



Tan Soon Huah Gas Supply Pte Ltd:

How TSH Gas Pte Ltd Elevated Driver Safety Across Island-Wide Deliveries

Location

Singapore

Industry

Utilities (Gas & Energy) Distribution

Fleet Size

30+



"Cartrack gave us the visibility we needed to protect our drivers and road users. The data doesn't lie - it has helped us build a safer fleet culture and instil stronger driver accountability."

- Yeo Ching Wei, General Manger of TSH Gas Pte Ltd



Business Scope

TSH Gas Pte Ltd is a one-stop LPG solution provider in Singapore, specialising in the distribution of cooking and industrial gas and energy services across various sectors. To navigate Singapore's dense residential routes daily while upholding the highest safety standards required in gas transportation, TSH Gas Pte Ltd a fleet partner that could provide **visibility into driver safety** and practical tools to actively improve it.

Challenges

❗ Eliminate Visual Blind Spots

TSH Gas Pte Ltd lacked video evidence to verify road or in-cabin incidents, leaving the company vulnerable to potential liability issues. This also made it impossible to protect responsible drivers from false claims.

❗ Gaps in Driver Risk Assessment

TSH Gas Pte Ltd needed an approach to identify high-risk drivers, recognise top performers, and implement targeted training programmes. The absence of granular data made it difficult to incentivise safe driving amongst drivers.

❗ Difficulty in Building a Culture of Driver Accountability

Creating genuine driver buy-in for safety initiatives proved challenging without transparency and objective measurement. TSH Gas Pte Ltd needed a way to make drivers active participants in their own performance improvement while fostering accountability.

❗ Ensuring Safety in Residential Areas

Transporting flammable materials requires exceptional driver discipline, and drivers of TSH Gas Pte Ltd have to navigate tight roads and manage deliveries in densely populated estates. Any incident could have serious consequences for both road users and drivers.

Solutions Implementation

TSH Gas Pte Ltd rolled out Cartrack's fleet management system, featuring integrated vision technology and performance scorecards across its entire fleet.

1.Evidence and Behaviour-shaping Tools

The integrated, cloud-powered road-facing and in-cabin camera solutions provide complete visual context for every journey. They serve as a powerful behavioural deterrent and an evidence tool for future accidents and dispute resolution.

2. Data-driven Driver Safety Monitoring

Driving behaviour insights allowed TSH Gas Pte Ltd to identify driver patterns and performance on speeding over the limit, aggressive cornering and harsh braking, creating transparency and a data-driven safety culture rather than relying on assumptions.

3. Positive Reinforcement Through Rewards Program

Using Cartrack's Driver Scorecard as a foundation, TSH Gas Pte Ltd implemented a rewards-based approach to safety. Drivers who maintain scores above 60 receive shopping vouchers, creating positive incentives for safe driving and healthy competition across the team.

4. Targeted Coaching

Rather than generic safety lectures, TSH Gas Pte Ltd can now provide fair, evidence-based coaching to poor-quality drivers. Management can also spot drivers with declining scores and work with them closely to improve performance.

5. Driver Duty Compliance

TSH Gas Pte Ltd leverages real-time fleet intelligence to streamline daily operations and ensure drivers take required breaks via hours-of-service monitoring and adhere to pre-approved safe routes, significantly minimising accident risks caused by exhaustion and risky navigation.

Customers' Results

100% Driver Buy-in Across Fleet

through targeted coaching and positive rewards

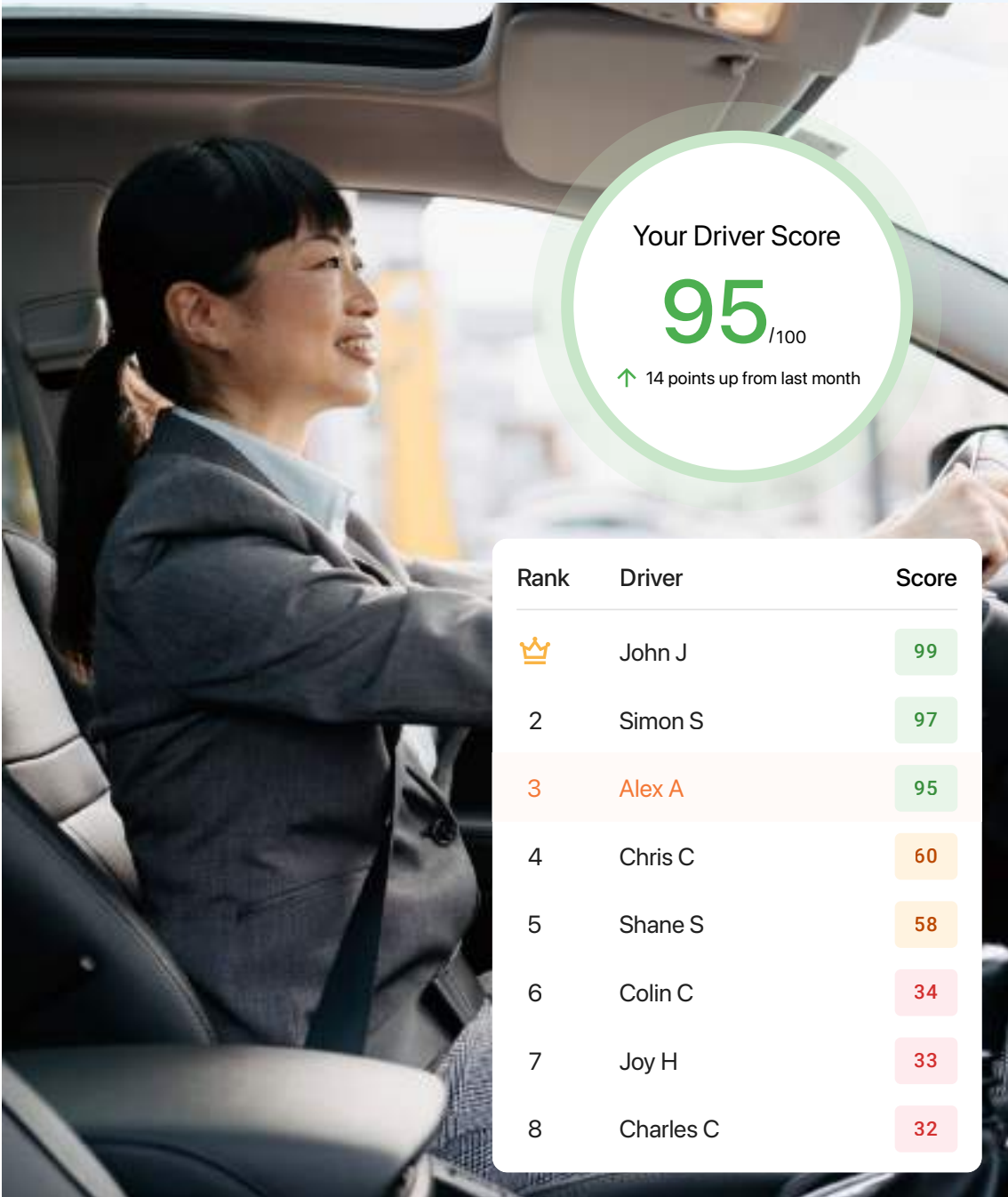
100% Safety Target Achieved

within 90 days of scorecard implementation

82% Of Drivers Exceed Safety Benchmark

at 80 points and above

40% Reduction In Speeding Incidents



Conclusion

Having successfully brought all drivers above the 60-point threshold through their rewards-based approach, the company is now prepared to progressively raise performance standards with Cartrack's data continuing to guide improvement and create lasting behavioural change.