



# Employer Driver Safety Guide

Light Passenger/Commercial Vehicle - July 2024

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## **Disclaimer:**

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# 1. Purpose

ShopCare and AA developed this guide to help businesses manage light passenger driver safety risks. Identifying harmful activities and ensuring risks are controlled is crucial. This guide helps businesses address and manage driver safety as a critical risk.

Critical risks are hazards that can cause significant harm or death, and work-related driving risk and injuries that may require time off work. This guide supports businesses in starting, improving, or reviewing driver safety programmes.

**This guide aims to enhance driver safety knowledge by providing:**

- An overview of work-related driving risks, injuries, which may require time off work.
- Identification of current driver risks and solutions.
- Guidance on light passenger vehicle safety.
- Best practices for a driver safety programme.

# 2. Scope

This guide focuses on light passenger vehicles. ShopCare and AA recommend considering all vehicle types and risks to fully understand potential harm.

The "Driver Safety" guide includes:

- Industrial critical risks and controls.
- WorkSafe fatality data.

Driving for work includes using a vehicle for job tasks, whether a company vehicle or a personal one with an allowance. Commuting is excluded unless traveling to a non-regular work location.

The guide also covers work-related vehicle injuries, severe injuries, and fatalities.

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## 3. Definitions of key terminology

### Control

An action taken to eliminate or minimise health and safety risks so far as reasonably practicable.

### Critical Risk

A critical risk is a risk that could seriously hurt or kill people. As well as serious physical injuries it may include:

- Psychological injuries/harm, and/or
- Serious illness and health impacts, either acute (e.g. leptospirosis), or chronic (e.g. noise-related hearing loss).

<https://www.mpi.govt.nz/dmsdocument/55300/sitemap>

### Hierarchy of Controls (HOC)

The hierarchy of controls shows ways of controlling risks, ranked from the highest level of protection and reliability to the lowest.

### Light Passenger Vehicle

**Light Passenger Fleet:** Passenger car/van (up to 3500 kg).

**Light Commercial fleet:** Goods van/truck/utility, motor caravan, bus (up to 3500 kg).

<https://www.transport.govt.nz/about-us/what-we-do/queries/buying-a-light-vehicle/>

### Telematics

Is an interdisciplinary field that encompasses telecommunications, vehicular technologies (road transport, road safety, etc.), electrical engineering (sensors, instrumentation, wireless communications, etc.), and computer science (multimedia, Internet, etc.).

Telematics includes the technology of sending, receiving, and storing information using telecommunication devices to control remote objects.

<https://www.wikiwand.com/en/Telematics>

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## The Australian New Car Assessment Program (ANCAP)

More commonly referred to as ANCAP SAFETY, is Australasia's independent vehicle safety authority. ANCAP safety ratings are published for a range of new passenger, sports utility (SUV) and light commercial vehicles (LCV) entering the Australian and New Zealand markets, using a rating system of 0 to 5 stars.

ANCAP star ratings indicate the level of safety a vehicle provides for occupants and pedestrians in the event of a crash, as well as its ability – through technology – to avoid or reduce the effects of a crash.

<https://www.ancap.com.au/about-ancap>



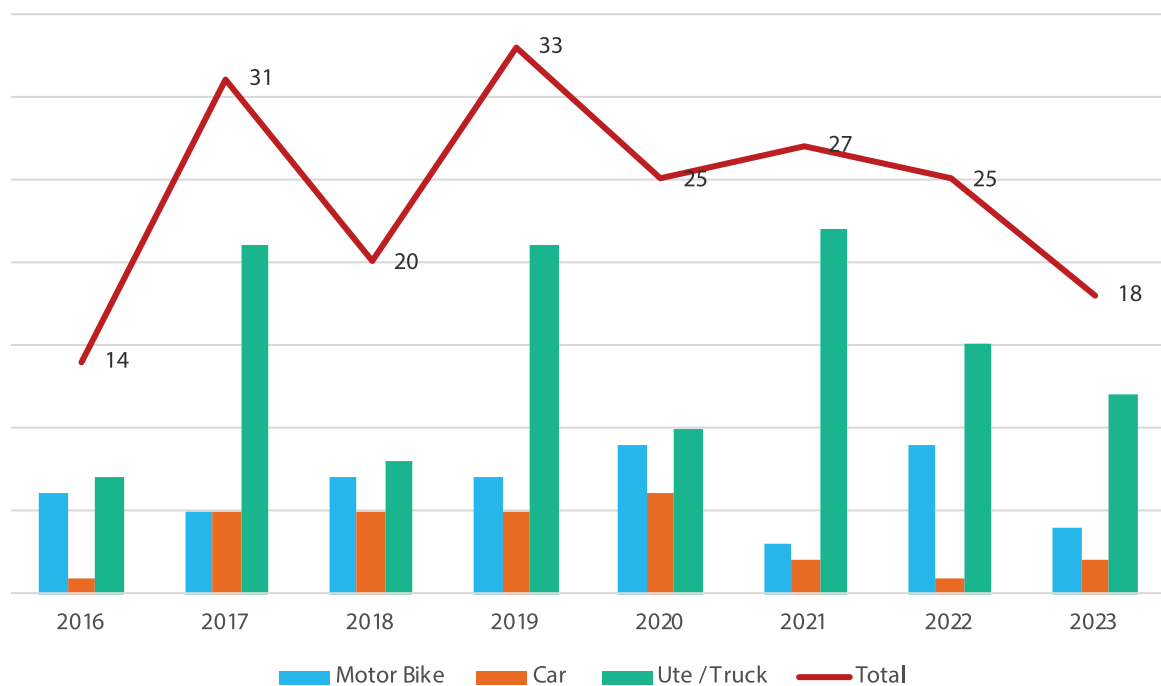
## 4. Work Related Severe Driving Events & Injuries

Work-related driving is one of the most poorly managed risks for businesses. More people are killed or injured in work-related road accidents than in all other workplace accidents combined. Businesses with employees who drive for work have a responsibility to invest in driver safety.

According to WorkSafe NZ:

- At least 73% of acute workplace fatalities involve a vehicle.
- Driving for work is associated with nearly a quarter (23%) of on-road fatalities (excluding commuting).

Retail & Supply Chain: On Road Fatalities



\* Note: Due to a limited view on work-related driving event data, it is assumed that work-related driving fatalities are under-represented.

