



**fleetrisk24** 

**Supporting Business in Transport Health and Safety Since 2003**



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## ABOUT FLEETRISK24 LTD

Statistics show there are a disproportionately high number of incidents every year that result in a death or serious injury, either on the public road involving employees that drive for work, or in the workplace involving employees using workplace transport, than for any other work activity. It is therefore, essential to recruit the necessary expertise to address this area of health and safety.

Established in 2003, Fleetrisk24 Ltd is an independent company specialising in all aspects of health and safety regarding the use of transport for business purposes, on the road or in the workplace. Our independence allows us to provide unbiased solutions that address an organisations specific need in the areas of Work Related Road Safety (WRRS) and Work Place Transport Safety (WTS).

Fleetrisk24 has built strong teams of dedicated experts in all departments with many years of experience in transport health and safety. Whether managing driver compliance, education and development of your drivers, or vehicle compliance of company owned or grey fleet, we understand all aspects of what is required. We believe a one size fits all approach that doesn't address your specific needs will not work, and is unlikely to meet your legal obligations or the duty of care you have to your employees, and other third parties that can all too often become involved.



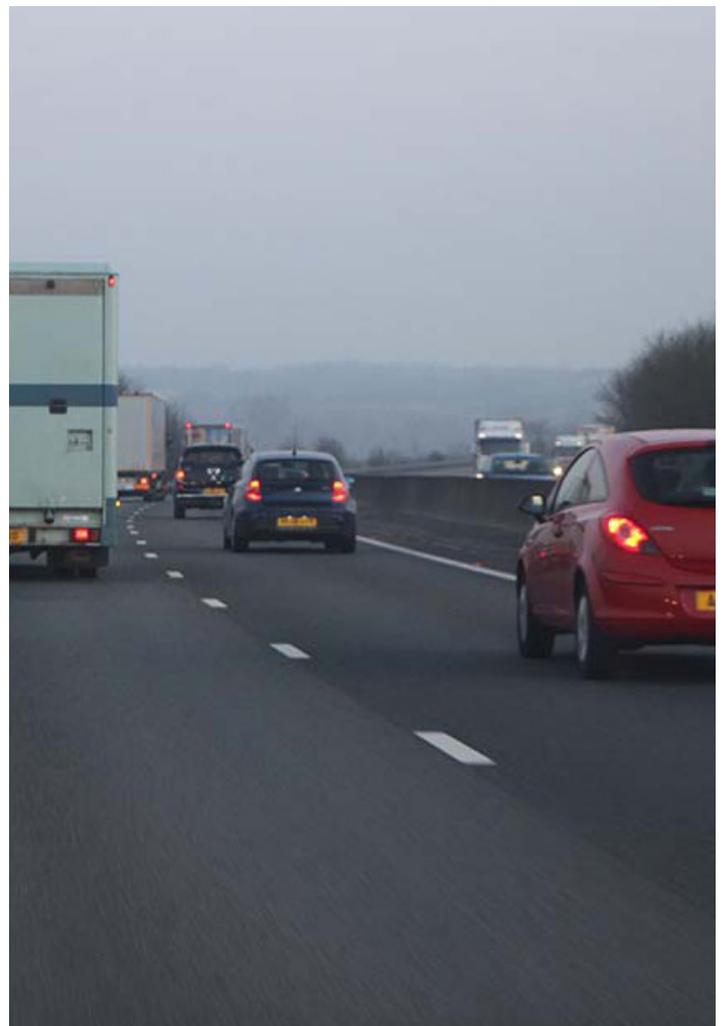
To start at the beginning is the only effective way of managing the risks your organisation faces and Fleetrisk24 recommend a plan, do, check, act, approach. Our core business therefore, is to help organisations of all sizes and business types with the creation of documentation that sets out what is expected of everyone involved in the area of transport health and safety within the organisation. By implementing working policy and arrangements documents and risk assessments that evolve with the changes your organisation will face over the years ahead, your key staff will remain in control.

