

# LEADING THE WAY

with

# SAFETY & TECHNOLOGY

Mark Robinson / Murray Symons  
Symons Group  
IRTENZ CONFERENCE, Oct 2017

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**OMG!!!**

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Try to focus on getting better .....Never think we've made it.

Focus more on systems and processes and drive continuous improvement ...



Results take care of themselves.

# Work behind the scenes

- Governance role
    - Priority of safety in all meetings
  - Dedicated HSE resource focused internally / externally
    - HSE staff subcommittee
  - Incentive and recognition schemes with HSE
    - Driver Rep teams
-



# ★ RESULTS



ACC Tertiary WPSM  
Fleet Saver Gold Level  
Top few % of ORS for NZ  
First to trial in-cab fatigue cameras in NZ  
Very good LTI stats  
Low claims record - \$17k FYE '17

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What's the WHY?

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**Symons**  
GROUP







*Symons*  
GROUP



What gets people  
moving to the front of  
the chair?

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Whats our WHY?

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## Vision

# MORE THAN JUST TRANSPORT

## Mission

“Exceeding customer satisfaction with a commitment to Safety, Best quality equipment, a highly skilled motivated team and continuous improvement”

## Values

Safety, Team, Quality, Reliability, Presentation, Customer Focus and Continuous Improvement

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**Lucas**  
20-20





**Lucas**  
20-20

**SCANIA**

**SCA**





	
Pay	NGAERE PRIMARY SCHOOL
	\$ 500.00
Date	11 DEC-2014
Signed	
<b>Energy Services</b> 	
<b>Transport Services</b> 	







# Safety – HOW? CHALLENGES













Show  
me the  
money!!



