



Linfox Logistics



Actions for Road Safety in Thailand TSTS



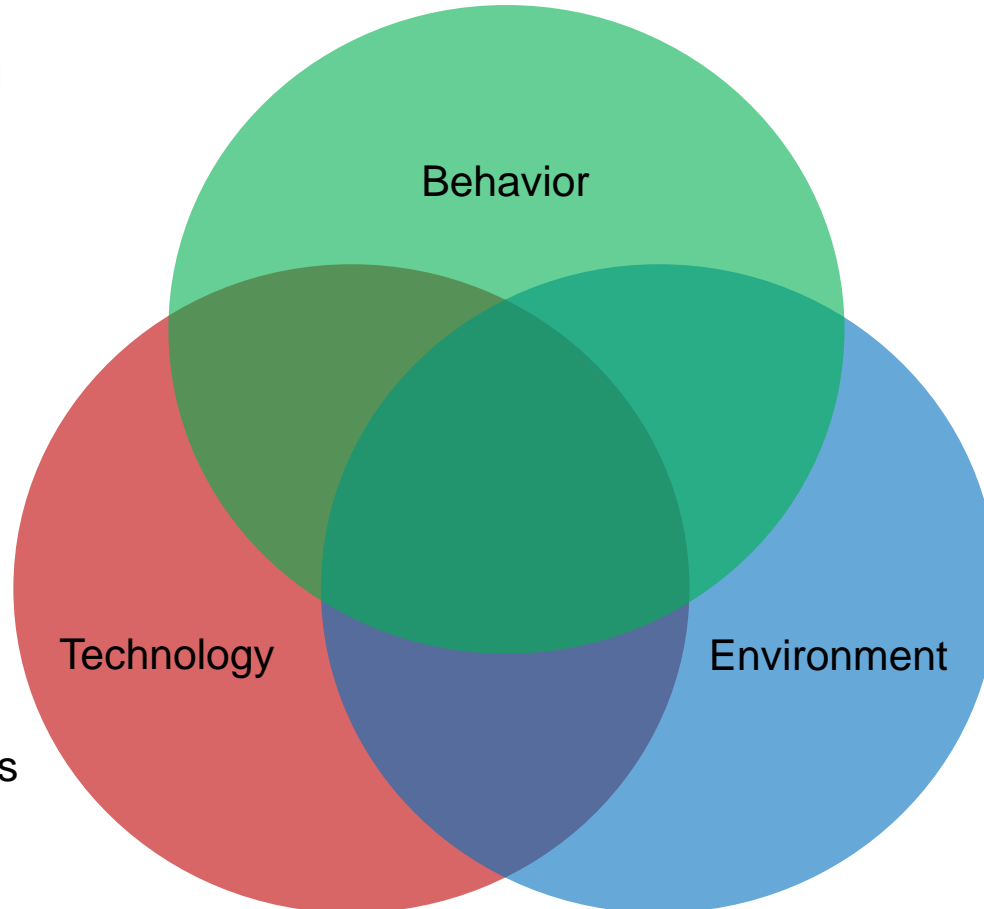
David Ames
17 October 2014

vision
ZERO

How do we create safety?



How do we improve Thailand from having the second deadliest roadway system in the world?



Behavior:

How can we fundamentally improve the actions our drivers take so as to make the roads a safer place for all?

**vision
ZERO**

Technology:

How can we use new technological advances to improve road safety for our drivers and others on the roads?

Environment:

What steps can be made throughout the nation to improve road safety, and who is responsible?

Our safety vision ZERO



We began our safety **vision ZERO** eight years ago

- We care about our people
- We want everyone to go home safely after work every day
- **vision ZERO** is communicated widely across the business
- We strive to achieve zero

vision
ZERO

- ZERO** Fatalities
- ZERO** Injuries
- ZERO** Motor Vehicle Incidents
- ZERO** Net Environmental Emissions
- ZERO** Tolerance of Unsafe Behaviour & Practices