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## Vehicle Related Work Injuries and Risks

Vehicle-related work injuries are a serious risk for businesses. Many workers suffer injuries that require significant time off, affecting both productivity and well-being.

### Key Points

**Severity:** Injuries often result in over a week off work, highlighting the need for robust safety measures

**Impact:** Severe injuries lead to increased rehabilitation time off work and increased costs, affects mental health and productivity

**Financial Cost:** Most ACC costs come from severe claims. Businesses also bear indirect costs like supervisor time and additional resources.

It is crucial to address these risks comprehensively to ensure worker safety and reduce financial impacts.



## 5. Current Driving Risk Maturity Scorecard

Driving capability involves a mix of cognitive, personality, and skill elements.

The table below helps businesses quickly assess their current driver safety programme. This is just an indication and not the only parameters a business may use.

**Use the table below to assess your current driver safety plan.**

Assurance Questionnaire	No = 0	Yes but needs to be reviewed = 1	Yes = 2
Have you identified all driving risks and controls?			
Do you understand the required driving skills?			
Have you created a framework to categorise risk exposure?			
Does your business have a driving for work code of conduct?			
Is there a code of conduct for grey fleet vehicles?			
Does your business have a structured driver training programme?			
Are health and safety considerations included in fleet management?			
Are vehicle and driver licence checks performed regularly?			
Are you required to plan your journeys?			
Do you receive regular updates on driver safety and road conditions?			
Do you have access to your driving data?			
Does senior leadership support a safe driving culture?			

Key	
0-11	Concerning
12-18	Started your journey
19-24	Room for improvement

If a business scores twenty-four points on the test, it indicates they are doing well. However, there is always room for improvement to ensure workers stay safe while driving.



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## 6. What to Expect from the Driver Safety Guide

This guide provides practical information to improve driver safety in your organisation. Businesses with fleet can help set good driving standards by:



Educating workers on safe driving habits.



Providing driver safety policies and training.



Offering tools and support for fleet safety.

This reduces risks and ensures a safe work environment. Focusing on 'driver safety' instead of just 'fleet safety' helps improve the mindset and culture, including all employees such as commuters and those using their own vehicles.

## 7. What do minimum expectations look like?

### Driver Safety Culture

An open culture around driver safety, including reporting vehicle damage, is crucial.

Here is a suggested framework:

- 1 Involve Workers**  
Include workers in the change process for better acceptance.
- 2 Encourage Reporting**  
Promote the reporting of near misses, vehicle damage and injuries without blame.
- 3 Provide Training**  
Train on pre-journey inspections and provide necessary tools.
- 4 Foster Open Dialogue**  
Encourage discussions about safety concerns and offer a framework for requesting training.
- 5 Focus on Evaluation and Training**  
Address issues with evaluation and training before disciplinary action.
- 6 Explain Changes and Reasons**  
Ensure workers understand what changes are being made and why.

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## Risk Assessments and Hierarchy of Control

Understand all potential driving risks and have a plan to prevent and mitigate each one.

This ranges from occasional rentals to daily use as part of a worker's role.

### Driving Risk



Type of road

Number and type of passengers or loads

Journey Length

Driver experience

Vehicle type and size

Excessive speed

Overall length of working day

Vehicle maintenance

Towing trailers

Suitability of vehicle for the task

Mobile phone usage

Hours of work

Substances and medication

Carrying goods

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## Risk Assessment

Conduct a thorough risk assessment with relevant workers to identify all risks and mitigation controls. If eliminating the need for driving is not practical, implement measures to minimise health and safety risks. Refer to:

### [Hierarchy\\_of\\_Control Example.](#)

For each main risk, create a risk assessment and hierarchy of controls to ensure appropriate prevention and mitigation measures are in place.

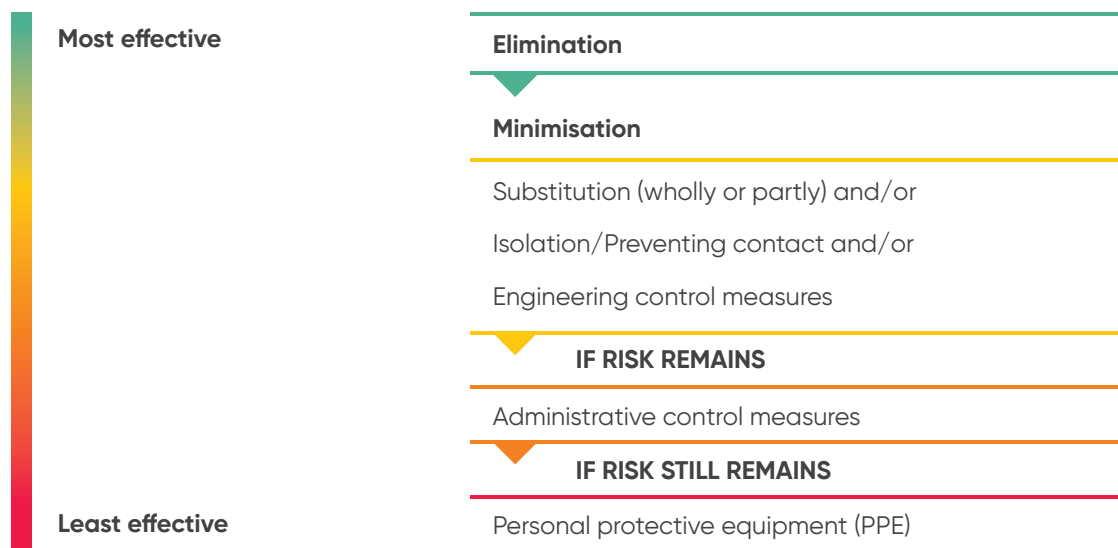
## Hierarchy of Controls

The Hierarchy of Controls ranks ways to manage workplace risks, from most to least effective:

1. **Eliminate the Hazard:** Most effective.
2. **Reduce the Risk:** Use substitution, isolation, and engineering controls.
3. **Administrative Controls:** Implement procedures and policies.
4. **Personal Protective Equipment (PPE):** Least effective.

Start by eliminating hazards. If that's not practical, minimise risks with the highest possible control level. This may involve multiple measures working together.

Employers must consult workers and health and safety representatives when deciding on risk controls.