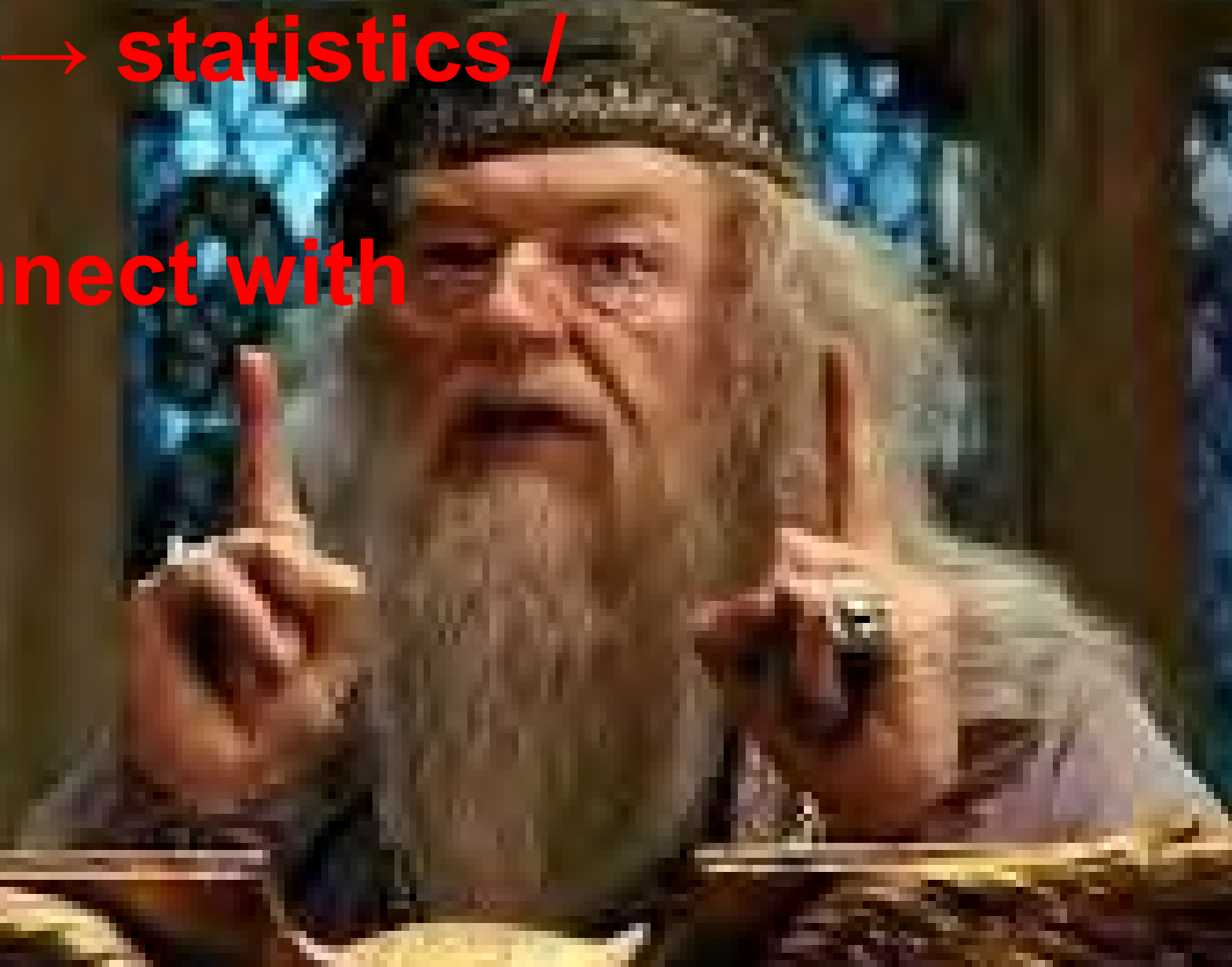
# SAFETY – HOW? SOLUTIONS

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- Be prepared to take the long road
- Have a plan
- Start with where you want to end and work back



- **Tell Story**
- **Sell Benefits → statistics / examples**
- **Make it connect with people**



- Show Leadership
- Focus groups - identify leaders
- Front foot potential agitators
- Training – no dummies









What do we do?  
How do we do it?  
What are the benefits?  
What are the challenges?

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seeingmachines



# Fatigue and distraction monitoring

Forward and rear facing cameras with facial recognition.

24hr international call centre monitoring in Arizona.

Phone call received within 2 minutes of activation if deemed as valid.

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start frame



detection frame





## Monitoring and Reporting

- Locations of units/clients products
- Driver Speed Management
- Driver ranking within the company
- Driver ranking with all other Eroad drivers in NZ
- Reductions in Insurance based on fleet ranking
- RUC Management

## Inspect / Servicing

- Daily vehicles pre and post checks
  - Repairs
  - Service planning
  - Compliance – COF – Rego – In Service Certs etc.
-

# Vehicle Leaderboard

1st Sep - 30th Sep 2017  
Trucks

Rank	Vehicle Name	Stars	Trend	Rank Change
1	207	★★★★★	→	0
2	206	★★★★★	→	0
3	228	★★★★★	↗	+1
4	205	★★★★★	↘	-1
5	226	★★★★★	↗	+8
6	212	★★★★★	↗	+5
7	237	★★★★★	↘	-1
8	211	★★★★★	→	0
9	225	★★★★★	→	0
10	241	★★★★★	↘	-3
11	246	★★★★★	↗	+16
12	235	★★★★★	→	0
13	227	★★★★★	↗	+4
14	222	★★★★★	↘	-4
15	234	★★★★★	↗	+3
16	224	★★★★★	↘	-2
17	236	★★★★★	↗	+11
18	213	★★★★★	↘	-2
19	242	★★★★★	↗	+5
20	204	★★★★★	↗	+5

Rank	Vehicle Name	Stars	Trend	Rank Change
21	230	★★★★★	↘	-2
22	217	★★★★★	↗	+7
23	221	★★★★★	↘	-8
24	232	★★★★★	↘	-19
25	223	★★★★★	↘	-5
26	244	★★★★★	↗	+4
27	245	★★★★★	↘	-4
28	218	★★★★★	↗	+3
29	243	★★★★★	↘	-8
30	229	★★★★★	↗	+2
31	238	★★★★★	↘	-5
32	219	★★★★★	↗	+6
33	208	★★★★★	→	0
34	220	★★★★★	→	0
35	233	★★★★★	↗	+5
36	240	★★★★★	→	0
37	216	★★★★★	→	0
38	203	★★★★★	↗	+1
39	201	★★★★★	→	New
40	209	★★★★★	↗	+1

Rank	Vehicle Name	Stars	Trend	Rank Change
41	239	★★★★	↘	-19
42	231	★★★★	→	New
43	215	★★★	↘	-8





