

# Case Study: Turners

Founded in 1930, Turners has grown to be one of the largest and most successful privately owned Transport companies in the United Kingdom operating in excess of 1850 vehicles and employing over 3400 people.

Turners' enviable reputation for providing professional and innovative supply chain solutions is based on extensive technical and logistics experience and knowledge in operating a fleet that travels throughout the United Kingdom and mainland Europe.

In February 2018, Turners began working with DriverMetrics® to enhance their recruitment and selection process. This focus was on a number of their sites including Temperature Controlled, Container and Food Grade Tankers along with two key Driver Agency suppliers; all of which include a diverse driver population in terms of language and cultural background.

All new drivers undertake a one hour observational drive, with a Turners' trainer, to give an initial indication of their behaviour, attitude and road safety awareness behind the wheel. This is followed by an induction that lasts from two days to two weeks, and covers basic training, together with policies and procedures.





Prior to the induction, all drivers complete the Driver Risk Index™ assessment, which identifies individual behavioural coping and situational risk factors.

Once a driver is operational, Turners utilise video event footage and telematics to monitor driver behaviour and identify additional coaching interventions. Their driver coaching teams monitor this data with Driver Risk Index™ reports, to pick up emerging issues as early as possible. Furthermore, drivers with high-risk Driver Risk Index™ profiles are closely monitored, with coaches periodically comparing video event footage and telematics data with their Driver Risk Index™ profile.

Following serious incidents, a Driver Risk Index™ assessment is undertaken by the driver as part of the investigation and coaching session. This is used alongside video event footage and telematics data to help the driver to reflect on and learn from the collision. Turners driver trainers and coaches have completed the DriverMetrics® Coaching Programme, which enables them to interpret Driver Risk Index™ reports alongside other data sources, and to devise targeted coaching interventions for each driver.

“The Driver Risk Index™ is incredibly accurate, insightful, and not confrontational. It offers us the ability to understand a driver in a way that is not possible when they just take an induction drive. Furthermore, if a driver suffers from say fatigue or aggression - we find that it always comes up on the DriverMetrics® assessment - proving its accuracy and enabling us to be much more proactively in coaching drivers.

We find that the self-reflection enabled by the Driver Risk Index™ can have a major positive impact on drivers behaviour on the road and even personal and family life. The decision to implement was supported by the results in 2018 of the physical and mental value of this assessment tool for our drivers involved. I believe that DriverMetrics® has added a valuable tool to our Driver Safety Programme within Turners addressing not only brand new drivers to the HGV world, but existing from within and outside the UK”

**Stephen Blackmore,**  
Turners



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