



# Case Study: how to integrate health and safety management for safer taxis and passengers

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# Speaker

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- Manager of work safety
- Nominated responsible person in taxi permits
- 5 wheelchair taxis and 3 minibuses within Kajon...

# Company

## Kajon Oy

The family-owned taxi company was founded in Espoo in 1997. Our main business concentrates in Helsinki Metropolitan area, but we also operate in many districts throughout Finland. We route and transport thousands of children, elderly and disabled persons daily along with other taxi services.

The fleet consists of 150 vehicles with 200 chauffeurs. Our ordering channels and everyday transportation lists are also available to our numerous subcontractors.

# Kajon Background

First taxi permit in 1997.

VIP level taxi and minibus services.

Market leader in Finland.

Offering complete service for school, daycare, senior and meal transportation in communal sector.

Ordering channels up-to-date: web, mobile app, phone, buttons and intra access for restaurants, hotels and other businesses. Web form and email for offer requests.



# Fleet and IT

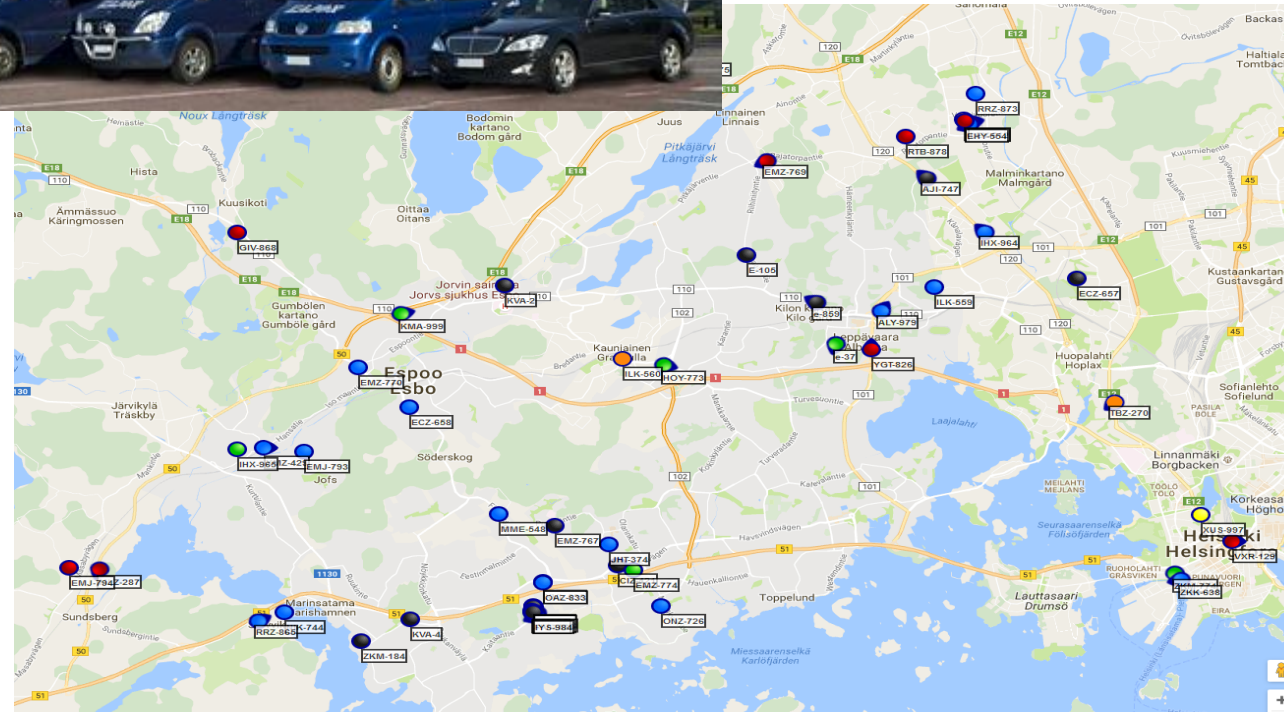
65 taxis and 85 minibuses.  
Mainly 8-16 seated vehicles.

Custom built IT system by Versoft Oy:

Real-time positioning, dispatch system, pricing, payment by card/cash/invoice, chat between drivers and fleet managers, electric and interactive transportation lists, digital tachograph data collection through collector interface... etc

Comprehensive intra tools for HR, fleet, accounting...

Alcohol interlocks in every car with sms alerts.



# Committee for work safety

Elected representatives from office and driver personnel.

Lead by the manager of work safety, meetings 4-5 per year.

Risk analysis of various incidents (probability x severity = risk).

Any risk reaching value 3 on a 1-5 scale leads to actions to reduce it.

Following work accidents also leads to recommendations for safety.

Plans for equality, dependence treatment and occupational health.



# Alcolock policy

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Some rules and practices have been made clear for the personnel, regarding the use of alcohol interlocks and consequences of foul play.

Consumption of alcohol is forbidden on the day prior to a work shift.

Any reported "Not OK" result will lead to immediate questioning and the test result will be repeated over the phone with a supervisor. Written warning.

Any reported result over the legal limit of BAC 0.5 will be reported to the police, if there is a suspicion that the car has already been driven.

Any such case will result in discharging the driver.

There has been 1-2 warnings within the last year and 5 questionings.





# Using the IT system

Electronic transportation lists and orders are easily distributed to vehicles  
- no phone time needed to pass on addresses, pick-up times, numbers etc.

Lists are constantly up-to-date, with cancellations.

Chat allows drivers to inform others about collisions and wild life on road.

Interval messaging for important information to the drivers  
- for example about changing winter tyres last weekend.

Digital tacograph information remotely readable.

Check-up list for the car and its equipment with every shift change.

Reminders about annual inspections for the cars and training for the drivers.



# Human factor

Annual invitations to health check-ups for night shift drivers.

Regional team meetings, summer and winter parties, social and sports activities, personnel magazine, Facebook group.

Shift change is planned between drivers that live close to each other.

Individual talks with drivers caught or reported speeding.

Training every five years on economic and safe driving, customer service, dealing with customer violence, first aid and legislation.

In-house repairs and service for the fleet.





# Any questions?



**Based on:**

<http://etsc.eu/category/publications/>

Please, look for  
**Managing Road Risk at Work**  
– Case study: Kajon Taxi  
from June 29, 2016

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