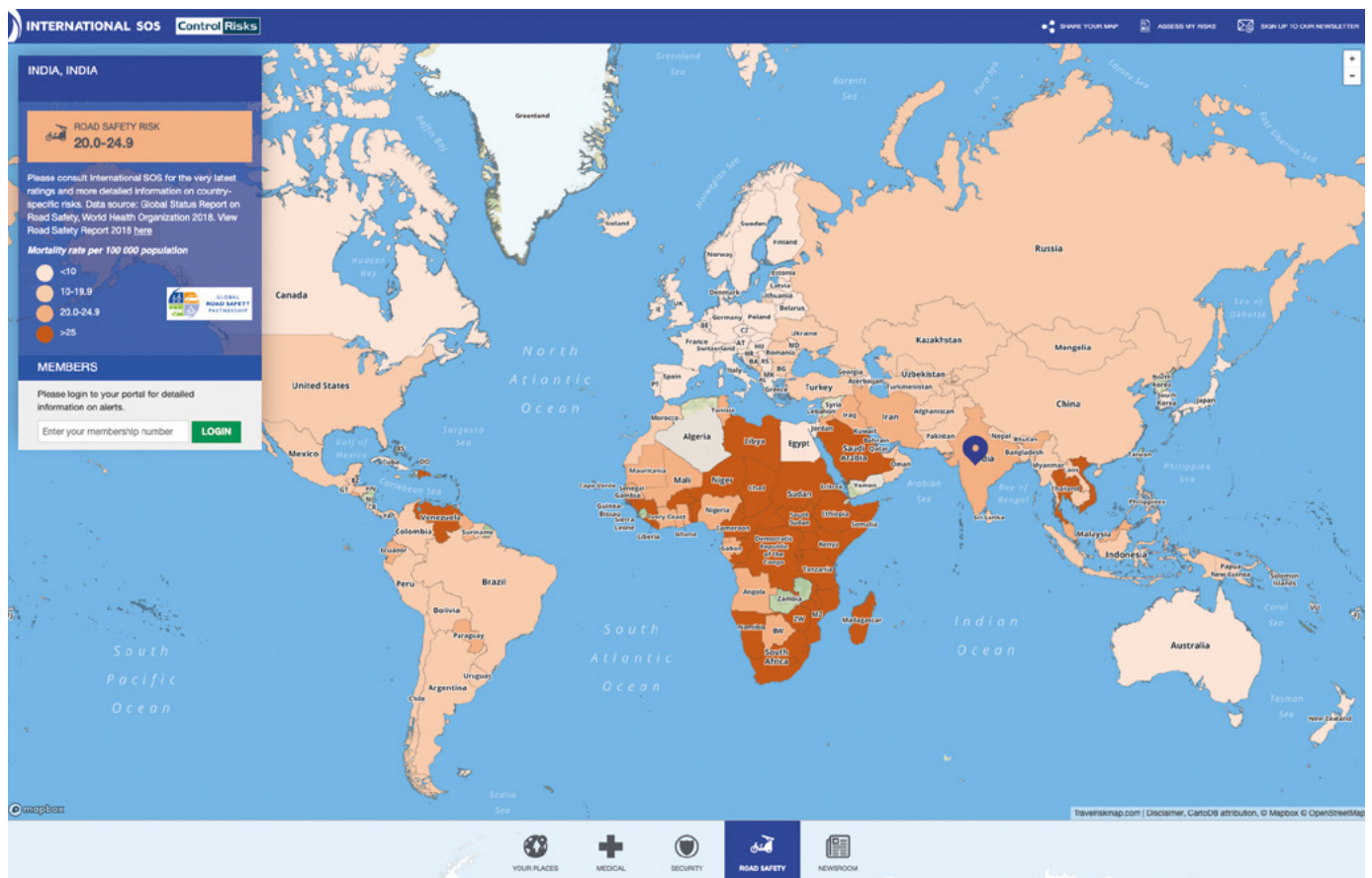
It is easy to assume that, with improvements to vehicle and road safety in recent years, road risks, and subsequently the incidents caused by these, must have been reduced. However, while there have been many advances, the reality is that sustaining a fatal or serious injury in a road crash is one of the single greatest risks faced by people when travelling overseas. This risk is rising annually at a global level.

