



Road Safety Index

PRODUCTS AND SERVICES

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This manual is for organizations having traffic safety relevant products and/or services. It contains all FIA RS Index elements; Commitment, Footprint, Planning, Monitoring of Safety Performance, and Safety Culture Management. Further, it contains the products and services analysis part. Scoring tables are developed for all of them.



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SUPPLY CHAIN RATING PRODUCTS/SERVICES RATING.

The **FIA Road Safety Index** (FIA RS Index) is a rating system aiming to show the impact of traffic safety on an organization's value and supply chain, and vice versa. Using the FIA RS Index helps an organization, irrespective of size and sector, to increase its insights on what would be beneficial to improve concerning road transport and road safety in order to eliminate fatalities and serious injuries. Furthermore, the FIA RS Index is offering an objective benchmarking of its results and efforts in protecting employees, third parties and for some organizations also their customers or clients. This index is presenting an organization's performance as a score and as a star rating.

The FIA RS Index system is described in several documents:

1. Framework document

The Framework contains background and cited sources for the different parts of the index. It presents what components should be included and how they relate to international standards and principles.

2. The FIA RS Index Manuals

The FIA RS Index Manuals contains the scoring system with criteria based on the components identified in the framework. The manual includes the six components: Commitment and Footprint. Plans, Monitoring of Safety Performance and Safety Culture. It has also a component dealing with Value chain analysis.

The manuals are divided in one document for a generic supply chain, and separate documents for organizations that market products and/or services that are traffic safety related.

3. Guidance for use

The Guidance for use documents are supporting the use of the manuals with examples and additional information. They also include a calculation sheet supporting users in generating the scores and star ratings. Guidance for use documents are designed to evolve over time.



INTRODUCTION

The FIA Road Safety Index aims at systematic actions to eliminate deaths and serious injuries from road crashes within organizations' value chains. The FIA RS Index concept is based on the Stockholm declaration for traffic safety, adopted at the 3rd Global Ministerial Conference 2020 on road safety. Further, the index is based on the United Nations General Assembly resolution 74/299 and the resulting Global Plan for Road Safety (WHO 2021). The definitions, requirements and approaches in this manual are mainly based on ISO 39001:2012 Road traffic safety (RTS) management systems - Requirements with guidance for use and the Global Reporting Initiative, GRI 403. More about the FIA RS Index motives can be seen in a separate framework document. The framework document contains a wider set of justifications for the elements in this manual. The FIA RS Index is presenting an organization's performance as a score and as an FIA RS Index star rating. An organization would as part of the system have an estimate of its road safety footprint.

In the FIA RS Index, there is a clear distinction between organizations with or without specific traffic safety-related products and/or services. In this manual organizations with traffic safety relevant products and services are in focus. These organizations are expected to have both a rating for the generic supply chain and for their products and services.

READER GUIDELINES

This manual is built from four main building blocks. After the introductory information, there is a chapter on products/services sphere of influence analysis. Thirdly, a set of criteria defining demands for scores. These are divided into different products and services groups. The fourth block is summarizing the rating calculation method. Besides this manual, there is a separate guidance for use document available as a part of the FIA RS Index. The guidance for use aims to clarify and help users to understand the demands. There are significant benefits in reading the criteria and the guidance for use document in parallel.

This manual is covering all the five elements in the complete FIA RS Index. The elements are Commitment, Footprint Planning, Monitoring of Safety Performance and Safety Culture and Products/services Portfolio Coverage. All organizations are expected to perform the generic supply chain analysis before doing the products/services analysis. In case the balance in traffic safety impact is dominated by the organization's products/services and not the supply chain safety management, it is though natural and positive if the organization choose to concentrate its initial analysis and ambitions on its products/services.

THE GENERAL RATING APPROACH

The FIA RS Index is a rating system that allows an organization to investigate its current traffic safety performance and safety footprint. It is also possible to use for identification of potential actions to improve the safety record and the rating. The objective of the FIA RS Index is to establish a framework for any organization to report openly and transparently on its ambitions, actions and success in reducing its traffic safety footprint within its complete value chain and associated sphere of influence. It should be usable in organizations of any type or size.

SPHERE OF INFLUENCE

The potential or real impact on road safety that an organization can significantly influence through its own behavior, contracts, procurement, products, services and dialogues with employed, contracted, partners, customers and the wider community including both the private and public sector.

It is important not to mix "sphere of influence" with formal responsibilities, blame and/or legislated requirements.

The FIA RS Index is inspired by other sustainability reporting systems and could be reported together with these. The progress of the organization in reducing its safety footprint is a long-term commitment and will be based on management that can both express its ambitions as well as turn them into action.

The FIA RS Index is designed to follow and evaluate this process over time, in order to give the financial sector as well as the wider society a guide to how organizations improve their sustainability through road traffic safety. This will in turn stimulate organizations to continuous improvement and the application of established and effective processes and actions. The FIA RS Index is designed to detect and credit these work processes and improvements.

The FIA RS Index is built along the Plan-Do-Check-Act (PDCA) principles. Commitments from top management, knowledge about the traffic safety footprint both in a generic supply chain as well as from relevant products/services.

The understanding of the complete supply and value chain forms the basis for planning and monitoring of progress. This would ideally result in the establishment of a mature safety culture permeating the organization in its entire sphere of influence.

Generally, organizations' value chain includes several contracted partners or are based on contractual arrangements. Therefore, a significant part of the FIA RS Index includes properties related to those contract partners. For many organizations, the main possibility to improve road safety is to work together with and/or through their partners. For organizations having traffic safety relevant products/ services also their customers' safety and safety footprint is relevant and important to tackle. This manual is specifically developed for these organizations.

The FIA RS Index also aspires to stimulate organizations to set up benchmarks and targets for their ambitions, but rather than possibilities in comparing different organization's safety

footprint, the FIA RS Index is designed to focus the progress within each organization.

Generally, a wider approach to road safety covering both how an organization identifies its sphere of influence, applies and follows up its commitments and policies as well as its success to measure the safety footprint, will be valued higher than the exact identification of all road transports and associated measurements.

Even decisions on future actions from the top management that have not yet been implemented will be evaluated and valued if the decisions are firm, detailed and set in time. The terms significant and relevant will be applied to the valuation wherever appropriate, in contrast to "100% covering all aspects."

In some cases, serious estimates can replace exact numbers. This said, it is important that the valuation is reported and can be audited transparently.

THIS MANUAL IS USING THE FOLLOWING KEY APPROACH

The FIA RS Index system contains two ratings, a supply chain rating for every organization and secondly a rating for organizations having a road safety relevant products/services. In this manual only the products/services rating is presented. Organizations are expected to have performed the supply chain rating before potentially using this manual and rating system. In case the balance in traffic safety impact is dominated by the organization's products/services it is natural and positive if the organization choose to concentrate its initial analysis and ambitions on its products/services.

In this manual five different types of organisations are foreseen. These are:

- Organisations that deliver vehicles or vehicle components.
- Transport service providers.
- Roads and streets, infrastructure providers.
- Organisations offering traffic safety education/training/consulting.
- Businesses offering rental/lease of vehicles.

In the performance factors, the planning and the monitoring the different types of organisations have different specific demand tables. More types of organizations and business areas will have specific demands as the FIA RS Index develops.

Organizations that have products/services that doesn't fit into the five predefined areas must develop and use demands in line with the predefined ones. In these cases the organization must also clearly document the basis for their selection and include a risk assessment.

In preparation of the score, multiplication factors are used. The multiplication value varies depending on the importance and/or the effort to achieve high ratings in the different scoring elements.

There are scores calculated from the different scoring areas in the system. A good overall rating can't be given to organizations with weak performance in one or several areas.

The scoring system should allow for use in only specified parts of the products/services portfolio, as long as the organization can identify its entire portfolio and identify clearly what products/services that are subjected to the valuation.

If an organization has significantly different approaches and performance in different parts of the products/services portfolio or in different regions it can also use more than one rating. If the organization prefers not to work with more than one rating it will be judged on the lowest performance.

0. PRODUCTS/SERVICES SPHERE OF INFLUENCE ANALYSIS



Mapping and understanding an organization's products and/or services are a natural elements when starting the work with the FIA RS Index. The first element of the FIA RS Index is therefore, the analysis of the organization's sphere of influence through its products/services portfolio. A mapping of the organization's products and/or services is essential to correctly understand the organization's products/services road safety sphere of influence, to set targets and to guide actions,. This mapping should also form the basis for the safety footprint calculation and traffic safety activities. The analysis is fundamental but does not generate any direct scoring initially. However, to achieve high scores in the "Safety Culture and Coverage of Products/ Services Portfolio" element of the rating, significant parts of the products/services portfolio must eventually be covered.

The value chain of an organization includes the entire chain, from the sourcing of raw material to the end-use of a product or service offered by the organization. In the Products and Services Manual the uses of the products/services offered by the organization are included, if the products/services are traffic safety related. The analysis should relate to end customers, clients or users of products/services. For transport services, only personal transport services are included. Examples of such services could be taxi, bus transport and rental car offerings.

