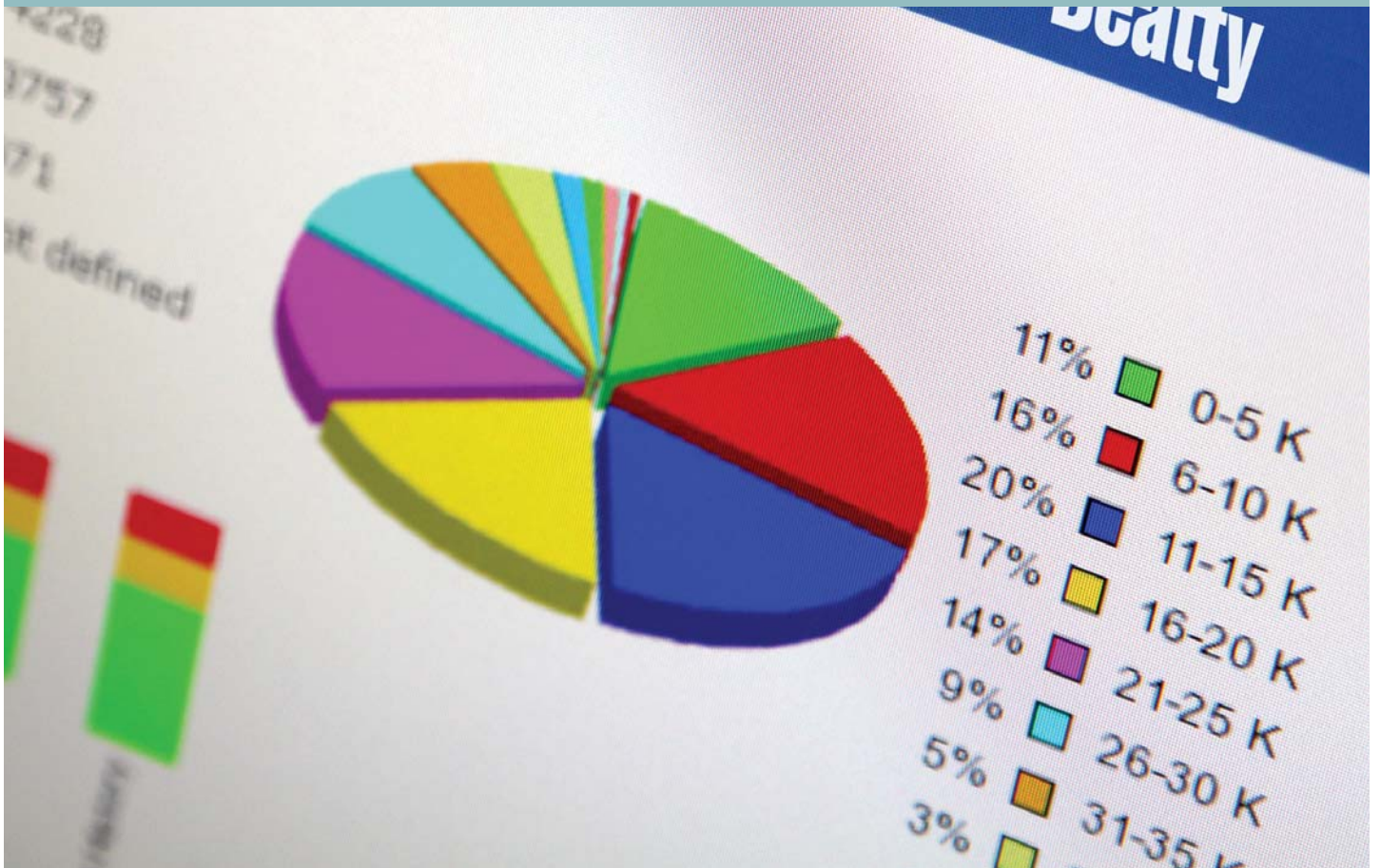


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Driver Risk Management



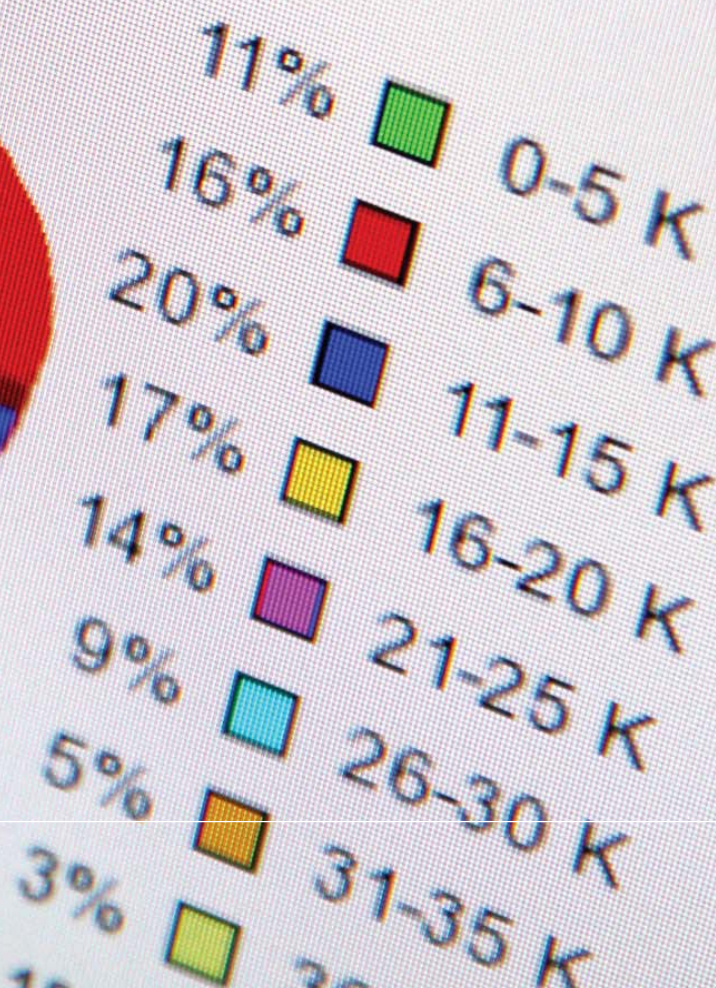
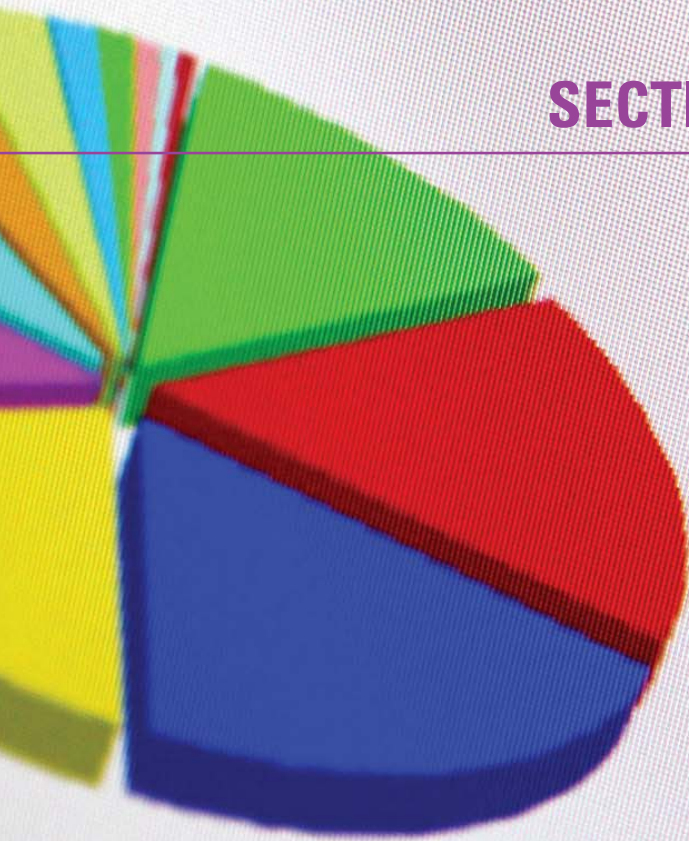
A section from our full **Product Catalogue**

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Balfour Beatty

SECTION 14: Driver Risk Management



SECTION 14: Driver Risk Management



Introduction

The Driver Risk Management programme is an award winning initiative designed to identify and mitigate road related risk; the programme has witnessed positive results, leading to a reduction in collisions by over 40%.

Each aspect of this ground-breaking initiative has a direct focus on improving safety, by raising awareness, changing behaviour and structuring the learning and development of individuals. Driving is one of the top fatal risks within our business and we are actively working to continually reduce this risk in pursuit of Zero Harm.

