

UNHCR/AI/2016/XX

**Administrative Instruction on  
Safe Road Use**

Approved by: Kelly T. Clements, Deputy High Commissioner

Signature: \_\_\_\_\_ Approval date: \_\_\_\_\_

Contact: Department of Emergency Security and Supply (DESS)  
Staff Health and Welfare, HR Staff Services/Division of Human Resources Management (DHRM), Asset and Fleet Management Section (AFMS).  
These sections represent the Steering Group for Safe Road Use.

Date of entry into force: 1 September 2016

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*This and other official UNHCR Guidance is available on the Policy and other Guidance Page of the UNHCR-net.*

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## **1. Purpose**

- 1.1 This Administrative Instruction (AI) is to facilitate implementation of ‘Vision Zero’, promote safe road use by UNHCR staff both on and off duty and define roles and responsibilities of the relevant actors in improving awareness and implementing safe road use action plans leading to compliance with requirements and provisions for safe road use.

## **2. Scope**

- 2.1 This Administrative Instruction applies in all UNHCR offices to all personnel<sup>1</sup> using UNHCR vehicles, and using the road while on and off duty.
- 2.2 The AI also applies to Partners<sup>2</sup> operating UNHCR vehicles under Right of Use agreements.
- 2.3 Compliance with this AI is mandatory.

## **3. Rationale**

- 3.1 Road crashes constitute a major potential and on-going risk to the health and safety of UNHCR personnel, Partners, persons of concern and members of local communities in areas in which UNHCR operates. Road crashes also have a serious impact on the reputation of UNHCR. UNHCR personnel has an obligation to promote road safety by their own behaviour as drivers and road users, both in and outside working hours and regardless whether they are using their private means of transport or an UNHCR vehicle. UNHCR personnel has an obligation to adhere to the ‘do no harm’ principle and should take all precautions to ensure that other road users or people of concern are not harmed as a consequence of their behaviour on the roads
- 3.2 UNHCR managers have an obligation and accountability to lead by example when it comes to safe road use and to ensure that UNHCR personnel and Partners, operating UNHCR vehicles under the Right of Use agreement, are adopting safe road use practices. Key management responsibilities are appropriate journey management, driver management, vehicle management, incident reporting and investigation, organisational risk management (reputational risk, financial risk, occupational health and safety risk etc.), training and communications.
- 3.3 The objectives of the UNHCR Safe Road Use AI is to facilitate implementation of ‘Vision Zero’, UNHCRs strategy for the Safe Road Use, promote the safe road use by personnel both on and off duty, operation of UNHCR vehicles, contribute to the prevention of road crashes and road crash casualties involving UNHCR personnel, partners, people of concern and members of the communities in which UNHCR operates.
- 3.4 Rigorous and systematic application of this AI will result in fewer road traffic crashes.
- 3.5 The responsibility to reduce road traffic crashes and to achieve ‘Vision Zero’ lies with all personnel in UNHCR, there is not one specific section in the organisation that is solely responsible. To manage this organisation wide initiative and to carry out the implementation of the strategy and the AI as widely as possible a Safe Road Use Steering Group and a Safe Road

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<sup>1</sup> ‘Personnel’ refers to United Nations Personnel as outlined in Chapter III UNSMS Policy Manual - Applicability of United Nations Security Management System - with respect to UNHCR this includes United Nations system personnel, United Nations Volunteers, consultants, individual contractors, experts on mission and other officials with a direct contractual agreement with an organization of the United Nations system.

<sup>2</sup> Partners can refer to (I)NGO’s and governmental counterparts who have a partnership agreement with UNHCR.

Use Advisory Group have been established. A definition of the Safe Road Use Steering Group and Advisory is provided in Para 2.1 and 2.1.

3.6 Roles of all stakeholders responsible for implementation of the AI are defined in the Para 4.1.

#### **4. Overall Instructions**

- 4.1 The organisation will ensure that in line with the Safe Road Use strategy, the road safety policy of the UN Security Management System (UNSMS), the policy on the use of vehicles in UNHCR will be implemented in all locations ensuring the establishment of road safety plans and practices that are appropriate for the local security environment, roads and conditions and should ensure that travel and missions are appropriately managed.
- 4.2 This AI promotes safe road use management and personnel consultation, education and training initiatives and regular communication. It ensures that driving and use of the roads is conducted, at a minimum, with respect to laws of the country and with consideration to other road users. Transportation arrangements must be compliant and in accordance with UNHCRs Policy on Use of Vehicles and maintenance standards. It ensures that procedures are in place should a road incident occur and that appropriate support and follow on action as determined is taken.
- 4.3 The UNHCR Safe Road Use Steering Group includes members of the Staff Health and Welfare Service, Asset and Fleet Management Section and Field Security Service. The Steering Group oversees implementation of ‘Vision Zero’, UNHCRs strategy on Safe Road Use and disseminates information to the Advisory Group.
- 4.4 The UNHCR Safe Road Use Advisory Group includes members of the Staff Welfare & Medical Service, Division of Human Resources Management, Field Security Service, Asset and Fleet Management Section, Division of Financial and Administrative Management and the Bureaus. The Advisory Group disseminates information about Safe Road Use within their respective streams.