### Driver Insights Report

**RANK** **Carl** 1st Sep - 30th Sep 2017  
**+10**



#### INSIGHTS

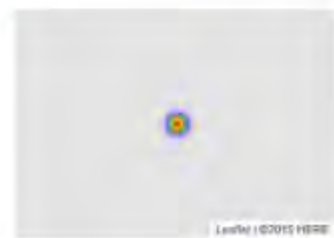
- Your fastest overspeed was 51 km/h near **Kupe 50km zone** at 11:10 on 15th Sep
- You had 1 Virtual Speed Camera violations, the worst location was at **Kupe 50km zone**, where you travelled 51 km/h in a 50 km/h limit.
- You travelled 98 km safely, with no poor driving events.
- Most of your idling was spent at the **Mangahewa D** location.

#### OVER SPEED PROFILE



#### RISK AREAS

- Speeding Locations**
- Virtual Speed Cameras**
- Kupe 50km zone (1)



### Driver Insights Report

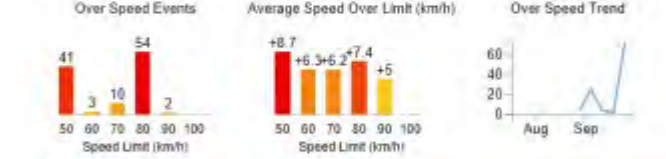
**RANK** **Marty** 1st Sep - 30th Sep 2017  
**-19**



#### INSIGHTS

- Your fastest overspeed was 95 km/h near **Arapuni Rd, Owairaka Valley, Waikato** at 21:55 on 2nd Sep
- You travelled 258 km safely, with no poor driving events.
- Most of your idling was spent at the **Near Wood Rd, Lichfield, Waikato** location.

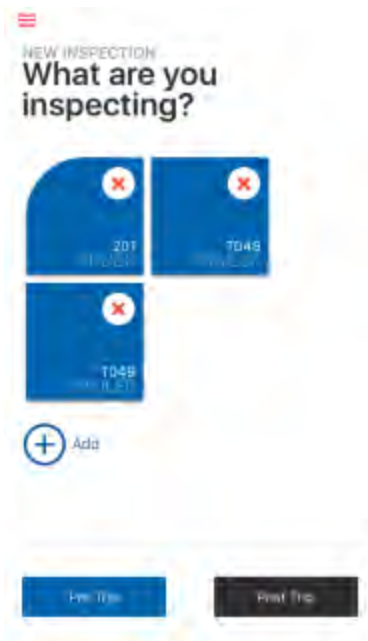
#### OVER SPEED PROFILE



#### RISK AREAS

- Speeding Locations**
- Sh 1, Putaruru, Waikato (10)
  - Twin Coast Hwy, Waiverua, Auckland (8)
  - Northern Hwy, Northcote Point, Auckland (5)
- Virtual Speed Cameras**





# easyEMPLOYER

- Live online rostering app
- Scheduling info to the drivers personal phone
- Communication of notices
- Timesheets/Payroll
- Leave Management
- Employee Skill set / abilities matched to jobs
- Work Allocation

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Time Clock

Transport > Driver Team > Pilot

Started Shift at 8:09 AM (0m ago)

0m Worked

[Add Message](#)

[End Shift](#)

WALDABILLI BIRENKO

Lunch Break 30m available

[Start](#)