THE DEFINITION OF SUPPLY CHAIN AND VALUE CHAIN:

"A supply chain refers to the system and resources required to move a product or service from supplier to customer. The value chain concept builds on this to also consider the manner in which value is added along the chain, both to the product/service, the actors involved and the end- user. From a sustainability perspective, value chain has more appeal, since it explicitly references internal and external stakeholders in the value-creation process" (Cambridge Institute for Sustainability Leadership, 2021).

The sphere of influence for products/services refers to current and future portfolios. There are, however, examples where products/services have an impact on road safety for a long time, and where products could be found to be defect or subjected to modifications. It is essential that the time aspect is picked up in the analysis of sphere of influence as well as in the safety footprint calculations.

0.1 CATEGORIES OF AFFECTED PEOPLE IN THE PRODUCTS/SERVICES ANALYSIS

A supply chain refers to the system and resources required to move a product or service from supplier to customer. The value chain concept builds on this to also consider how value is added along the chain, both to the product/service and the actors involved. According to Cambridge Institute for Sustainability Leadership, (2021), from a sustainability perspective, the value chain has more appeal, since it explicitly references internal and external stakeholders in the value-creation process.

To be able to establish and maintain solid measurement and tracking of a road safety index on a selected company's behalf, it has to be defined and agreed on what is the base for such a measurement. That base consists of the total supply chain for that company, both upstreams, to involve the supplier and sub-supplier network, internal activities within the own company, and downstream considering the distribution activities, all the way to the end customers. To that end, we will also be interested in the re-use and destruction activities.

The Supply chain for a global industry company or service provider is vast and considers thousands of suppliers, not to mention the complexity of the distribution and customer activities. Therefore, finding criteria for what to include and exclude when defining the sphere of influence for road safety measuring is crucial.

When that base is defined, all the defined contribution activities that are provided by internal and external stakeholders along the supply and demand chain can be added on. In this stage, some limitations based on stakeholder characteristics, such as personnel directly employed by the company, employed by 1st tier suppliers, or even end customers can be made.

When the prerequisites for defining the supply chain are agreed upon and connected to a defined sphere of influence, we would also like to understand what activities are provided by each actor and how these contribute to the total business value. In other words, we have defined how the supply chain, completed with all these contributions from all these actors builds up to the value chain.

PRODUCTS/ SERVICES SPHERE OF INFLUENCE ANALYSIS



Mapping and understanding an organization's supply chain is a natural element when starting the work with the FIA RS Index. The first element of the FIA RS Index is therefore, the supply chain analysis. A mapping of the organization's supply chain is essential to correctly understand the organization's road safety sphere of influence, to set targets and to guide actions,. This mapping should also form the basis for the safety footprint calculation and traffic safety activities. The analysis is fundamental but does not generate any direct scoring initially. However, to achieve high scores in the "Safety Culture and Supply Chain Coverage" element of the rating, significant parts of the supply chain must eventually be covered.

The value chain of an organization includes the entire chain, from the sourcing of raw material to the end-use of a product or service offered by the organization. The value chain also includes suppliers- at least first tier- and contracted organizations as well as non-contracted but dependent organizations. In the FIA RS Index, the supply chain- which is a part of the value chain- refers to road transport to move goods and people for the production of services and/or products. The values that result from the service and/or product are relevant if they relate to traffic safety. All organizations have a supply chain, while only some would produce/offer products or services relevant to traffic safety.

THE DEFINITION OF SUPPLY CHAIN AND VALUE CHAIN

"A supply chain refers to the system and resources required to move a product or service from supplier to customer. The value chain concept builds on this to also consider the manner in which value is added along the chain, both to the product/service, the actors involved and the end- user. From a sustainability perspective, value chain has more appeal, since it explicitly references internal and external stakeholders in the value-creation process" (Cambridge Institute for Sustainability Leadership, 2021).

The FIA RS Index only deals with organization's safety footprint related to road traffic/transport/travel. When mapping the supply chain it is important to consider the different groups of road users that are affected as well as what kinds of transport, traffic and travel the organization influence.

0.1 CATEGORIES OF AFFECTED PEOPLE IN THE PRODUCTS/SERVICES ANALYSIS

This manual is for organizations having road safety relevant products and services. An organization's products/services sphere of influence might be significant and affect many different groups and individuals. To understand the organization's potential to reduce fatalities and severe injuries it is helpful to have a categorization of these.

THERE ARE IN ESSENCE TWO DIFFERENT TYPES OF AFFECTED PERSONS IN TERMS OF THE ORGANIZATIONS' PRODUCTS/SERVICES:

- **Customers/clients/users**, directly influenced by the products/services.
- The second group is the **third parties** (victims) affected by the products/services' customers, clients or users.

0.2 LIMITING THE SCOPE OF THE FIA RS INDEX

There might be reasons to limit the FIA RS Index rating to parts of an organization's products/services portfolio or to limit the scope to only some markets for a period of time. A gradual introduction of safety management, tools and monitoring can help an organization to pilot and learn from experience. To eventually earn full points in the FIA RS Index, the products/services portfolio rated must cover at least 90% of the entire portfolio.

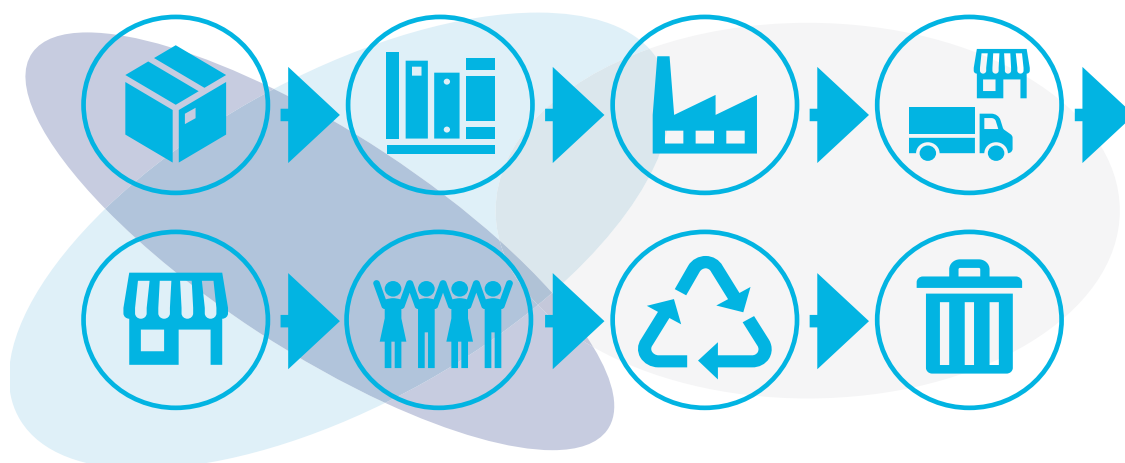
In case the organization initially wants to limit the scope of the rating, that limitation of the coverage of the FIA RS Index starts in defining the products/services that the organization wishes to include in the FIA RS Index. An organization might also wish to limit the index valuation and calculation to a certain country, region or any other relevant subset of its products/services portfolio.

To calculate how much of the products/services portfolio that is covered by the FIA RS Index rating, the organization needs to estimate the amount of products/services covered and an estimate of the un-analyzed parts should be made. The proportion of the analyzed products/services volume's relation to all should be estimated/calculated. The necessary quantification of products/services volume can be done in different ways. The method an organization chooses to apply should be clearly described and reported.

In the analysis the products/services portfolio could also be divided into different market categories — low, medium and high-income countries. Such a grouping gives a more clear knowledge and understanding of the background of the rating.

One particular issue is the inclusion criteria of products/services shared with other organizations. The reporting organization would have to describe its own way to define how such products/services are handled in the analysis of sphere of influence.

If the organization chooses to only analyze parts of its products/services portfolio for the FIA RS Index, the organization would have to include a risk assessment of the parts that are not included. This should be done referring to the general traffic situation in countries, regions or types of products/services. The organization would also have to give a timetable as to when the entire products/services portfolio will be covered by the FIA RS Index.







1. COMMITMENTS, PRODUCTS/SERVICES

1.1 ENGAGEMENT OF TOP MANAGEMENT, TRAFFIC SAFETY POLICY

1.2 SUSTAINABILITY AND TRAFFIC SAFETY POLICY

1.3 SAFETY STANDARDS AND PRINCIPLES

1.4 SAFETY PERFORMANCE FACTORS

Commitment is the first scoring element. It contains seven scoring tables. It is important that the organization has an informed idea about its sphere of influence and its road safety footprint when developing its commitments. Systematic road safety work demands dedication and commitment from the organization's management. Typical commitments stated by an organization are policies, targets and the way compliance with policies and possible non-compliance of the policies are decided, recorded, handled and communicated. Clear commitments are a way to clarify the expressions of commitment to safety that the top management is willing to make. Furthermore, the commitments should guide how aspirations are picked up by the organization, its suppliers and contracted parties.