With guidance from Fleetrisk24, to monitor and manage all identified risks, you will be able to decide on and implement the most appropriate strategy to overcome them.

When working with a client fleetrisk24 aim to cover two main objectives:

- to assist them in complying with their legal work related road safety (WRRS) and workplace transport (WPT) health and safety obligations, placing the corporate in a strong defensible position.
- to raise the awareness of drivers to the risks they face while driving at work either on the public highway, or on site, endeavouring to make them safer, and potentially saving the client money.

Whilst keeping these objectives in mind Fleetrisk24 can provide a tailored cost effective solution for you with our services, that will help you achieve compliance of the latest Transport Health and Safety requirements.





**For the majority of people, the most dangerous thing they will do while at work is drive on the public highway.**

**(HSE 1996)**

## WORK RELATED ROAD SAFETY

Driving for work is an essential activity for nearly all organisations. Whether it be a delivery driver using a van or lorry, a salesforce, the customer support team, a director or employee driving to another branch for a meeting, or simply the person who drives to the bank on a Friday, all of these activities should form part of your organisations transport health and safety policies.

Under current health and safety law employers have a duty of care for the health and safety of employees at work, regardless of the type or size of the business. This duty of care extends to employees that drive for the benefit of the employer, regardless of the vehicle type or ownership status of that vehicle, as well as to third parties who may be affected by their business activities, which in the case of driving, means all other road users.

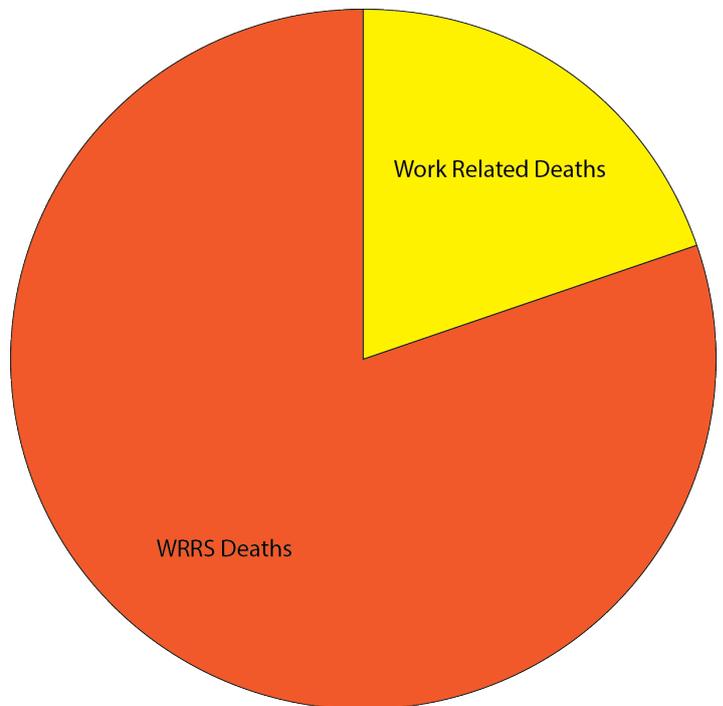
### The Risks

It is estimated that in 2014 there were around 3 million company cars and 14 million privately owned cars (grey fleet) used for business purposes on UK roads, a number which is steadily rising each year, and approximately one quarter of all vehicle miles travelled are for work purposes (excluding commuting).



The following statistics highlight the danger to a company driver:

- 1 in 3 road crashes involves a vehicle being driven for work.
- Each week, about 200 of the road deaths and serious injuries, are employees driving for work.
- The risk of dying in a road accident is significantly greater than for any other workplace accident
- Work related road accidents are the biggest cause of work related accidental death and injury.



Managing a driving for work policy is a legal requirement under health and safety legislation and road traffic law, and could save your business money.

Both the management, and employee, can be prosecuted for road traffic crashes involving work related journeys, even if the driver is using their own vehicle.



