

# TECHNOLOGY AND MOTOR FLEETS REAPING THE BENEFITS

30 SEPTEMBER 2015



THE  
**SCANIA**  
EXPERIENCE

OPTIMISE SERVICES

SAVING YOU MONEY EVERY MILE



# Optimise Services

## Introduction

- Matthew Watson
- General Manager, Scania Optimise Services
  - Training Services
  - Telematics Services
  - Combined packages

**OnBoard**

Saving you money every mile



# Agenda

- Scania Optimise Services
- A look into the future – autonomous technologies
- New autonomous technologies
- What do we have now?
  - Can it work?
- Wrap up and questions
  - Around later on

# Our Key Objectives

Work with our Customers:



Drivers



Fuel Saving



Operational Efficiency



**SCANIA**

THE  
**SCANIA**  
EXPERIENCE

# Video Links

<https://www.youtube.com/watch?v=sDGZPRJBeEQ>

<https://www.youtube.com/watch?v=BZ9AG71rWfE>



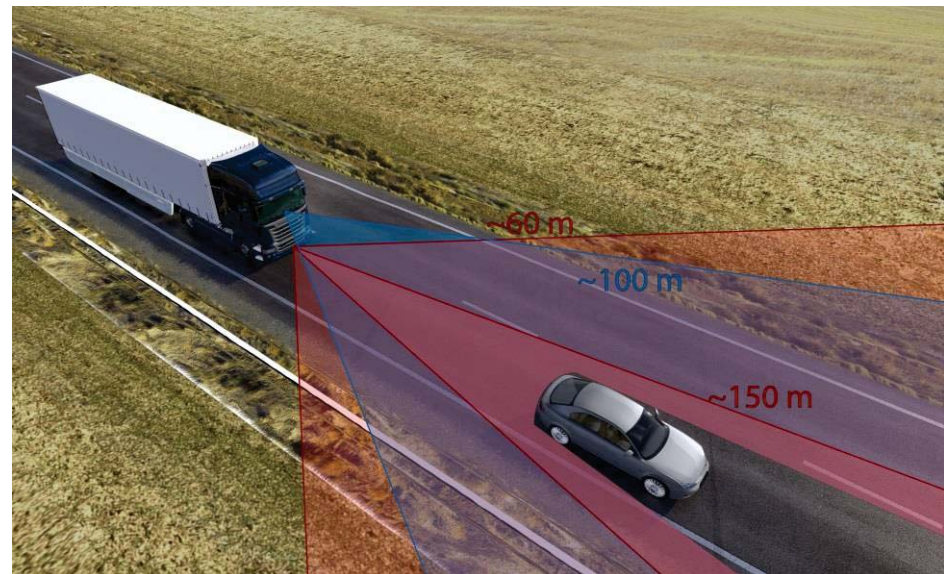
THE  
**SCANIA**  
EXPERIENCE

# Autonomous Technologies

- From 1<sup>st</sup> November 2015
  - Advanced Emergency Braking
  - Automatic Lane departure warning
- It's the law for all new vehicles registered on or after 1<sup>st</sup>, November 2015
- Adaptive cruise control is becoming more common due to shared components with AEB and LDW
  - Automatically maintaining a safe distance between you and the vehicle in front

# Advanced Emergency Braking System

- Sometimes known as Autonomous Emergency Braking
- Utilising camera and radar to look ahead of the vehicle
- Active at speeds above 15km/h
- Escalates the warning
  - Symbol in ICL and acoustic
  - Autonomous braking ( $3\text{m/s}^2$ )
  - Autonomous braking ( $5\text{m/s}^2$ )
- Either avoiding or mitigating an accident
- AEBS is a support system
  - Warning can be delayed if the driver is thought to be in control
  - Assistance to apply enough brake force
- Legally required on all 2 and 3 axle vehicles registered on or after 1<sup>st</sup> November 2015



# AEB Video

<https://www.youtube.com/watch?v=S1EbyBo9dMY>



THE  
**SCANIA**  
EXPERIENCE

# Lane Departure

- The system works at speeds in excess 65 km/h
- A distinct sound can be heard in the left or right-hand loudspeakers depending on the side on which the vehicle accidentally crosses the lane markings
- Does not activate if driver input on the controls is detected



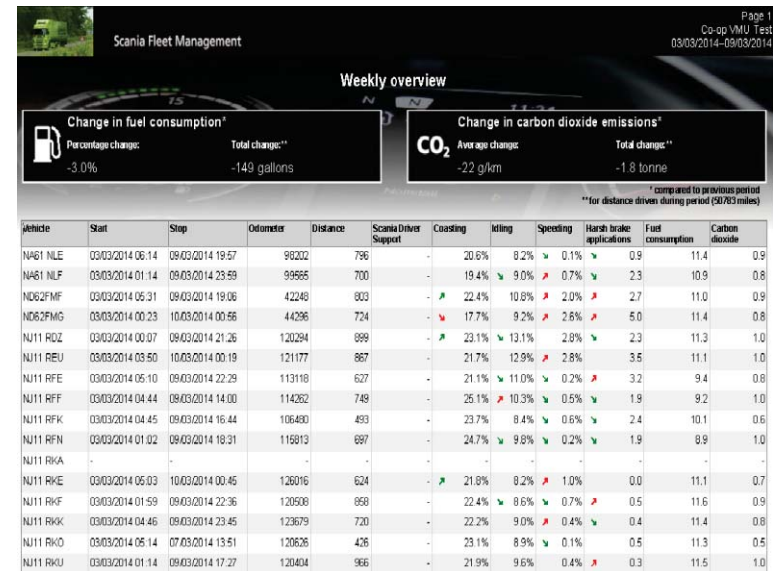
# Adaptive Cruise Control

- The distance to vehicles in front can be set in 5 stages
- A suitable distance can be specified depending on traffic intensity. A longer distance allows more margin for unforeseen events
- Easy and obvious operation assisted by clear display and simple buttons

