



How Sodexo's award-winning approach to proactive safety is preventing fatigue and distraction-related incidents

The webinar is now available for you to watch or share with your team. View the recording [here](#).

If a driver experiences fatigue on multiple occasions over an extended period (e.g. several months), what additional support mechanisms are implemented to assist them? Are there any driving restrictions or job-related consequences if they are unable to continue fulfilling the role as required?

We provide extensive support to drivers found to experience fatigue on multiple occasions. Our HSE / Injury Mgmt teams work closely with the driver to ensure fitness for work, including external specialist support for example Sleep studies etc.

Are the same supports and health checks conducted with contractors?

Our contractors are required to follow the same processes we do around reporting of events, and we audit their fatigue monitoring / IVMS reporting regularly.

Their approach to the driver in relation to further health checks / fitness for work programmes etc is as per their own policy.

Do driver shifts comprise multiple short trips or some much longer trips? Or do the schedulers blend drivers onto a combination of short trips and long trips?

All sites have a varied schedule dependent on the village/ accommodation location and the minesite or aerodrome. As a result, journeys can be short (under 15 minutes) or longer, with our longest trip going from Pannawonica to Karratha Airport, 2.5 hours away.

Our schedulers ensure drivers are spread as equally as possible across these journeys to manage fatigue, given the drivers roster and experience.

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What is the escalation procedure for Guardian Alerts?

Our system is configured for a fatigue alert to trigger the vibration device linked to the drivers seat, whereas a distraction event is audible only.

Should a driver receive the vibration, they are directed to pull over and make contact with their Supervisor to discuss event.

The Supervisor will check the Guardian system for the alert, but also should have received a call from the Guardian centre around the same time if a 'True' event.

A formal Fatigue check is undertaken over the phone, to confirm the driver is able to continue their journey. If found not to be in a fit state, a relief driver will be sent.

How do you define a "True Fatigue event"?

We follow the Guardian centres classification as 'gospel' unless an obvious mistake has been made. We find the centre errs on the side of caution, which is understandable, however we still need to review the decision.

Should we find we disagree with the centres decision, we follow an internal process with multiple levels of sign off (HSE, Ops Mgmt etc) to ensure we can evidence a fair and just process.

After the action at the time of the fatigue event what further management action is taken with that driver? EG extra training, interview etc?

Firstly, we will support the driver to ensure they are ok, and will stand them down from driving activities for the remainder of the day and ensure they carry out light duties only.

Separate to our discussions with the driver, we raise an incident in our safety mgmt system, and follow the same process we would with any other incident - drug & alcohol testing, lessons learnt / actions assigned if required etc.

Can the drivers pull over and have a nap if they feel fatigued?

Although we do not explicitly state a driver can have a nap in a vehicle, the driver is supported to take the time to ensure they are fit prior to continuing their journey, and that will look different for each driver.

Often, our driver following procedure and pulling over to the side of the road (where safe) to contact their Supervisor is enough to 'snap' them out of any onset of fatigue, plus we have the option of sending a relief driver should that be required.

At SA Power Networks a trial was conducted using Guardian Seeing Eye with the vibrating seat and internal camera which worked well. There was no functionality to adjust the camera 'over the air' which increased operating costs for a technician to visit sites and down time for the vehicle being off the road. We have now moved to another system which integrates into the IVMS and is working very well with great results.

Thank you for this feedback. I would agree - a lack of 'remote access' to the data does add unnecessary costs in the form of downtime and labour requirements, and needs to be understood prior to install and use.

We weighed this up vs the benefits of the Guardian monitoring centre, and also available solutions on the market at the time (being 2021), however we are reviewing if this is the best solution for us moving forward.

What does 38% of NON compliance management mean Scott?

This metric is showing a change of 62% to the existing figure, rather than our compliance level being 62%.

As mentioned in the call, we focused on our critical risks first, and now we feel we have good controls in place, we can now turn our attention to 'smaller' issues like Compliance, which monitors things like driver details / quals being up to date in our mgmt system etc.

How did you gain management approval to invest in DSS? Did you do any ROI analysis or was it driven purely via safety benefits

Once we could evidence the impacts of the system in our bus fleet, the business understood that these events would be occurring in un-monitored vehicles and would need to invest to support our workers from a critical risk.

It is a large investment, so we did need to evidence our initial findings as per of our proposal.

Additionally, there has been an industry shift across the mining sector, and alot of clients are now specifying fatigue monitoring systems to be installed as a minimum requirement in a service agreement.

The concept of support rather than investigation post-fatigue event is great. What steps or training did you have to do so staff believed that it was really support you were offering rather than management speak layered over the top of a compliance activity?

Its certainly not easy - and the team have been really focused over the last 4 years to ensure the continued right messaging is passed along to site (difficult being so disconnected from operations at times).

We have multiple internal training courses at Sodexo around leadership & resilience, communication, mental / psychosocial first aid and more that our front line leaders are assigned, and this helps to layer on the culture of support instead of investigation following an event.

The impact data you provided is highly impressive. May I inquire whether this information has been communicated to the Drivers, and if so, could you elaborate on the methods used and the intended objectives behind sharing it?

