

Delegate: Robert Forbes - Senior Manager  
Company: TSL - Civil Engineering Contractors  
Size: 200 Employees

### Project Overview

When TSL's insurance classification was downgraded to "Distressed Business" following two tragic vehicle-related fatalities within five years, the company faced a sharp rise in premiums and increasing operational risk. With no one able to dedicate time to address the issue, the business had previously accepted these inflated costs as unavoidable.

Through the Build a Better Leader programme, Robert used his Innovation Project to transform this serious challenge into an opportunity for sustainable change. His goal was to rapidly strengthen safety standards, rebuild insurer confidence, and achieve measurable financial and cultural improvement. Collaborating with senior management, site supervisors, and drivers, Robert led a company-wide initiative to enhance driver behaviour, vehicle management, and overall safety culture.

#### Key actions included:

- 1 Introducing strict speed limits and safe-distance controls across all sites and fleet operations
- 2 Installing collision avoidance and control systems on company vehicles
- 3 Implementing a real-time telematics system to monitor acceleration, braking, and driver behaviour, with instant alerts for unsafe activity
- 4 Rolling out online driver awareness and safety training for all employees
- 5 Introducing regular drug and alcohol testing for all vehicle and plant operators
- 6 Prohibiting personal use of company vehicles, reducing unmonitored driving and risk exposure
- 7 Ensuring all vehicles meet correct specifications and are properly maintained

These actions quickly delivered measurable improvements in safety performance, driver accountability, and communication, demonstrating to insurers that TSL was proactively managing risk.

### Financial Impact

Insurance premium reduction exceeding

**£100,000**

per year



Fewer vehicle incidents and claims, lowering overall operating costs

Reduced repair and downtime expenses, improving productivity

### Company Benefits

1

Major cost savings, directly boosting profitability

2

A strengthened safety culture rooted in accountability and proactive leadership

3

Enhanced visibility and data for continual improvement in fleet and site operations



### Wider Community and Environmental Impact

1

Improved driving standards across TSL and local subcontractors

2

Reduced likelihood of vehicle-related incidents within the wider community



Robert's project is a clear example of how the Build a Better Leader programme helps turn real business pressures into transformative change. Faced with rising insurance costs, operational risks, and reputational challenges, Robert applied structured leadership and practical innovation to deliver outstanding results.