The service we offer demonstrates our drive to assist other companies improve driver safety as well as exercise their Duty of Care and Corporate Social Responsibility.

The programme is highly commended by RoadSafe (a Partnership of Road Safety Professionals and the Government) advocating their

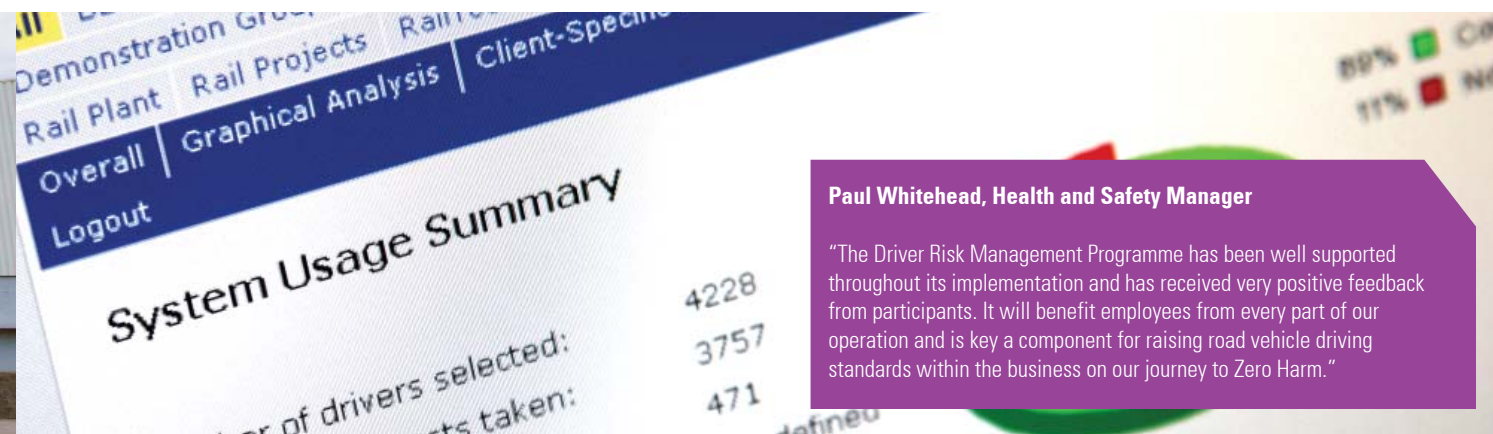
'Driving for Better Business' campaign. Balfour Beatty Plant & Fleet Services has been a 'Driving for Better Business Champion' since August 2008. In addition, The Driver Risk Management Centre was recently recognised by a Prince Michael International Road Safety award.

In 2011 the range of services has expanded to include Driver CPC training, On-Road courses for cars, vans and trucks plus two new HGV driving simulators – one based in Scotland and one mobile unit so we can bring training to you.



Case Study: Balfour Beatty Rail Projects

The Challenge	<p>268 Company Car Drivers & 196 Commercial Vehicle Drivers</p> <ul style="list-style-type: none"> Change attitude of drivers and instil importance of road safety throughout the business. Reduce incidents across Company Car Driver population, in turn reducing costs.
The Solution	A multiple tiered, bespoke Driver Risk Management Programme.
The Results	<p>41% sustained reduction in vehicle incidents reported.</p> <p>Potential cost reduction of over £100k over two years.</p>
The Progress	<p>An initial 41% reduction in company car incidents was recorded between June–October in comparison to the previous five months. Based on the average cost of repair to a company car (£1,401.27), this translates to a potential cost reduction of £33,630.48 in vehicle repairs alone over this very short period.</p> <p>We continue to work alongside BBRP and have since witnessed a further reduction in vehicle incidents throughout 2010 (44% Company Car and 47% Commercial Vehicle).</p> <p>We expect to sustain and improve on this in years to come as we move forward with Balfour Beatty Rail Projects, developing and delivering new and improved interventions and services.</p>



Paul Whitehead, Health and Safety Manager

“The Driver Risk Management Programme has been well supported throughout its implementation and has received very positive feedback from participants. It will benefit employees from every part of our operation and is key a component for raising road vehicle driving standards within the business on our journey to Zero Harm.”