Our Ops manager conducts weekly team meetings where he shares this sort of data, and I send out a quarterly update to our Transport stream, where I share a more holistic version of our safety performance and discuss items and learnings in detail.

My team also visit site regularly and engage with the driver team, and we share as much good news as we can.

It is difficult, especially with a company this large - Transport is just one part of a very big pie, so it is often difficult to get the right messaging out to the right people.

One thing we do well at are 'Quick Shares' - a bulletin type update sent to all teams following a vehicle incident as soon as possible after the event. It is a high level update and is intended to bring awareness to anything happening elsewhere that may affect our drivers.

Are you able to expand on the differences between support and investigation in the event of an incident?

Support - Leader check in, reduced tasks for remainder of day, increased checks in the days that follows, hydration checks, opportunity for one-one with our site 'wellness coach'.

Investigation - Drug & Alcohol check, witness statements, lessons learnt sessions, actions assigned to team members.

Both take place, however the people facing part is conducted with a more empathetic approach than other types of incidents (lack of care etc) may take.

Fatigue Monitoring Systems: We see so many false positives with these systems that we're losing confidence in them. How do you manage this? Particularly in remote areas where the footage can't be reviewed in real time?

Really hard to manage the confidence in the system from the front line, and honestly it is still building in some areas. Using our Insights dashboard, we do monitor vehicles with higher rates of false alert and ensure these systems are 'flash' updated during their next service.

Remote areas are tricky, as the alerts are only sent once the system is back online, however the driver remains protected by the system and the vibrating alert should provide the support required until they get back into coverage.

We have leaned heavily into user testimonials from those who have had a true fatigue event - those users usually have confidence in the system moving forward, and we share this messaging internally as part of our comms plan.

As mentioned, after seeing the impact of the system, and having had my own fatigue event in an earlier time, I would take 10 false alerts to ensure we capture one true one.

(That said, I certainly understand the frustration!)

Has enabling this system and the trends you see influenced and changed the way you recruit drivers? and has this required a new focus on fitness to work or sleep study as a pre-employment medical?

Not so directly at this stage, however our drivers undergo a high risk medical that aims to identify sleep issues (via questionnaire) and these would be included in the final classification.

From the “key impacts” how much can you attribute to IVMS and how much to Guardian? OR is it more the dashboard, and can every driver see this?

From the key impacts, the fatigue (96% reduction) & the Distraction events (93% reduction) can be attributed directly to the installation of the Fatigue Monitoring system.

All others (Speeding, Seatbelt, Compliance) is a result of the dashboard bringing these metrics together in an easy to digest format. From here we can really dial into the issue, workgroup and driver to ensure we provide the intervention to amend the behaviour.

Will you be transitioning to the Guardian Gen 3 units or would you be looking at an integrated IVMS / AFDD system as a next step?

At this stage, all options are being considered. The current equipment is embedded in our teams, however we can definitely see the benefit of a combined system, especially from a cost point.

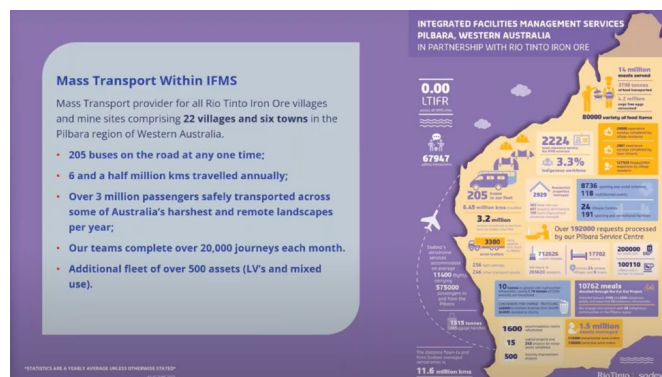
Is Sodexo considering partnerships with EV providers, charging infrastructure companies, or tech platforms to accelerate its transport transformation?

Sodexo are always open to opportunities to build on our current capability and the EV market is obviously something we are discussing. Feel free to reach out to me via email to discuss opportunities.

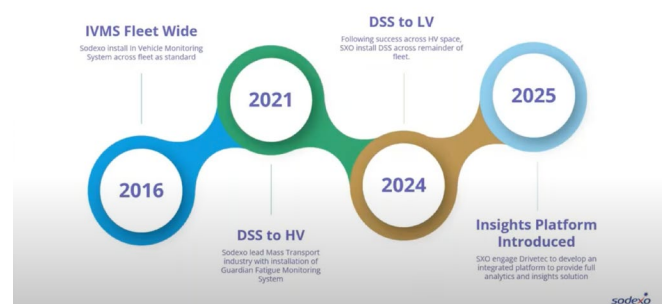
How does the lack of network coverage impact the critical fatigue alert notifications to base?

As previously mentioned, the lack of coverage does pose an issue, as the alerts are only sent once the system is back online, however the driver remains protected by the system and the vibrating alert should provide the support required until they get back into coverage, or at least cause the driver to stop and take the required rest needed prior to continuing.

Webinar snapshot:



Sodexo's Fleet Technology Journey



Key Impacts



Seeing the Full Picture

