

A proactive partnership to drive down fleet risk - How QBE helps customer maximise driver safety

The Garage Door Company, part of the Novoferm Group, have been successfully delivering and fitting garage doors to the public for over 30 years and have become a leading name in providing quality garage doors. When the Garage Door Company wanted to improve its culture of driver safety, QBE’s risk management specialists were happy to support.

A proactive safety culture

Founded over 30 years ago, The Garage Door Company (TGDC) has grown into one of the most recognised companies to deliver and fit your garage door with trained professional door fitters.

The fleet consists of 52 Long Wheelbase Vans and approximately 25 cars operating from 13 branches around the North with the Headquarters based in Sheffield. The driver fraternity are qualified engineers who are employed to fit garage doors and utilise the vehicles as a mode of transport to be able to do their primary role.

Paul Godfrey, the company Director, recognises he is not recruiting professional drivers to operate his fleet however is keen on having a proactive safety culture to be able to function in a safe environment for his driving staff.

Cause and Effect

High incident rates with longer periods of time to report caused TGDC to take a more proactive approach to managing their fleet risk. Through their insurance broker, Gallagher, QBE conducted an onsite survey in order to be able to tailor a risk management plan which highlighted a number of recommendations in this area.

The result has been a significant reduction in the total claims in the first half of 2022 with four reported so far being a 70% reduction in claims from the 2018 year with an 81% improvement on the average days to report within the same reporting time.

Andy Pollock Safe Transport (APST)

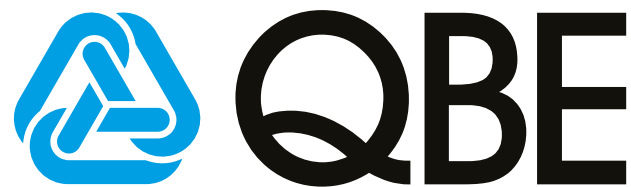
Paul Godfrey, company Director, and Dave Brook, company Health & Safety Manager are responsible for the company’s safe driving environment for all staff. QBE introduced the team to the in-house collision investigation course run by APST to ensure accidents were reported in a timely fashion and to understand the information required to capture the full details of the accident to assist the accident management team and claims team at QBE.

What the customer said

Paul Godfrey, Operations Director, The Garage Door Company said:

“On being introduced to the Risk Management team at QBE, it was brought to my attention that although we were working hard to keep our people and the roads safer, there was more we could do. An area we wanted to improve was our accident reporting, which we felt was key to saving cost, identifying key trends, and enabling a formalised approach to any rectification training to prevent further accidents with a hope to keeping the roads as safe as possible. QBE introduced us to the Collision Investigation Course run by AP Safe Transport. This formative course allowed us to hone our skills on all areas of accident management and gave us some key strategies to be able to reduce our reporting times and deal with our drivers in a more professional manner.”

Paul added, “Key to any Risk Management strategies is finding time to implement and understand them. With the collision Investigation Course only being four hours long it has allowed other members of our team to attend allowing a more rounded approach to understanding and investigating accident management procedures and enables us to be closer to our drivers by understanding the challenges of our roads and the pressures teams are under.”



QBE European Operations

30 Fenchurch Street
London EC3M 3BD
United Kingdom

QBEEurope.com

QBE European Operations is a trading name of QBE UK Limited, QBE Underwriting Limited and QBE Europe SA/NV. QBE UK Limited and QBE Underwriting Limited are both authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. QBE Europe SA/NV is authorised by the National Bank of Belgium under licence number 3093.