

Driving for Better Business – Champion Case Study

Toppesfield Limited



Business Sector:

Road Surfacing Contractor

Total Number of Company Vehicle Drivers: 200

Fleet Size: 145

LGV: 30

LCV: 75

Cars:40

Company Overview and Values

Founded in 2004 by the current Managing Director, Matthew Pryor, Toppesfield has grown into the UK's largest independent surfacing contractor, delivering major projects across a variety of sectors - highways, commercial, aviation, defence, leisure and rail, employing 250 people.

The growth of the business since 2004 is testament to the Company's over-riding Principles and Values:

Safety

We always put safety, health and wellbeing first

Customer Focus

Meeting our client's needs and expectation, adding value to projects and helping deliver contracts in a safe manner and within agreed budget and time-frames,

Collaboration

Working with all levels of the client's business to understand their needs,

Independence

Being an independent contractor allows Toppesfield to source product local to site and at cost-effective levels, both of which benefit the client,

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Flexibility and Responsiveness

Understanding and reacting to the client's changing programmes is paramount and with significant fleet investment in excess of £12m, plant and equipment is readily available to react to the unexpected.

Nature of 'Driving for Work' activities

A mixed HGV, van and car fleet operate nationally from two regional offices and four depot/workshop facilities servicing transient sites for our broad customer base across the United Kingdom.



Quote from WRRS manager

The safe transportation of people, plant and equipment is crucial to the successful operation of our business. We are committed to ensuring that our drivers are fully trained and competent to operate our fleet in a professional manner. The Board of Directors fully support the Fleet department and are committed to investing in vehicles with the latest engine technology to ensure that we have minimum impact on the environment.

We understand the importance of protecting Vulnerable Road Users and have invested in additional training for our drivers as well as additional equipment for our fleet of vehicles.

Glyn Williams, SHEQ Director

WRRS policies, procedures and activities

Toppesfield are ISO 9001, 14001 and OHSAS 18001 accredited and subject to rigorous audits by our external verifying body. We have a suite of Safety Policies and Procedures, which include a number of Work-Related Road Safety documents, raising driver awareness towards WRRS and at the same time promoting best practice in driver behaviour and performance.

To meet our obligations:

- Heavy goods vehicles (including non "O Licence vehicles") are inspected at six-weekly intervals,

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- All prospective drivers are required to complete a Driving Assessment as part of the interview process, which is inclusive of a Driving Assessment, test of knowledge of Drivers Hours legislation and mandatory references from previous employers,
- Driver training:
 - Driver CPC programme initiated for early-completion pre-Sept 2019 deadline,
 - Safe Urban Driving completed by all HGV drivers,
 - ADR training for all drivers of dangerous goods-carrying vehicles,
 - NVQ “Load and Secure” training for all low-loader drivers.
 - Van Smart training completed by all light goods vehicle drivers
- Improving compliance with Drivers Hours legislation by fitment of remote tachograph download devices allowing identification of driver infringements within 24 hours,

Over last 24 months, Toppesfield have invested heavily in replacement vehicles and technology to improve safety-related driving behaviours and continue to investigate, trial and invest in innovative safety products as they come to market.

With employee, sub-contractor and public safety (particularly vulnerable road users) being the primary concern within the business, Toppesfield adopt a proactive rather than reactive attitude towards Work-Related Road Safety. Policies and Procedures are reviewed on a regular basis, responding to changes in emerging technology and to reported accidents, incidents and Near Hits from site and staff.

Revised documentation is distributed to all driving staff who are required to acknowledge receipt, understanding and acceptance of the procedural changes.

FURTHER AIDS TO SAFETY

Tracking Systems

Heavy and light goods vehicles fitted with a telematics system, providing real-time visibility of vehicle performance and identifying key driving efficiency-related factors (engine idling, over-speeding, journey history), allowing informed decisions to be made regarding driver performance and further training requirements.

Speed Limiters

Maximum speed of all light commercial vehicles restricted to 70mph,

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Driving Licence Checks

All fleet drivers are required to sign a mandate allowing third-party checks of driving licences via DVLA, with frequency of checks based on penalty points received. Only authorised drivers are allowed to operate Company vehicles.