Every year road crashes kill over 1.35 million people,¹ which equates to 3,700 deaths every single day.² A staggering 40% of all road deaths globally are work related.³ On top of this, between 20 to 50 million people are injured each year.⁴ This is not to mention the road dangers beyond car crashes, such as security issues, which are highlighted later in this paper.

The seriousness of the road trauma problem is reflected in the emphasis the United Nations actions to address the issue. In March 2010 the UN General Assembly Resolution 64/255 proclaimed a Decade of Action for Road Safety, from 2011–2020. The goal was to stabilise and then reduce road traffic fatalities through initiatives at national, regional and global levels. In addition, the UN's Sustainable Development Goal 3.6 is aimed to halve the number of global deaths and injuries from road traffic crashes by 2020. The aims are, unfortunately, not on track to be met.

While driving and riding in cars brings certain risks, especially if drivers are unfamiliar with local conditions, vehicle occupants are not the only at risk group. We are all vulnerable on the road; Pedestrians, cyclists and motorcycle riders are at particular risk and account for half of all road traffic deaths.

Road safety is an issue that affects us all. Particularly as business travel increases, it is critical that organisations are addressing the need for mitigation measures, protecting valuable 'human capital,' and impacts from loss in business continuity, to reputational damage and financial implications.



International SOS & GRSP Travel Risk Map provides an overview of road risks at country level.

GLOBAL VIEWPOINT ON ROAD TRAFFIC CRASHES

The risk of dying in a road traffic crash is more than three times higher in low-income than high-income countries, and it is in these countries where vehicle traffic is expected to increase.

The main risk factors for road traffic crashes globally are well recognised: excessive speed, drink-driving, and the non-use of helmets, seat-belts, and child restraints.⁵ Yet, only 33 countries have laws that meet the best practice criteria for all five of those risk factors. Furthermore, vehicle safety standards vary widely between countries. As an example, each year the Global New Car Assessment Programme (Global NCAP), through their crash testing programme identify that many new cars fail to meet even the most basic safety stands in a number of countries.

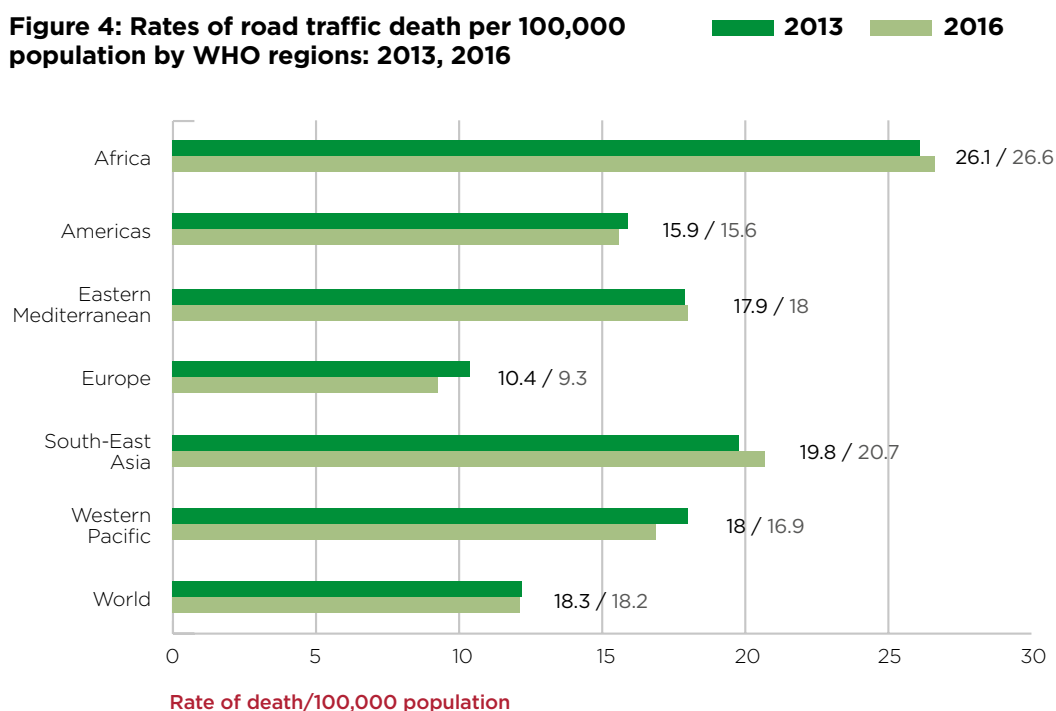
The cost of motor vehicle crash injuries, both on and off the job, in the US alone is estimated to be \$47.4 billion.⁶ This takes into account items such as property damage, workplace disruption and liability costs, alongside health related fringe benefit payments, including sick leave, health insurance and insurance covering work losses. On the job highway crashes are estimated to cost \$24,000 per crash, \$45,000 per million vehicle miles of travel and \$68,000 per injury.⁷

