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# Transdev Airport Services

## Case study and testimonial

0800 371898  
[www.dtecinternational.com](http://www.dtecinternational.com)

D.tec International Ltd.  
PO Box 914  
Preston, PR4 9BE.

Transdev Airport Services provide passenger transport solutions at Europe's busiest airport, London Heathrow, as well as various services to airlines. Across the group, Transdev Airport Services and CCH, employ over 650 employees.

Nick Newcombe: Transdev Airport Services - Head of Performance and Safety



### 1. Challenge

Transdev Airport Services won the contract at Heathrow Airport in 2018 however, due to the pandemic didn't start operating until the middle of 2022. As an organisation, they were determined to fall in line with the rest of the passenger transport industry and therefore, a Drug and Alcohol policy was seen as essential.

In addition, due to the nature of the organisation, Transdev believed the implementation of drug and alcohol screening was critical to minimise the risk to the UK public.



### 2. Solution

As part of their Drug and Alcohol policy, Transdev introduced mandatory random screening of 10% across all of their employees, from the Managing Director to the drivers. They also carry out pre-employment screening for all new starters and post incident testing.

To carry out their in-house screening, Transdev utilise the DrugWipe Dual screening device. 'Due to the accuracy and reliability of the DrugWipe, we haven't found cost to be a deterring factor, as we know we are using a product we can trust'.



### 3. Benefit

Since implementing drug and alcohol screening across the business, Transdev have had an employee admit to having a substance misuse problem. They have an amnesty period in place and with the continued support from Transdev, together with regular drug screening, the employee is now free from drugs, which has been a huge success for both Transdev and the individual.

Post-incident they feel secure knowing they can screen their employees for drugs and alcohol and confirm to the police that substance misuse wasn't a factor, increasing their credibility as a business.



### 4. Result

Transdev received full support on the introduction of drug and alcohol screening from their Trade Unions, who manage the random screening selection.

Employees feel reassured with the safe working conditions and Transdev feel confident that their drivers aren't getting behind the wheel whilst impaired. Overall, they feel satisfied they are maintaining their reputation as a safe and secure workplace.

Contact us to discuss drug and alcohol screening solutions for your business **0800 371898**.