

## Who are we?

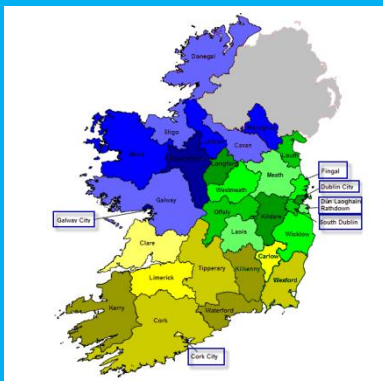
Irish Water is Ireland's national water utility, responsible for providing water and wastewater services throughout Ireland.

Irish Water is a subsidiary of Ervia (formerly known as Bord Gais Eireann). The Irish Water programme was set up in July 2013 and Irish Water became operational in January 2014 (enactment of the Water Services Act).

We work with 31 local service providers and delivery partners to ensure our mission: "All of our customers should receive a safe and reliable supply of drinking water and have their wastewater collected and safely returned to the environment. We will protect the environment in all our activities and support Ireland's social and economic growth through appropriate investment in Water Services."

## History:

In 2014 when Irish Water (IW) was established we identified that Driving for Work (DFW) is, for most staff in Irish Water, the most hazardous workplace activity they undertake each day.



### Facts and figures:

- Direct headcount of >850 personnel.
- >565 personnel that drive personnel vehicles (grey fleet) and claim business mileage.
- >6,696 assets over 3 regions covering 31 local service providers and capital delivery partners. Annual business mileage claimed is > 2,750,000.

## Our Challenge:

- ✓ Creation of a drive safe culture in a new organisation with so many business risks
- ✓ Senior management commitment to drive safe programme
- ✓ Identification of all grey fleet drivers
- ✓ Employee engagement and line management support and follow up
- ✓ Risk categorisation of all grey fleet drivers
- ✓ Determine an effective training and support programme for all grey fleet drivers

## Driving for work Risk Factors:

- **Killer behaviours:** Speed, fatigue, not wearing a seat belt and related risk factors
- **Driver distractions while driving:** Mobile phone use, adjusting vehicle controls or navigational units, eating, drinking, vulnerable road users, talking with passengers
- **New organisation** - Irish Water in the early stage of development and building safety culture and expected behaviours
- **Employees driving on all road types including rural roads and construction sites**
- **Trying to find unfamiliar sites/ assets**
- **Driving in adverse weather conditions**
- **Car parks and reversing**
- **Driver well being**

## DFW Strategy 2014-2017 - Grey Fleet:

- ✓ Draft driving for work strategy for IW
- ✓ Meet industry experts including HSA, RSA
- ✓ Procurement of suitable external provider
- ✓ Establishment of a safe driving steering committee to roll out the strategy
- ✓ Development of an IW driving for work policy and safe driver handbook
- ✓ Complete Individual driving for work survey to identify risk categories of drivers
- ✓ Implement policies and procedures
- ✓ Implementation of an on-going training programme based on findings from survey
- ✓ Roll out of various driving for work initiatives and communications across the business
- ✓ Development of an enduring solution for the business for DFW Grey Fleet for 2018 onwards



## IW DFW Policy 2014



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**Key Risks:**

**Risk Minimisation Investment:**

**Killer behaviours:** Speed, fatigue, not wearing a seat belt and related risk factors

Individual driver risk assessments completed and risk categorised.

Online training modules rolled out on:

- Hazard perception evaluation - 93.6% completion rate
- Hazard perception targeted training – 85.5% completion rate
- Drowsy driving – 94.2% completion rate
- Speeding – 85.9% completion rate

Extensive class room training for all drivers.

In vehicle training for high and very high risk drivers.

Where employees failed to complete the training, the Senior Management Team (SMT) and line managers were all contacted by the DFW steering committee members. .

**Driver distractions while driving:** Mobile phone use, adjusting vehicle controls or navigational units, eating drinking, vulnerable road users, talking with passengers

Individual driver risk assessments completed and risk categorised.

Online training module rolled out on:

- On board technology distractions – 88% completion rate
- Deadly distractions – 94.2% completion rate

Extensive class room training for all drivers.

In vehicle training for very high and high risk drivers.