Source

<https://www.worksafe.govt.nz/topic-and-industry/hazardous-substances/managing/risk-management/>

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## **Health and Safety at Work Regulations 2016 (General Risk and Workplace Management)**

1. This regulation applies if it is not reasonably practicable for a PCBU to eliminate risks to health and safety in accordance with section 30(1)(a) of the Act.
2. A PCBU must, to minimise risks to health and safety, implement control measures in accordance with this regulation.
3. The PCBU must minimise risks to health and safety, so far as is reasonably practicable, by taking one or more of the following actions that are the most appropriate and effective considering the nature of the risk:
  - 3.1. Substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk,
  - 3.2. Isolating the hazard giving rise to the risk to prevent any person encountering it,
  - 3.3. Implementing engineering controls.
4. If a risk then remains, the PCBU must minimise the remaining risk, so far as is reasonably practicable, by implementing administrative controls.
5. If a risk then remains, the PCBU must minimise the remaining risk by ensuring the provision and use of suitable personal protective equipment.

## Hierarchy of Control Example – Light passenger vehicle: Loss of vehicle control

Use the hierarchy of controls measures described below, this is an example broken up into the various controls within the control categories.

Elimination	Substitution	Isolation	Engineering	Administrative	Personal Protective Equipment
<p>Eliminate exposure to road traffic and consider alternatives to travel such as:</p> <ul style="list-style-type: none"> <li>• Zoom</li> <li>• Teams or</li> <li>• A phone call</li> </ul>	<p>Avoid the use of a motor vehicle and consider safer modes of transport such as:</p> <ul style="list-style-type: none"> <li>• Buses</li> <li>• Trains</li> <li>• Aeroplanes</li> </ul>		<p>Ancap Rating 4 to 5</p>	<p><b>Policies</b></p> <ul style="list-style-type: none"> <li>• Vehicle/Driving</li> <li>• Cruise Control</li> <li>• Drug and Alcohol</li> <li>• Licenced driver</li> <li>• Pre-employment screening</li> <li>• Health, Safety &amp; Wellbeing Induction</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Defensive Driving</li> <li>• Driver skills and knowledge competency programme</li> <li>• Road rules</li> <li>• Signage, speed control, blind spots etc</li> <li>• Health, Safety &amp; Wellbeing Induction</li> </ul> <p><b>Protective Monitoring &amp; Review</b></p> <ul style="list-style-type: none"> <li>• Licence, Vehicle etc inspections</li> <li>• Licence monitoring programme</li> <li>• Active maintenance of telematics by leaders</li> </ul> <p><b>HSW programmes</b></p> <ul style="list-style-type: none"> <li>• Lone worker</li> <li>• Fatigue management</li> <li>• In-vehicle ergonomic assessments</li> <li>• Drug and Alcohol</li> </ul> <p><b>Technology/Innovation</b></p> <ul style="list-style-type: none"> <li>• Mobile hands-free systems</li> <li>• Telematic system</li> </ul>	<ul style="list-style-type: none"> <li>• In-vehicle storage, tie down procedures and equipment</li> <li>• Gloves</li> <li>• All-weather driving glasses</li> <li>• Roll bars and Roll Cages</li> <li>• Cargo barrier</li> </ul>



We are working for you - to make your workplace safer and to ensure you get home safely to your family at the end of your shift



## 9. Road Safety

Road safety and weather conditions are crucial for driver safety programmes. They help businesses plan controls, communication, and training. For information on road types, weather conditions and journey types, please consult a copy of ShopCare's *Driver Safety Guide*.

## 10. Licence Categories

Ensure workers have the correct and valid licences for the vehicles they drive. Waka Kotahi (NZTA) offers the 'Driver Check' service, providing one-off checks or ongoing updates on a driver's licence status.

This affordable service helps companies stay informed if a driver's licence is suspended or revoked. Due to new Personally Identifiable Information (PII) rules, storing licence copies on company servers is challenging. Driver Check mitigates this risk, making it a practical step for all businesses.

\*Please refer to the New Zealand Privacy Act.

[Click here](#)

The screenshot shows the Waka Kotahi NZ Transport Agency website interface for 'Driver Check - Operator DL list maintenance'. The page includes a navigation menu with 'About', 'Contact', 'Terms & Conditions', 'Subscription', and 'Help'. A sidebar on the left lists options: 'DL status inquiry', 'Operator DL list', 'DL list maintenance', 'Change your password', and 'Logout'. The main form area has two input fields: 'DL number' (containing 'AA999999') and 'Surname' (containing 'BLOGGS'). Below these are radio buttons for 'Add drivers licence number to operator list' (selected) and 'Remove drivers licence number from operator list'. A 'PLEASE NOTE' section states: 'The licence status will not be provided at the time the licence is added. To find the status you will need to do a DL status inquiry.' A green 'SUBMIT' button is present, with a note 'Press enter or click Submit' below it. A 'Log out' link is at the bottom. Red arrows and boxes provide annotations: 'Click on DL list maintenance' points to the sidebar; 'Click on Add drivers licence number to operator list' points to the selected radio button; 'Enter the driver licence number into the DL number field' points to the 'DL number' input; 'Enter the driver's surname into the Surname field' points to the 'Surname' input.

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## 11. Safe Driving Policies

Safe driving policies for work vehicles are essential. Policies are often too long or too short, missing key elements. Your policy should reflect the risk hierarchies affecting driver safety. Separate policies for different driver risk types of help focus on relevant elements, increasing worker engagement.

Review new policies with a lawyer experienced in health and safety, or a qualified health and safety professional before publishing.

### Types of Vehicles Used

#### Company Car

Owned or leased by the business for workers.

#### Tool of Trade

Essential for specific roles, usually assigned to one driver and can be taken home.

#### Pool Car

Shared and booked when needed, not taken home.

#### Car Allowance

Annual lump sum for vehicle costs.

#### Grey Fleet

Worker-owned vehicle used for work purposes.

### Effective Fleet Purchasing/Leasing Strategies

An effective fleet purchasing or leasing strategy is key to road safety. Here's how to create one:

#### Involve Stakeholders

Include health and safety teams and driver representatives early.

#### Assess Mileage

Determine current and projected mileage. Decide if all drivers need their own vehicles or if a pool can be created.

#### Journey Types

Identify types of journeys (e.g., long-distance, local, off-road).

#### Load Carrying

Determine if workers need to carry loads or tow. Ensure they have the correct vehicle, license, and skills.

