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Welcome

This issue of *The Standard* comes to you on the occasion of the second annual FORS Members' Conference – with headline sponsor, ProVision – at the National Conference Centre in Solihull, Birmingham.

Following the great success of last year's conference, delegates have again signed up in numbers to attend.

The focus this year is placed firmly on compliance, with FORS taking a more robust approach to members who, for whatever reason, are not attaining basic legal compliance – including penalties affecting their O licences. FORS has published a 'compliance and enforcement' guide to help FORS members meet their legal obligations and any outcomes when they don't.

CV industry expert, Brian Weatherley, is in the chair and will introduce a varied and authoritative panel of individuals, including

representatives from the DVSA, the Police, Tideway, HS2 and some of the UK's leading fleet operators.

The Standard this month features a round-up of news affecting safety, efficiency and the environment; key stories that relate specifically to FORS members. Topical features include Direct Vision, noise reduction, vehicle weighing and special profile on FORS' strategic partnership with Licence Bureau, the licence checking specialist.

For those of you attending, I hope you enjoy today's FORS Members' Conference.

Matthew Eisenegger



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Off to Solihull

The second annual FORS Members' Conference kicked off at the Motor Cycle Museum in Solihull, just as *The Standard* was going to press.

Following the first hugely successful conference last year, FORS was expecting another packed audience of transport professionals, representing the full spectrum of the operating community, and from all corners of the UK.

Well-known industry spokesman, journalist and media training expert, Brian Weatherley, chaired an expert panel of speakers. This year's event featured headline sponsor, ProVision, a leader in cameramatic solutions.

The theme for this year's Conference was compliance – what it means to members in terms of its legal standpoint, and with respect to the FORS Standard.

The Conference included an exhibition featuring FORS Associate companies, each



providing products and services focused on safety, efficiency and the environment – and all offering incentives and discounts for FORS Members.

Networking opportunities and surgeries were also provided throughout the day.

FORS was also delighted to work alongside BP Target Neutral to offset all the carbon emissions associated with delegate travel to the

conference. Delegates received a free certificate showing the carbon emissions they had avoided through the complementary initiative.

BP Target Neutral collected basic travel information on members' registration forms before offsetting the emissions using carbon credits from investments in projects around the world.

The investment will help

support projects such as a Forest Protection programme in Zambia which is helping to protect over 748,000 hectares from deforestation by encouraging new farming techniques and creating new economic opportunities.

FORS delegates will help contribute to a reduction of over 2.5 million tonnes of CO2 reductions across the BP Target Neutral portfolio.

CILT Chief Executive to deliver keynote speech

The conference keynote will be delivered by Kevin Richardson, chief executive, The Chartered Institute of Logistics and Transport, and will look at the social obligations placed on fleets and the ethical, moral and commercial values organisations must consider for the good of all stakeholders.

Over 350 delegates are expected to attend, and they will hear from a wide variety of speakers, including representatives from major organisations who specify FORS and FORS operators. Those attending will also have the opportunity to book a one-to-one slot with FORS experts.

John Hix, FORS Concession Director, said: "We are delighted by the strong line-up of speakers who will deliver insightful and engaging presentations. Even FORS members who think they know the FORS Standard inside and out will benefit from hearing about compliance checks that are undertaken for FORS accredited companies that wish to be accredited or re-accredited at FORS Silver and Gold.

"Delegates will have a better understanding of how the FORS Compliance Team monitor and manage breaches of the FORS Standard, the FORS Terms and Conditions, and what procedures will be undertaken."



Kevin Richardson



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News



Vehicles spend more than 16 working days a year sitting in traffic jams on the most congested roads

Survey reveals the true cost of traffic jams to businesses

Traffic congestion is costing UK businesses £767 million a year in lost productivity, according to research conducted by TomTom.

The TomTom Traffic Index has found traffic across the UK's 25 most congested cities and towns increases the time each vehicle spends on the road by an average of 127 hours a year – more than 16 working days. This could equate to a cost of £767,937,250 in time spent sitting in traffic for the 902,500 light commercial vehicles

operated in these places.

And the situation seems to be getting worse. An average journey in 2015 took 29% longer than it would in free-flowing conditions, up from a 25% delay in 2010.

"Congestion may be seen as a fact of life but it is taking a heavy toll on the UK economy and this should not be accepted," said Beverley Wise, director UK & Ireland for TomTom Telematics.

"Through smarter planning, routing and scheduling, companies can help their drivers to better avoid traffic."

Accreditation becomes benchmark for safety

More than 50% of companies have asked FORS members to achieve FORS Silver accreditation to work on some sites. Research by FORS found that 40% of those surveyed had asked companies in their own supply chain to become FORS accredited.

FORS said the results show a shift by specifiers and contractors towards using the accreditation as a benchmark for higher levels of safety, environmental protection and efficiency.

Paul Wilkes, FORS

business services manager, commented: "This shows that sites are being serious about the wide-ranging benefits of FORS Silver.

Actions to minimise road risk have become business as usual for many operators and the FORS Standard represents best practice.

"FORS already goes far beyond basic compliance, promoting best practice, and FORS Silver is being used by sites that require contractors to have a certain level of training and safety awareness."

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Hit and run crash figures increase

Department for Transport research shows drivers failed to stop in 12% of reported road traffic accidents involving an injury in 2015 – marking the second year in a row that figures rose.

According to a new report by the Department of Criminology at the University of Leicester, a key reason for drivers not stopping is because they didn't think the incident was

serious enough to report or were unaware of the legal requirement to report it.

Based on the recommendations in the report, the Motor Insurers' Bureau (MIB) is calling for a programme to educate drivers on their responsibilities and exactly what needs to be done in the event of an accident, including looking at a national campaign to promote accident

responsibility awareness and raising awareness for drivers through theory tests and speed awareness courses.

The University of Leicester report also says that easier ways of reporting accidents, including use of a website or online app, could help drive down hit-and-run accidents.

Ashton West, chief executive at MIB, said: "Hit and runs can have an everlasting impact on

the victims and their families. We handle 15,000 claims a year for victims of hit and runs and felt it imperative to commission the University of Leicester to do this research to gain an understanding of the area.

"We will be focusing on the recommendations that help raise awareness and educate drivers about their responsibilities."

Clampdown on whiplash payouts announced

The Ministry of Justice has confirmed measures to cap whiplash pay-outs to cut down on the compensation culture.

The measures, which follow a recent consultation that was announced last autumn, are being introduced through provisions in the Prisons and Courts Bill and cover new fixed tariffs capping whiplash compensation pay-outs as well as a ban on claims without medical evidence. The reforms are expected to be implemented in full on October 1, 2018.

As part of the consultation

outcome, the Government is also looking to increase the small claims limit for RTA-related personal injury claims to £5,000, which will be introduced through secondary legislative procedures.

James Dalton, director of general insurance policy, Association of British Insurers, welcomed the news, saying: "The reforms to whiplash claims set out in the Bill cannot come soon enough. For far too long claimant lawyers have been defending a system riddled with exaggerated and fraudulent

claims because they have been profiting handsomely from it. The gravy train must stop.

"Motorists know that the UK's roads have been getting ever safer, so why have whiplash style claims been rising?

"People want an insurance claims system that provides compensation and support to those who genuinely need it.

"What they don't want is to be plagued by spam calls and texts from ambulance chasers, while personal injury lawyers continue to profit from a broken system in urgent need of reform."



Castell Howell rolls out driver safety programme

Castell Howell Foods Ltd, one of the country's leading independent food wholesalers, has signed a three-year contract with SmartDrive Systems for its video-based driver risk management programme.

Castell Howell markets and distributes a range of produce to businesses across Wales and the South West and operates a mixed fleet of 140 commercial vehicles, encompassing 20 3.5-tonne vans, 115 rigid and five articulated. Following a trial on 20 vehicles, the contract sees SmartDrive rolled out across Castell Howell's entire fleet.

