



Motor Risk Management Services

At Zurich Resilience Solutions, we empower organisations to anticipate, manage, and recover from risk. Our Motor Risk Management experts work closely with you to pinpoint, evaluate, and reduce fleet risks - helping ensure business continuity and keep your drivers safe.

Every fleet faces unique challenges. That's why we offer tailored solutions, combining advanced data analytics with hands-on support to address your specific needs. Our goal is to help you prevent road incidents, manage claims efficiently, and enhance your fleet's performance.

With Zurich's expert guidance, you gain the clarity and confidence to protect your vehicles and people - today and into the future. Together, we build resilience into every journey your business takes.

Driver/Manager Coaching Course & Driver Assessor Training

The Driver/Manager Coaching Course is designed to support people who manage fleets or supervise drivers. This interactive training helps participants develop essential skills to promote safe, efficient, and compliant driving across their teams.

The course covers key areas such as:

- Risk awareness and incident prevention
- Legal obligations and standards
- Effective coaching techniques for drivers
- Real-life scenarios and practical guidance

Benefits:

By completing the course, managers will be equipped to lead by example, foster a safety culture, and reduce road-related risks. The training also helps strengthen a client's reputation for reliability and care in transport operations.

Who is it for?

Fleet managers, supervisors, and anyone responsible for employee drivers.

Management of Road Risk for Drivers & Managers

This service provides practical tools and expert guidance to help Fleets manage road risk effectively - whether driving themselves or overseeing teams of drivers.

The program is designed to:

- Identify and assess key road safety risks
- Implement proven strategies to reduce incidents
- Ensure compliance with policies and local regulations
- Deliver clear procedures for incident reporting and follow-up

Benefits:

By using this service, both drivers and managers can create safer journeys, minimise claims, and protect themselves and the business. Building a proactive approach to road safety helps maintain high standards for reliability and care.

Who is it for?

Fleet managers, supervisors, and anyone responsible for employee drivers.

Improving Driver Performance

The Improving Driver Performance service is designed to help drivers enhance their driving skills and safety awareness.

The service offers practical training, feedback, and support to:

- Promote safer driving habits
- Reduce incidents and claims
- Increase fuel efficiency and lower costs
- Encourage compliance with company policies and road regulations

Benefits:

With tailored coaching and actionable insights, drivers gain the confidence and knowledge to make better decisions on the road. Improved driver performance helps protect employees, vehicles, and reputation - while also contributing to a safer community.

Who is it for?

Anyone who drives as part of their role or manages drivers.

Road Traffic Collision Investigation & Prevention for Managers

This service equips managers with the knowledge and tools to effectively respond to and prevent road traffic collisions within their teams.

Through targeted training and practical resources, managers will learn how to:

- Conduct thorough investigations of road traffic incidents
- Identify root causes and contributing factors
- Implement proactive measures to reduce future risks
- Report and document incidents in line with company standards
- Foster a culture of continuous safety improvement

Benefits:

Managers will strengthen their ability to safeguard employees, lower incident rates, and support the company's commitment to reliability and care. By turning insights into action, they help build safer roads for everyone.

Who is it for?

Any manager responsible for employees who drive as part of their work.

Road Traffic Collisions Review

The Road Traffic Collisions Review service helps understand, analyse, and learn from road traffic incidents involving company vehicles or employees.

The service provides:

- Structured review of individual and recurring collisions
- Identification of patterns, risk factors, and underlying causes
- Expert recommendations to prevent future incidents
- Support with compliance, documentation, and reporting

Benefits:

By systematically reviewing road traffic collisions, teams can take informed action to improve driver safety, reduce claims, and enhance the reputation for care and reliability.

Who is it for:

Any employee or manager responsible for road safety or fleet operations.



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Impaired Driver Awareness

The Impaired Driver Awareness service helps employees recognise, and address risks associated with driving under the influence of alcohol, drugs, fatigue, or other impairments.

Through engaging training and practical resources, this service aims to:

- Increase awareness of impaired driving risks and consequences
- Identify signs of driver impairment in yourself and others
- Provide guidance on safe actions and company procedures
- Support a culture of responsibility and safety

Benefits:

By promoting greater awareness, Fleets can prevent incidents, protect employees, and strengthen our reputation for care and reliability. Making informed choices supports a safer workplace and community.

Who is it for:

Any employee who drives as part of their role or manages drivers.

Driver Risk Management Proposal: Tackling Rear End Collisions

This service provides managers and fleet teams with targeted strategies to address and reduce rear end collisions involving company vehicles.