#### Vehicle Accessories

Identify required accessories (e.g., racking units, rollover bars).

Segment drivers based on these factors to choose the right vehicle types, such as inner-city trips, long-distance driving, off-road driving, and load carrying. Aim for a 3-year replacement cycle for tool-of-trade vehicles and a 5-year cycle for pool vehicles, targeting 5-star ANCAP rated vehicles.



## Additional Support Resource

Waka Kotahi NZ Transport Agency offers a web portal with resources for managing fleet risk and environmental impact. The tool helps businesses find safety ratings, features, environmental ratings, and emissions for their fleet. It also identifies safe, clean, and efficient vehicles for purchase and provides links to information such as the Clean Car Discount, Driver Licence Check, Managing Fatigue, and Safe Driving Guidelines.

<https://www.rightcar.govt.nz/fleet>

The screenshot displays the 'RIGHTCAR' website interface. At the top, there is a search bar with the text 'e.g. safety ratings' and a 'Menu' icon. Below the search bar, a navigation bar includes 'Home' and 'Fleet safety and environmental resources'. The main content area features a large heading 'Fleet safety and environmental resources' and a sub-heading 'Vehicle lookup tool'. The 'Vehicle lookup tool' section contains instructions on how to use the search function, including a text input field and two buttons: 'Search ratings' and 'Clear search'. To the right of the main content, there is a 'Related content' section with four links, each accompanied by a small icon: 'Road safety strategy', 'ANCAP safety ratings', 'Used car safety ratings (UCSR)', and 'Vehicle safety risk ratings (VSRR)'. The entire page is framed by a green border.

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## 12. Driver Training and Development

Well-trained drivers make roads safer for everyone. Updated road safety knowledge can prevent risks and save businesses from damage and liability.

**Risk Reduction:** Training makes drivers aware of risks and how to avoid them. It eliminates bad habits and reduces fatigue.

**Skill Education:** Training covers ergonomics, safety checks, and vehicle familiarisation.

**Fleet Integrity:** Well-trained drivers lead to fewer incidents, saving on repairs, insurance, and fuel.

**Legal Compliance:** Comprehensive training ensures legal compliance and worker protection.

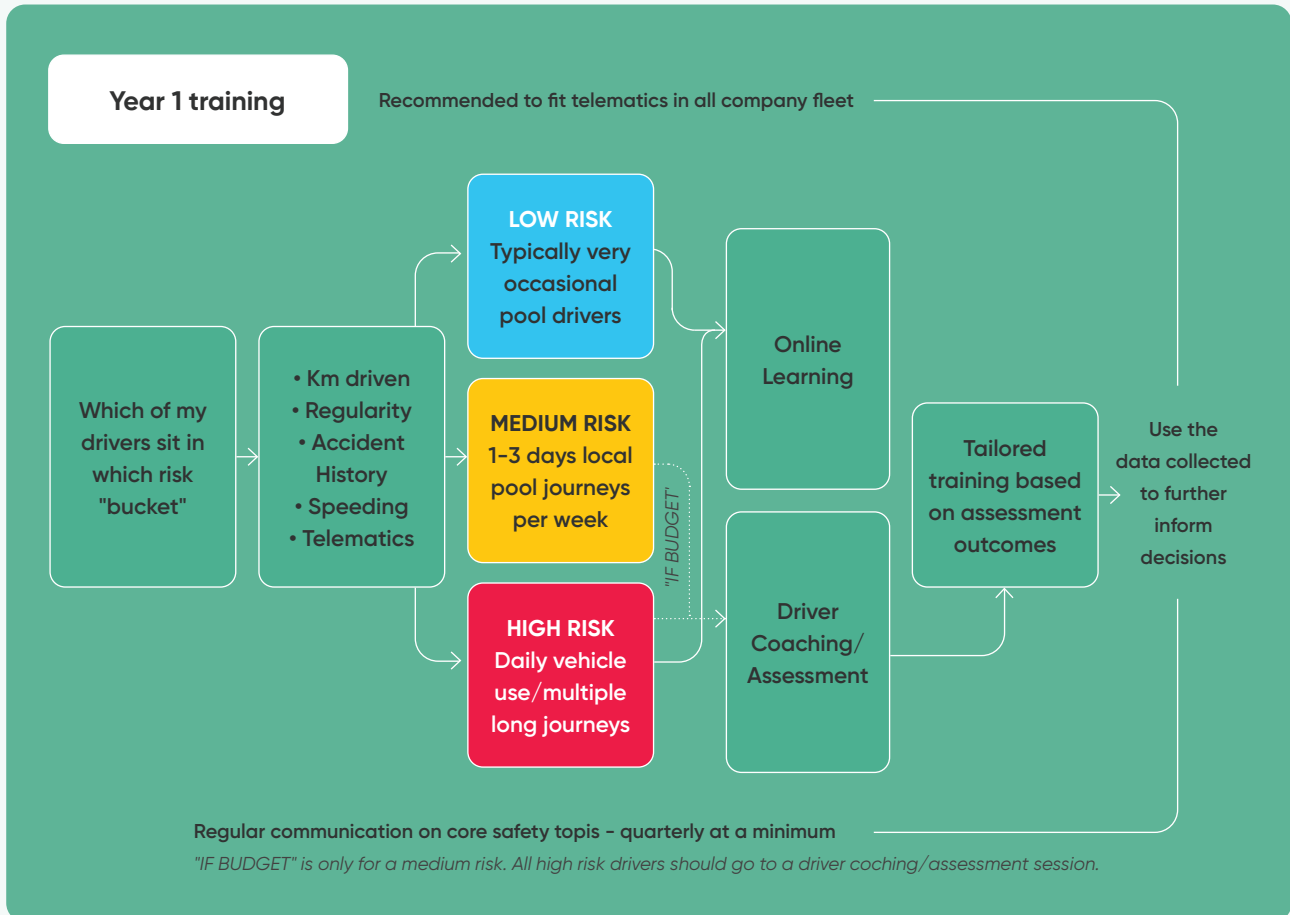
Implement ongoing driver training as part of worker development. New employees should join the programme upon hiring, with training levels matching their risk. Collect data to inform training needs.

### Training Framework

Below is an overview of a driver training framework.



## Training Framework 1



### Year 1 Training Framework

In the first year of a driver safety programme, establish minimum expectations.