During the trial period, the programme demonstrated a 58% improvement in SmartDrive safety score which, based on data from SmartDrive's analysis of over 200 million risky driving events, shows that for every 10% reduction in safety score, collisions reduce by 8.2%.

When multiplied across the entire fleet, Castell Howell is confident that these gains will have a significant impact on improving on-road safety and lowering costs, as well as helping them to manage their fleet risk profile in a more proactive manner. Additionally,



the SmartDrive programme is enabling Castell Howell to protect and exonerate not-at-fault drivers and to recognise good driving practices.

"The programme provides us with a consistent way to

proactively identify and improve driving skills in a 'gamified' way, that is clear and easy for our driver trainers to review and coach drivers on," said Martin Jones, director of transport at Castell Howell.

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FORS inspires school safety campaign

FORS is the inspiration behind a new school safety campaign from FORS Gold member Hutchinson Engineering Services, helping young children to Stay Safe and Be Seen.

A transport manager at Hutchinson Engineering Services, from Weston in Nottinghamshire, was so inspired following completion of a FORS training course, that he decided to take what he had learnt to a new audience – pupils at a local primary school.

Ryan Easom created the 'Stay Safe Be Seen' programme to show school children how to be more road aware, explaining vehicle blind spots and how they can make sure they are always visible around commercial vehicles.

Ryan was inspired after



attending a FORS Safe Urban Driving course, addressing vulnerable road user safety and how commercial vehicle drivers can make roads safer.

He said: "I came away from the course and thought about what we could do as a haulage company. "As I walked my boys to school, I saw some children had little road sense (I don't blame them for this) and

thought about how could we change this and help everyone."

Ryan's solution was to host a road safety day at Sutton-on-Trent Primary and Nursery School, taking a Hutchinson's lorry into the playground, with Nottinghamshire Fire and Rescue Service also attending.

The event included a special school assembly, truck blind spot activities and a competition

to design a special road safety poster, to be printed onto Hutchinson cabs.

Ryan commented: "Every child got to sit in the cab, we showed them the blind spots by playing games, asking them to note whether they could see the teacher or not, and spent time talking about the importance of wearing bike helmets when cycling.

"Nottinghamshire Fire Service showed children the equipment they use at a road traffic collision, which had a very striking effect on the older children."

Each child was given a free high-visibility vest, and encouraged to enter a poster competition, the winners of which would see designs printed on Hutchinson trucks, presented by the Newark and Bingham MP, Robert Jenrick.

City Mark rewards best practices in City's square mile

Following a successful pilot phase, the City of London Considerate Contractors Scheme (CCS) has now introduced City Mark as 'business as usual', supporting and encouraging the implementation of both FORS and CLOCS in the live construction environment, identifying the levels of CLOCS and FORS compliance assurance at each site with 100% support.

Though this process City Mark has built a snapshot of FORS and CLOCS compliance in construction supply chains and identified exemplary examples of best practice across London's Square Mile.

To recognise best practices, five new categories have now been included within the CCS Annual Gold Awards:

- Client/Principal Contractor of the Year Award
- Construction Logistics
- Planning Award
- Transport Operator of the Year Award
- Driver of the Year Award
- Award Compliance Operative of the Year Award.

Winners

Multiplex at 22 Bishopsgate, were worthy winners of both the Client/PC Contractor and Construction Logistics Planning Awards. Two projects were highly commended for their Construction Logistics Planning nominations – Mace, 60-70 St Mary Axe and Bam, 8 Salisbury Square. Transport Operator award went to White's Transport Limited for their excellent work in the field.

Driver of the Year was awarded to Clint Hooper from



Byrnes Group, with Highly Commended awards going Paul Neal, O'Donovan Waste and Ian Bailey, White's Transport Ltd.

Compliance Operative/Team of the Year was awarded to BAM Construction, 8 Salisbury Square.

The unveiling of the road safety hoarding boards also took place at 8 Salisbury Square following the winning

presentation. These boards are now seen on a number of sites in the Square Mile.

City Mark is now 'business as usual'. All City of London construction sites will be encouraged to adopt the scheme within their daily routine working practices, while help and support will be available to reach levels of compliance on request.

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FORS launches new LCV Working Group

FORS has launched a new Light Commercial Vehicle (LCV) Working Group to support vans and other light vehicles that make up fleets as part of the scheme.

There are now more than 50,000 registered LCVs that are part of FORS and the new Working Group will ensure that the needs of LCV operators are fully covered by the scheme.

The group will also help to shape the future FORS benefits and FORS requirements with LCVs in mind.

The first meeting was held on 7 July at the McFarlane Telfer (McFT) offices in Maidenhead, Berkshire, and was hosted by Chris Craggs, Managing Director of McFT. The Working Group is currently made up of, McFT, CILT, Leaseplan



UK, BML Utility Contractors Ltd, Roger Bullivant, Carousel Logistics, Martek Contracts, ML Power Systems, David Phillips Furniture and Thales Installation. However, the group is not limited to these organisations and additional participants may join in due course.

The group discussed a

number of subjects, including how to add to the FORS benefits, such as Van Smart training and toolkits and how to further develop aspects of the Standard with LCV operators in mind. The group made a number of recommendations including FORS van driver packs and more of a focus on vans and LCVs in the materials

provided.

James Tillyer, FORS Manager, said: 'We have many light vehicle operators in FORS and it's important that we provide a platform to discuss how we can develop the scheme for couriers, tradesmen, parcel companies, utility workers and others. There was really constructive debate during the first meeting of this new group, and we have some great ideas to consider over the coming months'.

● **Any FORS accredited LCV operators that would like to provide suggestions for the working group to consider to help shape the future of FORS, please contact James Tillyer by email: James.Tillyer@ciltuk.org.uk.**

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Secured Mail – saving cash and improving safety

Secured Mail delivers £160,000 fuel and maintenance savings

One of the UK's largest eCommerce, postal and retail logistics businesses has saved £160,000 by implementing a driver behaviour programme underpinned by telematics.

Secured Mail, part of The Delivery Group, has used the system to analyse driver performance and make targeted improvements. This has resulted in an average eight per cent uplift in mpg and a 15 per cent decrease in incidences of unsafe driving.

This has helped the FORS Gold Member to realise a £130,000 annual saving on fuel and £30,000 annual saving on maintenance, despite an increase in miles travelled by the 75-strong fleet.

Important to minimise the risks

"Secured Mail is a 24-hour operation, with drivers out on the road at all times, so it is incredibly important we do everything we can to minimise risks to our employees' safety," said James Wilkins, operations and IT director at Secured Mail, which has also achieved ISO 39001 certification for road traffic safety.

"We are covering more miles than ever before

but have managed to achieve savings on fuel and maintenance by using driver performance data to help our employees improve through direct feedback, support and targeted training."

The system, implemented with support from Fleet Trak, includes OptiDrive 360, which scores drivers based on a range of key performance indicators, including speeding, driving events and idling.

League tables rank drivers

Secured Mail uses these scores to create league tables, which rank drivers based on performance and provide targeted training. ROSPA-accredited driver assessors conduct weekly briefings with drivers using the data and footage from vehicle cameras to discuss performance and identify methods for improvement.

"Drivers love the competitive aspect and the use of league tables has helped to provide a stronger incentive for improvement," added James.

"But it is also important to work with the drivers to ensure they get all the help and support they need to improve scores."

Drivers love the competitive aspect and the use of league tables has helped to provide a stronger incentive for improvement

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Renault Trucks on a mission to become a Master of compliance and optimisation

Having recently refreshed its heavy duty range, Renault Trucks is now focusing on new LCVs to help operators improve compliance and reduce running costs

Trucks may still be kings of the road to many people, but vans – especially at the heavy end of the spectrum – are still pulling in the volumes when it comes to registrations and sales. For operators, there is plenty of choice when it comes to deciding which new models to refresh their fleet with, but not all of them can tick all the boxes when it comes to safety, compliance and running costs.