Dr Taymans comments, “An employee who is travelling for work and is involved in a road crash can result in ongoing health issues of the employee, bring bottom line costs to a business, as well as the loss of business continuity. Along with lost work time, and any costs of repatriation, there can be legal expenses and higher insurance premiums to deal with too.”



There are also indirect costs. Crashes can bring an element of distress. Even a crash that is apparently minor can cause long term psychological issues, which can impact work performance. More serious events can affect others, including the morale of fellow staff members. In turn, this can lead to decreased productivity and even damage the company's reputation.

Figure 4: Rates of road traffic death per 100,000 population by WHO regions: 2013, 2016



THE ROLE OF EMPLOYERS IN MITIGATING RISK

As UN objectives have highlighted, business leaders have a part to play in improving road safety, and with more than a third of those killed or injured in road traffic crashes being work related this is clearly a critical issue. Moreover, International SOS reports that road crashes are one of the top five reasons they medically evacuate people from abroad.



Along with the potential of road crashes to rise, with increased vehicles on the roads and an increase in business travel, the changing profile of travellers also needs to be taken into account. Today, 90% of mobile employees are non-executive. This shifting demographic brings with it changes in the types of journey made, both in terms of the modes of transport taken, and the very different – and often remote – destinations visited. In turn, this means changes to the nature and number of road safety risks faced, as referenced further in this paper.

Duty of Care

Road safety can sometimes, mistakenly, be seen as the sole responsibility of the country that provides the road infrastructure, or the individual behaviour of road users. These are, of course, factors, but there is no doubt that employers can have a significant impact on the decisions taken by an employee undertaking travel, and this can influence the level of risks they face.

Dr Taymans comments, “It is now widely recognised that the Duty of Care owed by employers to their staff extends to providing support and assistance when they are travelling. As well as this being part of the common law Duty of Care, in some countries employers are also subject to legal obligations in relation to road safety risks. Failure to meet prescribed standards can amount to a breach of health and safety

regulations, and in extreme cases could even amount to corporate manslaughter.”

Alongside the legal specifics, it goes without saying that no employer wants to see an employee injured – or killed – while on company business. There is a clear moral commitment to mitigate the very real risks that are faced when travelling for work purposes.

It is important to remember that road risks have the potential to affect any and all travellers, whether in unfamiliar or regularly visited destinations. The person walking a short distance to a meeting, slightly preoccupied or still jet lagged, might forget to look the right way when crossing the road. Or there’s the worker driving a long distance to a new location, on unfamiliar roads, in the depth of winter or travelling in a car with poor safety standards. Each scenario brings its own risks. All must be managed.

Comprehensive policies and procedures must be put in place to minimise risks faced by the global workforce. These systems should supply support before, during and after every trip.

Those travelling for business need to be made aware that road related incidents are a real risk; the senior managers who instruct them to travel equally need to understand the risks involved. This awareness raising can be achieved through communication campaigns, on-going education and training.

CASE STUDY: A PROACTIVE APPROACH TO ROAD SAFETY

Solvay is a leading advanced materials and specialty chemicals company. Its Technology Solutions global business unit (GBU) has many sales and technical personnel who travel by road to customer locations. Some sites are in developing countries, including the Democratic Republic of Congo, Papua New Guinea and Kazakhstan. Driving in these countries can be very different to driving on western roads and come with a higher rate of road traffic accidents. The GBU's business leaders and HSE have a keen focus on this and appointed Tony Huffman, HSES Director, to develop a plan to reassess and implement the most appropriate mitigation measures to protect employees.