1. **Create a Framework:** Categorise the fleet and drivers into risk groups. This framework will evolve but ensures a strong start and clear success metrics.
2. **Identify Risk Categories:** Once drivers are categorised, roll out training, starting with online learning and progressing to practical training for higher-risk drivers.
3. **Collect Data:** Gather data from online learning and practical assessments to guide communication and tailor future training, such as low-speed manoeuvring.

**This forms the minimum expectation for a driver safety programme.**

## What Good Looks Like

Above minimum expectations are a demonstration of best-practice, and this best-practice training framework balances affordability with effective training. A 3-year cycle is fast to implement and supported by AA services, focusing on making driver safety a core part of operations.

### The key components include:

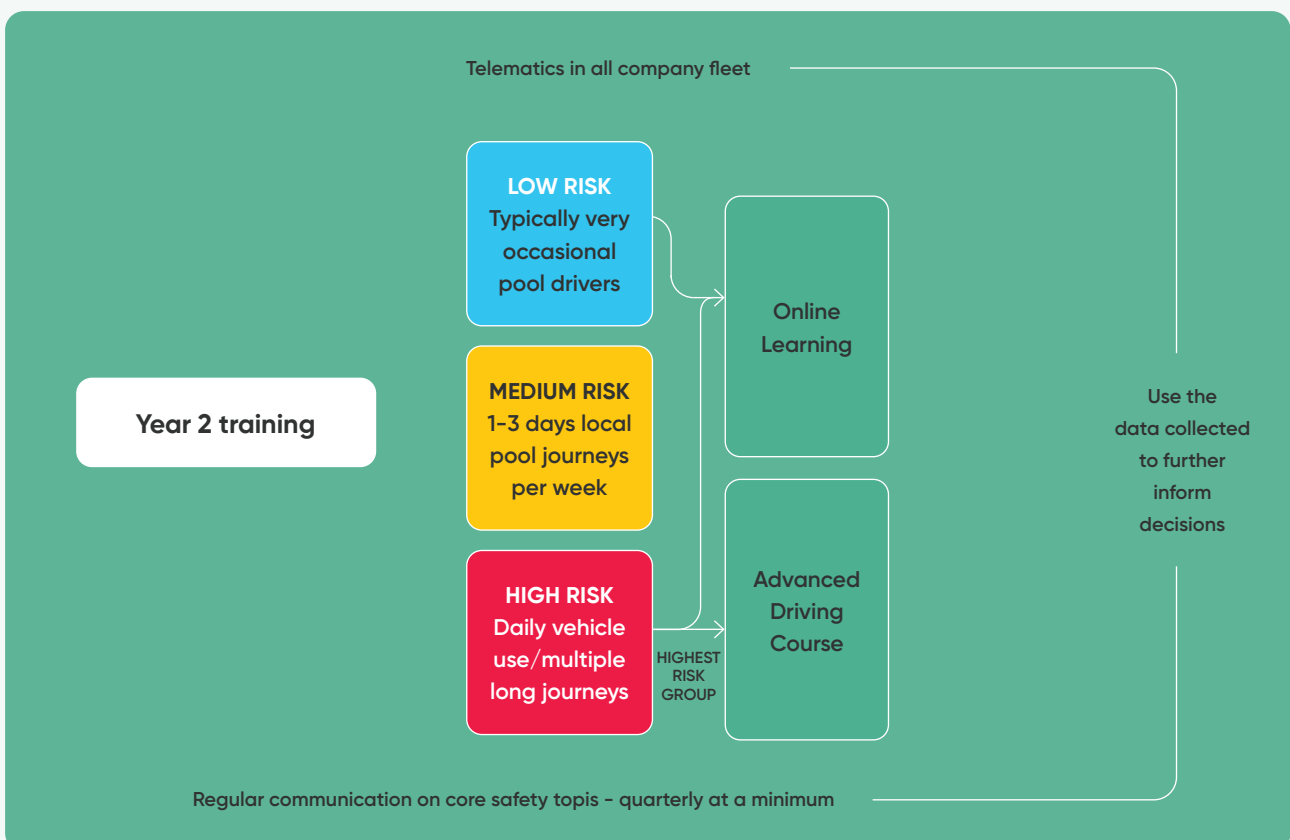
1. Creating a risk framework
2. Importing driver information
3. Allocating online training
4. Providing driver reports
5. Consulting on additional training needs (if required)

## Year 2 Training Framework

Start Year 2 with a thorough review of Year 1 data, including training feedback, assessments, and accident data. Include all data points from the risk model if possible.

Continuously monitor drivers in lower-risk groups for higher-risk behaviours and progress them to practical sessions if needed.