#### **5. Roles & Responsibilities**

<b>Role</b>	<b>Responsibility</b>
<b>High Commissioner / Senior Executive Team</b>	<ul style="list-style-type: none"> <li>Ensures appropriate resourcing for the implementation of the Safe Road Use Strategy including the execution of the activities; both at field level and HQ level</li> </ul>
<b>Head of Office / Country Representative</b>	<ul style="list-style-type: none"> <li>Ensures that all UNHCR personnel at the duty station is compliant with this AI;</li> <li>Consults with the Steering Group for Safe Road Use on all matters concerning the implementation of ‘Vision Zero’, UNHCRs strategy for Safe Road Use;</li> <li>Seeks advise and guidance in case of doubts or non-compliance from Director DESS, and Head Staff Health and Welfare Service;</li> <li>Ensures all activities of the country operation are conducted in a way that manages road safety risk. These activities should be reflected in the Management Plan section in the Country Operations Plan;</li> <li>Ensures all road crashes are reported according to the Administrative Instruction on Insurance, to the Field Security Service and UNDSS in accordance with Security</li> </ul>

	<p>and Safety Incident Recording System and to the medical section in case of physical or psychological injury for follow up including Appendix D claims as appropriate for service incurred injury. Legal Advise Services (LAS) should be included in this report in case of legal process;</p> <ul style="list-style-type: none"> <li>• Ensures that drivers who drive UNHCR vehicles are regularly evaluated on their driving performance;</li> <li>• Ensures that the names of authorized staff members driving UNHCR vehicles and duration of authorization are send to the Medical Section HQ so appropriate action can be taken to ensure that the staff members are medically examined and tested on their fitness to drive;</li> <li>• Reports any decrease in driving performance to the Medical Section if there is any reason to believe that this has a behavioral or health origin;</li> <li>• Ensures that Safe Road Use communications are disseminated in the country of operation;</li> <li>• Ensures Safe Road Use is mentioned in at least one forum per annum or that Safe Road Use is a standard agenda item of managerial meetings;</li> <li>• Ensures that all his/her personnel attend appropriate road safety awareness training / re-training that are available and personally attends these training programmes;</li> <li>• Reviews, implements and updates Safe Road Use Action Plans developed during the in-country Safe Road Use workshops (see paragraph 5.2);</li> <li>• Ensures that SOPs on Safe Road Use are in place so that personnel know what action to take if there is a road crash;</li> <li>• Ensures that all new personnel are made aware of the SOPs.</li> </ul>
<p><b>Transportation Manager<sup>3</sup></b></p>	<ul style="list-style-type: none"> <li>• Monitors and manages work schedules to ensure that unsafe driving practices do not exist;</li> <li>• Identifies driver training needs and arranges appropriate training or retraining;</li> <li>• Ensures all vehicles including rental vehicles are maintained according to the Policy and Procedures for Maintenance &amp; Repair of UNHCR Vehicles, Generators and other Motorized Equipment (under review at the time of writing) and that the equipment promotes driver, operator and passenger safety;</li> <li>• Reports all vehicle incidents in time according to the Administrative Instruction on Insurance;</li> <li>• Reports all road incidents to the Representative where legal processes are conducted so that LAS can be informed</li> <li>• Ensures that professional drivers driving UNHCR vehicles are annually medically examined and tested on their fitness to drive;</li> <li>• Participates in development and implementation of the country Action Plans for Safe Road Use.</li> </ul>

<sup>3</sup> According to IOM-FOM 054/2013, paragraph 31 all offices are required to designate a transportation manager who acts as the GFM counterpart for all fleet related issues and implements GFM procedures.