In the FIA RS Index, the commitment element first includes the policy part. Secondly, it evaluates an overall target for road traffic safety for the company's products and services. This target must be numerical and set in time. Thirdly, the commitment must also include policies and statements in relation to safety standards and principles. As a fourth scoring area, safety performance factors are highlighted. These safety performance factors are relevant to the organization's portfolio of products/services. In this manual, there are five different types of products/services included. Organizations having products/services that are not covered by these five predefined types can develop specific demands based on the existing ones. In the future more types of organizations may have special demands.

1.1 ENGAGEMENT OF TOP MANAGEMENT, TRAFFIC SAFETY POLICY

The traffic safety engagement of the top management needs to be expressed. The top management would be the CEO and/or the Board. There must be a statement/policy on what grounds future actions and products/services will stand on and point at the use of evidence-based approaches. Examples of evidence-based approaches are best available information, proven experience and science-based facts. It is advised that references to sources of information regarding evidence-based approaches are given. The requirement opens for scoring if the organization will show its engagement in near time. By near time, one year is the limit at this point.

Depending on the products marketed or services provided, the required commitments will vary to some extent. They relate to users, customers, third parties to customers and/or the society.

Engagement of top management, policy

COMMITMENT ENGAGEMENT OF TOP MANAGEMENT, POLICY	DEMANDS	CRITERIA	POINTS
It is essential that the top management takes responsibility for traffic safety properties for their products/services	Demand for 3 points	The top management has taken a clear role in managing traffic safety for its products and services, being transparent and applying procedures and actions that are evidence-based.	
	Demand for 2 points	The top management will, in near time, take a clear role in managing traffic safety for its products and services, being transparent and applying procedures and actions that are evidence-based.	
	Demand for 1 points	The top management has delegated responsibility to lower levels of the organization.	
	0 points	No traces that the top management is working with the traffic safety of their products and services.	

Scoring table P/S-C1 Commitment - Engagement of top management, policy.

1.2 ROAD SAFETY TARGETS AND ROLE OF TRAFFIC SAFETY

An organization would have to define its targets for road safety. In doing so, a long-term target would have to be in alignment with how deaths and serious injuries are seen through the expression of traffic safety as a sustainability issue. The long-term target, or vision, would have to be the elimination of deaths and serious injuries in road crashes, even if the fulfillment of this vision cannot be fulfilled solely through the organization's products/services.

There is also a requirement of a time-set target. It is up to the organization to define the target and set up time limits, but it would be expected that the time limit is less than 15 years and more than 1 year.

Those organizations that still do not have full information about their footprint could anyway set the long-term target.

COMMITMENT ROAD SAFETY TARGETS	DEMANDS	CRITERIA	POINTS
Commitments are made in relation to footprint targets and the hierarchy of safety in relation to other aspects and the way these are communicated to the society and the employed and contracted.	Demand for 3 points	The organization has a long-term as well as a time-set target for the safety footprint of its products/services.	
	Demand for 2 points	The organization has a long-term target for the safety footprint of its products/services.	
	Demand for 1 points	The organization has a vision for the safety of its products/services.	
	0 points	The organization has no targets vision for the safety of its products/services.	

Scoring table P/SC2 Commitment- Road safety targets.

1.3 SAFETY STANDARDS AND PRINCIPLES

In this scoring, the organisation is valued in relation to the application of safety standards and/or practices within its sector. Most safety related products or services would have a generally accepted standard or regulation. Many standards and regulations would vary across markets or jurisdictions, but it would be expected from an organisation to apply the best available global standard or regulation for its products or services. For cars, the NCAP procedures and rating could be an example. For roads and streets, iRAP could serve as a relevant reference standard.

In this scoring, it is also valued, if safe system principles (equivalent to Vision Zero principles) are applied to the products or services offered by the organisation. The safe system principles in short are:

- The failing human is the basis for the design and operation of the road transport system
- Safety cannot be traded of to other benefits of the road transport system
- Science and proven experience are the basis for any intervention it is the providers of the road transport system that have the ultimate responsibility for the safety of the system
- Any crash with a fatal outcome must be investigated to validate applied or planned safety solutions and possibly lead to corrective actions.

COMMITMENT SAFETY STANDARDS AND PRINCIPLES	DEMANDS	CRITERIA	POINTS
Commitments made in relation to safety standards and practices and the application of safe system (VZ) principles.	Demand for 3 points	The organization applies the best available safety standards/practices and applies safe system principles for its products/ services.	
	Demand for 2 points	The organization partly applies the best available safety standards/practices and applies safe system principles for its products/services.	
	Demand for 1 points	The organization applies safe system principles for its products/services.	
	0 points	The organization does not apply safety standards/ safe system principles for its products/services.	

Scoring table P/S-C3 Commitment - Safety standard and principles.

For a service provider, the commitments are related to the customer and/ or the use of the service.

1.4 SAFETY PERFORMANCE FACTORS, RELEVANT TO THE ORGANISATION

Safety performance factors are elements and conditions that build up and have a known relation to traffic safety (ISO 39001). They are in their nature global and valid for all sorts of road traffic and transport but can also be complemented with performance factors tailored to a specific type of organization, products and services. The safety performance factors can be measured in most cases as a fraction or proportion of to what degree they are fulfilled.

Safety performance factors must not be mixed up with actions to improve their application and/or fulfillment. There are several actions and countermeasure that can improve a safety performance factor. Education, training, internal rules, etc are different ways to influence the safety performance factors. The benefits of these actions should be measured through the progress of safety performance factors.

In this products/services manual five business areas have predefined safety performance factors. These five are organisations that deliver vehicles or vehicle components, transport service providers, roads and streets, infrastructure providers, businesses offering traffic safety education/training/consulting and last organisations that manages rental/lease of vehicles. These organisations also have dedicated areas within the Planning and Monitoring of Safety Performance sections. If an organisation has activities within areas not covered by the specific demands general performance factors, they should use performance factors derived or expanding from the five predefined areas. The selection should be presented along with motivations and potential risks.

1.5 SAFETY PERFORMANCE FACTORS FOR ORGANISATIONS THAT DELIVER VEHICLES OR VEHICLE COMPONENTS

For organisations that deliver vehicles or vehicle components, the most relevant safety performance factors would be vehicle safety, speed, fitness to drive and the use of protective gear. The scoring for a vehicle and/or vehicle components manufacturer relates to both the product (1) as well as the safe use of the product (2).

SAFETY PERFORMANCE FACTORS VEHICLES AND VEHICLE COMPONENTS PRODUCERS	DEMANDS	CRITERIA	POINTS
Commitments by the vehicle manufacturer/supplier made in relation to vehicles used by customers.	Demand for 3 points	The vehicles produced, components delivered to customers fulfill the highest available safety standard across all markets. The safety performance is communicated to customers.	
	Demand for 2 points	The organization has decided that the vehicles produced, components delivered to customers fulfill the highest available safety standard across all markets. The safety performance is communicated to customers.	
	Demand for 1 points	The organization communicates to customers the safety standard and performance of the vehicles/components delivered.	
	0 points	The organization has no safety standard of the vehicles/components delivered.	

Scoring table P/S-C4a1 Safety performance factors - Highest safety standards.

SAFETY PERFORMANCE FACTORS VEHICLES AND VEHICLE COMPONENTS PRODUCERS	DEMANDS	CRITERIA	POINTS
Commitments by a producer of vehicles and components in relation to the safe use of the product.	Demand for 3 points	The manufacturer supports the users to follow road rules and safe use, in particular speed limits (or safe speed), fitness to drive and the use of protective gear. The provider communicates with users regarding safe use.	
	Demand for 2 points	The manufacturer has taken the decision to support the users to follow road rules and safe use, in particular speed limits (or safe speed), fitness to drive and the use of protective gear. The provider communicates with users regarding safe use.	
	Demand for 1 points	The manufacturer communicates with the users about safe use.	
	0 points	The manufacturer has no support or communication with users with regard to safe use.	

Scoring table P/S-C4a2 Safety performance factors - Product supports safe use.

1.6 SAFETY PERFORMANCE FACTORS FOR TRANSPORT SERVICE PROVIDERS

In this section, relevant safety performance factors for organizations delivering transport services are presented. The services are related to the situations when the customer/client utilize the service for personal transport (and not transport of goods).

Two sets of safety performance factors are valued. Firstly, the commitment to follow rules and regulation and secondly the choice of vehicles used for the service.

Following rules and regulations in transport services

The safety performance factor relating to the transport service delivery contain all relevant rules for the driving of the vehicles with a customer as driver/passenger.

SAFETY PERFORMANCE FACTORS TRANSPORT SERVICE PROVIDERS	DEMANDS	CRITERIA	POINTS
Commitments by a transport service provider made in relation to driving, includes both customer as drivers or passenger.	Demand for 3 points	All relevant road rules are followed, in particular speed, fitness to drive, use of protective gear, and non use of distractive technology when driving. There are procedures when non compliance is detected and the requirements are communicated to customers.	
	Demand for 2 points	The organization has taken a decision to follow all relevant road rules, in particular speed, fitness to drive, use of protective gear, and non use of distractive technology when driving. The requirements will be communicated to customers.	
	Demand for 1 points	The organization communicates to customers that road rules are followed.	
	0 points	The organization has no commitment to follow road rules.	

