FORS
FLEET OPERATOR RECOGNITION SCHEME

Fleet Operator Recognition Scheme Standard

- Bronze
- Silver
- Gold

Version 4.0
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Contents

1   Introduction

1.1   What is the Fleet Operator Recognition Scheme?

The Fleet Operator Recognition Scheme (FORS) is a voluntary scheme for fleet operators.

Its purpose is to raise the level of quality within fleet operations, and to demonstrate which operators are achieving the standard. Contained within this document are the requirements for achieving recognition in order to be awarded FORS accreditation to Bronze, Silver, and Gold levels.

FORS encourages operators to take a closer look at their operation and identify areas of strength to be exploited and areas for improvement to be addressed. A successful Bronze audit provides an operator with reassurance that their operation is being run safely, efficiently and in an environmentally sound manner. The FORS logo allows potential customers to readily distinguish FORS operators from other operators. Users of fleet operator services may ask that their suppliers are FORS accredited.

1.2   Terminology

Certain language is used within this document which has the following meanings:

Terms relating to organisations:

♦   Fleet operator - any organisation or part thereof which operates one or more vehicle(s)

♦   Operating centre - in relation to any vehicles, means the base or centre at which the vehicle is normally kept, and references to an operating centre of the holder of an operator's licence are references to any place which is an operating centre for vehicles used under that licence

♦   Client – an organisation employing fleet operator contractors. This may be a developer employing a primary contractor or a primary contractor employing a sub-contractor

♦   Certification body – those companies approved by the scheme administrator to undertake audits to the FORS Standard

♦   Scheme administrator - the body responsible for administering FORS

Terms relating to types of audit:

♦   Initial audit – a first audit of a fleet operator

♦   Follow-up audit - an audit convened to observe the correction of any found action point(s)

♦   Re-approval audit - a periodic audit of a FORS certified fleet operator or auditor

♦   Witnessed audit - an audit which is witnessed by a representative of the scheme administrator

Terms relating to the requirements of the standard:

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

♦   Should – to indicate something which is recommended as emerging practice

♦   May – to indicate permission or an emerging best practice option

Fleet operators and auditors should check each requirement to the following general procedures:

♦   Considered - senior management should consider each requirement carefully in the context of their own business and ensure that sufficient human and material resources are available

♦ Written - requirements often involve some form of written documentation, and these may already exist and be acceptable to meet the requirements

♦ Communicated – company operations relating to these requirements should be communicated to the relevant parties within the business

♦ Implemented - requirements need to be in general use within the business

♦ Reviewed - should be regularly reviewed and action taken where necessary

1.3   Scheme administrator

The Fleet Operator Recognition Scheme is administered by the FORS Community Partnership (FCP). The FCP comprises AECOM, the Chartered Institute of Logistics and Transport (CILT) and Fleet Source. For all enquiries please contact:

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2 FORS Standard

The FORS Standard defines basic requirements for fleet operators to follow.

2.1 Understanding the FORS Standard

There are four key areas to this standard:

♦ Management

♦ Vehicles

♦ Drivers

♦ Operations

Within each section below there are several pieces of information:

♦ Requirement – this is the exact requirement to be adhered to

♦ Purpose – reveals the purpose of the requirement

The FORS Standard should be read in conjunction with the following documents:

♦ FORS Rules and Procedures

♦ Guidance on demonstrating the requirements of the FORS Standard

♦ FORS Terms and Conditions

Requirements are primarily based around:

♦ Legal compliance

♦ Safety

♦ Efficiency

♦ Environmental protection

2.2 The FORS Standard

The FORS Standard defines basic requirements that must be met by fleet operators if they wish to become FORS Bronze, Silver or Gold accredited. Section 2.1 of the Rules and Procedures manual (Eligibility and scope) details all of the different types of vehicles covered by the standard. However, it is important to note that some of the requirements are only applicable to certain types of vehicle(s). This is outlined clearly against each specific requirement in this section.