Renault Trucks is seeking to do something about that, with two concept vehicles being unveiled at Freight in the City in November 2017. First up is the Master welfare van, aimed at the civil engineering communities as well as other sectors such as rail infrastructure. “The Welfare van is a conversion that we have pioneered together with Bri-Stor Systems,” explains Grahame Neagus, head of LCV for the UK and Ireland, Renault Trucks.

“The main issue with many vehicles is that the chassis tends to be heavier than normal, so getting seven construction workers with all of their PPE onboard often means the 3.5-tonne GVW is exceeded. But the chassis on our new welfare van has 850kg payload when fully fuelled, which means we can more than cater for seven passengers at 110kg each, plus their equipment.”

Comply from within

The Renault Trucks mantra recently – and going forward – is very much compliance-related and that’s something that is borne

Renault Trucks on a mission...

“The thinking is that customers buy a van with the standard features, then spend more to make life easier for the operator and driver”

out of the company's experience with its background and ethos with larger vehicles.

“Our whole design philosophy and how we create solutions is heavily integrated with the compliance and the operator because we tend to deal with people who are compliant-orientated already because they run a lot of heavy trucks,” explains Grahame, adding that it is an area of the business the manufacturer is trying to grow.

“The Welfare van is a brand new design concept and we've done a lot of research with industry sectors to come up with what we believe is an optimum vehicle that is also fully legally compliant,” adds the Renault Trucks LCV boss. The vehicle is available in FWD and RWD with a 4x4 version to follow – however the latter two variants carry a slightly higher gross weight, so there are compromises that need to be made.

Extra payload has been designed in by a greater use of composite and lightweight plastics in place of traditional items such as 18mm-thick ply. Grahame confirms that it is a standard Master chassis, but there have been no short cuts such as smaller fuel tanks used.

“We've taken what people want and then used the different materials to cut the weight but maintained the strength,” he says. “There are several safety features that are built in too. We've fitted the vehicle with glazed rear doors, for example. They are heavier than steel, but from a safety and compliance aspect you have to consider the rear compartment, which is the toilet area. In the event of an emergency, if it was solid steel and the locks failed there would be no means of getting out. But having glass – where you can't see in or out because of the chevrons over the top – and an emergency hammer,

it provides an opportunity for the operative to get out. That's where we've adopted a very compliance-related and safety-critical point of view. It's not taking weight out at the expense of safety – it is building a product with the right equipment, materials and new technology to design in more payload and safety features.”

Taking the Optimum route forward

Alongside the welfare Master van at Freight in the City will be a second Renault Trucks concept – this time catering to the needs of a different part of the market. The Renault Trucks Master OptiLogistics van is, according to Grahame, ‘our optimum vehicle concept for the logistics industry. We are aiming it at all logistics and parcel carriers such as the likes of TNT, DHL, Yodel and other companies in that area of the market, which is the growing B2B and Home delivery sector’.

The thinking is that customers buy a van with the standard features, then often spend more time and money to add-in extra options that make life easier for the operator and driver. With the new OptiLogistics van, however, it's a different story, believes Grahame. “We've devised a complete package that can be integrated into the medium wheelbase or long wheelbase Master and will also be available to go onto the Electric Master when that arrives in 2018,” he reveals.

“The main goal is about optimising the vehicles used in the parcel delivery business and this vehicle aims to tick all the boxes of the demands of fleet managers who are trying to run the most effective and compliant operation.

“As well as efficiency benefits, there are a number of items we've integrated into the van that are safety focused,” he says, adding that the van is going to be the first from the company to have onboard telematics. “We've obviously had this capability on our heavy trucks for some time, but it will now give the fleet manager the opportunity to get information about his Renault Trucks Master fleet and his HGV vehicle fleet all in one place.

“We are looking to provide solutions to the operational issues encountered by many fleet managers and engineers when operating in such a diverse and widely distributed fleet,” says Neagus. “If you're a fleet manager, with hundreds of vehicles operating around the Country, day and night, it is not until a problem occurs that you are aware of the potential issues and ramifications on your business.”

Packed with kit

In addition, the vehicle has onboard weighing capabilities and a five-camera, 360° vision system

for improved safety in the city. It has a walk-through bulkhead enabling the driver to better access the cargo area of the vehicle as well as Renault Trucks' first fold-up racking system in the rear, courtesy of a project undertaken with Bri-Stor Systems.

From an operational perspective the OptiLogistics van has a different driver's seat to the standard Master. With drivers making between 120 and 140 drops a day, they wear through floor mats and seat fabric once a year on average. “We have a new fabric that has been through usage friction tests that far outweigh the normal wear rates of seat fabrics, so that is going to ensure more durability in those components which often cause in life headaches,” believes Grahame.

And the kit doesn't stop there – the van showcases a new engine rpm limiter and is the first vehicle of its kind to be fitted with a AlcoDigital Interlock system. “From a fleet operator's point of view we are saving them money because we can limit the engine RPM in each gear and thus the amount of fuel that is being used by the drivers. This helps from both environmental and a fuel economy point of view,” explains Grahame.

“But the most interesting and pertinent item of this vehicle is the integrated digital alcohol interlock system. Drivers have to breathe into the system before the vehicle will start.

“If the driver has been drinking alcohol on a Sunday night for example and turns up for work at 6am Monday, it is highly possible they might still be over the limit. Before starting he has to breathe into one of these devices. If he is over the limit the vehicle will not start. In reference to the recent accident on the M1 when a truck driver was accused of driving drunk it's a very timely addition, but one we had already included in our plans.”

Coming to a street soon...?

It's important to remember that although these are concept vehicles, much work has been undertaken already and that given a positive response at the Freight in the City Show, both the welfare and OptiLogistics van will be available to operators in Q1 2018, with orders being placed in 2017” according to Neagus. “The whole suite of features will be a welcome addition for all operators,” he says, referring to the latter vehicle. “We are aiming to optimise the logistics operation. You might pay more for it, but you will be sleeping better at night and a much more compliant and employee-friendly operator, rather than someone who is running vehicles that are simply ‘just good enough’.

“We've taken much time and effort in discussing with and thinking like operators to come up with Class Leading solutions that address some of our industry's issues” Time will tell whether Neagus and his team have done enough to win the business.”



Smart piece of kit for van operators



Van Smart is a toolkit that aims to reduce work-related road risks, improve safety and create long-term behavioural change in the sector

The Van Smart toolkit for fleet managers could help to revolutionise your LCV fleet. Designed to a 'How to...' guide for operators, it's a FORS masterstroke

Given that vans account for nearly 80% of London's freight traffic – and are involved in 10% of all road traffic accidents – their condition, in many cases leaves a lot to be desired. There is clearly plenty that can be done to help operators get their vans road ready (and obviously road legal), but some those controlling the vehicles are unaware or unwilling to seek out the advice.

As a result, FORS developed Van Smart for its members – a toolkit for managers that is backed by TfL and 'aims to reduce work-related road risks, improve safety and create long-term behavioural change in the van sector'. It's a comprehensive kit – far too much to cover in one article in *The Standard* – that features an eLearning module, workshops and a driver handbook. To give a flavour – and the incentive to get involved and find out more – here are the six main tools in the kit.

Tool 1 – Key messages to give drivers

Emphasises the importance of preparing yourself, checking your vehicle, planning your journey and sticking to the basics. This tool also highlights how important it is to remember other road users, pedestrians and anything else on their route that could impact their journey. It points out what driver training is most important in this regard and also gives hints and tips about how drivers can improve their skills on the road. Finally there is a reminder of the need to act professionally and guidelines on how this is done.

Tool 2 – A clear road safety policy

It is important to initiate and maintain an effective safety culture in the workplace. Various pieces of legislation cover this requirement, including The Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. These regulations require managers to write and communicate company policy. You will also need to ensure that it is kept up-to-date.

This policy should also include reference to road safety and traffic regulations. The policy will help clarify your organisation's approach to safety and ensure that senior managers are signed up to it.