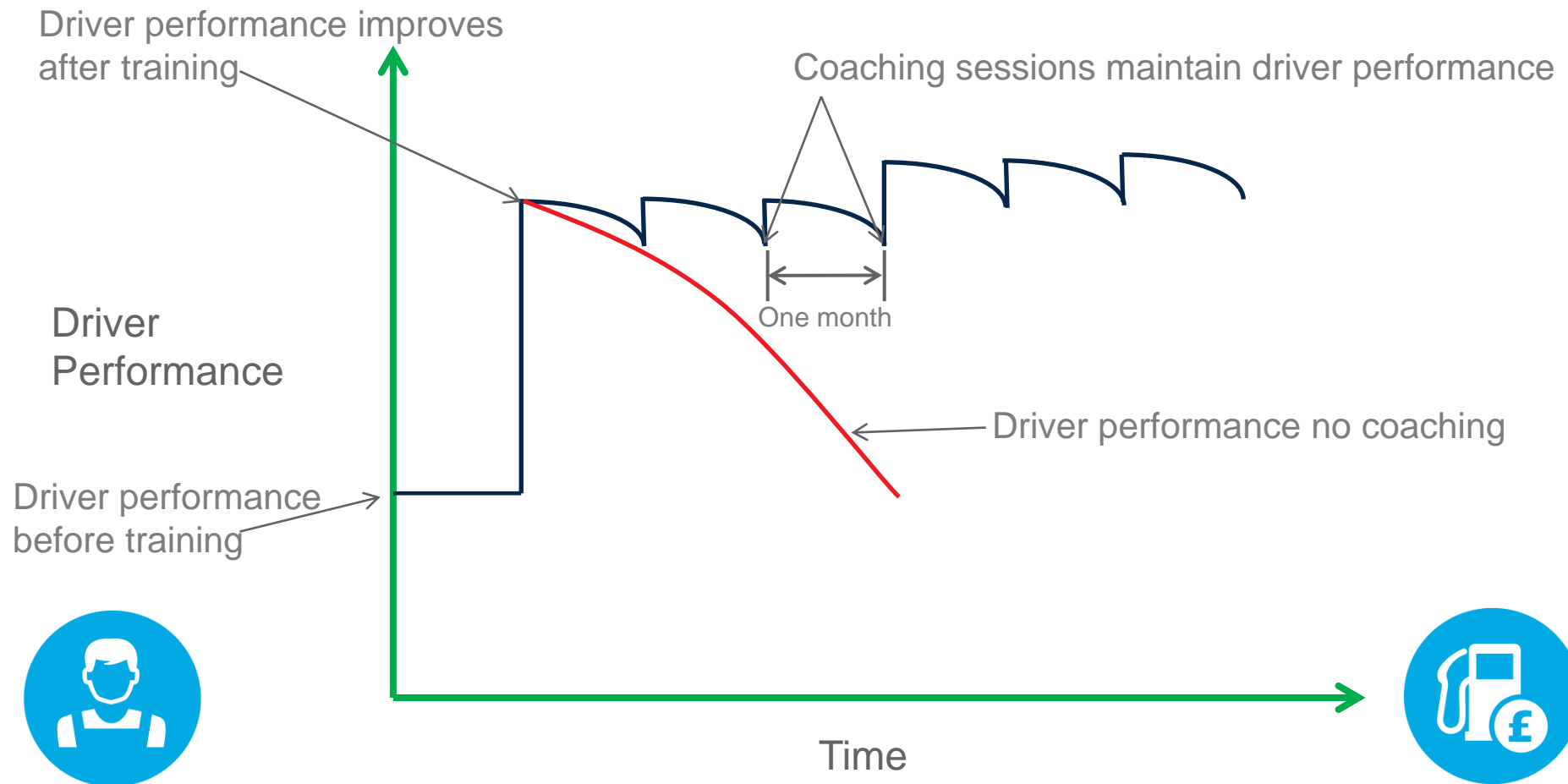


# What do we have Now?

- Every Scania – 10 years free Monitor telematics package
  - Transferable
  - Standardised in 2011
- Provides Visibility on how the trucks are being driven
- Drivers can be coached and behaviours monitored and modified
- Workshops can remotely contact the trucks and check for faults and wear and tear – ignition must be on



# Coaching Maintaining Performance



# Do they work ?

## Driving Style - Behaviour

- Sample 10 vehicle fleet

### Idling

- Target 10%
- Average 6.5%
  - Highest 9.4% 😞
  - Lowest 3.9% 😊
- 0% missed the target

### Coasting

- Target 20%
- Average 28%
  - Highest 35% 😊
  - Lowest 20% 😞
- 0% missed the target

### Driver Support

- Target 70%
- Average 85%
  - Highest 96% 😊
  - Lowest 59% 😞
- 10% missed the target

# Financial Result

**Fuel Saving Achieved**

During 6 month trial period

**£15,416**

Saving could be enhanced with focus on non-Evolution drivers including coaching and driver performance advice.



**SCANIA**

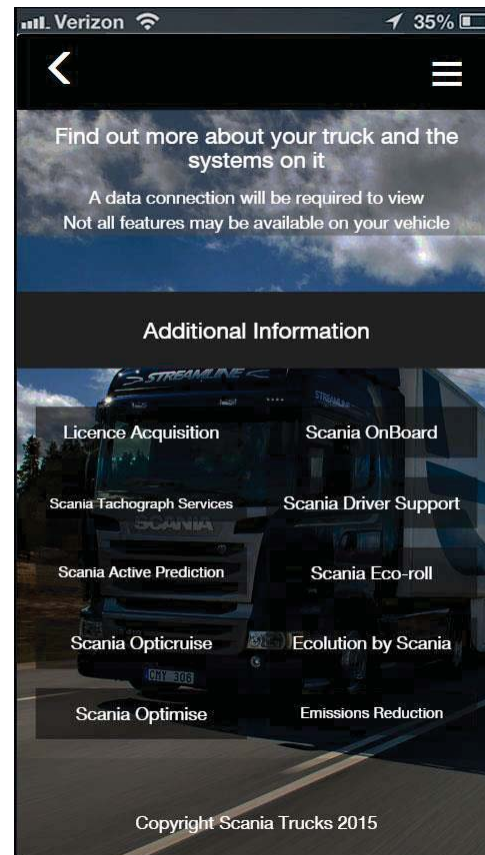
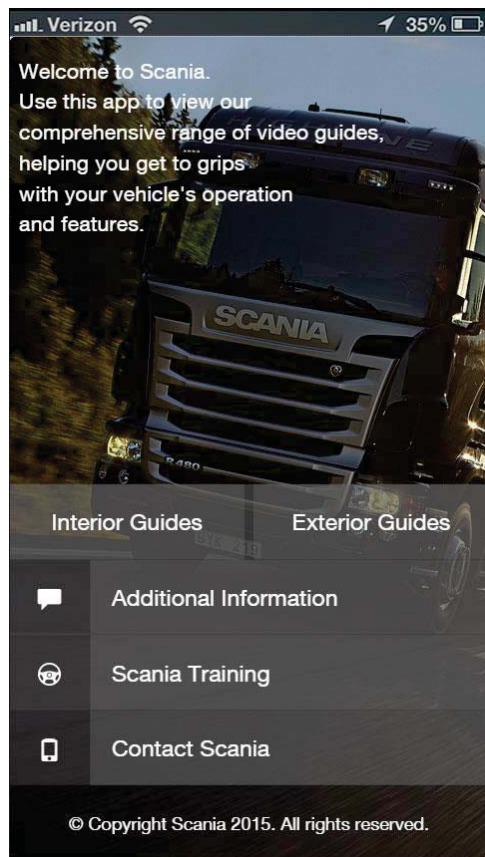
THE  
**SCANIA**  
EXPERIENCE

# Driver Shortage

- Shortage of 45,000 drivers
  - it is getting worse
- Scania will deliver 1,000 newly qualified drivers this year
- Scania Road to Work
- Support programmes beyond drivers passing their test - important
- We have an increasing number of newly qualified inexperienced drivers on the road
- Drivers from European countries



