

Targeted solutions drive down fleet risk –

How QBE helps customers
maximise driver safety.

Made possible



When a leading catering equipment manufacturer wanted to improve the safety performance of its 450-strong UK fleet, QBE's risk management solutions and expertise proved their worth.

Cause and effect

Looking to take a more proactive approach to reducing fleet incident rates, AFE Group turned to QBE to help it pinpoint the most frequent causes of accidents and address these with targeted training initiatives.

The result has been a substantial reduction in the number of collisions and a significant improvement in the fleet's overall claims history. Claims fell more than 16% in a single year, from 97 incidents to 81, reflecting a 12% drop in value. Claims reporting times also fell, from an average of 4 days to just 3.

QBE's fleet risk management specialists were able to mobilise a wide range of solutions to help AFE Group take a pre-emptive approach to fleet safety and claims reduction. These included online driver profiling and training, driving licence checks, in-vehicle dash cams, telematics and advanced on-road defensive driving training.

Tailored solutions

All of these measures combined have significantly improved drivers' hazard awareness and safe driving performance. Profiling drivers at the outset enabled QBE and AFE Group to ensure that each driver received online training specifically tailored to their strengths and weaknesses.

Following this first round of online learning, drivers' performance is now constantly monitored. Further road safety interventions are then agreed at quarterly review meetings attended by AFE Group company representatives and QBE's risk management experts.

Keeping on track

Any driver who has been involved in a collision is asked to re-sit their driver profiling tests and to undertake training modules relating to the specific type of incident they were involved in.

Through specialist outsourced provider E-Training World, QBE provides access to a range of training resources that includes around 20 core modules on driver safety topics like concentration and observation, hazard perception, speed awareness, and avoiding rear-end collisions. So, whatever the incident type, wherever there's room for improvement, appropriate learning resources will always be readily available.

Motor Risk Solutions

What the customer said

AFE Group CEO Tim Smith said

“Our aim is for employees to leave home and return safely every day, which means we must demonstrate best practice in all aspects of safe driving. QBE’s highly qualified team of risk management experts are helping us achieve that goal.”

QBE senior risk manager Jim Billings adds

“AFE Group takes an extremely positive approach to improving road safety and driving down claims by embracing our risk management solutions across all of their operating divisions. We have worked with them to apply a comprehensive range of complementary measures aimed at reducing risk across their fleet.”