



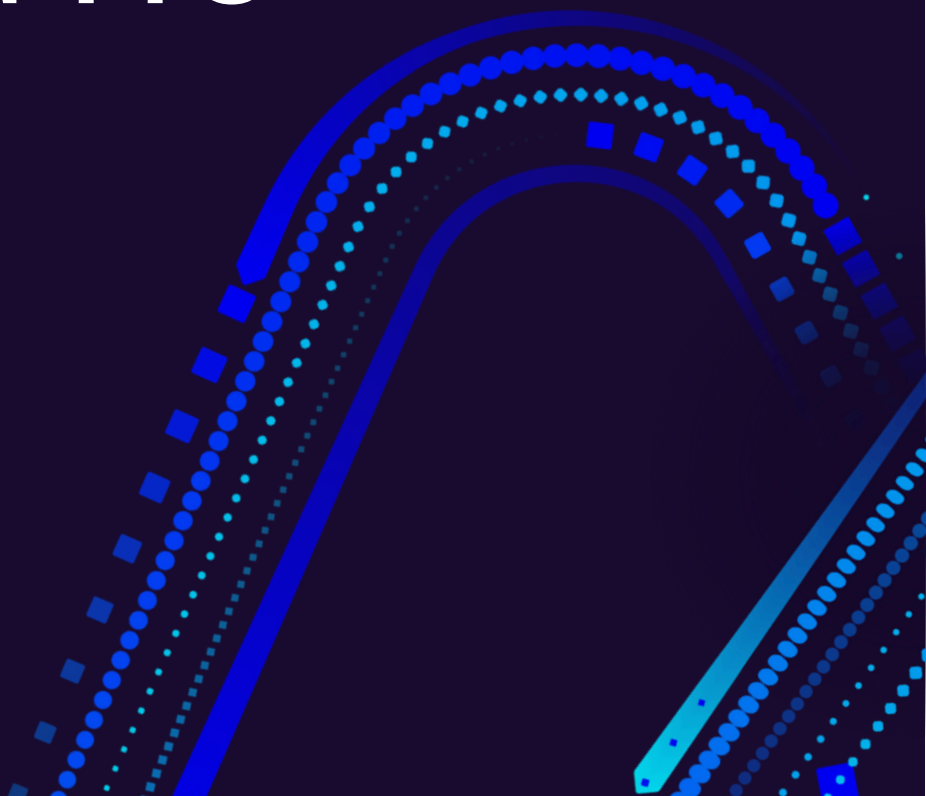
Part of the TTC Group

**telent**



# Telent and TTC

Working together  
since 2021 to  
maximise driver  
health and safety



Keeping its fleet drivers safely on the road is vital for any company. For digital infrastructure provider, Telent, however, ensuring wheels keep moving is paramount. With clients including [Sky](#), [National Highways](#), [Transport for London](#), [Maritime and Coastguard Agency RNLi Lifeboats](#) and the [London Ambulance Service](#), Telent's fleet drivers have a lot resting on their ability to do their job, any time of day or night.

No matter how good a fleet team is or how professional its drivers are on the road, there is always room for improvement. Before Telent joined forces with TTC the technology company primarily conducted Licence Checks. Since the partnership with TTC it has embraced a complete end-to-end driver risk management solution, Continuum, for its mobile workforce which drive more than 1800 cars, vans, and trucks in its fleet, including grey fleet vehicles.

It's clear that the partnership is working. Now...

- More than 99.4% of drivers are licence, MOT, and insurance compliant – a total that is consistently maintained (The remaining 0.6% are currently on-boarding)

**99.4%**  
of drivers are  
compliant

- Grey fleet compliance is fully aligned with internal policy requirements

- There has been a 31% decrease in licence checks that contain at least one speeding endorsement

**31%**  
decrease in  
licence checks

- At fault third-party insurance incidents have declined leading to a total cost reduction of 52%

**52%**  
total cost  
reduction

*Data from 2021 to 2023*

Critically, the collaboration has led to the number of annual driving incidents per million business miles reducing by 42% and the total annual incidents reported with an injury have halved. The collective number of points on Telent fleet and grey fleet drivers' licences has fallen by 42%.