Previously, road safety training focused on "defensive driving" – a process where drivers learn to be aware of the behaviour of other drivers and how to react. Huffman's team decided to move away from this approach and embrace a concept known as Record of Safety Ride. This method is a best practice programme implemented by a major global package delivery company, resulting in significantly lowered accident rates in remote locations. Record of Safety Ride has also been adopted as part of driver education in high schools in Texas and Georgia.

As a chemical company, Solvay regards safety as its most important value. As Tony Huffman notes;

“Our approach in all areas is to lead not lag. It's not just about obeying the local rules. Our safety standards apply universally.”

Record of Safety Ride takes a proactive approach. Rather than reacting defensively to the actions of other road users, the emphasis is on changing a driver's own habits and behaviour so they become safer. Record of Safety Ride has identified 24 different types of road accident and the safe driving habits to avoid them. This can even extend to route planning. In the US, where people drive on the right hand side of the road, it is significantly safer to turn right rather than left at an intersection. A route that favours turning right over turning left is therefore potentially safer.

To achieve behavioural change, trained Observers spend a minimum of 45 minutes on the road with a driver. They monitor actions such as checking mirrors, signalling, how much space is given to the car in front, and so on. These are marked on a checklist to give a Driving IQ score. This is a constructive appraisal, working with the driver, identifying what went well and what could be improved.



Each driver identifies three targets for improvement (one relating to behaviour at intersections, plus two more) and these are emphasised during the Observation. Drivers are also given a 15 Point Driving Scorecard reminding them of the points to check. They are encouraged to carry out regular self-assessments of their Driving IQ to track improvements, keeping their personal targets in mind.

Solvay's Technology Solutions GBU has over 400 employees who regularly drive to customers as part of their job. Of these, 30 have been trained as Observers and the target is to ensure all drivers have undergone two Observations by the end of 2020. As Tony Huffman explains;

“The aim of Record of Safety Ride is not just to see a reduction in road safety incidents, but a measurable improvement in scores between the two Observations. That way we have safer drivers.”

GUIDELINES TO BEST PRACTICE

Some of the key elements and considerations to include in any policy and procedures documents and practices are set out in the below toolkit for employers.

Set clear standards

When developing your policies and procedures on road safety, establish some base-line standards that should apply to all people in all places. These act as foundations or benchmarks. These can then be enhanced to deal with higher risk situations. Here are some examples:

- Set standards for vehicle safety, both for driven and self-drive vehicles. The Global New Car Assessment Programme (Global NCAP) has a rating system based on the UN's motor vehicle safety standards. All cars should be assessed and choices made, based on safest options available.
- Identify recommended providers to ensure that when the car meets the traveller it fulfils your safety requirements. Pre vetting services can help identify suitable providers.
- Establish specific guidance for drivers - including always wearing seat belts and demanding they are fitted (front and rear) for every passenger in the vehicle used, not to drink and drive, avoid speeding, don't drive whilst tired etc.

Initial planning

Have a rigorous process in place when putting together plans for traveller journeys.

It is critical that each business should have a designated Travel Manager to offer advice and support throughout. At an early stage the Travel Manager, business traveller and their senior manager should establish the purpose of the trip and the different options available. Each step of the trip should be carefully planned, taking account of the individual needs of the traveller and the risks they might face.



Assess different destinations

As shown previously, different parts of the world have very different safety records. For example, Africa has only 2% of the world's vehicles yet accounts for 16% of all road traffic deaths.⁸ Roads may be poorly maintained, and vehicle safety might be of a low standard; traffic laws may be limited and/or poorly enforced and emergency care might not be readily available. The external environment can also be extreme. Torrential rain, ice, snow, fog and even forest fires can be shocking and very challenging.

Driving in other countries can have clear cultural distinctions. In some places drink-driving is common, whilst wearing seatbelts and using child restraints is not. Personal security can also be an issue; with incidents such as 'car jacking' rising in some areas. For more information on safety standards globally, the WHO produce the Global Safety Report on Road Safety and also have an app, accessible at: https://www.who.int/violence_injury_prevention/road_safety_status/GRSInfo-App/en

Dr Taymans comments;

“These differences do count; significantly more employees require evacuation from high-risk than from low-risk locations. A full understanding of all risks relating to each destination is essential. These must be taken into account when deciding on modes of travel, the route to be taken and other aspects of the journey. As a general rule self-driving should only be allowed in a low risk location, and advice should be taken with regards to shared economy services.”