2.3 Application of the standard for smaller operators

FORS classes a small operator as a company that operates five vehicles or less or has less than five employees. As companies of this size are not always legally required to have written policies and procedures in place, small operators may demonstrate verbally that they meet certain requirements of the FORS Bronze Standard.

Using M2 - Responsibilities and accountabilities - as an example, if there are only two employees in the company, it would not be necessary to show the links between these people in an organisation chart. Instead this may be explained verbally at the time of audit.

Where a requirement refers to something that is legally required, small operators may verbally communicate their policy on, for example, record keeping and to demonstrate that the policy is being enacted, show the auditor evidence of records that have been kept for the required period of time.

2.4   External/agency drivers and hired equipment/vehicles

All external/agency drivers and equipment under the control of the FORS operator are subject to the same requirements of the FORS Standard as employee drivers and equipment for the duration of that control. This specifically includes sub-contracted and agency drivers and leased and hired vehicles, and any person that drives on company business irrespective of vehicle ownership. Within this document the term 'driver' means all persons driving motor vehicles.

2.5   General notes

Many requirements call for reviews and these should be undertaken at least every 12 months and more frequently if material changes occur with regards to working arrangements, employees, or equipment.

Certification bodies can use the document 'FORS requirements for certification bodies' to understand more about the application of the Fleet Operator Recognition Scheme.

3 Bronze accreditation

3.1 Management

The following requirements are mandatory.

M1 FORS policies and procedures manual

Requirement

Fleet operators shall document policies and procedures covering all the mandatory requirements of the FORS Standard.

Purpose

To ensure that the policies and procedures in place cover all aspects of the FORS Standard, and are properly documented in a clear and concise way. These policies and procedures should be accessible to all employees, sub-contractors and agency drivers.

M2 Organisational structure and responsibilities

Requirement

Fleet operators shall have a description of the responsibilities of, and links between, senior management and daily operations personnel.

Purpose

To ensure that there are tangible links between senior management and daily operations so that both changes to the business and information can be adequately communicated, understood, acted upon and reviewed.

M3 Responsible person(s)

Requirement

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.

Purpose

To ensure that a person/s with direct responsibility for the transport operation is in daily control of activities, and to ensure there is enough resource to carry out duties efficiently, safely and responsibly

M4 Regulatory licensing

Requirement

Fleet operators shall hold all regulatory licenses necessary for their operation (where applicable).

Purpose

To ensure that all operators who require regulatory approval hold the relevant or applicable licence and that it is accurate and up to date.

M5 Communication

Requirement

Fleet operators shall demonstrate that company policies and procedures are communicated to all staff.

Purpose

To ensure that staff are aware of and have knowledge of the relevant policies and procedures, and are able to access them when required.

M6 Document review

Requirement

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.

Purpose

To ensure that senior management are engaged in reviewing the operations of the company and that there is a management commitment to the upkeep of the FORS requirements, as well as for the continual improvement of the operation.

M7   Complaints

Requirement

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.

Purpose

To ensure that complaints from customers or members of the public can be investigated and used to improve the business, and can gradually increase the performance record of operators through the resolution of these issues.

M8   Transport fines and charges

Requirement

Fleet operators shall have a policy in place to investigate and analyse all transport related fines and charges received.

Purpose

To ensure that operational exposure to risk and associated costs are managed by identifying the root causes of all transport related fines to inform the operator of any actions required to eliminate future recurrence.

M9   Transport update

Requirement

Fleet operators shall have a process for keeping up to date with developments in the fleet and road transport industry.

Purpose

To ensure that the business can be prepared for, and manage, any changes to legislation or circumstance that could affect the business.

M10   Information management

Requirement

Fleet operators shall ensure that all legal and operational fleet information is adequately maintained and managed, particularly around driving standards.

Purpose

To ensure that FORS-related information is controlled, disseminated and managed in the same way across all sites, and to identify issues regarding fuel efficiency, driving standards and incident rates so that appropriate remedial action can be taken.

M11   Tyre and fuel management

Requirement

Fleet operators shall record and manage tyre wear, condition and disposal, and monitor and manage fuel consumption.

