

Fleet Operator Recognition Scheme

Guidance on demonstrating
the requirements of the
FORS Standard

Version 4.1.i
18 April 2017

Summary of changes to this document between version 4.1 March 2017 and version 4.1.i April 2017

Item	Version 4.1	Version 4.1.i
M3/D3/D4/S5/G6	Please refer to version 4.1 for details	The Guidance has been revised to include clarification about the approved training element. The Guidance now also includes a Professional Development Plan (PDP) of Approved Driver Training and Approved Manager Training - please refer to version 4.1.i for details
S5	Drivers shall complete or be booked on to a course to complete the on-cycle training in year one, and then complete the eLearning module or classroom training in years two, three and four. In year five they will need to complete the on-cycle training once again.	Please refer to the Professional Development Plan (PDP) for changes to the frequency of eLearning modules
Annex 4	Not included	FORS Professional Development: tables A4.1 and A4.2 setting out Approved Driver Training and Approved Manager Training. Please refer to version 4.1.i for details
M6/M11/V9/D2/O3	Please refer to version 4.1 for details	In addition to the above changes, these have been revised in line with changes to D4/S5/G6 to clarify the training element within the demonstration
M4	Not included	Please note that the Operator Licence shown at audit must cover the operating centre audited
S6 - Annex 3	Not included	Please note that the baseline year data entered shall be the same for every Silver re-application
S7	Fleet operators can find information on managing fuel and CO ₂ by accessing the FORS website and utilising the Fuel, CO ₂ /Emissions toolkits	Fleet operators can find information on managing fuel and CO ₂ by accessing the FORS website and utilising the fuel tracker

Please check the FORS website (www.fors-online.org.uk) to ensure that you are using the latest version of this document.

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I Introduction

I.1 How to use this guide

This guide has been produced to help explain how you can demonstrate that your company or organisation meets the requirements of the FORS Standard at Bronze, Silver or Gold level. This guide should be read in conjunction with FORS Standard version 4.1.

The Standard is applicable to all types of vehicles, although the following requirements are specific to:



Trucks and Van – V5 and O2



Passenger carrying vehicles (PCV) – V6

Look out for these symbols in this guidance to remind you that there are requirements specific to these vehicles.

If you are considered to be a small operator (please refer to section 1.2 Terminology) then certain exemptions under Health and Safety law will apply, so you will need to explain verbally how you meet some of the requirements. However, you will still be expected to present any licences, qualifications, maintenance plans or performance data (where relevant) in order to gain accreditation.

Please note, however, that we encourage all operators to produce and maintain documented evidence and to operate to the Standard set by FORS.

I.2 Terminology

Some of the FORS requirements are mandatory, while others are desirable. As such it's important that we highlight the differences within each demonstration, therefore the following terms are used:

Shall – to indicate something which is mandatory as part of the requirement or in order to achieve the requirement

Use of the word 'shall' indicates a mandatory requirement. In other words failure to put in place the measures required will result in a failure of that particular requirement.

Should – to indicate something which is recommended as emerging practice

Use of the word 'should' indicates a recommendation to help meet that particular requirement. It is important to implement these recommendations because it will help the auditor or evaluator when assessing your evidence.

May – to indicate permission or an emerging best practice option

Use of the word 'may' indicates something that could be demonstrated in order to help explain how the requirement has been met, or something that could be introduced as good practice.

Other important terms are:

Truck – commercial vehicle over 3.5 tonnes gross vehicle weight

Van – commercial vehicle of 3.5 tonnes gross vehicle weight or under

Passenger carrying vehicle (PCV) – any vehicle fitted with 8 or more passenger seats

Small Operator - a company or organisation that operates a fleet with less than 5 vehicles and / or has less than 5 employees

A full glossary of the terms used in the FORS Standard and supporting documents is provided in Annex 1.

Annex 2 provides a checklist of all the requirements in the Standard. You can use this checklist in advance of your audit to carry out a self assessment of your operation against the Standard.

Note: All definitions are specific to the FORS Standard, and may not match the definitions contained within other publications.

2 Bronze accreditation

2.1 Management

M1 FORS policies and procedures manual

Demonstration

Fleet operators shall have evidence which either contains, or makes reference to, all mandatory requirements of the FORS Standard.

Where policies and procedures are held within other documents or manuals these shall be referred to and shall be easily accessible and retrievable. Senior managers shall review and / or update these documents at least annually.

Gather together any transport policies and health and safety policies, as well as procedures, risk assessments or safe systems of work that match the requirements of the Standard. Evidence of review by a senior manager shall be recorded.

M2 Organisational structure and responsibilities

Demonstration

Fleet operators shall have documentary evidence of the organisation structure and individual responsibilities, eg an organisational chart. The chart shall include the name of the person who has continuous and effective responsibility for transport operations.

This can be described verbally within small operators where the roles of senior management and daily operations personnel are understood by all.

Present a document (in hard copy or electronic format) that shows the relevant people in the transport operation, their job title and how they are linked or connected. Remember that the document shall show the names of the people as well as the job title or role.

The person with continuous and effective responsibility might be a transport manager, site supervisor or owner, depending on the sector and the business type.

M3 Responsible person/s

Demonstration

Fleet operators shall evidence the responsible person's:

- Formal appointment through job title, letter of appointment and naming on the organisational chart
- Responsibilities through job description, duty list and procedures
- Competence through relevant qualifications, professional development and Approved Manager Training (see D4)

Fleet operators shall ensure there is sufficient competent staff in place to run the fleet operation safely and efficiently

Collate the qualifications, certificates and the relevant supporting documentation above for the person or persons responsible for managing the vehicles and daily transport activity. Organisations that operate:

- HGVs or PSVs under a Standard National or International Operator Licence shall present the relevant qualifications for their nominated transport manager
- HGVs or PSVs under a Restricted Operator Licence shall demonstrate the responsible person's knowledge, skills and experience to run the fleet through Approved Manager Training, CV and job description
- Vans and minibuses shall demonstrate that the responsible person's knowledge, skills and experience to run the fleet through Approved Manager Training, CV and job description

M4 Regulatory licensing

Demonstration

Fleet operators shall demonstrate this requirement by displaying the appropriate licence for the type of operation, which the auditor will use to check items such as the fleet type and size. This shall include any vehicles under the control of the operating centre (such as vehicles hired, leased or loaned). Operators shall demonstrate evidence of regular internal compliance reviews according to the licence requirements, and that any such changes have been notified to the awarding authority.

Please note that the Operator Licence shown at audit must cover the operating centre audited.

Note that licensing differences may exist in the different countries of the United Kingdom and EU.

Present a copy of any licence that the company holds that relates to the transport operation. This might include the operator licence, a waste carriers' licence, section 19 or 22 permits (not-for-profit passenger transport) or private hire licence. Ensure that the licence is valid and has a sufficient margin for the number of vehicles currently in operation. Be aware of any licence review dates and ensure that the information on the licence is correct and up to date.

M5 Communication

Demonstration

Fleet operators shall create and manage documented policies and procedures which are distributed through company or driver handbooks. Additionally Toolbox Talks, risk assessments, memos and / or policies shall be provided to staff in order to support the handbook content. Evidence of this shall be recorded.

Information should be distributed to staff in a manner and form which makes it clear to

them (such as a verbal briefing, letter, toolbox talk or notice), and made readily available whenever necessary.

Communication shall also cover new policies and procedures and updates to existing policies and procedures.

If you're a small operator it is acceptable to demonstrate how you verbally communicate updates and information.

Make sure you can demonstrate effective management of communication across the team. It is important to consider how you provide not just the day to day information, but also updates to company policies and working practices.

M6 Document review

Demonstration

Fleet operators shall ensure that documents evidencing the requirements of the FORS Standard are reviewed annually or sooner if a situation requires it.

This includes the FORS policies and procedures manual, risk assessments, Professional Development Plan (PDP) (see Annex 4) and other related documents.

Dated minutes from review meetings should be used as evidence of this requirement.

Transport-specific policies and procedures shall be reviewed at least once every year (or sooner if there's a change to working practices). Remember that it's important to document this review process, and to use version control to ensure that only the latest policies are issued to and used by staff.

A senior person at the company must authorise and sign any updates, and they should be actively involved in the transport side of the business.

M7 Complaints

Demonstration

Fleet operators shall keep a record of all customer or public complaints made against them or their drivers. These records shall be kept together with records from the review process (as detailed in M6).

Evidence of the actions taken following these complaints shall be recorded, together with evidence that they have been appropriately managed to limit recurrence. A complaints system should follow the procedures detailed in any existing robust quality management system.

Examples of complaints include those made by members of the public, customers, stakeholders or the FORS Community Partnership.

It's important to keep and maintain any complaints made against the company or your drivers, and to ensure that you maintain a central database or record which can be easily retrieved.

Remember that complaints also include any notice of Public Inquiry, HSE notice of action or County Court Judgments.

M8 Transport fines and charges

Demonstration

Fleet operators shall maintain a record of all transport related fines and non-payment of charges. This includes:

- Roadworthiness Prohibition PG9
- Fines relating to traffic related summons
- Graduated Fixed Penalty Notice
- Fixed Penalty Notice
- Penalty Charge Notice

- Congestion Charge
- Low Emission Zone
- Safer Lorry Scheme
- London Lorry Control Scheme

For instances where no fines have been recorded, the system and procedure for recording fines and charges shall be demonstrated at audit.

Drivers shall be instructed to report the details of all transport related fines, which should include Penalty Charge Notices and Fixed Penalties. This instruction shall be clearly communicated within the driver handbook.

The authority and competency should be outlined of any person investigating the circumstances that led to a fine or charge. A record of the investigation outcomes shall be maintained, which shall include recommendations and remedial actions for drivers and the fleet operator.

Measures such as Approved Driver Training shall be considered to reduce trends.

You shall demonstrate that drivers have been asked to report details of any fines incurred, and that this information is documented. Evidence will also include a database or spreadsheet that is used to record information about fines and charges, and you shall demonstrate what measures you've taken to reduce the amount of fines received.

M9 Transport update

Demonstration

Fleet operators shall demonstrate this requirement by evidencing a way of keeping up with regulatory change and industry best practice.

Updates shall be specific to the fleet operation and should include information relating to the car fleet, commercial vehicles or road-going plant and / or the drivers.

Information received through membership of a relevant trade body may also be used as evidence.

Remember that updates need to be specific to the fleet and must be issued to the drivers and transport staff where relevant. It's also important to keep a copy of any information for future reference.

M10 Information management

Demonstration

Fleet operators shall maintain a system that retains documents or electronic data in an accessible format which is both legible and easily retrieved.