Driving in unfamiliar places is likely to add to stress and fatigue and so requires more rest breaks. Those going on long journeys to a remote destination may require extra training and equipment. If a journey is to a very high risk area (only to be undertaken if deemed critical) broader safety precautions may be needed, perhaps even a close protection officer.

Address individual needs

The length and purpose of a trip and the personal circumstances of each traveller give rise to very diverse needs, especially when selecting the most appropriate form of transport.

There are many modes of transport to choose from: for instance, buses, trains and trams, self-drive, chauffeur driven, taxis, ride hailing services, tuk-tuks, cycling and walking. Each brings advantages and disadvantages and should be assessed according to individual need. Safety and security – not cost – should be the deciding factors.

Each could suit and be appropriate for a traveller, dependent on factors such as their journey need and location. For example, an employee attending a one-day conference, who is unlikely to return to a particular city, might be best served having a driver take them between the airport and conference venue. Whereas someone with their partner and children on a long-term assignment might take another approach. They might want to have their own car, or get used to public transport, as they get to know their new surroundings.

Take into account a traveller's level of experience, their knowledge of the local language, their physical fitness and other relevant personal factors. Consider the specific requirements of those who are disabled or have vision or hearing impairments. Those on long term assignment might also need extra help in transporting children, pets, or simply lots of luggage.

Circumstances can change too. An employee who might usually be happy self-driving to a familiar destination might be suffering from stress – this can alter things. Having them met by a driver might be just the break they need. Being aware of such events is important.

Additionally, organisations should consider that travellers may take the opportunity to extend their business trip, adding on leisure travel before or after. Known as 'bleisure,' this is becoming increasingly popular and can create a gray area of understanding of responsibility, particularly if an incident occurs during the leisure travel part of a business trip. Organisations should have a policy on bleisure travel and check that details, including insurance policies, are appropriate for the policy. This will then need to be fully communicated to travelling employees prior to organisation of the trip.

Guidance on self driving

If travel risk ratings deem a journey to be safe for self-driving, the next step is to ensure that both the car and driver are up to the task.

Ensure all vehicles provided meet your established safety standards. Also ensure the employee is legally entitled to drive the vehicle. This includes having an appropriate driving licence and full insurance cover. Remind the employee to take relevant documents with them.

Be aware that people have very different levels of competence – and confidence – when driving abroad. Check that any employees planning to self-drive while away are fully prepared and capable of driving in the conditions they will meet. Never push an employee into driving if they are reluctant or if there is any doubt about their abilities. Offer refresher driver training courses for those who might need or want them.

An employer's Duty of Care also extends to those employees who drive for a living and those who have company cars or drive their own cars, trucks or motorcycles for work. Professional drivers are subject to very specific rules which go beyond the scope of this White Paper, but if you are in that business, policies and procedures will be necessary to meet these extra requirements. For example, a case study produced by British Telecommunications demonstrates how detailed policies on road safety, supported by awareness and training programmes, can significantly reduce incidents involving fleet drivers, and the associated costs.

Create the right culture

Your approach to road safety should reflect your broader corporate values and culture. While work trips are expected to be productive and bring results, it's important to avoid setting time pressures that might encourage speeding or other road risks. When reviewing proposed travel itineraries check that employees will not be spending too many hours working and then driving. 11 hours of combined driving and/or working time per day should be considered maximum.

Conferences, networking and other social events can involve alcohol. If and when it is acceptable to allow alcohol in a work-related setting should be subject to its own set of rules. But if alcohol is allowed, be sure to rule out self-driving as a travel option on that occasion.

Travel can be a rewarding and enriching experience. Getting to know overseas destinations is often seen as a benefit by the traveller. As an employer this is something you might want to encourage, but this needs to be balanced against the risks: allow more freedom in lower risk destinations and be more prescriptive where risks are higher.



A full understanding of all risks relating to each destination is essential.

These must be taken into account when deciding on modes of travel, the route to be taken and other aspects of the journey.



