



# National Vehicle Distribution

Our approach to integrated Health and Safety Management



## Mission Statement

*'To be number one in our industry, by providing a quality, effective and efficient service, working in partnership with our customers and employees, and actively growing our business by capitalising on new and innovative opportunities'*

# Contents



1. NVD – Who We Are
  2. NVD – Company Background
  3. NVD – Our Services
  4. A Little More About Us..
  5. Key Transport Safety Risks for NVD
  6. Our H & S Journey – An integrated approach to risk minimisation
  7. Where we are today and our next steps
  8. Conclusions
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# Who We Are



1. NVD is Ireland's leader in vehicle management and automotive logistics
  2. An Irish owned and ISO certified company
  3. Operating throughout Ireland, Northern Ireland, UK and Europe, NVD accounts for over 125,000 vehicle movements every year.
  4. The company operates from state-of-the-art facilities.
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# What We Do

1. Automotive Transport
2. Automotive Storage
3. Workshop Services



## Where We Operate



### Four Irish Sites

New Ross - Co. Wexford (HQ)

Rosslare - Co. Wexford

Ringaskiddy - Co. Cork

Baldonnel - Co. Dublin

### Ireland's leader:

- vehicle logistics
- vehicle transport
- vehicle storage solutions

### Market Share

- 75% (passenger car)
- 85% (light commercial)

### Operates

- Ireland
- Northern Ireland
- UK
- Mainland Europe



## Services – 1. Transport & 2. Storage

**NVD Rosslare**



**NVD Baldonnell**



**NVD Ringaskiddy**



### **Transport**

- Port to Compound
- Factory to Compound
- Nationwide ex Compound
- Nationwide - Dealer to Dealer

### **Storage**

75 hectares of secure storage

Capacity to hold 35,500 units

- Baldonnell, Co. Dublin (13,500 units)
- Ringaskiddy, Co. Cork (10,000 units)
- Rosslare, Co. Wexford (12,000 units)

## Services – 3. Workshop Enhancement Centres

- Centralised Pre Delivery Inspections
- Hire Drive and Fleet Vehicle Preparation
- De-fleet Pre-lease Return
- Marine and Transport Damage Repairs
- Commercial Conversion and Fit-out
- Plylining
- Vehicle Enhancements
- Bodykit Fitment.
- Recall/Campaign Management.
- Full Colour Change
- New And Used Vehicle Repair



# Continuous Improvement

- Our philosophy is to always find a better way to do something.
- All of our staff are fully engaged in coming up with ideas to help us in achieving this.
- Our current areas of focus are:
  - ✓ Fuel usage reductions
  - ✓ Load optimisation
  - ✓ Planning efficiency
  - ✓ Overhead reduction
  - ✓ Safe loading practices





# Industry Recognition - Awards



**NVD have recently been awarded the following:**

- 2016 Warehousing and Product Handling Award Winner (*Fleet Transport Awards*)
- 2015 Logistics and Transport Team of the Year (*Irish Logistics & Transport Awards*)
- 2015 National Haulier of the Year (*Fleet Transport Awards*)
- 2014 Transport Company of the Year (*Irish Logistics & Transport Awards*)
- Transport Manager of the Year, Tim Neville (*Fleet Transport Awards 2013*)





# Legislation And Best Industry Practise

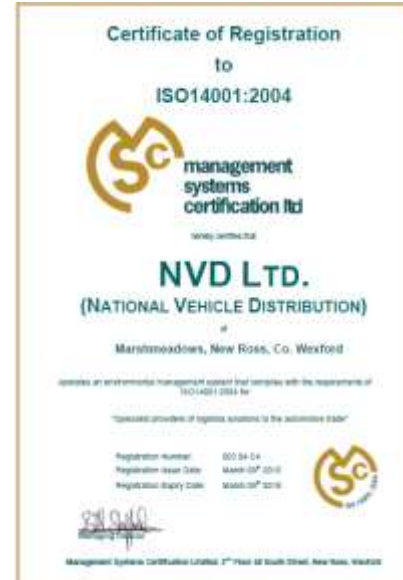
NVD is an ISO Certified Company.

We have achieved the following certifications:

ISO 9001:2008

ISO 14001:2004

OHSAS 18001:2007.