Continued **Case Study:** Balfour Beatty Rail Projects

Balfour Beatty Rail Projects (BBRP) is a leader in rail engineering projects throughout the world, with operations in Europe, Asia, South America and Australia.

The company was looking for a way to mitigate the risk faced by their drivers whilst delivering a diverse range of projects. The business currently has a large fleet of company cars and commercial vehicles operating all over the UK so required a solution that was both far reaching and managed centrally.

It was decided that initially the target audience would be the 262 car drivers, which has since risen to nearly 500 including commercial vehicles.

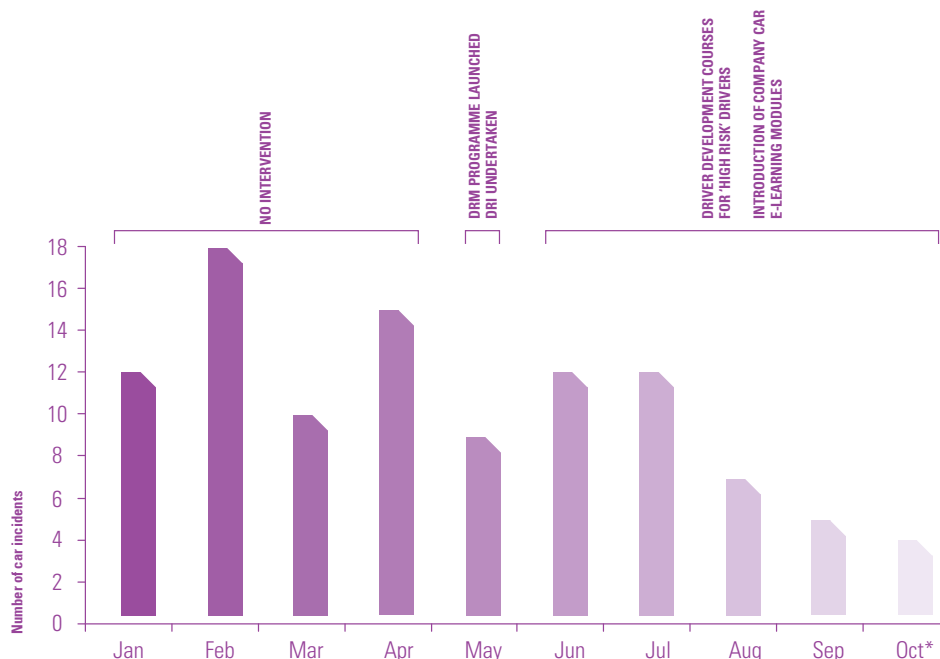
The Driver Risk Index (DRI) was rolled out across this selected population with each driver receiving their own unique login details.

Upon completion of the assessment, a personal, comprehensive six page report was produced.

As the DRI assessments were completed, the Management Information System (MIS) was automatically updated. It was decided within BBRP that those drivers highlighted as ‘high risk’ through the DRI would attend a full day course at the Driver Risk Management Centre in Derby. Whilst those that were identified as ‘medium’ or ‘low’ risk through the DRI, would attend a ‘Drive Safe, Arrive Safe’ seminar delivered at various locations across the UK.

BBRP also elected to put their company car drivers through an e-learning module specifically designed to reinforce the key responsibilities of company vehicle drivers, as well as covering various important topics such as the importance vehicle checks and servicing etc.

BBRP Company Car Incidents



SECTION 14: Driver Risk Management



Meet the trainers



Martin 'Nobby' Clark
Driver Development Manager

Martin 'Nobby' Clark joined Balfour Beatty Plant & Fleet Services on 1st May 2008 as our Driver Development Manager. Nobby's commitment and passion for road safety make him the perfect candidate to spread the message and influence driver behaviour in our journey towards Zero Harm.

His vast array of experience was built on his background in the Police, both Military and Civil. He started out life in the Royal Air Force Police at RAF Newton, later joining the Cheshire Constabulary as a Police Constable.

This is where his contagious passion for road safety was discovered, as he made the decision to specialise in Road Traffic. He quickly qualified as an Advanced Police Motorcyclist and an Advanced Police Car Driver, demonstrating the necessary skills to progress his career.

Whilst serving for Cheshire Constabulary he developed and delivered an initiative known as 'Drive Survive'; a one day course for young drivers. This course has successfully delivered a powerful road safety message to over 15,000 young drivers, inevitably saving lives along the way. His endeavour and enthusiasm was rewarded, collecting two Prince Michael of Kent Awards for Road Safety amongst others.