CCTV Equipment

HGV fleet fitted with a 'live access' camera system, allowing 360° visibility (plus load-space) from the driver's position

Drivers Handbook

HGV, Van and Car Handbooks, plus Driving Standards document produced and distributed to all drivers, along with access to the latest version Highway Code, to ensure continued compliance with legislation.

Electronic Tablets

HGV drivers and gang foreman issued with electronic tablets featuring:

- Real time defect reporting,
- Copy of Drivers Handbook,
- Copies of relevant Company Policies,
- Role-Specific Risk Assessments,
- COSHH Assessments,
- Copy of Highway Code.

Driver Meetings

Regular meetings are arranged with elected Driver Representatives to discuss transport related issues and safety performance. Minutes of the meeting including an Action Plan are produced following each meeting.

Driver Bulletins

Regular bulletins distributed to all HGV drivers identifying recent/forthcoming legislative changes, plus league table performance indicators – tachograph analysis infringements, idling times, mpg figures.

Monthly Fleet Performance Reviews

Regular meetings held between Fleet Manager and Board Members to discuss:

- RTC's,
- Major Repairs / Vehicles Off Road,
- Planned Maintenance,
- Fleet utilisation,
- Defect Report Receipt Levels,
- Current OCRS score,
- Fleet Non-Conformance Reports,

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- Current Vehicle Hires.

Toolbox Talks / Briefing Notes

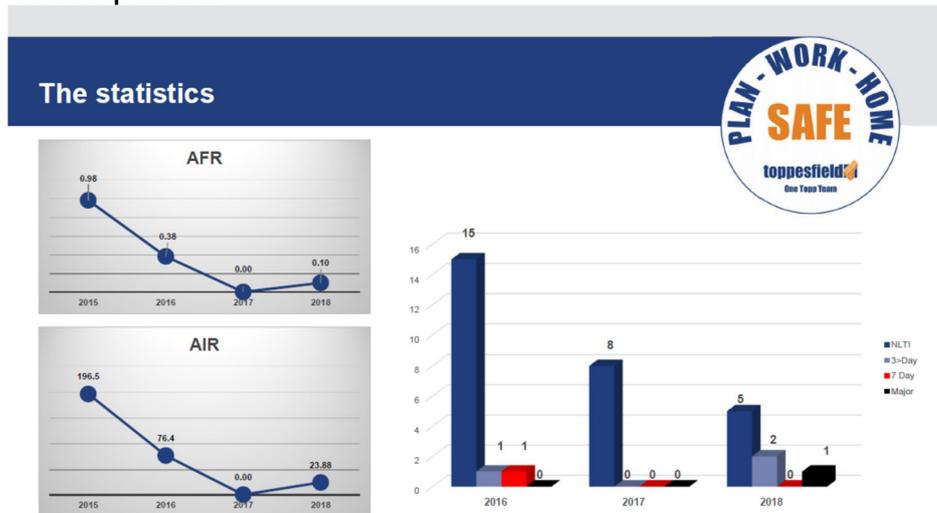
The Company have a suite of tool box talks which are delivered to all employees to maintain and improve their general awareness. We produce and issue Briefing Notes to raise awareness of changes within the business, incidents (including learning points) both within the general industry and within the company.

“Don’t Walk By” Initiative

The Board initiative provides any employee with the authority to halt works on site, without fear of reprisal, where they consider safety principles have been compromised.

Business Benefits

Our commitment to providing a safe working environment is clear, with our Accident Frequency Rate and Accident Incident Rate falling year on year. We fully understand and appreciate the value of protecting the health, safety and wellbeing of not only our employees as well as that of our supply chain partners and members of the public.



WRRS or other related awards for organisation or staff
FORS Bronze Accreditation

Additional resources included

Drivers Handbook

Procedure 26 – Vehicle Operation HGV's & LGV's

Procedure 27 – Vehicle Manoeuvring – Large Goods Vehicles