Global PE PS&S Guidance - Road Safety

This document contains specific guidance on the implementation of the requirements contained in Section 3 of The Nokia Global PE PS&S Standard - Road Safety.

Author	Sameh Eisa
Owner	Sameh Eisa
Approver	Paulo Conceicao
Organization	CPO PE PS&S Health & Safety Central Team
Document¬ type	Internal
Document version	Version 3.0
Document ID	SP-44ISPA3ISPS4-1013285096-233
Document location	CPO PE PS&S SharePoint

Requirements

Drivers

Section 3.1 **All drivers** who drive as part of their business for Nokia must:	
Hold a valid license for the country or countries in which they are required to drive on Nokia business.	Nokia Needs to make sure that all drivers hold a valid licence for the vehicle and type of driving that they undertake, this may mean physically checking these on an annual or more regular basis or keeping a physical record of every driver's licence. The need and ability to do this needs to be determined by considering: • The strength of the state licensing in the country – if the regime is robust there may be no need for any action by Nokia • The legal ability to request and store such information In most cases Nokia would not conduct this check on behalf of suppliers, however, we need to check that all suppliers have sufficient arrangements in place to track the licence status of their own drivers. Special care should be taken over expatriate staff to ensure that their licence is valid in the country in which they are working. The responsibility to check this lies with the local employing team supported by PE PS&S Ops.

Make sure that their driver's license is available for inspection by Nokia or its partners at all times.	The presence of a licence is one of the first items checked in the event of a motoring offence or accident. All drivers need to be able to demonstrate the status of their licence at all times. This should be checked by site inspections, audits and spot checks.
Be medically fit to drive. At minimum eyesight must be verified as suitable for driving and any condition that could significantly impair their ability to drive is declared.	Medical illnesses can have a significant effect on the ability to drive safely. In some countries, the testing of eyesight and the notification of such medical conditions are part of the licensing process. Where this is robust and trusted there is no need for action by Nokia, but where this is not the case, Nokia needs to make arrangements for similar provision. Those arrangements could be established by designing, developing and implementing a set of requirements as part of the localization process to address the lack of local regulations or enforcement to the best practices known in the industry.
Must inform their employer at any point when they are no longer considered fit to drive.	This needs to be clearly communicated as a condition of employment, should a person not declare a medical condition that has the potential to or has led to an incident this will be considered misconduct. In some countries, personal data protection makes implementing this requirement difficult. Where this is the case, this decision needs to be supported by the local legal counsel filed along with the local process.
Receive additional training where required. This is mandatory for 4X4 vehicles and towing of trailers.	Appendix 1.3 contains requirements for both types of specialist training and should be reviewed against this. Where the need for this kind of additional training is determined by risk assessment, legal requirement, or customer requirement, it should be delivered and maintained before drivers are permitted to engage in those activities.
Maintain a mandatory record as part of the fleet management process that identifies a driver assigned to a vehicle.	This record could be stored electronically or in a hard copy, either way, it should record and track the driver of the vehicle at any given time, on any given day.

Section 3.2 **PERSONAL Behaviours -** All drivers who drive as part of their business for Nokia must abide by the following rules at all times:	
Must **not** exceed the speed limit or drive at a speed that is unsafe for the road, vehicle, or traffic conditions.	If local speed limits are sufficient and robustly enforced this is an obvious statement, but in many locations, this is not the case. Speed is a significant contributor to the cause and more frequently, the severity of the incident. Where needed Nokia speed limits may be defined, communicated, and enforced. As vehicle monitoring equipment becomes more common this will become more widely used.
Must wear a seat belt at all times when driving or travelling in a vehicle.	This rule applies to all seats – front and rear. If there is not a seat belt for the seat it will not be used to transport passengers.
When driving, ensure that all passengers wear seat belts at all times.	Implementing this enforces on the driver their responsibility for the passengers of the vehicle. If all passengers are not wearing seat belts the driver should not drive off.
Must only transport people in seats that are designed for the transport of people.	It is the driver's responsibility to ensure that no persons are transported in the vehicle if they are not able to sit on a designated seat. If there is no seat available, the person cannot travel, and alternative arrangements should be introduced.
Must **not** talk on the phone whilst driving whether or not hands-free is available.	There are no exceptions to the rule. Drivers should be discouraged from making calls at all when driving. Where it is foreseeable and current business practice for people to be expected to be contactable whilst driving, useable and effective hands-free equipment needs to be provided and only to inform the caller that he/she is engaged in driving activity and will be able to call back when he/she is able to park in a safe place.
Must **not** text while driving.	Texting is banned while driving, driving requires a great deal of attentiveness and focus and this is not to be interrupted by texting and distracting the driver's focus off the road.
Must **not** transport unauthorized persons.	The carrying of passengers not related to work purposes is prohibited. i.e., hitchhikers, family members. Despite this practice being considered normal

