

Risk Management and Compliance

A large global employer in the retail sector operating a fleet of 330 cars and 10 light commercial vans across the UK. A Fleet Operations client for 12 years.



- Risk score cut from **71.3%** to **18.4%**
- **89.9%** compliance across all employee driver groups
- **82%** decrease in high underlying risk drivers
- **68%** reduction in annual speeding tickets and points

The challenge

The company was experiencing a peak in driving for work accidents, insurance premiums going up, lack of visibility of risk and compliance data, they wanted to demonstrate duty of care to reduce their risk and meet stringent compliance objectives.

The solution

The company has dramatically improved its compliance standards using the Fleet Operations Risk e360 fleet risk management solution.

The software - which includes a user-friendly app for drivers and powerful risk reporting for employers - successfully integrates all company and grey fleet risk data into one platform, giving management a holistic view of road-related risk, as well as overall cost and avoidable cost areas.

As a direct result, the company's Risk Exposure Score (calculated by the Risk e360 algorithm and reflecting training, assessments and licence data) has been cut from 71.3% to a low of 18.4% across both company car and grey fleet drivers within 12 months.

Maintenance, accident and incident data is now continuously analysed against risk assessment and licence information, enabling Fleet Operations and the client to anticipate and mitigate issues far earlier. Drivers are risk profiled via both online risk assessments and the algorithm and automatically re-assessed on an ongoing basis as they complete actions such as adding licence details, completing the risk assessment information and finishing training modules.

The company is also using the integrated vehicle check module on the app to empower its drivers to carry out regular vehicle safety checks on everything from tyre tread and pressure to wing mirrors and washer fluid. Any issues are instantly highlighted to the Fleet Operations maintenance team who act quickly to resolve them.

How the app works

Live risk data

The platform supports duty of care by mandating drivers to confirm details on key risk factors like health, eyesight, MOT and tax status. Integration with the DVLA shows the very latest live vehicle and driver data in a matter of seconds, with automated licence checks gathering data on licence validity, driving endorsements, entitlement categories and restrictions.

Grey fleet included

The software will also check (and request evidence of) business use insurance, tax and MOT status and vehicle age for grey fleet vehicles, ensuring private vehicles are legal, fit for purpose and compliant with fleet and health and safety policies.

Red alert prompts

Simple traffic light coding highlights actions which drivers still need to complete while red alerts are automatically sent to the Fleet Operations risk team, prompting them to chase up drivers.

Driver risk profiling

All drivers have to complete an online risk assessment which profiles them by risk type and identifies the chance of them being involved in an accident. It also gives the driver a bespoke report on their individual driving style and risk factors.

Actionable reporting

An extensive reporting suite allows managers to manage, audit and grant eligibility to drive on company business, checking for non-compliant employees at a glance.

Targeted driver training

Relevant coaching and e-learning courses address specific risks - from speed awareness to managing your body clock. Each module can be completed in less than 20 minutes and includes videos, interactive content and an assessment.

The results

Business benefits:

- Risk Score has dropped from 71.3% to a low of 18.4%
- 68% reduction in annual speeding tickets and points
- 82% decrease in high underlying risk drivers (from 216 to 39)
- Clear employee duty of care evidence

Safer drivers:

- 89.9% compliance across all employee driver groups (98% of all company vehicle drivers).
- 522 risk assessments completed (highlighting 20 high-risk, 52 high behavioural risk and 49 high situational risk drivers)
- 569 e-Learning modules and 3,577 coaching modules delivered
- 40 half-day 1:1 on-road 'driving for work' training delivered
- 100 bespoke, vehicle-specific hybrid EV coaching modules delivered