<p style="text-align: center;"><b>UNHCR Drivers</b></p>	<ul style="list-style-type: none"> <li>• Ensure that they drive in a manner appropriate to the road conditions, weather conditions and security conditions;</li> <li>• Ensure that their medical clearance to drive is always up to date;</li> <li>• Ensure that their drivers license is valid and appropriate for the vehicle they drive;</li> <li>• Ensure that they wear a safety belt while driving and ensure that all passengers equally wear a seatbelt;</li> <li>• Ensure that the number of passengers is limited to the available number of seats and seatbelts;</li> <li>• Ensures that communication equipment is not used while actively driving;</li> <li>• Wears appropriate correction glasses as prescribed by the ophthalmologist at all times;</li> <li>• Ensure that vehicle incidents are reported according to Administrative Instruction on Insurance, Safe Road Use strategy, Global Fleet Management Handbook;</li> <li>• Ensure that they should not drive if they feel their vigilance is influenced as a result of illness, fatigue or taking a substance or medication;</li> <li>• Ensure that vehicle preparedness and journey planning are performed in accordance with the Global Fleet Management Handbook and in collaboration with Transportation Manager;</li> <li>• Report to the Transportation Manager any occurrence that contravened Safe Road Use</li> </ul>
<p style="text-align: center;"><b>UNHCR personnel authorized to drive</b></p>	<ul style="list-style-type: none"> <li>• Must apply with standards imposed on Professional drivers.</li> </ul>
<p style="text-align: center;"><b>Head of Programmes / Senior Programme Officer</b></p>	<ul style="list-style-type: none"> <li>• Bring UNHCRs Safe Road Use strategy to the attention of all partners who are using UNHCR vehicles under the Right of Use agreement;</li> <li>• Ensures that Partners, using UNHCR vehicles under the Right of Use agreement: <ul style="list-style-type: none"> <li>○ Identify driver training needs and arrange appropriate training and retraining;</li> <li>○ Maintain all vehicles according to the Policy and Procedures for Maintenance &amp; Repair of UNHCR Vehicles, Generators and other Motorized Equipment (under review at the time of writing).</li> <li>○ Report all road incidents involving UNHCR vehicles in time according to the Administrative Instruction on Insurance;</li> </ul> </li> <li>• Participates in development and considers as part of the Country Operation Plan the inclusion and implementation of Safe Road Use principles in all planning activities;</li> <li>• Informs the Representative of all road crashes where personnel is involved or Partners using UNHCR vehicles under the Right of Use agreement.</li> </ul>
<p style="text-align: center;"><b>Field Security Advisor / Regional Field Security Advisor</b></p>	<ul style="list-style-type: none"> <li>• Advises and assists the Senior Managers in the country operation on their responsibilities related to implementation of ‘Vision Zero’, UNHCR Safe Road Use strategy and this Safe Road Use AI;</li> <li>• Raises awareness on safe road use in accordance with the</li> </ul>

	<p>Safe Road Use AI, UNHCRs road safety strategy and UNSMS Road Safety AI through briefings and trainings;</p> <ul style="list-style-type: none"> <li>• Ensures that any road crash that is reported to them is guided to follow SOPs in place so that appropriate support on scene and immediately after is actioned. This includes appropriate investigation by local law enforcement authorities, medical response at the scene and notification to management.</li> </ul>
<b>Medical Officers of Staff Welfare and Health Section</b>	<ul style="list-style-type: none"> <li>• Upon request, provides advise and assists the Senior Managers in the country operation on their responsibilities related to mitigation of occupational health and safety risks concerning road traffic incidents;</li> <li>• Provides periodic training on first aid in road crashes and provides information to UNHCR personnel on Safe Road Use;</li> <li>• Participates in development and implementation of the country Action Plans for Safe Road Use at their duty station;</li> <li>• Immediately reports all road traffic casualties (fatalities and injuries) involving UNHCR staff but not involving UNHCR vehicles to the Staff Welfare and Health Section;</li> <li>• Must maintain regular contacts with the Transportation Manager, the FSS and the Representative / Head of Office in their countries of responsibility to be aware of all relevant road safety incidents;</li> <li>• Advise and take appropriate care to those personnel who could have been injured in a road crash;</li> <li>• Ascertains UNHCR drivers medical fitness to drive every year;</li> <li>• Reports about UNHCR drivers medical fitness to the relevant manager and makes necessary accommodation suggestions in case of need.</li> </ul>
<b>UNHCR personnel</b>	<ul style="list-style-type: none"> <li>• Familiarise themselves with information regarding the UNHCR Safe Road Use strategy and this AI as well as good safe road use practices which are communicated through <a href="http://www.saferoaduse.unhcr.org">www.saferoaduse.unhcr.org</a>;</li> <li>• Apply and comply with all Safe Road Use principles whether on or off duty;</li> <li>• Comport themselves in a manner which will reduce road safety risks to themselves or others;</li> <li>• Report all road incidents in a timely manner;</li> <li>• Attend and complete all available Safe Road Use training relevant to their level and role.</li> </ul>
<b>Asset &amp; Fleet Management Section (AFMS)</b>	<ul style="list-style-type: none"> <li>• Takes into account safety features when selecting new vehicles;</li> <li>• Provides technical guidance and advice to field operations on vehicles to improve road safety;</li> <li>• Chairs the Safe Road Use Steering Group and in this role oversees the implementation of the Safe Road Use Strategy;</li> <li>• Through monthly reports, disseminates the road incident statistics processed by the HQ Insurance to the Steering Group, the Advisory Group, Field Security Service, the</li> </ul>