	and routine in some countries. This practice should not be knowingly permitted. An authorised person is someone who is assigned to the task. Otherwise, a process has to be put in place for this to be approved, examples could be an individual from the customer, or a supplier. Transportation of any person in the vehicle that is not in a designated seat with a seat belt is strictly prohibited under all circumstances. Instances of this being breached should result in disciplinary proceedings.
Must **not** operate a vehicle while impaired by alcohol, drugs, or prescription medications.	This includes legal prescription drugs that can impair performance. The level of implementation of this requirement is determined by local culture, where abuse is common in society formal testing should be considered as part of the standard localization.
Must ensure that they are mentally and physically fit to operate a vehicle.	When the local regulations are absent or not enforced to maintain reliable verification of the mental and physical condition of the driver. The localization of the standard has to take into account the design, development and implementation of the controls that maintain this requirement.
Ensure vehicle safety features and equipment are checked prior to use.	A list of items that a user should be required to check prior to using the vehicle is included in the Appendix. Where the vehicle is under constant use and expecting to travel in excess of an average of 3000 km/week this check should be documented and recorded, and the driver should receive training in the completion of the checks.

Section 3.3 **Nokia business** units must ensure that:	
Safe driving behaviours are clearly communicated to all drivers.	Despite being clear and obvious these expectations are often not met, some are routinely broken, for this reason, the seriousness with which Nokia takes them needs to be communicated through multiple channels and reinforced at regular intervals.
Drivers confirm they understand the rules.	A signature stating that they have read and understood these is not sufficient. There should be elements of testing involved to ensure that the message is clearly understood. This is especially important. Using modern tools are very beneficial now to educate team personnel and drivers, as in using online quizzes or Microsoft and google forms as learning aids for classroom education and to maintain continuous learning.
There is a process to monitor compliance, enforcement, and where necessary personal consequences.	It is not possible to hold someone accountable for their actions if they have not been informed of the consequences. Failing to display these behaviours should result in disciplinary action, repeated non-compliance should result in termination of contracts or by applying adequate discipline as per the statutory regulations in cases of repeated breaches to Health and Safety requirements.
Business processes and scheduling pressures do not place drivers in a situation where they are forced to break the rules.	It is the responsibility of everyone in the business to ensure that no one is put in a position that in order to complete their job they need to put themselves at risk by breaking the requirements of this standard. Where a situation such as this takes place, then the reasons behind it should be investigated and the appropriate action is taken to prevent its recurrence.
Drivers are provided with all reasonable tools and equipment to allow them to meet these requirements.	Drivers can only comply fully with the requirements if they are provided with the right tools and support, key examples of this are:

	• Vehicles with suitable and working seat belts. • Availability of hands-free telephony equipment. • Access to maintenance teams to vehicle maintenance. Sufficient timing in schedules to allow breaks.
Section 3.4 **Driver training** is determined by the level of risk to which a driver is exposed, but as a minimum, the following training elements are required for all drivers:	
A basic driver safety induction is included that covers the requirements of this standard.	Driver induction may be considered as part of the overall induction program but has to cover these elements at least. The induction for drivers will need to be separate in the following cases: • Where there are specific arrangements for administration • Where there are specific or enhanced customer requirements • Where the general driving standards in the country require that the drivers will foreseeably be expected to drive with a general standard of driving in the country • In locations where the rules listed in 3.2 are routinely broken • Where local legislation requires employee consultation regarding disciplinary procedures for the breach of H&S rules Appendix 1.2 contains details of defensive driver training Appendix 1.3 contains details of 4x4 driver training Appendix 1.4 contains details of training that should be delivered to those people who tow trailers or trailed equipment.
Highlight of the risks associated with driving for business and the appropriate controls to reduce that risk.	
Address the arrangements in the locations that they are working for, the provision of the driver license, the medical and endorsement details.	
The consequences for not complying with the Nokia standards, in particular individual behaviours listed in 3.2.	