Scoring table P/S-C4b1 Safety performance factors - Follow rules and regulations.

SAFETY PERFORMANCE FACTORS TRANSPORT SERVICE PROVIDERS	DEMANDS	CRITERIA	POINTS
Commitments by a transport service provider made in relation to vehicles used by customers.	Demand for 3 points	The transport service will only use vehicles with the highest available safety performance. The definition of the highest available safety performance is available and communicated to customers.	
	Demand for 2 points	The organization has decided to only use vehicles with highest available safety performance. The definition of highest available safety performance is available and communicated to customers.	
	Demand for 1 points	The organization communicates to customers the safety standard of the vehicles used for all transports.	
	0 points	The organization has no safety standard for the vehicles used for service.	

Scoring table P/S-C4b2 Safety performance factors - Vehicles with highest safety performance.

1.7 SAFETY PERFORMANCE FACTORS FOR ROADS AND STREETS, INFRASTRUCTURE PROVIDER

The safety performance factors related to infrastructure would be applicable to a road administration, or a local government responsible for streets and roads within its borders. The safety performance factor relates to the design standards, maintenance and speed management.

SAFETY PERFORMANCE FACTORS ROADS AND STREETS, INFRASTRUCTURE PROVIDERS	DEMANDS	CRITERIA	POINTS
Commitments by an infrastructure provider.	Demand for 3 points	The design and operation of the infrastructure have the highest possible rating in a relevant rating system.	
	Demand for 2 points	The organization has decided that the design and operation of the infrastructure will have the highest possible rating in a relevant rating system. The time frame should be given.	
	Demand for 1 points	The design and operation of new infrastructure will have the highest possible rating in a relevant rating system.	
	0 points	The organization has no rating nor decision for applying rating to its infrastructure.	

Scoring table P/S-C4c1 Safety performance factors - Highest safety rating.

The provider of road infrastructure would also be expected to support the road users to follow road rules and to support a safe behavior when using the road transport system.

SAFETY PERFORMANCE FACTORS ROADS AND STREETS, INFRASTRUCTURE PROVIDERS	DEMANDS	CRITERIA	POINTS
Commitments by a road infrastructure provider in relation to the users of the infrastructure (or any other stakeholder relevant to the provider).	Demand for 3 points	The provider supports the users to follow road rules and safe use, in particular speed limits (or safe speed). The provider communicates with users regarding safe use.	
	Demand for 2 points	The provider has decided to support the users to follow road rules and safe use, in particular speed limits (or safe speed). The provider communicates with users regarding safe use.	
	Demand for 1 points	The provider communicates with the users about safe use.	
	0 points	The provider has no support or communication with users regarding safe use.	

Scoring table P/S-C4c2 Safety performance factors - Support safe use.

1.8 SAFETY PERFORMANCE FACTORS FOR TRAFFIC SAFETY EDUCATION/TRAINING/CONSULTING

The safety performance factors related to traffic safety education, training and/or consulting would be applicable to any organisation in the field of road safety education/training or consultancy providing services aiming at improved road safety. It would possibly include driver education and training as well as consultancy in both the automotive sector as well as in infrastructure design and construction. The safety performance factors would relate to the content of the service when it transforms into real-life use in the road transport system. The choice of relevant safety performance factors should be based on an analysis of the relation between the service offered and the traffic safety impact. Up to four safety performance factors could be included.

SAFETY PERFORMANCE FACTORS TRAFFIC SAFETY EDUCATION/ TRAINING/ CONSULTING	DEMANDS	CRITERIA	POINTS
Commitments by Traffic safety education/training/consulting made in relation to customers An alternative based on the principle that each safety performance factor addressed will give 3 p, in total four different safety factors could be "awarded points" if addressed according to the demands.	Demand for 3 points	The service content delivered to all relevant customers/clients address safety performance factors, and best practice for each of them is applied. Up to four safety performance factors are valued and should include speed, vehicle safety, fitness to drive and use of safety gear. If relevant, one or several safety performance factors could be replaced. (3 p per SPF).	
	Demand for 2 points	The service content delivered to some relevant customers/clients addresses safety performance factors. Up to four safety performance factors can be valued, and should include speed, vehicle safety, fitness to drive and use of safety gear. If relevant, one or several safety performance factors could be replaced. (1 p per SPF).	
	Demand for 1 points	The provider communicates with the users about safe use.	
	0 points	The service content has no specific relation to safety performance factors (0 p).	

Scoring table P/S-C4d Safety performance factors - Traffic safety education/training/consulting.

1.9 SAFETY PERFORMANCE FACTORS FOR RENTAL/LEASE OF VEHICLES

The safety performance factors related to organizations renting and/or leasing vehicles to customers/clients would be applicable to any types of road vehicles, whether it is e-scooters, bikes, cars and/or buses and HGVs. It also covers short term rents as well as long term lease or rent.

The safety performance factors include both the safety standard of the vehicles for rent/lease as well as how the user is supported to follow road rules in relation to speed, fitness to drive and the use of protective gear (or other relevant road rules).

SAFETY PERFORMANCE FACTORS RENTAL/LEASE OF VEHICLES	DEMANDS	CRITERIA	POINTS
Commitments by a provider of rental/lease of vehicles service made in relation to vehicles used by customers.	Demand for 3 points	The provider of rental/lease of vehicles service will only use vehicles with the highest available safety performance. The definition of the highest available safety performance is available and communicated to customers.	
	Demand for 2 points	The provider of rental/lease of vehicles service has decided to only use vehicles with highest available safety performance. The definition of highest available safety performance is available and communicated to customers.	
	Demand for 1 points	The provider of rental/lease of vehicles service communicates to customers the safety standard of the vehicles used for all transports.	
	0 points	The provider of rental/lease of vehicles service has no safety standard for the vehicles used for service.	

Scoring table P/S-C4e1 Safety Performance factors- Highest safety performance.

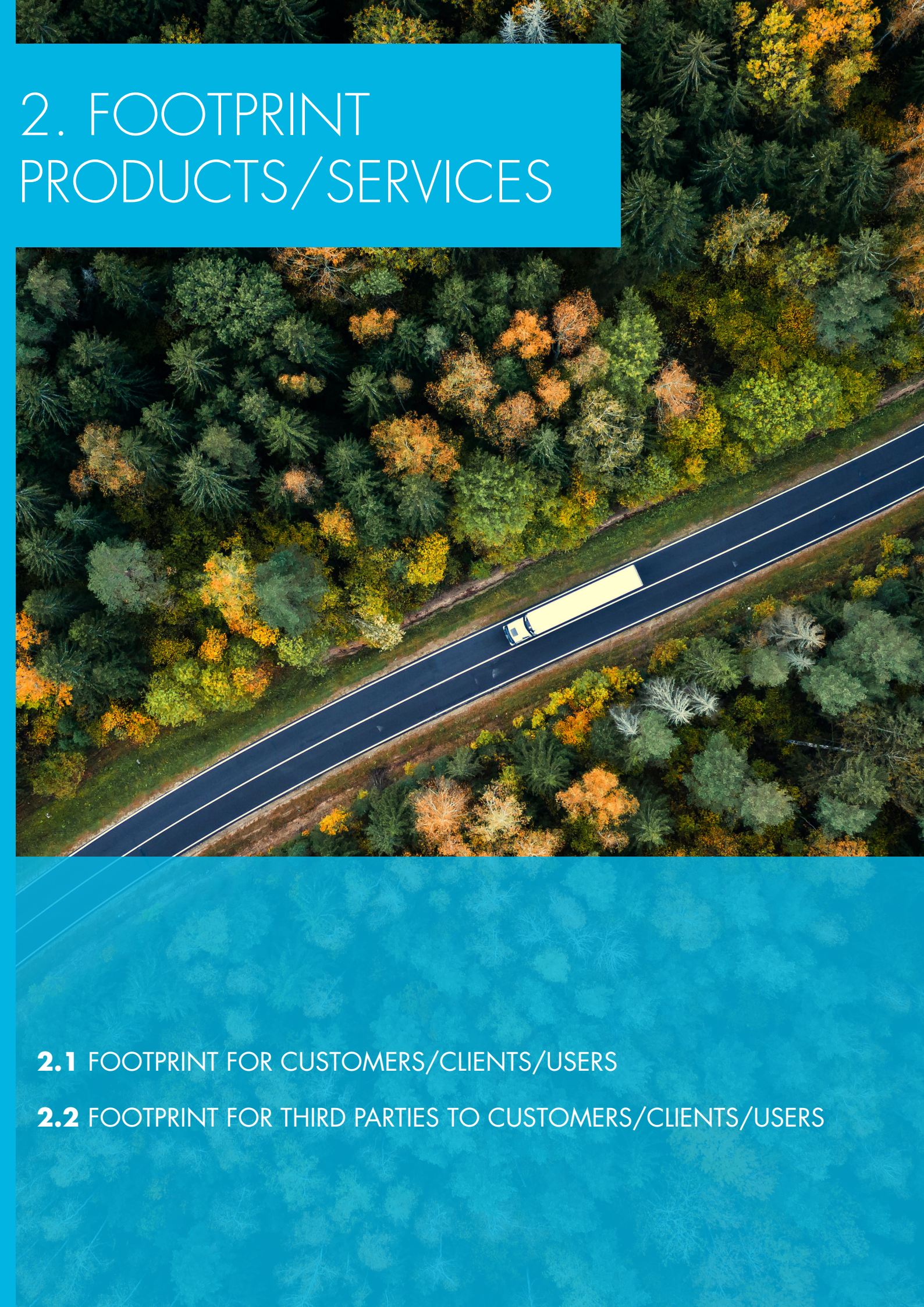
SAFETY PERFORMANCE FACTORS RENTAL/LEASE OF VEHICLES	DEMANDS	CRITERIA	POINTS
Commitments by a provider of rental/lease of vehicles in relation to the safe use of the product.	Demand for 3 points	The provider of rental/lease of vehicles service supports the users to follow road rules and safe use, in particular speed limits (or safe speed), fitness to drive and the use of protective gear. The provider communicates with users regarding safe use.	
	Demand for 2 points	The provider of rental/lease of vehicles service has taken the decision to support the users to follow road rules and safe use, in particular speed limits (or safe speed), fitness to drive and the use of protective gear. The provider communicates with users regarding safe use.	
	Demand for 1 points	The provider of rental/lease of vehicles service communicates with the users about safe use.	
	0 points	The provider of rental/lease of vehicles service has no support or communication with users with regard to safe use.	

