



Safety Transport Information

Prepared by WG-17 Transport Safety

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Recognition Programmes

Introduction

Near-misses, incidents and accidents are generally analysed in detail when they occur, and action plans are put in place afterwards. Checks and audits identify gaps or non-compliances which require corrective actions.

However, the management of safety should not only be based on input perceived as being negative. It is also very important to promote good safety results and outstanding behaviour through positive means. This will encourage a positive approach towards safety by transport function personnel.

Beside the encouraged day to day acknowledgement of safe behaviour, recognition programmes are a way to positively promote transport safety.

Scope

This Transport Safety Information provides guidance on recognition programmes targeting the road safety stakeholders, either individuals, teams or organisations.

Definitions

Recognition: Acknowledgement of an achievement which does not necessarily have to be a financial reward.

Learning more about recognition programmes

1. Do you know who your safest drivers are?
2. Do you recognise the drivers who have the best safety performance?
3. Do you recognise the carriers who obtain the best results in terms of safety?
4. Do you recognise people or teams inside your company who have reached the best performance in road safety?
5. Is your recognition process effective?
6. If you have launched recognition programmes, have you put in place effective communication?
7. If you have launched recognition programmes, have you seen positive effects?

If the answer to any of the above questions is 'no', then you should consider taking action!

**THIS TRANSPORT SAFETY INFORMATION GIVES GUIDANCE ON RECOGNITION PROGRAMMES
WHICH WILL HELP TO IMPROVE SAFETY IN ROAD TRANSPORT.**

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Purpose of recognition programmes

These programmes should help your company and your contractors reach a better safety performance by recognising people and organisations who are the high performers in terms of safety and encouraging the others to improve. These safety leaders will influence other transport function personnel by emulation. These programmes can be dedicated to:

- **Drivers**, either from carriers or the gas company
- **Teams of drivers, distributors**, either from carriers or the gas company
- **Organisations**, such as carriers or individual carrier sites.

This document gives guidance on the way to launch and sustain such programmes and will give some examples.

Recognition programmes for drivers

Drivers are a vital element in transportation and their good safety performance should be recognised. Here are different possibilities to do so.

Awards based on a scoring system

At the beginning of each year, each driver receives a certain amount of points. These points will be reduced in case of violations which are classified according to their priorities, e.g.;

- Violation of safety rules (absence of PPE, etc.);
- Infraction of safety processes or regulations;
- Critical event recorded by on board computer or by cameras, if any (over speed, harsh braking, etc.);
- Violation of work instructions;
- Loss of transport documentation; and
- Lack of cleanliness in the vehicle.

By promoting safe and defensive driving, this should lead to improvement in fuel efficiency and a positive environmental impact. This could be a way of financing a recognition programme.

At the end the year, the drivers who did not cause any violation and who were not involved in any customer complaint, incident or accident will be recognised according to a specific formula taking into account the selected KPIs. The way the scoring system works should be communicated to the concerned persons.

Awards based on a specific item

Drivers can also be recognised based on a specific item, such as:

- An innovation which improves safety in operations and which has been positively implemented;
- A perfect behaviour in a specific situation (e.g. during an incident); and
- An excellent performance in terms of safety not related to actions concerning a scoring system.

The awards can consist in a prize which will be offered to the nominee(s) during a meeting or an event. The nomination(s) should also be communicated.

Recognition programmes for teams

Recognition programmes and awards can also be based on a team approach which has the advantage of strengthening the team spirit, and the members of the team will help each other in order to win the award.

Team recognition programmes can be based on the same elements as an individual scheme. When combined and scored as a collective, the advantage of the team approach is that individuals are motivated by not wishing to let the team down.