Vehicles

3.5 **All vehicles** used on Nokia business must:	
Be suitable for the intended use. This is determined by the number of people to be transported, the distances intended to be driven, the tools and materials that will be transported, the nature of the roads that will be driven and the vehicles that are readily available in the country. At minimum: • All seats that will be used by passengers must have a three-point attachment seat belt fitted. • All seats must be fitted by the manufacturer. • Have headrests for all seats fitted by the manufacturer. • Have suitable tyres for the road conditions, including, where required by law or the risk assessment the provision of winter/snow tyres and /or chains. • Have appropriate load-carrying capacity for tools and materials. • Have fixed segregation between load-carrying areas and the passenger compartments. • Be fitted with the required registration plates and identifiers required by the local state, region.	The use of vehicles across Nokia varies, as do the road conditions, locations visited, and the types of equipment and tools transported. It is rare that one specification of vehicles will be suitable for all purposes. When selecting vehicles or reviewing suppliers, contractors or partners' vehicle selection, the factors associated with its use should be considered. This list represents the minimum requirements for any vehicle used for business travel in Nokia, by Nokia staff, contractors or partners. Any deviation from this list of requirements has to be documented and agreed upon with PE S&S Ops.
Be appropriately maintained, in line with the manufacture and local legal requirements.	Well maintained vehicles are not only safer but more reliable. Annual road worthiness tests are common, but they may not be sufficient.

	Where these are insufficient for the risk posed by the type of use this should be supplemented by risk-based servicing.
Be adequately insured for all uses and drivers in the country or state in which they are being used.	Additional insurance policy or review of current policy would be considered for new risks that was not present before and were identified afterwards.
Must be subjected to regular "user checks" which are documented and cover: • Seat belts. • Lights • license plate. • Tyres. • Windscreen condition • Washer bottle level. • Oil and water levels. • Brakes. • Unusual noises or emissions. • Any vehicle tracking devices and systems. • On-board monitoring systems and warning lights. • The findings resulting from the user check must be corrected before the commencement of the journey.	The frequency and method of the checks are not mandated by this standard. Vehicles that are in constant daily, heavy use – i.e., cover more than an average of 200 km/day it is sensible for this to be completed on a checklist such as the one in the appendix. This should be recorded and maintained by the driver. If a vehicle is driven by multiple drivers the check should be completed at every change. Where a daily check is not considered necessary a weekly or monthly check is considered sufficient. The intention of implementing a daily check is not to create a record-keeping process but to encourage the driver to take responsibility for their vehicle. The focus of any inspection and monitoring regimes should be on the status of the items listed on the vehicle, not the records themselves. Analysis of the records will allow common failures to be identified and then prevented. Instructions should be given on the completion of these checks to ensure that the drivers know what they are looking for – what is acceptable and what is not.
Use of motorbikes (two-wheelers) and three-wheelers are prohibited.	Example for Three wheelers are Tuk Tuk and Rickshaw.

3.6 **When selecting vehicles:**	
for new projects, fleet replacement or specifying vehicles for use by suppliers the following vehicle features must be considered: • Antilock braking systems. • Driver and passenger airbags. • Vehicle monitoring and speed limiting devices. • Vehicle safety ratings.	At present, this Nokia standard covers the “minimum” expectations for a vehicle only. These will routinely be exceeded in many countries and projects. This list of items is specific features that add an additional level of safety to the vehicle and should be considered. These are likely, in time to become requirements. Also, it should be understood that these requirements are already adopted in many countries as mandatory either by the local legal requirements or the local Nokia localization if Road Safety Standard due to country risk factor or by the customer.