# Drivers App – Launched July 15



THE  
**SCANIA**  
EXPERIENCE

# Thank You

- Questions
- Around later
- OnBoard Manager, Darrell Taylor

## OnBoard

Saving you money every mile



THE  
**SCANIA**

---

EXPERIENCE



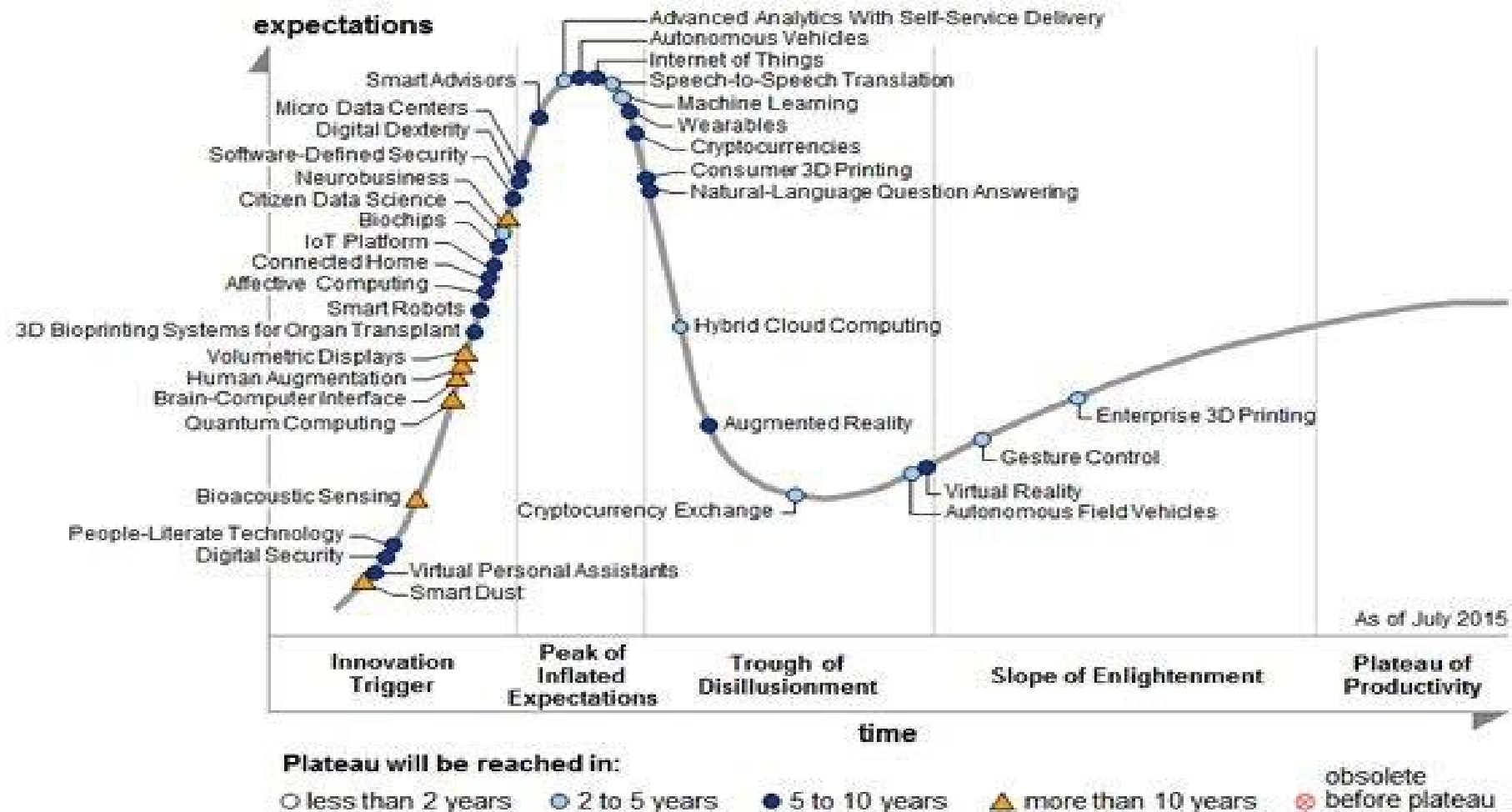
# THE ROLE OF THE LAW IN A CHANGING TECHNOLOGICAL LANDSCAPE

Nick Rogers  
Partner & Head of Motor , BLM  
T: 023 80832752  
E: [nick.rogers@blmlaw.com](mailto:nick.rogers@blmlaw.com)

Jamie Varney  
Partner, BLM  
T: 0141 307 6735  
E: [james.varney@blmlaw.com](mailto:james.varney@blmlaw.com)

# HYPE CYCLE FOR EMERGING TECHNOLOGIES

(GARTNER – AUGUST 2015)



# DUTY OF CARE & "BUT FOR...."

---



- ▶ The principles of negligence are unchanged by technological development.
- ▶ It is the application of those principles to the established facts that matters.
- ▶ A defendant owes a duty of care to a person where he can reasonably foresee that his conduct will expose that person to a risk of physical injury.
  - ▶ Auld LJ in *Donachie v Chief Constable of Greater Manchester* (2004).
- ▶ Every tortfeasor should compensate the injured claimant in respect of that loss and damage for which he should justly be held responsible.
  - ▶ Laws LJ in *Rahman v Arearose Limited* (2000)
- ▶ The key question is thus one of responsibility, viewed in the context of the duty of care in issue: what kind of harm was it against which the defendant had a duty to guard? Only by addressing that test can the court give what is, in effect, a pragmatic answer to what is so often a difficult decision on the facts.
  - ▶ Kemp & Kemp: Quantum of Damages

- ▶ Our Client – a logistics company – an HGV equipped with telematics.
- ▶ The driver was new to the vehicle but a long time employee.
- ▶ RTA with multiple vehicles with mix of fatal, serious and minor injuries.
- ▶ Own driver one of those fatally injured.
- ▶ Telematics data available and stored by the haulage firm.
- ▶ Vehicle movements for last 12 months tracked.
- ▶ Suggestion that HGV had issues with its brakes.

# AN EVIDENCE BASED ADVERSARIAL SYSTEM

---



- Police accident investigation.
- Insurance company investigation.
- Possible HSE investigation.
- Inquest/Coroner's Court.
- Magistrates' Court or Crown Court prosecution.
- County Court or High Court action.
- Multiple stakeholders at every stage.

# YOUR DISCLOSURE OBLIGATIONS

---



- ▶ Police & Criminal Evidence Act 1984
- ▶ HSE Enforcement Policy Statement
- ▶ Civil Procedure Rules
  - ▶ the obligation to give disclosure
  - ▶ The tests: relevance and control (possession or right to inspect)
  - ▶ Documents adverse to own or another's case

Data Protection Act exemption: s35- disclosures required by law or in connection with legal proceedings

## Electronic documents contained on or created by...

PCS	Portable data storage media
Databases	Servers
Back-up tapes	Off-site storage
Mobile phones	Laptops
Notebooks	Handheld devices
PDA devices	Paper-based files/records
Mail files	Document files
Calendar files	Web-based applications
Spreadsheet files	Graphic & presentation files

- ▶ What does a lawyer want to know?
- ▶ Pre-accident – the who/what/how/why of:
  - ▶ Recording
  - ▶ Monitoring
  - ▶ Analysing
  - ▶ Knowledge management and application
- ▶ Post accident
  - ▶ Vehicle speed, braking, vehicle movement, malfunction
  - ▶ Driver hours and behaviour on the specific journey
  - ▶ Employer historical records for the driver and vehicle
- ▶ Was a duty of care created by this information and if so, what?

# MANAGING WORK-RELATED ROAD SAFETY

---



- ▶ Health and Safety at Work Act 1974
- ▶ Road Traffic Act 1988
- ▶ Road Traffic (Construction and Use) Regulations 1986
- ▶ Driving at Work: Managing work-related road safety. Industry Guidance. HSE guidance document 382.
- ▶ [www.hse.gov.uk/pubns/indg382.htm](http://www.hse.gov.uk/pubns/indg382.htm)
- ▶ Comply with the guidance; Comply with the law

- ▶ Revised in 2013, moved away from the traditional "POPMAR" (Policy, Organisation, Planning, Measuring, Audit and Review)
- ▶ New system "plan, do, check, act"
- ▶ Plan – describe how you manage health and safety in your organisation and plan how to make it happen in practice.

Includes: assessment of risks, production of a health and safety policy ensuring there is top level commitment to work related road safety within the organisation and clearly setting out everyone's roles and responsibilities for work related road safety.

- ▶ Do – prioritise and control your risks, consult your employees and provide training information. This includes ensuring that there are adequate systems in place to manage work related road safety effectively including regular vehicle inspections, servicing etc and providing training and instruction where necessary.
- ▶ Check – measure how you are doing which includes monitoring performance to ensure your work related road safety policy is effective and has been implemented and encouraging employees to report all work related road incidents or near misses.
- ▶ Act – review your performance and learn from your experience which includes making sure that you collect enough information to allow you to make informed decisions about the effectiveness of your existing policy and the need for changes and regularly revisiting the health and safety policy to check if it needs to be updated.

# CRITICAL H&S ISSUES IN SCENARIO ?

---



- ▶ The vehicle choice, procurement and maintenance.
- ▶ Telematics on vehicles;
- ▶ Procedures for communication/monitoring of Telematics information within organisation
- ▶ New driver
- ▶ Root cause analysis – RTC v. H&S?

# CONSEQUENCES?

---



- ▶ Corporate Manslaughter and Corporate Homicide Act 2007
- ▶ Health and Safety At Work Act 1974, Section 2
- ▶ Health and Safety At Work Act 1974, Section 7
- ▶ Health and Safety At Work Act 1974, Section 37
- ▶ Road Traffic Act 1988

# FINALLY...

---



- ▶ Some (brief) observations on evidence led on Telematics and use of vehicle technology within the Glasgow bin Lorry case – 22<sup>nd</sup> December 2014.



CLEAR ► CONCISE ► CONNECTED

# RISK MANAGED MOTOR CLAIMS AND THE UNDERWRITING IMPACT – A TOOLKIT FOR FLEET MANAGERS

30 SEPTEMBER 2015



# Agenda

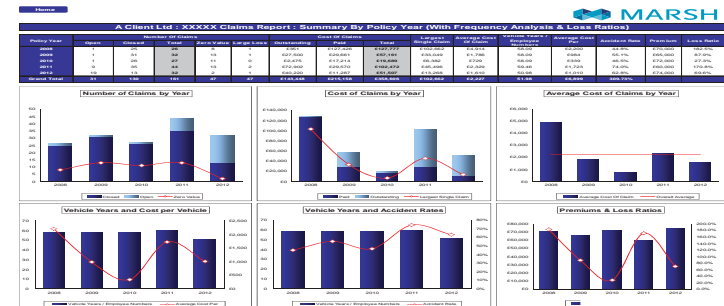
- Benefits of good claims reporting.
- Example report types and styles.
- Using data as part of cost of claims reduction strategy.
- Beyond data.