**Sadly, every year, vehicle activities within the workplace, lead to around 50 deaths, 1500 serious injuries, and 3500 injuries that result in an individual being off work for more than 3 days.**

## WORKPLACE TRANSPORT SAFETY

Organisations that see a need to manage workplace transport are generally those involved in manufacturing, storage, or warehousing, however, under health and safety law there you are required to manage all on-site traffic movement which may include internal roadways and car parks. This involves ensuring the safe movement of goods vehicles, whether they be your own or visiting drivers to your site, and forklift trucks, but is also likely to include cars and bikes on your premises too, and, of course, pedestrians. The biggest risk on any site is the coming together of people and vehicles, separation of which, while allowing free movement of employees around the workplace, is essential.



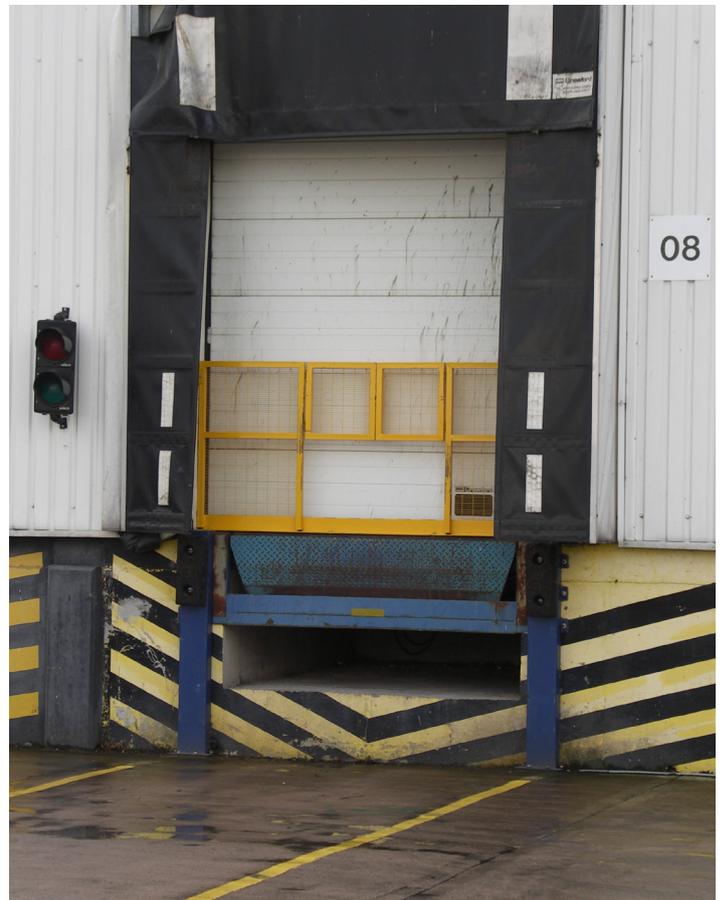
Sadly, every year, vehicle activities within the workplace, lead to around 50 deaths, 1500 serious injuries, and 3500 injuries that result in an individual being off work for more than 3 days. All of these are avoidable if there are policies in place that everyone adheres to.

From an employer's perspective, the employee mustn't be put at risk by poor safety standards or lack of suitable transport health and safety policies in the workplace, and an employer has a duty of care to ensure the health and safety of its employees. Often, the Health and Safety Executive will report on investigations they have conducted, where an organisation has been found guilty of, and fined, for safety failings in the workplace.

While everyone has a part to play to ensure accidents don't occur, it is ultimately the responsibility of the organisation to put processes in place for everyone to follow. Without such processes, it is likely to be a matter of time before someone gets it wrong, and the blame for failings will lay with the organisation. The result of an incident investigation, following a tragic event for the victim, as well as their family, work colleagues, and the organisation, is likely to be a court case bringing not only costly fines, but potentially bad publicity and brand damage.

Creating a better culture and working environment can promote a more positive approach towards the organisation by employees. They are likely to adhere to rules set by the organisation if the rules are clear and the employee is made aware of the increased risk to them of not following rules. If there is a culture of shared responsibility by the organisation and every employee to help ensure that best practice is always observed, it will reduce the *'it's not my job'* culture that exists in so many companies.