3.7 **Nokia requires:**	
Supplier vehicles to have an operational IVMS system fitted for their vehicle while performing for the Nokia project. Vehicles include supplier vehicles whether owned or leased for project-related purposes. When selecting the systems used it must be legally approved for use in the country. Where IVMS systems have been installed, the system must be able to record and report on the following parameters: • Real-time GPS location of the vehicle. • Prior GPS locations of the vehicle, allowing for the journey and routing to be recorded including speed, harsh braking, rapid acceleration, driver fatigue, driver attentiveness, vehicle idle and fuel consumption. • Fitted in such a way that it cannot be easily removed from the vehicle or disabled. • The data that can be uploaded to provide a continuous history of the vehicle's use and driver behaviour. • Allow all relevant data – preferably remotely, to be extracted and held securely. • All suppliers, must on request, make any monitoring data available to Nokia. • Data cannot be erased without authorization.	This requirement is meant to enhance the driver behaviour and subsequently help in the reduction of road incidents by reducing the frequency and severity. It is not meant to be used to collect unlawful personal data. This requirement covers the vehicles used within the scope of Nokia field operations and does not address the benefit vehicles of Nokia or its suppliers. This requirement covers the vehicles used for the scope of Nokia field operations used by Nokia personnel and service suppliers. Country Localized Road Safety Standard has to be revised to accommodate the new requirements in terms of local legislation, country-specific matters and customer requirements in case they have higher requirements than Nokia.
3.8 **Exceptions to IVMS requirements**	
Exceptions to IVMS requirements must be made in writing stating reasons and business justification and sent to the Head of PE People Safety and Security for final resolution.	It is likely that the exceptions are related to direct privacy laws that prevent the use of IVMS systems.

3.9 **To meet the appropriate usage** of the Vehicle Tracking System the following process must be implemented:	
• The parameters that are measured are clearly defined. • Its presence and use are made clear to all the users. • Regular reporting of data is established against set parameters, and the data is used proactively to monitor and enforce positive driver Behaviour. • A process of review and management is implemented to ensure that where driver behaviour is not compliant, an action is taken to address the situation or through the disciplinary process.	In-Vehicle tracking systems do not in isolation improve road safety, in order to effectively contribute to reducing the number of incidents and the severity of incidents, their implementation has to be accompanied by a process to use the information that is produced.
3.10 **Nokia requires compliance** with the following procedures and reporting requirements:	
• In the event of a road safety incident, the IVMS data must be provided to Nokia to support the incident investigation. • Where data from IVMS systems cannot be provided upon request then consequence management proceedings may be taken against the supplier or individuals involved. • Upon request, the supplier must provide Nokia with the IVMS data across the supplier fleet. This data must evidence the proactive use of IVMS data to monitor and improve driver behaviour. When privacy laws prevent the disclosure of the individual's identity, then the report may be redacted to be anonymous.	

Journeys

3.11 **Nokia teams must** use risk-based approach to determine appropriate rules and guidance related to business journeys which are defined by business unit, region, country, or area including:	
• Distances and hours have driven. Drivers must take at least 15 minutes to break every two hours of driving and have a total of 45 minutes of rest every 4 hours of driving. • Total hours worked by drivers. For each day and week. Drivers must not routinely drive for more than 8 hours in one day or 40 hours in one week. • Designated roads, regions, or areas where road and/ or traffic conditions make travel by road more dangerous. • Details of who is authorized to be transported in the vehicle.	Setting rules on how journeys are planned at a global level is not possible due to the variances in factors. The items listed here are the basic areas that can easily be defined and controlled. Any rules defined in this area has to be: • Simple to understand and to comply with • Be clearly communicated in training • Be assessed prior to implementation for their business impact • Use research of what other fleet operators in the country implement. In some cases, or where the process is new, a formal documented process may be required that involves a team leader or line manager signing off for particular journeys. The working day for other passengers may not include their travel time as they will effectively be resting, but if the driver is working as part of the team on-site, then they should have a mandatory period of rest prior to returning. Rest requirements for those drivers who are also working as part of an active team on-site are required to be specified i.e., those that are not working as dedicated drivers.

