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Good Practices in Social Security

Good practice in operation since: 2010

Commuting Accident Prevention Plan

A case of the Social Security Organization

Social Security Organization
Malaysia

Summary

The Social Security Organization's (SOCSO) Commuting Accidents (CA) Prevention Plan was introduced with the purpose of preventing commuting accidents or minimizing injuries if accidents happen. The strategy comprises four CA prevention programmes to face the increase in commuting accidents, namely:

- 1. Commuting Accident Outreach Programme for employers and employees.*
- 2. Safe Motorcycle Riding Programme (SMRP) and Defensive Driving Programme (DDP).*
- 3. Applied Research Grants; and*
- 4. Commuting Safety Management System (CSMS)/Road Safety Element in the Occupational Safety and Health Management System (OSHMS).*

Implementing these programmes requires a dynamic collaborative effort and smart partnership with other social partners and agencies. By implementing the strategy in the CA Prevention Plan, SOCSO hopes to achieve the target of reducing 10 per cent of CA by 2015. The result from 2010 to 2011 has shown that the plan is on the right track to achieve the key results. The experience of SOCSO in dealing with increasing commuting accidents can be shared with other social security institutions with due respect to the different nature of the schemes and the context of the respective country.

CRITERIA 1

What was the issue/problem/challenge addressed by your good practice?

SOCSO faces serious challenges including the impact of rising numbers of CA, occupational road accidents and lack of awareness of occupational diseases related to driving and riding. The impact of CA is far greater than industrial accidents as CA normally involve multiple injuries which are far more traumatic than workplace accidents. SOCSO data indicates that the overall accident rate reduced by 37 per cent from 95,006 accidents in 2000 to 59,897 in 2011. However, the reduction is in industrial accidents, whereas the number of CA increased by 26 per cent in the past ten years from 19,620 to 24,809. There are efforts by a number of agencies to prevent these accidents and minimize injuries but they lack substance and direction. The main challenges that SOCSO faces regarding the rise in CA are:

- lack of awareness among workers and employers regarding safe riding and driving while commuting to work;
- lack of a comprehensive training programme targeted at CA high risk sectors;
- no comprehensive study done based on SOCSO's accident data to find the root cause of CA;
- lack of a Commuting Safety Management System/Road Safety Element in the OSHMS in most workplaces.

CRITERIA 2

What were the main objectives and the expected outcomes?

The main objectives of the CA Prevention Plan is to create awareness in all employees who commute to work or drive as part of their work activities, preventing CA or minimizing injuries if an accident happens. SOCSO has implemented the following initiatives with specific objectives:

1. Commuting Accident Outreach Programme
 - National Safe Commuting to Work Campaign
 - Accident Prevention Seminar
 - Development of CA video

Increase awareness of employers and employees on safe commuting to work, synergize a comprehensive forum to exchange best practices and lessons learnt on CA, reach all levels of working communities and workplaces focusing on the top 100 companies with the highest CA cases in Malaysia.

Output: Four national campaigns and seminars (2011-2015).

2. Safe Motorcycle Riding Programme and Defensive Driving Programme

Provide comprehensive training (theory and practical) to employees at high risk of CA in targeted sectors.

Output: 100 workplaces with the highest commuting accidents yearly.

3. Applied Research Grants

Encourage research focusing on prevention of CA due to fatigue, risk factor, environment and human behaviour utilizing SOCSO's accident database.

Output: Four research studies (2012-2015).

4. Commuting Safety Management System/Road Safety Element in OSH Management System

Introduce this in companies with the highest CA to strengthen the road safety element in the OSHMS.

Output: 100 premises to develop OSHMS/CSMS by 2015.

The ultimate expected outcome is that the 2010 CA rate of 4:1000 employees will reduce by 10 per cent to 3.6:1000 employees by the year 2015.

CRITERIA 3

What is the innovative approach/strategy followed to achieve the objectives?

The CA prevention strategy will improve safety and health at work and while commuting to and from work. More employees will be trained by the safe riding campaigns and reached by awareness seminars. The research will analyse the root cause of CA and more employers will implement the Road Safety Element in the OSHMS. To achieve the objectives, SOCSO has implemented the following initiatives:

1. Commuting Accident Outreach Programme

The programme comprises:

- National Safe Commuting to Work Campaign:
 - launching at national level followed by all states and offices level;
 - delivering helmets, safety vests, CA prevention kits, posters, safety videos, and stickers to employees;
 - advocating on safe commuting to work at high risk workplaces;
 - seatbelt wearing awareness programme.
 - Accident Prevention Seminar:
 - CA prevention workshop/seminar;
 - road safety awareness programme in workplaces, public places, schools and universities;
 - poster presentation/research findings/dialogue on CA.
 - Development of CA video:
 - development, publication and distribution of CA prevention videos to workers and the public to create awareness of the impact of CA on workers, families, employers and society.
- #### 2. Safe Motorcycle Riding Programme and Defensive Driving Programme:
- module development (formulation of research findings into the module).
 - training for trainers;
 - selecting the targeted workplaces by accident data/research findings;
 - implementing training by SOCSO and employers in the workplaces;
 - implementing training in stages according to high risk industries.
- #### 3. Applied Research Grant:
- funding for research; research friendly policy;
 - identify priorities using work-related research: vehicle, environment or human behaviour;
 - dissemination of findings.

4. Commuting Safety Management System (Road Safety Element in OSHMS):
- introduce incentives to industry and employers to implement the road safety management/develop OSHMS;
 - Safe Commuting Award to companies with best practices in CA prevention;
 - introducing the strategic plan for the prevention of road traffic accidents;
 - harmonize the prevention of accidents through the participation of the industry;
 - sponsor training programmes of selected small and medium enterprises (SMEs) from the initial stage until their OSHMS include road safety elements.

CRITERIA 4

Have the resources and inputs been used in an optimal way to achieve the set objectives and the expected outcomes? Please specify what internal or external evaluations of the practice have taken place and what impact/results have been identified/achieved so far.

In order to optimize the implementation of the CA Prevention Plan, SOCSO has adopted the following approaches:

- adopted Accident Prevention Seminar (APS) Resolutions and OSH Master Plan 2015 which has been agreed by all relevant parties (integrated five year plan of action 2011-2015);
- set up an Accident Prevention Committee to supervise the implementation of the programmes;
- initiated programmes by the Accident Prevention Unit, assisted by all 46 state and local branches nationwide;
- collaborated with 22 nongovernmental institutions and agencies related to OSH and road safety in implementing the initiatives in Malaysia;
- allocated yearly budget to implement the measures.

In the past two years SOCSO has implemented two National Safe Commuting to Work Campaigns – 120 road safety advocating programmes in the targeted workplaces, delivered more than 10,000 helmets, road safety vests, stickers and CDs, developed four CA prevention videos and completed three research analyses on the root causes of CA. Overall, more than 20,000 workers have been reached through outreach programmes, 5,450 workers trained in 218 sessions of SMRP and DDP, and 30 employers benefited from the OSH compliance support programmes (*source*: SOCSO Accident Prevention Unit – Results, 2012).

The progress report on CA prevention programmes is reviewed by the Accident Prevention Committee quarterly and improvements executed accordingly by the Accident Prevention Unit.

SOCSO emphasizes the quality of products for the prevention programme and one of the videos on CA Prevention “Almost There” was awarded second Place in the International Film and Multimedia Festival 2011, during the “World Congress on Safety and Health at Work”, Istanbul, 2011.

The ultimate expected outcome is to reduce the CA rate by 10 per cent from 4:1000 employees to 3.6:1000 employees by 2015. In the past two years, SOCSO's number of active insured persons has increased by 12.45 per cent from 5.518 million in 2010 to 6.205 million in 2012. Although the number of CA increased by 12.5 per cent in 2011 compared to 2010, the frequency of CA if compared to the number of active insured persons shows that the rate in 2011 was still 4.00:1000. This rate indicates that the programme is still at an early stage but showing good progress and is on the right track to achieve the expected outcome.

CRITERIA 5

What lessons have been learned? To what extent would your good practice be appropriate for replication by other social security institutions?

SOCSO's experience of establishing and expanding CA preventions strategies holds important lessons for other countries, including:

- establishment of an appropriate legal mandate/framework to support prevention;
- enhancing resources in prevention-dedicated workforces and expertise on CA prevention;
- the importance of education, training, consultation and exchanging information and good practices and the promotion of prevention measures;
- the important role played by governments, social partners, professional safety and health organizations and social security institutions in promoting prevention through smart partnerships;
- continuous research and development in prevention;
- ensuring that monitoring and evaluation are in place to assess the strategy.

The CA Prevention Plan should be a good practice to be replicated by other social security jurisdictions to provide social well-being. With the smart partnership in SOCSO's CA Prevention Plan, programmes have been implemented that benefit contributors, create awareness of remaining safe and healthy in the workplace and on the road, providing workers with a good quality of life and a sustainable and affordable social security system. SOCSO believes this strategy would create a positive cycle and a sustainable social environment which is a win-win situation for social security administrators, workers and employers.