# NVD Car Transporters



## General Fatality Statistics

- **55 people were killed in Ireland in 2015 as a result of work related incidents**
- **The primary cause of fatal accidents was vehicles in the workplace**  
**accounting for 21 deaths**
- **Followed by falls from height 15 deaths**

# NVD Accident Statistics

## 44 accidents in total in NVD in 2015

- 22 of these (50%) occurred among drivers
- 5 serious ankle injuries caused by drivers jumping off / slipping off / loosing footing off transporters with **90 days of absence / lost wages**
- 8 drivers slipped while on deck causing different injuries to hips, heads, legs, ribs leading to **12 days loss of work**
- **1 driver fell off the top deck due to working without guard rail protection, causing serious injury**
- 1 driver hurt his back handling skids improperly, absent for 10 days
- 1 driver hurt his back releasing ratchet straps (absent 10 days)
- 6 drivers were involved in collisions on public roads
- EXCLUDING RTAs: 14 out of 16 accidents (88%) involved slips / trips / falls while working on decks

# NVD Accident Statistics

2016

- 12 accidents (by mid May) in total in NVD
- 8 of these occurred among drivers (66%)
- Driver A – slipped on the lower deck, near the drawbar, causing serious injury to leg (see photos later in this presentation), ten days absence
- Driver B – collided his head with transporter after slipping on ice
- Driver C – collided his head with part of the top deck
- Driver D – Fell from top deck causing serious and ongoing injury, driver did not maintain three points of contact, and faced wrong way while working (back facing transporter while near edge of deck)
- Driver E – crashed into a pole in the compound
- Driver F – ankle injury caused after getting out of cab onto uneven surface
- NOTE AGAIN A LARGE NUMBER OF SLIPS / TRIPS / FALLS while working on decks
-

## “Slip and Trip” injury



# Key Work Related Vehicle Risks



- Reducing work related vehicle risk is a key issue for NVD given the types of transport vehicles we operate.
- What might cause an RTA or other work accident?-
  - Unsecured / Poorly Secured Load (EU 12195)
  - Over-weight Transporter
  - Over-height Transporter (4.65m Ireland, 4.88m UK and 4.0m Europe)
  - Over-length Transporter (<= 18.65m UK)
  - Unsafe driving
  - Unsafe truck
  - Slips and Trips around Transporter
  - Fall from a transporter
- On-site accident involving a Car Transporter



# Reducing and Eliminating Risks

Key Risks	Risk Minimisation	Progress
1. Secure Loading	Extensive Classroom and Field Training, Refresher Training Ongoing, Videos, Compliant with Irish and European legislation and standards	★ ★ ★ ★ ★
2. Transporter Dimensioning	Planning System measures load dimensions to ensure compliance	★ ★ ★ ★
3. Unsafe Driving / RTA	Bluetree Technology, Pro-active score maximisation	★ ★ ★ ★ ★
4. Slips and Trips Around Transporters (safe loading)	Loading and mechanical SOPs currently under development	★
5. Fall from a Transporter (safe loading)	Loading and mechanical SOPs currently under development	★

# 1. Secure Loading

- **Modularised Training in secure loading procedures**
- **Classroom led, with practical demonstration and assessment**
- **Five field trainers**
- **Our goal is to ensure that our employees achieve mastery in this area**



# EXAMPLE TRAINING EXTRACT

## Strapping a Wheel

- Keep your own safety in mind while performing this job
- Place the first hook in the path of the tyre being strapped with either seam in or seam out
- Pass the strap over the centre of the tyre
- Fix the second hook in the path of the tyre and then hook the ratchet to another part of the same deck and tighten, securing the car
- Tighten strap, check for tightness and ensure that the strap is not touching the bodywork of the car when tightened
- Visually check strap tension on vehicles during journey
  - After breaks and at dealers

# EXAMPLE TRAINING EXTRACT Strapping (The Right Way)



Anchor the first hook to the transporter deck in such a way that the strap runs as vertical as possible when placed around the tyre, making sure that the anti-slip surfaces contact the tyre as shown.

Anchor the second hook to the transporter deck again making sure that the strap runs as vertical as possible. Anchor the third hook in a position that will tighten the strap attached only to a deck that is fixed to the same surface as hook 1 and Ensure that all strapping equipment is stored either on the decks free of being fouled from moving vehicles or sliding decks.