Scoring table P/S-C4e2 Safety performance factors - Support safe use.

1.9 SAFETY PERFORMANCE FACTORS FOR AREAS NOT COVERED YET

There are other business areas that are not covered by those listed in the manual. More areas will be developed over time. An organization can in the meantime use combinations of the tables listed and use them to guide the organization. In these cases the organization must also clearly document the basis for their selections and include a risk assessment.



An aerial photograph of a two-lane asphalt road winding through a dense forest. The trees are in various stages of autumn, with some showing bright yellow and orange leaves, while others remain green. A white truck is driving on the road. The top of the image is partially obscured by a blue banner containing text.

2. FOOTPRINT PRODUCTS/SERVICES

2.1 FOOTPRINT FOR CUSTOMERS/CLIENTS/USERS

2.2 FOOTPRINT FOR THIRD PARTIES TO CUSTOMERS/CLIENTS/USERS

The general definition of safety footprint is the number of fatalities and seriously injured persons as a result of road crashes occurring within an organization's entire value chain. All casualties resulting from relevant and significant activities, services and products should be included in the footprint. Further, pedestrian and bicycle falls should be included. In this scoring element, only the products/services part of the footprint is considered.

2.1 FOOTPRINT, CUSTOMERS/CLIENTS/USERS

The footprint for customers (or clients/users) to products/services offered by the organisation is the number of killed or seriously injured among those customers, clients or users. If it relates to a product, like a road vehicle or components of a road vehicle, it would be expected that the organisation can report for vehicles produced and sold within at least a two-year period. Customers /clients/users would include also passengers of the road vehicle.

For a service-provider organisation, the footprint involves all persons killed or seriously injured, that were included in the service delivery. If, for example, a taxi transport would be exposed to a crash, all passengers killed or seriously injured, would be included in the safety footprint of that organisation. The driver would though be seen as an employee or contracted employee and thus be included in the safety footprint of the supply chain. The time covered by the safety footprint should be at least two years. For a road infrastructure provider, the division of "clients" or "users" into two categories, would not be relevant.

Therefore, these categories are brought together. The same principle applies to organisations delivering education/ training/ consulting. While it could be complicated, or even impossible, to obtain data on the footprint occurring among customers and/or clients, a serious estimate could replace the actual outcome.

FOOTPRINT CUSTOMERS/ CLIENTS/ USERS	DEMANDS	CRITERIA	POINTS
The footprint for customers to the products/services of the organization.	Demand for 3 points	The organization has an estimate of the number of killed and seriously injured customers, by road user category, age/ age group and country.	
	Demand for 2 points	The organization has an estimate of the number of killed customers, by road user category, age/age group and country.	
	Demand for 1 points	The organization has an estimate of the number of killed customers.	
	0 points	The organization has no relevant safety footprint data published.	

Scoring table P/SF1 Footprint - Costumers/clients/users.

2.2 FOOTPRINT, THIRD PARTIES TO CUSTOMERS OR CLIENTS/CUSTOMERS

Third parties to customers would be those killed or seriously injured in crashes where products/services are involved. It could be vulnerable road users hit by a product of the organisation, or when a service is provided to a customer.

FOOTPRINT THIRD PARTIES	DEMANDS	CRITERIA	POINTS
Third parties are those casualties resulting from a road crash involving a product or service from the organization (but excluding customers).	Demand for 3 points	The organization has an estimate of third-party killed or seriously injured, divided by age/age group, road user category and country.	
	Demand for 2 points	The organization has an estimate of third-party killed, divided by age/age group, road user category and country.	
	Demand for 1 points	The organization has an estimate for third-party killed.	
	0 points	The organization has no relevant safety footprint for third parties.	

Scoring table P/SF2 Footprint - Third parties.



3. PLANNING PRODUCTS/SERVICES

3.1 SAFETY STANDARDS AND PRINCIPLES

3.2 FOOTPRINT DATA

3.3 SAFETY PERFORMANCE FACTORS

The role of planning is to describe in more detail what the organization does or intends to do in order to improve its road safety performance and resulting safety footprint within the organization's portfolio of products/services. The planning should also detail what, how and when actions are implemented or will be implemented. To achieve maximum scoring, the implementation of the plans must have taken place, at least partially. The actions should be in line with the organization's commitments. It is a natural step in the Plan-Do- Check-Act sequence of management to continuously improve safety.

The organization's documentation is expected to be detailed and transparent enough for interested parties and the outside community to allow for external analysis of the plans, its actions and its likely outcome. The plans and actions should give possibilities to estimate if and when the decided long and time set safety targets can be met. Most organizations have a limited number of serious or fatal incidents per year (safety footprint). To manage planning and progress only through such incidents is not recommended. The information and knowledge generated from the limited number of cases would be slow and insecure and most certainly exposed to a random outcome, possibly misleading the ambitions to introduce effective actions. It has, therefore, become an accepted and evidence based principle, that the managing progress of traffic safety is based on a number of factors related to the risk of a crash with a fatal or serious outcome. These performance factors (SPF) are the fundamental management tools in the ISO 39001 traffic safety management standard and the traffic safety activities in many jurisdictions. The approach to use SPFs is equally useful for small and large organizations. For small organizations, SPFs are even a prerequisite for focused activities.

PREREQUISITES FOR SCORING IN PLANNING ARE AT LEAST TWO POINTS IN EACH OF THE FOLLOWING TWO DEMANDS FROM THE COMMITMENT SECTION:

- Engagement of top management,
- Sustainability and traffic safety policy

3.1 PLANNING - TWO PARTS

The first part of the planning tables relate to the decisions and steps that the organization has taken to progress each safety performance factor. The second part, where relevant, is related to the methods used to verify and guarantee the progress.

PLANNING SAFETY STANDARDS AND PRINCIPLES / FOOTPRINT DATA

SAFETY STANDARDS AND PRINCIPLES	DEMANDS	CRITERIA	POINTS
The organization can demonstrate that it can follow and pick up safety standards and principles.	Demand for 3 points	The organization has a system for continuously following and updating the organizations' safety standards/practices in accordance with the most effective and advanced safety standards and principles.	
	Demand for 2 points	The organization has a system for continuously following and updating the organizations' safety standards/practices in accordance with the most effective and advanced safety standards and principles. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	The organization is planning to follow safety standards/practices in accordance with the most effective and advanced safety standards and principles in its next product cycle.	
	0 points	The most effective and advanced safety standards are not used by the organization.	

Scoring table P/S-P1 Safety standards and principles.

3.2 FOOTPRINT DATA

Requirements for maximum score in Commitment:

FOOTPRINT DATA	DEMANDS	CRITERIA	POINTS
Footprint data collection and methods.	Demand for 3 points	The organization has set up a robust and continuous collection or estimation of safety footprint (fatalities and serious injuries) data both for customers/users and their third parties, on all markets/regions.	
	Demand for 2 points	The organization has set up a robust and continuous collection or estimation of fatality safety footprint data both for customers/users and their third parties, on all markets/regions.	
	Demand for 1 points	The organization has set up a robust and continuous collection or estimation of fatality safety footprint data both for customers/users and their third parties, for significant markets/regions.	
	0 points	The organization has no relevant collection of safety footprint data.	

Scoring table P/S-P2 Footprint data.