When records are kept centrally they shall be available and accessible to satellite sites either in hard copy or through an IT-based system / intranet portal.

The system shall contain all documents required by this FORS Standard for the necessary duration. The control of documents should be managed through the use of version numbering or referencing so that superseded versions are not used again.

If you have more than one operational site the auditor will need to understand how the documents are issued to those sites and how the information is managed at each location.

M11 Tyre and fuel management

Demonstration

Fleet operators shall have a robust tyre and fuel management policy and programme that records tyre condition and use, and fuel consumption by driver or vehicle.

Evidence of a review of this information shall be demonstrated, as well as the steps taken to reduce, monitor and record tyre wear and fuel consumption.

This should consist of a range of measures including:

- Approved Driver Training
- Changing vehicles used or operating practices
- Setting targets for monitoring various KPIs
- Using data to minimise empty running, maximising vehicle fill and highlighting wasted mileage

Tyres shall be maintained and records kept in order to demonstrate that there are effective procedures in place to maintain correct pressures. The pressures should be stated on the vehicle.

A documented system for tyre disposal and recycling should be in place, which may involve disposal and recycling via an appropriate third party.

Ensure that tyre checks form part of a vehicle check (as in V2). It is also important to document fuel consumption in order to identify trends.

Fleet operators who use a tyre contractor to manage tyre supply and replacement should explain the procedure for replacing tyres to the auditor.

2.2 Vehicles

VI Inspection and maintenance plan

Demonstration

Fleet operators shall have in place a vehicle and specialist equipment maintenance plan relating to the statutory legal check requirements (such as MOT test), safety inspections and manufacturer's maintenance plans (or any other justification) which can be used to demonstrate compliance with this requirement.

This plan shall detail scheduled maintenance activity at least six months in advance, and highlight vehicles and equipment

which are serviced, inspected or tested in accordance with the plan. The plan shall be reviewed regularly, and always when vehicles are changed.

Where maintenance is undertaken in-house, evidence of suitable resources to undertake this shall be demonstrated. Where maintenance is undertaken by a third party, evidence of a formal agreement shall be in place.

Fleet operators shall keep maintenance records for at least 15 months.

Specialist equipment includes speed limiters, tachographs, tanks and lifting equipment or any equipment related to the operation of the service or contract, which may include cranes, hoppers, fork-lifts, tail-lifts or any other equipment subject to the LOLER regulations.

Specialist equipment shall be inspected, calibrated, serviced and recalibrated according to legal and / or manufacturer's requirements.

For O licence holders the maintenance plan shall show that vehicle maintenance is carried out as per the service intervals / requirements that are stipulated on your licence (for vehicles in scope).

If you outsource your vehicle maintenance to a third party you shall keep a copy of all inspections and repair work undertaken.

Van operators shall provide evidence of MOT certificates.

If the vehicles are rented or leased and there is a repair and maintenance contract in place, you shall retain a copy of all work carried out on the vehicle.

V2 Defect checks

Demonstration

Fleet operators shall demonstrate a system of walk around checks for each vehicle using a checklist and a vehicle defect form (which also records nil defects). Auditors may witness such inspections being undertaken by drivers selected at random.

Drivers who use more than one vehicle in a shift shall complete a defect report for each vehicle driven.

Identified issues shall be rectified before the vehicle is permitted to be used. Unroadworthy vehicles shall be removed from service until the defect has been rectified and the vehicle deemed roadworthy.

Vision-related safety parts of vehicles shall be cleaned and securely fixed in place as necessary.

All drivers and repairers shall be competent in undertaking these tasks.

Records shall be retained for 15 months in a legible condition for inspection by the auditors, except for nil defect reports which shall be kept until the next safety inspection.

This requirement is relevant to all types of vehicle, therefore if you are a van operator or run a mixed fleet which includes vans, minibus etc. then the drivers of those vehicles shall be required to complete a defect sheet, and record and raise any issues identified.

V3 Insurance

Demonstration

Fleet operators shall have insurance documents to cover the use of fleet vehicles by company drivers, or evidence of self-insurance for contractors.

Employer Liability, Public Liability and Goods-in-Transit insurance shall also be in place where mandatory or relevant to the transport activity.



A review system shall also be in place for making sure the insurance is in date, and that all vehicles, drivers and conditions of use are covered.

Regular claims review meetings should be held with the appropriate broker and insurer, complete with an improvement plan to demonstrate a review of insurance incidents.

It is important to make arrangements to review your insurance requirements with your broker or insurer on an annual basis, in order to meet the needs of the business and to ensure that you're getting the best value.

V4 Vehicle excise duty and SORN

Demonstration

Fleet operators shall provide evidence of supporting information such as a register of vehicle taxation requirements. There shall also be a system of regular review to ensure ongoing payment of duty.

Statutory Off Road Notification (SORN) is required for untaxed vehicles. Any vehicle that has been declared SORN shall be detailed on a database or register.

Operators should not rely on letters from DVLA as a reminder to pay VED. VED expiry dates for each vehicle shall be marked up on the inspection and maintenance plan (see VI) or recorded on active transport management software. A person shall also be responsible for checking VED due dates for renewal and ensuring that the renewal process is duly completed.

Evidence that you meet this requirement shall include the recording of due dates on a maintenance chart / wall planner or maintaining a database for all vehicles. Remember that vehicles declared SORN shall also be recorded.

V5 Safe loading and load restraints

Demonstration

Fleet operators shall demonstrate this by providing evidence of a risk assessment for the type of load carried by each vehicle (dimensions, weight and movement), through the provision of proper equipment and Approved Driver Training, and by enforcing vehicle loading practices through a regularly reviewed policy so that loads can be carried safely and securely.

A system of ascertaining and recording the dimensions and weights of laden vehicles before their use on the road shall be in place (where size and weight would likely be an issue).

Drivers shall be informed if their vehicle or load exceeds three meters in height through the fitment of in-cab height warning notices.

Fleet operators should have arrangements in place to make sure that the right type of vehicle is used for the load, and instructions should be provided for drivers and loading staff for vehicle loading and the use of appropriate load restraints.

Trailers used to carry a load shall be securely fastened to the towing vehicle, and the load shall be suitably secured to limit movement.

Evidence should also include management of load distribution and security, and information about the location and use of weighbridges.

You shall make sure that the load is suitably restrained within the load bay area and (where carried) on the roof, through the use of straps, ropes or lashings (depending on the size and weight of the load). Where fitted, racking should be used to secure items in the load bay.



V6 PCV safe loading and load security

Demonstration

Fleet operators shall provide evidence of a risk assessment for loading and unloading luggage and other items, through the provision of Approved Driver Training and by enforcing loading practices through a regularly reviewed policy so that loads continue to be evenly distributed and securely stowed.

A system of assessing the weight of the vehicle shall be used, which may be based on passenger numbers and estimated luggage weights.

Instructions shall be provided for drivers on the use of appropriate load restraints.

This should include load distribution and security, and information about the location and use of weighbridges.

Passenger vehicle operators shall ensure that seatbelts are used where fitted, and that passengers are informed of the need to use the seatbelts. The driver shall make sure that any on-board luggage is securely stowed and that it does not obstruct emergency exits.

V7 Vulnerable road user safety

Demonstration

Fleet operators shall ensure that all vehicles over 3.5 tonnes gross vehicle weight are fitted with safety equipment that is designed to reduce the risk of close-proximity incidents involving vulnerable road users.

Fleet operators shall ensure that all safety equipment is included within the first use check.

Fleet operators shall take steps to ensure that drivers recognise the use of indirect vision systems as an integral part of their job.

Fleet operators shall provide evidence that all vehicles over 3.5 tonnes gross vehicle weight are fitted with side under-run protection, and that it is fitted on both sides of the vehicle unless this is proved to be impractical or impossible. Side under-run protection can be demonstrated by the fitment of sideguards, vehicle design and / or ancillary devices (fuel tank, locker box etc) which achieve the same objective.

Fleet operators shall ensure that all forward control vehicles over 3.5 tonnes gross vehicle weight are fitted with Class V and VI mirrors.

Forward control vehicles are defined as having the steering wheel in the first quarter of the vehicles length (vehicle only, not vehicle and trailer) and having 50% or more of the engine located rearward of the furthest reaching part of the windscreen.

Vehicles over 3.5 tonnes gross vehicle weight shall display, on the rear of the vehicle signage to warn vulnerable road users about getting too close to the vehicle. Signage shall warn the vulnerable road user of the potential danger, advising people to take appropriate action, and shall not be offensive or give instructional advice to the vulnerable road user.

Warning signage shall be prominent, clean and clearly visible to the road user.

Warning signage shall be A4 or equivalent size unless this is not practical in which case an appropriately sized warning sign may be used instead. Signage of A4 210mm x 297mm and also landscape 420mm x 148mm dimensions can be ordered via the FORS website. Artwork can also be downloaded and given to a printer of your choice.

Where it is impractical to display this signage on the rear of the vehicle (ie – obstruction caused by beaver-tail or similar) the sign should be placed in a prominent position clearly visible to cyclists and other road users.

Vehicles of 3.5 tonnes gross vehicle weight and under (such as vans) do not need to be equipped with warning signage and markings unless the operator is contractually obliged to do so. However, if the vans already display the warning signage and markings then there is no need to remove them.

V8 Personal safety in or around vehicles

Demonstration

Fleet operators shall have written risk assessments for working or travelling in, on and around the vehicles. Evidence of action to prevent such risks (such as approved training) will also demonstrate an adherence to this requirement.

A risk assessment shall form the basis of an access to vehicles policy with a safe system of working, and this shall be regularly reviewed as necessary. For truck and van operators this shall be a working at height risk assessment, and for PCV operators this will be a passenger safety risk assessment.

Advice is available from the HSE for suitable, practicable and effective measures to prevent falls likely to cause personal injury.

It is also important to evidence how these risk assessments and policies are issued to the drivers, so you shall maintain a basic record of all documents issued. Evidence of Toolbox Talks or approved training can also be used.

V9 Vehicle manoeuvring

Demonstration

Fleet operators shall undertake risk assessments (in conjunction with incident and near miss data) and create, disseminate and review a documented policy on vehicle movements. This includes risks from vehicle manoeuvring such as forward motion, turning, reversing, towing, uncoupling and parking movements both on and off site (including at the roadside).

Any collisions (minor or major) shall be reacted to immediately and form part of the fleet management policies and procedures review.

Suitably effective measures to prevent collisions shall be identified through a vehicle manoeuvring risk assessment and in the use of a reversing assistant where possible.

It is also important to demonstrate how these risk assessments and policies are issued to the drivers, so you shall maintain a record of all documents issued. Evidence of Toolbox Talks or Approved Driver Training can also be used.

