



## Driving for Better Business – Champion Case Study

### Wilson and Scott Highways Ltd

#### **Business Sector:**

Road Marking, road studs, high friction surfacing and associated processes.

Total Number of Company Vehicle Drivers: 137

#### **Fleet Size: 120**

Company cars: 15

LCV: 24

LGV: 81

Grey Fleet: 5

#### **Company Overview & Core Values**



Wilson and Scott are the UK's most experienced leading road safety marking company, with specialist operations covering the following activities:

- Road markings (hot and cold applied) (permanent and temporary)
- Road marking removal

- Road studs (installation and removal) (inset and surface applied)
- High friction surfacing (hot and cold applied)
- Joint repairs

**Our Core Values:**



**Work Related Road Safety:**

Wilson and Scott recognise the great importance of Fleet Safety and Vulnerable Road Users in the context of Work-Related Road Safety. The effective management of WRRS has significant synergies with our business activities as a road safety marking company.

Company WRRS policies and procedures are embedded into our IMS (Integrated Management System) which is certified to world class ISO standards and which also exceed customer requirements. Senior management commitment including that of our Managing Director ensures our system is fully effective.

Our IMS is currently certified to the following latest standards:

Health & Safety	ISO 45001:2018
Quality	ISO 9001:2015
Environment	ISO 14001:2015
Collaborative Business Relationships	ISO 44001:2017

FORS (Fleet Operator Recognition Scheme) certification has been achieved through a programme of truck and van enhancements together with driver training, both targeted at improving Vulnerable Road User safety.

#### Health, Safety and Wellbeing:

- Placing health and safety at the heart of all decision making within the business
- Driving and delivering programmes of continual improvement across the business.
- Being recognised by everyone we engage with for our effective culture of health and safety.
- Ensuring every employee recognises their role in the promotion of health and safety and demonstrates this in their behaviour.
- Enhancing wellbeing through programmes of:
  - health surveillance
  - employee wellbeing assistance
  - mental health support

#### Quality:

- Exceeding customer delivery expectations at all levels of our operations.
- Implementing a programme of continual improvement.

#### Environment:

- Reducing our overall environmental impact on an ongoing basis throughout our company.
- Continual improvement objectives identified and delivered.

#### Collaboration:

- Working in harmony with collaborative partners to achieve shared goals.
- Collaboratively agreed improvement objectives identified and actioned.

Wilson and Scott's core values are delivered by effective management at all levels of the business. We take great pride in how we manage and deliver our activities safely and without harm to our people and anyone with whom we interact.

Wilson and Scott were the initial collaborators in the "Mock Trial" driver education awareness and behavioural programme delivered by Fleet 21

Driver Safety Consultants in conjunction with our trade association RSMA.

### **Nature of 'Driving for Work' activities**

The fleet of trucks operated by Wilson and Scott are modified to bespoke specifications for our work activities with vans and cars provided for supervisors and managers. The company has in place an effective rolling programme of fleet renewals achieved through significant capital investment strategies in order to ensure vehicles purchased are to the safest specification and fit for purpose.

Driving activities comprise the driving of trucks and support vans to and from works locations, together with the operation of trucks to install or remove our products. Fleet cars are operated by managers primarily to attend meetings at customer locations.

Work Related Road Safety policies and procedures, together with rolling programmes of continual improvement contained within our Integrated Management System are effective in managing road safety across our company.

### **Leadership**

"I believe wholeheartedly and passionately that our employees, stakeholders and anyone else with whom we interact are protected from harm. This is of vital importance in respect of our Work-Related Road Safety and I am pleased to be able to give my personal commitment to lead Wilson and Scott in this regard. I have therefore taken a hands-on approach in the development and implementation of our dedicated road safety policies in order to evidence my commitment.

***Cameron Simms***  
***Managing Director***  
***Wilson and Scott Highways Ltd***

### **Quote from WRRS manager**

"As Policies, Standards and Compliance Manager I acknowledge that Work Related Road Safety is a vital element in our work to prevent harm to our employees and to other road users, especially vulnerable persons. Working with company colleagues in fleet and logistics, health

and safety, training and human resources, we have developed and implemented effective programmes for improvements in road safety”.

