

# Business Champion Carnell Support Services Ltd.



Champion: Carnell Support Services Ltd

Business Sector: Highways

Fleet Size: 175

Company Cars: 12

LCV: 155

LGV: 8

Grey Fleet: 20

## Introduction

For more than 25 years, Carnell have provided specialist maintenance and cost-effective innovations that help the successful operation and maintenance of the strategic road network. We deliver schemes in all the Highways England areas using our workforce of approximately 280 operatives. Our activities can be broadly described as Specialist Drainage, General Civils and Road Lighting & Electrical works.

## Summary of Driving for Work Activities

The main activity of our fleet is for the movement of our site personnel and equipment to work sites. With an overall fleet size approaching 200 in number our vehicles are constantly on the go with many on the move through the night, working nationally to maintain the Strategic Road Network. We cover in excess of 4 million miles a year and recognise that driving is a huge part of what we do and how we do it.

**“The Health, Safety and Wellbeing of our workforce is paramount to us and we are constantly striving to improve our Road Safety and fleet performance year on year”**

Lee Gill, Plant & Transport Director (WRSS Manager)



Jim O’Sullivan, Chief Executive, Highways England presenting the DfBB certificate to Lee Gill.

# Work Related Road Safety Policies, Procedures & Initiatives

## Policy

Carnell has a Management of Road Risk Policy in place which covers all responsibilities and methods to reduce Road Risk. The purpose of this policy is to help reduce or eliminate the risk to any driver whilst on company business or private travel, and to minimise the number of incidents in which Carnell drivers are involved in.

The following are covered by this document and must comply with the relevant terms outlined:

- All drivers of vehicles owned or hired to Carnell.
- Plant & Transport Director.
- Management responsible for site operations.
- All Grey fleet drivers.
- Sub contract drivers.

The policy covers all aspects of road safety including: Responsibility; Authorisation & Competence; The Vehicle; The Driver.

To support this policy, safe driving is also covered through the year by posters, leaflets & briefings. Employee handbooks provided during inductions have a driving section including procedures, good practice and a minimum list of responsibilities.

## Driver Checks

All employees are enrolled on an independently run health screening program, with site workers upgraded to the more stringent Safety Critical Assessment. We've helped many employees identify and manage sight and hearing issues, whilst also identifying early stage HAVS, blood pressure and kidney failure symptoms.



We recognise the dangers associated with drugs and alcohol in the workplace and carry out extensive D&A testing across our workforce, in conjunction with the HE and their supply chain.

## Vehicle Checks

Our innovations team developed a smartphone app to enable quick daily walk around vehicle checks and instant reporting of defects to the plant and transport team. This replaced a paper system which was particularly slow for remote workers.

As for the grey-fleet, owners are reminded when their MOT and Insurance are expiring so that they can provide evidence that they are conforming to the policy before using their vehicles for business.

## Responsible Driving

In 2015 we installed telematics to the fleet to help us understand driver behaviour. Focus was also given at board level and the fleet performance discussed on a monthly basis.

Where poor driving is identified, intervention takes the form of face-to-face driver reviews with a Director and HR manager and these drivers are also removed from the monthly company prize draw. On the flip side to this, we also feel it is right to reward good driving, so the best 3 drivers every month receive a high-street voucher.

With the aim to reduce incidents further, in 2017 we made the decision to install vehicle safety monitoring systems to our fleet which included dashcams, drivercams, and tyre pressure monitoring systems.

## Fatigue

Another app was developed to monitor in real-time employee working and travel time to ensure compliance with Highways England fatigue guidelines, with door to door times less than 14hrs.



## Performance Measures and Benefits to the Business

### Improvements Leading to Cost Savings

Prior to implementing the activities listed on the previous page as well as other improvements, our insurance costs and fleet claims were heading in the wrong direction.

Despite the fleet size growing we have seen significant improvements in safety and fleet performance. We are confident that these trends will continue.

#### Achievements:

- A decrease in annual insurance claims costs from £130,000 to £46,000.
- A reduction of Incident number v Fleet Ratio by 25% since 2015 to date.
- The number of driver interventions has fallen a staggering 85% over a 3yr period.
- An improvement in driving styles of over 50% in the first 12 months.

### Leadership in Fleet Safety

“We are very passionate here at Carnell about the health and safety of all our employees. We believe we encourage our workforce to not only work safely but to drive safely, and we lead by example”

Aidan Clarke, Managing Director



### Additional Activities

Not only are Carnell striving to improve the performance of its own fleet, we have developed the award winning SafetyCam which improves compliance of all vehicles travelling through site.

This site safety innovation protects road workers by using two complimentary vehicle detection systems to capture instances of dangerous driving, while providing a conspicuous visual deterrent and actively changing driver behaviour.

Speeding Site Vehicles: Speed camera, and ANPR technology are used with cloud reporting techniques to notify the client of vehicles speeding adjacent to road workers.

Vehicle Incursions: 360° HD video technology captures instances of vehicle incursions into roadworks. Footage is watermarked so that it can be used in prosecutions.

On seeing SafetyCam, the vast majority adhere to site rules, with those not reported to the appropriate authorities. Evidence has led to multiple convictions of dangerous drivers.



### Related Company Awards & Achievements

- RoSPA Awards 2019 President's Award (9th Gold Award).
- Highways England Awards 2019 Safety Award for Workforce Health & Wellbeing.
- CIHT Awards 2018 Overall Winner & H&S Award for SafetyCam.
- Highways England Awards 2018 Customer Experience Award.
- CIHT NW Awards 2018 Best Practice for Fatigue (Highly Commended).

Fleet Claims Costs (£k)

