

	Requirement	Drivers can help you meet this requirement by:
Vehicles		
V2: daily walkaround check	Fleet operators shall ensure that vehicles are checked before each shift	Ensuring they conduct a daily walkaround check before each shift and that they fully understand what to check
V3: Fuel and tyre usage	Fleet operators shall record, monitor, and manage fuel and tyre usage	Learning about the different methods to reduce fuel use and tyre usage
V6: Safe loading	Fleet operators shall ensure that vehicles are safely loaded and that appropriate load restraints are used	Understanding how to load / unload their vehicle safely
V7: Vulnerable road users	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	Considering other road users (especially vulnerable road users) and by learning about the techniques and equipment they should use to help protect them
V8: Working at height and the prevention of falls from vehicles	Fleet operators shall risk-assess the potential for persons to fall off vehicles and for unauthorised access to vehicles and where appropriate take mitigating action	Ensuring all work carried out at height is properly planned, supervised and carried out by people who are competent to do the job
V9: Vehicle manoeuvring	Fleet operators shall risk-assess, mitigate, and control where appropriate risks from vehicle manoeuvring including driving forward, reversing, towing, uncoupling, and parking	Understanding how to manoeuvre their vehicle properly including driving forward, reversing, towing, uncoupling, and parking
Drivers		
D2: Driving standards	Fleet operators shall require that anyone driving on business shall drive within the Highway Code and company policy at all times and pay particular regard to vulnerable road users	Driving within the Highway Code and following company policy at all times paying particular attention to vulnerable road users
D4: In-vehicle technology	Fleet operators shall not cause or permit a driver to use a mobile phone or other distractive in-vehicle technology while driving	Not using in-vehicle technology such as Satellite Navigation, mobile phones and any other in vehicle technology
D5 – Health and Safety	Fleet operators shall ensure that road driving risks and workplace transport safety are controlled via a working health and safety policy and that vehicle-specific driver health and safety advice is given to drivers	Being fully aware of the vehicle-specific driver health and safety advice that this company provides
D6 – Driver fitness and health	Fleet operators shall ensure that driver fitness and health is managed	Managing their fitness and health while driving at work and by having regular medical check-ups and licence reviews
D7: Drivers' hours and working time	Fleet operators shall have policies and procedures to manage both drivers' hours and total working time for all (where applicable)	Understanding and managing drivers' hours and total working time
Operations		
O1: Routing and scheduling	Fleet operators shall ensure that the most efficient, safe, and appropriate vehicles and routes are used and that any vehicle routes to sites or premises are adhered to unless directed otherwise	Ensuring the most efficient, safe and appropriate vehicles are used and that any vehicle routes to sites or premises are adhered to unless directed otherwise
O3: Incidents and collisions	Fleet operators shall ensure that incidents, traffic collisions and reported near-misses are recorded, investigated and analysed, implementing actions to address any lessons learned and identified trends. They shall also ensure that staff and vehicles are properly assessed before returning to the road	Ensuring incidents, traffic collisions and reported near-misses are recorded correctly

What is in this pack?

These toolbox talks provide you with valuable information and support material that will help you to promote your company's safety, efficiency and environmental culture to your drivers and help meet the FORS bronze requirements.

As a FORS operator it's important that your drivers understand what FORS is and what their duties are to support your accreditation under the scheme.

This pack comprises of the following:

- **Introduction to the FORS toolbox talks** – This section presents what a toolbox talk is, how it can be used to train / educate your drivers (this includes useful hints and tips on giving an effective talk), what FORS is and what accreditation can do for your drivers. Finally it provides a list of the toolbox talks and their associated FORS Standard requirements and how drivers can help operators meet these requirements.
- **Attendance register and follow-up questions** – This document should be photocopied and used to record the details of:
 - The name of the toolbox talk given
 - Who delivered it and their signature
 - The drivers who participated and their signatures
 - The date the toolbox talk took place

It should also be used to record any questions asked by those participating in the talk. Be sure to answer any questions asked and file the completed attendance register / follow-up question sheet together with a copy of the toolbox talk given as a record of communicating company policy to employees.