Fleetrisk24 can help you implement, manage and monitor processes that address your transport health and safety risk, and safeguard your organisation and its employees.





**Supporting the client through every stage of the process**

## FLEETRISK24 SERVICES

Fleetrisk24 is able to provide a wide range of services, all of which are explained in more detail on the following pages. Our focus is on helping you reduce any identified risks in your organisation and to meet your compliance obligations.

The information contained in this brochure gives an overview of each service, however, our aim is to provide a tailored solution to each client and to achieve this we will discuss your specific needs on an individual basis.



Our services include:

1. Transport health and safety audits.
2. Transport health and safety policies and arrangements (manual).
3. Transport health and safety presentations.
4. Fleet Risk Management (frm) risk monitoring system including:
  - Licence validation.
  - MOT validation.
  - Insurance status checking (for privately owned vehicles used for business).
  - D4 medical condition recording, reporting and management.
  - Vehicle maintenance recording, reporting and management.
5. Accident analysis.
6. Pre-employment online driver evaluation.
7. Online driver assessment and training.
8. Risk focused driver development training.
9. Awareness raising activities including driving safety campaigns, bulletins, newsletters.



## FLEETRISK24 AUDIT SERVICES

Fleetrisk24 offer audit services for a number of reasons. Many organisations will already have a policy in place, which may have been implemented some time ago and could be out of date, while others may not yet have a policy in place, due to the business being new, restructure or take over, or simply the need and importance of having a policy has not yet been realised by the organisation.

Whether you require help with transport in the workplace, or on the road, Fleetrisk24's risk audit service commences with a review of any existing management systems you may currently have in place to control the use of wheeled equipment.

The following will generally be carried out during an audit:

- A system review which may include those systems used for other business activities, this can often save you time and money by a simple realignment of them in order to address your transport health and safety requirements.
- An interview with a cross section of drivers from the risk groups identified during the initial discussions with your account manager, involving asking each driver a range of questions relating to individual work and driving activities. The interviews are conducted in the strictest confidence to protect the identity of individuals, promoting trust and allowing them to answer honestly to ensure the data gathered is true and valid.
- An inspection of the site, including a review of both vehicle, and pedestrian activities, inwards from where the boundary of the site adjoins the public highway.



The audit will reveal any gaps that your organisation may have allowing Fleetrisk24 to create a risk assessment document with prioritised action listing. We will develop, in conjunction with you, policy and arrangements addressing the identified risks.

A fresh pair of eyes can be useful to identify risks that can all too easily be overlooked by someone working in an environment every day. An external audit can also add credibility for your stakeholders who may feel more confident being associated with an organisation who is seen to take their health and safety responsibility more seriously.

## FLEETRISK24 POLICY DEVELOPMENT

Organisations must have a policy in place to ensure that:

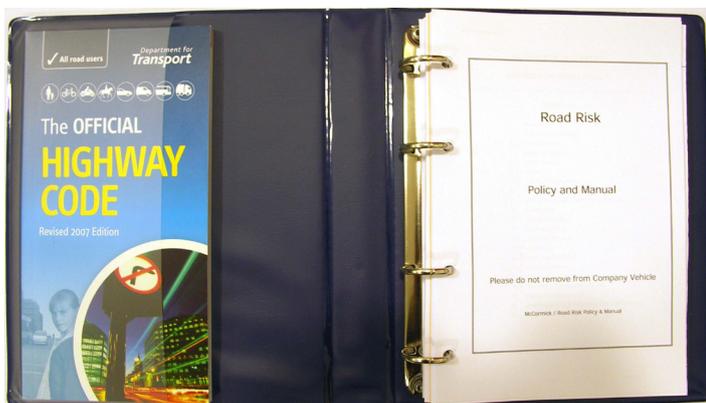
- Legal responsibilities are met.
- Stakeholders are aware of their responsibilities.

