

## PRESS RELEASE

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### **Business Express Reduces Accident Rate with Driver Check vehicle monitoring service**

Business Express (BEX), a local courier company specializing in the fast and secure distribution of documents and goods, has opted for the Driver Check driver monitoring solution in its drive to reduce its fleet's accident rate. BEX offers a wide range of courier, air freight and road freight services from 10 regional centres, and has an extensive fleet of vehicles of varying sizes on the South African roads.

Mike Frost, BEX national operations manager, explains: "We have been investigating ways to reduce our accident rate and increase the safety of our fleet. Our MD has motivated our drivers with financial incentives to remain accident free. However, even with these incentives in place, we are still experiencing a high number of accidents on the roads. Sometimes these are not our own drivers' faults, but every accident is costly and reduces our productivity."

"With 15 to 20 accidents per month, we are looking for every means to reduce this number. Driver Check offers a valuable service by getting the motoring public involved with road safety. The vehicle stickers provided by Driver Check display the Driver Check 24-hour call centre number, enabling motorists to call in and report poor driver behaviour on the roads."

Frost reports that the first few months of using the system have definitely had an impact on the accident rate.

"We now get instant feedback via email and SMS when an incident is called in, and our branch managers are able to call the driver concerned and immediately take corrective action in the case of poor driving," says Frost.

"The driver is reprimanded straight away, as we trust that any motorist that takes the time to report an incident must have a real reason to do so," he adds.

BEX has a zero tolerance approach to bad driving behaviour, according to Frost. Drivers are called immediately in cases where the incident requires it, or otherwise are dealt with on their return to the depot at the end of their shift. All incidents are recorded in their personnel files, and the driver will then lose his incentive bonus.

“On the plus side, the system is also enabling us to reward our good drivers who remain incident free. In some cases, motorists will actually call in to complement good driving. We have been able to hand out Driver Check certificates of merit to these drivers, which is a great boost for morale as well as a positive incentive to drive with care and respect for fellow motorists,” says Frost.

An additional benefit of the monthly Driver Check call reports is the clear description of incidents recorded electronically by the call centre staff, at the time of the incident. Frost says that in the past it has been difficult to get clear details on accidents and incidents, but all details are now recorded in real time.

“This makes us more aware of exactly what our drivers are doing on the roads,” he says. “It adds another dimension of safety for our fleet.”

According to Frost, the month end statistics provided by the Driver Check solution are also highlighting specific regions that need to be focused on. For example, the incident rate is much higher in Gauteng. This due to the fact that a large percentage of the total fleet operates out of Gauteng, but also that the road users are more aggressive in Gauteng. It certainly draws attention to Gauteng as a high risk area.

“Implementing Driver Check has been a surprisingly inexpensive exercise, and we are happy with the overall service,” comments Frost.

“It is definitely making a positive impact on the safety of our fleet. In addition, our public image is really important. Driver Check is helping us to be proactive in this regard, and be seen in a positive light. We welcome any feedback to make our fleet safer on the roads.”

For further information on Driver Check, please contact Gail Robertson on 083 229-5856 or [gail@drivercheck.co.za](mailto:gail@drivercheck.co.za). Web site: [www.drivercheck.co.za](http://www.drivercheck.co.za)

Ends.



Tumelo Mashaba, a driver with the BEX fleet, stands behind his vehicle featuring the Driver Check sticker.

A hi-res photo is available on request from: [sue@drivercheck.co.za](mailto:sue@drivercheck.co.za)

#### **About DriverCheck**

Driver Check offers a Driver Monitoring Service to South African fleet owners of any size, whether operating a single delivery van or a fleet of hundreds of tankers. Vehicles participating in the service are identified by the Driver Check **bumper sticker** with the Driver Check logo and call centre number on it. This enables concerned motorists to report unsafe driver behaviour. Incidents are logged and reported by the call centre, and communicated through the right channels to the fleet owner. Ultimately our goal is to keep South Africa's roads safe. [www.drivercheck.co.za](http://www.drivercheck.co.za)

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