# Benefits of Good Reporting

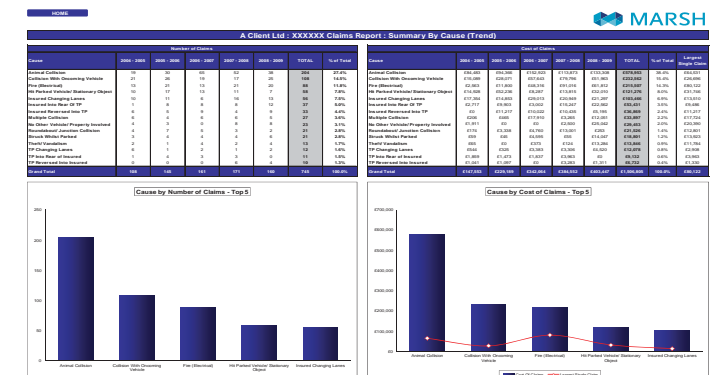
- Programme design and costs - informed decisions when considering insurance terms and risk retention levels.
- Risk reduction – empowers management them to make decisions about risk reduction.
  - Different levels of detail – board versus fleet manager/departmental head, etc.
- Increased understanding of :
  - Causes.
  - Departments.
  - Trends.
- Best practice - identifying as a basis for standardisation:
  - Within the organisation.
  - Against peer group (benchmarking).
  - Identifying sector/activity variations.
- Improved performance – drive and monitor through target based reports.

# Claims Reporting – Overview

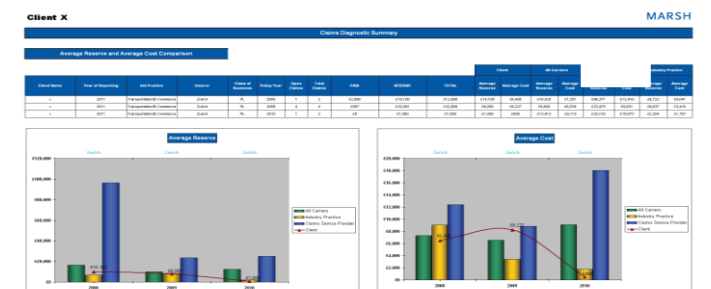
- Generally what should your management information show you?
  - Current position – *where you are.*



- Trends – *where you are going.*



- Performance against peer group – *how you compare to similar entities.*



# Issues With Claims Reporting

- **Data consistency**
  - Volume of data.
  - Relating claims to organisational sectors/managers.
  - Data quality.
  - Above and below deductible (associating costs).
- **Types of reports**
  - Conventional reporting.
  - Volumes => interactive reporting.
  - Target/performance based reporting.
  - Benchmarking – between departments/between clients.
- **Audience**
  - Responsible client managers.
  - Departmental responsibilities, departmental heads, accountants, risk managers.
  - Underwriters, etc.

# Sample Reports - Interactive and Organisational/Regional

## MOTOR CLAIMS : DEPOT PERFORMANCE

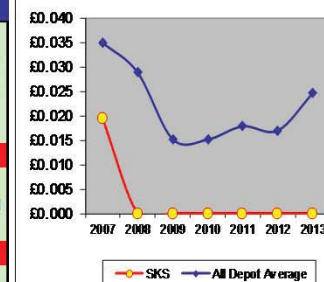
Select Depot

SKS

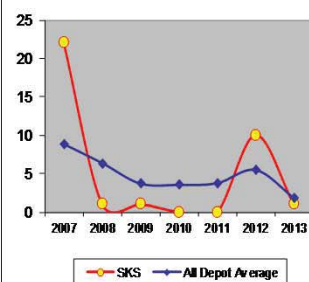
Average based on 19 depots where 19 is the total number of depots (excluding unknowns) that have had a claim since 2007.

Criteria	SKS							ALL AVERAGES (PER DEPOT)							VARIANCE						
	2007	2008	2009	2010	2011	2012	2013	2007	2008	2009	2010	2011	2012	2013	2007	2008	2009	2010	2011	2012	2013
No. Claims	22	1	1	0	0	10	1	9	6	4	4	4	5	2	13	-5	-3	-4	-4	5	-1
Costs	£41,602	£0	£0	£0	£0	£77,478	£1,500	£22,812	£13,928	£7,408	£7,602	£8,538	£12,261	£6,183	£18,790	£13,928	£7,408	£7,602	£8,538	£65,217	£4,683
Cost / Claim	£1,891	£0	£0	£0	£0	£7,748	£1,500	£2,580	£2,187	£2,011	£2,156	£2,285	£2,240	£3,357	£689	£2,187	£2,011	£2,156	£2,285	£5,508	£1,857
Cost / Veh	£2,721	£0	£0	£0	£0	£0	£0	£2,618	£2,050	£980	£1,043	£1,215	£1,433	£708	£103	£2,050	£980	£1,043	£1,215	£1,433	£708
Claims / Vels	144%	0%	50%	0%	0%	0%	0%	101%	94%	49%	48%	53%	64%	21%	42%	94%	1%	48%	53%	64%	21%
Claims > 3 days	21	1	1	0	0	4	1	8	6	3	2	2	2	1	13	-5	-2	-2	-2	2	0
No. Miles/Vehs	140,926	0	0	0	0	0	0	75,057	71,243	64,672	69,151	68,339	84,764	28,835	65,869	-71,243	-64,672	-69,151	-68,339	-84,764	-28,835
Miles/Claims	97,943	4,257	0	0	0	0	0	73,970	76,015	132,703	142,909	128,480	132,542	136,741	23,974	-71,758	-132,703	-142,909	-128,480	-132,542	-136,741
Cost per Mile	£0.019	£0.000	£0.000	£0.000	£0.000	£0.000	£0.000	£0.035	£0.029	£0.015	£0.015	£0.018	£0.017	£0.025	£0.016	£0.029	£0.015	£0.015	£0.018	£0.017	£0.025
% Fault Claims	59%	100%	100%	0%	0%	60%	100%	72%	67%	73%	60%	70%	57%	69%	-13%	33%	27%	-60%	-70%	3%	31%
Claims > £5k	2.00	0.00	0.00	0.00	0.00	4.00	0.00	1.00	0.53	0.26	0.47	0.53	0.84	0.37	1.00	-0.53	-0.26	-0.47	-0.53	3.16	-0.37

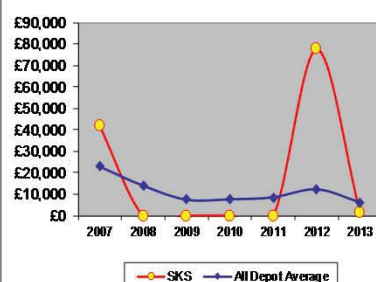
### COST PER MILE



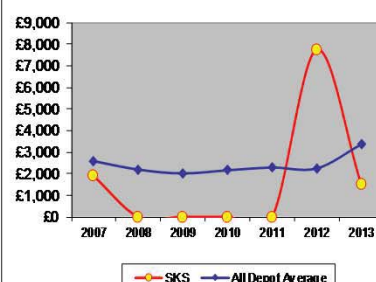
### NO. OF CLAIMS



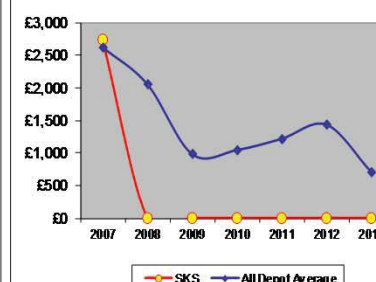
### COSTS



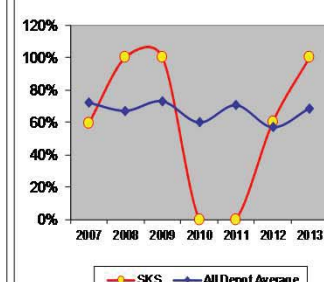
### COST PER CLAIM



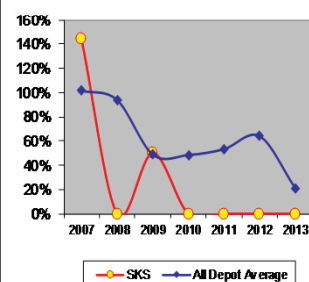
### COST PER VEHICLE



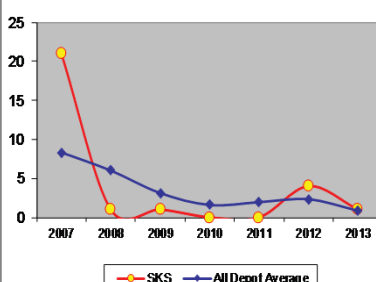
### % FAULT CLAIMS



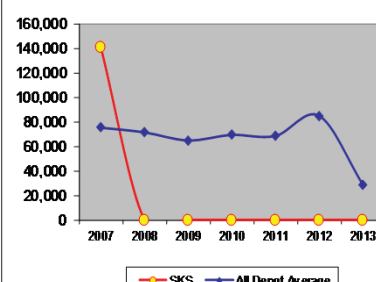
### CLAIMS / VEH.