He says "I am absolutely over the moon with our industry-leading Driver Risk Management programme, which is now being undertaken by so many drivers across Balfour Beatty Group and externally. It has been hard work to date, though this has been recognised through receipt of several prestigious road safety awards. We have what I believe is a great, keen and dedicated team that has one goal in mind "to make a difference on our roads, whilst saving lives along the way".



Malcolm Futers
Road Risk Advisor

Malcolm Futers joined the Driver Risk Management team as Road Risk Advisor in August 2010, following a long career and personal interest in reducing on-road incidents.

Malcolm has always had a passion for driving, and after leaving school he was able to combine it with another, music, spending 15 years touring as a musician – playing drums for a living. During this time he gained invaluable driving experience, being more like a long distance van driver than a drummer, touring long distances across the UK and Europe in all weather conditions. Malcolm eventually succumbed to the idea that he should get a proper job, and qualified as a driving instructor - hanging up his drum sticks! Malcolm ran his own driving school and as his experience grew, became involved in LGV and PSV training, picking up more qualifications along the way and eventually leading him to become a fleet trainer.

Malcolm was soon employed by 'Drive and Survive' full time and gained experience in skid car and 4x4 training as well as spending many hours in the Transport Research Laboratories. As Northern Training Manager, he was involved in coaching on all vehicle types from motorbikes to arctic lorries, as well as pass on his invaluable skills to train other trainers. Malcolm later joined to 'Peak Performance' as their Training Manager delivering courses across the UK, Europe and Middle East.

After working for a short time as technical manager for the Emirate Driving Institute, Malcolm returned to the UK and took up his role at Balfour Beatty.

"I have settled into my role at Derby very quickly and find working with the team very rewarding," says Malcolm. "I hope that my experience training drivers in many different vehicle types and conditions will mean I can rise to the challenge of the diverse training needs that Balfour Beatty employees have. I certainly know the job will never be boring!"






Robert Lindsay
Driver Risk Manager

Robert currently manages the Driver Risk Team and is constantly looking at new ways of improving safety through reduction of occupational road risk.

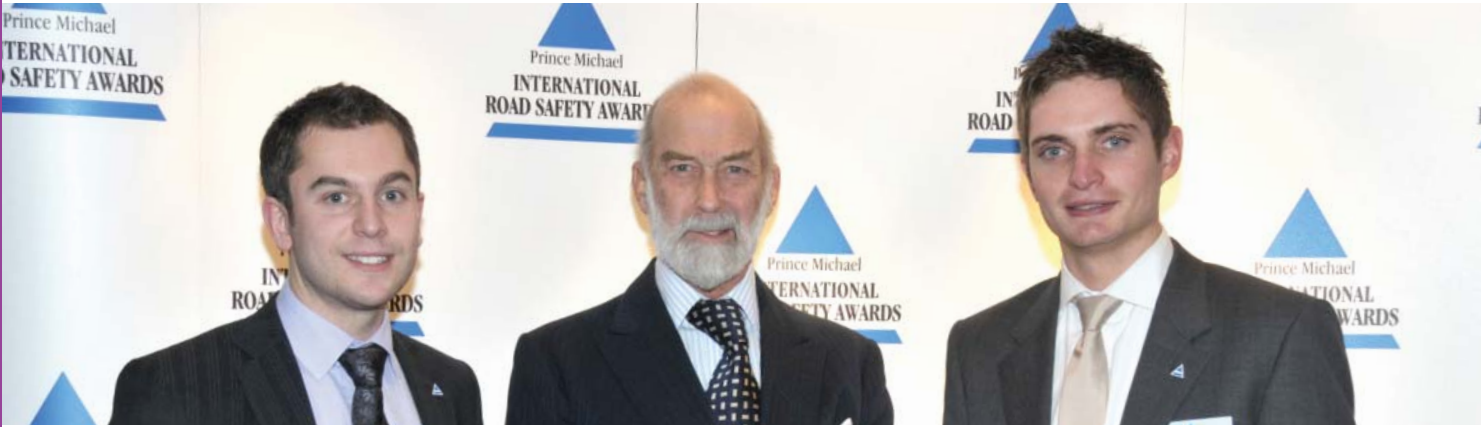
Roberts passion for road safety and desire to make an impact with regards to risk reduction within Balfour Beatty has led him to undertake an MSc in Driver Behaviour & Education from Cranfield University. This highly specialised qualification compliments Robert’s role, allowing him to analyse human factors and driver behaviour in more detail.