DURING THE TRIP

During the trip itself much depends on the employee, but as an employer you still have a part to play and a legal obligation to protect the employee. Having fully prepared the employee for the journey, ensure they take all relevant information, documents, checklists and equipment with them.



Further advice, information and assistance should be made available to employees at all times. They should have reliable mobile phones and other forms of communication, plus 24/7 access to in-house or external support. You might also want to consider traveller tracking options.

Security

While road traffic incidents are the most common risk faced by those on the road, travellers should also be aware of their personal safety. Again, this very much depends on the destination and requires advance planning.

If a journey is to a very high-risk area extra safety precautions may be needed. For example, in Nigeria and certain parts of Pakistan, travellers should have a mobile police escort. In Algeria, it is a legal requirement for travellers going outside urban centres to inform the authorities and ascertain if an escort is needed.

In some locations, travellers might face car-jacking and robbery; this is often carried out by gangs who set up

fake road blocks, stage, or throw bricks or paint pots at cars to enforce a stop.

Another serious consideration is express kidnapping. This is when a victim is abducted and coerced into withdrawing money from their bank accounts from different ATMs within the space of a few hours. This is a serious issue in major urban centres in Central and South America and Kenya, Nigeria and South Africa. It is also increasing in countries including Australia and Saudi Arabia. The perpetrators might pose as taxi drivers or even policemen to gain access to the victim.

Those travelling in areas where such incidents occur should be given extra guidance before departure.

Leaving aside these serious crimes, other security risks are often present. To minimise risks, those travelling in cars should have the doors locked and all windows shut. Realistically, on a hot summer's day, in a low risk area, people are likely to have their car windows open. This raises the risk level so they should make sure that bags and other belongings are on the floor and out of sight.



Pedestrians should take precautions too. Even in lower risk areas they should avoid distractions, such as using headphones, so they remain alert to their surroundings. They should be reminded to avoid wearing or carrying valuable items, especially in higher risk areas. As with all safety issues, awareness and advance preparation are key.

In case of crash or breakdown

Provide clear guidance on what to do in case of a crash or breakdown. This information should include relevant contact details and any local legal requirements (such as staying with the vehicle and reporting the crash) and should accompany the employee on the trip.

Plan how you will provide the assistance and support needed to deal with the situation, including emergency medical support and repatriation if needed. Always thoroughly investigate and learn from any crashes and incidents. Encourage employees to share their learning and experience in a constructive setting.

Ride hailing

Pay particular attention to ride hailing services. These have become massively popular as individuals can simply book these services via mobile phone apps. However, the use of these should be taken into consideration dependent on the location and it is extremely important that employees are aware of the specific points to check prior to getting in the booked vehicle (See p17).

Ensure that policies and procedures address this service usage. Carry out due diligence checks on both the operator and individual drivers, as appropriate. In some locations, there is also the opportunity to take rideshare motorcycles, which must be assessed and advised on.

LOOKING TO THE FUTURE

Professor Scott Cohen, Head of Department of Tourism and Transport at the University of Surrey points out: "Employers will need to be aware of the risks that autonomous vehicles introduce, ranging from being a passenger in an autonomous vehicle, to being a pedestrian amongst autonomous vehicles. They will need to consider issues such as sacrificing passengers for the greater good, being struck by vehicles mistaken for autonomous ones, plus the increased risks of hacking and terrorism that autonomous vehicles could bring."

Safety standards are rising all the time and new cars increasingly have the latest technological advances. These include intelligent speed assistance, advanced emergency braking and lane-keeping technology. Other features being introduced include devices to warn of driver drowsiness and distraction (such as when using a smartphone while driving) and to record data in case of a crash.

Employers will need to consider the impact these advances will have on their travelling employees. Will they become part of the required safety standards you set for vehicles? Employees who are familiar with these devices might rely on them and be at a disadvantage when these aren't available. Equally, employees unfamiliar with these advances will need to be introduced to them.

Further into the future the potential impact of driverless vehicles will require careful consideration. Driverless cars could be with us by 2020 and be on the mass market by 2025, primarily in Asia, Europe and the US. Some forecast that they could be the primary means of transport by the 2040s, when some governments could even mandate their use. Business travellers are likely to come across them first in the form of airport shuttles and autonomous taxis.