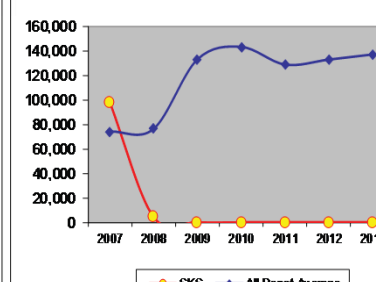
### LAPSE > 3 DAYS



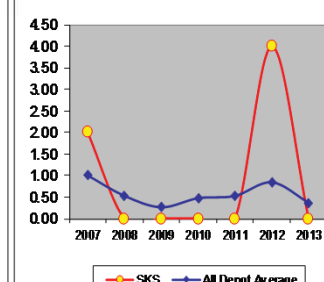
### MILES / VEH.



### MILES / CLAIMS



### NO CLAIMS > £5K











# Sample Reports - League Table Reporting









## A Client Ltd : XXXXXX Claims Report : Summary By Division (Leaderboards)









Yearly Division Leaderboards									
Select Division of Interest		Division 1							
2008		2009		2010		2011		2012	
Division	Total	Division	Total	Division	Total	Division	Total	Division	Total
Division 5	22	Division 1	34	Division 3	22	Division 1	12	Division 5	5
Division 1	18	Division 5	28	Division 5	19	Division 3	12	Division 1	4
Division 3	17	Division 2	16	Division 1	9	Division 5	6	Division 3	2
Division 2	4	Division 3	14	Division 2	9	Division 4	6	Division 2	2
Division 4	3	Division 4	7	Division 4	4	Division 2	5	Division 6	0
Division 6	0	Division 6	1	Division 6	0	Division 6	0	Division 4	0
Grand Total	64	Grand Total	100	Grand Total	63	Grand Total	41	Grand Total	13
2008		2009		2010		2011		2012	
Division	Total	Division	Total	Division	Total	Division	Total	Division	Total
Division 1	£48,187	Division 5	£83,963	Division 3	£152,781	Division 1	£45,692	Division 5	£12,362
Division 5	£38,611	Division 1	£73,988	Division 5	£30,598	Division 3	£30,603	Division 1	£8,623
Division 2	£22,456	Division 3	£23,158	Division 1	£4,012	Division 5	£5,250	Division 3	£2,369
Division 3	£11,394	Division 2	£19,731	Division 2	£3,526	Division 4	£4,463	Division 2	£1,124
Division 4	£8,965	Division 4	£1,213	Division 4	£999	Division 2	£3,963	Division 6	£0
Division 6	£0	Division 6	£850	Division 6	£0	Division 6	£0	Division 4	£0
Grand Total	£129,614	Grand Total	£202,902	Grand Total	£191,917	Grand Total	£89,971	Grand Total	£24,478
2008		2009		2010		2011		2012	
Division	Total	Division	Total	Division	Total	Division	Total	Division	Total
Division 1	£2,677	Division 5	£2,999	Division 3	£6,945	Division 1	£3,808	Division 1	£2,156
Division 5	£2,145	Division 1	£2,642	Division 5	£1,391	Division 3	£2,550	Division 5	£3,091
Division 2	£1,248	Division 3	£827	Division 1	£182	Division 5	£438	Division 2	£281
Division 3	£633	Division 2	£705	Division 2	£160	Division 4	£372	Division 3	£592
Division 4	£498	Division 4	£43	Division 4	£45	Division 2	£330	Division 4	£0
Division 6	£0	Division 6	£30	Division 6	£0	Division 6	£0	Division 6	£0
Grand Total	£2,025	Grand Total	£2,029	Grand Total	£3,046	Grand Total	£2,194	Grand Total	£1,883









# Executive Summaries

This Executive Summary compares the period from February 2013 to May 2013  
 The previous report covered the period from 01/01/08 to 31/01/13  
 This report covers the period from 01/01/08 to 30/04/13  
 Positive Variance = 0.1. Negative Variance = -0.1.

<b>Total Claims</b>  <b>22.7%</b> 110 to 135	<b>Open</b>  <b>30.0%</b> 50 to 65	<b>Closed</b>  <b>16.7%</b> 60 to 70
<b>Largest Claim</b>  <b>20.0%</b> £100,000 to £120,000	<b>Employers' Liability</b>	<b>Average Claim</b>  <b>3.5%</b> £10,909 to £11,296
<b>Outstanding</b>  <b>23.1%</b> £650,000 to £800,000		<b>Total Incurred</b>  <b>27.1%</b> £1,200,000 to £1,525,000
	<b>Paid</b>  <b>31.8%</b> £550,000 to £725,000	

<b>Total Claims</b>  <b>5.3%</b> 75 to 79	<b>Open</b>  <b>-3.3%</b> 30 to 29	<b>Closed</b>  <b>11.1%</b> 45 to 50
<b>Largest Claim</b>  <b>6.9%</b> £58,000 to £62,000	<b>Public Liability</b>	<b>Average Claim</b>  <b>1.3%</b> £10,000 to £10,127
<b>Outstanding</b>  <b>-5.6%</b> £450,000 to £425,000		<b>Total Incurred</b>  <b>6.7%</b> £750,000 to £800,000
	<b>Paid</b>  <b>25.0%</b> £300,000 to £375,000	

<b>Total Claims</b>  <b>25.0%</b> 20 to 25	<b>Open</b>  <b>20.0%</b> 15 to 7	<b>Closed</b>  <b>40.0%</b> 5 to 7
<b>Largest Claim</b>  <b>33.3%</b> £225,000 to £300,000	<b>Property</b>	<b>Average Claim</b>  <b>28.0%</b> £50,000 to £64,000
<b>Outstanding</b>  <b>56.3%</b> £800,000 to £1,250,000		<b>Total Incurred</b>  <b>60.0%</b> £1,000,000 to £1,600,000
	<b>Paid</b>  <b>75.0%</b> £200,000 to £350,000	

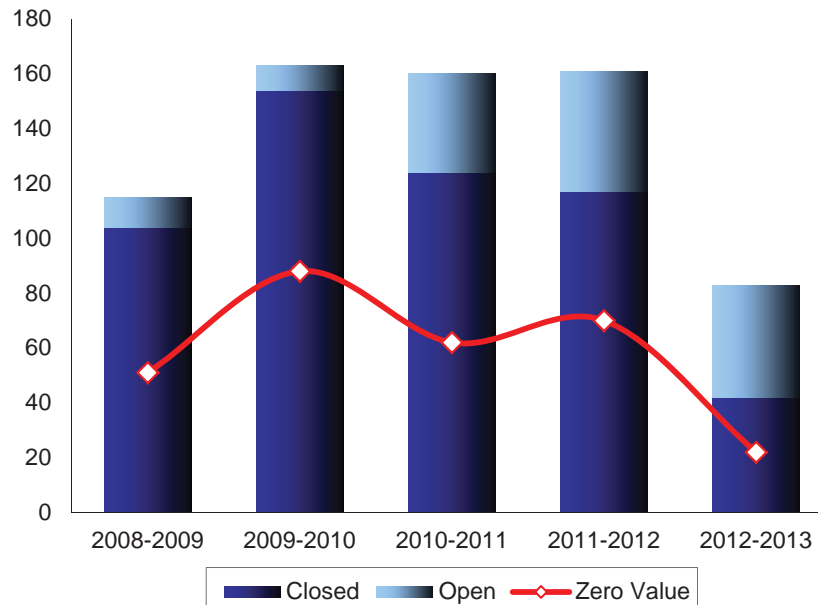
<b>Total Claims</b>  <b>10.9%</b> 550 to 610	<b>Open</b>  <b>11.4%</b> 350 to 390	<b>Closed</b>  <b>10.0%</b> 200 to 220
<b>Largest Claim</b>  <b>6.3%</b> £80,000 to £85,000	<b>Motor</b>	<b>Average Claim</b>  <b>-1.2%</b> £3,818 to £3,770
<b>Outstanding</b>  <b>12.5%</b> £1,200,000 to £1,350,000		<b>Total Incurred</b>  <b>9.5%</b> £2,100,000 to £2,300,000
	<b>Paid</b>  <b>5.6%</b> £900,000 to £950,000	