“It’s very rewarding to see and hear that what we do is influencing people and having a positive effect on the way they drive. However, we still know that nearly all Road Traffic Incidents are due to human error so we can never rest until we attain our goal, and that goal is ZERO.”






Courses and Services

E-Solutions				
	Who is it for?	Description	Duration	Number of delegates
 Driver Risk Index (DRI)	All drivers	The Driver Risk Index (DRI) is the UK’s premier online psychometric risk assessment for people that drive for work. The DRI is subject to the most rigorous academic standards of any driver assessment available and is the result of over 20 years of scientific research. Access to the corresponding Management Information System is included in the price. This is an ideal tool for capturing data, identifying risk within the business and is the first step in the risk mitigation process.	15-20 minutes	Unlimited
			POA	
 E-Learning Company Car Module	All company vehicle drivers	These bespoke, web-based courses have been designed to raise awareness amongst our Fleet drivers.	30-45 minutes	Unlimited
			POA	
 E-Learning Commercial Vehicle Module	All company vehicle drivers	Completion of the course will demonstrate that users have reviewed and understood the minimum requirements for operating a Company Vehicle through a series of interactive learning objectives.	30-45 minutes	Unlimited
			POA	

SECTION 14: Driver Risk Management

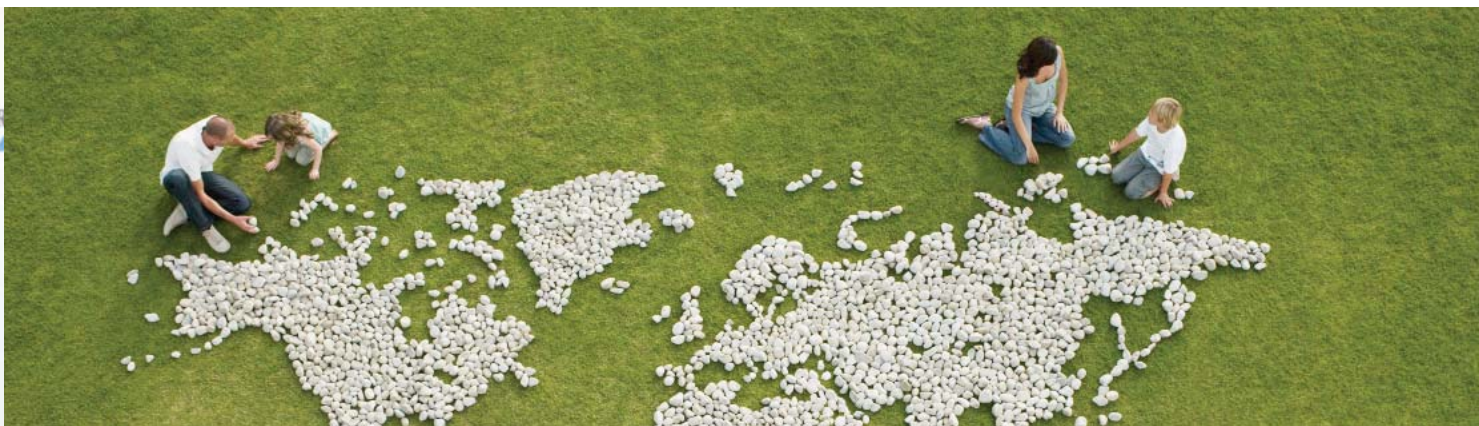


Risk Management





	Who is it for?	Description	Duration	Number of delegates
Driver Development Course 	All drivers identified as 'High Risk' through the DRI or other selection methods.	As part of an interactive and challenging full day course, delegates either spend time on the unique Driving Simulator and are immersed in realistic scenarios that have been specifically created in relation to their particular driving risks or go On-Road with our expert trainers to hone in their driving skills, dependent on the location. The course also includes various other practical, theory and group sessions that serve to raise driver awareness and highlight the potential consequences of unsafe driving behaviours.	Full day POA	Max 6 per course
Drive Safe Workshop 	All drivers categorised as 'Medium' or 'Low Risk' through the DRI or other selection methods.	The fully interactive half day workshop aims to make driving safety personal to delegates. All attendees are encouraged to share their ideas on driving and put forward commitments to identified areas of improvement following a DRI review and effective trainer facilitation. The course also includes various engaging Powervote, practical, theory and group sessions that serve to raise driver awareness and highlight the potential consequences of unsafe driving behaviours.	Half day POA	Max 12 per course