Tool 3 – Guidance on sharing the roads safely with others

Your vehicles share the roads with many others, some of which are at a far greater risk than others.

Managers should take adequate steps to ensure drivers share the road safely with other road users, with particular emphasis on the type of road users at special risk.

The Highway Code identifies the most vulnerable road users as pedestrians, motorcyclists, cyclists and horse riders. These road users should be highlighted to drivers, and control measures should be identified and adopted to protect them.

Tool 4 – A company-wide Van Smart campaign (including toolbox talks)

A company Van Smart campaign will help to engage with staff and encourage van drivers to prioritise road safety. It will ensure everyone involved knows exactly what Van Smart is aiming for and what is required of them.

The most effective management strategies are well planned and simple to understand. But with the right programme in place which implements changes and improvements at the right pace and the right time, tangible improvements can be achieved. What is key to success is that drivers are involved every step of the way so they don't feel that change is being forced on them.

Tool 5 – Checklists to make sure you haven't missed anything

This tool enables you to keep a more accurate record of what checks have been completed, what training has been undertaken and what level of interaction with drivers has taken place. Checklist topics include safe management systems, risk assessment, driver and vehicle management and maintaining momentum.

Tool 6 – Materials to help you deliver road safety

This section highlights a range of materials that are available to help implement the Van Smart programme effectively. In order to access the links provided quickly and easily, you may find it easier to access digital copy of this list from the FORS website.

Operators and fleet managers won't want to be overrun with information that might be conflicting – and drivers won't want to be subjected to material that they may have already covered in previous training modules. This toolkit will ensure that the right literature has been invested in and read and understood by all parties.



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A breath of fresh air

As part of his clean air action plan London's Mayor Sadiq Khan is introducing a new Ultra-Low Emission Zone in the nation's capital. Brian Weatherley looks at what it means for truck operators...and Londoners

Assuming there have been no last-minute changes to the original deadline, in less than two years' time on 8 April 2019 London's Mayor Sadiq Khan will finally see the introduction of the much-heralded Ultra Low Emission Zone (ULEZ) which lies at the heart of his action plan to improve London's air-quality.

That's only the beginning. Before the end of this year there will be a further public consultation on plans to extend the ULEZ beyond its current central London boundaries. However, right now it's important to understand what the ULEZ is all about, and why it's arriving 17 months earlier than originally planned.

First of all, the ULEZ will initially cover the same geographic area as the current central London Congestion Charging Zone. Like the existing Low Emission Zone (LEZ), which has a far wider boundary, it will apply 24-hours a day, 365 days a year.

Under the new ULEZ rules, all trucks above 3.5-tonnes must have a minimum engine emissions standard of Euro-6 on NOx and particulates (PMs) in order to enter the zone free-of-charge. Otherwise, their registered owners or operators will have to pay a daily charge of £100.

ANPR cameras will read the number plates of vehicles as they enter the ULEZ and their engine emissions rating will be checked against Transport for London's central database. For the record, the minimum emission standard for the LEZ is Euro-4 on particulates.

If, by 8 April 2019, your truck does not meet the ULEZ emissions standards and you fail to pay the daily charge, a Penalty Charge Notice (PCN) will be issued payable by the registered owner or

operator. For HGVs this will be £1,000, reduced to £500 if paid within 14 days. For vans it will be £130, reduced to £65 if paid within 14-days. However, it's important to note that any ULEZ charge levied will be in addition to the congestion charge.

In simple terms, what the ULEZ does is to tighten up the emissions requirement for HGVs operating within central London. But there's more to come. A statutory consultation on proposals to expand the ULEZ boundary beyond central London will be held before the end of the year.

The Mayor wants to extend the area covered by the ULEZ so that it applies to nearly all of Greater London. Subject to consultation, this expanded zone, which will have exactly the same boundaries as the LEZ, is planned to come into force in 2020.

It's not just HGVs that are in the Mayor's sights. He also wants to extend the ULEZ area for light vehicles – cars, vans, minibuses and motorcycles – up to the North/South Circular roads. Subject to consultation this would be implemented in 2021.

But what's behind this emphasis on commercial vehicle emissions?

It's no secret that road transport is a significant source of oxides of nitrogen (NOx) including harmful nitrogen dioxide (NO2). At high concentrations NO2 causes inflammation of the airways, while long-term exposure is associated with an increase in

symptoms of bronchitis in asthmatic children and reduced lung development and function.

Currently some 50% of all NOx emissions in Greater London come from road transport. More importantly, from the perspective of commercial vehicle operators, 46% of those road transport NOx emissions are generated by a combination of buses (20%) coaches (6%) HGV rigids (15%) and articulated HGVs (5%).

The other nasty product from diesel exhausts is soot or particulate matter (PM). Long-term exposure to PM contributes to the risk of developing cardiovascular and respiratory diseases, including lung cancer.

Research shows that soot particles with a diameter of 10 microns and smaller (PM10s) – which are not visible to the eye – are likely to be inhaled deep into the respiratory tract. However, the health impacts of particles with a diameter of 2.5 microns or less (PM2.5s) are even greater, as these smaller particles produced by diesel engines can penetrate even further into the lungs.

So an earlier introduction of the ULEZ offers the chance to reduce levels of both NOx and PMs quicker, with the obvious benefits to Londoners. Indeed TfL says that "as a result of implementing the ULEZ in central London sooner, road transport NOx emissions are expected to reduce by an additional 20% in 2019. This is in addition to the

reduction expected in 2019 as a result of people adopting cleaner vehicles ahead of the original planned ULEZ start date of September 2020."

And it goes on to state: "The area of central London exceeding legal limit values for NO2 would reduce from 30% to 22% – and 42% fewer people in central London would be living in areas exceeding the legal limits for NO2 concentrations. There will also be 'knock-on' benefits outside central London as a result of cleaner vehicles passing through inner and outer London to access central London."

Ultimately, while the start date for the ULEZ has come forward a year, the original minimum standard required for HGVs in order to comply with it has remained the same – i.e. trucks must have an engine that meets the Euro-6 standard on NOx and PMs. And as all the major chassis manufacturer have long had Euro-6 models in their line-up there will be no availability issues for those operators who need to buy those cleaner, greener trucks.

Finally, for all those operators who don't operate within London it's worth bearing in mind that air-quality is rapidly climbing up the agenda in many other major UK cities, not least Manchester and Birmingham, with both cities having expressed an intention to tackle urban air-quality.

Likewise, Leeds, Birmingham, Nottingham Derby and Southampton also have mandatory clean air zone proposals.

“Soot particles with a diameter of 10 microns and smaller (PM10s) – which are not visible to the eye – are likely to be inhaled deep into the respiratory tract”



Seeing more clearly on safety

Late last year London's Mayor Sadiq Khan unveiled plans for a Direct Vision Standard for HGVs operating in the nation's Capital. The first steps towards it have already been taken

In September 2016 London Mayor Sadiq Khan announced his intention to introduce the world's first Direct Vision Standard (DVS) for heavy goods vehicles working in London.

Why direct vision?

Recent research conducted on behalf of Transport for London (TfL) – the local government body responsible for most aspects of London's transport

system and lead-organisation for driving the DVS towards final adoption – has shown that truck drivers react more quickly when they can see a cyclist or pedestrian directly through the windscreen or side windows of their cab, rather than when using mirrors or relying on other warning devices. Naturally, the quicker a driver can spot

such Vulnerable Road Users (VRUs) the better the chances they have of avoiding a collision with them. Not surprisingly then, direct vision is at the very heart of the Mayor's mission to reduce deaths and serious injuries arising from a collision between HGVs and VRUs. And within the original DVS launch document was the proposal to apply a 'star' rating system (similar to the New Car Assessment Program or 'NCAP' scheme) which rates those trucks with the worst direct vision as '0' and those

with the best as '5'.