A policy is required under the health and safety at work act 1974 section 2.3, which states:

*Except in such cases as may be prescribed, it shall be the duty of every employer to prepare and as often as may be appropriate revise a written statement of his general policy with respect to the health and safety at work of his employees and the organisation and arrangements for the time being in force for carrying out that policy, and to bring the statement and any revision of it to the notice of all of his employees.*



A policy must be specific to your business needs, reflect the hazards that your drivers face, and must also include management procedures. If a policy is already in place it may have been appropriate at the time of creation, yet as your business has evolved your policy may not have. It is therefore possible that your policy has become out of date or no longer fit for purpose, causing your organisation to fall short of its compliance obligations. If you think this may be the case for your organisation, an external audit will benefit a number of parties for a number of reasons. Peace of mind is generally near the top of that list for senior management, who are ultimately responsible for any failings in safety systems, as well as for health and safety or fleet managers that have responsibility for managing the health and safety of employees.



If your business is new, or growing, and you have employees that drive for work, you must have a policy to ensure you meet your health and safety compliance obligations. Your Work Related Road Safety and/or Workplace Transport Safety activities must be an integral part of your policy.

Your Work Place Transport Safety documentation can be provided either as a text to be inserted into the current Health and Safety Policy or as a standalone document.



## FLEETRISK24 PROCESS HANDBOOK

Following development of your policy you may want to reach out to all stakeholders by providing instructions and guidance on safe operation of vehicles in the workplace and on the public highway. Your transport safety handbook will provide a good opportunity to get buy in from stakeholders and ensure that standards are being met at all levels of the organisation.

It can also provide a launching pad for all sorts of safety campaigns relating to transport safety. Fleetrisk24 will provide a handbook which is driver friendly whilst providing detail of the standards expected by your company.

## FLEETRISK24 FRM SYSTEM

Under health and safety law it is the responsibility of an employer to ensure the health and safety of its employees. In order to achieve this, processes to manage your drivers need to be put in place so that driving activities can be monitored and managed and risks identified and addressed.

You have an obligation to check the legal compliance of drivers and to ensure that any vehicle they use, regardless of ownership remains legal and roadworthy. This involves reporting processes and documented evidence by both the driver and employer to show they are both carrying out their duty of care.

Frm provides the link between the driver and employer where all relevant data is stored, which may be viewed by both parties and updated as necessary by the driver. Fleetrisk24 provide reports to your designated client risk manager where an increase in driver risk is identified.

Frm, the Fleet Risk Management facility, is specifically designed for Work Related Road Safety. Frm collects risk data from drivers and other sources regarding business driving activities, which is used to identify risk.

Unlike other risk management programmes frm is an IT/ Human facility which doesn't simply churn out endless reports that you have to analyse. Instead it provides a solution based on risk. Our consultants, who have a wealth of experience in the identification and provision of practical solutions, are on hand to advise you on the most appropriate course of action to reduce any identified risk. In essence frm provides solutions not problems.



## WHAT IS FRM?

Fleet Risk Management (frm) is an extranet online risk management facility, supplied exclusively by Fleetrisk24 Ltd, and is designed to reduce the administration and management resource burden on its clients created by Work Related Road Safety.

We believe our system is the best solution as it utilises a mix of IT and human monitoring and reporting by the frm team. This ensures our clients only receive data reports that are necessary to address their risks, rather than endless, hard to interpret reports, generated by a computer, that involve you in unnecessary additional time consuming administration. Frm has many functions allowing you flexibility to choose the modules (management tasks) you require within frm to suit your specific needs and can be managed by your dedicated frm risk manager with full support from the Fleetrisk24 frm team. Your employees are able to concentrate on their day to day tasks in the knowledge that an experienced consultant is monitoring your driving risk data and applying management action when required.

## FRM MEMBERSHIP

Each driver is registered on frm and assigned a membership card and unique membership number. This will be used by them to access frm and input data. Frm provides risk management data to your designated client Risk Manager.