# Summary By Year

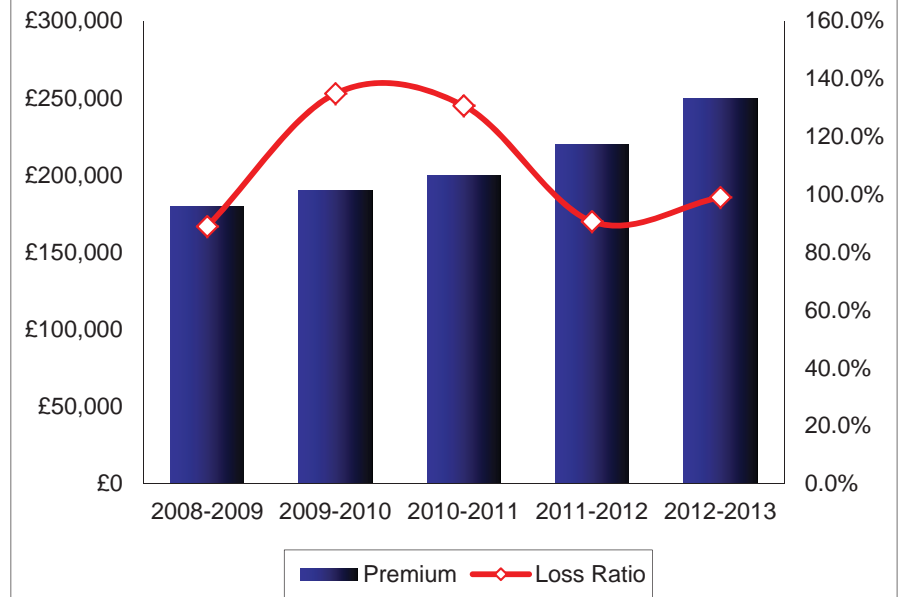
## A Client Ltd : XXXXX Claims Report : Summary By Policy Year (Loss Ratios)

Policy Year	Number Of Claims					Cost Of Claims			Largest Single Claim	Average Cost Of Claim	Premium	Loss Ratio
	Open	Closed	Total	Zero Value	Large Loss	Outstanding	Paid	Total				
2008-2009	11	104	115	51	1	£21,477	£138,669	£160,146	£17,049	£1,393	£180,000	89.0%
2009-2010	9	154	163	88	8	£52,421	£203,891	£256,312	£35,981	£1,572	£190,000	134.9%
2010-2011	36	124	160	62	6	£55,177	£205,843	£261,421	£23,021	£1,634	£200,000	130.7%
2011-2012	44	117	161	70	3	£81,292	£118,160	£199,451	£20,314	£1,239	£220,000	90.7%
2012-2013	41	42	83	22	8	£164,281	£83,307	£247,588	£26,477	£2,983	£250,000	99.0%
Grand Total	141	541	682	293	26	£374,648	£749,870	£1,124,919	£35,981	£1,649	£1,040,000	108.2%

Number of Claims By Policy Year



Premium and Loss Ratio by Policy Year



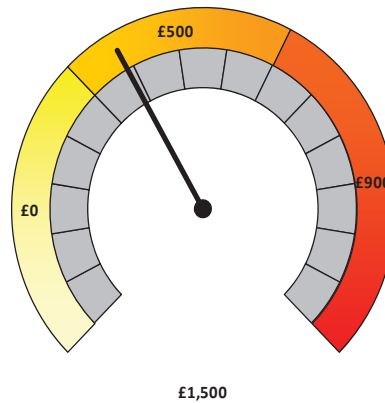
# Sample Reports – Target Reporting Gauges

## A Client Ltd : XXXXX Claims Report : Monthly Costs Analysis

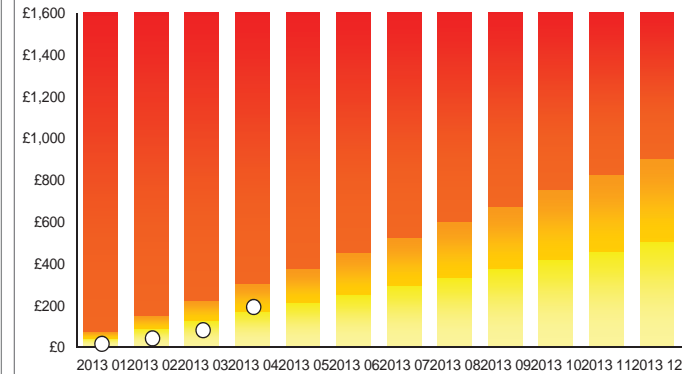
### Current Policy Year

Vehicles	600	Min	£500	Max	£900
Loss Month	Monthly Cost	Monthly Cost Per Vehicle	Cumulative Cost Per Vehicle	Cumulative Minimum Target	Cumulative Maximum Target
2013 01	£9,853	£16	£16	£42	£75
2013 02	£15,425	£26	£42	£83	£150
2013 03	£24,986	£42	£84	£125	£225
2013 04	£66,586	£111	£195	£167	£300
2013 05				£208	£375
2013 06				£250	£450
2013 07				£292	£525
2013 08				£333	£600
2013 09				£375	£675
2013 10				£417	£750
2013 11				£458	£825
2013 12				£500	£900
Year to Date	£116,850	£195		£167	£300
Pro-Rate Year	£350,550	£584		£500	£900

### 2013 Annualised Cost Per Vehicle



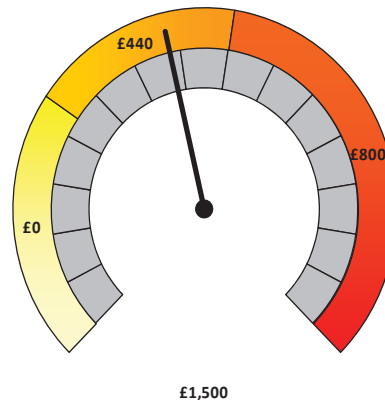
### 2013 Cumulative Monthly Cost Per Vehicle



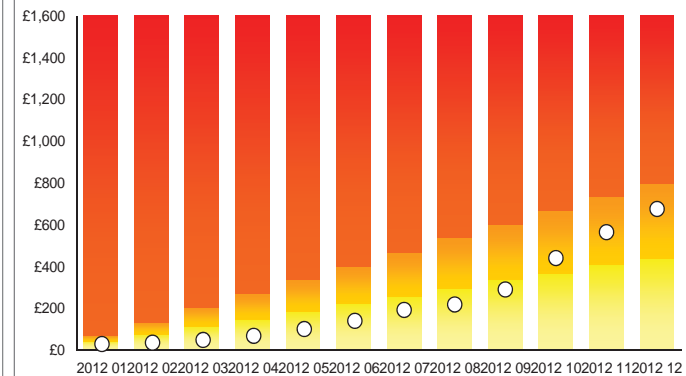
### Previous Policy Year

Vehicles	600	Min	£440	Max	£800
Loss Month	Monthly Cost	Monthly Cost Per Vehicle	Cumulative Cost Per Vehicle	Cumulative Minimum Target	Cumulative Maximum Target
2012 01	£16,583	£28	£28	£37	£67
2012 02	£4,422	£7	£35	£73	£133
2012 03	£9,996	£17	£52	£110	£200
2012 04	£10,525	£18	£69	£147	£267
2012 05	£17,536	£29	£98	£183	£333
2012 06	£25,365	£42	£141	£220	£400
2012 07	£31,365	£52	£193	£257	£467
2012 08	£15,336	£26	£219	£293	£533
2012 09	£41,593	£69	£288	£330	£600
2012 10	£89,996	£150	£438	£367	£667
2012 11	£75,000	£125	£563	£403	£733
2012 12	£69,535	£116	£679	£440	£800
Year to Date	£407,252	£679		£440	£800
Pro-Rate Year	£407,252	£679		£440	£800