In light of previous studies that also confirmed that the amount of direct vision available to a driver is governed by the height of their driving position (i.e. a high cab generally reduces the ability of a driver to spot VRUs directly in front of the cab as well as within the classic nearside blind-spot area) TfL says: "The largest and highest vehicles, including some 'off-road' construction vehicles, and long-haul articulated cabs designed to operate on motorways, are most likely to receive lower or zero-star ratings."

Conversely those trucks with low-entry cabs and a lower driving position are seen as scoring up to five stars by virtue of their superior direct vision.

TfL has been in discussions with the vehicle manufacturers for some time as to how to best apply the DVS to trucks used in London. Those talks are on-going. Introducing the standard will also require close working with both the UK Government and the European Commission as well as further consultation with the industry, not least on the likely impact of a DVS on truck operations, road safety and other key issues. Reassuringly, TfL adds: "A reasonable lead-in period will allow time for necessary adjustments."

Under its original timetable, TfL was looking to ban (or restrict) those HGVs with a zero star rating from London's streets from January 2020, while only those trucks with three stars or above would be allowed into London by 2024. However, following consultations this year it has since issued new proposals (see below).

Direct vision is at the very heart of the Mayor's mission to reduce deaths and serious injuries

STOP PRESS – DVS LATEST PROPOSALS

This September TfL announced new steps taken towards the adoption of the Direct Vision Standard, including interim DVS star ratings and a proposed new HGV Safety Permit Scheme.

Both will be included in the next DVS consultation due this autumn. TfL says it will continue to work with manufacturers to ensure that interim star ratings for other HGV models will be available later this year. Confirmed star ratings will be published after the forthcoming consultation.

Under the Safer HGV Permit Scheme proposal, by 2020 all HGVs over

12-tonnes would require a safety permit to enter or operate in London. HGVs with a DVS rating of 1-star and above would automatically be granted a permit, while those with 0-star ratings would be granted a permit if they meet specific measures in a 'safe system.' TfL says: "The 'safe system' will build on best practice from existing, industry-recognised schemes." Measures could include:

- Sensors and other indirect vision devices
- Audible or visual warning around the vehicle
- Physical protection to deflect vulnerable

road users away from the vehicle

• Driver safety training

Phase 2 of the scheme, planned for 2024, would require HGVs, rated 2-star and below, to meet the requirements of a 'progressive safe system'.

TfL confirms: "These requirements will be more stringent than those from phase 1 to account for future developments in technology and safety measures, and to give the industry additional time to prepare for these changes. The progressive system will be subject to further consultation at an appropriate point before 2024."



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Keep the noise down!

FORS launches new Practitioner workshop to help minimise noise

FORS Professional is introducing a new Practitioner workshop, designed to help managers better understand how their operations can minimise incidental driving and delivery noise when working in urban environments. With the FORS Standard now including a noise assessment at Gold, this new workshop has been set up to give members the tools they need to put noise assessment into practice.

Along with understanding the issues and policies around noise in urban areas, the new FORS Professional *Managing noise in logistics* workshop will give attendees practical advice on how to reduce the impact of noise from freight deliveries in urban environments, the benefits of being quiet, and guidance on how to assess and mitigate the impact of noise and reduce incidental delivery noise.

The workshop will be the 10th in the FORS Practitioner series, and from 1st January 2018, members must complete all 10 in order to become a FORS Practitioner.

The draft London Environmental Strategy*, under consultation since August 2017, sets reducing the impact of transport noise as a priority, noting almost 2.4 million people are exposed to road traffic noise levels which are above World Health Organisation

(WHO) recommendations of 55dB. Anne Johnson, Operations Director at FORS said this new half day workshop should help identify ways to mitigate against unintentional noise, made at the point of loading, for example in yards close to housing, throughout the delivery journey, and when driving in quieter or less busy times.

Anne said: "It goes without saying that a certain amount of noise is created when conducting business, and although some noise cannot be avoided, there are many ways operators can help reduce noise impact and minimise disruption in urban areas.

"Quieter equipment is obviously a huge factor, but we want to give Practitioners insight into how they can help further, both in operational management, and via best driving practices.

"The subjects covered will be very much focused on practical application, we want operators to

come away with the tools they need to put quieter deliveries into practice."

The workshop is part of a suite of guidance on offer to operators and drivers, in partnership with Transport for London (TfL), including a manager's pack, and the Quiet Equipment Guide, which is currently available on the FORS and TfL websites.

Jaz Chani, Freight and Fleet Project Manager at TfL said: "Reducing the impact of noise on urban streets is a key part of the environmental programme for London, and we hope this new range of guidance will help hauliers understand how they can help."

The WHO** classifies environmental noise as the second largest environmental health risk in Western Europe, estimating at least one million healthy life years are lost every year from traffic related noise in the western part of Europe.

In the UK, a 2013 Government report into the economic impact of noise pollution quantifies the impact of road traffic noise, with costs in England alone £7 to 10 billion, figures akin to the impact of road collisions (£9 billion).***

The workshop has been ratified by the Noise Abatement Society, who has been instrumental in the course programme development.

Lisa Lavia, Managing Director at the Noise Abatement Society said: "Rapid urbanisation is driving the demand for vibrant, exciting 24/7 cities, yet places where peace and calm still exist.

"Quiet, safe, and clean retimed delivery and servicing activity is crucial to help residents get essential goods and services in a timely manner.

We applaud FORS Gold members, and those

aspiring to achieve the accreditation, for their commitment to residents and the environment in the context of sustainable growth."

Due to launch in December 2017 the funded workshops will be offered nationwide. Each workshop will be delivered by FORS trainers, qualified in health, safety and environmental practice and management, who are members of the Chartered Institute of Environmental Health (CIEH), and British Safety Council trained.

Anne Johnson said it is important that members are able to share knowledge gained on the workshop with customers and clients. Anne commented: "Responsibility for managing noise is something which all those involved in urban logistics must share, from drivers and operators to yard managers, customers and their clients. If customers understand how noise impacts their immediate environment, they can then work with drivers and logistics partners to better manage deliveries to factories and yards, and reduce noise.

"We hope this workshop helps address the problems of urban noise and deliveries, and puts FORS members in the best possible position to reduce incidental noise where they can to create a quieter urban environment."

*<https://www.london.gov.uk/WHAT-WE-DO/environment/environment-publications/draft-london-environment-strategy-have-your-say>

**http://www.euro.who.int/__data/assets/pdf_file/0008/136466/e94888.pdf

***<https://www.gov.uk/guidance/noise-pollution-economic-analysis> Noise pollution: economic analysis, 2013



Noise assessment part of FORS Gold Standard

The FORS Standard requires operators wishing to become Gold accredited to meet the G8 Noise requirement to reduce noise pollution.

The criteria includes measuring and documenting how operators:

- Reduce noise during driving, parking, loading or unloading, servicing or vehicle washing, relevant to vehicle type, load and sector
- Detail noise produced by vehicles,

processes, vehicle equipment and drivers and show how this information is shared with all relevant employees

- Regularly evaluate overall noise level reduction when specifying equipment to be fitted to a new vehicle
- Evaluate site reports showing regular customer locations and long-term operational sites, and details of potential and predicted noise pollution
- Explore timed deliveries to take place

outside of peak times and sensitive night-time or very early hours

- Silencing of radios and refrigeration units, limiting the use of the horn, the use of quiet flooring and the fitment of white noise alarms
- Noise produced by staff and drivers at their premises, including gates, bays, shutters –to reduce as much as noise as possible from operational activities

The workshop will give attendees advice and practical tools on the impact of noise from freight deliveries in urban environments

“The impact of noise on urban streets is a key part of the programme for London”