## WHAT FRM DOES?

As an employer you have a duty of care to ensure that anyone driving on behalf of the organisation has a valid licence and holds the correct category entitlement. Many organisations also give employees, who drive at work, the option to drive their own privately owned vehicle for business purposes, and reimburse them expenses for doing so, known as 'grey fleet' vehicles. The driver is responsible, as at any time they use a vehicle on the public highway, for ensuring it is roadworthy and meets the legal requirements of the road traffic act. However, responsibility for a privately owned vehicle being used for a business journey also falls on the employer, and the duty of care extends to ensuring the health and safety of its employees and any third parties their business activities (including the driving of a privately owned vehicle) may affect. Fleetrisk24 believe that as a minimum, all organisations should ensure that:

- Employees who drive for work hold a valid driving licence for the type of vehicle that is being used on company business.
- The vehicle being driven for business has a valid MOT (if required) and is insured for that purpose, this includes vehicles owned by the employee.
- The vehicle that is being used for business is legally able to be used on the public highway.



### Driving Licence Validation

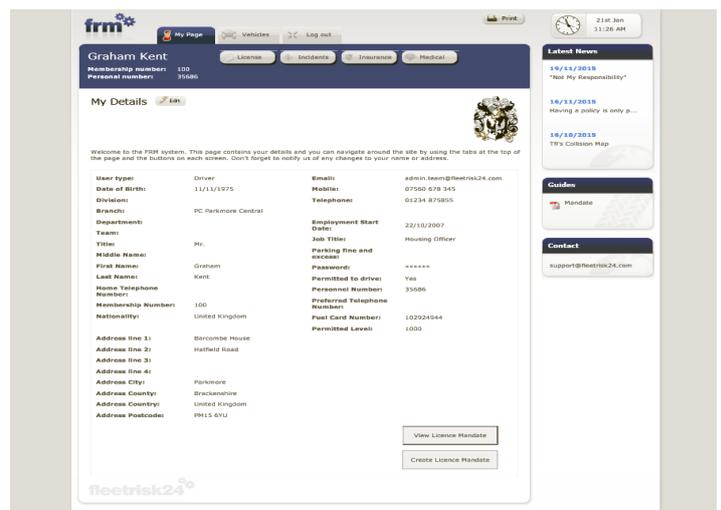
Fleetrisk24 Ltd provides a driving licence validation service on your behalf removing this administration burden. Since the removal of the driving licence counterpart in June 2015, it is increasingly more time consuming and burdensome for organisations to ensure their drivers have a valid licence and entitlement to drive, and are not concealing information that would put them and the organisation at risk. Fleetrisk24 will validate driver licences on the frm system with the DVLA, at regular intervals depending on the drivers current risk level. When a drivers licence status changes a report is generated for the key contact in your organisation with recommended remedial action.

### MOT Validation

This service is for private vehicles being used on company business and checks that a valid MOT is in place. Vehicles that are registered on the frm system are monitored, and MOT certificates validated when they become due (either, on the anniversary the vehicle requires its first MOT, or, as legally required for older vehicles). The frm system will flag up and notify a driver before the MOT is due and will report overdue MOT's to the driver and key client contact.

### Insurance Checking Service

The insurance checking service applies to vehicles that are privately owned and used on company business. It is offered to help you meet your requirements whilst reducing the administration impact on your business. Before a vehicle is used for a work journey it must be insured for that specific purpose. The level of insurance, and cost, may vary between insurers, but drivers must at least make the insurance company aware that the vehicle is being used for that purpose and have confirmation from the insurer that they are covered by their policy. Fleetrisk24 can carry out insurance checks, on your organisations behalf, to ensure vehicles have an appropriate, valid, insurance policy. Failure to have the correct insurance cover in place will mean the driver is driving on business journeys without insurance, regardless of what other cover they have in place. Your organisation can also be liable under current health and safety law if the driver is caught.



### Additional frm Services

Frm has many other functions that help you monitor and manage your driver activities. We tailor the modules to suit your individual needs and would be happy to discuss them with you.