13 Toolbox Talks – To be given to your company's drivers / agency drivers. The talks are:

Vehicles	
V2 – Daily walkaround check	V3 – Fuel and tyre usage
V6 – Safe loading	V7- Vulnerable Road Users
V8 – Working at height and the prevention of falls from vehicles	V9 – Vehicle manoeuvring
Drivers	
D2 - Driving Standards	D4 - In-vehicle technology
D5 - Health and safety	D6 - Driver fitness and health
D7 – Drivers hours and working time	
Operations	
O1 - Routing and scheduling	O3- Incidents and collisions

Supporting slide packs / handouts

If you are conducting your toolbox talk in a room that has access to a projector and you can run Microsoft PowerPoint you might consider using the supporting slide packs and notes which can be downloaded using the link:

www.fors-online.org.uk/cms/training/toolboxtalks/

Whether you use the PowerPoint presentation or not, you might consider printing the slide packs out and using them as handouts to give to your drivers.



Introduction to the FORS toolbox talks

What is a FORS toolbox talk?

A **FORS toolbox talk** is an informal group discussion between managers and their drivers that focuses on a particular safety issue / FORS requirement. These tools can be used daily to promote your department's safety/efficiency/environmental culture.

Toolbox talks are also intended to facilitate health and safety discussions on the job site and can help your drivers to conduct their daily duties better through practical demonstration.

How do you use these toolbox talks?

Before you use the talk, check the contents of the notes and presentation and add any information that you think is necessary.

The person who delivers the talk should be:

- A good public speaker
- Committed to what they say

While the talk can be read as it has been written, it is important that whoever delivers it is comfortable with the language used. Where they are not, it should be modified to suit their own style of delivery.

Providing your drivers with an understanding of exactly what is required of them is key to the success of these talks. It is therefore essential these talks are communicated to all drivers.

Delivering the talk

- Introduce yourself and ask drivers to introduce themselves
- Let the audience know that the talk will take approximately twenty minutes
- You will need to know what your company's policy is and incorporate any materials used
- Refer to your FORS Standard for guidance.

Use the following hints and tips for an effective talk:

- Keep it simple and be consistent with your messages
- Add your own notes to make the talk specific to your workplace
- Use short, straightforward, simple words and phrases. Avoid slang words or jargon
- Use open questions to check understanding. If you ask 'do you understand?' people often say yes even if this isn't true. An open question cannot be answered by a simple 'yes' or 'no', but requires a more developed answer. For example, instead of asking 'do you understand', an alternative open question would be 'what is your interpretation of this?'
- Ask the drivers to run through their understanding of what you have said. Some people may need more explanation than others, so give yourself plenty of time
- If you rush you may come across as impatient or not bothered and listeners may feel unable to ask questions
- Repeat the main points at the beginning and end of the talk
- Follow up any points that are raised at the presentation, eg by holding a further, perhaps more specific session on issues that may have been raised in the presentation
- Consider conducting practical demonstrations for some of the toolbox talks in this pack as it is often hard to properly understand something you have never directly seen or experienced. Learning by doing is a very effective way to learn and will allow drivers to directly observe and understand what is required of them. Talks you should consider giving practical demonstrations on include:
 - V2 – Daily walkaround check
 - V6 – Safe loading
 - V8 – Working at height and the prevention of falls from vehicles
 - V9 – Vehicle manoeuvring



What is FORS?

- FORS is a unique industry led accreditation scheme aimed at transforming road fleet activity throughout the UK
- It helps operators to measure and monitor performance and ensures they demonstrate compliance and best practice
- The scheme also links to responsible procurement

FORS is designed to improve:

- Safety, efficiency and environmental protection

Becoming FORS accredited can help to:

- Reduce emissions, raise standards, stimulate business

What can FORS do for your drivers?

As a FORS accredited operator you get access to a wide range of benefits which can help you to effectively manage your operation, your drivers, safety and compliance.

FORS can help your drivers improve their:

- **Skills and attain recognised qualifications** - Safe Urban Driving, Staying Legal and Van Smart driver CPC courses and eLearning covering fuel efficient driving, parking and loading legally, road safety, cycle safety, van safety
- **Driving standards at work** – guidance on best practice and what is required to operate within the law
- **Fitness and health** – Ensures drivers and operators play an active role in managing driver fitness and health while driving at work

This in turn means drivers are:

- More compliant with the law
- Safer and contribute to improving road safety for all road users
- More professional and drive in a positive, courteous and business-like way. This brings goodwill, repeat work and new contracts.
- Better prepared for the job they are going to undertake, and are aware of and familiar with your company's road safety policy
- Less likely to be involved in an accident – saving costs
- Less likely to get fines / penalty points
- Better performers – Learn eco-driving techniques, consider other road users
- Less stressed and are therefore happier in their job
- Provided with more job security
- More likely to meet driver licence / medical requirements and are not impaired through drink, drugs or fatigue whilst at work