3.3 PLANNING SAFETY PERFORMANCE FACTORS - VEHICLES AND VEHICLE COMPONENTS PRODUCERS

SAFETY PERFORMANCE FACTORS VEHICLES AND VEHICLE COMPONENTS PRODUCERS	DEMANDS	CRITERIA	POINTS
Verification by the vehicle manufacturer/supplier made in relation to vehicles and components used by customers.	Demand for 3 points	The organization has a system for continuously following and updating the organizations' safety standards/practices in accordance with the most effective and advanced safety standards and principles.	
	Demand for 2 points	The organization has a system for continuously following and updating the organizations' safety standards/practices in accordance with the most effective and advanced safety standards and principles. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	The organization is planning to follow safety standards/practices in accordance with the most effective and advanced safety standards and principles in its next product cycle.	
	0 points	The most effective and advanced safety standards are not used by the organization.	

Scoring table P/S-P3a1 Safety performance factors - Highest safety standards.

SAFETY PERFORMANCE FACTORS VEHICLES AND VEHICLE COMPONENTS PRODUCERS	DEMANDS	CRITERIA	POINTS
Verification by a producer of vehicles and components in relation to the safe use of the product. Where relevant, safe use include at least speed, fitness to drive and the use of protective gear.	Demand for 3 points	The manufacturer verifies the support system/s for safe use of the product by a standard related to the market where the product is used.	
	Demand for 2 points	The manufacturer verifies the support system/s for safe use of the product by a standard related to the market where the product is used. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	In the next product cycle the manufacturer will verify the support system/s for safe use of the product by a standard related to the market where the product is used.	
	0 points	The manufacturer cannot verify any support system.	

Scoring table P/S-P3a2 Safety performance factors - Product supports safe use.

3.4 PLANNING SAFETY PERFORMANCE FACTORS - TRANSPORT SERVICE PROVIDERS

SAFETY PERFORMANCE FACTORS TRANSPORT SERVICE PROVIDERS	DEMANDS	CRITERIA	POINTS
Verification by a service provider of transports in relation to safe use of the service.	Demand for 3 points	The organization has set up a system to support and verify safe use, in particular related to speed, fitness to drive, use of protective gear and non use of distractive technology when driving.	
	Demand for 2 points	The organization has set up a system to support and verify safe use, in particular related to speed, fitness to drive, use of protective gear and non use of distractive technology when driving. Some limited exemptions are accepted.	
	Demand for 1 points	The organization has partly set up a system to support and verify safe use, in particular related to speed, fitness to drive, use of protective gear and non use of distractive technology when driving.	
	0 points	The organization has no system to support and verify safe use.	

Scoring table P/S-P3b1 Safety performance factors - Support and verify safe use.

SAFETY PERFORMANCE FACTORS TRANSPORT SERVICE PROVIDERS	DEMANDS	CRITERIA	POINTS
The service provider of transports replacement of the vehicle fleet.	Demand for 3 points	The organization has set up criteria for how the safest possible vehicles are recruited, and a plan for continuous replacement of the current fleet.	
	Demand for 2 points	The organization has set up criteria for how the safest possible vehicles are recruited, and a plan for continuous replacement of the current fleet. Some limited exemptions are accepted.	
	Demand for 1 points	The organization has partly set up criteria for how the safest possible vehicles are recruited, and a plan for continuous replacement of the current fleet.	
	0 points	The organization has no safety standard for the vehicles used for service.	

Scoring table P/S-P3b2 Safety performance factors - Safest vehicles.

3.5 PLANNING SAFETY PERFORMANCE FACTORS - ROADS AND STREETS, INFRASTRUCTURE PROVIDERS

SAFETY PERFORMANCE FACTORS ROADS AND STREETS, INFRASTRUCTURE PROVIDERS	DEMANDS	CRITERIA	POINTS
Safety standards for road infrastructure.	Demand for 3 points	The organization has a system for continuously following and updating the organizations' safety standards/practices in accordance with the most effective and advanced safety standards and principles.	
	Demand for 2 points	The organization has a system for continuously following and updating the organizations' safety standards/practices in accordance with the most effective and advanced safety standards and principles. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	The organization is planning to follow safety standards/practices in accordance with the most effective and advanced safety standards and principles in its next product cycle.	
	0 points	The most effective and advanced safety standards are not used by the organization.	

Scoring table P/S-P3c1 Safety performance factors - Advanced safety standards/practices.

SAFETY PERFORMANCE FACTORS ROADS AND STREETS, INFRASTRUCTURE PROVIDERS	DEMANDS	CRITERIA	POINTS
Design and operation to support safe use.	Demand for 3 points	By design and operation the provider supports the users to follow road rules and safe use, in particular safe speed. The provider communicates with users regarding safe use.	
	Demand for 2 points	The provider has decided to by design and operation to support the users to follow road rules and safe use, in particular safe speed. The provider communicates with users regarding safe use.	
	Demand for 1 points	The provider communicates with the users about safe use.	
	0 points	The provider has no support or communication with users regarding safe use.	

Scoring table P/S-P3c2 Safety performance factors - Support safe use.

3.6 PLANNING SAFETY PERFORMANCE FACTORS - PLANNING FOR TRAFFIC SAFETY EDUCATION/TRAINING/CONSULTING

SAFETY PERFORMANCE FACTORS ROADS AND STREETS, INFRASTRUCTURE PROVIDERS	DEMANDS	CRITERIA	POINTS
Contribution to safety performance factors through education/training/consulting.	Demand for 3 points	The organization have a method that can verify significant effects of its activities for one or several safety performance factors.	
	Demand for 2 points	The organization can verify effects of its activities for one or several safety performance factors.	
	Demand for 1 points	The organization can logically show that its activities affect one or several safety performance factors.	
	0 points	The organization cannot show effects of its contribution.	

Scoring table P/S-P3d1 Safety performance factors - Traffic safety education/training/consulting.

3.7 PLANNING SAFETY PERFORMANCE FACTORS - RENTAL/LEASE OF VEHICLES

SAFETY PERFORMANCE FACTORS RENTAL/LEASE OF VEHICLES	DEMANDS	CRITERIA	POINTS
The provider of rental/lease of vehicles plan for the replacement of the vehicle fleet.	Demand for 3 points	The organization has set up criteria for how the safest possible vehicles are recruited, and a plan for continuous replacement of the current fleet.	
	Demand for 2 points	The organization has set up criteria for how the safest possible vehicles are recruited, and a plan for continuous replacement of the current fleet. Some limited exemptions are accepted.	
	Demand for 1 points	The organization has partly set up criteria for how the safest possible vehicles are recruited, and a plan for continuous replacement of the current fleet.	
	0 points	The organization has no safety standard for the vehicles used for service.	

Scoring table P/S-P3e1 Safety performance factors - Highest safety performance.

SAFETY PERFORMANCE FACTORS RENTAL/LEASE OF VEHICLES	DEMANDS	CRITERIA	POINTS
Verification by the provider of rental/lease of vehicles service in relation to the safe use of the product. Where relevant, safe use include at least speed, fitness to drive and the use of protective gear.	Demand for 3 points	The organization verifies the support system/s for safe use of the product by a standard related to the market where the product is used.	
	Demand for 2 points	The organization verifies the support system/s for safe use of the product by a standard related to the market where the product is used. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	In the the near future the organization will verify the support system/s for safe use of the product by a standard related to the market where the product is used.	
	0 points	The organization cannot verify any support system.	

Scoring table P/S-P3e2 Safety performance factors - Support safe use.

4. MONITORING OF SAFETY PERFORMANCE PRODUCTS/SERVICES



4.1 SAFETY STANDARDS AND PRINCIPLES

4.2 FOOTPRINT DATA

4.3 SAFETY PERFORMANCE FACTORS

Modern traffic safety is based on systematic work. Planning for improved traffic safety is an essential step, however, potential progress is only ensured by thorough monitoring. The role of monitoring is to present results and evaluate the progress of the safety management and actions within the organization's entire value chain. The monitoring would both pick up the progress of the safety performance factors as well as the final outcome, i. e. the safety footprint expressed by the number of deaths and seriously injured.

Safety performance factors (SPF) are the keys to managing the safety progress in all organizations and the only instrument to detect any progress for organizations with a limited safety footprint. Changes in SPFs are closely linked to the organization's activities and can rapidly indicate if these are relevant and efficient. The SPFs could also be used to benchmark with other organizations, but the nominal figures would be hard to compare in most cases, as they are depending on the individual background of each organization, its value chain and its sphere of influence.

It is up to the organization to choose how the monitoring is designed and presented but in essence, it should mirror the definitions, targets and measurements of the policies, commitments, plans and actions laid out. The valuation of the performance is concentrated on the progress of the safety performance factors. The same applies to both supply chain as well as for products/services that are safety-relevant.

MONITORING OF SAFETY PERFORMANCE

The monitoring consists of both demands for the organizations ability to monitor its safety performance as well as make results accessible.

The organization should make sure that reporting of data and results are stipulated in contracts with relevant transport service providers and suppliers.

4.1 MONITORING SAFETY STANDARDS AND PRINCIPLES / FOOTPRINT DATA

SAFETY STANDARDS	DEMANDS	CRITERIA	POINTS
The application of safety standards on products/services.	Demand for 3 points	The organization can demonstrate that products/services are fulfilling the highest safety standards.	
	Demand for 2 points	The organization can demonstrate that products/services are fulfilling the highest safety standards. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	The organization can demonstrate that future products/services are fulfilling the highest safety standards available at the time of launch/delivery.	
	0 points	The organization cannot demonstrate the safety standard of its products/services.	

