# **Case Study - Kaba Door Systems Limited**

## Profile

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| Company Name: | Kaba Door Systems Limited |
| Business Sector: | Manufacturing, Fabrication and Installation |
| Postal Address: | Halesfield 4, Telford, Shropshire |
| Postcode: | TF7 4AP |
| Fleet Size Overall: | 175 |
| HGV: | 0 |
| LGV: | 87 |
| Company Cars: | 79 |
| Private vehicles used for business purposes: | 9 |

## Company Overview

Kaba Door Systems Limited (Kaba) is a world leader in the supply, installation and servicing of automatic; sliding; swinging; revolving; and circular sliding doors. It also provides industrial and commercial shutters and grilles; fire shutters and curtains; and moveable partitions. A nationwide network of 13 sites ensures full UK coverage 24 hours a day, 365 days a year. Kaba currently operates 175 company vehicles across the country, more than half of these being commercial vans.   
Kaba is a values led company and central to these values is the company vision.

***Company vision***

People proudly working together to consistently exceed customer expectations

**Core values**

Ensure qualityTrust each otherEmbrace leadershipLive teamwork

Our core values form the basis of all our activities and ensure that employees follow:

* Approved codes of practice.
* Listen to our customers.
* Work to agreed quality and standards.
* Are honest and trustworthy.
* Give unbiased trust and respect.
* Deliver on commitments.

Kaba coaches employees to embrace leadership, make decisions based on our core values, utilise strengths and recognise and celebrate success.



## Nature of Operation and Driving Activities

Kaba employs over 300 staff across the UK and approximately 50 percent of them require vehicles to carry out their work.

The Kaba fleet covers all variants under 3.5 tonne. Vehicles are used in a number of fields including estate cars for surveyors; larger vans for industrial door teams; and smaller vans for automatic door electricians. Drop side type vehicles are used for deliveries in order to maximise the payload of engineers’ vans. There is also an extensive sales fleet which consists of cars from a number of manufacturers including VW, Honda, BMW and Ford.

## Organisational Structure

Intentionally Blank.

## Work related road safety policy and procedures

Kaba lays down its policy and procedures for Road Safety in a comprehensive Vehicle Handbook which is issued to all drivers. A separate Company Car Policy document lays down policy for those driving company cars and those who have opted out of a company car and who drive private vehicles on business. The policy is thorough and covers the key areas listed below as well as other issues which might affect company drivers:

* Driver responsibilities.
* Care of vehicles and servicing.
* Tyres and Brakes.
* Weights.
* Drugs, alcohol, prescription and over the counter medicines.
* Driving licence controls and persons authorised to drive.
* Transfer of vehicles.
* Smoking.
* Use of Mobile Phones.
* Insurance Liability and Costs.
* In car entertainment.
* Fitting of alternate accessories and tow bars.
* Event of vehicle breakdown.
* Accident procedures.
* Security

## Work Related Road Safety Guidance For Drivers

Guidance for Drivers is covered in detail in the Kaba Vehicle Handbook. The driver is left in no doubt of Kaba’s policies and his individual responsibilities. The Vehicle Handbook also addresses the responsibilities of those Kaba employees who have opted to use private vehicles and to receive car allowance payments.

## Specific Examples of Procedures

Kaba test-weighs two commercial vehicles at each branch each month at random to ensure no one is driving over the legal weight limits.

Kaba has directed that ladder racks are no longer fitted on the larger vans - these have ratchet straps to secure ladders inside the vehicles. This is preferable for both health and safety and also for security.

## Auditing and review

All Kaba drivers are required to fill in Vehicle monthly check sheets. These are completed and signed by the driver and have, in turn, to be co-signed by their Manager. These check sheets ensure that the vehicle condition is recorded and cover:

* All fluid top-ups.
* Last service dates.
* Tyres.
* Lights.
* Wipers.
* Bodywork.
* Tax Disc.

This allows any unreported accident damage to be spotted and the form also contains space for a driver to note any concerns which he might have. These points can then be actioned quickly to ensure optimal safety.

The drivers also have Driver Logs to complete by Time and Postcode. This process serves two purposes:

1. It provides a record of who was driving in the case of speed offences or other traffic violations.
2. It proves no private use of Kaba vehicles for HMRC audit purposes.

## Performance Measures

Kaba has recently set up a monthly reporting system with their insurance provider. A quarterly report is sent out to the Fleet Manager documenting:

* Accident type.
* Driver age.
* Type of vehicle.
* Fault code.
* Areas of damage.
* Accident cost.

This report will, in future, be used to set out a league table for use by all Regional Managers.

## Accident Reduction

Kaba pays full excess on any one “at fault accident” in a rolling 12 month period. A second “at fault accident” is paid for as a 50/50 financial responsibility between Kaba and the driver. The third and subsequent “at fault accidents” are paid for by the driver one hundred percent. This measure has been used to encourage drivers to take more care when driving.

Following a working seminar with Boschwho manufacture the Electronic Stability Control system (ESC), Kaba made the decision to fit ESC to all its vehicles, commercial and cars, received after August 2007.

Kaba’s other accident reducing measures are as follows:

* Reversing sensors are fitted as standard on all long wheel base commercials.
* All drivers have mobile phones with hands free car kits.
* Vans are fitted with vents for safety in gas transportation as standard.
* All vehicles have fire extinguishers and first aid kits.
* All vehicles are fitted with air conditioning as standard.
* All commercial vehicles are fitted with bespoke Sortimo racking to ensure safe storage of tools and equipment. Sortimo racking is the lightest on the market which optimises payload on the vehicles.
* Fully laden weight of vehicles including racking, roof racks, ladders, tools, equipment and allowance for two team members is calculated to ensure legal limits are met and maximum operating safety.

## Financial and other benefits

Accidents have reduced by 20% since the introduction of the accident financial liability policy described above. The Kaba Fleet Manager visits regional offices on “no-notice visits” to inspect vehicle records. These processes have greatly contributed to the overall reduction in accident rates.

## Lessons learned

Kaba’s recent experience shows 2 key lessons learned:

* Monthly check sheets do work and encourage drivers to take more responsibility for their own vehicles and the way they look after them.
* Reversing sensors are invaluable. They ‘see’ everything a van driver cannot because of shape and size of the vehicles.

## Current and future developments

Kaba is currently considering the introduction of driver training. This is envisaged as consisting of an on-line assessment to help identify high risk drivers. High risk drivers would then attend a driver training day to improve their safety and efficiency in their place of work – their vehicle. The intention is that this will, in turn, reduce accident rates. Kaba’s insurers are visiting in September 2008 to complete a full Fleet audit and to advise on this and all Fleet aspects.

## Additional information

Kaba is in touch with the Energy Saving Trust and are awaiting an audit on their fleet.

Kaba is keen to spearhead the introduction of new generation engines such as Volkswagen VW Blue Motion. In addition, Kaba is encouraging consideration of hybrid cars when decisions are being made on the choice of cars. The options available to drivers are Toyota and Honda Hybrids which are electric and petrol powered along with the Volkswagen VW Blue Motion variants.

Kaba is currently trialling a unique pre-production Volkswagen VW Caddy van which has a dual fuel (diesel and hydrogen) powered engine at the company’s West Drayton branch. This will assist Volkswagen VW in their research and hopefully help make this vehicle freely available in the UK.

Kaba is also due to trial a Smith Electric Transit type van in September 2008. Both of these will help us to assess these vehicles’ suitability for use in an Inner-City environment.