



Innovative Strategies for the Road Ahead

Fleet Forum Toolkit Managing Crash Reporting & Analysis





Introduction

Aid and development organisations are largely dependent on road transport to deliver their programme objectives, including moving staff and delivering material assistance. That transport, however, contributes substantially to the risks faced by aid workers.

Road traffic crashes are the leading cause of death and serious injury to humanitarian staff, and present road safety risks to other road users too, often to the same populations that humanitarian workers seek to serve.

Humanitarian Fleet Management Standards

To help address this situation, Fleet Forum developed the Humanitarian Fleet Management Standards, a common standard for use by the aid and development sector. The standards, funded by the UPS Foundation, provide a framework that enables ownership in managing road risk, which can be adhered to in a consistent way by fleet operators.

They were developed based on good practices from a cross-section of fleet-operating organisations and adapted to the aid and development context, and are intended to support organisations to better manage and operate their vehicle fleet to realise cost efficiency, programme effectiveness, safety and environmental impact.

Through the Humanitarian Fleet Management Standards, Fleet Forum aims to change the way the aid and development sector manages work-related road risk by:

- Encouraging and facilitating the aid and development sector to adopt wider road safety good practices from all sectors.
- Improving road safety management through design, development and distribution of appropriate tools.
- Increasing the awareness of road safety risk and ensuring road safety is considered as important as programme delivery and cost efficiency.

This approach supports the objectives of the Road Safety Strategy for the United Nations System and its Personnel ([UNRSS](#)).

UN Road Safety Strategy

The United Nations developed a UN-wide strategy to address its road risks. Entitled the Road Safety Strategy for the United Nations System and its Personnel (UNRSS), it aims to reduce the level of road traffic fatalities and injuries caused by UN and partner vehicles by managing the interaction between speed, vehicles, road infrastructure and road-user behaviour in a holistic way.

The UNRSS includes an Action Plan to realise these objectives that is built on these five pillars:



Crash Reporting

To reduce and prevent road crashes, it is essential to understand the scale and underlying causes of the problem. The only way to do that is through effective and complete road crash reporting and analysis.

Crash reporting is included in the UNRSS Action Plan under Pillar 1 (Road Safety Management), which lists the specific activities required to strengthen road crash reporting practice.

Road Safety Strategy for the United Nations System and its Personnel

Action Plan Pillar 1- Improving road safety management

Vehicle crash data play a vital role in the identification of road safety problems, selection of countermeasures, and evaluation of the effectiveness of the related policy, programmes and interventions. There is an absolute requirement for the collection of system-wide reliable vehicle crash data.

Action 1.3: Improve the collection and management of system-wide road crash data

Strengthen the reporting and recording of vehicle crashes across the system as follows:

- Develop a standard crash reporting form based on the agreed taxonomy; Develop a standard investigative and/or fact-finding protocol and procedure;
- Establish a centralized road crash database, by either amending the [SSIRS](#) or developing a new, simple online/application-based reporting tool under the responsibility of [UNDSS](#); and
- Develop Standard Operating Procedures for reporting, recording and managing vehicle crashes and establish a chain of responsibility to achieve strong compliance with the requirements in line with each organisation's Occupational Health and Safety Strategy and the duty of care for the individuals involved in the crash.
- Conduct periodic crash analyses and continuously inform all involved organisations about road safety situations as well as the actions taken and the results.
- Establish a lesson-learned mechanism providing evidence-based information to support training and awareness campaigns.

<https://www.un.org/undss/roadtosafety>

Purpose of this toolkit

This Managing Crash Reporting and Analysis Toolkit is designed to help organisations meet the crash reporting and analysis requirements of the Humanitarian Fleet Management Standards and Action 1.3 in the UN Road Safety Strategy. It provides guidance on what to do following a crash; from actions the driver (or passenger) should take at the scene to investigating a crash and acting on lessons learned. It also emphasises the value of 'good catch' or 'near miss' reporting – a tool to help identify reasons for crashes before they happen.

Fleet Forum's Humanitarian Fleet Management Standards and the UN Road Safety Strategy require organisations to:

- **Capture, investigate and analyse** road traffic crash information that results in injury or damage to vehicles and property.
- **Keep a log of all crashes, incidents and near misses**, including details of evidence required to investigate an incident.
- **Continuously inform involved organisations and stakeholders** (including subcontractors) about road safety situations, any actions taken and the results.
- **Establish a lessons-learned mechanism** with remedial measures to help prevent reoccurrence of similar incidents.

This toolkit and the information, systems and tools it offers will help organisations to develop a new crash reporting policy or strengthen and review its existing policy. A sample crash reporting policy, template data collection and crash analysis and investigation forms are also provided.

This toolkit has been prepared in consultation with the insurance industry. The information-gathering forms have been developed to ensure that an organisation can also capture information needed for an insurance claim.

Who should use this toolkit?