Purpose

To ensure that there is a high level of safety, efficiency and environmental performance relating to the management and use of tyres and fuels.

3.2   Vehicles

The following requirements are mandatory.

V1   Inspection and maintenance plan

Requirement

Fleet operators shall have a vehicles and equipment inspection and maintenance plan which maintains the record for servicing and repairs of vehicles and specialist equipment.

Purpose

To ensure that vehicles, trailers, equipment and related machinery have planned and proactive maintenance systems in place so they operate safely, legally and efficiently.

V2   Defect checks

Requirement

Fleet operators shall ensure that vehicles are checked before the first use of that vehicle in a driver's shift.

Purpose

To ensure that vehicles are inspected for safety-related issues by drivers who have been trained in defect reporting, and that defects are rectified (where necessary) by competent persons prior to use to ensure the continuing safety of the operation of that vehicle.

V3   Insurance

Requirement

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.

Purpose

To ensure that all vehicles being used are insured to at least the minimum legal requirement, that mandatory insurance is held and that optional insurance requirements have been considered.

V4   Vehicle excise duty and SORN

Requirement

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 being used on public roads.

Purpose

To ensure that the appropriate rate of vehicle excise duty has been paid for all vehicles, and that a SORN declaration has been completed for vehicles not being used on public roads.

V5   Safe loading and load restraints

Requirement

Fleet operators shall ensure that vehicles are safely loaded, that appropriate load restraints are used and that vehicles are not overloaded.

Purpose

To ensure that vehicle and trailer loads do not present a risk due to poor load security or a lack of suitable restraint in both normal and emergency situations, and that vehicles do not exceed the permitted gross vehicle weight.

V6   PCV safe loading and load security

Requirement

Fleet operators shall ensure that vehicles are safely loaded, that luggage is distributed evenly across the axles, that on-board items are safety stowed and that vehicles are not overloaded.

Purpose

To limit the risk of injury to the driver during loading and unloading, to ensure that vehicle and trailer loads do not present a risk due to uneven distribution of luggage, to ensure passengers are not exposed to injury through falling items and to ensure that vehicles do not exceed the permitted gross vehicle weight.

V7   Vulnerable road user safety

Requirement

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.

This shall include:

♦ Prominent warning signage to the rear of the vehicle (where feasible) to visually warn other road users not to get too close to the vehicle

♦ Side-under run protection to all vehicles over 3.5 tonnes gross vehicle weight that are legally exempt from fitment

♦ Class V and Class VI mirrors fitted to all vehicles where they can be mounted, with no part of the mirror being less than two metres from the ground

Purpose

To minimise the risk and severity of under-run impact and close proximity incidents that involve vulnerable road users.

V8   Personal safety in or around vehicles

Requirement

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.

Purpose

To ensure the safety of persons in or around vehicles, and to prevent unauthorised access to any part of the vehicle where persons could be exposed to injury.

This specifically includes drivers and those who assist them in loading activities, and passengers in passenger carrying vehicles.

V9   Vehicle manoeuvring

Requirement

Fleet operators shall risk-assess, mitigate and control (where appropriate) risks from vehicle manoeuvring including driving forward, turning, reversing, towing, uncoupling and parking.

Purpose

To limit the risk of injury to people and / or property through due care and control of the vehicle during movement in confined or limited vision areas, and during attachment, detachment or parking activity.

3.3 Drivers

The following requirements are mandatory.

D1 Licensing and qualifications

Requirement

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.

Purpose

To ensure there is an effective system in place to record the licence entitlement and accumulated points of any driver who will or is working for the company, that they hold a valid licence for the category of vehicle they are required to operate, that they are suitably qualified and that any risks as a result of accumulated endorsements are effectively monitored and managed.

D2 Driving standards

Requirement

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.

Purpose

To ensure the upkeep of driving standards and to maintain safety for all road users.

D3 Induction training

Requirement

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.