Our vision ZERO journey

Lost Time Injury Frequency Rate



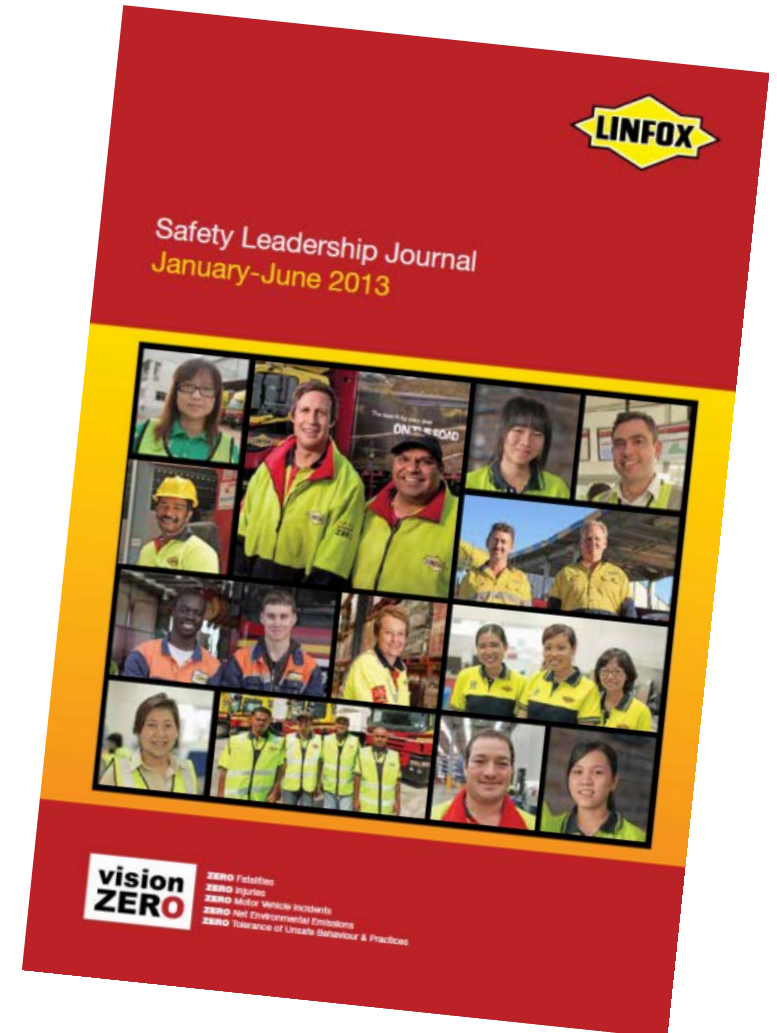
Safety Leadership Journal



Issued to all Managers and Supervisors

The Safety Leadership Journal supports Linfox managers to:

- **Understand safety management** - planning, contractor management, risk management etc
- **Understand key hazards, risks and controls** - Weekly Safety Topics and Safe Work Quick Guides
- **Ensure key safety activities are undertaken** - Weekly Safety Reminders, Keep Stop Start, Safety Leadership Governance Reviews
- **Record** - Weekly Toolbox Talks and Daily Safety Walks and Talks (SWATs) and monthly performance



Communicating safety



Vision ZERO is prominent across our organisation

- Every Linfox site has a 'safety cross' publicly displaying its safety performance
- The **vision ZERO** logo is prominent on uniforms, letterheads, signage
- The safety theme is written throughout our communications to employees and customers
- We produce safety material in seven languages



Safety across Linfox's Asia Pacific Operations



We aim to improve safety performance by 30% each year through:

Leadership

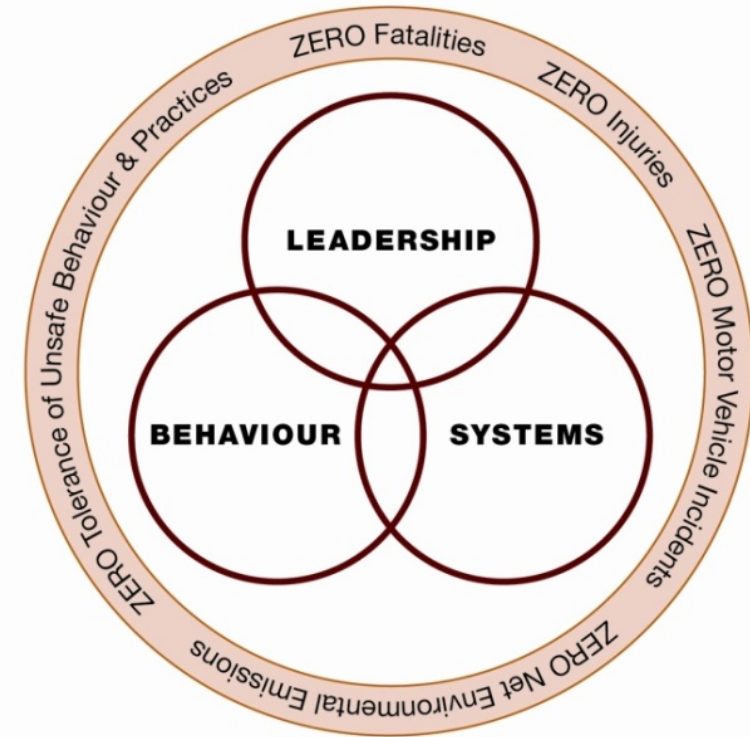
- Policy and communications in all languages
- Safety Leadership Journal
- Consistent programs, standards and leaders' commitment

Behaviours

- SWATs, toolbox talks
- Transport and Warehouse Safety Cards

Systems

- Consistent Safety Risk Register, Weekly Safety Topics and Safe Work Quick Guides, audits and reviews
- Monthly performance reporting



Safety and Technology



Technology plays an increasing role:

- Drive-cams in trucks record heavy G-forces to analyse incidents to assist driver training and incident investigation
- GPS vehicle tracking helps us manage driver fatigue, communications and incident response
- Online Linfox Incident Investigation systems allow us to better analyse information and identify hazards
- Our Incident Investigation process allows us to identify root causes of incidents, enabling us to better manage and reduce risks. This is essential for continuous improvement in our safety performance.