Driver Metrics On-Road 	Any driver who has completed a DRI assessment	This hands-on approach to driver development utilises the results of the DRI and advanced coaching techniques. The trainer is able to see how the delegate drives in real situations, dispense invaluable advice, conduct demonstrations and lay down challenges throughout the session based on what has been observed. This all culminates in improvements in the trainee's driving attitudes, awareness and abilities.	Half day / full day POA	Max 4 per day
High Mileage Course 	Drivers who travel in excess of 25,000 miles per annum	The course utilises our state of the art Driving Simulator and includes license checks, eye sight checks and practical vehicle safety checks. These are complemented with a series of presentations as well as driver fatigue and journey planning sessions complete with practical exercises.	Full day POA	Max 6 per course
Young Driver Course 	Drivers between the age of 17 and 25 years	The Young Drivers Course utilises our state of the art Driving Simulator and also consists of license checks, eye sight checks and practical vehicle safety checks. This will be complemented with a series of presentations and interactive exercises targeting risk areas for young drivers.	Full day POA	Max 6 per course

Our dedicated team has won 14 prestigious awards from the following leading organisations since the training centre launch, just two years ago.





Sustainability

		Who is it for?	Description	Duration	Number of delegates
S-A-V-E Car		All car drivers	<p>S-A-V-E on-road training demonstrates ways of driving both economically and safely, by reducing fuel consumption and coaching simple yet effective techniques for safer driving. The training includes an assessment of the driver's current ability, followed by trainer demonstration drives aligned to the objectives set by the trainer. The driver is then coached to attain the objectives, including: new driving techniques, safety awareness and defensive driving. The trainer is also there to guide and advise on any driving related questions or issues.</p> <p>Delegates will go away with a report of their achievement on the day and advice for future development.</p>	Half day / full Day	Max 4 per day
S-A-V-E Van		All van drivers		Half day / full Day	Max 4 per day
S-A-V-E Truck		All truck drivers Mobile simulator courses available		Half day / full Day	Max 4 per day
S-A-V-E Workshop		All drivers	<p>This workshop enables a larger audience of drivers to engage with the principles of S.A.V.E in a classroom environment. The session is very interactive and challenging and offers an alternative method of learning both safe and fuel efficient techniques to the on-road version. The benefits can be observed in reduced fuel costs, vehicle wear and tear and of course, an improvement in driver behaviours and standards.</p>	Half day	Max 12 per course
				POA	
				POA	

S-A-V-E has four fundamental values at its core; these are **Space, Awareness, Visible and Environment**. This course has the principal aim of improving safety and increasing fuel efficiency.

