Fatigue Management Policy:

Driving Time...

Driving for extended periods without a break increases the risk of driving incidents related to fatigue. To help you stay safe on the road, and to help you comply with legal obligations related to managing fatigue, the Turvy app will take you offline for an 8 hour uninterrupted break period after 12 cumulative hours of being online. That means, after every 12 hours spent online without having a consecutive 8-hour break, driver-partners must be offline for 8 continuous hours before driving again.

To help you manage your time, the app will notify you when you are getting close to 12 hours of being online with the Turvy app. You’ll receive a notification when you are less than 2 hours left to drive, another when you have less than 1 hour left, and finally reminder when you have less than 30 minutes left.

If you happen to be on-trip when you hit your 12th hour of being online, you will be able to complete your trip before the app takes you offline for 8 hours.

Below are some examples to help explain how this works in practice:

Driving while fatigued

Driving for extended periods increases the risk of incidents related to fatigue – it’s important to know the signs and understand how the Turvy Driver app helps you manage fatigue.

### Common signs offatigue

* Excessive yawning
* Heavy eyes
* Stiffness or cramps
* Microsleeps (sudden, uncontrollable episodes of sleep lasting up to 10 seconds)

### How fatigue affects your driving

Fatigue increases your chance of having an accident. It affects your driving by causing:

* Slower reaction times
* Lack of concentration
* Poor judgment

### Fatigue and other work and activities

When driving or delivering using the Turvy app, it’s important to assess your level of fatigue before logging on. Think about how long you may have been awake, and whether you’ve had enough sleep. Remember, driver-partners have a legal obligation to manage their fatigue at all times whilst driving on the app.

## Managing fatigue

As stated in our Community Guidelines, **sleep** is the only true preventative measure against the risk of fatigue.  
Here are some tips to help you manage fatigue:

* Get a good night’s sleep (at least 7-9 hours is recommended)
* Plan regular 15-minute breaks for every two hours of driving
* It’s a good idea to take a couple of days off to recharge if you’ve been driving for several consecutive days
* Check if any medicine you are taking may affect alertness
* Know the early warning signs of fatigue. If you experience any of the 4 warning sides above, or just generally feel tired, log off and call it a day.

## Fatigue Management Policy

To help safeguard you and your passengers’ safety, Turvy’s Community Guidelines say that if you’re driving and feel tired, you should take a break. Additionally, state transit authorities in Australia now outline the responsibilities for driver-partners to manage risks regarding health and safety (such as fatigue).  
  
To help you comply with your safety obligations, the Turvy app keeps you aware of how many hours you’ve spent online. The Fatigue Management feature will take you offline for 8 consecutive hours if you have been online for 12 cumulative hours without a consecutive 8-hour break.  
  
Remember, driver-partners have a legal obligation to ensure that they do not drive while fatigued.

## Frequently asked questions

Why does the Turvy app take me offline for an 8-hour break?

Driving while fatigued poses a serious safety risk to you and your riders, as well as all road users. Driver-partners also have a legal obligation to effectively manage their fatigue at all times. You should find our Fatigue Management Policy useful to help you comply with these obligations.

What counts towards 12 hours?

The entire duration between the time you go online, to the time you go offline, will be counted as time towards the Fatigue Management Policy. Time counted will include:

* Time en route and time on-trip.
* Time driving between trips.
* Time spent stationary, for example waiting in an airport queue.

When will the 12 hours of online time reset?

To reset your 12 hours of cumulative online time you will need to take an uninterrupted break by going offline for 8 hours. Any break shorter than this will not contribute toward resetting your counter.

How will I know when I reach 12 hours?

You can monitor the time you have been online in your Turvy Driver app in your Trip Planner by tapping ‘See driving time’. This will tell you the total amount of time you have been online for.

You will be notified when you are approaching 12 hours of online time at 2 hours, 1 hour, and half an hour before the app takes you offline for an 8-hour break. If you are on-trip when you hit your 12th hour of being online, you will be able to complete your trip before being taken offline for 8 hours.

Will my app reset after 24 hours?

No. If you reach 12 cumulative hours of online time without taking an uninterrupted 8-hour break, the app will take you offline for 8 hours.

What situations can lead to fatigue?

Staying awake or working for excessive periods can lead to fatigue

When am I most at risk?

Driving at night is when you are most at risk of tiredness, as well as after lunch and early in the morning.

## **Additional online resources**

* [Transport for New South Wales Centre for Road Safety](https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/index.html)
* [Victoria roads fatigue and road safety](https://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety/fatigue/fatigue-and-road-safety)
* [Queensland Government StreetSmarts](https://streetsmarts.initiatives.qld.gov.au/driving-tired)
* [Western Australia Department of Transport](https://www.commerce.wa.gov.au/worksafe/fatigue-management-commercial-vehicle-driver)
* [Royal Automobile Association of South Australia](https://www.raa.com.au/motoring-and-road-safety/safety-for-road-users/driver-fatigue)