## Real-time data driving safety forward

Centralising key driver data into Continuum was fundamental to the provision of tailored end-to-end compliance and training solutions for Telent, from licence checks to personalised training.

The platform constantly draws upon driver data to deliver live management information and visual dashboards. This gives accurate, real-time insight into the fleet, and driver risk profile, and clear visibility of driver behaviour.

## Data is nothing without people

Without people, however, data is just numbers. So, the daily reports from Continuum support line managers by giving clear signposts so managers can act on potential risks and provide appropriate training, be that e-Learning, classroom, on the road or CPC.

Like any business, as Telent continues to grow and deliver more of its services nationwide new drivers come on board. Telent relies on TTC to identify young drivers and/or inexperienced drivers through licence checks and the risk they present. In turn, this gives Telent the ability to offer tailored training and interventions to mitigate risk.

**58 younger, more inexperienced drivers have completed training to reduce individual risk**





# Continuing Continuum

To further develop and refine the platform, creating a bespoke fleet risk management solution that truly meets the specific needs of the company, TTC continually works hand-in-hand with its Head of Driver Safety, Miranda Faulconbridge.

*"Before we worked with TTC, we relied on standard manual Licence Checks and our fleet and driver risk management and compliance activities. We constantly seek ways of improving health and safety for our employees and our business. TTC's driver and risk management platform, Continuum, now provides an enhanced level of visibility of our fleet compliance, coupled with the addition of identifying high-risk drivers. We are now better positioned to manage our people and predict which drivers, whether grey fleet, professional or non-professional, need some level of intervention."*

**Miranda Faulconbridge,**  
Head of Driver Safety

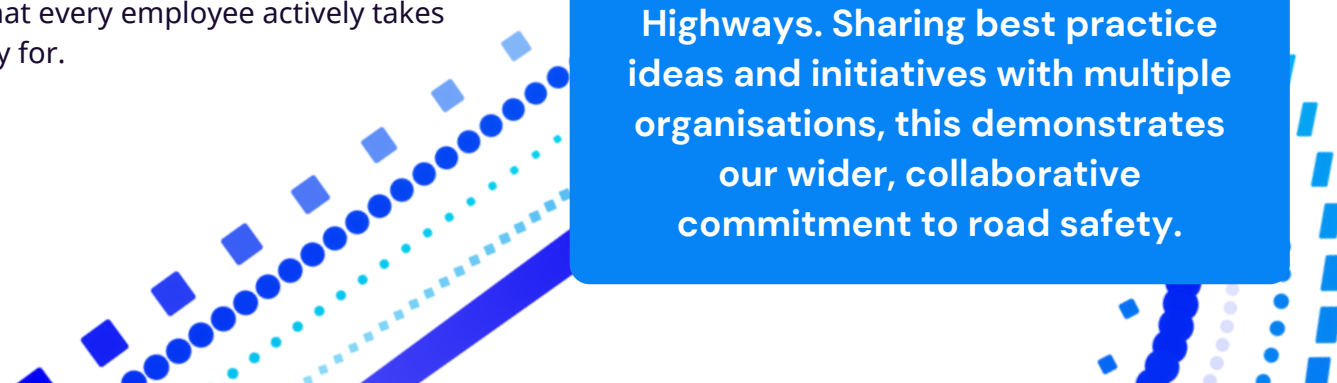
## A shining light in Driver Safety

As a business with so many different facets and a diverse mobile workforce, it must deliver a consistent, unified driver safety message across the company, with continuous improvement initiatives, as well as instilling safe driving as a core value that every employee actively takes responsibility for.

So, alongside its desire to mitigate driver risk and improve company compliance, Telent also sought to build upon its a company-wide culture of driver risk awareness to bring personal safety to the forefront of driver's minds across the fleet.

As well as informing individual training needs, TTC and the data provided by Continuum helps Telent choose focused driver safety campaigns. Indeed, Head of Driver Safety, Miranda Faulconbridge leads regular Steering Group meetings with business directors and operational meetings with line management representatives from across the business. Together they are committed to designing and delivering new driver safety campaigns every month. Telent share these campaign messages with customers, suppliers, and many organisations across different industries on a regular basis.