3.12 **All Nokia teams** must define rules for business journeys that cover:	
• Night driving. • Considerations for extreme weather. • Designated roads, regions, or areas where road and/ or traffic conditions make travel by road more dangerous. • The specific arrangements that take into account specific personal security risks. • Additional arrangements are in place, clearly communicated and regularly tested for travel through regions or areas that pose a high level of personal security risk to individuals or teams.	
3.13 **Nokia business units** must ensure that adequate arrangements are in place for drivers in the event of an emergency or breakdown, as a minimum this means:	
• There are breakdown and response services or arrangements in place to cover all areas and times of operation. • All drivers must be made aware of these arrangements. • Additional arrangements are in place, clearly communicated and regularly tested for travel through regions or areas that pose a high level of personal security risk to individuals or teams.	

3.14 **Only authorized people**	
Are permitted to be transported in vehicles being used on NOKIA business. It is the responsibility of the driver to ensure that only authorized people are transported.	
3.15 **Any additional arrangements**	
Any additional arrangements must be clearly communicated to all drivers.	

1.2 Defensive Driver Training Requirements

Defensive Driver training, which may be called advanced driver training is intended to increase the ability of the driver. Where determined by a risk assessment or customer requirement the training that is delivered should meet the following requirements.

Nokia does not currently specify who should receive defensive driver training, but it should be considered, where it is available for the following groups:

- Drivers driving more than 25,000 miles / 40,000 km / year.
- Professional drivers – those whose only role is to drive other Nokia staff or contactors.
- Those drivers who routinely drive on the busiest and more dangerous roads in a country.

Content

The course should cover:

- Advanced driving techniques for car control – gear selection, braking and steering.
- Dealing with adverse weather conditions and poor road surfaces.
- Anticipation and awareness of other road users.
- Hazard spotting and dynamic risk assessment.
- Speed assessment and judgment.
- Managing space and time, in front and behind.
- Use of signals and road position to indicate to other road users your intention.
- Measures for particular types of roads taking into account the road conditions in-country.
- Fatigue – how to spot the signs of and manage it.

Delivery Method

- Be delivered by a specialist provider or a trainer who has received specific training to deliver the content.
- Be at least 50% practical, with the practical element taking place on similar road conditions and using the same types of vehicles that the drivers use on a daily basis.

Testing

- The course should test understanding and application.
- Where possible this test should be repeated at a future date to ensure that the training has influenced behaviours.

Refresher Period

Nokia does not set a minimum refresher period for specialist training, this may be determined by the provider or the country risk profile, where this is not the case then the following can be used as a guide:

- Refreshed every 3 years or at such time as the individual:
  - Is involved in an incident where a different course of action would have prevented it.
  - Has demonstrated consistent poor performance in this area.
  - Has raised a question themselves about their confidence to drive the vehicle.
  - Has not utilised the skills extensively within the period and now faces the need for the skills on a regular basis.
- Training should also be reviewed and repeated:
  - If the investigation into an incident indicates a common lack of knowledge.
  - If new techniques or methods are introduced.

1.3 Off-Road Driver Training Requirements

4x4 driver training is not required for everyone who drives a 4x4 vehicle but should be delivered in the following circumstances:

- Any driver who is driving a 4x4 vehicle on an un-surfaced road, even if the vehicle does not need to be placed into a 4-wheel driving capability. This is because most 4x4 vehicles, when four-wheel drive is not engaged, are rear-wheel drive and behave differently on loose surfaces.
- Any driver who requires the 4-wheel driving capability of a vehicle to access difficult sites or drive on roads where adverse weather conditions are commonplace.
- Any road where the driver will need to use the 4-wheel drive because of the gradient or the surface condition of the road.

Content

The course should cover as a minimum:

- The principles of off-road driving – vehicle control, the effect of gradient and surfaces, the center of gravity of the vehicle and how to control a skid.
- The use of low range, differential locks and freewheel hubs.
- The principles of control on steep gradients.
- The assessment of routes and surfaces prior to accessing them.
- Inspection and maintenance of vehicles for use off-road.
- Limitations of off-road vehicles.
- Transport of tools and materials when travelling off-road.

Delivery Method

Whilst some areas of the course can be covered in a classroom the majority of the training should be delivered in the vehicle on suitable terrain to demonstrate the techniques being covered.

Practical training should ideally be delivered 1-2-1 but can be delivered on a ratio of 3 attendees to 1 trainer, provided that all delegates have sufficient time to practice and demonstrate understanding of the techniques.