Our comprehensive proposal includes:

- Analysis of recent rear end collision incidents and contributing factors
- Expert recommendations for driver training, awareness, and safe driving techniques
- Implementation support for in-vehicle technologies and safety policies
- Ongoing monitoring and review to measure effectiveness

Benefits:

By tackling rear end collisions, you can improve driver safety, decrease vehicle damage and claims, and uphold standards for reliability and care. Proactive risk management helps foster a safer environment for all road users.

Who is it for:

Managers, fleet operators, and anyone responsible for driver safety.

Driver Wellbeing Course

The Driver Wellbeing Course supports employees who drive as part of their role, focusing on the importance of physical and mental health for safe driving.

Through interactive training and practical resources, participants will learn how to:

- Recognise and manage stress, fatigue, and other wellbeing challenges
- Adopt healthy habits for sustained alertness and performance
- Access support services and wellbeing resources available
- Foster a positive work-life balance and responsible driving culture

Benefits:

Enhancing driver wellbeing reduces the risk of incidents, improves job satisfaction, and supports commitment to care and reliability. A healthier, happier workforce contributes to safer journeys for everyone.

Who is it for?

Any employee who drives for work or manages drivers.

Understanding and Using Vehicle Safety Systems

This service is designed to help drivers and line managers make the most of modern vehicle safety technologies.

Through practical training and resources, participants will learn how to:

- Identify key vehicle safety systems such as ABS, lane assist, and collision avoidance
- Understand how these systems function and contribute to safer driving
- Apply safety features correctly in everyday driving situations
- Promote safety best practices within their teams

Benefits:

Gaining a deeper understanding of vehicle safety systems helps reduce incidents, ensures proper system use, and supports commitment to reliability and care on the road. It empowers both drivers and managers to create a safer work environment.

Who is it for:

All employees who drive for work, and line managers responsible for driver safety.

Bespoke Training and Workshops

Our Bespoke Training and Workshops service offers teams tailored learning experiences designed to address your unique business needs.

Whether you require specialised skills, compliance updates, or safety enhancements, we work closely with you to develop:

- Custom training sessions and interactive workshops
- Content aligned with your team's specific challenges and goals
- Flexible delivery methods - online, onsite, or hybrid
- Practical, actionable solutions to drive real improvements

Benefits:

You receive training that's relevant, engaging, and immediately applicable, helping your team develop the skills and confidence to achieve business objectives. This approach supports commitment to growth, reliability, and putting people first.

Who is it for:

Any business unit or team looking for tailored learning & development solutions.



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Fleet Assessment and Risk Reviews

Fleet Safety Health Check

The Fleet Safety Health Check service helps managers and teams assess the safety performance of their vehicle fleets.

Through a structured review, our experts will:

- Evaluate fleet policies, procedures, and driving records
- Identify areas of risk and opportunities for improvement
- Provide practical recommendations to strengthen safety standards
- Support compliance requirements and industry regulations

Benefits:

By proactively reviewing your fleet's safety, you can reduce incidents, lower claims, and ensure drivers are protected. This supports reputation for reliability and care, and contributes to safer roads for everyone.

Who is it for:

Fleet managers, team leaders, and anyone responsible for vehicle safety.

Motor Fleet Risk Assessment

The Motor Fleet Risk Assessment service helps teams understand and manage the risks associated with operating a vehicle fleet.

Our experts conduct a thorough evaluation that includes:

- Reviewing fleet operations, driver practices, and incident history
- Identifying key risk factors and compliance gaps
- Providing tailored recommendations to improve safety and efficiency
- Supporting regulatory compliance and safety standards

Benefits:

By assessing your fleet's risk profile, you can prevent incidents, reduce costs, and protect both employees and assets. This proactive approach reinforces commitment to reliability, care, and responsible business practices.

Who is it for:

Fleet managers, business unit leaders, and anyone responsible for vehicle safety.

Targeted Risk Improvement Review

The Targeted Risk Improvement Review service offers teams a focused assessment of specific risk areas within your operations

Our experts work closely with you to:

- Identify high-priority risks or recurring challenges
- Analyse underlying causes and contributing factors
- Provide practical, actionable recommendations for improvement
- Support implementation and follow-up to track progress

Benefits:

By addressing targeted risks, you can strengthen safety, reduce incidents, and support reputation for reliability and care. This approach enables your team to take meaningful steps toward a safer and more resilient workplace.

Who is it for?

Business units, managers, and teams seeking expert guidance to address particular risk concerns.

Grey Fleet Review

The Grey Fleet Review service helps managers and teams assess and manage risks associated with employees using their own vehicles for work purposes (grey fleet).