## WHY E-LEARNING & TRAINING

The aim of a complete transport health and safety programme is to manage, and as far as is reasonably practical, reduce the risks both of, and to, your drivers through their activities. In order to fully comply with transport health and safety requirements, as well as having suitable policy documents and licence checking processes in place, it is also necessary to monitor your driver's in vehicle behaviour while driving for work.

As an employer, you have a duty of care to ensure the health and safety of all employees, including those who drive for work, as well as to all third parties that those employees come into contact with while performing work activities. An employer is also responsible for ensuring that any vehicle being used on a business related journey, regardless of ownership, is legally compliant.



In 2014 there were 194,477 reported crashes on Britain's roads\* that caused injury to someone and all of which involved someone who was driving or riding. The majority of those were minor injuries, although that figure also included 22,807 serious injuries and 1,775 deaths; it is also documented that around 35% of all crashes involve an 'at work' driver. Most of the drivers that died, or caused someone else's death, were qualified, experienced drivers, raising the question 'why does it happen'.

## QUALIFICATION

In qualifying to obtain a full UK driving licence, a driver must demonstrate that they have reached the minimum level of competence required to pass both the theory and practical driving tests. The intention post-test is for drivers to continue to develop their knowledge and skills, thus raising driving standards, however, as has been proven by many driver surveys, let alone the shocking road casualty statistics, most drivers fail to do this to the

point where they are unable to answer basic questions about rules of the road contained in the Highway code. Since driving licences are issued for life, and no further practical qualification or assessment is required, it is understandable that licence holders become complacent; this, coupled with distractions, peer pressure and work pressure (perceived or real) is why incidents occur and road safety struggles to significantly improve. No one deliberately sets out to hurt or kill someone else on the road, yet the consequences of doing so can be devastating.

## DRIVING AT WORK

The number of at work driver incidents is disproportionately high, although maybe not so surprising, as they generally have a higher than average annual mileage and so are exposed to risk for longer. Under Health and Safety law, employers have a duty of care to ensure the health and safety of employees, and are required to ensure they are competent and not high risk if their work duties include driving.

Logically, this would happen at the beginning of their employment during the interview or induction process to ensure that an employee that will drive as part of their employment meets the standard set by the organisation. There are two ways this could be managed, either as an online evaluation, or in vehicle assessment, and different factors will affect the decision to the chosen route.

The following pages outline the online evaluation and training modules available from Fleetrisk24 Ltd.



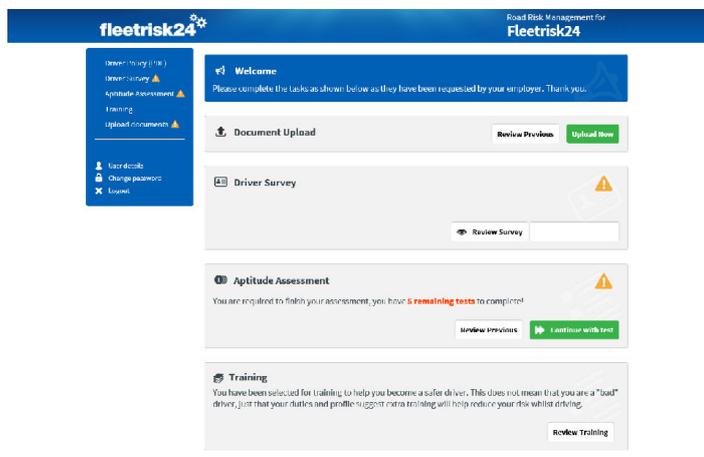
## FLEETRISK24 E-LEARNING

Traditionally, driver development involved in vehicle training with an assessment of driver ability and risk score being the means of identifying good, and bad. However, while being observed on a training day, most drivers are able to demonstrate a reasonable level of competence and may not display their true driving behaviour or habits.

More recently online assessments and e-learning have become recognised tools to evaluate driver performance for a number of reasons. Online assessments are able not only to identify strengths and weaknesses in driver skills, but also in other risk based areas such as driver attitude, which may not be apparent when with a trainer.