	Staff Health and Welfare Section and Inspector Generals Office.
<b>Field Security Service</b>	<ul style="list-style-type: none"> <li>• Encourages FSAs to actively support the implementation of country specific Safe Road Use action plans as approved by the management in each office;</li> <li>• Monitors the reporting of road crashes and alerts senior management to crashes in accordance with HQ Response and Support during Critical Security Incidents in the Field;</li> <li>• Provides guidance in the handling of road crashes and other security incidents that occur on roads;</li> <li>• Participates in the Safe Road Use Steering Group and in this role oversees the implementation of the Safe Road Use Strategy.</li> </ul>
<b>Staff Health and Welfare Section</b>	<ul style="list-style-type: none"> <li>• Supports a consistent response to safe road use across UNHCR country offices and operations by providing guidance on assessment and mitigation of occupational health risks related to Safe Road Use;</li> <li>• Supports the implementation of country specific Safe Road Use action plans through their regional offices;</li> <li>• Identifies opportunities to integrate safe road use into relevant occupational health and safety programmes;</li> <li>• Participates in the Safe Road Use Advisory Group and in this role assists the implementation of the Safe Road Use Strategy;</li> <li>• Participates in the Steering Group of Safe Road Use and in this role oversees the implementation of the Safe Road Use Strategy.</li> </ul>
<b>Safe Road Use Steering Group</b>	<ul style="list-style-type: none"> <li>• Oversees implementation of ‘Vision Zero’, UNHCRs strategy on Safe Road Use;</li> <li>• Identifies countries with a high number of road crashes and makes suggestions to put corrective measures in place to reduce the number of road crashes;</li> <li>• Promotes the compliance with this Safe Road Use AI within their respective streams;</li> <li>• Reviews monthly implementation of the Safe Road Use strategy and determines activities;</li> <li>• Disseminates information about Vision Zero and Safe Road Use to the Safe Road Use Advisory Group;</li> <li>• Evaluates yearly the progress of ‘Vision Zero’, UNHCRs strategy on Safe Road Use, and develops a yearly activity plan that supports the strategy implementation;</li> <li>• Identifies opportunities to promote and communicate about Safe Road Use and Vision Zero;</li> <li>• Identifies opportunities to integrate safe road use into UNHCRs core activities.</li> </ul>
<b>Safe Road Use Advisory Group</b>	<ul style="list-style-type: none"> <li>• Disseminates information about Vision Zero and Safe Road Use in their respective streams;</li> <li>• Shares the annual evaluation report within their respective streams;</li> <li>• Promotes implementation of the Safe Road Use AI in their respective streams;</li> <li>• Identifies opportunities to promote and communicate</li> </ul>



	<p>about Safe Road Use and Vision Zero;</p> <ul style="list-style-type: none"> <li>• Identifies opportunities to integrate safe road use into UNHCRs core activities within their streams and communicate these opportunities to the Safe Road Use Steering Group</li> </ul>
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**6. Available training and workshops**

- 6.1 At the start date of this AI the following trainings and workshops are available: Safe Road Use Staff and Management Workshops, ‘Road Safety’ in the Global Fleet Management Training e-learning modules and workshop programme but training and workshops are continuously developed.
- 6.2 Interested parties in training and workshops can request information from [VisionZero@unhcr.org](mailto:VisionZero@unhcr.org)

**7. Reporting of road traffic crashes**

- 7.1 All road traffic crashes involving a UNHCR vehicle, regardless of the severity, must be reported by the manager according to prevailing insurance rules and regulations<sup>4</sup>
- 7.2 All road traffic incidents, including crashes impacting UNHCR vehicles, UNHCR personnel and dependents on the road or elsewhere, in a compound, driveway camp etc. (IED attack, shooting, road crash, carjacking, etc.) must be reported by the manager to the Field Security Service, Staff Health and Welfare Service through the Head of Office, Administrative Officer and Field Safety Advisor. UNDSS should also be notified.
- 7.3 AI on Headquarters Response and support during Critical Security Incidents in the Field will be adhered to where serious injuries are involved. (UNHCR/AI/2015/19). All road traffic incidents, resulting in a staff member sustaining an injury or suffering an physical or psychological illness (as an immediate result of the incident or in the future) which he or she considers to be attributable to the performance of official duties must be reported to Admin or HR Officer in the Field or PAPS/HQs Liaison & Compensation Unit ([hqappdx@unhcr.org](mailto:hqappdx@unhcr.org))