All other straps should be stored away in a suitable place. When using a manual riser make sure to attach the three point lashing strap to the main deck as shown.

# Strapping – The Wrong Way EXAMPLE TRAINING EXTRACT



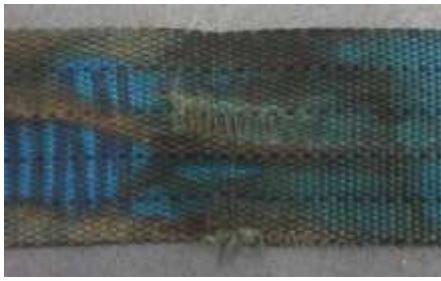
Ensure that strap does not foul bodywork of vehicle and that you close your ratchet completely locking the device and tuck away excess strap.

Ensure that strap is vertical and inline as close as possible to the centre of the tyre otherwise the strap runs a high risk of slipping off or pulling itself off.

This is an overall view of picture 1 and 2 which are incorrect and run a risk of the strap undoing and possibly fouling other vehicles or equipment.

Incorrect storage of strap resulting in possible damage to the tyre of a vehicle and damage to equipment itself.

Three point lashing straps should not be secured to a manual riser, this is not as secure as using the main deck.



## EXAMPLE TRAINING EXTRACT

### When to Replace a Strap



- A strap can last for up to 2 years if properly cared for
- NEVER drive on or over a strap
- Store straps when not in use safely and secured to deck in a tidy manner
- Store spare straps neatly in the storage box



## EXAMPLE TRAINING EXTRACT

### When to Replace a Strap

- 35mm Straps
  - Frayed edges are acceptable for use
  - If there is a tear in the strap, it **MUST** be replaced
- 50mm Straps
  - Frayed edges are acceptable for use
  - If a strap is torn from the edge to the first thread of the strap it is acceptable for use
  - If a strap is torn beyond the first thread the strap **MUST** be replaced
  - If a strap is torn in two places opposite to each other
    - where the difference in length is less than 150mm
    - and the strap is torn from the edge but is not torn past the first thread
  - **REPLACE** the strap

## 2. Transporter Dimensioning

- 17 variations in transporter configuration
- Developed planning software that correctly dimensions a load to ensure compliance



### 3. Unsafe Driving



- Blue Tree was rolled out to all NVD Transporters in early 2013
- Measuring Fuel, Compliance, Efficiency and Driving Style
  - Driving Style:-
    - Harsh Braking
    - Idling
    - Cruise Control
    - Over-speeding / over revving
  - Driving Style indicators are a good proxy for safe driving technique