Driverless cars could be a huge benefit for those travelling in unfamiliar places and increase access for

the disabled and other potential drivers. But the technology also raises ethical, legal and safety concerns. A current conundrum is that these cars could be programmed to act for the greater good; thus they would sacrifice their passenger to save the lives of a larger number. These rules might be different from country to country: another factor for business travellers to consider.

Over the next few years we can expect to see a mix of vehicles on the road with different levels of automation. At least in the early stages, when vehicles will still have someone in the driver's seat, it will not be obvious to other road users which is which. Knowing that automated vehicles are programmed to stop to avoid collisions, pedestrians and drivers could start to rely on this. As well as altering the social dynamics of how road users treat each other, wrongly identifying a vehicle as fully automated and relying on its deferential reaction could lead to crashes.

Driverless cars could significantly change the nature of business travel. Instead of driving, workers will be able to spend that time at leisure, sleeping or working. Sleeping in a moving car rather than a hotel could allow people to travel further and save money – but is it desirable? Working instead of driving might be more productive, but data privacy issues due to insecure wi-fi another concern.

Adjusting policies and procedures to address the implications of these advances will require on-going attention. Travellers will need to be aware of the extent to which these new technologies are available in different countries and the practical implications that result.

Further information on this topic can be found in the white paper by Cohen and Hopkins, 'Autonomous Vehicles and the Future of Urban Tourism.' The paper can be read here: <https://www.sciencedirect.com/science/article/pii/S016073831830118X>



ADVICE TO TRAVELLERS

It is essential to research all options in advance to have a clear idea of your destination and how to get there. Work with your senior manager and Travel Manager to assess all options and prepare yourself fully for all parts of the journey. Here are some reminders:

Whether you are a pedestrian, driving yourself or being driven, incidents can happen at any time.

Always follow the general safety standards you would at home. For example:

- Know your destination (ideally in the local language, written down) and have it marked on a map. Plan your route before you set off.
- Be alert to your surroundings at all times.
- Avoid displays of wealth or carrying valuable belongings.
- Take extra care when entering/exiting vehicles and crossing roads.
- Carry some small change and your mobile phone, fully charged.
- Know who to contact in an emergency, and have the information stored in your phone.
- Avoid travelling alone, in unsafe areas, especially at night.
- Be prepared for bad weather and other unusual conditions.

If taking public transport

- Excessive alcohol consumption reduces inhibitions and impairs judgment leaving an individual at much greater risk of pedestrian fatality or becoming a victim of a crime.
- Find out what modes of travel are deemed safe and acceptable for your planned trip.
- Check the route and timetable so you know where stations and stops are located, plus how to buy tickets.
- Be aware of unsafe times – e.g. at night or during major events (sports/music festivals etc) – when alternative modes of travel should be taken.
- Avoid overcrowded, overweight, or top-heavy buses or vans.

If cycling:

- Only cycle in low risk areas and with prior approval of your Travel Manager.
- Always be visible, use front and back lights and wear a high quality helmet, even if it is not the law.
- Know the rules of the road and any special provisions for cyclists.
- Be sure of your route before your set off.



If being driven (chauffeur, taxi, mini cab etc)

- Always book with a reputable company approved by your Travel Manager, and confirm the safety standards of the vehicle to be used.
- Check the driver can speak your language and the local language and knows your destination (having it written down is best).
- If the driver seems unsure, tired or under the influence of alcohol don't set off.
- Sit in the back on the opposite side to the driver, wear a seatbelt, close the windows and lock the doors.
- If you don't feel safe, say so. Never put pressure on the driver to speed up. Do not take short cuts on poor roads – be prepared to pay tolls and stick to good roads.

Special rules for ride hailing

If you are using a ride hailing app (which must be approved in advance) always check the following when the car arrives:

- Ride share apps provide the make, model, colour and license plate of the vehicle meeting you. Check each of these details to confirm vehicle and check that it has seat belts before getting in.
- Ask the driver to lower the window, or open the back door (without getting in), so you can be heard. Ask the driver to confirm your name; if in doubt ask to see the driver's app.
- Check your destination, and anticipated arrival time, and share with your Travel Manager or other designated contact.
- Watch your luggage being loaded.
- Remain vigilant throughout the journey.

