

Defensive driving Training of Trainers (ToT) services

ANNEX A:
Terms of Reference

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1 Introduction

1.1 Background, Statement of Purpose & Objectives

UNHCR operates a worldwide fleet of over 6,000 light vehicles. International and local staff members as well as partner agencies use vehicles for road missions, often to remote and insecure locations to provide humanitarian assistance. Road crashes constitute a major threat to health and safety of UNHCR personnel, implementing partners (IP), Internally Displaced and Stateless Persons, and local communities. In addition, road crashes may result in reputational damage to the organization, financial loss and can negatively impact on the ability to successfully deliver programme activities.

1.2 Purpose

UNHCR wishes to reduce the risk of traffic crashes by providing appropriate defensive driving training to the personnel. UNHCR identified the need of a Training of Trainers (ToT) model within the UNHCR and partner organization personnel in the operations located in Burundi and Chad, for those countries comprised 22% of the traffic crashes with casualties within UNHCR. The number of personnel to be trained is distributed as indicate in the below table.

Country	Training Language	City	Number of trainees	Timeframe
Burundi	French	Gitega	3	To be defined with the country operation
Chad	French	Ndjamena	4	To be defined with the country operation

The overall objective is to enable the UNHCR colleagues and partner organization staff with the skills and knowledge to be able to

- Train drivers on defensive driving techniques to a high standard to become safe team members, and
- To prevent crashes and economic losses to operations related to inappropriate use of UNHCR vehicles.

The specific objective is:

1. Reduction of 15% of the traffic crashes with casualties within those three countries in a two-year period.

With this the final goal of the training is enhancing staff safety, and protecting third parties and assets, whilst optimizing costs of the operations. Finally, the beneficiaries of the reduction of the number of traffic crashes are third parties, for most of the casualties are third parties involve them; UNHCR and partner organization drivers, UNHR vehicle passengers; personnel with fleet management functions, for defensive driving techniques also help protecting the vehicles' conditions; personnel involved in journey planning, for less traffic crashes means complying

with the programmed schedules; and the HQ, it helps reducing budget losses related to traffic crashes and their negative impact on the UNHCR's reputation.

2 Requirements

2.1 *Minimum content of the defensive driving course*

The defensive driving course shall be a bimodal course in which theory-based **and** practical sessions on pedagogical knowledge, skills, and methodologies shall be provided. A booklet on the training for the trainees shall also be provided.

The defensive driving training shall be adapted to the local conditions and contain, but shall not be limited to the training requirements in 2.1 and the following content:

2.1.1 Pedagogical knowledge, skills and methodologies:

- The course must include **two** modules for pedagogy skills: one for indoor (classroom) trainers **and** another one for in vehicle trainer.

2.1.2 As indicated in the chapter XX. of the United Nations Security Management Operations Guidelines, the minimum content and characteristics of the defensive driving course:

- Driver conditions and stress management.
- Pre trip vehicle inspection (vehicle, mechanical and equipment).
- Planning and preparation.
- The concepts of habitual and aggressive driving.
- Road crash risk identification and management.
- Safe interactions with light vehicles, heavy vehicles, motorcycles, bicycles, and pedestrians.
- Techniques for using the vision and rear-view mirrors properly.
- Keeping a safe space surrounding the vehicle, the 3-second rule and how to adapt it to the road environment conditions and the type of vehicles.
- Proper seatbelt utilization.
- Vehicle safety features.
- The importance of complying with the speed limits.
- Passing intersections safely.
- Defensive driving techniques in both normal and harsh road conditions like gravel roads (vehicle control on different terrain, weather conditions).
- Risk factors: speeding, seatbelts, child restraint systems, distractors, vehicle characteristics, fatigue, and alcohol and psychoactive substances.
- Safe interaction with other road users:
 - speed, traffic control systems, intersections, passing other vehicles.
- Responsibilities and appropriate behaviour of a professional driver.

- 2.1.3 UNHCR driving regulations.
- 2.1.4 Examples of the UNHCR traffic crash investigation results.
- 2.1.5 Hazard perception skills as per the recommendations of the traffic crash investigations.
- 2.1.6 Induction in the utilization of the training platform.

2.2 Other deliverables

- Minimum duration of the training is 5 days per group of trainees.
- The supplier must provide to the field offices and to the HQ access to the online training platform to get the information of trained colleagues (ToT), including those drivers trained in subsequent courses.
- Provide the trainees with all the necessary studying material (soft and hard copies as appropriate) and presentations in French.
- As it is a ToT training, the material required to replicate the course must be given and authorised to UNHCR in the relevant language for the country where training was provided for UNHCR and partner usage.
- Trainee assessment.
- Provide a detailed training report within 20 working days after the completion of the training. The report must contain at least the next elements per each country: names of the participants and their performance in the course, description of driver behaviours, challenges faced while providing the training sessions, and recommendations for overcoming those challenges.
- Certify the participants as trainers for replicating the defensive driving training courses to colleagues.
- Certify the drivers who receive the subsequent defensive driving training from the already certified trainers.

3 Evaluation criteria

Potential suppliers will be assessed based on the requirements and deliverables listed in section 2 and prequalification criteria as set in section 3 of the Cover Letter.

4 UNHCR Responsibilities

4.1 UNHCR Responsibilities

- 4.1.1. The UNHCR defensive driving focal points will be responsible for securing stationary, conference rooms, refreshments, and meals of the trainees.
- 4.1.2. The UNHCR defensive driving focal points will be responsible for securing roadworthy vehicles, communication equipment.
- 4.1.3. The coordination between the service provider and the beneficiary country offices is facilitated by UNHCR HQ.

- 4.1.4. The defensive driving focal points shall write an invitation letter to the suppliers to facilitate the visa application process if needed.
- 4.1.5. The defensive driving focal points will organize the training with the supplier (including checking driving licenses, authorizations, fitness & availability etc. of trainees)
- 4.1.6. Organize a meeting with the selected suppliers previous to the training to explain UNHCR crash related problems, examples of driving environment.
- 4.1.7. The defensive driving focal points shall assist the supplier in ensuring a safe environment for facilities for giving practical driving lessons and assessments.
- 4.1.8. UNHCR HQ will provide the relevant traffic crash investigation reports.
- 4.1.9. UNHCR HQ will provide the information of the UNHCR driving regulations.