# Blue Tree Technology – Example of poor driving



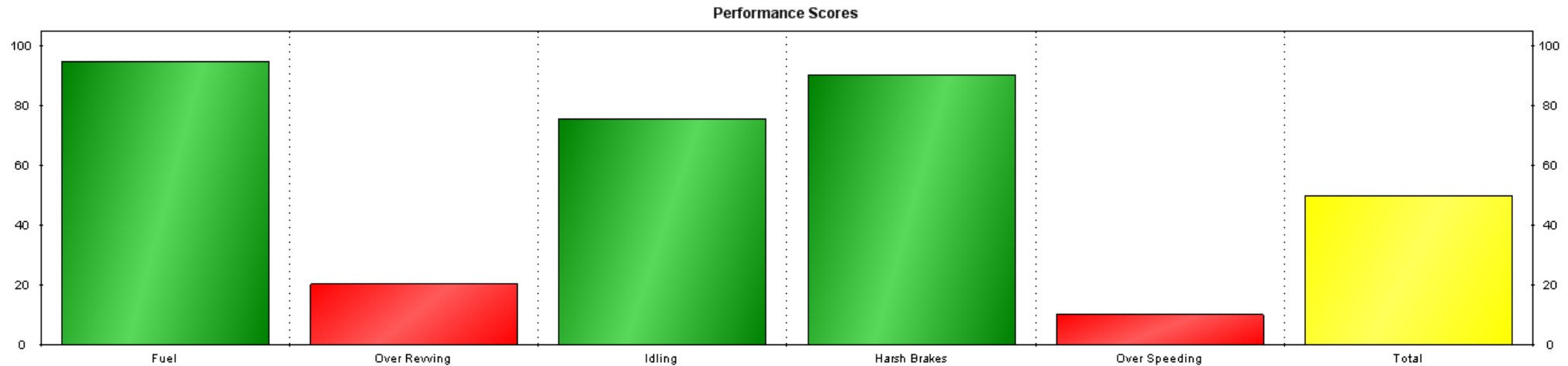
## Driver Performance Score

From 10/08/2014 00:00 to 16/08/2014 23:59  
 For Driver: [Redacted]



[Schedule](#) [Email](#) [PDF](#) [Export](#) [Print](#)

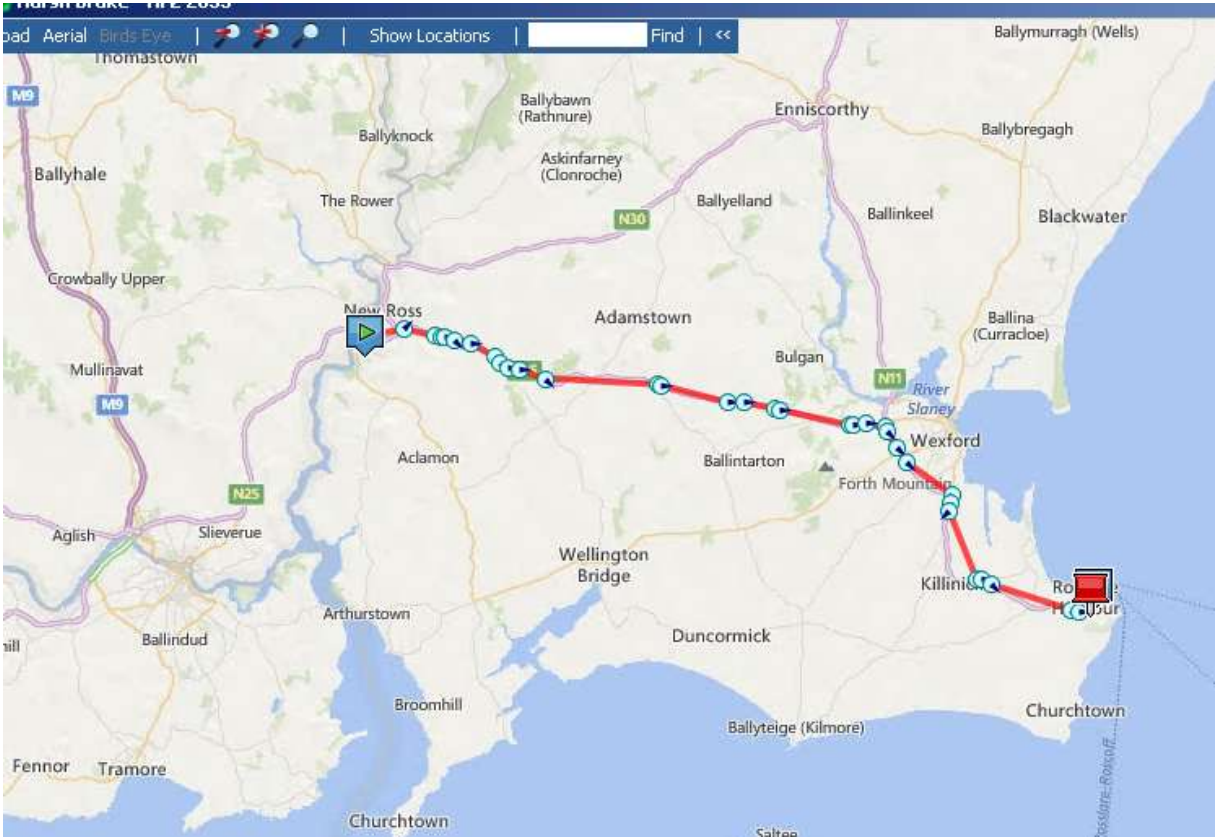
Performance Scores												
Driver	Vehicle	From	To	Engine On Time	Distance	Fuel Used	Fuel	Over Revving	Idling	Harsh Brake	Over Speeding	Total
[Redacted]		11/08/2014 07:01	16/08/2014 23:52	48:44	3,088.8	989.0	94.6	20.3	75.6	90.3	10.0	49.9
[Redacted]		11/08/2014 07:01	16/08/2014 23:52	48:44	3,088.8	989.0	94.6	20.3	75.6	90.3	10.0	49.9