Remember that this section also applies to vans.

2.3 Drivers

DI Licensing and qualifications

Demonstration

Fleet operators shall maintain a log of all drivers against licence / certificate type and licence / certificate expiry, with (photocopy) records of driving licenses and equipment certificates.

Endorsements and disqualifications shall be verified using a system that directly accesses current Driver and Vehicle Licensing Agency (DVLA) data and shall be recorded on a matrix or database.

Frequency of licence checks shall be determined against a risk scale, and licenses shall be checked as a minimum every six months.

The persons undertaking licence checks shall understand the driving requirements and how to interpret the licence (including foreign-issued licenses where required) and the competent person shall check that the driver is entitled to drive the group(s) of vehicle for which they are employed.

Drivers shall also immediately report endorsements and disqualifications (of both driving and vocational licenses), which shall be recorded.

The risk scale should be based on the number of points on the licence. For example, if a driver has 9 points on their licence then the frequency of checks must be increased compared with a driver who has three points.

Driving licenses can be checked free of charge at www.gov.uk/view-driving-licence.

D2 Driving standards

Demonstration

Fleet operators shall demonstrate this with a written policy on driving standards at work which has been created by competent persons. The policy shall include sharing the roads, with particular emphasis on vulnerable road users. The policy shall be subject to a management meeting review to ensure that emerging issues in driving standards are addressed.

The policy shall cover: driver responsibilities; safety; speed limits; vulnerable road users; actions following breakdowns and collisions; safety equipment (where applicable); mobile phones and other in-cab technology (satellite navigation units and communication devices); and drink; drugs and fatigue.

Documentation covering these points shall be given to drivers and should be clearly displayed in the workplace. The policy contents should be included in the Professional Development Plan (PDP), approved training (also see D3 and D4) and periodic Toolbox Talks.

Drivers shall be required to sign a declaration stating they have been issued with, read and understood the company policy on driving standards. Drivers shall also be re-briefed following any update or on an annual basis.

Operators shall provide the drivers with a copy of the most recent version of the

Highway Code, and refer to page numbers for information relevant to commercial vehicle drivers. More information can be found at gov.uk/guidance/the-highway-code

D3 Induction training

Demonstration

Fleet operators shall ensure that all new (permanent and temporary) staff are integrated into the organisation, competent to conduct their duties safely and training needs are identified and documented in the Professional Development Plan (PDP) at induction (see D4).

Induction training shall focus on health and safety, road safety and the safety of vulnerable road users. Induction training shall be relevant to the individual's working environment and be delivered by a manager, supervisor or mentor. Induction training shall include, but is not limited to:

- Organisation aims, objectives and ethos
- Health, safety and wellbeing policies and procedures
- Personal safety and security in the fleet operation
- Road safety and the safety of vulnerable road users
- Fleet management policies and procedures
- Awareness of FORS, its requirements and level of company accreditation
- Familiarisation training on vehicles, routes and sites
- Appraisal, development and performance management procedures
- Induction training into any major contracts
- Any professional development identified and further training needs, including Approved Driver Training and Approved Manager Training (see D4)

Induction training shall be recorded for future reference and form part of the Professional Development Plan (PDP).

D4 Professional development

Demonstration

Fleet operators shall identify and document the training needs and implement a Professional Development Plan (PDP) for drivers and all other staff involved in the fleet operation. The PDP shall also be used to ensure that there are sufficient staff with the required knowledge and skills available to run the operation safely and efficiently. It should also reflect future operational changes in resource requirements.

The PDP shall outline the type of training needed, who needs the training and when it should be undertaken. The plan shall be updated as and when new training needs are identified such as changes in roles, vehicles, equipment or risk levels.

The PDP shall include all staff involved in the fleet operation. It shall be relevant to your specific industry, be progressive and include Approved Driver Training and Approved Manager Training in accordance with the training requirements in Annex 4: FORS Professional Development.

For drivers, an approved safety eLearning module shall be completed by the time of the Bronze initial audit, or drivers shall be scheduled in the PDP for completion of an approved safety eLearning module within 90 days of the Bronze initial audit. The implementation of the PDP shall have started by the time of the audit.

At subsequent re-approval audits, drivers shall have completed the required annual safety eLearning module. To allow for ongoing driver turnover and recruitment, FORS Auditors may accept up to a 10 per cent tolerance in the number of drivers that have undertaken or will have been scheduled to undertake Approved Driver Training. This tolerance must be fully justified at audit.

All training provided to drivers and managers shall be recorded as part of their professional development. Training records shall be available for all training undertaken.

Information from induction, appraisals and performance management should form the basis of the PDP. Informal training such as Toolbox Talks and formal training such as Driver CPC training may also be used as evidence of professional development.

D5 In-cab technology

Demonstration

Fleet operators shall provide evidence that the use of mobile phones and any other in-cab technology (including hands-free equipment) is considered and managed (see D2).

This should involve a short report on the vehicle technology fitted to the vehicle fleet and its anticipated impact on driver concentration while driving.

Under particular circumstances where the use of hands-free equipment is permitted, the terms of use shall be covered by a strict policy. This shall also be evidenced through a procedure, risk assessment or method statement.

Please refer to Rules 149 and 150 of the 2016 Highway Code.

Examples of in-cab technology can include mobile phones, sat nav systems, factory or retrofit monitors, PDAs, radios or head-up display units.

D6 Health and safety

Demonstration

Fleet operators shall demonstrate this through a written health and safety policy which has been created by competent persons with practical knowledge of the work activities. This shall be subject to review (and alteration if required) at management meetings to identify the cause of issues.

Evidence for the consideration of risk and risk prevention methods in management meetings shall be made available, and the policy shall be signed by senior management. This should also include staff meetings, surveys and employee feedback systems.

There shall be a person within the company appointed to have responsibility for this policy.

Drivers may be asked to demonstrate their knowledge of the health and safety policy. The written policy should be clearly displayed in the workplace, and should specifically detail what any employee can do to report incidents, near misses and safety concerns.

A written risk-assessment of each type of transport-related health and safety issue shall be provided as evidence. This may include:

- Exposure to noise
- Lone working
- Driving position
- Passenger safety
- Moving loads by hand or machinery
- The effects of vibration

A safety guide issued to drivers may also be used as evidence for this requirement.

If you operate less than 5 vehicles or have less than 5 staff then you do not need to have a written health and safety policy. However, you will need to demonstrate how you effectively manage worker and driver health and safety.

D7 Driver fitness and health

Demonstration

Fleet operators shall check drivers' eyesight (such as reading a new style number plate at a distance of 20 metres) prior to employment or the start of a contract and then at least

once every six months. Driver eyesight should be tested by an optician following an eyesight check failure, incident or near-miss.

The fleet operator shall also ensure that drivers meet driver licence / medical requirements and are not impaired through drink, drugs or fatigue. This should be done through evidence of on-the-spot checks or driver declaration.

A procedure shall be in place to require drivers to notify the fleet operator of any fitness issues that may affect their entitlement and ability to drive, including physical and mental impairment and the use of prescribed medicine. Any suspected ailments should be referred to a trained medical professional such as the driver's GP.

The eyesight check shall be conducted by a member of the transport team or person responsible for health and safety. As a minimum these checks shall include the drivers' name, the date of the check, the name of the person carrying out the check, the number plate used, 'pass' or 'fail' and details of any follow on actions.

Remember that the findings need to be recorded for future reference.

D8 Drivers' hours and working time

Demonstration

Fleet operators shall provide evidence of planning shifts or general work to ensure that drivers' hours and working time regulations for applicable vehicles are not compromised or exceeded (including where drivers work for more than one employer). Operators should give due consideration to these rules when planning journeys and scheduling drivers' work.

In all cases (including those drivers who do not require use of a tachograph or log book) the total working time (including driving activities) shall be considered.

Operators shall also provide evidence of recording and examining driver hours (via tachographs for relevant operations, but other means for non-tachograph operations), and evidence of addressing incidents where driver hours are exceeded.

Where relevant, analogue tachograph charts, digital printouts and log books shall be kept for at least 12 months for drivers' hours rules and for 24 months for Working Time Directive purposes, with a suitable system for keeping these records. Operators shall demonstrate how they provide or issue spare tachograph charts, tally rolls and logbooks to drivers.

Van operators and those who are out of scope of EU Drivers' Hours should be aware that there are legal limits on the hours of work undertaken by mobile workers.

For more information please refer to www.gov.uk/government/publications/working-time-regulations-for-mobile-workers

D9 Driver infractions

Demonstration

Fleet operators shall provide evidence that all driving infractions (such as any incident which would result in endorsed points to the driver's licence) are recorded (also see DI) and reviewed in the short and long term and that action is taken against such drivers. This shall require a regularly reviewed and documented system which covers the procedures for action following each event. Action should include remedial training or disciplinary action for persistent offenders in accordance with company disciplinary procedures.

Driving infractions resulting in penalty points which occur privately shall also be recorded (as an excess of points will invalidate a driving licence).

Please refer to the FORS Terms and Conditions with regard to offences which must be notified to FORS in writing as soon as practicable, and in any event within five working days.

Numbers and trends should be monitored at fleet management policies and procedures reviews.

Remember that there needs to be evidence of investigation into the cause of driver infractions. These infractions include (but are not limited to) speeding, bus lane driving, dangerous or careless driving or failure to observe traffic directions or signs.

2.4 Operations

OI Routing and scheduling

Demonstration

Fleet operators shall include evidence of effective vehicle routing. This shall include a written policy or procedure which demonstrates that routes have been selected to minimise the potential for interaction with vulnerable road users.

The routing and scheduling shall also take into account drivers' hours' regulations, permits, prior approval, fees / tolls and weight / height limits. Any written policy or procedure should describe the type of operation and the level / type of risk identified, with the aim of ensuring that the chosen route is subject to careful planning.

Evidence should also demonstrate that drivers have been provided with information relating to parking restrictions and charges, a method of paying tolls and any special routing and access requirements issued by clients. Fleet operators shall communicate any routing and access requirements provided by clients to all drivers accessing sites.

Fleet operators should ensure that all staff, especially drivers and planning / scheduling personnel have the necessary instructions and information to hand.

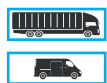
Fleet operators should provide Approved Driver Training, briefings or pre-programmed navigation systems to ensure the driver is aware of the specified route. Drivers should also be made aware of the possible consequences of route deviation, and there should be evidence that any deviation from the route (as notified by the client or public authority) is addressed accordingly with the driver. The driver may be required to sign in acknowledgment of the unauthorised deviation.

Fleet operators may also ask drivers to sign in acknowledgment that they have received and understood any traffic routing or site access requirements.