Scoring table P/S-M1 Safety standards and principles.

FOOTPRINT DATA	DEMANDS	CRITERIA	POINTS
The monitoring of safety footprint for products/services.	Demand for 3 points	The organization can show the safety footprint data/estimate (fatalities and serious injuries) for recently launched/delivered products/services.	
	Demand for 2 points	The organization can show the safety footprint data/estimate for fatalities for recently launched/delivered products/services.	
	Demand for 1 points	The organization can show the safety footprint data/estimate for fatalities for recently launched/delivered products/services for significant markets/regions.	
	0 points	No safety footprint data/estimates can be shown.	

Scoring table P/S-M2 Footprint data.

4.2 MONITORING FOR ORGANISATIONS THAT DELIVER VEHICLES OR VEHICLE COMPONENTS

SAFETY PERFORMANCE FACTORS VEHICLES AND VEHICLE COMPONENTS PRODUCERS	DEMANDS	CRITERIA	POINTS
Monitoring by the vehicle manufacturer/supplier made in relation to products used by customers.	Demand for 3 points	The verifying test method and test results in relation to the globally available highest safety standard are communicated to customers/users.	
	Demand for 2 points	The verifying test method and test results in relation to the globally available highest safety standard are communicated to customers/users. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	The verifying test method and test results in relation to the globally available highest safety standard are communicated to customers/users. Some exemptions of safety areas and/or geographical areas are accepted.	
	0 points	The organization cannot demonstrate the safety standard of its products/services.	

Scoring table P/S-M3a1 Safety performance factors - Highest safety standards.

SAFETY PERFORMANCE FACTORS VEHICLES AND VEHICLE COMPONENTS PRODUCERS	DEMANDS	CRITERIA	POINTS
Monitoring by a producer of vehicles and components in relation to the safe use of the product. Where relevant, safe use include at least speed, fitness to drive and the use of protective gear.	Demand for 3 points	The verifying test results in relation to safe use are communicated to customers/users.	
	Demand for 2 points	The verifying test results in relation to safe use are communicated to customers/users. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	The verifying test results in relation to safe use are communicated to customers/users. Some exemptions of safety areas and/or geographical areas are accepted.	
	0 points	The organization cannot demonstrate any test results.	

Scoring table P/S-M3a2 Safety performance factors - Product supports safe use.

4.3 MONITORING FOR TRANSPORT SERVICE PROVIDERS

SAFETY PERFORMANCE FACTORS TRANSPORT SERVICE PROVIDERS	DEMANDS	CRITERIA	POINTS
Monitoring by a service provider of transports in relation to safe use of the service.	Demand for 3 points	The measurements of relevant safety performance factors are presented and published continuously, including to customers.	
	Demand for 2 points	The measurements of relevant safety performance factors are presented and published including to customers.	
	Demand for 1 points	The measurements of relevant safety performance factors are presented available	
	0 points	There are no measurements	

Scoring table P/S-M3b1 Safety performance factors - Support and verify safe use.

SAFETY PERFORMANCE FACTORS TRANSPORT SERVICE PROVIDERS	DEMANDS	CRITERIA	POINTS
Monitoring of vehicle fleet used in transport services.	Demand for 3 points	The safety standard of the vehicle fleet used for transport services is presented for all vehicles, and presented to the customers.	
	Demand for 2 points	The safety standard of the vehicle fleet used for transport services is presented for all vehicles.	
	Demand for 1 points	The safety standard of the vehicle fleet used for transport services is presented for most vehicles.	
	0 points	The safety standard of the vehicle fleet is not available.	

Scoring table P/S-M3b2 Safety performance factors - Safest vehicles.

4.4 MONITORING FOR ROADS AND STREETS, INFRASTRUCTURE PROVIDERS

SAFETY PERFORMANCE FACTORS ROADS AND STREETS, INFRASTRUCTURE PROVIDERS	DEMANDS	CRITERIA	POINTS
Monitoring of the road infrastructure safety.	Demand for 3 points	The safety standard of the entire road infrastructure is continuously presented, also to road users.	
	Demand for 2 points	The safety standard of most of the road infrastructure is continuously presented, also to road users.	
	Demand for 1 points	The safety standard of parts of the road infrastructure is continuously presented, also to road users.	
	0 points	There is no safety standard of the road infrastructure presented.	

Scoring table P/S-M3c1 Safety performance factors - Advanced safety standards/practices.

SAFETY PERFORMANCE FACTORS ROADS AND STREETS, INFRASTRUCTURE PROVIDERS	DEMANDS	CRITERIA	POINTS
Monitoring of the support bay design and operation to support safe use.	Demand for 3 points	Measurements of the most significant safety performance factors for supporting safe use are continuously presented, also to the road users.	
	Demand for 2 points	Measurements of the most significant safety performance factors for supporting safe use are presented, also to the road users.	
	Demand for 1 points	Measurements of speed limit compliance is presented.	
	0 points	There are no measurements.	

Scoring table P/S-M3c2 Safety performance factors - Support safe use.

4.5 MONITORING FOR TRAFFIC SAFETY EDUCATION/TRAINING/CONSULTING

DEMANDS	DEMANDS	CRITERIA	POINTS
Monitoring of safety effects of traffic safety education/training/consulting.	Demand for 3 points	The organization present continuously the effects of its contribution to one or several safety performance factors.	
	Demand for 2 points	The organization has presented the effects of its contribution to one or several safety performance factors.	
	Demand for 1 points	The organization has presented an estimate of its contribution to one or several safety performance factors.	
	0 points	The organization cannot present any effects of its contribution to any safety performance factors.	

Scoring table P/S-M3d1 Safety performance factors - Traffic safety education/training/consulting.

4.6 MONITORING FOR RENTAL/LEASE OF VEHICLES


SAFETY PERFORMANCE FACTORS RENTAL/LEASE OF VEHICLES	DEMANDS	CRITERIA	POINTS
Monitoring of vehicle fleet used in transport services.	Demand for 3 points	The safety standard of the vehicle fleet used for rental/lease is presented for all vehicles, and presented to the customers.	
	Demand for 2 points	The safety standard of the vehicle fleet used for rental/lease is presented for all vehicles.	
	Demand for 1 points	The safety standard of the vehicle fleet used for rental/lease is presented for most vehicles.	
	0 points	The safety standard of the vehicle fleet is not available.	

Scoring table P/S-M3e1 Safety performance factors - Rental/lease of vehicles.

SAFETY PERFORMANCE FACTORS RENTAL/LEASE OF VEHICLES	DEMANDS	CRITERIA	POINTS
Monitoring by the rental/lease organization in relation to the safe use of the product. Where relevant, safe use include at least speed, fitness to drive and the use of protective gear.	Demand for 3 points	The verifying test results in relation to safe use are communicated to customers/users.	
	Demand for 2 points	The verifying test results in relation to safe use are communicated to customers/users. Some limited exemptions of safety areas and/or geographical areas are accepted.	
	Demand for 1 points	The verifying test results in relation to safe use are communicated to customers/users. Some exemptions of safety areas and/or geographical areas are accepted.	
	0 points	The organization cannot demonstrate any test results.	

Scoring table P/S-M3e2 Safety performance factors - Support safe use.

5. SAFETY CULTURE AND COVERAGE OF PRODUCTS/SERVICES PORTFOLIO

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- A hand in a dark sleeve holds the top vertex of a red triangular warning sign. The sign is made of reflective material and is set against a blurred background of a road at dusk or dawn, with a bright light source visible in the distance.
- 5.1** TRANSPARENCY AND PUBLICATION
 - 5.2** PRODUCTS/SERVICES PORTFOLIO COVERAGE
 - 5.3** REPORTING CULTURE AND RIGHT TO CORRECTIVE ACTIONS
 - 5.4** INCIDENTS, UNDERSTANDING AND REPORTING
 - 5.5** INNOVATION AND KNOWLEDGE TRANSFER

Safety culture is about aligning norms, demands and requirements with the actual behavior of the entire organization and in its entire sphere of influence. It can be seen as a situation when the complete Plan-Do-Check-Act sequence is well functioning and generates a continuous improvement in safety performance. Seen in this way, all scoring elements of the FIA RS Index builds the safety culture, and in the specific Safety Culture and Coverage of Products/Services Portfolio scoring element a few overarching principles are introduced.

Good safety culture is built on the engagement and involvement of all employed and partners. Safety culture further relates to how well the organization can adapt, correct and monitor progress as an integrated chain when real or possible non-compliances or non-conformities occur. The organization should also be able to see and tackle changes in the society or within the organization that might impact safety. Organizations should be able to generate innovation to manage developments when safety develops. They should also engage in sharing experiences. In essence, the organization should be able to demonstrate its resilience to both internal and external variations and developments of safety risks and challenges (Lie and Tingvall 2022). In particular, the organization is valued on its ability to detect, report and correct non-compliance with its norms, management, standards and actions. Any fatality, serious injury or potentially serious incident should be considered a non-compliance and should be exposed to an investigation. Further, there should also be a plan to make sure that the event/serious consequence is not repeated. Each case should be available and published openly and actions described.