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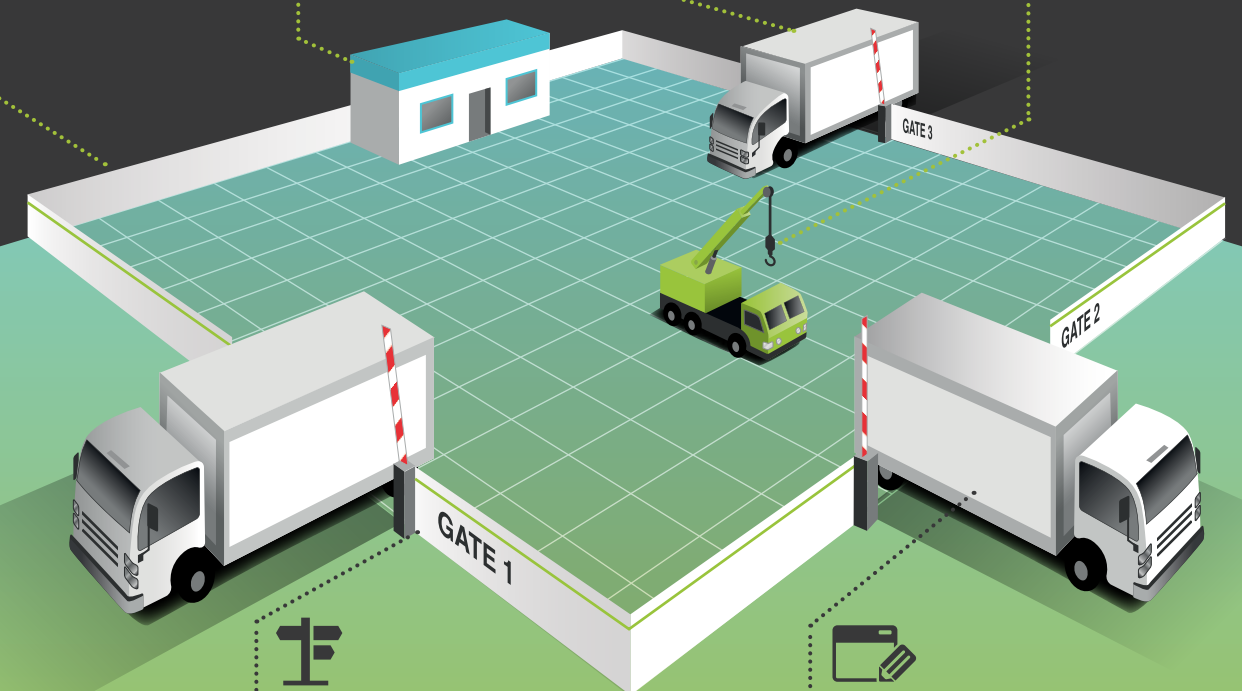
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Unsung Hero

Axle weighing device manufacturer Red Forge is getting more involved in support and consultancy work with law enforcement agencies, offering expertise and experience in the fight against rogue transport operators.

Usually consultancy and support work pays well – but the advice offered by Stuart Richardson, senior sales engineer at Worcestershire-based Red Forge, often ends without a sale.

Red Forge is a family-run business based in Redditch specialising in axle weight indicators and on-board weighing devices. “Consultancy is one of our main tasks now,” he explains. “If we have 10



Stuart Richardson: “If we have 10 enquiries, typically half of them contact us wanting a weighing device and the other half does not want to invest in one”



A DVSA official at work

enquiries, typically half of them contact us wanting a weighing device and the other half does not want to invest in one. After a discussion we will probably assess three, and two might end up investing in a weighing device.”

Even though FORS is a voluntary accreditation scheme, what it has done is prompt the operator applying to seek advice. Stuart says: “We have done presentations to FORS customers – it’s an excellent scheme that builds best practice for businesses.”

To see what sort of consultancy and support work Red Forge is becoming increasingly involved with, Stuart invited *The Standard* to Waltham Cross to observe a roadside Sting operation and the company’s involvement.

With vehicles operating in the waste and recycling sectors becoming an increasing factor in fatalities involving road traffic incidents in London, operators were targeted in a multi-agent operation on the M25, led by the Commercial Vehicle Unit of the Metropolitan Police.

Leading the operation is police constable Peter Leach. “We are targeting waste carriers and recycling vehicles as these are the ones involved in some recent fatalities,” he explains, “so we set up a day of enforcement to target these vehicles involving the Environment Agency (EA) and Driver Vehicle and Standards Agency (DVSA).”

Using three motorcycles and a

car, police officers target unregistered and older vehicles. Supporting the day of enforcement is Red Forge, providing calibrated weigh pads to check axle weights of light and heavy commercial vehicles brought in the police from the M25. Stuart has gone from providing equipment once or twice a year to taking part in operations once a month. At a previous operation, nine prohibitions were issued thanks to the weight pads provided by Red Forge.

Today 12 of the 13 vehicles he is asked to weigh by the Metropolitan Police are overweight by 1% or more. The service is provided free of charge and done to help protect motorists.

Over the day a number of vehicles were inspected displaying the FORS logo, further demonstrating that all come under scrutiny of the the operation.

Stuart says it is important for FORS-accredited businesses to make sure they comply at all times because they are the flagbearers of best practice.

The EA’s job has been to check waste transfer tickets to clamp down on illegal waste movements across the capital. Often unscrupulous hauliers will fly tip or move waste to temporary unregistered sites for cash.

The day ends with one motorist failing to provide adequate insurance and warned for carrying a pickaxe, while a 3.5-tonne Luton van is discovered to be 1.5 tonnes overweight. Once Stuart has weighed the vehicle, PC Leach explains that because the GVW has been exceeded by more than one tonne, he will seek to issue a court summons.

To ensure he has enough evidence to assist in a potential prosecution, PC Leach sends the van with a police escort to a nearby registered weighbridge to further confirm its weight.

Red Forge and the Metropolitan Police have been working together for nearly two years following a



Vehicles are escorted from the M25 to a secure facility for inspection



talk given by PC Leach to the company. He adds: “At a previous operation nine prohibitions were issued on vehicles weighed by Stuart, we value the service and expertise he brings in.”

ABOVE: a weighpad displays individual axle weights

Making Eye Contact

Transport for London proposed direct vision legislation will change the specification of vehicles that deliver freight into the city – and one new solution is the Mercedes-Benz Econic tractor unit. **Kevin Swallow** reports

It has been a year since the Mayor of London announced the Direct Vision Standard (DVS) proposal for trucks. DVS will work on a rating system based on how much truck drivers can see directly through their cab windows, as opposed to indirectly through cameras or mirrors.

A zero rating for trucks with the poorest visibility and five for the best, trucks rated zero will be banned or restricted from entering London. By 2024 only vehicles rated three stars and above will be allowed into the city.

DVS is designed to improve the safety of all road users, particularly vulnerable road users like cyclists, motorcyclists and pedestrians. It is worth noting at this juncture that the proposals are subject to consultation.

Unofficially, the Mercedes-Benz Econic 1835L would get a five-star rating as it, along with Dennis Eagle which also builds low-entry cab trucks, provides the industry with a cab that brings the eye line of the truck driver in line with the head height of those vulnerable road users. ▶



What does this mean for the road haulage industry?

While many nationwide hauliers that deliver into London are FORS registered operators, replacing a long-haul tractor with a low-entry cab isn't such a straightforward solution.

But history shows that where London leads cities like Birmingham, Edinburgh, Glasgow and Manchester follow. The Low Emission Zone is an example of this, with other cities keen to follow London's lead.

Right now, choosing a heavy commercial vehicle that meets DVS full-on is limited to two manufacturers – Dennis Eagle and Mercedes-Benz.

The Econic is now in its 19th year and has enjoyed several revamps, but none more so than the latest round.

It has new full-cab-height

Driving with a direct eye line to vulnerable road users means there was no reliance on cameras or side motion sensors

doors to improve entry and a revamped floor, making cross-cab access easier to name two. The wider range will also get the 12-speed Powershift transmission before the year is out; the Allison in this prototype isn't the preferred long-term option for the tractor unit as it seeks more subtlety for the driver.

Rupert Barnard, product manager for Atego and Econic, explained to *The Standard* that the Econic tractor chassis is based on the low frame Antos, so these are the best two to compare in terms of driver's visibility height.