Purpose

To ensure that all staff have the appropriate knowledge, skills and attributes to conduct their duties legally, safely and professionally at the start of their employment or contract with the company, and that they have an increased awareness of the risks posed to vulnerable road users and anyone who may be positioned within the immediate area of the vehicle.

D4 Professional development

Requirement

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.

Purpose

To ensure that all relevant staff have the appropriate knowledge, skills and attributes to conduct their duties legally, safely and professionally during the course of their employment or contract with the company, and that drivers have an ongoing awareness of the risks posed to vulnerable road users.

D5   In-cab technology

Requirement

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.

Purpose

To ensure that drivers are not distracted from the safe operation of the vehicle by in-cab technology such as satellite navigation, mobile phones or any other portable or fixed technology.

D6   Health and safety

Requirement

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.

Purpose

To ensure the health, safety and welfare of people at work and for protecting others against any health and safety risk.

D7   Driver fitness and health

Requirement

Fleet operators shall be proactive towards managing driver fitness and health.

Purpose

To ensure the safety of drivers and the public from occupational and lifestyle-related health issues.

D8   Drivers' hours' and working time

Requirement

Fleet operators shall have policies and procedures to manage both drivers' hours and total working time.

Purpose

To ensure that drivers are sufficiently rested so as to drive in a safe manner, and to comply with Drivers' Hours, the Working Time Directive and other Road Transport Directives where they may apply.

D9   Driver infractions

Requirement

Fleet operators shall record and monitor all driving infractions and take remedial action to minimise future recurrence.

Purpose

To ensure that there are systems in place to detect and react to issues with individual drivers, for the purpose of safety.

3.4   Operations

The following requirements are mandatory.

O1   Routing and scheduling

Requirement

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.

Purpose

To help ensure that the operational costs and the environmental impact of transport activity can be minimised where possible, as well as to reduce the probability of collisions or structural impact on routes to and from premises or sites.

O2　Specialist goods and abnormal loads

Requirement

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.

Purpose

To ensure the continued safety of people and the environment from incidents involving hazardous waste, dangerous goods and abnormal loads through ongoing management.

O3　Incidents and insurance

Requirement

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.

Purpose

To ensure that operational risk is managed by determining the root cause of all near misses, incidents and collisions, and to inform the fleet operator of any actions required to minimise future recurrence.

O4　Engine idling

Requirement

Fleet operators shall have a written policy and procedure to reduce instances of engine-idling.

Purpose

To ensure that the impact of emissions on health and fuel efficiency can be minimised, drivers shall avoid unnecessary engine-idling while loading, waiting or stationary in traffic for long periods.

O5　Vehicle / equipment theft and unauthorised access

Requirement

Fleet operators shall reduce the risk of vehicle and equipment theft and limit the possibility of unauthorised or illegal access to vehicles.

Purpose

To ensure that vehicles and equipment are secured when left unattended, that vehicle doors or curtains are closed or sealed off and that keys and fobs are locked away when not in use to prevent unlawful access.

4   Silver and Gold progression

There are three levels of FORS accreditation which fleet operators can be granted.

Gold is the highest FORS award, followed by Silver and then Bronze. To progress an operator must meet all the requirements of lower awards. Progression to Silver or Gold accreditation is not mandatory but may help in complying with more rigorous procurement conditions.

Silver requirements are aimed at drastically improving the overall safety of operator's fleet vehicles which in turn ensures compliance with the Standard for construction logistics: Managing Work Related Road Risk (WRRR) and actively monitors fleet efficiency through the base lining of data.

Gold requirements primarily involve best practice measures, including operators promoting the FORS Standard to their supply chain and demonstrating meaningful improvements against the baseline data gathered in FORS Silver.

Variations in approach to a requirement are acceptable provided that they meet its general ethos and are agreed with the certification body.

Silver and Gold FORS operators shall provide an annual submission of data to their certification body for review.

4.1   Silver progression

S1   Maintain FORS Bronze

Requirement

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.

Purpose

To ensure that standards are being continuously maintained and adhered to as necessary.