5.1 TRANSPARENCY AND PUBLICATION

The organization is expected to make the safety targets and results as well as the safety footprint, available. All these aspects should also be published either in a separate safety report, and/or in the sustainability report of the organization.

TRANSPARENCY AND PUBLICATION	DEMANDS	CRITERIA	POINTS
Transparency and publication.	Demand for 3 points	The organization has published the safety management, targets and results and the safety footprint in a separate safety report and/or in the sustainability report.	
	Demand for 2 points	The organization will publish the safety management, targets and results and the safety footprint in a separate safety report and/or in the sustainability report.	
	Demand for 1 points	The organization share its safety management, targets and results and the safety footprint on demand.	
	0 points	The organization is not transparent with its safety management and results.	

PS-SC1 Transparency and publication.

5.2 PRODUCTS/SERVICES PORTFOLIO COVERAGE

The organization can choose to limit its safety scoring to parts of the products/services portfolio. If so, the proportion of the coverage in relation to the entire portfolio must be calculated and/or estimated together with an assessment of the safety risks for the parts of the products/services portfolio that is not included in the FIA RS Index valuation. To earn maximum points in the products/services portfolio coverage of the Safety culture and products/services portfolio scoring element, the amount covered must be at least 90%.

MARKETN COVERAGE	DEMANDS	CRITERIA	POINTS
Coverage of products/services on the market by the FIA RS Index scoring.	Demand for 3 points	Currently at least 90% of the products/services on the market is covered by the FIA RS Index scoring.	
	Demand for 2 points	Currently at least 70 % and within 2 years at least 80% products/services on the market is covered by the FIA RS Index scoring.	
	Demand for 1 points	Currently at least 50 % and within 2 years at least 60% products/services on the market is covered by the FIA RS Index scoring.	
	0 points	Currently less than 50 % of products/services on the market is covered by the FIA RS Index scoring.	

Scoring table PS-SC2 Market coverage.

5.3 REPORTING CULTURE AND RIGHT TO CORRECTIVE ACTIONS

The organization is expected to have systems and routines to allow and stimulate individuals, both employed and contracted, but also users/customers to report non-conformities and non-compliance with safety norms, regulations, standards etc.

The same applies also for errors, near misses and incidents that have the potential to lead to death or serious injuries to road users. The reporting should be seen as positive and a natural element even if the reporting person has made an error or mistake itself. Decisions on corrective actions should be fed back to the organization and reporting individuals.

REPORTING CULTURE	DEMANDS	CRITERIA	POINTS
Reporting culture and right to corrective actions without risk of punishment for the reporting person. The reporting is related to products/services.	Demand for 3 points	Any relevant person in the organization can and is encouraged to report non-conformities and non-compliance with safety policies. Resulting corrective actions are reported.	
	Demand for 2 points	Any relevant person in the organization can and is encouraged to report non-conformities and non-compliance with safety policies.	
	Demand for 1 points	Reporting of safety issues in the organization is explicitly encouraged.	
	0 points	Reporting of safety issues in the organization is not explicitly encouraged.	

Scoring table PS-SC3 Reporting culture and right to corrective actions.

5.4 INCIDENTS, UNDERSTANDING AND REPORTING

The organization is expected to have systems and routines to detect, investigate and analyze errors, near misses, incidents and crashes with the potential to lead to death or serious injuries. It is also expected to report serious cases, as well as the actions decided to minimize and/or eliminate further similar cases.

UNDERSTANDING AND REPORTING	DEMANDS	CRITERIA	POINTS
Understanding and reporting of incidents.	Demand for 3 points	The organization can demonstrate its incident reporting system including in-depth studies of serious incidents and crashes as well as report serious individual cases and associated corrective actions.	
	Demand for 2 points	The organization can demonstrate its incident reporting system including in-depth studies of serious incidents and crashes and associated corrective actions.	
	Demand for 1 points	The organization can demonstrate its incident reporting system and associated corrective actions.	
	0 points	The organization cannot demonstrate an incident reporting system.	

Scoring table PS-SC4 Incidents, understanding and reporting.

5.5 INNOVATION AND KNOWLEDGE TRANSFER

The organization is expected to generate and/or implement innovations to improve safety and innovative safety procedures of the organization. It is also expected that the organization share experience, knowledge and innovations with the community and interested parties including academia. The expectations of innovation and knowledge transfer refers the most recent 5 years.

INNOVATION AND KNOWLEDGE TRANSFER	DEMANDS	CRITERIA	POINTS
Innovation and transfer of knowledge to the community, academia and interested parties.	Demand for 3 points	The organization can demonstrate at least three innovations and show the effects on the safety footprint and/or relevant SPF. The organization is openly sharing its knowledge and experience of safety management to the community, academia and interested parties.	
	Demand for 2 points	The organization can demonstrate at least one innovation and show the effects on the safety footprint/and or relevant SPF. The organization is openly sharing its knowledge and experience of safety management to the community, academia and interested parties.	
	Demand for 1 points	The organization can demonstrate at least one innovation that can have effect on a SPF. The organization is openly sharing its knowledge and experience of safety management to the community, academia and interested parties.	
	0 points	The organization cannot demonstrate any innovation.	

Scoring table S-SC5 Innovation and knowledge transfer.

6. SCORE CALCULATION



SCORE CALCULATION

One aim of the FIA RS Index system is to generate a rating, presented as scores and a number of stars. In this section, the method to calculate the rating for a products/services is presented.

There are five rating elements, Commitment, Footprint, Planning, Monitoring of Safety Performance and, Safety Culture and Coverage of Products/Services Portfolio. All these elements have scoring areas for generating points. The criteria are presented in the scoring tables. Each scoring table generates points between zero and three.

The scoring areas have varying weights, depending on the relative importance of each area. There is a multiplication factor that is used to generate a score for the different scoring areas.

For every rating element, the scores from the different scoring areas can be summed together to a rating element sum score ranging from 0-30. There are five organisation types that collect their score from specific tables. The organisation types are:

- Organisations that deliver vehicles or vehicle components.
- Transport service providers.
- Roads and streets, infrastructure providers.
- Organisations offering traffic safety education/training/consulting.
- Businesses offering rental/lease of vehicles.

Organizations having products/services that are not covered by these five predefined types can develop specific demands based on the existing ones. In these cases the organization must also clearly document the basis for their selection and include a risk assessment.

The rating element sum scores are used to calculate the FIA RS Index star rating. To qualify for a high rating there is a need for balanced performance. A poor scoring in any rating element will limit the possibility of reaching a high star rating. Below the scoring table is presented. Along with the points the multiplication factors are used to generate scores. For each element, a maximum score of 30 can be achieved. The total score can thus reach 150 points.

The scores are summed and as a result, zero to five stars will be generated. There are thresholds to guarantee that an organization has a balanced scoring. Five stars can only be given to an organization with at least 120 points, and none of the elements with less than 15 points. Four stars will be given for a total score of at least 90 points, and no element with less than 10 points. For three stars, the total score must be at least 60 points and no element with less than 5 points. Two stars will be given for scores between 30 and 59 points and one star between 15 and 29 points. Below 15 points, no star will be given.

There is an extra threshold for the products/services portfolio coverage (one of the tables in Safety Culture and Supply Chain Coverage), in that five stars can only be given to an organization that cover at least 90% of its entire products/services portfolio, while four stars can only be given to an organization than cover at least half of its entire products/services portfolio.

PRODUCTS/SERVICES	AREA	MULTIPLICATION FACTOR	POINTS	SCORE
Commitment (30 points)	Engagement of top management, policy	2	3	6
	Sustainability and traffic safety policy	2	3	6
	Safety standard and principles	2	3	6
	Safety performance factor: 1	2	3	6
	Safety performance factors: 2	2	3	6
Comment:	If the organization uses more or less SPFs, the score should sum up to 12, divided evenly between the SPFs.			
Footprint (30 points)	Customers/clients/users	5	3	15
	Third parties to customers/clients	5	3	15
Planning (30 points)	Safety standards and principles	3	3	9
	Footprint data	3	3	9
	Safety performance factor: 1	2	3	6
	Safety performance factors:2	2	3	6
Comment:	If the organization uses more or less SPFs, the score should sum up to 12, divided evenly between the SPFs.			
Monitoring of safety performance (30 points)	Safety standards and principles	3	3	9
	Footprint data	3	3	9
	Safety performance factor: 1	2	3	6
	Safety performance factors: 2	2	3	6
Comment:	If the organization uses more or less SPFs, the score should sum up to 12, divided evenly between the SPFs			

PRODUCTS/SERVICES	AREA	MULTIPLICATION FACTOR	POINTS	SCORE
Safety culture and supply chain coverage (30 points)	Transparency and publication	2	3	6
	Products/Services portfolio coverage	2	3	6
	Reporting culture and right to corrective actions	2	3	6
	Incidents, understanding and reporting	2	3	6
	Innovation and knowledge transfer	2	3	6
Sum score				150

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