

# A proactive partnership to drive down fleet risk - How QBE helps customers maximise driver safety.

When one of Scotland's largest family owned road haulage firms wanted to improve its culture of driver safety, QBE's risk management experts had the answer.

## A proactive safety culture

Since being founded in 1956, John Mitchell Haulage and Warehousing has grown into one of the largest family owned road haulage companies in Scotland, now managed by John's son Iain Mitchell.

The road haulage fleet consists of over 130 vehicles and 230 trailers, operating from Grangemouth, across Scotland and northern England.

The company prides itself on its proactive safety culture, which have helped win several transport awards over the years.

## E-Training World

Angela Martin, a winner of the Transport News 'woman of the year' award, is responsible for the company's safety programme. She explains how QBE's in-house risk management specialists were on-hand with advice and to introduce her to trusted suppliers who offer discounted services to QBE customers.

**"QBE introduced us to E-Training World, who help improve driver safety through online profiling and training. We loved their system immediately,"** said Angela. **"As a family business we have a very close relationship with our drivers and have built a very strong culture of safe driving over the years. They were very quick to embrace the system and we began profiling drivers online to pinpoint their risk levels across the four key areas of attitude, knowledge, concentration and observation, and hazard perception.**

**We then gave them online driver training which covers areas such as avoiding bridge strikes, use of mobile phones, concentration and observation and also parking and manoeuvring. The modules are tailored to HGV drivers, which means the training is extremely relevant and gets very good buy in from our drivers."**

Angela added, **"Such is the effectiveness of the system that there was a short period when we weren't using it quite as much and we saw collisions creep up again. That proves how important it is to us and is why we now offer it as an integral aspect of our safe driving culture."**

All new drivers carry out online driver profiling and training as part of their induction programme, to keep collisions to an absolute minimum.

## DriverCheck

To help make sure drivers are fully compliant, QBE also introduced John Mitchell to DriverCheck - the UK's leading independent driving licence checking service.

DriverCheck carries out UK checks with the Driver and Vehicle Licensing Agency (DVLA), and also reports on Northern Irish licences and foreign licences. The check includes penalty points, endorsements, address issues, photocard and category expiry.

Moreover, all company vehicles are fitted with telematics and there is constant communication with drivers through the company's transport management system, such as issuing weather warnings and road safety messages.

Angela concluded, **"Everything we have put in place with help from QBE is part of our long-term plan to be collision free, and for every driver to be safe and feel valued at work."**

David Cairns, QBE Regional Motor Underwriting Manager for Scotland & N.I adds, **"One of the main positives to working with one of Scotland's biggest and best haulage companies is they are fully engaged with risk management, which is translating itself to the loss experience".**



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