SAVE LIVES SAVE FUEL
DRIVING SUSTAINABILITY

SECTION 14: Driver Risk Management






Technical Training




	Who is it for?	Description	Duration	Number of delegates
Driver CPC 	Professional drivers operating above 3.5 tonnes Mobile simulator courses available	We have several strategically placed Driver CPC accredited sites across the UK, enabling us to deliver our courses at convenient locations. Courses currently include; Emergency First Aid, Driver Safety Workshops and Driver Rules, Regs & Checks. More details of courses and content is available on request.	3.5 and 7 Hours POA	Max 12 per course
4x4 Training 	Staff operating / having the potential to operate 4x4 vehicles	Our LANTRA accredited trainers are able put the driver through various situations in a controlled environment to test their knowledge and expertise. The aim is to instil in them the reactions that will help them to remain safe in any off-road situation. This course can be adapted to suit drivers of any level of experience or standard in 4x4 vehicle usage.	Half day / full day POA	Max 4 per day
Winter Driving Workshop 	Any driver likely to encounter adverse weather conditions	This half day session aims to improve driving standards in adverse weather conditions and enable drivers to make the correct decisions at times of increased risk. Modular add ons are also an option for this particular course, and include; ABS Familiarisation, On-Road Coaching and Skid Control Sessions.	Half day POA	Max 12 per course
Post Crash Course 	Anyone who has been involved in a recent collision	This course is tailored to discuss any recent collision and ensure that, regardless of blameworthiness, the driver understands how best to avoid a similar outcome in the future. The trainer will employ effective coaching techniques to achieve the desired goals; whether the individual is lacking confidence, is unwilling to acknowledge responsibility, or is simply looking for experienced guidance. As it has been statistically proven that individuals involved in a collision are 3x more likely to have a similar collision again in the future, this is a very worthwhile intervention to consider.	Half day / full day POA	1:1 only
Skid Control Course 	All drivers / employees	Our Skid Control course can in a matter of hours give drivers experience of every possible skid scenario. It instils instinctive responses and significantly reducing the risks on the roads.	Half day POA	Max 3 per course
Collision Investigation 	Safety Personnel or any individual responsible for investigating / reporting collisions	This course will enlighten delegates to types of collision reporting, the role of the Police and Emergency Services, as well as the various categories of collision and whether they must be reported by law or not. Throughout the day participants will be engaged in various theory, group and Powervote sessions to hone their knowledge and skills as a collision investigator.	Full day POA	Max 10 per course
Drugs & Alcohol Awareness 	All drivers / employees	This course is extremely useful for individuals in terms of raising awareness around the issue of drink & drugs in the workplace, in particular when driving. This is also an invaluable tool for managers to ensure that their staff are aware of their responsibilities in this area and the undesirable consequences of getting it wrong.	Half day POA	Max 12 per course
Motorcycle Safety Workshop 	Motorcycle & Moped riders	This course is specifically for those who ride 'Powered Two Wheelers' and is delivered by experienced riders who can share essential knowledge on all aspects of both Motorcycle and Moped safety. This course can include an additional on-road session if required.	Half day	Max 12 per course



Events Management

	Who is it for?	Description	Duration	Number of delegates
Road Safety Presentations 	All drivers	A catalogue of presentations delivered UK wide, ranging from a one hour session through to a full day. These sessions can be delivered to accommodate a particular area of concern or perceived risk but standard presentations feature various driving related topics including; seat belts, mobile phones, defensive driving, and driver fatigue. Bespoke presentations can also be developed and delivered on any aspect of road safety to fit in with an event, conference, safety day, or simply to raise awareness across entire companies, specific regions or departments.	Any	Any
			POA	
Tailored Events 	All drivers	We offer numerous services when it comes to events management and have the capability to organise and implement an all encompassing Road Safety Day or event to meet your exact needs. Another option is our competitive, enjoyable and educational 'Driver Challenge Day' which can serve as a Team Away Day or Driver of the Year Competition. All events can be tailored to suit customer requirements.	Any	Any
			POA	
Mobile Driving Simulator 	Any HGV driver	Our unique mobile HGV driving simulator is the only one of its kind in the UK. Used in conjunction with our Truck S-A-V-E course the simulator will pass on safe and sustainable driving techniques ensuring your drivers are less at risk and save you money on fuel. Training can take place at any suitable location around the UK, so training can come to you – a truly flexible solution to tackle driver risk.	Half day / full day	Any
			POA	Training days dependent on number of delegates

Fleet Management

	Who is it for?	Description	Duration	Number of delegates
Telematics 	Company vehicle drivers	Vehicle Telematics is the next step to reducing cost and improving safety within your fleet. Through vehicle tracking and dynamic data reporting, it enables your business to analyse day-to-day operational efficiencies, monitor CO2 emissions and benchmark driver behaviour. Whether at operational or board level, we will help you achieve maximum return on investment.	Ongoing	Unlimited
			POA	
Driver Licence Checking 	All drivers	We have teamed with a market leading data management company to offer an end-to-end, hassle free Driver Licence Checking and Verification Service. Employee's licences are electronically checked with the DVLA to provide accurate, real-time information that immediately highlights risk for you. We administer the service from start to finish ensuring there is no disruption or inconvenience to you or your employees throughout this important duty of care process.	Ongoing	Unlimited
			POA	
Grey Fleet Management 	Non company vehicle drivers	This is the management of employee data for those who do not drive a designated company vehicle but do drive, or have the potential to drive, on company business. Grey Fleet covers use of a private vehicle, pool car, car allowance scheme, or a colleagues vehicle. This service can include; risk mitigation, relevant document acquisition and checking, policy guidance and management reporting.	Ongoing	Unlimited
			POA	

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