



SAFE ROAD USE in UNHCR

2016 SURVEY FINDINGS

EXECUTIVE SUMMARY

In June 2015 UNHCR launched a road safety campaign 'Vision Zero'. The aim of the campaign was to address the issue of road safety in the organisation ultimately leading to zero road traffic fatalities and injuries for UNHCR staff, people of concern and other road users.

In 2016 an organisation wide survey on the Safe Road Use activities was conducted. This survey provides more insight in how Vision Zero and road safety is perceived in UNHCR. The results of the survey can serve as the basis to identify areas of concern of staff as well as provide guidance on which road safety issues to prioritise in the coming year(s).

The survey ran from 7 to 25 November 2016. A set of questions was developed and translated in the 6 official UN languages. An invitation to participate in the survey was sent through Safe Road Use newsletters by email to all UNHCR staff members. Approximately 11,000 UNHCR personnel were notified and invited to participate. 1168 personnel completed the survey, leading to a response rate of 10.6%.

This report contains the analysis of the survey responses and the corresponding results.

Conclusions

- ❖ 'Vision Zero' and Safe Road Use messages are well recognized by 67% of UNHCR staff. 41% of the respondents are of the opinion that with active management support, zero road traffic fatalities and injuries are achievable. While 15% of the respondents have been involved in a road crash, 76% of all participants are concerned about being involved in a road crash. Road safety is an area that UNHCR should continue to work on.
- ❖ A key pillar in the 'Vision Zero' and Safe Road Use activities is to create management commitment and responsibility for road safety. Management commitment to support 'Vision Zero' needs reinforcement
 - Only 8.2% of the managers / supervisors think that management responsibility and accountability would be a good instrument to improve road safety.
 - Managers / supervisors perceive Safe Road Use actions to ensure that staff stays safe on the road as a task for administrative functions.
- ❖ Communication about 'Vision Zero' / Safe Road Use is not on the agenda of managers / supervisors. Only 35% of the managers / supervisors indicate they do this once or more than once per month. To achieve 'Vision Zero' leadership by management is crucial and part of that leadership consists of regular communications and follow up.
- ❖ Safe Road Use workshops are a good tool to start behaviour change. More than 78% of staff members indicate to have structurally changed the way in which they behave on

the roads after having participated in the Safe Road Use workshop programme. This change is also observed by 44.6% of the managers. Mechanisms to expand the pool of trainers across specialist services, Field Security, Medical Service and Fleet Management should be explored so that this can be delivered in country and by Regional personnel on mission.

- ❖ Many staff members indicate they behave in an unsafe manner whilst traveling on the roads (speeding, use of communication devices, driving under influence etc.). Apart from the personal risk this also imposes a significant enterprise risk for UNHCR in terms of costs, reputation and legal consequences. Staff with driving authorization appear to demonstrate more unsafe behaviour than professional UNHCR drivers, especially when it comes to driving under influence and speeding. 'Pressure, stress and emergencies' are provided as reasons to questions why staff would behave in an unsafe way but the from the analysis it could not be concluded whether this perceived pressure, stress or emergencies are justified. We need to focus on addressing and reducing the numbers with regards to driving under the influence.
- ❖ There is a significant difference in the percentage of staff members that wear seatbelts in the front of the vehicle (93%) and in the back of the vehicle (54.7%). Further investigation on this issue should be conducted on this topic.
- ❖ There is a gap between knowledge of road safety rules and actual behaviour. Staff (strongly) disagrees with the statement that it is okay to speed or use a communication device whilst driving but also reports doing this themselves. This could be caused by the fact that UNHCR has not laid out clear rules yet nor has the organisation put mechanisms in place to enforce these rules.
- ❖ Training of drivers is seen as a good method to achieve 'Vision Zero' by 48.6% of the participating managers / supervisors. However, 40% of the drivers cannot remember when was the last time that they received training

Recommendations

1. Issue an Administrative Instruction (AI) for Safe Road Use. The AI will provide clarity about managerial accountability and responsibility. Furthermore the AI will also provide guidance to staff about what is expected of them how to behave on the roads.
2. Communicate and enforce a 'zero tolerance' approach with regards to driving under influence. This could be done in the form of specific actions aimed at staff members that have authorization to drive a UNHCR vehicle. These actions could range from putting in place zero tolerance penalties (warnings, dismissal) to awareness

campaigns where breathalyser spot checks could be conducted – Further discussion with DHRM and IGO for potential remedial actions is proposed.

3. Identify and address behaviours which impose the highest enterprise risk and develop awareness campaigns around these topics. These should include:
 - a. Speeding
 - b. Use of communication devices whilst driving
 - c. Driving under the influence of alcohol/ other substances
 - d. Not taking breaks after 2 hours of driving.
4. UNHCR should develop a driver training programme with benchmarks for revalidation/ certification including for staff authorized to drive
5. In the Safe Road Use activities (such as communications and the workshop programme) the gap between knowledge and behaviour should be continuously addressed.
6. Expand the pool of trainers through Training of Facilitators to ensure that Field Security Medical Service and Fleet Management can run workshops and refreshers sessions.