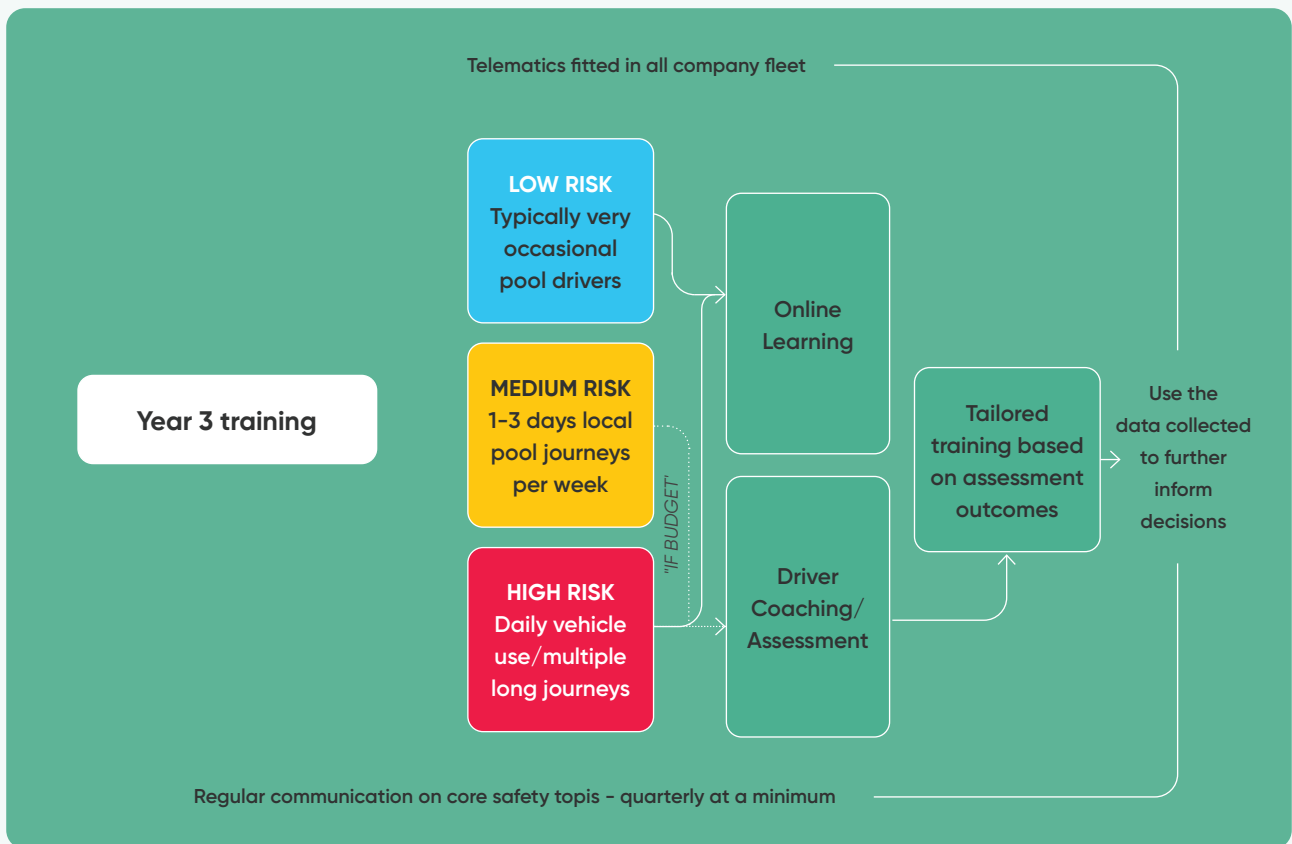
Deploy updated or refresher online learning content for the entire business and create a new communication plan for the year



## Year 3 Training Framework

In Year 3, review the risk framework using data from the past two years of training outcomes and business records. Implement any necessary changes to risk boundaries and re-evaluate drivers accordingly. AA recommends practical training every two years, so drivers trained in Year 1 should be reassessed.

While less generic upskilling is needed in Year 3, data may highlight specific tasks increasing risk. The training provider can then help create tailored courses to address these areas



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## 13. Communication and Engagement

To make a driver safety programme effective, engage all workers who drive for work. This builds awareness and emphasises the importance of driver safety, ensuring acceptance and commitment to the programme.

Regular, targeted communication is crucial. These reminders reinforce training and support the programme's longevity. Include contractor drivers in communications to share safety expectations and consult its "chain of responsibilities" regulations for light commercial vehicles.

Consistent internal communication and multi-departmental teams are key to a successful driver safety programme. These teams will oversee and maintain the programme.

### Internal Communication and Engagement

Use both direct and indirect communication channels to promote driver safety.

#### Direct Communication

- Workshops for managers and implementation teams
- Worker briefing sessions
- Driver training
- Induction courses

#### Indirect Communication

- Safety manuals
- Driver's handbooks
- Business Newsletters
- Noticeboards
- Posters
- Websites

#### To ensure success:

- Raise awareness of the driver safety programme.
- Clarify expectations.
- Build acceptance and gain commitment.

Management and supervisors must be involved. Continuous communication is essential to keep workers informed and engaged.

#### Recommended Channels:

- **Quarterly Updates:** At least quarterly, more frequent updates are better.
- **Key Topics:** Use internal data and input from the training provider to identify key topics.

Effective communication ensures workers remain committed to high safety standards.

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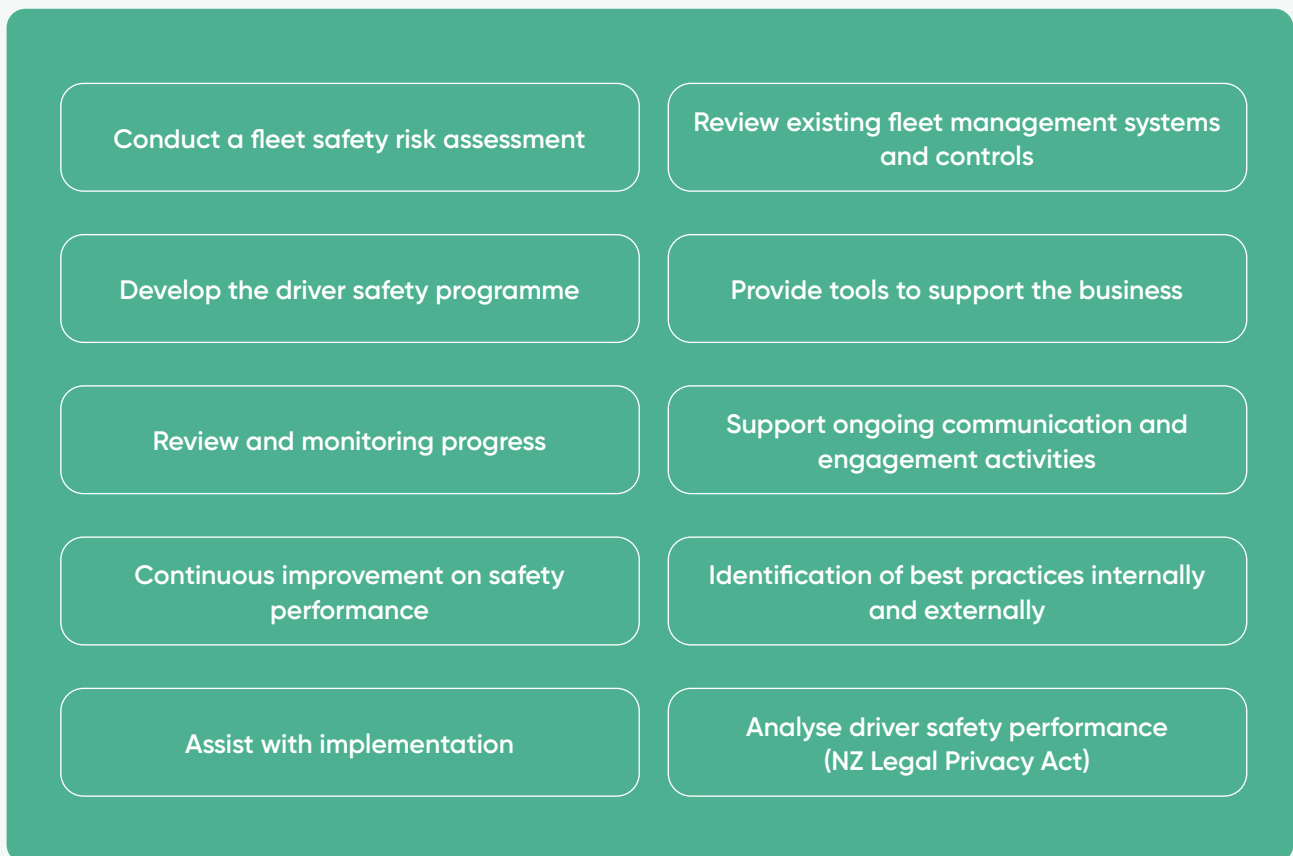
## Operational Engagement within the Business