# Blue Tree Technology



Every Harsh Break is a potential accident



# Blue Tree Technology



## Vehicle Idling

From 11/08/2014 07:01 to 16/08/2014 23:52  
For Driver [REDACTED]

Schedule
 Email
 PDF
 Export
 Print

Idling Summary						
Vehicle	Driver	From	To	Total Engine OnTime	Total Idling	Idling (%)
[REDACTED]	[REDACTED]	11/08/2014 07:01	16/08/2014 23:52	48:44	03:58	8.1

Idling Details							
Vehicle	Driver	Idling Start	Idling End	Duration	Location	Category	Details
[REDACTED]	[REDACTED]	11/08/2014 07:01	11/08/2014 07:17	00:16	NVD New Ross (Diesel Pump) / NVD NEW ROSS FUEL	Fuel Fill	Map...
[REDACTED]	[REDACTED]	12/08/2014 14:25	12/08/2014 14:35	00:10	M53, A554, Wirral	Unapproved	Map...
[REDACTED]	[REDACTED]	15/08/2014 17:18	15/08/2014 17:28	00:10	VW Grimsby / ECM VW Grimsby	Compound	Map...
[REDACTED]	[REDACTED]	16/08/2014 08:42	16/08/2014 08:52	00:10	Dock Rd, A5139, Limekiln Lane, Wirral	Unapproved	Map...
[REDACTED]	[REDACTED]	15/08/2014 17:41	15/08/2014 17:49	00:08	VW Grimsby / ECM VW Grimsby	Compound	Map...
[REDACTED]	[REDACTED]	12/08/2014 14:41	12/08/2014 14:49	00:08	Pump Road Birkenhead CH41 1, Pump Rd, Wirral	Unapproved	Map...
[REDACTED]	[REDACTED]	11/08/2014 18:39	11/08/2014 18:47	00:08	Royal Portbury Dock Rd, North Somerset	Unapproved	Map...
[REDACTED]	[REDACTED]	14/08/2014 09:57	14/08/2014 10:05	00:08	VW Grimsby / ECM VW Grimsby	Compound	Map...
[REDACTED]	[REDACTED]	14/08/2014 14:39	14/08/2014 14:47	00:08	Charon Way, Easter Court, Europa Blvd, Warrington	Unapproved	Map...
[REDACTED]	[REDACTED]	15/08/2014 06:56	15/08/2014 07:03	00:07	A1173, North-East Lincolnshire	Unapproved	Map...
[REDACTED]	[REDACTED]	15/08/2014 12:35	15/08/2014 12:42	00:07	Pump Rd, Wirral	Unapproved	Map...
[REDACTED]	[REDACTED]	14/08/2014 14:20	14/08/2014 14:27	00:07	M62, Salford	Unapproved	Map...
[REDACTED]	[REDACTED]	15/08/2014 18:03	15/08/2014 18:09	00:06	VW Grimsby / ECM VW Grimsby	Compound	Map...
[REDACTED]	[REDACTED]	16/08/2014 05:49	16/08/2014 05:55	00:06	Doncaster	Unapproved	Map...
[REDACTED]	[REDACTED]	15/08/2014 12:26	15/08/2014 12:32	00:06	Dock Rd, A5088, Poulton Bridge Rd, Limekiln Lane, Wirral	Unapproved	Map...
[REDACTED]	[REDACTED]	12/08/2014 14:52	12/08/2014 14:58	00:06	Pump Road Birkenhead CH41 1, Pump Rd, Wirral	Unapproved	Map...
[REDACTED]	[REDACTED]	13/08/2014 08:40	13/08/2014 08:46	00:06	ECM VW Grimsby	General	Map...
[REDACTED]	[REDACTED]	13/08/2014 12:48	13/08/2014 12:53	00:05	A5, Staffordshire	Unapproved	Map...
[REDACTED]	[REDACTED]	11/08/2014 17:26	11/08/2014 17:31	00:05	North Somerset	Unapproved	Map...
[REDACTED]	[REDACTED]	13/08/2014 08:26	13/08/2014 08:31	00:05	ECM VW Grimsby	General	Map...
[REDACTED]	[REDACTED]	14/08/2014 08:28	14/08/2014 08:33	00:05	A1173, North-East Lincolnshire	Unapproved	Map...
[REDACTED]	[REDACTED]	14/08/2014 10:21	14/08/2014 10:26	00:05	VW Grimsby / ECM VW Grimsby	Compound	Map...
[REDACTED]	[REDACTED]	14/08/2014 10:29	14/08/2014 10:34	00:05	VW Grimsby / ECM VW Grimsby	Compound	Map...
[REDACTED]	[REDACTED]	14/08/2014 10:51	14/08/2014 10:56	00:05	VW Grimsby / ECM VW Grimsby	Compound	Map...