Our experts provide:

- A detailed review of grey fleet policies, driver records, and vehicle suitability
- Identification of compliance gaps and potential risks
- Practical recommendations to improve safety and reduce liability
- Guidance on meeting standards and legal requirements

Benefits:

By reviewing and optimising your grey fleet practices, you help protect employees, reduce claims, and uphold reputation for reliability and care. Proactive management ensures safer journeys and stronger compliance.

Who is it for:

Managers, HR teams, and anyone responsible for employees who drive their own vehicles for work.



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Consultancy days and business support services

Policies and Procedures Consultancy/Review

Our Policies and Procedures Consultancy / Review service provides teams with expert support to develop, assess, and optimise internal policies and procedures.

Through a tailored approach, we help you:

- Review existing policies for compliance with standards and legal requirements
- Identify areas for improvement, clarity, and efficiency
- Develop new procedures to address business needs and risk management
- Ensure policies are easy to understand and practical to implement

Benefits:

Effective policies and procedures help your team stay compliant, reduce operational risks, and promote a culture of reliability and care. Clear guidance enables employees to act confidently and consistently in their roles.

Who is it for:

Business units, managers, and teams seeking expert advice on policy and procedure management.

Motor Fleet Safety Steering Groups

Motor Fleet Safety Steering Groups bring together managers, fleet operators, and safety specialists to proactively oversee and enhance fleet safety standards.

These collaborative groups work to:

- Review fleet safety performance and incident data
- Identify emerging risks and set improvement priorities
- Share best practices and expert guidance
- Develop and monitor the implementation of safety initiatives

Benefits:

By participating in a Safety Steering Group, teams foster a culture of continuous safety improvement, reduce road risks, and strengthen reputation for reliability and care. This collaborative approach drives meaningful, long-term results for fleet safety.

Who is it for:

Fleet managers, safety leads, and anyone involved in motor fleet operations.

Understanding Claims Data - Driving Action

The Understanding Claims Data – Driving Action service helps teams turn insights from claims data into effective risk management solutions

Our experts work with you to:

- Analyse claims data to identify patterns, trends, and underlying causes
- Pinpoint key risk areas and opportunities for improvement
- Translate data findings into practical actions to reduce future claims
- Monitor progress and measure the impact of implemented changes

Benefits:

By using claims data proactively, you can improve safety, lower costs, and strengthen reputation for reliability and care. Data-driven decisions empower your team to achieve lasting improvements in risk management.

Who is it for?

Business units, managers, and anyone responsible for operational risk or claims management.

Introducing Fleet Performance Measures to Businesses

This service helps business units and teams implement effective fleet performance measures to monitor, manage, and improve fleet operations.

Our experts support you with:

- Identifying key performance indicators (KPIs) relevant to your fleet
- Setting measurable targets for safety, efficiency, and cost control
- Establishing easy-to-use tracking and reporting systems
- Providing guidance on interpreting results and driving continuous improvement

Benefits:

Introducing clear performance measures empowers your team to make data-driven decisions, reduce incidents and costs, and enhance overall fleet safety. This approach supports commitment to reliability, care, and operational excellence.

Who is it for:

Managers, fleet operators, and anyone looking to optimise fleet performance.

Getting the Best from Telematics Systems

The Getting the Best from Telematics Systems service helps managers and teams maximise the value of telematics technology within their fleets.

Through expert guidance and practical support, this service enables you to:

- Understand the full capabilities and features of telematics systems
- Use data insights to improve driver safety, efficiency, and compliance
- Monitor key metrics such as speed, location, and driver behaviour
- Implement targeted improvements and measure their impact

Benefits:

Optimising telematics use leads to safer driving, reduced costs, and better fleet performance. This supports commitment to reliability, innovation, and care for employees and customers alike.

Who is it for:

Fleet managers, business unit leaders, and anyone responsible for vehicle operations.



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Additional Support

Third Party Service Providers

Our Third Party Service Providers service connects managers and teams with trusted external experts, such as telematics providers and specialist driver trainers amongst others

This service enables you to:

- Access tailored solutions for telematics, safety technology, and data insights
- Arrange personalised, one-to-one driver training to address specific needs
- Benefit from industry-leading expertise and innovative approaches
- Ensure all services meet quality, safety, and compliance standards

Benefits:

Working with third party providers allows you to enhance fleet safety, boost driver performance, and adopt the latest technology - all with the support and assurance of Zurich's rigorous standards.

Who is it for:

Managers, fleet operators, and anyone seeking specialist expertise or technology for fleet improvement.

Get in touch

Email us: zrs.enquiries@uk.zurich.com

Or visit our website: <https://uk.zurichresilience.com/>

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