### 2012 Cost Per Vehicle

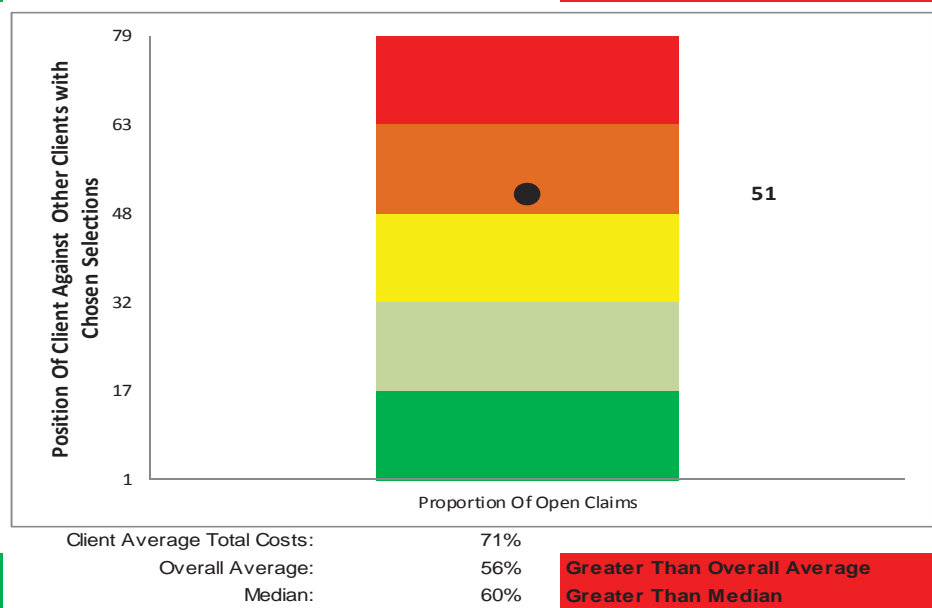
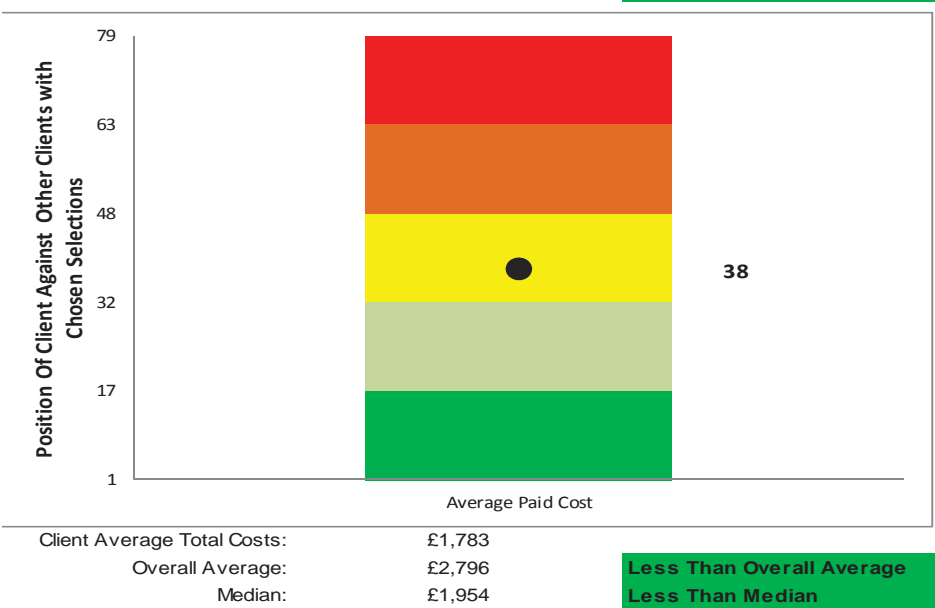
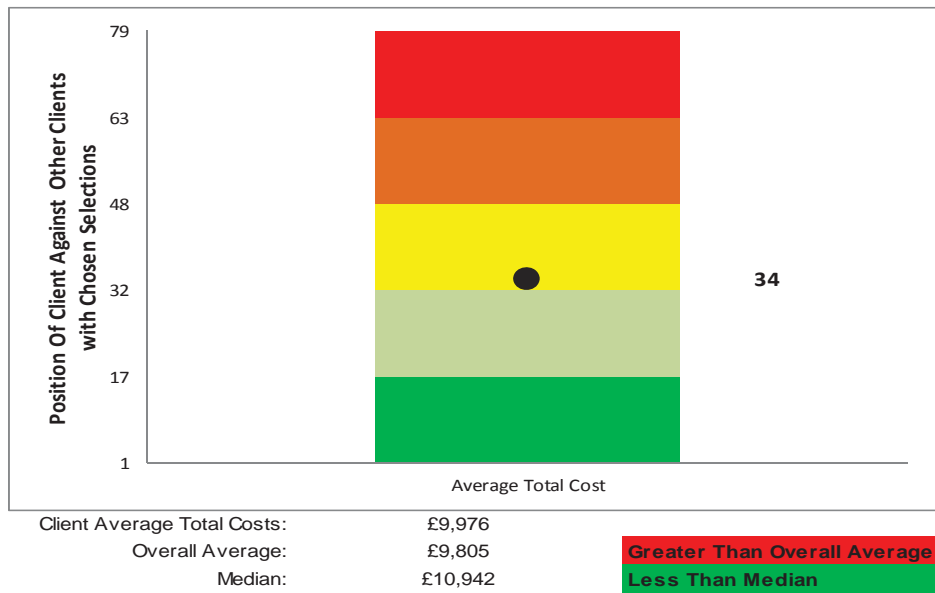


### 2012 Cumulative Monthly Cost Per Vehicle



# Benchmarking Reports

## Quintile Analysis



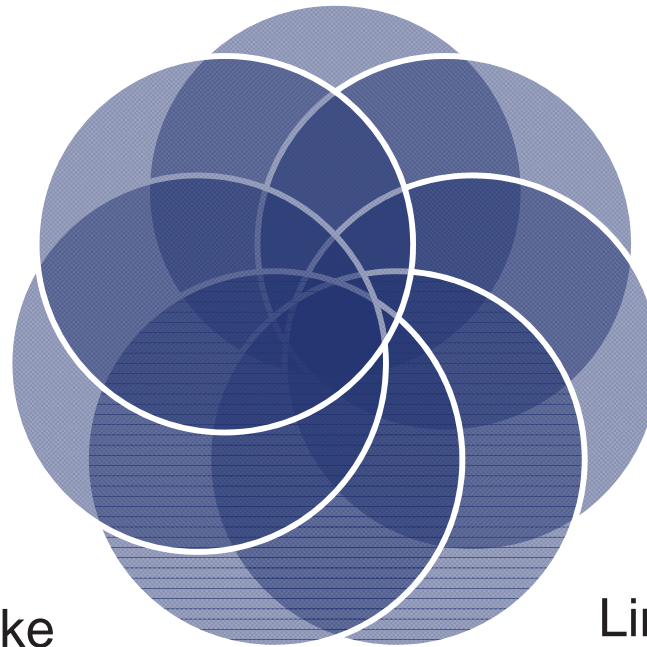
# Managing Cost of Claims

- Changes to the Ministry of Justice's road traffic accident portal
- First Notification of Loss (FNOL) procedures are still key.
- However, beware of third party capture pitfalls:
  - Key to key time.
  - Hire cars versus courtesy cars.
  - Transparency on costs.

# Problems

Unable to correctly allocate costs internally:

- Internal friction with other departments.
- Lack of co-operation.