With both running on 315/80 tyres and R22.5 wheels, the cab floor height of the Econic is 839mm, compared to 1,324mm for the Antos. It means the driver is sitting the best part of 500mm lower – and it's what gives Econic the edge, according to TfL, over conventional trucks when it comes to the proposed DVS.

Front overhang on Econic is 1,880mm, compared to 1,440mm on the low-frame Antos, which means the seating position is forward of the front axle and more akin to driving a bus.

There isn't a wide array of room for seat adjustment fore or aft so the legs straddle the

steering column. Cross cab is seen as a safety element for exiting drivers and passengers so that they do not have to step into traffic or oncoming cyclists concentrating on beats-per-minute or their i-Pods.

Looking forward, it just about eradicates the blindspot down towards the front bumper, so any cyclists keen to get a head start at the lights will be spotted.

Putting a Class 6 mirror on the front might prove a challenge as the pull-down sunblind will block it from view.

To get round this, Econic has a forward-facing camera. Full-length glass-panel doors mean pedestrians and cyclists will be spotted as they wander up the nearside of the truck.

With additional glass panels along the side of the truck, drivers can actually look over their shoulders, which means a better view at roundabouts, traffic lights and acutely-angled junctions. This latter point, to see oncoming traffic and vulnerable road users from the left, usually sees a truck driver having to square the truck up to the junction to get a good enough view.

On the streets of Barnsley, South Yorkshire, *The Standard* took a comprehensive examination of the truck with a series of roundabouts, traffic lights, lefts and rights and driving in city centre areas where vehicles and vulnerable road users mix.

As we tackled Barnsley's urban myriad of roads, the view from the driver's seat came to the fore. It made a pleasant change not to have to rely on side-sensors for cyclists nipping up the inside at traffic lights or going off when you passed the odd urban furniture at slow speeds.

Even though the truck was fitted with cameras, at no point during the driving did I have to rely on one to see what the eye could not. Job done.

Some changes are needed for the future to win over reluctant hauliers based in the regions. When looking out from either side, the view is marred by several vertical black strips that act as edging around the door and panes of glass, as well as the relatively narrow wing mirrors.

Although Mercedes-Benz argues that cross cab and concertina passenger doors offer more flexibility for exiting drivers, it restricts the width of the dashboard. If Mercedes-Benz fitted a traditional nearside door that swings out, it would reduce the number of visual barriers without really affecting the safety element as a driver can still exit safely from either side away from traffic.

As it stands, Econic meets the future proposed

criteria for DVS. Local authorities and construction companies have bought into Econic as a rigid and an Econic tractor unit ticks all the boxes for urban deliveries – industry leading field of vision, very drivable and has safety as its watchword.

However, Mercedes-Benz has to go one step further to win over operators who usually have a tractor unit that meets all its needs, not just delivering in city centres.

Many operators do not operate set-in-stone delivery schedules and their trucks might run into the city two days a week but spend the other three or four in the regions.

For the future, part of the Econic range has to evolve into something closer to Antos or Actros with a cab that has doors opening outwards, bunks and storage, without losing the benefits of direct vision to win over the operator. If Mercedes-Benz steps in this direction, it could just be the truck the industry wants as much as it needs.



Rupert Barnard (right) with *The Standard's* Kevin Swallow

The wider truck market remains focused on emissions and alternative fuels rather than cab redesign to meet the DVS proposal.

Emphasis on visibility is limited to windows in the bottom of nearside doors, a rehash from the last century, as well as more cameras and sensors.

In the pipeline is a tractor unit from Dennis Eagle that will deliver the same visual benefit as Econic, so it looks like it's shaping up to be a two-horse race.

Fact File

- Specification: Mercedes-Benz Econic 1835L 4x2 tractor unit
- Engine: OM936, six cylinders inline, 7.7-litre, six-cylinder using EGR and SCR to achieve Euro-6
- Power: 349hp @ 2,200rpm
- Torque: 1,400Nm @ 1,200 to 1,600rpm
- Transmission: Allison 3200P six-speed automatic with overdrive top gear and integral retarder
- Cab: Low-entry High Roof
- Tractor unit kerbweight: 6,940kg

The automatic Allison six-speed transmission suits rigids on stop-start operations but introducing the 12-speed Powershift will change the driving experience over longer distances for the better

Safe and secure

Wheel security might not sound like the most interesting and progressive subject for operators to be concerned about, but the risk of accidents or even death tends to focus the mind. Fortunately, there is plenty of work going on behind the scenes

We've written a policy that is industry-wide and we think it's actually better than what the manufacturers have at the moment



Improving safety levels of wheel fitments – and reducing the number of detachments – has been at the heart of many efforts from within many different areas of the transport industry for years.

One organisation leading the way is the Institute of Road Transport Engineers, which, in the past, has produced best practice guides, run safety campaigns and tried its best to educate and advise members and the wider community.

It's not easy to find examples of what happens when a wheel comes off a truck, but the results can be eye-opening, as the company William Tracey found out.

For the recycling firm, two nearside wheels came off one of its vehicles on the M8: one hit a hearse and Scottish Transport Commissioner Joan Aitken said 'had there been proper wheel security processes, the loss of these wheels simply would not have happened'. The punishment: Aitken reduced the William Tracey group's licence authority from 144 vehicles to 121.

But punishments such as that should be the last resort and, ultimately, shouldn't happen at all if more care is afforded to truck fleets.

Fortunately the aforementioned institute is on another crusade.

Veolia's Head of Fleet for the North of England – and IRTE stalwart – Chris Grime has been given the task of reviewing his company's national wheel security policy – applicable to the Veolia fleet, which numbers over 6,000 items, which is turning into quite a challenge. "We've got a robust policy at the moment, but in the process of changing our tyre

supplier, the heads of fleet all realised that we each had slight differences in our approach to wheel security," he said. "So I'm now looking at the policy as a whole to make sure it is common throughout our regions and matches industry guidelines."

Chris will make suggestions as to where Veolia needs to change and then look to roll these out to the industry as a whole. And he's not hanging about – since he started the project in March 2017, he has set up a focus group with fleet engineers, established a compliance area and consulted health and safety as to the best way to proceed.

Manufacturer differences

Part of Chris's frustrations so far have been the variations in manufacturer guidelines for wheel security. "One said they torqued to 700Nm and then re-torqued to 700Nm after either 30 minutes or 40-80km.

For another, the approach was 200Nm plus 90°, then a re-torque to 670Nm after 20-30km. The third one was an initial torque to 700Nm and then two re-torques – one after 100km and another at 500km, while the final one said it torqued to 600Nm and re-torqued at 50-100km.

All of them used the same wheel size and the wheel configurations – in terms of studs and nuts – were the same," he said.

Lubrication of the nuts and bolts was another example of the diversity, because one manufacturer said they did lubricate, two said they didn't know whether they lubricated and one said they used no lubrication at all.

"Within the IRTE, we've written a policy that is industry-wide and we think it's actually better than what the manufacturers have at the moment,"



says Chris. "But there is a dilemma in terms of whether you follow the manufacturer or industry best practice. While I'm still working on the new standard for Veolia, I couldn't say which is the best option, but what I'm trying to create is something that meets our requirements as a company and that will also feed into the IRTE best practice guide."

In talking to two of the people who worked on the original IRTE wheel security guide, Chris says they suggested that by lubricating the washer to the nut interface and the thread, the clamping force actually increased by at least 20%. "As such, we feel it is very important to lubricate the threads on the stud as well as the washer interface, so that is what we'll be recommending."

Whatever happens, Chris is working on a pretty tight schedule. "The recommendation will be made by the end of Q3 and put to Veolia and the IRTE," he reveals. "Whatever we decide for the Veolia policy, I will also make the recommendation to the IRTE Technical Committee. Our current policy on wheel security is very close to what we have," Chris explains.

"We go above and beyond the IRTE policy in Veolia and we also talk about a secondary wheel security approach – using rip-clips, for example, which secure two nuts together to stop them coming loose. But some OEMs have said that they can't be fitted to vehicles with embellishments such as wheel nut covers because they are fitted as part of Whole Vehicle Type Approval, so that is another hurdle to overcome."