# Blue Tree Technology – Example of good driving



## Driver Performance Score

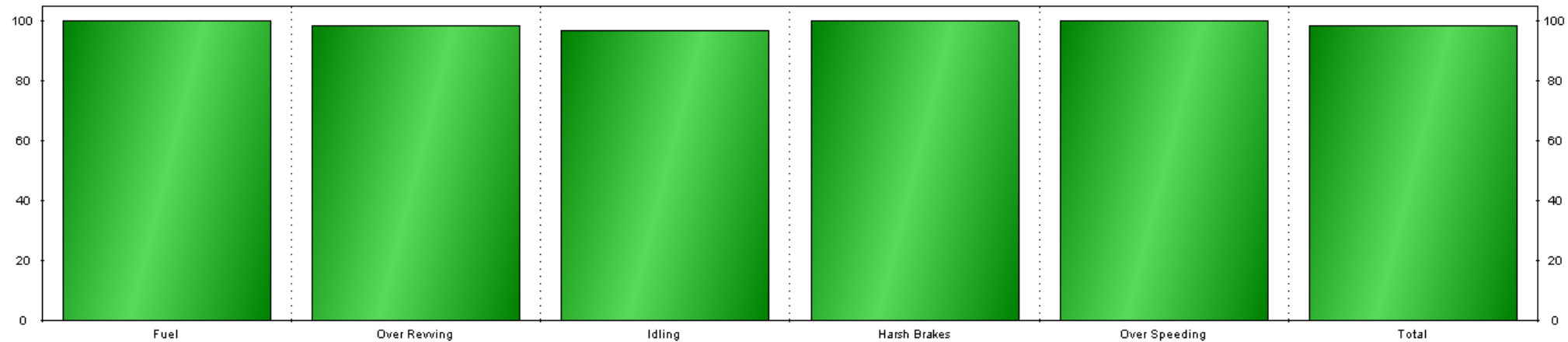
From 10/08/2014 00:00 to 16/08/2014 23:59  
For Driver: [Redacted]



[Schedule](#) [Email](#) [PDF](#) [Export](#) [Print](#)

Performance Scores												
Driver	Vehicle	From	To	Engine On Time	Distance	Fuel Used	Fuel	Over Revving	Idling	Harsh Brake	Over Speeding	Total
[Redacted]		11/08/2014 05:59	15/08/2014 12:21	41:24	1,995.0	653.5	100.0	98.5	96.9	100.0	100.0	98.5
[Redacted]		11/08/2014 05:59	15/08/2014 12:21	41:24	1,995.0	653.5	100.0	98.5	96.9	100.0	100.0	98.5