Fleet operators should employ a no convoy policy unless the escorting of hazardous loads, wide loads etc. make a convoy necessary.

Consider the size and type of vehicle being used on specific routes, and focus on the vehicle dimensions and route restrictions before deciding on the most appropriate route. Foreign drivers should be trained to recognise the differences in UK and European height and width measurements.

Scheduled bus operators should raise any concerns over route suitability with the awarding authority.



O2 Specialist goods and abnormal loads

Demonstration

Fleet operators shall provide evidence of appropriate permissions and licensing for hazardous waste, dangerous goods and abnormal loads. A list of these processes and documents shall be created and managed, with dates for renewal and review.

A Dangerous Goods Safety Advisor shall be appointed if the goods in scope exceed the threshold for the carriage of dangerous goods. For more information on the threshold please refer to;

www.osha.europa.eu/en/legislation/directives/directive-2008-68-ec

Drivers shall be properly qualified to carry dangerous goods and be provided with the correct documentation and emergency contact details.

Operators of abnormal loads shall:

- notify the appropriate authorities as required by legislation (such as Highways England, Police, Road / Structure owners)
- comply with the Highways England codes of practice:

Code of Practice: Lighting and marking for Special Order, STGO VRI, STGO and C&U loads

Code of Practice: Lighting and marking for abnormal load self-escorting vehicles incorporating operating guidance

Where possible, coach operators should require passengers to complete a luggage manifest to identify any hazardous / dangerous goods.

O3 Incidents and insurance

Demonstration

Fleet Operators shall maintain a log of all incidents, collisions, near-misses and insurance claims. This log shall include all evidence required to investigate and conclude the cause and effect of incidents. The contents of this record shall be reviewed and reacted to as part of company procedure and annual review.

Review frequencies should be increased if incident numbers (or their effect) is high.

Fleet operators shall manage incidents to ensure that drivers and vehicles can get back on the road in a safe and timely manner, and that services can be restored while dealing with passenger and vehicle safety.

Supporting documentation shall be in place which should outline the authority and competencies required by any person required to investigate incidents and collisions. Each incident should be thoroughly investigated by a competent person.

A record of investigation outcomes shall be reported at management meetings and maintained accordingly. This record shall include recommendations and remedial actions for both drivers and the fleet operator.

Drivers and vehicles should be properly assessed before returning to the road.

O4 Engine idling

Demonstration

Fleet operators shall develop and maintain an anti-idling policy and procedure which will be issued to drivers.

The policy and procedure shall identify examples of situations where idling can occur.

Measures to reduce the effects of engine idling shall be identified and implemented, and may include:

- Toolbox Talks
- Approved Driver Training
- Vehicle procurement planning
- Retrofitting anti-idling devices
- Route planning
- Scheduling

Idling should be considered during the route planning process, and the person responsible for routing shall minimise the vehicle waiting times through customer and driver communication and information.

Use of telematics may be used to determine instances of engine-idling. Coach operators should instruct their drivers to turn off the

engine when loading luggage or waiting for passengers to board, while truck operators need to instruct their drivers to turn off the engine while waiting for access to site and during loading / unloading activity.

Activity that requires the engine to be running while stationary ie – use of truck-mounted cranes) should be completed without any undue delay.

O5 Vehicle / equipment theft and unauthorised access

Demonstration

Fleet operators shall create and issue a written policy and procedure for the security and safety of vehicles and equipment.

Evidence of planned safety and security measures for drivers, employees, contractors and visitors shall also be demonstrated.

Vehicles that require the engine to be running while stationary (eg during the operation of Hiab cranes) should be positioned to minimise the risk of unlawful access.

Vehicle keys shall be stored away safely when not in use, and access to these keys shall be effectively managed.

The policy needs to include the process for sealing or securing any vehicle access points. Sufficient training should be provided to the driver for the use of any devices, cords or bolts that are used to secure a vehicle. Evidence of lone worker training should also be considered to ensure the safety of the driver.

3 Silver and Gold progression

3.1 Silver progression

S1 Maintain FORS Bronze

Demonstration

Fleet operators shall provide their current accreditation certificate and an audit date if Bronze accreditation is due within 30 calendar days from the date of Silver application.

Remember that there shall be a minimum of 30 days left on your Bronze accreditation when submitting evidence for a Silver application.

S2 Operational improvement

Demonstration

Fleet operators shall show evidence of effective management to develop the business, not just running the day to day operation. This may be through indicating review recommendations that have been actioned or other evidence of strategic decision making from senior management and monitoring of actions. This may follow procedures in any existing robust quality management system.

Evidence of decisions made to improve the business may include the provision of more efficient equipment or vehicles, increasing operational safety through the introduction of better working practices, developing a strategy for targeted training etc.

This table and the dates therein is applicable to current audited FORS companies required to fit reversing alarms to all vehicles over 3.5 tonnes. FORS companies registered after 29 September 2016 will need to ensure fitment has taken place before first FORS Bronze audit.

No of vehicles	1	2-3	4-10	11-25	26-50	51-100	100+
All vehicles compliant by	09 February 2017	09 February 2017	09 March 2017	09 April 2017	09 May 2017	09 July 2017	09 November 2017

S3 Audible warning systems

Demonstration

Fleet operators shall ensure that vehicles over 3.5 tonnes gross vehicle weight are fitted with equipment to audibly warn vulnerable road users when the vehicle is about to make a left turn and for when the vehicle is reversing.

Turning and reversing devices should be fitted with a manual on / off switch for circumstances, such as working at night, where it may be appropriate or necessary to deactivate the device.

For left-hand drive vehicles the blind spot is on the right side and will affect the vehicle when turning right. Audible warnings shall therefore be activated when the vehicle is about to make a right turn.

Please note that this requirement applies to all types of vehicle over 3.5 tonnes gross vehicle weight as part of a reversing manoeuvre.

S4 Blind spot minimisation

Demonstration

Fleet operators shall ensure that appropriate vision aids and driver audible alerts are fitted to the front left of vehicles over 3.5 tonnes gross vehicle weight. For left-hand drive vehicles these vision aids and audible alerts shall be fitted to the front right of vehicles over 3.5 tonnes gross vehicle weight.

In addition, appropriate indirect vision aids shall also be fitted to the rear of rigid vehicles over 7.5 tonnes gross vehicle weight.

All indirect vision systems and driver audible alerts shall be fully operational where fitted, and the defect check process (see V2) shall include blind spot minimisation devices.

Fleet operators shall take steps to ensure that drivers recognise the use of indirect vision systems as an integral part of their job.

Vision aids can be mirrors, cameras or monitors. It's also important to make sure the drivers routinely check the working condition of the equipment as part of their walk around check.

S5 Vulnerable road user safety training

Demonstration

Approved Driver Training on work related road risk shall include on-cycle hazard awareness training covering the safety of vulnerable road users and be undertaken by all drivers prior to Silver accreditation and subsequently every five years.

One of the FORS eLearning safety modules relevant to the driver's activities shall be completed every 12 months (see Annex 4).

To allow for ongoing driver turnover and recruitment, FORS Auditors may accept up to a 10 per cent tolerance in the number of drivers that have undertaken or will have been scheduled to undertake Approved Driver Training.

This tolerance must be fully justified at audit.

Approved Driver Training on work related road risk shall also include the use and limitations of vehicle safety equipment.

S6 Performance data

Demonstration

Fleet operators shall provide a baseline data report which shall cover the entire fleet registered with FORS and also the required performance indicators.

Organisations accredited under MOCA may elect to progress to Silver at individual operating centres and in this case shall provide baseline data for the relevant operating centre(s).

Current Bronze members shall supply data for a period of three consecutive months, and a summary of the system or procedure being used to collate the information.

Current Silver members shall supply data that covers a consecutive 12 month period. Please note that the baseline year data shall be the same for every Silver re-application.

Active monitoring should be demonstrated using a range of data capture methods. This may be through the use of fleet performance tools, spreadsheets or benchmarking systems either offered commercially or promoted through FORS and other organisations.

Other data monitoring tools include vehicle telematics, insurance reports and fuel card reports.

Fleet operators shall provide evidence of working towards reducing regulated emissions including NO_x and particulate matter.

Remember that the system used to collate this data needs to be reliable and consistent because it will be used to benchmark your data year on year.

Specific data is required to be entered in the evidencing system to evidence this requirement - a data report template can be found in Annex 3 detailing the data you will need to provide.

S7 Fuel and emissions

Demonstration

Fleet Operators shall evidence the monitoring of fuel and emissions, which shall be demonstrated by producing information from an existing fleet performance management system or database, or through a record of activities or initiatives that are planned or undertaken.

The appointed individual should also attend the FORS Practitioner Workshop, 'Reducing Fuel Use and Minimising Environmental Impact' or a FORS approved fuel emissions / performance management workshop. Alternatively a FORS approved, relevant eLearning course should be undertaken.

Fleet operators can find information on managing fuel and CO₂ by accessing the FORS website and utilising the fuel tracker.

A list of approved training and workshops can be found on the website; www.fors-online.org.uk

S8 Road Risk

Demonstration

Fleet Operators shall appoint an individual/s who is responsible for the management of road risk within the business.

Evidence of assessing and monitoring risk of an incident on the road shall be demonstrated by the production of health and safety policies, procedures, safe systems of working and training records.

The appointed individual should also attend the FORS Practitioner Workshop, 'Managing Work Related Road Risk' or a FORS approved road risk workshop. Alternatively a FORS approved, relevant eLearning course should be undertaken.

Fleet operators can find details of the FORS approved workshops and eLearning modules by accessing the FORS website.

A list of approved training and workshops can be found on the website; www.fors-online.org.uk

3.2 Gold progression

G1 Maintain FORS Bronze and FORS Silver

Demonstration

Fleet operators shall have a current accreditation of FORS Bronze and a portfolio of evidence to support the maintenance of Silver requirements.

Remember there shall be a minimum of 30 days left on your Bronze accreditation when submitting evidence for a Gold application.

Evidence of maintaining your Silver accreditation includes the presentation of ongoing emissions data monitoring, incidents and collisions data, a fines and charges database and driver training records.

G2 Promoting the FORS Standard

Demonstration

Fleet operators shall provide documented evidence which demonstrates how promoting the FORS Standard across the supply chain has been successfully actioned. The supply chain can include the wider spectrum of related businesses including contracted fleets, vehicle leasing companies and driver agencies, and evidence can include either FORS accreditation (or supplier or supporter) or adherence to relevant FORS requirements.

Larger companies / organisations should request that their suppliers or sub-contractors either become FORS accredited or commit to meeting the requirements of the FORS Standard. For smaller companies any documented evidence that shows you have promoted FORS to your peers or suppliers can be used to demonstrate this requirement.

