

CASE STUDY

Telent – Driver Safety Strategy, June 2022

Introduction

Road safety and work-related road risk is recognised as a critical area of our business that Telent takes very seriously. Our awarding winning Driver Safety Programme has been recognised by both RoSPA and the UK Fleet Champion Awards for the last four consecutive years.

The primary aim of our Driver Safety Programme is to reduce road risk and support all Telent drivers by regularly raising awareness of road safety, giving practical advice on how to stay safe on the road and offering a blended programme of driver training for those most at risk.

Since 2013, Telent have been proud to operate a Driver Safety Group, established to provide a continual focus on driver safety, key performance indicators to reduce road risk and the progress of continual improvement opportunities. The Driver Safety Group has the full commitment of Telent's Executive Board of Directors who provide clear leadership and support to a collective group of line managers and workforce representatives who meet monthly to review KPIs, and to discuss and collectively agree on new initiatives.



Overview

Our vision is for safe driving to be recognised as a core value throughout Telent, something that every employee actively takes responsibility for. **Our aim** is to reduce road risk and minimise risk of injury whilst driving for Telent on business.

Every year we continue to develop and introduce new initiatives, finding new ways to actively engage our drivers in the positive mindset about safe driving. We continue to focus on maintaining compliance, regularly reviewing our driver safety policies and procedures, and keeping abreast of changes in legislation and the Highway Code. We work in partnership with our vehicle provider, licence check provider and vehicle insurance company and have made strong investment commitments to new technology in our vehicles. In-Vehicle GPS tracking devices are installed into all Telent operational vehicles. Telematics play an important role in managing driver behaviour by gathering real time vehicle data and providing drivers with clear information about how they drive and areas where they can improve.



"Across the Telent business, our Driver Safety Group has been the catalyst for raising road safety awareness for all drivers, targeting key improvement initiatives that relentlessly focus on the reduction of work-related road risk."

Andy Gifford, Highways Director at Telent



Challenges

- Improve compliance checks for all drivers who drive for Telent on business.
- Educate and promote awareness to encourage self-improvements in driving behaviours.
- Keep drivers updated with driver training and education to positively encourage a road safe mindset.
- Reduce at fault incidents, ensuring drivers minimise the risk they face on the road through their own actions and behaviours.
- Invest in an effective and progressive technology solution to reduce our work-related road risk.



Action Taken

COMPLIANCE CHECKS

Fitness to Drive: all occupational drivers are subject to Safety Critical or Fitness for Work Medicals and Random Drug and Alcohol Testing

TTC Continuum partnership: automatic driving licence checks and driver risk assessments

Selenity Expenses System: Automatic Vehicle Tax and MOT checks and Business Insurance checks for Grey Fleet drivers

CheckedSafe App: Real time pre-use vehicle checks and defect reports completed on mobile phone or tablet captures date/time, GPS location, checklist data, photos; failures immediately notified to line management for action and resolution.

WebFleet Reporting: Drivers receive Weekly OptiDrive Reports so they have access to all the information relating to their driving clearly provided. Weekly and Monthly Trip Reports give an overview and track improvements or any emerging issues. Line Managers have direct access to Webfleet with their own unique login, and receive a Weekly OptiDrive Report, an Excessive Speeding Report and a Monthly Trip Report as standard; Line Managers may also request for additional reports to be set up.



DRIVER TRAINING AND EDUCATION

High Speed Awareness: theory and practical training for all Highways Passport holders who access the Strategic Roads network.

Vehicle Induction: their role and responsibilities as an operative driving/operating vehicle and the type of work they are expected to perform and receive vehicle familiarisation training.

Vehicle Maintenance: Maintenance activities (for vehicles, trailers, and associated equipment) is pre-planned and undertaken as per the manufacturer's schedule and can be identified on the CheckedSafe App.

Driver Safety Library: online library of road safety information from factsheets to simple driver tips to help you stay safe on the road and reduce at fault incidents.

Monthly driving communication campaign: Each month there is a new campaign idea to positively promote safe driving practices, provide updates in legislation, Telent policy and driver safety advice. Toolbox talks and a monthly quiz are communicated to engage all employees.

Tailored Online E-learning courses: TTC online eLearning modules are assigned to drivers based on their driver risk assessment results that identify where they are most exposed to road risk.

Line Manager Webfleet Training: Training videos for line managers on how to navigate Webfleet and manage driving behaviour with new automated 360 reports sent to each line manager.

TECHNOLOGY INVESTMENT IN DRIVER SAFETY

In-vehicle Telematics: monitoring system with Webfleet reporting and real time information.

Front and Rear Facing Dashcams: Installed in all operational vehicles with supported policy.

Real Time Fatigue Management Solution: Developed in partnership with Webfleet and TMC, we monitor real time working hours. Safety alert messages are set up and an escalation process to ensure a dynamic risk assessment takes place to identify any risk of fatigue.

★ Results

Our innovative Driver Safety Programme continues to produce improvements in our driver safety results year on year.



Telematics data has been integral to the driver behaviour monitoring and proactive performance management which now underpin our programme. Most recently, it has been used to help actively support the mental health and wellbeing of our field-based engineers as a key part of Telent's Mental Health and Wellbeing strategy, through increased Line Manager awareness and proactive engagement.

Collisions per million miles have reduced by an average 25% year on year since 2016 to a low of 2 collisions per million miles achieved in 2020. We continued to strive to ensure our collisions per million miles remains below 10 every month. The severity of such accidents has also reduced. Telent's accident and incident reporting procedure provides root cause analysis to identify lessons learned and full support is given to our employees involved in any incidents. Drivers identified as high risk are supported and educated on road safety and offered practical guidance on improving the style and safety of their driving.



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home
safe
and well