Performance Scores



# Blue Tree Technology

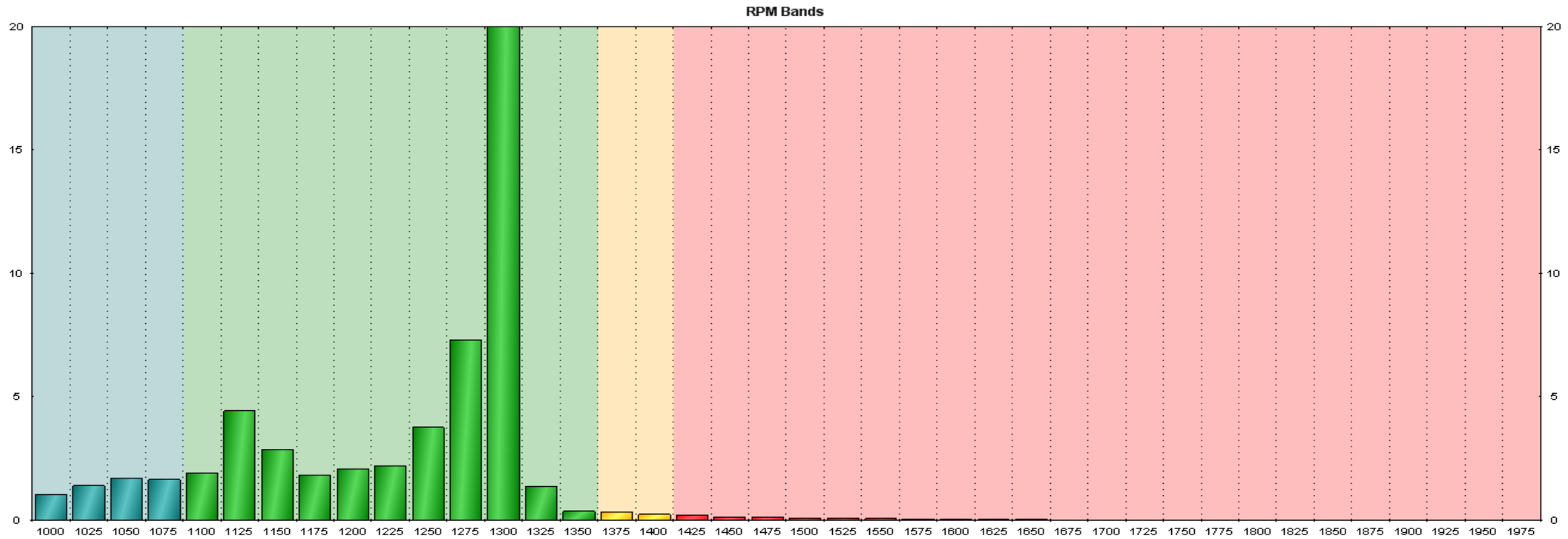


## Fine Grained RPM Bands

From 11/08/2014 05:59 to 15/08/2014 12:21  
For Vehicle: [REDACTED]



[Schedule](#) [Email](#) [PDF](#) [Print](#)



# Blue Tree Technology



- Senior management review driver KPIs and a driver league table regularly
- Dedicated Transport Coordinator gives feedback to drivers
- Formal driver assessments
- Exploring more self-service models

# Safe Driving Results

YEAR	2014	2015	2016
AVERAGE DRIVER SCORE	81.1%	88.4%	92.1%



# Driver Recruitment, Training, Retention and H&S



- **Worked with an occupational psychologist**
  - Improved profiling for recruitment
  - Reduced on-boarding stress
- **Two weeks dedicated training 1:1 or 1:2 ratio between trainer and trainee.**
- **Modularised training, classroom led dealing with all aspects of operating a car transporter and safe driving techniques (defensive driving, truck audits, safe load securing, performance management)**
- **Five full-time driver trainers**
- **These changes were a very significant investment for NVD**

3 weeks dedicated training

10 weeks managed familiarisation – safe planning, load lane / yard support

## 4 & 5. Slips, Trips and Falls

- On one recent observation a driver crossed over the drawbar 38 times while completing one load
- We have challenged ourselves to ask – can this risk be eliminated?
- We are convinced that it can
- We are setting ourselves a target to develop a Standard Operating Procedure for drivers to substantially reduce time spent on the deck

# Are we making progress?

YEAR	2015	2015 per month	2016 (YTD)	2016 per month
ACCIDENTS	44	3.66	12	2.666

27% IMPROVEMENT 2016 v 2015 YTD

# Conclusion



- Approach to optimising transport safety is multi-factorial
- NVD have focussed on good recruitment, effective training, driving style and behaviour, regular assessment, optimised planning, safe vehicle loading, safe trucks, consistent health and safety provisions
- Good safety practice is clearly consistent with superior efficiency, performance and driver retention

- Thank You For
- Your Time