Home, Shift, Mail, Timesheets, More

Location » Rosters » Mon 23rd Oct to Sun 29th Oct

Logged in as: Murray Symons

Published

23/10/2017 Day Week Fortnight User Role Depot

By Surname	Mon 23rd Oct <i>Public Holiday</i>	Tue 24th Oct	Wed 25th Oct	Thu 26th Oct	Fri 27th Oct	Sat 28th Oct	Sun 29th Oct	Grand total
Adams, Tony Max weekly shifts: 0		4:00am - 4:00pm D:11.5h B:30m Transport Driver Team Day Milk 227	4:00am - 4:00pm D:11.5h B:30m Transport Driver Team Day Milk 227	7:30am - 4:00pm D:8h B:30m Transport Driver Team Day Milk	7:30am - 4:00pm D:8h B:30m Transport Driver Team Day Milk			Roster hours 36.00
Bartle, Meg Max weekly shifts: 0	8:30am - 3:00pm D:8h B:30m Transport Scheduling Dispatch Team Dispatch Team member			8:30am - 5:00pm D:8h B:30m Transport Scheduling Dispatch Team Dispatch Team member	8:30am - 5:00pm D:8h B:30m Transport Scheduling Dispatch Team Dispatch Team member	8:30am - 3:00pm D:8h B:30m Transport Scheduling Dispatch Team Dispatch Team member	8:30am - 3:00pm D:8h B:30m Transport Scheduling Dispatch Team Dispatch Team member	Roster hours 40.00
Beard, Paul Max weekly shifts: 0		7:30am - 4:00pm D:8h B:30m Transport Driver Team Under Training	7:30am - 4:00pm D:8h B:30m Transport Driver Team Under Training	7:30am - 4:00pm D:8h B:30m Transport Driver Team Under Training	7:30am - 4:00pm D:8h B:30m Transport Driver Team Under Training			Roster hours 32.00
Billing, Kenneth Max weekly shifts: 0	3:00am - 3:00pm D:11.5h B:30m Transport Driver Team Day Milk 227		3:00am - 3:00pm D:11.5h B:30m Transport Driver Team Day Milk	3:00am - 3:00pm D:11.5h B:30m Transport Driver Team Day Milk	3:00am - 3:00pm D:11.5h B:30m Transport Driver Team Yard Staff	3:00am - 3:00pm D:11.5h B:30m Transport Driver Team Day Milk	3:00am - 3:00pm D:11.5h B:30m Transport Driver Team Day Milk	Roster hours 66.00
Biznar, Adam Max weekly shifts: 0	8:00am - 6:00pm D:12h Transport Driver Team Waikato Product Night 224	8:00am - 6:00pm D:12h Transport Driver Team Waikato Product Night 226	8:00am - 6:00pm D:12h Transport Driver Team Waikato Product Night 226	8:00am - 6:00pm D:12h Transport Driver Team Waikato Product Night 222	8:00am - 6:00pm D:12h Transport Driver Team Waikato Product Night 215			Roster hours 80.00

Search...		Published						23/10/2017	Day	Week	Fortnight	User	Role	Depot		
	Mon 23rd Oct <i>Public holiday</i>	Tue 24th Oct	Wed 25th Oct	Thu 26th Oct	Fri 27th Oct	Sat 28th Oct	Sun 29th Oct	Grand total								
Kupe Day	12:00am - 12:00pm D:11.5h B:30m Maddonald, Leon 205	12:00am - 12:00pm D:11.5h B:30m Potroz, Jody 205	12:00am - 12:00pm D:11.5h B:30m Potroz, Jody 205	12:00am - 12:00pm D:11.5h B:30m Potroz, Jody 205	12:00am - 12:00pm D:11.5h B:30m Potroz, Jody 205	12:00am - 12:00pm D:11.5h B:30m Haakma, Clayton 205	12:00am - 12:00pm D:11.5h B:30m Haakma, Clayton 205	Roster hours 241.50								
	3:00am - 3:00pm D:11.5h B:30m Graham, Carl 206	3:00am - 3:00pm D:11.5h B:30m Newport, Jason 208	3:00am - 3:00pm D:11.5h B:30m Qty: 1 206	3:00am - 3:00pm D:11.5h B:30m Newport, Jason 208	3:00am - 3:00pm D:11.5h B:30m Graham, Carl 206	3:00am - 3:00pm D:11.5h B:30m Graham, Carl 206	3:00am - 3:00pm D:11.5h B:30m Graham, Carl 206									
	4:00am - 4:00pm D:11.5h B:30m Po-Ching, Jade 207	4:00am - 4:00pm D:11.5h B:30m Po-Ching, Jade 207	4:00am - 4:00pm D:11.5h B:30m Po-Ching, Jade 207	4:00am - 4:00pm D:11.5h B:30m Van der vorm, Jeroen 207	4:00am - 4:00pm D:11.5h B:30m Van der vorm, Jeroen 207	4:00am - 4:00pm D:11.5h B:30m Van der vorm, Jeroen 207	4:00am - 4:00pm D:11.5h B:30m Van der vorm, Jeroen 207									
Kupe Night	12:00pm - 12:00am D:11.5h B:30m Haakma, Clayton 205	12:00pm - 12:00am D:11.5h B:30m Maddonald, Leon 205	12:00pm - 12:00am D:11.5h B:30m Maddonald, Leon 205	12:00pm - 12:00am D:11.5h B:30m Maddonald, Leon 205	12:00pm - 12:00am D:11.5h B:30m Maddonald, Leon 205	12:00pm - 12:00am D:11.5h B:30m Potroz, Jody 205	12:00pm - 12:00am D:11.5h B:30m Potroz, Jody 205	Roster hours 241.50								
	3:00pm - 3:00am D:11.5h B:30m Collins, Murray 206	3:00pm - 3:00am D:11.5h B:30m Collins, Murray 206	3:00pm - 3:00am D:11.5h B:30m Qty: 1 206	3:00pm - 3:00am D:11.5h B:30m Smith, Ivan 207	3:00pm - 3:00am D:11.5h B:30m Qty: 1 206	3:00pm - 3:00am D:11.5h B:30m Maddonald, Leon 206	3:00pm - 3:00am D:11.5h B:30m Collins, Murray 206									
	4:00pm - 4:00am D:11.5h B:30m Van der vorm, Jeroen 207	4:00pm - 4:00am D:11.5h B:30m Smith, Ivan 207	4:00pm - 4:00am D:11.5h B:30m Smith, Ivan 207	4:00pm - 4:00am D:11.5h B:30m Po-Ching, Jade 207	4:00pm - 4:00am D:11.5h B:30m Po-Ching, Jade 207	4:00pm - 4:00am D:11.5h B:30m Smith, Ivan 207	4:00pm - 4:00am D:11.5h B:30m Smith, Ivan 207									