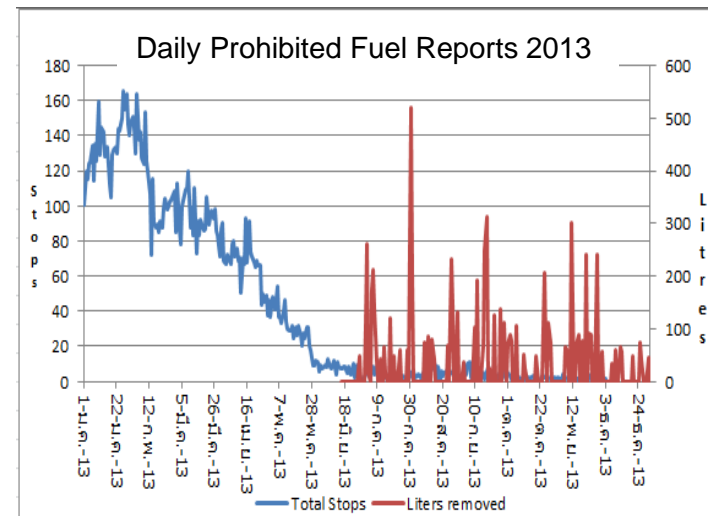
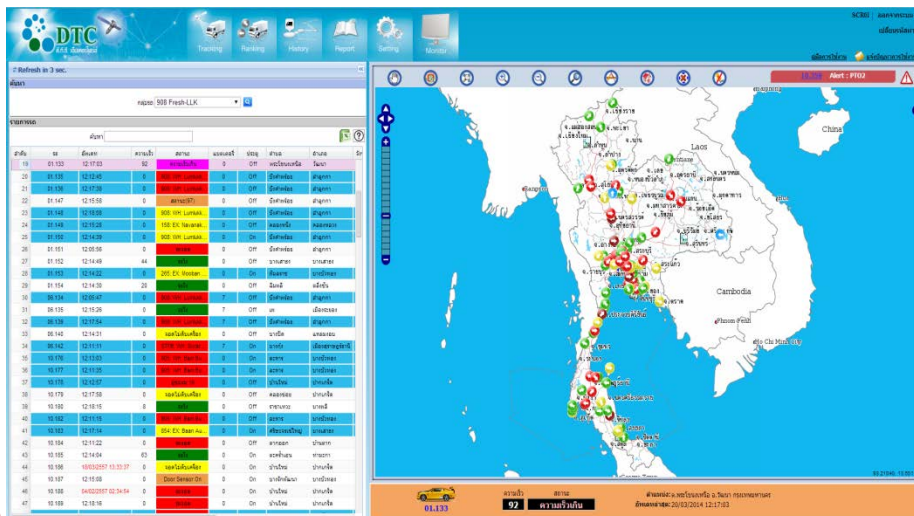


Safety and Technology



Linfox Thailand Central Control Room

- Provides direct support to drivers through:
 - Over hours alerts
 - Speed alerts
 - Post-accident audits
 - Unauthorized parking
 - Weather and Natural Disaster alerts
 - Political alerts
 - Traffic Alerts



How can we manage the environment?



We are missing opportunities:

- Drunk driving campaigns
- Motorcyclist helmet campaigns
- Rest areas
- Active and thorough police enforcement of road safety rules
- Gradual elimination of U-Turns on major highways
- Enforced driver education prior to licensing
- Aggressive removal of illegal and unfit vehicles from the roadways
- The list goes on and on...

We expect Linfox people to act in accordance with our values



Integrity

Honest, ethical dealings within the letter and spirit of the law



Teamwork

Working towards common goals in a collaborative, inclusive manner



Individual accountability

Accepting responsibility, a sense of urgency, an eye for detail and a “can do” attitude



Mutual support and respect

Being available, respecting others’ opinions, time and feelings and using appropriate language



Trust and openness

Facilitating frequent, transparent, two-way communication



Courage

Willingness to risk going beyond our comfort zone and to learn from our mistakes



Fairness

Accepting differences of opinion and achieving balance and equity in outcomes



Uncompromising standards

Living and promoting our values in a culture of continuous improvement and learning