G3 Published and updated case study

Demonstration

Fleet operators shall produce a new or updated case study on an annual basis and provide evidence of its creation, development and distribution / advertisement to relevant parties. This case study shall be in electronic format (a template can be obtained on the FORS website). The case study shall include the following:

- An introduction to your company and what you do
- How you heard about FORS and what prompted you to join
- Your experience of the process from Bronze and Silver to Gold
- An image showing FORS compliant company vehicles
- The use of FORS benefits such as the performance management tool, Driver CPC training, practitioner workshops etc.
- The benefits and improvements that have been achieved since joining FORS
- The use of figures such as performance KPIs as supporting evidence
- What ongoing Gold accreditation means to your company

Remember that to make the most out of the case study you should focus on why FORS has been valuable to your business in terms of sector and vehicle type. Think about how FORS has helped to develop safety standards or improve operational efficiency, perhaps through better monitoring of data.

G4 Performance data

Demonstration

Fleet operators shall prepare a data report for a 12 month period (including baseline data from Silver accreditation) which covers the entire fleet registered with FORS and also the required performance indicators.

Organisations accredited under MOCA may elect to progress to Gold at individual operating centres and in this case shall provide baseline data for the relevant operating centre(s).

The report should be supported by reports and statistics from data monitoring and fleet performance tools, benchmarking systems, vehicle telematics and other reports either offered commercially or promoted through other organisations, including insurance claims and fuel card usage.

Remember that the system used to collate this data needs to be reliable and consistent because it will be used to benchmark your data year on year, and remember that at Gold level you need to be actively improving emissions, reducing incident rates and managing data (whereas at Silver you are simply recording the data).

Specific data is required to be entered in the evidencing system to evidence this requirement - a data report template can be found in Annex 3 detailing the data you will need to provide.

G5 Driver health and fitness review

Demonstration

Fleet operators shall introduce a comprehensive driver fitness and health checklist. This checklist is in addition to the requirements of D7 and shall be completed before the driver operates a vehicle for the first time, and then once every five years thereafter.

The checklist shall list any ailments or conditions that could affect a drivers' ability to control or operate a vehicle, and shall include a declaration that requires the driver to make known any problems that may affect his or her ability to drive.

A periodic review of the information shall take place, which shall also be recorded.

Fleet operators shall also actively promote company initiatives for improving driver health and fitness, which should form part of any driver review or assessment.

The auditor will want to see evidence to show that all drivers have completed the fitness and health checklist, and that any ailments or conditions have been identified and followed up.

G6 Professional development

Demonstration

Fleet operators shall ensure Professional Development Plans (PDPs) are implemented to encourage professional growth and staff improvement. The focus of professional development shall be based on individual needs, fleet performance and the culture of a FORS Gold fleet operation.

PDPs shall be tailored to each individual, contribute to the performance objectives of the fleet operation and align to the complete FORS Standard. They shall focus on personal development that considers all aspects of Approved Driver Training and Approved Manager Training. The responsible person (see M3) and other management and supervisory staff should progress to FORS Practitioner status.

Data and information gathered as part of the performance management of the operation and of individuals should be used to inform PDPs.

G7 Strategy for recruiting new drivers

Demonstration

Fleet operators shall develop a strategy and implement a plan for the recruitment of drivers and development of people in the industry.

This should be demonstrated as a written commitment to industry-led initiatives for recruitment, through evidencing an internal apprenticeship plan or active recruitment programme within schools, colleges or the armed forces, or through joining an existing industry scheme.

This requirement is in addition to any obligation as part of the Apprenticeship Levy introduced in April 2017.

This requirement can be evidenced by way of an internal or external recruitment programme, or through evidence of developing workers to become drivers for the company.

Fleet operators shall have a strategy and plan in place to engage in industry initiatives to encourage new drivers into the industry.

G8 Noise assessment

Demonstration

Fleet operators shall produce a documented assessment that details the noise produced by company vehicles, processes, vehicle equipment and drivers. Evidence of communicating this information to all relevant employees is required.

Measures shall also be in place to regularly evaluate the options available for reducing overall noise levels, particularly when specifying equipment to be fitted to a new vehicle.

Site evaluation reports should include regular customer locations and long-term operational sites, and details of potential and predicted noise pollution.

The company should explore the options for timed deliveries to take place outside of night-time or early hours.

Examples of what to consider include the silencing of radios and refrigeration units, limiting the use of the horn, the use of quiet flooring and the fitment of white noise alarms.

The assessment should be done on your own premises as well as others, and needs to include the noise that's produced by vehicles, equipment, staff / drivers and the general site (gates, bays, shutters etc.) with the objective being to reduce as much as possible the noise pollution from operational activity.

G9 Modal shift and alternative vehicles

Demonstration

Fleet operators shall undertake an assessment which investigates the opportunity to move part or all of their consignment / load from road transport to an alternative transport mode (fulfilled either in-house or by a third party).

This assessment shall be documented and shall include a review of the environmental aspects of modal shift, including efficiency, emissions, calculated savings by volume or distance, and predicted operational impact.

The assessment should also demonstrate a review into the use of electric or alternatively-fuelled or powered vehicles, and should include some analysis of the potential emission and pollution savings made versus standard diesel or petrol engines.

Evidence of investigation into modal shift should consider the practicalities depending on the size, volume and type of load, the size and sector of the company and any geographical or customer limitations, and the evaluator will duly consider the evidence based on those points. The investigation into the use of alternative vehicles shall include cost analysis and the potential benefits in terms of fuel and emissions.

Annex I Glossary

This glossary has been created in order to explain the terminology used throughout the FORS Standard and its supporting documents. It is important to note that these definitions are specific to FORS and may not match the definitions or interpretations used in other publications.

FORS Term	Meaning
Accredited	FORS members become Bronze, Silver or Gold accredited once they have met the criteria set out within the relevant section of the Standard
Action Points	Actions points are written recommendations made by FORS auditors during the Bronze audit which need to be put in place in order to meet part or all of the requirement that it relates to
AECOM	Part of the FORS Community Partnership, the AECOM team are responsible for managing and administering the Fleet Operator Recognition Scheme
Appeal	Companies can appeal a decision made by the FORS team through a structured appeals process
Approved Training	See Approved Driver Training and Approved Manager Training
Approved Driver Training	Training for drivers that covers the training requirements set out in Table A4.1 of Annex 4 of the FORS Guidance on demonstrating the requirements of the FORS Standard
Approved Manager Training	Training for managers that covers the training requirements set out in Table A4.2 of Annex 4 of the FORS Guidance on demonstrating the requirements of the FORS Standard
Audit Services	Services in relation to the auditing of FORS members or FORS Suppliers and Supporters
Auditor	A suitably qualified, experienced FORS auditor will conduct an audit of your presented or submitted evidence to check that it meets with the criteria in the Standard

Benchmarking	<p>A standard or point of reference against which things may be compared</p> <p>Benchmark data can be used as evidence as part of a Silver or Gold application</p>
Bronze	<p>The first level of FORS membership</p> <p>Fleet operators achieve Bronze membership through providing evidence which meets the requirement in the FORS Standard. It is awarded following an audit process delivered on site by a FORS approved auditor</p>
Case Study	<p>FORS encourages members to produce a case study to highlight the benefits of FORS membership. Production and publication of a case study is part of the requirement for Gold membership</p>
Certificate	<p>Companies that achieve the requirements of the FORS Standard will receive a certificate detailing the level attained (Bronze, Silver or Gold) which will remain valid for the duration of accreditation</p>
Certification	<p>Companies that achieve the requirements of the FORS Standard will be certified for the duration of their FORS accreditation</p>
Certification scheme document	<p>Any document which describes how the scheme is operated (ie. any scheme related document which is not the FORS requirements)</p>
Certification Body	<p>Organisations approved by the scheme administrator to undertake audits to the FORS Standard</p>
Champion	<p>A FORS Champion represents an organisation that includes FORS as a contractual or procurement requirement within their supply chain, or who promotes FORS but does not provide a product or service through the scheme eg a charity or public sector organisation. See also 'Specifier'</p>
CILT	<p>Part of the FORS Community Partnership, the CILT (Chartered Institute of Logistics and Transport) team are responsible for the governance of the FORS Standard</p>

Class V and Class VI	This refers to the type of mirrors that are required on vehicles over 3.5 tonnes in order to meet part of the FORS Bronze requirement in section V6. On forward control vehicles with right-hand drive, a Class V mirror is positioned on the vehicle's nearside just above the passenger door, while a Class VI mirror is positioned above the cab windscreen towards the nearside. The mirrors must be fitted to the offside (right-hand side) for left-hand drive vehicles
CLOCS	CLOCS (Construction Logistics and Cyclist Safety programme) brings together the construction logistics industry to revolutionise the management of work related road risk and embed a road safety culture across the industry as the UK's population and economy grows. Vehicles that meet the requirement of FORS Silver are automatically compliant with the CLOCS Standard
CLOCS Standard	The Standard for construction logistics; Managing Work Related Road Risk (WRRR). The Standard aims to ensure that construction companies follow effective practice in the management of their operations, vehicles, drivers and construction sites. Each requirement has been developed to reduce the risk of a collision between heavy goods vehicles in the construction sector and vulnerable road users such as cyclists and pedestrians.
Convoy	As part of OI – Routing and Scheduling, operators must implement a no-convoy policy, unless it is necessary for the transport of hazardous goods or wide loads, or under the instruction of an enforcement body
Declaration	As a member of FORS you are required to declare that the information you provide is true and accurate Falsification of evidence / information may result in loss of accreditation and removal from the scheme
Defect Checks	Defect checks (formerly known as daily walk around check) are a key requirement for Bronze accreditation. It requires the driver to carry out a vehicle defect check for every vehicle used in a shift. Documented evidence of these checks are required
Demonstration	During the audit and evaluation process you are required to demonstrate that you meet the FORS requirement This must be demonstrated to the auditor during a Bronze audit. This must be demonstrated by supplying information and evidence online as part of the Silver or Gold application process