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	12:00am - 12:00am D:11.5h B:30m Haakma, Clayton Transport Driver Team Kupe Night	12:00am - 12:00am D:11.5h B:30m Maddonald, Leon Transport Driver Team Kupe Night	12:00am - 12:00am D:11.5h B:30m Maddonald, Leon Transport Driver Team Kupe Night	12:00am - 12:00am D:11.5h B:30m Maddonald, Leon Transport Driver Team Kupe Night	12:00am - 12:00am D:11.5h B:30m Maddonald, Leon Transport Driver Team Kupe Night	12:00am - 12:00am D:11.5h B:30m Potroz, Jody Transport Driver Team Kupe Night	12:00am - 12:00am D:11.5h B:30m Potroz, Jody Transport Driver Team Kupe Night							
206	3:00am - 3:00am D:11.5h B:30m Graham, Carl Transport Driver Team Kupe Day	3:00am - 3:00am D:11.5h B:30m Newport, Jason Transport Driver Team Kupe Day	3:00am - 3:00am D:11.5h B:30m Qty: 1 Transport Driver Team Kupe Day	3:00am - 3:00am D:11.5h B:30m Newport, Jason Transport Driver Team Kupe Day	3:00am - 3:00am D:11.5h B:30m Graham, Carl Transport Driver Team Kupe Day	3:00am - 3:00am D:11.5h B:30m Graham, Carl Transport Driver Team Kupe Day	3:00am - 3:00am D:11.5h B:30m Graham, Carl Transport Driver Team Kupe Day	Roster hours 138.00	⚙️					
	3:00am - 3:00am D:11.5h B:30m Collins, Murray Transport Driver Team Kupe Night	3:00am - 3:00am D:11.5h B:30m Collins, Murray Transport Driver Team Kupe Night	3:00am - 3:00am D:11.5h B:30m Qty: 1 Transport Driver Team Kupe Night			3:00am - 3:00am D:11.5h B:30m Maddonald, Leon Transport Driver Team Kupe Night	3:00am - 3:00am D:11.5h B:30m Collins, Murray Transport Driver Team Kupe Night							
207	4:00am - 4:00am D:11.5h B:30m Po-Ching, Jade Transport Driver Team Kupe Day	4:00am - 4:00am D:11.5h B:30m Po-Ching, Jade Transport Driver Team Kupe Day	4:00am - 4:00am D:11.5h B:30m Po-Ching, Jade Transport Driver Team Kupe Day	4:00am - 4:00am D:11.5h B:30m Van der vorm, Jeroen Transport Driver Team Kupe Day	4:00am - 4:00am D:11.5h B:30m Van der vorm, Jeroen Transport Driver Team Kupe Day	4:00am - 4:00am D:11.5h B:30m Van der vorm, Jeroen Transport Driver Team Kupe Day	4:00am - 4:00am D:11.5h B:30m Van der vorm, Jeroen Transport Driver Team Kupe Day	Roster hours 161.00	⚙️					
	4:00am - 4:00am D:11.5h B:30m Van der vorm, Jeroen Transport Driver Team Kupe Night	4:00am - 4:00am D:11.5h B:30m Smith, Ivan Transport Driver Team Kupe Night	4:00am - 4:00am D:11.5h B:30m Smith, Ivan Transport Driver Team Kupe Night	4:00am - 4:00am D:11.5h B:30m Po-Ching, Jade Transport Driver Team Kupe Night	4:00am - 4:00am D:11.5h B:30m Po-Ching, Jade Transport Driver Team Kupe Night	4:00am - 4:00am D:11.5h B:30m Smith, Ivan Transport Driver Team Kupe Night	4:00am - 4:00am D:11.5h B:30m Smith, Ivan Transport Driver Team Kupe Night							