**8. Investigation / Gross Negligence**

- 8.1 Investigation of Road Traffic Crashes
 

The investigation report from the police should be obtainable and provided with any follow up security incident report. This should be forwarded as per the reporting instructions.
- 8.2 When appropriate, details of Road Traffic crashes will be provided to the Inspector General’s Office in line with UNHCR/AI/2015/19 to determine if an investigation is warranted and their mandate as per IOM/FOM 009-010/2012. Where substance abuse (medication and alcohol) is suspected and believed to be a contributing factor, the medical service will be contacted as part of the investigation process.

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<sup>4</sup> IOM/079-FOM/080/2013, Policy on Use of Vehicles in UNHCR, 20 December 2013, para. 21: “[a]ccidents (...) involving a UNHCR vehicle must be reported immediately (...) in any case no later than within 24 hours, by the individual using the vehicle”; and UNHCR/OG/2015/9, Operational Guidelines for the Management and Use of UNHCR Vehicles, 19 June 2015, pp. 53, 88-89: “notification of an incident or accident should be made as soon as is reasonably possible after the event, but always within 72 hours of occurrence” by the concerned UNHCR office.”

- 8.3 Non-confidential findings that could be considered root causes of road incidents will be reported to the Steering Group as and when.
- 8.4 In the event of an investigation into a road traffic crash, findings that UNHCR personnel has failed by the terms of this AI may lead to administrative or disciplinary proceedings. In cases where gross negligence is suspected to be the cause of a road traffic incident, [IOM/086-FOM/087/2012](#) - Financial Responsibility of Staff Members for gross negligence may also be considered.

## **9. Incentive**

Awarding safe road use by drivers will be based on the driver bonus scheme as laid out in UNHCR/AI/2015/25 Safe-Driving Bonus.

9.1

## **10. Measurement of the AI**

- 10.1 The success of the AI will be measured by the decrease<sup>5</sup> in:
- Number of road traffic crashes involving UNHCR personnel;
  - Number of at-fault road traffic crashes involving UNHCR personnel;
  - Number of road traffic crashes involving Partners using UNHCR vehicles under the Right of Use agreement;
  - Number of at-fault road traffic crashes involving Partners using UNHCR vehicles under the Right of Use agreement;
  - Number of casualties (fatalities and injuries) involving UNHCR personnel, persons of concern or members of the community in which UNHCR operates.
- 10.2 An annual overview will be prepared by the Safe Road Use Steering Group based on the information collected from the Asset and Fleet Management Section, Field Security Service and Staff Health and Welfare Section.

## **11. Terms and Definitions**

- 11.1 Transportation Manager: All offices using UNHCR vehicles are required to designate a transportation manager (IOM/FOM N0.054/2013). The transportation manager will act as the Global Fleet Management counterpart for all fleet related issues and implement the Global Fleet Management procedures.

## **12. References**

- Vision Zero', UNHCR Safe Road Use strategy 2016 – 2021
- Road safety policy of the UN Security Management System (UNSMS)
- Policy on the use of vehicles in UNHCR
- Right of Use Agreement

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<sup>5</sup> Currently vehicle incidents are underreported in UNHCR. It is expected that the intended decrease will only be visible after 1 year of the issuance of this policy.

- Administrative Instruction on Insurance
- Policy and Procedures for Maintenance & Repair of UNHCR Vehicles, Generators and other Motorized Equipment (under review at the time of writing)
- Global Fleet Management Handbook
- UNHCR/AI/2015/25 Safe-Driving Bonus
- [IOM/086-FOM/087/2012](#) - Financial Responsibility of Staff Members for gross negligence
- UNHCR/AI/2015/19

### **13. Monitoring and Compliance**

This administrative instruction will be managed by Department of Emergency Security and Supply (DESS), Staff Health and Welfare, HR Staff Services/Division of Human Resources Management (DHRM), Asset and Fleet Management Section (members of the Steering Group for Safe Road Use). Compliance is mandatory.

### **14. Dates**

This Administrative Instruction is effective as of 1 September 2016. It will be reviewed on 1 September 2021, unless an earlier review or update is deemed necessary.

### **15. Contact**

The contact for this Administrative Instruction is ????

### **16. History**