Direct Vision	<p>Direct vision is what the driver can see through windows rather than using mirrors or cameras. (Indirect vision is what the driver can see through mirrors and cameras)</p> <p>As part of the Bronze accreditation requirement (V6) operators are required to fit Class V and Class VI mirrors to vehicles over 3.5 tonnes GVW</p>
Dormant	<p>Your company will become Dormant on the FORS database if there is a failure to gain Bronze accreditation within 90 days from the date of registration</p>
Downgrade	<p>Your company will be subject to a downgrade if any of the following applies:</p> <ul style="list-style-type: none"> a) The current certificate has expired b) A re-approval audit has been subject to a failure and the follow-up audit has not been delivered before the current expiry date c) An application for Silver or Gold has not been submitted prior to your expiry date d) Breaching the FORS Terms and Conditions
Driver CPC	<p>The Driver Certificate of Professional Competence (Driver CPC) is a qualification for professional bus, coach and lorry drivers. It has been introduced across Europe with the professed aim of improving road safety and helping to maintain high standards of driving. Driver CPC records are a key part of demonstrating the requirement for professional development as part of D4</p>
DVSA	<p>DVSA (Driver and Vehicle Standards Agency) is an executive agency sponsored by the Department for Transport. It sets the standards for driving and motorcycling, and making sure that drivers, vehicle operators and MOT garages follow roadworthiness standards</p> <p>DVSA is a member of the FORS Governance and Standard Advisory Group (GSAG)</p>
eLearning	<p>It is a requirement of Silver accreditation (S5) that drivers undergo FORS eLearning refresher training on an annual basis. FORS eLearning can be accessed through the website</p>
Enhanced audit	<p>It is a Bronze audit plus a detailed review of the actions in place to mitigate the reasons that the suspension or downgrade was incurred</p>

Evidencing system	The Evidencing System is a portal on the FORS website which you use to upload your evidence when applying or re-applying for Silver or Gold membership
Fleet operator	A FORS fleet operator is any individual or organisation that operate one or more hired, leased or owned vehicles as part of their business or working activity
Fleet Operator Recognition Scheme	The Fleet Operator Recognition Scheme (FORS) is an industry-led accreditation scheme that aims to promote road freight as a safe and sustainable mode of transportation in a way that supports economic growth and environmental targets whilst helping to improve our quality of life.
Fleet Source	Part of the FORS Community Partnership, the Fleet Source team are responsible for managing and delivering the Bronze audits, evaluating the Silver and Gold applications and delivering FORS Practitioner Workshops
FORS Approved Driver	A FORS approved driver is someone who has completed approved training as part of the requirement for accreditation
FORS Approved Training Provider	<p>Training providers are encouraged to offer courses that meet the Work Related Road Risk (WRRR) training objectives, in order to fulfill the increasing demand for WRRR driver training across the UK and to cater for different driving environments.</p> <p>Courses can be submitted for approval to Transport for London. If approved the course will be listed on the FORS website.</p> <p>Approved courses will be recognised by FORS, CLOCS and other contracting organisations such as TfL</p>
FORS Professional	A comprehensive package of essential training for managers and drivers, delivered with cutting edge content to help operators meet the FORS Standard
FORS Standard	The FORS Standard details the requirements that fleet operators must meet in order to gain and maintain FORS accreditation

Follow up audit	<p>Those that fail to meet the necessary criteria during the initial or re-approval Bronze audit can apply for a follow up audit which must be delivered within 30 days from receiving the initial or re-approval audit report from the FORS team.</p> <p>The follow up audit can be done remotely or on-site (the decision is made by the FORS team) and will identify the measures that the operator has put in place as detailed within the recommendations in the report</p>
Gold	<p>The highest level of FORS membership</p> <p>Fleet operators achieve Gold membership through providing evidence which meets the requirement in the FORS Standard. It is awarded following a successful evaluation of the evidence submitted by the operator on the evidencing system</p>
GSAG	<p>Governance and Standard Advisory Group</p> <p>GSAG is a group established by FCP to ensure that FORS Standard is subject to continuous improvement, remains relevant to industry's needs and is compatible with all relevant legislation. It recommends changes, improvements and additions to the scheme and seeks to ensure the integrity of the scheme and the brand</p> <p>GSAG has four standing member organisations, AECOM, CILT, Fleet Source and Transport for London. Additional appointees from a range of businesses and other interested parties to provide a broad spectrum of expertise and knowledge. These include FORS members, operators, specifiers, industry bodies and regulators</p>
Indirect Vision Aids	<p>Indirect vision aids are required as part of Silver accreditation, and refers to the fitment of equipment to the nearside and rear of the vehicle that alerts the driver to an object in close proximity to the vehicle</p>
Initial audit	<p>An initial audit is the first Bronze audit process for newly registered individuals or organisations</p>
Infractions	<p>Managing driver infractions is a key part of the Bronze requirement. It refers to any driving offence that may result in an endorsement to a driver's licence, such as speeding, drink or drug driving, dangerous driving and the miscarriage of abnormal loads or hazardous goods</p>

JAUPT	<p>Joint Approvals Unit for Periodic Training</p> <p>JAUPT oversees the approval of Driver CPC courses and training centres.</p>
KPI	A KPI can be used to demonstrate meeting part of the requirements for Silver and Gold accreditation
May	The term 'may' is used throughout the FORS Standard and in supporting documentation to indicate permission or an emerging best practice option
Major Action Point	<p>A major action point is a term used in the Bronze audit process. If the auditor considers that an operator has failed to meet any of the requirements being assessed, then they will mark it as a major action point</p> <p>Operators who receive a major action point will be required to put in place measures that address the issues identified and will be subject to a follow up audit</p>
Member	Once an operator meets the FORS Bronze requirements then they become a FORS member until such time that their accreditation expires
Minibus	A motor vehicle which is constructed or adapted to carry more than 8 but not more than 16 seated passengers in addition to the driver
Minor Action Point	A minor action point is a term used in the Bronze audit process. If the auditor considers that an operator has met some of the requirement being assessed then they will mark it as a minor action point. Operators will be expected to address any minor action point within their 12 month membership period
MOCA	<p>Multi-operating centre accreditations</p> <p>MOCA is for those companies / organisations that have several operating sites or depots across the UK or Europe and require company-wide FORS accreditation. The process for MOCA means that less audits are required in order to achieve Bronze accreditation</p>

Observation	An observation is a recommendation made by a FORS auditor which can be considered good practice. An observation does not have a direct effect on the audit process or the judgment made by the auditor against the Standard
Operating Centre	<p>An operating centre is a site or depot where commercial vehicles operate from, where there is infrastructure that supports daily management, control and day to day operational deployment of a fleet.</p> <p>Note that the definition of FORS operating centre is not the same as the definition according to Operator Licensing.</p>
Particulate Matter (PM)	<p>As part of the requirement for Silver accreditation, members are required to demonstrate that they are monitoring the levels of particulate matter produced by their fleet</p> <p>As part of the requirement for Gold accreditation, members are required to demonstrate that they are proactively managing and reducing the levels of particulate matter produced by their fleet</p>
PCV	<p>Passenger Carrying Vehicle</p> <p>Any vehicle fitted with 8 or more seats used primarily for the transportation of people</p>
Professional Development Plan (PDP)	A Professional Development Plan (PDP) is a 'live' document which identifies and records the training needs for drivers and all other staff involved in the fleet operation. The plan shall outline the type of training needed, who needs the training and when it should be undertaken. It shall be updated as and when new training needs are identified such as changes in roles, vehicles, equipment or risk levels. The plan shall outline training identified from induction, appraisals and performance management together with informal training such as Toolbox Talks and formal training such as Driver CPC. It shall include refresher training to ensure knowledge and skills are fully embedded and any remedial training identified to rectify any knowledge and skills deficiencies
Purpose	The FORS Standard explains the purpose behind each requirement that an operator is expected to meet

QA	<p>Quality Assurance</p> <p>Every FORS Bronze audit is subject to a quality assurance process in order to ensure that the auditor has applied an accurate interpretation of the Standard. This process is carried out by a senior FORS auditor</p>
Registered	<p>To start the process towards FORS membership it is a requirement to register the organisation through the FORS website. Once registered, there is a period of 90 days from the date of registration in which Bronze accreditation must be achieved</p>
Registered	<p>To start the process towards FORS membership it is a requirement to register the organisation through the FORS website. Once registered, there is a period of 90 days from the date of registration in which Bronze accreditation must be achieved</p>
Requirement	<p>The FORS standard defines basic requirements for operators to follow</p> <p>The FORS Supplementary Guide explains each requirement that an operator is expected to meet</p>
Re-approval audit	<p>A re-approval audit is a Bronze audit for existing FORS members, and must be undertaken before the expiry date of the current accreditation to ensure continued membership</p>
Scheme Administrator	<p>The current FORS scheme administrator is AECOM, who are part of the FORS Community Partnership</p>
Senior Auditor	<p>A senior auditor is a person responsible for ensuring that the quality of audits remains high and consistent</p> <p>They also deliver audits as part of Whole Fleet Accreditation and evaluate Silver and Gold applications</p>
Shall	<p>The term used in the FORS Standard and supporting documentation that indicates something which is mandatory as part of the FORS requirement or in order to achieve the requirement</p>

Should	The term used in the FORS Standard and supporting documentation that indicates something which is recommended as emerging practice
Silver	<p>The second level of FORS membership</p> <p>Fleet operators achieve Silver membership through providing evidence which meets the requirement in the FORS Standard It is awarded following a successful evaluation of the evidence submitted by the operator on the evidencing system</p>
Small Operator	A small operator is defined as a company or organisation that operates a fleet of up to 5 vehicles and / or that has less than 5 employees
SOCA	<p>Single Operating Centre Accreditation</p> <p>SOCA is the type of accreditation used by operators who only require one site to be FORS accredited</p>
SORN	<p>Statutory Off Road Notification</p> <p>Part of the Bronze requirement is to ensure that any vehicle not in use on public roads is declared SORN, and that the relevant documentation is presented to the auditor</p>
Specifier	A FORS specifier is an individual or organisation that requires their contractors to achieve FORS accreditation in order to meet a contractual obligation or site requirement
Supplier and Supporter	An organisation that specifies FORS in its supply chain or that promotes FORS (Champion) or are suppliers who sell products to FORS members through an exclusive offer or discount (Associate or Affinity Partner)
Suspension	<p>In accordance with the FORS Terms and Conditions and upon written notification, membership may be suspended in which case there is no entitlement to use the FORS benefits or the FORS logo.</p> <p>Re-entry into the scheme can only be following the satisfactory completion of an action plan and an enhanced audit</p>

SUD	<p>Safe Urban Driving (SUD)</p> <p>As part of the Silver requirement, drivers are required to undergo practical SUD training once every five years Van drivers are required to undergo Van Smart driver training once every five years</p> <p>SUD and Van Smart are one day courses running from 08.00 to 16.30. Each course consists of two 3.5 hour modules, one classroom based and one practical module where drivers can get on bikes and get a cyclists view of the road. The two modules are taught on the same day with up to 20 drivers participating in two groups of ten</p>
Terms and Conditions	Operators who wish to join FORS must read the terms and conditions of the scheme so that they fully understand the requirements of membership
Termination	<p>In accordance with the FORS Terms and Conditions and upon written notification membership may be terminated, in which case there is no entitlement to use the FORS benefits or the FORS logo.</p> <p>Termination is for a minimum of 6 months and re-entry into the scheme can only be following the satisfactory completion of an action plan and an enhanced audit</p>
Trucks	Trucks are defined as commercial vehicles over 3.5 tonnes gross vehicle weight
Vans	Vans are defined as commercial vehicles of 3.5 tonnes gross vehicle weight or under
VED	<p>Vehicle Excise Duty</p> <p>As part of the Bronze requirement operators must demonstrate that they have a system in place to monitor VED and ensure that no active / operational vehicle is without appropriate tax at any one time</p>