- Safer Drivers
    - Increased on road safety and awareness
  - Reduced Wear and Tear
    - 160 less gear changes over 40km test lap
    - 120,000 less gear changes per month
  - Reduced fuel usage
    - 10-16% fuel reduction = 1,400ltrs – 2,200ltrs per month
  - Increased Productivity
    - 2 minutes faster on test lap
    - 25 hrs per month
-



Driver comfort with live driver performance support  
Cab Strength / Safety  
Retarder System  
Electronic Break System  
Advanced Emergency Breaking  
Electronic Stability Program

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#### ADVANCED EMERGENCY BRAKE (AEB)

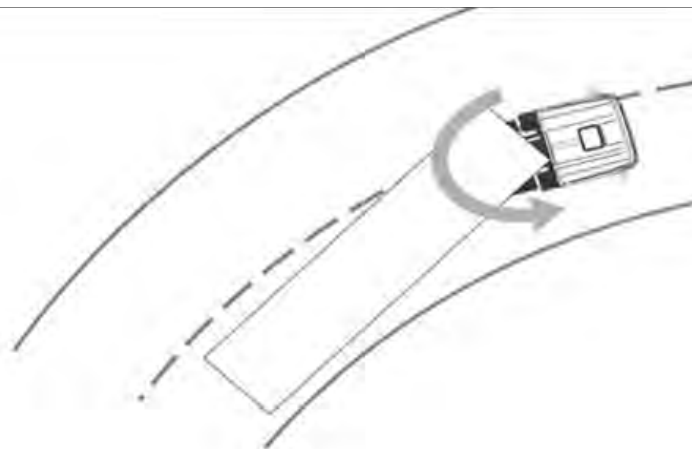
AEB is an advanced emergency braking system that uses camera and radar to register what is happening in front of the vehicle. The purpose of the system is, as far as possible, to prevent a collision with the vehicle in front.





### ELECTRONIC BRAKE SYSTEM (EBS)

Scania EBS (electronic braking system) gives you the best possible control of your braking. It provides instantaneous brake response with immediate application and release in direct proportion to pedal pressure. EBS greatly enhances stability in all conditions and eliminates much of the unnecessary stress associated with emergency stops. Such an immediate, balanced and stable response is not possible with even the most sophisticated pneumatic arrangement.



### ELECTRONIC STABILITY PROGRAMME (ESP)

Scania ESP (electronic stability program) greatly increases driving safety by monitoring key stability parameters and automatically triggering appropriate controls. Emergency situations or inappropriate speed can sometimes result in vehicle instability. This is especially hazardous for tractor-semitrailer combinations, where even momentary loss of driver control could have disastrous and very expensive consequences. Scania ESP is designed to work on wet or slippery roads, where under- or oversteering often occurs, and on dry roads, where the main risk is a roll-over resulting from excessive speed or adverse camber on bends.



### DRIVER SUPPORT

On the dashboard the drivers receive live feedback from Scania's Driver Support tool, showing drivers how braking, acceleration and gear-shifting affect fuel consumption and road safety.