Increasing claims costs.

Limited claims information.

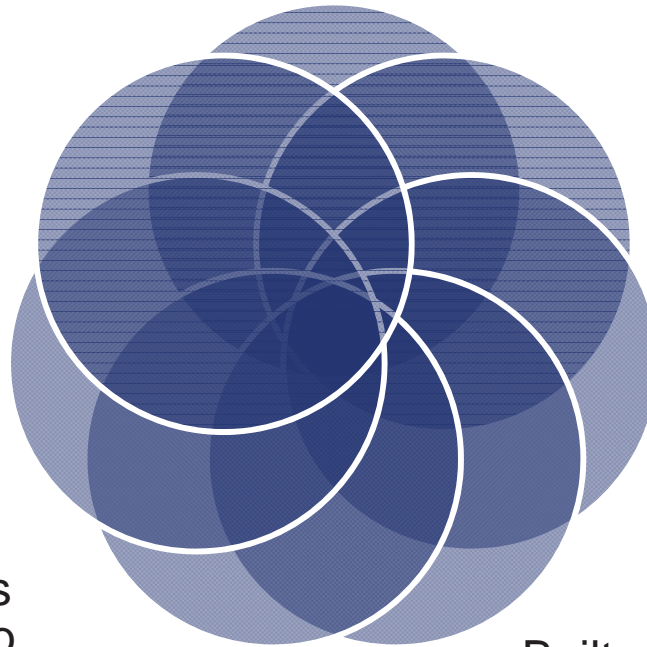
Unable to take appropriate corrective action.

Limited understanding of why costs increasing:

- Claims leakage.
- Ineffective fleet risk management.

## Action

Monitored progress of all claims and ensure effective insurer handling.



Created standard database to enable analysis.

Changed FNOL style to concentrate on causation and liability.

Supplied all drivers with bump cards so they knew which information they needed to collate.

Built a risk profile of every driver based on volume, severity, type of claim, type, and number of points on licence, and years driving experience.

## Use of Data

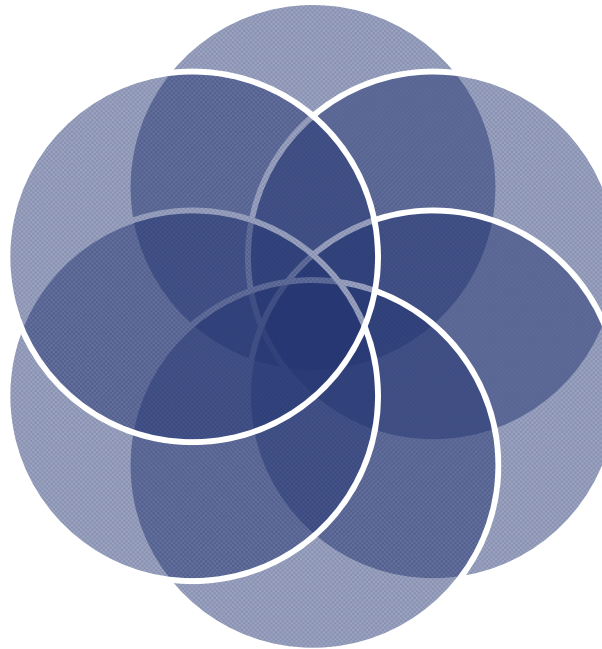
Introduced system of driver training based on risk profile.

Created Fleet Risk Forum – to share best practice around the business. Well performing contracts were asked to present what they were doing and how it was impacting.

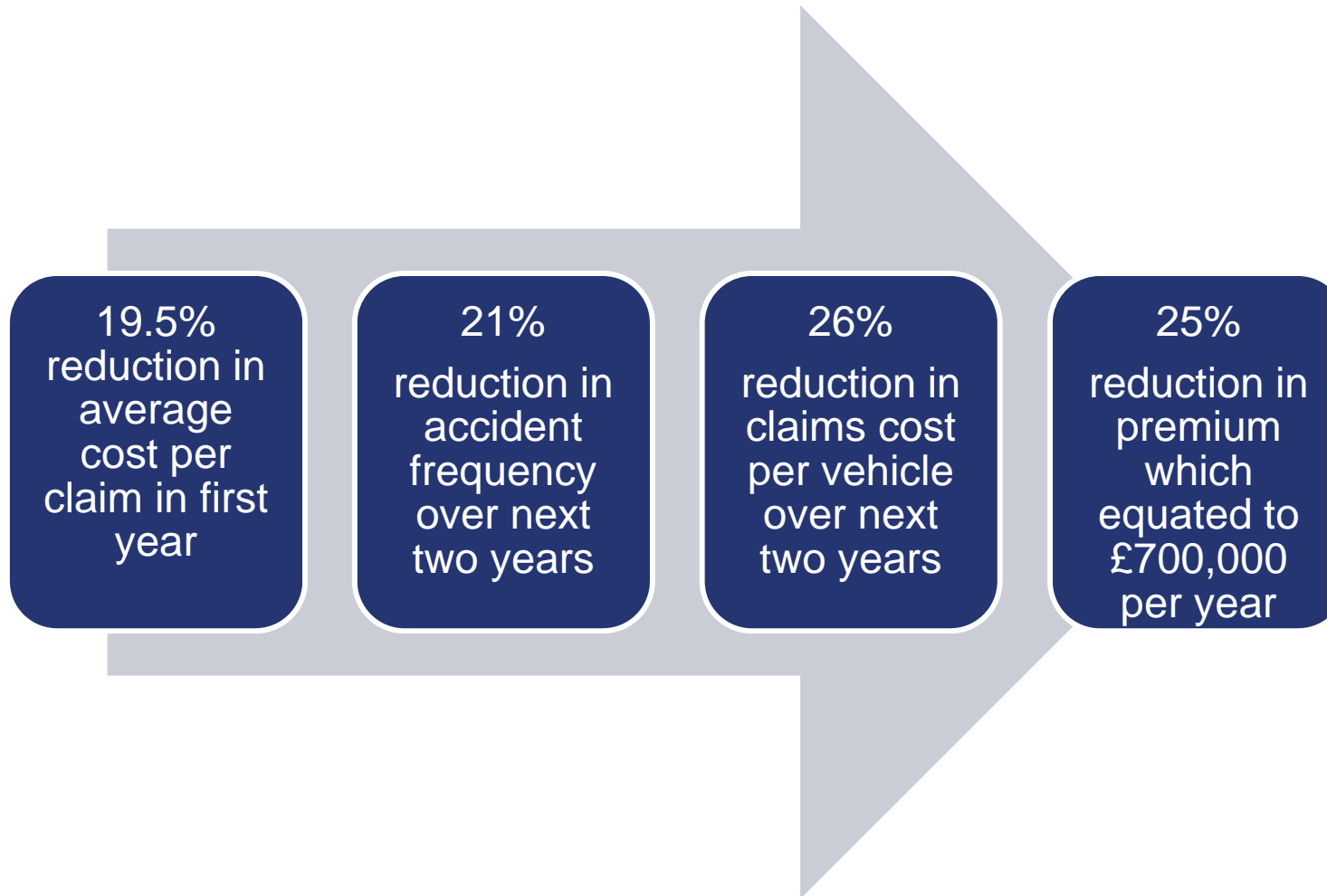
Correct allocation of costs internally, meant the right part of the business was being penalised for incidents.

Bespoke monthly reports for each operational division which were followed by discussions around claim causes and trend analysis.

Created league tables – put different parts of the business in competition against each other.



# The Results





This PowerPoint™ presentation is based on sources we believe reliable and should be understood to be general risk management and insurance information only.

The information is not intended to be taken as advice with respect to any individual situation and cannot be relied upon as such.

Statements concerning legal, tax or accounting matters should be understood to be general observations based solely on our experience as insurance brokers and risk consultants and should not be relied upon as legal, tax or accounting advice, which we are not authorised to provide.

This publication contains third party content and/or links to third party websites. Links to third party websites are provided as a convenience only. Marsh is not responsible or liable for any third party content or any third party website.

Registered in England and Wales Number: 1507274, Registered Office: 1 Tower Place West, Tower Place, London EC3R 5BU.

Marsh Ltd is authorised and regulated by the Financial Conduct Authority.

Copyright © 2015 Marsh Ltd All rights reserved