Vulnerable Road User	<p>The term ‘vulnerable road user’ applies to cyclists, pedestrians, motorbike / scooter riders, horse riders, pedal taxi drivers and car drivers</p> <p>Operators are expected to have policies, procedures and safe systems of working that limits the risk of incident involving a vulnerable road user, as well as vehicle equipment (varies depending on level of accreditation) to help the driver maintain awareness of vulnerable road users</p>
Witnessed Audit	<p>A witnessed audit is an audit which is witnessed by a representative of the scheme administrator. It usually applies to those who are going through the Whole Fleet Accreditation process</p>
WFA	<p>Whole Fleet Accreditation</p> <p>Whole Fleet Accreditation is a type of FORS accreditation which is available to those who have their own internal audit team, and that are able to demonstrate that their auditing is matched to the requirements of the FORS Standard</p>
WRRR	<p>There is no legal definition of ‘work related road safety’, but it relates to the management of the risks which employees and the self employed face and create when they are driving, riding or walking on the road in order to do their job. It is often referred to as Managing Occupational Road Risk, at-work road safety or driving for work</p>

Annex 2 Audit checklists

AI Bronze checklist

‘Audit notes’ should record where evidence of meeting the requirement was found (such as a named document) and explain its level of adherence to the requirements. The ‘outcome’ shall be expressed as either a pass, major action point, minor action point, or an observation.

Code	Requirement	Audit notes	Outcome
M1	FORS policies and procedures manual Fleet operators shall document all policies and procedures covering all the mandatory requirements of the FORS Standard.		
M2	Organisational structure and responsibilities Fleet operators shall have a description of the responsibilities of, and links between, senior management and daily operations personnel		
M3	Responsible person(s) Fleet operators shall have a formally appointed, qualified (where necessary), trained and experienced person or team in place to run the transport operation and to maintain continuous and effective control.		
M4	Regulatory licensing Fleet operators shall hold all regulatory licences necessary for their operation (where applicable).		

Code	Requirement	Audit notes	Outcome
M5	Communication Fleet operators shall demonstrate that company policies and procedures are communicated to all staff.		
M6	Document review Fleet operators shall have their policies and procedures for the transport operation reviewed by senior management at least every 12 months. This shall include the FORS Standard requirements.		
M7	Complaints Fleet operators shall have a fully functioning complaints system that feeds into decision making and shall ensure that any complaint made against the company is reviewed and acted upon appropriately in order to prevent recurrence.		
M8	Transport fines and charges Fleet operators shall have a policy in place to investigate and analyse all transport related fines and charges received.		
M9	Transport update Fleet operators shall have a process for keeping up to date with developments in the fleet and road transport industry.		

Code	Requirement	Audit notes	Outcome
M10	Information management Fleet operators shall ensure that all legal and operational fleet information is adequately maintained and managed, particularly around driving standards.		
M11	Tyre and fuel management Fleet operators shall record and manage tyre wear, condition and disposal, and monitor and manage fuel consumption.		
V1	Inspection and maintenance plan Fleet operators shall have vehicle and equipment inspection and maintenance plan which maintains the record for servicing and repairs of vehicles and specialist equipment.		
V2	Defect checks Fleet operators shall ensure that vehicles are checked before the first use of that vehicle in a driver's shift.		
V3	Insurance Fleet operators shall hold a minimum of third party insurance or self-insurance for the whole fleet. Requirements for other forms of insurance include employers' liability, public liability and goods in transit insurance.		
V4	Vehicle excise duty and SORN Fleet operators shall ensure that the appropriate Vehicle Excise Duty (VED) is paid for all applicable vehicles, and that a SORN declaration has been completed for roadworthy vehicles not beign used on public roads.		

Code	Requirement	Audit notes	Outcome
V5	Safe loading and load restraints Fleet operators shall ensure that vehicles are safely loaded, that appropriate load restraints are used and that vehicles are not overloaded.		
V6	PCV safe loading and load security Fleet operators shall ensure that vehicles are safely loaded, that luggage is distributed evenly across the axles, that on-board items are safely stowed and that vehicles are not overloaded.		
V7	Vulnerable road user safety Fleet operators shall ensure that all vehicles over 3.5 tonnes gross vehicle weight are fitted with safety equipment to help protect vulnerable road users.		
V8	Personal safety in or around vehicles Fleet operators shall risk-assess the potential for persons to fall from vehicles or trailers or subject themselves to risk through non-use of seatbelts on passenger vehicles, and limit the risk of unauthorised access to vehicles through proactive measures.		
V9	Vehicle manoeuvring Fleet operators shall risk-assess, mitigate and control (where appropriate) risks from vehicle manoeuvring including driving forward, turning, reversing, towing, uncoupling and parking.		

Code	Requirement	Audit notes	Outcome
D1	Licensing and qualifications Fleet operators shall ensure that licenses and qualifications of all drivers (including agency drivers) are checked using a risk-based verification system that directly accesses the DVLA database. This shall be done prior to driving and then at least once every six months.		
D2	Driving standards Fleet operators shall require that anyone driving on business shall drive within the rules of the Highway Code (with the exception of when under specific direction of the relevant police) and the company policy at all times, and pay particular attention to vulnerable road users.		
D3	Induction training Fleet operators shall, as part of the induction process, ensure that drivers and line managers complete appropriate training on all aspects of the business, focusing particularly on the health and safety of employees and vulnerable road users.		
D4	Professional development Fleet operators shall ensure that drivers and line managers undergo approved progressive training and continued professional development with particular attention to the safety of vulnerable road users.		

Code	Requirement	Audit notes	Outcome
D5	In-cab technology Fleet operators shall not cause or permit a driver to use a handheld mobile phone while driving, and where possible they shall restrict the use of any distractive in-cab technology while driving.		
D6	Health and safety Fleet operators shall ensure that driving risks and workplace transport safety are controlled via a working health and safety policy and that vehicle-specific health and safety advice is given to drivers.		
D7	Driver fitness and health Fleet operators shall be proactive towards managing driver fitness and health.		
D8	Drivers' hours and working time Fleet operators shall have policies and procedures to manage both driver hours and total working time.		
D9	Driver infractions Fleet operators shall record and monitor all driving infractions and take remedial action to minimise future recurrence.		

Code	Requirement	Audit notes	Outcome
O1	Routing and scheduling Fleet operators shall ensure that the most safe, efficient and appropriate vehicles are used, and that any vehicle routes to sites or premises are carefully selected and adhered to unless directed otherwise by a relevant authority.		
O2	Specialist goods and abnormal loads Fleet operators who transport hazardous waste, dangerous goods and / or abnormal loads shall have a written policy to ensure they are handled and transported in compliance with the appropriate regulations, and will appoint a qualified DGSA where necessary.		
O3	Incidents and insurance Fleet operators shall ensure that incidents, collisions and reported near-misses are documented, investigated and analysed, and that insurance claims are monitored, reviewed and acted upon.		
O4	Engine idling Fleet operators shall have a written policy and procedure to reduce instances of engine-idling.		
O5	Vehicle / equipment theft and unauthorised access Fleet operators shall reduce the risk of vehicle and equipment theft and limit the possibility of unauthorised or illegal access to vehicles.		

A2 Silver checklist

Code	Requirement	Audit notes	Outcome
S1	Maintain FORS Bronze Fleet operators shall maintain their FORS Bronze accreditation. Please note that your Bronze accreditation shall have at least 30 calendar days' left before the expiry date at the time of submitting evidence for Silver approval.		
S2	Operational improvement Fleet operators shall demonstrate that senior management reviews and decisions result in the development of the business and that such changes themselves are reviewed.		
S3	Audible warning systems Fleet operators shall ensure that all vehicles over 3.5 tonnes gross vehicle weight are equipped with an audible means to warn other road users of a vehicle's left turn manoeuvre and reversing movement.		
S4	Blind spot minimisation Fleet operators shall ensure that all vehicles over 3.5 tonnes gross vehicle weight have front, side and rear blind spots eliminated or minimised as far as is practical / possible, through a combination of active and operational direct and indirect vision aids and driver audible alerts.		

Code	Requirement	Audit notes	Outcome
S5	<p>Vulnerable road user safety training</p> <p>Fleet operators shall ensure that all drivers (including those exempt or not in scope of Driver Certificate of Professional Competence) undergo continuous approved training specifically covering the safety of vulnerable road users.</p>		
S6	<p>Performance data</p> <p>Fleet operators shall baseline data and undertake active monitoring of the following performance indicators:</p> <ul style="list-style-type: none"> ◆ Total fuel usage and by distances travelled ◆ Transport related CO₂ by distances travelled ◆ Transport related NO_x and Particulate Matter by distances travelled ◆ Total incident and collision data and costs involving personal injury, vehicle or property damage ◆ Total transport related fines and charges 		
S7	<p>Fuel and emissions</p> <p>Fleet operators shall appoint individual/s who are responsible for monitoring and managing fuel consumption and the emissions output of the vehicle fleet</p>		
S8	<p>Road risk</p> <p>Fleet operators shall appoint individual/s who are responsible for the management of road risk within the business</p>		

A3 Gold checklist

Code	Requirement	Audit notes	Outcome
G1	Maintain FORS Bronze and FORS Silver Fleet operators shall maintain both their FORS Bronze and FORS Silver accreditation.		
G2	Promoting the FORS Standard Fleet operators shall provide evidence of actively promoting the FORS Standard to their supply chain.		
G3	Published and updated case study Fleet operators shall produce, publish and update a case study that describes the progression from FORS registration to the awarding and maintaining of Gold level membership. The case study also needs to demonstrate the improvements made against all FORS performance indicators		
G4	Performance data Fleet operators shall undertake active interventions against the FORS Silver baseline data in the following performance indicators: <ul style="list-style-type: none"> ◆ Total fuel usage and by distances travelled ◆ Transport related CO₂ by distances travelled ◆ Transport related NO_x and Particulate Matter by distances travelled ◆ Total incident and collision data and costs involving personal injury, vehicle or property damage ◆ Total transport related fines and charges 		

Code	Requirement	Audit notes	Outcome
G5	Driver health and fitness review Fleet operators shall ensure that all professional drivers who drive a commercial vehicle for the company are subject to a comprehensive health and fitness review		
G6	Professional development Fleet operators shall ensure that all operational staff within the organisation undergo approved progressive training and continued professional development. This shall be linked with G4 and S6 in order to determine how this training has improved operations for the better, and how this training could be improved on or changed in order to achieve the desired outcomes		
G7	Strategy for recruiting new drivers Fleet operators shall have a strategy and plan in place to engage in industry initiatives to encourage new drivers into the industry.		
G8	Noise assessment Fleet operators shall have in place a documented assessment that demonstrates measures taken to reduce noise pollution during driving, parking, loading or unloading, servicing or vehicle washing which is relevant to the vehicle type, load and sector.		
G9	Modal shift and alternative vehicles Fleet operators shall assess the opportunity to move part or all of their consignment from road to an alternative transport mode. Fleet operators shall also assess the opportunity to use electric or alternatively-fuelled or powered vehicles within the fleet.		