S2   Operational improvement

Requirement

Fleet operators shall demonstrate that senior management reviews and decisions result in the development of the business and that such changes themselves are reviewed.

Purpose

To ensure the continuing operational improvement of the business

S3   Audible warning systems

Requirement

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.

Purpose

To ensure there is a reduction to the risk of close proximity incidents involving vulnerable road users and to help towards increasing road safety standards.

S4   Blind spot minimisation

Requirement

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.

Purpose

To improve the overall visibility for the driver, to increase the driver's awareness of the environment around the vehicle and to reduce the risk of close proximity blind spot collisions.

S5   Vulnerable road user safety training

Requirement

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.

Purpose

To ensure that all drivers have the knowledge, skills and attributes required to recognise, assess, manage and reduce the risks that their vehicle may pose to vulnerable road users.

S6   Performance data

Requirement

Fleet operators shall baseline data and undertake active monitoring of the following performance indicators:

♦ Total fuel usage and by distances travelled

♦ Transport related CO_2 by distances travelled

♦ Transport related NOx 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

Purpose

To help improve the environmental performance of the company and to reduce costs attributed to fleet performance and driver activity.

S7   Fuel and emissions

Requirement

Fleet operators shall appoint individual/s who are responsible for monitoring and managing fuel consumption and the emissions output of the vehicle fleet.

Purpose

To ensure that directors, managers and drivers are aware of fuel use and emissions, and to help manage the economic and environmental sustainability of the business through a single point of responsibility .

S8   Road risk

Requirement

Fleet operators shall appoint individual/s who are responsible for the management of road risk within the business.

Purpose

To ensure that road risks can be identified and managed effectively and that directors, managers and drivers are aware of the risks relating to commercial vehicles.

4.2   Gold progression

G1   Maintain FORS Bronze and FORS Silver

Requirement

Fleet operators shall maintain both their FORS Bronze and FORS Silver 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 Gold approval.

Purpose

To ensure that standards are being continuously maintained and adhered to as necessary.

G2   Promoting the FORS Standard

Requirement

Fleet operators shall provide evidence of actively promoting the FORS Standard to their supply chain.

Purpose

To raise and maintain standards throughout the industry and the supply chain.

G3   Published and updated case study

Requirement

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 shall demonstrate the improvements made against all FORS performance indicators.

Purpose

To ensure that standards are promoted throughout an operator's supply chain, customer base, contracted fleets, vehicle leasing companies, driver agencies and across the wider media.

G4   Performance data

Requirement

Fleet operators shall undertake active interventions against the FORS Silver baseline data in the following performance indicators:

♦ Total fuel usage and by distances travelled

♦ Transport related CO_2 by distance travelled

♦ Transport related NOx 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

Purpose

To ensure that evidence is provided to show that initiatives and interventions implemented at FORS Silver are effective and are contributing to operational improvements.

G5 Driver health and fitness review

Requirement

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.

Purpose

To ensure that the health and fitness of those who drive a commercial vehicle can be fully understood in order to enable appropriate measures to be put in place which minimise the risk of incident as a result of underlying health problems or diagnosis of a condition.

G6 Professional development

Requirement

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.

Purpose

To ensure that all staff have the knowledge and ability to assess and manage all transport related issues which positively contribute to the operator's FORS performance indicators, and to promote the active involvement of staff to ensure development / progression of the training received in order to achieve the desired outcome.

G7 Strategy for recruiting new drivers

Requirement

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

Purpose

To ensure a proactive and forward-thinking approach to recruiting people into the industry and to help sustain the number of professional drivers working in all sectors.

G8 Noise assessment

Requirement

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.

Purpose

To ensure that the company can identify ways to reduce the noise produced by their vehicles, processes, equipment and drivers, and that there is regular evaluation of systems and devices that could help to reduce overall noise levels.

G9 Modal shift and alternative vehicles

Requirement

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.

Purpose

To ensure that the environmental impact of road transport can be reduced over the longer term, and that the impact of total vehicle emissions can be reduced over time.

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