

## Slow Manoeuvring – Managers Responsibilities

Dear Colleague

Slow manoeuvring collisions are a particular issue for Royal Mail Group accounting for 50% of all our collisions.

Whilst a driver may be less likely to injure themselves or passengers when involved in a collision at low speed, they may injure pedestrians, other vulnerable road users, or, by their actions cause third party collisions.

To help you manage this type of collision the following key areas are highlighted so that you can support your drivers and reduce this type of Road Traffic Collision (RTC).

### 1) Training

Working with CWU and Pertemps, we have developed a training course designed to improve driver knowledge, skills and behaviour towards slow manoeuvring collisions.

Evaluation of the trial over a six month period showed a 49% reduction in Slow Manoeuvring collisions and a 42% reduction in all RTCs. The new course consists of one hour in the classroom and one hour in the yard with training of up to five delegates at a time. This is a valuable tool for you to use when managing this risk in your unit and is now available on the Pertemps portal.

**Tools to use** – Identify the number of slow manoeuvring RTCs in your unit. If you have an issue share the key points from the WTLL with your drivers. If required arrange slow manoeuvring training via Pertemps.

### 2) Deliver all Road Safety Communications

Throughout this year there have been bi-monthly communications sent out to all units covering a wide variety of Road Safety subjects. It is important you deliver these communications to your drivers as they will help reduce RTCs in your units and keep people safe.

**Tools to use** – Along with this brief there is a poster and WTLL on Correct Parking to deliver to your drivers.

### 3) Post Collision Root Cause Analysis and Training

An important part of reducing all collisions is to carry out the post collision Root Cause Analysis. The intent of any incident investigation is to identify the underlying root causes which led to the injury or near-miss. It is only by carrying out a thorough investigation which identifies root causes that we learn from past failures and prevent future similar incidents.

This is a really important tool for managers to use and look into the “Why?” analysis to drill down beyond the symptoms of the collision to the true root cause.

Also for all drivers, who have had a collision the preferred option should be to attend the Pertemps Post Collision course to support and coach them in their behaviours in the future.

**Tools to use** – Ensure all root cause analysis is completed following a collision and any actions are implemented to timescales. If a driver has a collision the Pertemps post collision training is generally the most appropriate course and should be used in most cases.

#### 4) Vehicle Checks

It is a manager's responsibility to ensure all drivers have received the appropriate driver and pre use vehicle check training and that periodic sampling is made to test the effectiveness of driver vehicle checks. This must be carried out as per the SHE Calendar task entry and the training given by Pertemps on induction. This includes checking log books, Safety Management Audit and Training (SMAT) completion and sample checks of vehicles.

Ensure where fitted reversing sensors are working and kept clean.

Carrying out a walk around check of a vehicle can help ensure:-

- a) The safety of any driver, passengers and other road users.
- b) Defects are detected early, therefore, reducing the need for extensive and costly repairs
- c) That we maintain a service to our customers
- d) That the law is not broken

**Tools to use** – Carry out periodic sampling of log books and vehicles to ensure vehicle checks are being carried out, show the vehicle check video and include on SMAT's.

#### 5) SMATS

The Behaviour Based (Safety) Coaching programme known as SMAT is aimed at the reinforcement of positive safe behaviours through coaching. The coaching focuses on the maintenance of a safe person in the work environment by periodic coaching through all levels of management and drivers.

**Tool to use** – Complete SMATs to the agreed frequency, ensuring checks and coaching are taking place off site, focusing on slow manoeuvring.

#### 6) Yard Risk Assessment

The Unit Manager for the site is responsible for ensuring a Yard Risk Assessment is completed for their yard. This is essential to control the risk of slow manoeuvring vehicles in the yard especially visiting vehicles.

There are some main factors to slow manoeuvring RTCs that occur in Yards:-

- Bad Parking of vehicles
- Driver failing to **Get Out And Look (GOAL)** to see if it is clear to reverse.
- Visiting vehicles and drivers to the yard who are not as familiar with the risks

#### Tool to use

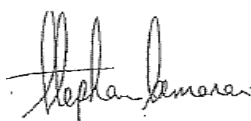
Review your yard risk assessment to ensure it fully considers slow manoeuvre issues in the yard.

Ensure your site risk assessment has been communicated to your teams including wider teams for visiting vehicles.

Last year there were 9,329 Road Traffic Collisions across Royal Mail Group the majority of which occurred whilst carrying out a slow manoeuvre. Use the tools that are available to you and with your help we will significantly reduce slow manoeuvre collisions.



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