**New organisation**

**Senior management commitment** to the application of the hierarchy of controls in relation to driving for work.

**Driving for work program a priority.** Embedding safety values and behaviours through safety procedures, instruction, information and training

**Minimise driving for work.** Eliminate driving where possible.

**Meetings without moving.** Substantial investment – all IW offices fitted with VC to reduce driving.

**Meeting management.** Meeting etiquette rolled out to ensure suitable start and finish times of meetings.

**Public transport.** Personnel encouraged to utilise public transport where possible.

**Awareness campaigns.** Seasonal campaigns; staying safe on our roads this winter, winter preparedness, stay safe on our roads this summer, sharing the road in summer months. Project EDWARD, National Slow Down Day, Driver Distractions – Use of Mobile Phones, Dealing with Emergencies and Collisions.

**Line manager training** – 98% completion rate.

**Employees driving on all road types including rural roads and construction sites**

- Animals and farm machinery
- Roadworks and construction traffic
- Large vehicles
- Motorways
- Roundabout
- Junctions

**Safe motorway driving** online module – 86.9% completion rate.

**Journey planning support aid** rolled out to the business.

**Line manager 1:1 support** from DFW steering committee members for all very high and high risk drivers.

**Awareness campaigns** - Winter and Summer driving campaigns.

**Trying to find unfamiliar sites/ assets**

**Journey planning procedure.**

Line manager 1:1 support by HSQE team.

**Driving in adverse weather conditions**

**Journey planning procedure.**

Line manager 1:1 support.

**Car parks and reversing**

Parking rules

Awareness campaigns

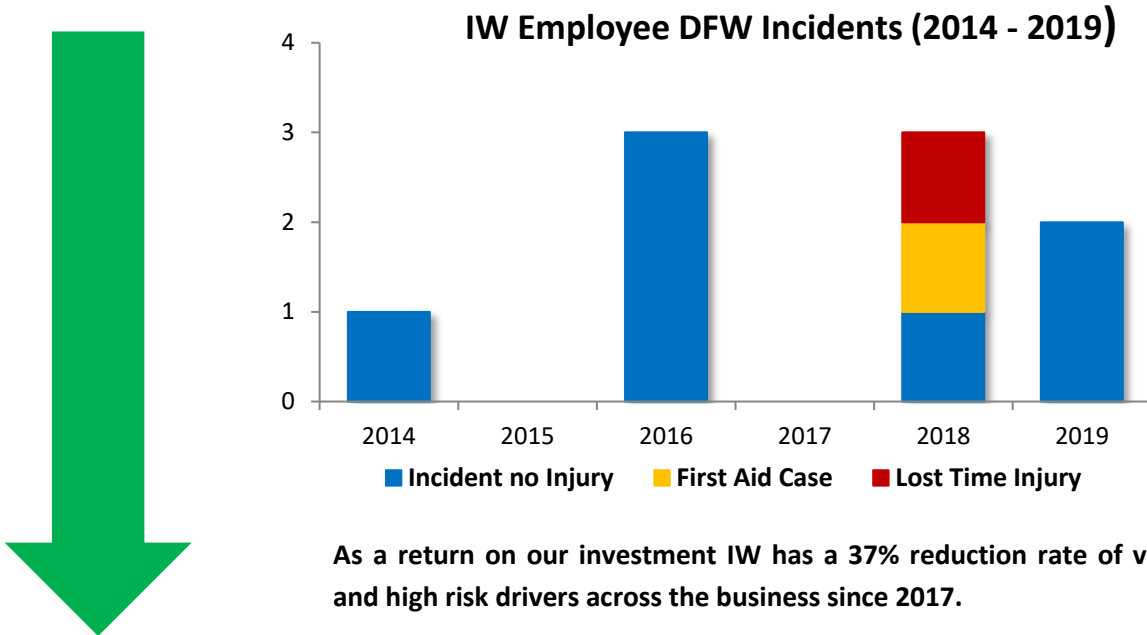
**Driver well being**

**Fitness to work programme**

Corporate eye care scheme / Occupational health support

Benefits: Where did we see the changes:

As a return on our investment IW has a low incident rate on grey fleet.



As a return on our investment IW has a 37% reduction rate of very high and high risk drivers across the business since 2017.

Results: Enduring DFW Programme