Refresher Period

Nokia does not set a minimum refresher period for specialist training, this may be determined by the provider, where this is not the case, then the following can be used as a guide:

- Refreshed every 3 years or at such time as the individual:
  - Is involved in an incident where a different course of action would have prevented it.
  - Has demonstrated consistent poor performance in this area.
  - Has raised a question themselves about their confidence to drive the vehicle.
  - Has not utilised the skills extensively within the period and now faces the need for the skills on a regular basis.

- Training should also be reviewed and repeated:
  - If the investigation into an incident indicates a common lack of knowledge.
  - If new techniques or methods are introduced.
  - If the type of vehicle routinely used or roads travelled change significantly.

1.4 Trailer and Trailed Equipment Training Requirements

Trailers and trailed equipment affect the way in which a vehicle responds, understanding this is essential to towing a trailer or trailed equipment safely.

Trailers are not heavily used in Nokia and their type and use vary; therefore, this guidance needs to be tailored to the local environment, however, the principles here are general and hold true in any country in the world.

Content

The training should as a minimum cover:

- Key principles in towing a trailer and the effect of towing on the vehicle.
- License and testing requirements for the country.
- Types of trailers and their characteristics in particular:
  - Braked and un-braked
  - Single and multiple axels
  - Weight distribution and loading requirements.
- Inspection and maintenance requirements.
- Attachments and their inspection.
- Safe methods for attaching and detaching including the use of static braking systems and chocks.
- Safe working loads.
- Loading and attaching tools and materials.
- The effects of unstable materials – in particular the effects of liquids when towing fuel bowsers.
- Stopping distances and cornering.
- Turning circles and reversing.
- Attaching, detaching, reversing and the use of banks men.

Duration Refresher Period

Nokia does not set a minimum refresher period for specialist training, this may be determined by the provider, where this is not the case the following can be used as a guide:

- Refreshed every 3 years or at such time as the individual:
  - Is involved in an incident where a different course of action would have prevented it.
  - Has demonstrated consistent poor performance in this area.
  - Has raised a question themselves about their confidence to drive the vehicle.
  - Has not utilised the skills extensively within the period and now faces the need for the skills on a regular basis.

- Training should also be reviewed and repeated:
  - If the investigation into an incident indicates a common lack of knowledge.

1.5 Vehicle Inspection Requirements

There are three levels of vehicle inspection that need to be implemented in order to ensure that vehicles remain in good and safe working order.

<table>
<tr><th colspan="2">User Inspection</th></tr>
<tr><td>Pre-Use – Daily or at change of driver
Lights and license plate – clean, working and in good condition.
Windscreen and wiper condition.
Mirrors.
Tyres – tread depth, damage and visual inflation level.
Windscreen and washer bottle level.
Oil and water level checks.
Brakes – function of.
Seat belts – presence and function.</td><td>Weekly / Monthly – Documented
Tyre pressures.
Oil and coolant level.
Windscreen and wiper conditions
All lights and bulbs.</td></tr>
<tr><th colspan="2">Annual – 10000 miles/15000 km – Mechanical Check</th></tr>
<tr><td>All vehicles:
Tyre condition and tread depth.
Wheel bearings.
Suspension bushes, joints, and pivot points.
Brake disks, pads/ shoes.
Exhaust.
Air filter.
Seat belt fixing points and operation.
Windscreen, wipes, and mirrors.
Oil / coolant level and quality.
Transmission oil levels.</td><td>Where applicable:
Towing connections.
Towing lights.
Lashing points / hooks.
4-wheel drive engagement and freewheel hubs.
Vehicle tracking systems.</td></tr>
</table>

Ver	Status	Date	Author	Owner	Reviewed by	Reviewed date	Approver	Approval date	Description of changes
1.0	Approved	2014.05.29	Andrew Eadie	Andrew Eadie	Gareth I Davies	29-05-2014	Gareth I Davies	2014.05.29	Approved
2.0	Approved	2022.04.13	Sameh Eisa	Marty Bishop	Marty Bishop	13-04-2022	Marty Bishop	2022.04.13	Approved
3.0	Approved	2023.05.05	Sameh Eisa	Sameh Eisa	Rodney Van Wyk	2023.05.05	Paulo Conceicao	2023.05.05	Modifications include rebranding and organizational changes.