Annex 3 FORS progression data report

The following data report template shows the specific data you will be required to provide in the evidencing system in relation to the required Silver and Gold performance indicators. A template is provided within the evidencing system which is required to be populated with the relevant data.

Current Bronze members shall supply data for a period of three consecutive months, and a summary of the system or procedure being used to collate the information.

Current Silver members shall supply data that covers a consecutive 12 month period. Please note that the baseline year data entered shall be the same for every Silver re-application. Data shall cover the entire fleet registered with FORS.

Additional data can be submitted where these support evidence of efficiency and performance monitoring and might include for example, vehicle fill, empty running, fuel used per tonne delivered, volumes carried drops per trip.

* Provide separate data for petrol and gas used by the fleet

** Defra, 2011 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting, 2011

+ NO_x is calculated based on Euro emissions standards and a weighted average based on the national fleet profile according to DfT HGV and LGV statistics. For HGVs, standard conversion from grams per KWh to grams per litre of diesel is used at a rate of 10.64 KWh per litre of basic biofuel blend diesel from Defra GHG conversion factors. For LGVs grams per KM is converted to grams per litre using an MPG of 25.5 and KM/L of 9.027 based on average MPG data from the FORS performance management system.

++ See methodology above to convert PM values. For both NO_x and PM, all vehicles are assumed to be diesel fueled.

				Baseline data	Baseline data plus 1 year	Baseline data plus 2 years	Baseline data plus 3 years
				From			
				To			
Performance indicator		Unit of measurement	✓	Data	Data	Data	Data
Distance travelled	Total distance recorded across the fleet	Km	<input type="checkbox"/>				
		Miles	<input type="checkbox"/>				
Fuel used*	Total fuel recorded across the fleet	Litres	<input type="checkbox"/>				
		Gallons	<input type="checkbox"/>				
CO ₂ output**	1 litre diesel = 0.002648 Tonnes of CO ₂	Tonnes					
NO _x output+	HGV 1 litre of diesel = 0.00548 kg of NO _x	Kg					
	LGV 1 litre of diesel = 0.00413 kg of NO _x	Kg					
PM output++	HGV 1 litre of diesel = 0.0001 kg of PM						
	LGV 1 litre of diesel = 0.00034 kg of PM						
Traffic incidents and collisions	Damage only	Number of					
	Slight injury						
	Serious injury						
	Fatal						
Penalty charge notices	LLCS						
	Congestion charge/LEZ						
	Moving traffic offence						
	Loading, unloading, parking						
Cost of incidents and collisions	Third party costs	£	<input type="checkbox"/>				
		Euro	<input type="checkbox"/>				
	Own damage costs	£	<input type="checkbox"/>				
		Euro	<input type="checkbox"/>				

Annex 4: FORS Professional Development



FORS Professional Development (see D4, S5 and G6) is an ongoing programme of personal development that uses a combination of theoretical, eLearning, practical and on the job training to ensure drivers and managers have the knowledge, skills and attitude to operate safely, efficiently and with consideration for the environment. A Professional Development Plan (PDP) shall be developed for all drivers and all staff involved in the fleet operation. It shall include refresher training to ensure knowledge and skills are fully embedded and remedial training shall be undertaken to rectify any knowledge and skills deficiencies.

Approved Driver Training and Approved Manager Training which needs to be demonstrated by organisations in order to meet the FORS Standard is set out in Tables A4.1 and A4.2 (see pages 48 to 51).

Tables A4.1 and A4.2 set out the **mandatory** Approved Driver Training **plus** other Approved Driver and Approved Manager Training needed to meet FORS requirements.

For FORS training, please check our website: www.fors-online.org.uk/training

Table A4.1 Professional Development Plan (PDP) for drivers

Approved Driver Training	Training requirements	Requirement
Induction	<p>An induction training programme that includes, but is not limited to:</p> <ul style="list-style-type: none"> • Organisation aims, objectives and ethos • Health, safety and wellbeing policies and procedures • Personal safety and security in the fleet operation • Road safety and the safety of vulnerable road users • Fleet management policies and procedures • Awareness of FORS, its requirements and level of company accreditation • Familiarisation training on vehicles, routes and sites • Appraisal, development and performance management procedures • Induction training into any major contracts • Any Continued Professional Development identified and further training needs, including Approved Driver Training 	D3, D9, O5
Work related road risk (Bronze requirement) MANDATORY	<ul style="list-style-type: none"> • One safety related FORS eLearning module every 12 months⁽¹⁾ <p>The courses listed against Silver requirement S5 below are all viable options as an alternative to meet this requirement</p>	D4
Work related road risk (Silver requirement) MANDATORY	<ul style="list-style-type: none"> • Safe Urban Driving (SUD) every five years; or • Van Smart every five years; or • A one day course or two half day training modules that include in-class training and on-cycle hazard awareness covering the safety of vulnerable road users every five years; AND • One safety related FORS eLearning module every 12 months⁽¹⁾ 	S5

⁽¹⁾ The safety related FORS eLearning modules are Van Smart, Cycle Safety, Smart Driving⁽²⁾ Launch summer 2017

Approved Driver Training	Training requirements	Requirement
Driving standards	<ul style="list-style-type: none"> A training course covering driver responsibilities, such as road safety, speed limits, vulnerable road users, breakdowns and collisions, mobile phone use, in-cab technology, alcohol, drugs and fatigue; or Van Smart; or Smart Driving⁽²⁾ eLearning module 	D2
Goods vehicle compliance	<ul style="list-style-type: none"> Staying Legal; or A training course covering HGV compliance and the O Licence undertakings that are relevant to drivers, which is an acceptable substitute to Staying Legal 	V1, V2, V5
Goods vehicle safety	<ul style="list-style-type: none"> TruckSmart⁽²⁾; or a training course covering vehicle roadworthiness, defect reporting and load safety, which is an acceptable substitute to TruckSmart; or TruckSmart eLearning module⁽²⁾ 	V1, V2, V5
Passenger vehicle safety	<ul style="list-style-type: none"> A training course covering vehicle roadworthiness, defect reporting and passenger safety 	V1, V2, V6
Van safety	<ul style="list-style-type: none"> Van Smart; or A training course covering vehicle roadworthiness, defect reporting, load safety and the safety of vulnerable road users, which is an acceptable substitute to Van Smart; or Van Smart eLearning module 	V1, V2, V5, D2, D4
Fuel efficiency and emissions	<ul style="list-style-type: none"> LoCITY Driving to be undertaken every five years; or A one-day training course covering fuel efficient driving techniques, which is an acceptable substitute to LoCITY Driving; or LoCITY eLearning module 	M11, OI
Kerbside loading and unloading	<ul style="list-style-type: none"> Smart Deliveries⁽²⁾ eLearning module 	M8
Personal safety	<ul style="list-style-type: none"> A training course covering personal safety in the fleet operation such as moving vehicles, handling loads and falls from vehicles 	V8, V9

⁽²⁾ Launch summer 2017

Table A4.2 The Continued Professional Development plan for managers and other staff shall include the following:

Approved Manager Training	Training requirements
FORS Practitioner	<p>A series of workshops covering all aspects of fleet management that includes:</p> <ul style="list-style-type: none"> • Workshop 1: Developing fleet management policy • Workshop 2: Managing work related road risk • Workshop 3: Managing driver fitness and health • Workshop 4: Managing driver training and development • Workshop 5: Post-collision procedures and analysis • Workshop 6: Safe and efficient fleet management • Workshop 7: Reducing fuel use and environmental impact • Workshop 8: Minimising transport fines and charges • Workshop 9: Monitoring and measuring fleet performance <p>FORS Practitioner is valid for five years</p>
Going for Bronze	A half day workshop aimed at helping registered operators looking to achieve Bronze accreditation
FORS Practitioner - recertification	A one-day workshop for existing FORS Practitioners seeking five-yearly recertification
Fleet Management Essentials (O Licence)	One day training course for fleet management and supervisory staff to run Operator Licenced fleet operations legally, safely and efficiently
Fleet Management Essentials (non O Licence)	One day training course for fleet management and supervisory staff to run non Operator Licenced fleet operations legally, safely and efficiently
Road Risk Champion	One-day training course for fleet management and supervisory staff to develop company road traffic collision management policy and procedures and company level initiatives to manage road risk

Approved Manager Training	Training requirements
Collision Investigator	One-day training course for fleet management and supervisory staff to investigate road traffic collisions and incidents and recommend remedial actions to prevent recurrence
Driver trainer: Theory in class	One day training course, often referred to as 'Train the Trainer' for instructional staff to deliver in-class driver training, including Driver CPC and FORS Approved Driver Training
Recognised industry qualifications	<p>Formal industry qualifications should be used to demonstrate Approved Manager Training, such as:</p> <ul style="list-style-type: none"> • Transport Manager Certificate of Professional Competence • Dangerous Goods Safety Advisor • Award in Logistics and Transport (Level 1) • Certificate in Logistics and Transport (Level 2 and 3) • Professional Diploma in Logistics and Transport (Level 5) • Advanced Diploma in Logistics and Transport (Level 6) • IOSH and NEBOSH certificate and diploma
Recognised industry training and development schemes	<p>Industry training or development schemes may be used to demonstrate Approved Manager Training, such as:</p> <ul style="list-style-type: none"> • CILT Continuous Professional Development Programme • CPT Manager Accreditation • RTITB Driver Assessment Accreditation • RHA HGV In-Cab Driver Assessor Instructor Course • IRTEC Independent Technician Accreditation • Institute of Couriers 'Trailblazer' or 'Degree' Programme • BVRLA Professional Fleet Consultant Programme • RoSPA Fleet Management Programme