Establish a dedicated team to represent key stakeholders. This team will:

- Provide expertise and support for developing a driver safety strategy, systems, controls, and procedures
- Assist with implementing and operating the driver safety programme
- Facilitate communication across all business levels, including drivers, supervisors, managers, and executive management.

### Responsibilities of the dedicated team will include:

Tip: Identify factors for and against change to encourage employee participation and ensure smooth implementation and compliance.



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## 14. Telematics

Implementing telematics in vehicles enhances driver protection and targets training and driving behaviour. Telematics systems use devices installed in vehicles to send data via cellular networks, accessible on smartphones, tablets, or laptops.

### Types of Telematics Solutions:

- **Fully Embedded:** Mounted under the dashboard, wired to the vehicle's power supply. High cost but robust tracking
- **Plug and Play Dongle:** Connects to the vehicle diagnostic port with sensors and a SIM card
- **Bluetooth Dongle:** Like plug and play but uses the driver's phone for data
- **Direct to Car/Phone Only:** Uses phone sensors and GPS via an app, with no hardware required.

Choose a solution based on your business's needs, considering both driver safety and asset tracking features. Ensure you have the necessary aftersales support and internal processes to maximise the data's benefits. AA recommends platforms that provide comprehensive risk scores, not just speed metrics.

### Roll Out of Telematics

Telematics can greatly improve driver safety and promote safe driving behaviours but introducing it can be challenging due to potential resistance from drivers.

#### Key Strategies

- **Lead by Example:** Leaders using telematics can encourage wider adoption
- **Confidentiality:** Keep driver-level data private, reviewed only by selected personnel
- **Engagement:** Enhance engagement by gamifying the rollout, offering recognition and incentives for top-performing drivers
- **Balanced Approach:** Implement telematics alongside driver training to cover behaviours not tracked by technology
- **Variety in Solutions:** Choose the right telematics solution, considering features like speed notifications and advanced risk prediction.

Proper management and involvement of all relevant parties can minimise resistance and maximise the benefits of telematics for driver safety.



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## 15. Driver Hours and Fatigue

Track driving and working hours for all vehicle use. While maximum hours are regulated for heavy trucks and taxis, many businesses overlook the total working hours of class 1 drivers.

Even if driving time does not exceed 13 hours per day, other working hours contribute to fatigue, impacting safety. Monitor total daily working and driving time to improve safety and well-being.

Include return-to-base journeys and unusual trips in your planning. Plan trips over 3 hours with routes, rest stops, and risk assessments, including overnight stays if necessary.

Additional Information can be found here:

<https://www.nzta.govt.nz/safety/driving-safely/fatigue-2/advice-for-employees/>

The infographic features a dark green background. On the left, a white signpost with a blue border contains the text 'Take a break'. To its right, a yellow rounded rectangle contains the text 'Tiredness related collisions are 3 TIMES more likely to result in death or serious injury'. Below this, the text 'Being tired makes you more prone to mistakes' is displayed in white.

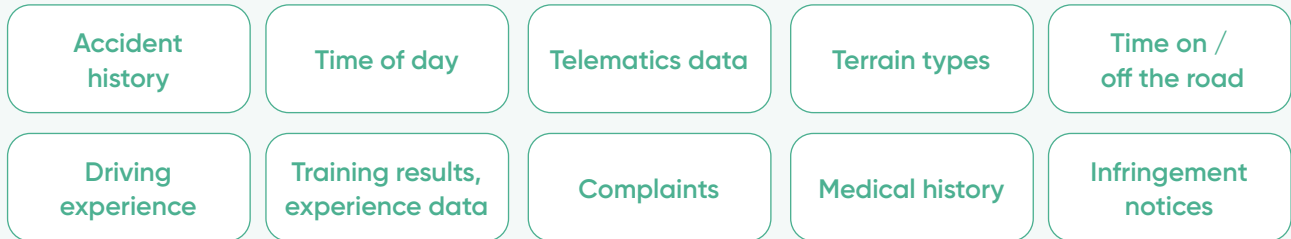
**Take a break**

Tiredness related collisions are  
**3 TIMES**  
more likely to result in death or serious injury

Being tired makes you more prone to mistakes

## 16. Data Led Risk Framework

A data-led risk framework ensures the right training, support, and advice. By considering several factors and data, you can determine each driver's risk category. This helps identify driver risk types and fleet roles, ensuring tailored and effective safety measures.



### Combined Risk Levels and Telematics Risk Categories

Risk Level	Description	Telematics Risk Category	Details
Low Risk	Minimal potential for harm. Routine monitoring and basic safety measures are sufficient.	Low Risk	Drivers with consistently safe driving records and low incident rates.
Medium Risk	Moderate potential for harm. Requires regular monitoring and enhanced safety measures.	Medium Risk	Drivers with occasional unsafe driving behaviours or minor incidents.
High Risk	Significant potential for harm. Needs frequent monitoring, comprehensive safety protocols, and immediate action plans.	High Risk	Drivers with frequent unsafe driving behaviours or major incidents.

Ensuring the data framework is reviewed regularly will help to track the impact of changes.