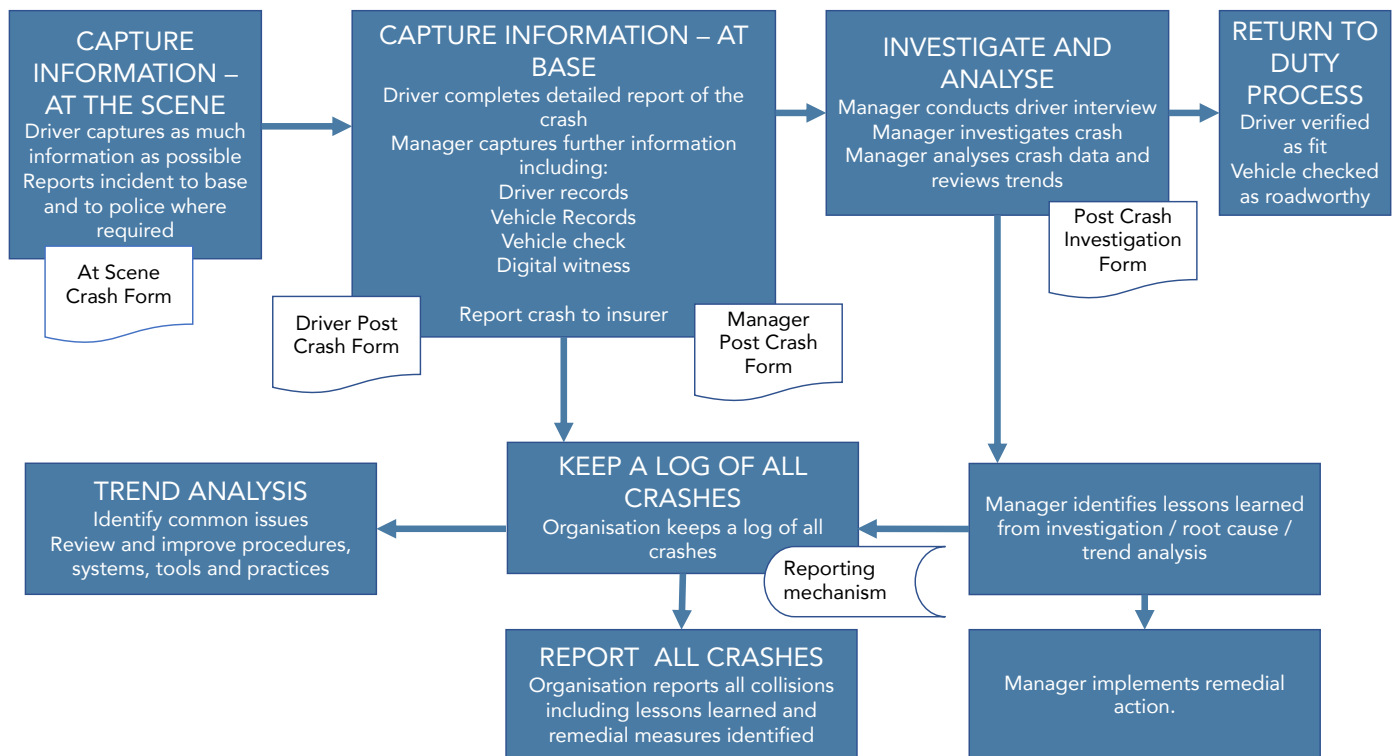
This toolkit is designed for organisations that manage a vehicle fleet and that need to establish a crash reporting and analysis policy and supporting procedures. It is relevant for those responsible for reporting as well as investigating and analysing crashes.

Aid and development organisations will also find this document useful when providing guidance to their contractors.

How do I get started?

The first step is to identify if the organisation has road safety policies and procedures in place, and if it undertakes crash reporting today. If so, the toolkit can help an organisation to strengthen its existing crash reporting procedures or implement new ones.

This Crash Management and Reporting flow chart illustrates the steps that should be taken in the event of a road crash:



Step-by-step guidance

Separate sections of this toolkit include detailed guidance on:

- Preface: The Importance of Crash Reporting & Analysis
- Part I: How to Prepare for Crash Reporting and Analysis
- Part II: How to Report a Crash
- Part III: How to Analyse Crash Data
- Crash Reporting & Analysis Supporting Tools

What must I do to comply?	When must I do it?	Where do I look?
Report all crashes and near misses (or good catches) to your organisation	On a frequency as defined in your Crash Reporting Policy	Part 1
Capture, investigate and analyse road traffic crash information that results in injury or damage to vehicles and property	Each time a crash occurs	Part 2
Maintain a log of all crashes and near misses (or good catches)	The log shall be updated each time a crash occurs	Part 3
Learning from Incidents process	Ongoing	Part 3
Include lessons learned and remedial measures in reporting	On a frequency as defined at your management review meetings	Part 3