As well as being more cost effective and time efficient, access to online activities can:

- target specific criteria for your drivers
- address identified risks to meet the organisation's needs
- highlight those drivers that may need more specialist in vehicle driver development



Fleetrisk24 recommends e-learning as a preventative measure and as part of your transport health and safety programme.

### ***How do you decide which candidate will best suit the job role?***

Finding the right person for the job should include evaluating their driving ability if driving forms part of their role. Interviews often don't obtain all the information you need, so having decided which applicants are qualified to do the job, how will you decide who may or may not represent your organisation professionally on the road. Employing a driver who increases your company risk may turn out to be a very bad investment.

A simple evaluation as part of an interview, or induction can:

- introduce candidates to your organisations policy for driving at work
- demonstrate to them that you are serious about their safety and road safety
- highlight any remedial training that may be necessary, before they start to drive for you

Road Risk Management for  
**Fleetrisk24**

### Welcome

Please complete the tasks as shown below as they have been requested by your employer. Thank you.

Every driver can benefit from refreshing their driving knowledge, and e-learning can be a way to help prevent an incident. The modules available can meet specific objectives for both the organisation and driver, and can be tailored to the needs of either. As well as being a preventative measure for all of your drivers, e-learning can be provided to individual drivers to address specific issues, for example:

- following a licence endorsement
- following an accident, or near miss

The driver aptitude assessments and training can develop your drivers to be more eco-safe by refreshing their knowledge and pointing out current best driving practice. Of course, this will benefit the driver in lowering their risk, but can also have a financial benefit to the organisation, and is an effective way of reducing your carbon footprint.

The aptitude assessments can cover any of the following subjects:

- rules of the road
- hazard perception
- observation
- reaction test
- following distance
- company driving policy
- psychometric test

## FLEETRISK24 IN VEHICLE TRAINING

Further training modules are available to develop areas where a driver may lack sufficient knowledge.

These include online e-learning modules:

- Rules of the road training
- Safe driving policy training
- Reducing driving stress training

We can also supply additional training via a DVD covering:

- Speed limits
- Commentary driving
- Highway Code
- Skills that drivers can adopt while driving to reduce risk



Fleetrisk24 Ltd manages this online service for you and our risk team is able to support your drivers via the helpdesk. Client key contacts will be provided with progress and result reports for drivers who are registered onto the system which will advise you of additional risks that are identified and further solutions where relevant.

Through management and monitoring processes a driver may be highlighted as higher risk with the most suitable solution being in vehicle driver training. There are many different objectives when investing in a driving course, some directly benefit the driver by improving their skills and/or knowledge thus reducing their risk, which will of course also benefit the company. Others primarily benefit the company, for example, an eco-safe driving course. They will also engage the driver as they will see a benefit when driving outside of work, or if they claim mileage allowance for using their own vehicle for work.

The main areas that driver training sessions address are:

- Improvement of knowledge and skills
- Improvement of attitude and behaviour

Your drivers have already passed a theory and driving test (even though some may have passed the theory section at the end of the driving test before the separate theory test was introduced) and so have demonstrated they have the necessary skills to use the road safely and interact correctly with other road users. However, over time knowledge may need updating as laws change and new rules are introduced. Laziness or complacency can also lead to skills not being developed correctly and bad habits creeping in. In either case a training session will guide the driver back into better habits which in turn will result in reducing their risk.

Fleetrisk24 do not send your drivers back to school. All training sessions with highly qualified trainers are designed to:

- develop the skills your drivers already have
- help the driver to take control of their own development
- let the driver identify the specific areas that increase their risk, with guidance from the trainer

Fleetrisk24 will tailor training courses to meet your company and drivers specific requirements to address identified risks.

Key development areas for most drivers are:

- Journey management
- Hazard awareness and anticipation
- Planning
- Spacial awareness
- Eco-safe driving

Fleetrisk24 can provide :

- In class presentations to groups
- Interactive group sessions
- Updates to drivers on your company driving policies
- In vehicle presentations and training for groups, 3 to 1 or 2 to 1
- In vehicle training sessions 1 to 1 to develop an individual driver identified as higher risk





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