**Testament to its success, earlier this year, TTC and Telent hosted a 'Driver Safety' panel at the 2025 Health & Safety Event with National Highways. Sharing best practice ideas and initiatives with multiple organisations, this demonstrates our wider, collaborative commitment to road safety.**



The cohesive nature of TTC and Telent's approach to driver risk management has led to:

- A 38% reduction in the average risk score for collision history

**38%**  
reduction in  
average risk  
score

- A 36% reduction in total annual speeding events per million business miles

**36%**  
reduction in  
annual speeding  
events

- A 51% reduction in severe driving events per million business miles

**51%**  
reduction in  
severe driving  
events

Extending beyond improved driver safety and fleet efficiency, annual at fault third-party insurance incidents declined by 38%, which has led to a total cost reduction of 55%:

As part of a collaborative defensive driving campaign and training, Telent drivers are keeping a safe distance from third party vehicles and are involved in less incidents, but also less severe and costly incidents.

## Fleet drivers appreciate customised e-learning

The constant monitoring of driver behaviour allows Telent to score drivers, understand those most exposed to risk and provide relevant training as per the needs of the individual. Far from feeling like 'big brother is watching,' there has been an overwhelmingly positive response from drivers who appreciate the care and attention given to improving their road safety.

Courses offered to drivers include everything from In-Vehicle Distractions and Are Your Eyes fit to drive, to Impairment through drugs and alcohol, and Effective Speed Management.

*"The implementation of TTC's fleet management programme delivered immediate results and continues to be a lasting success today. It has embedded an even stronger focus on driver safety and compliance across all levels of our organisation, from apprentice to boardroom. This has resulted in us significantly reducing our risk profile with fewer safety incidents, less speeding and lower insurance claims."*

**Miranda Faulconbridge,**  
Head of Driver Safety

## Driving with sustainability at its heart

Telent seeks to constantly meet the highest ethical standards possible, which means that ethical procurement and environmental implications of working conditions are a daily focus.

At Telent, sustainability is at the heart of everything it does, embedded in its culture and values. The use of vehicles remains Telent's biggest source of direct carbon emissions. Demonstrating its commitment to decarbonisation, during 2024 Telent reduced its fleet emissions by 31.3% (compared to 2023).

As Telent continues its ambition to drive down emissions TTC is supporting its transition to an electric fleet by managing road risk for drivers who are inexperienced with these vehicles. With TTC's support, Telent's employees are now better skilled in driving and operating EVs. This training continues to be provided, supporting Telent's ambition to be net-zero by 2050.



# Continuing to build the future of fleet compliance

Telent has built a genuine safety-first culture and with TTC's help can now accurately demonstrate and evidence its improved road safety credentials. The collaboration with TTC has elevated Telent's ability to meet its commitment to road risk reduction, driving down driver risk and improving road safety whilst strengthening its position as a trusted partner amongst its clients.

Telent and TTC will continue in their shared commitment to deliver and continually embed a safety-first culture when it comes to driving for work.

The Telent logo, consisting of the word "telent" in a bold, lowercase, sans-serif font, with a horizontal line above and below the text.

Telent is a leading technology company, designing, building, supporting and managing the UK's critical digital infrastructure, drawing on decades of experience in mission critical communications and technology. It prides itself on being a trusted partner for organisations within the transport, emergency services, network providers and the public sectors, who are at the forefront of the digital revolution. Customers include National Highways, Sky, Open Reach, Transport for London, Network Rail, RNLI Lifeboats, NHS London Ambulance Service, EDF, BT and Virgin Media.

*"Our partnership with Telent has significantly enhanced driver safety and compliance. Leveraging the Continuum platform means that Telent understands its drivers better, always knows who is exposed to risk, and together we can proactively deliver targeted training where it's needed most. The results speak for themselves, Telent's collision history risk has dropped by 38%, and severe driving events per million business miles have fallen by 51%."*

*"What's especially encouraging though, is the positive feedback from Telent's drivers, who are fully engaged with training initiatives. Their buy-in shows that Telent's safety culture is resonating on the ground, laying the foundation for continued improvements as we monitor, adapt, and evolve the programme together."*

**David Marsh**, CEO of TTC

\*Based on Driver Event Data 2022-2024

