

Maximising a partnership to drive down fleet risk - How QBE helps customer reduce road risk

WREN Kitchens, part of West Retail Group, was founded in 2009 and traded in the United States prior to moving back to the UK. The company employs over 5,000 staff currently with its Headquarters in Barton Upon Humber and provides a recognised quality mark for products and installation within the furniture and kitchen industries. Recent awards include the Best Kitchen Retailer award in 2018 and 1st in Indeed's Top Rated places to work in 2019.

A Proactive Safety Culture

On inception WREN and QBE quickly built and open relationship to understanding what support can be provided and where this support would help the customer. Having their own internal training team, WREN had several quality processes in place with the emphasis of the lifelong journey of the driver and ensuring the staff are readily trained and updated with business and industry requirements. With the support of the Claim's Relationship Manager at QBE, WREN and QBE were able to identify accident trends and apply the correct training requirements to mitigate these accidents.

QBE Collision Investigation Course - AP Safe Transport

For a period now QBE, in conjunction with AP Safe Transport, have held a Collision Investigation Courses which enables our customers to focus on the importance and necessity of investigating all collisions and provides a powerful platform to provide relevant and required training for the driver. It allows the customer to understand the benefits of accident investigation, including H & S requirements, financial savings, the importance of early reporting and the minimisation of legal consequences.

The workshop covers the following areas:

- > Reason for investigating.
- > The benefits of early reporting.
- > Process efficiency and what more can be done.
- > Understanding and identifying root cause and direct cause.
- > Interview preparation and techniques.
- > Indicators of fraud.
- > Relevant information to be gathered at the scene of the accident with required photographs.

The consequences of not properly reporting accidents can be very serious and can lead to the continued increase of loss or more seriously prosecution. The course is aptly presented by Andy Pollock, who spent 30 years in the Police in various roles albeit his last 10 years was a full time Forensic Collision Investigator.

Motor Risk Solutions

WREN Kitchens approach to Collision Investigation

The team at Wren Kitchens have had a very proactive approach to Collision Investigation and indeed over the last 12 months have had 19 staff attend and complete the QBE Collision Investigation Course mentioned within this case study. This has enabled their staff to focus heavily on the requirements and to apply a more joined up approach with QBE and the FNOL provider. Knowing what is expected and required has allowed this focus.

Cranfield Motor Risk Forum

QBE also facilitate and run a 2-day motor risk forum which is partnered by Cranfield University. The course is delivered by Dr Lisa Dorn, a Reader in driver behaviour and Director of the Driving Research Group at Cranfield.

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The course covers various driver behaviour topics and discussions as well as:

- > Driver behavioural safety.
- > Human factors in crash involvement.
- > How to develop a driver recruitment and selection programme.
- > How educational, training, and technological interventions can be designed to manage work related road risks.
- > The role of the driver manager in relation to road safety and managing risk.

WREN Kitchens and supporting Cranfield

WREN Kitchens received an invite for the 2022 Cranfield event which was duly attended by their newly positioned Compliance Manager in a push for a better understanding of strategies regarding driver behaviours and managing risk better. With several initiatives installed within their operation WREN have pushed for a further invite to this year's event to keep the focus on managing these behaviours and ensuring they keep up with current trends and themes in this arena. It's fair to say their willingness to keep improving has warranted a place at this year's event.

Proactive Claims Reporting utilising camera footage

WREN Kitchens have more recently invested in the Brigade Electronics Camera Monitor System with MDR 8 Channel recorder and BRIDGE 4G Cloud service as a camera solution. The solution allowed the senior management team at WREN to collate the full facts and evidence when it came to various driver challenges including accidents, incidents, parking, and access challenges and even "road rage". The key aspiration with the camera solution was more safety for the drivers, allowing managers to look at drivers' behaviour and understand the root cause of accidents as part of any investigation process. The financial benefit, although hard to clarify, is currently well in excess of £100,000 at the last count which is primary due to the benefit of the fitted cameras and intensive accident investigation.

What the customer said

Lee Thompson-Halls, National Fleet Manager at WREN Kitchens added, "Working with QBE to raise our game on investigating not only accidents and incidents but all manner of allegations has proven to be beneficial to the whole process we needed to adopt. The tools given to us by attending training provided by QBE has saved time and money and given us a clear focus on where we need to be looking. I believe we have a strong and lasting relationship with our insurance company who want to work with us."

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