***Richard Mills***

***Wilson and Scott Highways Ltd***

***Policies, Standards and Compliance Manager***

### **WRRS policies, procedures and activities**

Wilson and Scott’s dedicated policies and procedures promote acceptable behaviour and best practice in respect of Work-Related Road Safety. These are contained within our Integrated Management System.

We ensure that all our vehicles are purchased and maintained to relevant Driver and Vehicle Standards Agency standards, together with those required by our customers across the UK.

To ensure that all our drivers are fit to drive, our policies require that they undertake appropriate drug and alcohol testing on induction into the company and thereafter at 6-monthly intervals. Drivers are also tested on a random basis and on a “for cause” basis following any road-related incidents.

Driving licences are checked on induction and subsequently on a frequency dependant on the driving history of the individual. Driving assessments are undertaken. First aid training is provided, and drivers have access to Emergency Response procedures.

Additionally, all drivers are required to successfully undertake an annual health surveillance assessment which exceeds Highways England’s criteria for safety-critical workers. These assessments are provided by qualified medical practitioners from a commercial arm of the NHS.

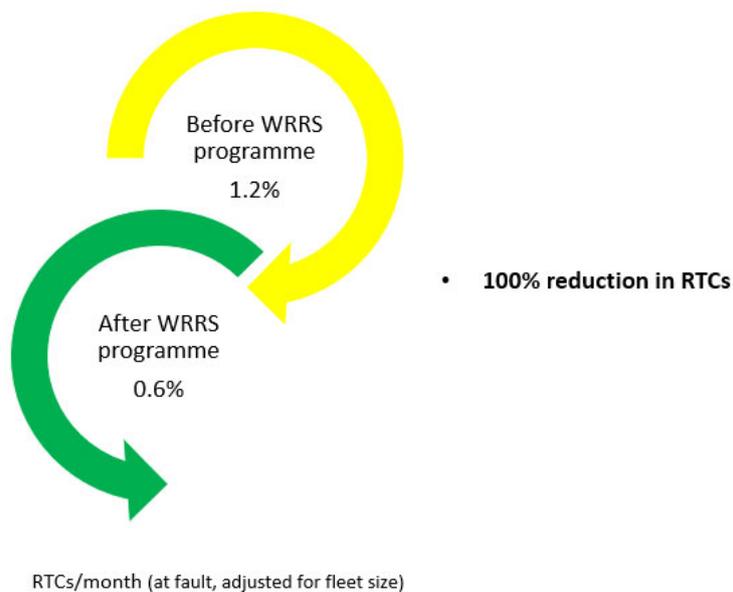
Drivers are supported by trained company Mental Health First Aiders, such that in the event of post-collision trauma suitable support can be provided. Drivers also have access to a 24/7 Employee Assistance Programme for further support and resources.

The use of mobile phones and other electronic devices whilst driving is prohibited by the company; published research having shown that even if these are used hands-free there is a significant risk due to driver distraction.

The company has this year opened a new dedicated training facility at our Head Office, enabling us to deliver in-house training to our staff by our Training and H&S Managers

### **Benefits:**

Company policies and procedures have been very effective in significantly reducing “at fault” RTCs by approximately 100%, despite a 78% increase in the number of trucks between 2018 and the present.



The reduction achieved evidences our commitment to reducing the potential for harm to our drivers and other road users. It is also a significant business benefit, resulting in the driving down of direct and indirect costs following road traffic collisions.

### **Additional WRRS-Related Activities;**

Detailed incident investigation is undertaken by the company H&S Manager, together with root cause analysis and corrective and preventative actions. Incident trend analysis is also undertaken, and monthly dashboards produced for review by senior management.

Company trucks are equipped with sophisticated telematics vehicle tracking and monitoring systems to aid our Health and Safety and Fleet

Management Teams in the investigation of road traffic collisions and other road-related events.

Trucks are equipped with relevant safety devices required by the FORS (Fleet Operator Recognition Scheme) standards, including proximity sensors, cameras, blind spot signage in addition to appropriate vulnerable road user driver training.

**Awards:**

FORS (Fleet Operator Recognition Scheme) certification

**Additional resources included**

1. Company Car and Road Safety Policy
2. Wilson and Scott Transport Management System
3. Health & Safety Policy
4. Mobile Phones and Devices Policy
5. FORS certificate
6. Image of trucks
7. Image of "Safety Starts With Me" logo
8. RTC reduction graphic (PowerPoint)