If self-driving

Remember, road safety isn't just about being a safer driver. Sometimes, the safest option is not to drive at all. If you don't know the rules of the road, highway conditions, or the local language, you might be better off arranging transportation with a trusted and vetted provider. Discuss all options with your Travel Manager at the planning stage.

First steps:

- Remember your driving licence and other necessary documents.
- Be fully aware of all the local rules of the road (road layouts, road markings, signage etc).
- Be sure you are sufficiently experienced to drive the car you have been allocated, on the route chosen, in the current conditions (traffic, weather, etc).
- If you are in doubt, DO NOT DRIVE. Contact your designated travel advisor to arrange an alternative mode of travel.

Plan your route:

- Think about how long it will take and the best times to travel. Be realistic about the traffic conditions and allow yourself plenty of time.
- Don't rely solely on satellite navigation systems. Always have an easily accessible back-up of your route (on your phone or printed out). If using a satellite navigation, make sure you can operate it, and set it all up, before you start.
- Check weather forecasts and traffic alerts.
- On a very long journey set limits on how much you drive each day. Aim not to drive at night in unfamiliar places. Take extra water, food and clothing and maybe a first aid kit.

Check the car before setting off:

- Check tyre treads (including the spare), oil, fuel and windscreen washer levels, lights, mirrors, brakes, seat belts (for all seats).
- Have you got enough fuel to get you there? Can you refuel en route? What's the procedure? (Self service? Which fuel? How to pay etc?)
- Adjust mirrors, your seat belt and driving position to suit you.

Remember, do NOT drive if you:

- Feel tired or unwell.
- Are impaired by alcohol (including 'the morning after') or drug use.
- Have any concerns about the road worthiness of your car.
- Face difficult local conditions (unmade roads, heavy traffic, bad weather, etc) that question your confidence.
- Are feeling in any other way, unsure of making the journey.

During the journey:

- Follow the rules of the road.
- Take regular breaks for rest, food and drink.
- If you feel tired or unwell, stop as soon as it is safe to do so.
- Wear your seatbelt and make sure others do so too; if carrying a child use an appropriate child seat.
- Take extra care on motorways, when overtaking or lane changing, at roundabouts and at any traffic controls/junctions which might be unfamiliar.
- Watch your speed – stay within any set limits and go slower if conditions require it (night, bad weather, poor road, road repairs, work/school zones etc).
- Don't use mobile phones, or other devices while driving.
- Watch out for hazards ahead (people crossing, stray animals, lorries unloading).
- Keep a safe distance behind other vehicles.
- Respect other drivers (never rise to road rage).
- Pay special attention to pedestrians, cyclists and vulnerable road user (people with disabilities, visually impaired etc).
- Keep your designated Travel Manager informed of progress (or use a travel tracking app).

What to do in case of a crash or breakdown

Preparation in advance is essential to ensure all information is at hand and you know your company procedures. This applies both when you self-drive and when being driven by others.

- Know the legal requirements and follow them. For example, you might need to stay with the vehicle and/or report any incident to the police.
- Know what assistance is available and how to make contact, including local emergency services, your company assistance services and the car provider service.
- Carry any personal medical instructions in the local language.

At the journey's end:

- Be aware of designated parking places and any time/cost restrictions.
- Stay alert when unloading, leaving and locking your car.
- Don't leave valuables in the car.
- Report your arrival and get a good rest.

If an incident occurs:

- Check if it is safe to exit the vehicle.
- Check if anyone is injured, if so, seek assistance.

You can also add to this the knowledge and experience of your own business units, suppliers and other stakeholders based in different locations.



END NOTES

- 1 Global status report on road safety 2018. Geneva: World Health Organization; 2018. Licence: CC BYNC-SA 3.0 IGO.
- 2 ibid
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ABOUT INTERNATIONAL SOS FOUNDATION – AMBASSADORS FOR DUTY OF CARE

The International SOS Foundation is an independent, non-profit organisation, established in 2011 with registered charity status. The International SOS Foundation commissions and shares research and best practice for a greater understanding and mitigation of risks in areas of Duty of Care for the global workforce. Key topics supported via thought-leadership programmes are: risk management, sustainability, prevention and work health.

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