Year	Activities
YEAR 1	<ul style="list-style-type: none"> <li>• Create a robust framework to categorise fleet and drivers into risk groups</li> <li>• Implement training: start with online learning, then move to practical training for high-risk drivers</li> <li>• Collect data from training and assessments to guide communication and future training needs.</li> </ul>
YEAR 2	<ul style="list-style-type: none"> <li>• Review Year 1 data (training feedback, assessments, accident data)</li> <li>• Monitor lower-risk drivers for high-risk behaviours and provide practical sessions as needed</li> <li>• Deploy updated or refresher online learning content and create a new communication plan.</li> </ul>
YEAR 3	<ul style="list-style-type: none"> <li>• Conduct a full review of the risk framework using data from the past two years</li> <li>• Implement changes to risk boundaries and re-evaluate drivers</li> <li>• Repeat practical training for drivers trained in Year 1</li> <li>• Tailor courses to address specific tasks with increased risk.</li> </ul>

# 17. AA Training Services

In New Zealand, there are many driver training services to help improve your skills. These cover both theory and practical topics, including general and specialist areas. AA offers full-service training for Class 1 vehicles and provides all major courses in this category.



### Online Training

- Quickly displays light training to large groups
- Reminds workers of best practices and updates
- May not suit all personality types, can lead to overload
- Practical training still needed for high risk-workers

### Classroom training

- Engaging ways to deliver theory
- Often paired with practical sessions for reinforcement
- Suits less motivated workers with a good tutor
- Needs practical elements to ensure real-world application

### Driving Assessments

- One-on-one with an instructor, usually 1-2 hours
- Establishes baseline capability and identifies support needs
- First-time experience for many with a professional instructor
- Position as a positive, non threatening evaluation

### Defensive Driving

- Held on closed roads, includes theory and practical
- Best as a second-year activity for frequent or long-distant drivers
- Recommended individual assessments to address bad habits

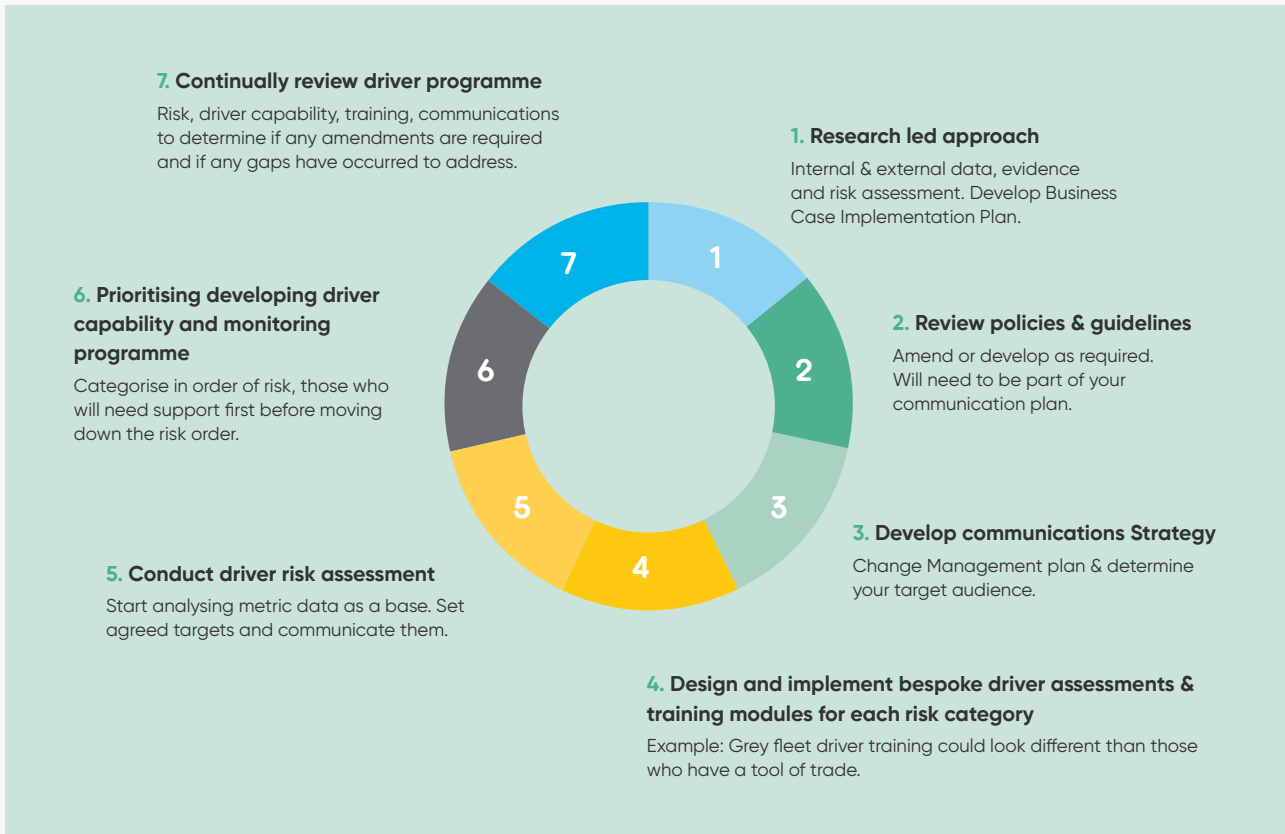
### Specialist Training

- Covers topics like motorcycles, 4WD, quad bikes, and trailer towing
- Ensure the provider is accredited for unit standards
- Prepare drivers for the training content in advance
- Tailored courses available for specific needs like low-speed maneuvering

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## Recommended Generic Process for a Driver Safety Program

Below is a simple, generic recommended process for planning and delivering a driver safety programme.



## 18. Conclusion

ShopCare and AA Driving School hope this guide has provided useful insights into creating an effective, trackable driver safety programme. Developing and funding such a programme takes time, so be prepared for growth and evolution.

While driver safety is a legal requirement, an effective programme offers many additional benefits, including:

- **Cost Savings:** Lowering costs for accident repairs, insurance premiums, fuel consumption, and vehicle wear and tear
- **Enhanced Wellbeing:** Reducing incidents and injuries, lowering stress through better planning, and promoting safer driving habits
- **Improved Integration:** Encouraging collaboration and data sharing across the business, providing deeper insights into driver schedules and activities.

ShopCare and AA Driving School are here to answer any questions and provide ongoing support for creating a safer workplace.

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## 19. Acknowledgements



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# Ngā mihi

+64 21 193 3753  
info@shopcare.org.nz

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PO Box 34045 AK 0746  
162 Mokoia Road, Birkenhead, Auckland 0626

[shopcare.org.nz](http://shopcare.org.nz)



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