What is the EU going to do about it?

Another long-time campaigner for improved wheel security is MWheels (formally known as Motor Wheel Service Distribution). It has been deeply involved in the EU's Roadworthiness Package, which comes into force in May 2018 and MWheels is trying to raise awareness of the seriousness of the issue, as well as the importance of attention to detail to the new legislation. "The wheel is a safety critical item and those are the words used in the document," explains Matthew Mardle, chief operating officer of MWheels. "It has been signed off and in reality countries have a year to prepare for it. However most UK fleets have no perception of what is coming."

"We are going through an education process with our customers," continues Matthew. "We have in place – through one of our major service providers in Germany – a number of small seminars because we need to raise awareness for end users. We need to get it on the radar and talk to fleets and service providers about doing more fleet checks."

MWheels is hoping that Brexit will not impact on the legislation, given that it has taken so long to get to the point it is at now.

"We've got meetings in parliament but the date we had the meeting was the day for the election," says Matthew. "We will continue to ensure that the Act is adopted and taken onboard. It is not that controversial – it just brings together a lot of common sense."

Veolia has set up a focus group with fleet engineers, established a compliance area and consulted health and safety as to the best way to proceed

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Fuelled for the future

Talk of no more petrol or diesel passenger cars has made the whole industry think a bit more about future powertrains and the fuels that will be used to run all vehicles. Fortunately, Shell has been researching this exact topic for some time

History has shown that vehicles have relied on the internal combustion engine forever, fuelled by petrol or diesel – the latter in the case of the vast majority of commercial vehicles.

But now, due to a combination of technological breakthroughs, question marks over the future of diesel and proposed government legislation, alternative fuels are very much on the agenda. Fuel supplier Shell is one of many companies developing new blends of more conventional alternatives such as CNG and LNG – and is also exploring possibilities of other options such as hydrogen.

"Shell is responding to market trends within the commercial vehicle industry by investigating what customers and fleet managers actually want," says Scott McGregor, in charge of retail B2B sales at Shell. "When it comes to alternative fuels, for example, the company has a diverse portfolio of products and that often results in a conversation about which one comes first."

"The development of our LNG and hydrogen filling stations has been influenced by the market and we have been looking at what people are prepared to pay for their fuel. We see a mix of vehicles in different areas that are running on one source of fuel, whereas other vehicles that run long-distance duty cycles will be powered by alternative sources," continues Scott. "We are

constantly looking at new technologies, products and services that might be available – and also investigating how these products can help fleets improve the way they operate."

One of these new technologies is gas-to-liquid fuel – a cleaner diesel alternative and a chemical transformation of natural gas into liquid product. This creation is different to LNG, which is a physical transformation where you cool it down and compress it. But that doesn't mean LNG is being ignored when it comes to the trucking world.

In October 2015, Shell opened its fourth LNG truck refuelling station in the Netherlands. The station in Amsterdam is located in the western port area, a location with significant turnover from ships to trucks that distribute goods into the city. The company says it is "committed to LNG as a fuel option", but admits that it will take time to develop this market.

Hope for hydrogen?

While the major manufacturers and truck operators wait or the likes of LNG to take off, a lot of attention and effort has shifted to hydrogen.

"People have said that hydrogen is the fuel of the future for some time now, but the costs have to come down before that can become a reality," says Michael Copson, Shell's hydrogen business development manager. "Platform sharing has

ABOVE: the Nikola One truck indicates a future for hydrogen power in the commercial vehicle sector

“We are constantly looking at new technologies, products and services that might be available”



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► helped – and the political arena it has been useful – but it remains a major challenge and a struggle to persuade people to decarbonise. As a result, any policies that help drive it as we aim to make cities cleaner and further reduce emissions are welcomed.”

But don't believe that Shell is standing around kicking its heels waiting for progress and approval.

The fuel supplier is pushing on with a hydrogen network, albeit still under the age-old 'chicken and egg' conundrum of which should come first, the vehicles or the infrastructure.

For those who are resistant to change, or the emergence of a new type of fuel, hydrogen is just like electricity and acts as an energy carrier from one point to another.

“For transport – in the short term – you can use it as a very quick improvement in air quality and quick decarbonisation route for your vehicle fleet,” he explains. “A fuel-cell vehicle uses hydrogen to create electricity to boost power. Because it is an energy carrier, you can also use it as a storage medium, so it is really effective in being able to address issues such as the intermittency of wind and solar power.

“If you have too much electricity produced by those you can use it to generate hydrogen through electrolysis and therefore store that energy. And you can use hydrogen as a transport fuel, put it into the gas grid or you can go the other way and produce electricity again,” Michael adds.

Short term solution

“In the short term, we see hydrogen as a way of decarbonising and helping with air quality and in the longer term, we know there are greener options for producing hydrogen. Right now 99% is produced by steam methane reforming through conventional industry like chemical plant, steelworks, refineries and so on. When you get into wind, solar, electrolysis it works really nicely because it is end to end carbon-free fuel.”

Michael is realistic and maintains that Shell can't make things happen on its own. “As an energy provider, the investment is just too large to just make a wholesale conversion the entire network to hydrogen. So we need collaboration – that is the key for hydrogen's success, as well as the success of other alternative fuels,” he says.

“The three parties involved here are: ourselves – to work on supply and trying to bring costs down; the government – who need to give us long-lasting sustainable policies that allow us to facilitate hydrogen mobility; and the OEMs who need to invest in the technology.

“Fortunately, they are further ahead of the curve than people realise.”

From a product point of view, Michael believes that



when the infrastructure has been established, the vehicles will be a success.

“With a fuel-cell vehicle, there is a range of around 400 miles and the refuelling process takes around three minutes. So it's roughly the same as a conventional vehicle, compared with the many minutes or hours of recharging battery electric vehicles.”

Shell's hydrogen journey focuses on three main territories: Germany, California and the UK, with the first site here opening at Cobham services on the M25 in February. It is run in partnership with an electrolysed company called ITM, with Shell buying green electricity for that electrolyser.

“We electrolyse water onsite and the hydrogen is stored onsite as well; the supply chain is very short. Customers are using it, which we are proud of as it's a big step for the country,” says Michael.



Refuelling with hydrogen is as straightforward as using a diesel or petrol pump

One of Shell's hydrogen filling stations, which are becoming more and more popular



LEFT: platooning has big potential but there are big challenges too

Not behind the wheel

Autonomous vehicles, last-mile delivery and robots – they are all on their way so it's time to embrace the evolution of the commercial vehicle industry

When Mercedes-Benz introduced its concept vehicles at the 2016 IAA Commercial Vehicle Show in Hannover, Germany, few believed that the autonomous and advanced delivery ideas that were being mooted would come to fruition so quickly.

However, this scenario is playing out in cities all over around the world, with trials of driverless vehicles taking place.

Then there are also the solutions to the growing

problems of congestion and last-mile delivery. These issues have – to a large degree – been driven by the explosion in popularity of internet shopping and other forms of e-commerce.

As more and more people expect next day delivery and place orders from the comfort of their own office, front room or even bed, those tasked with getting these goods to the final destination in time might not be sleeping so easily.

Coming back to those 2016 concepts, namely the Vision Van, are a clear indication that autonomous vehicle development work was not going to stay solely in the passenger car world for long. Freight transport and delivery vehicle fleets have been forced to think about how they operate, which has led to a number of next-generation commercial vehicles.

The battery-powered Vision Van was equipped with delivery drones and full connectivity – from distribution centre to consignee. “We wanted to re-invent delivery vans, asking ourselves first and foremost, what is the main purpose of the interior?”

Firstly it is to get in and out, so this means keeping the steering wheels and pedals out of the way, creating more useable space for the packages in the back of the van,” explains Kai Sieber, director of design – brands and

operations, Mercedes-Benz. “The second part of the story here is more complex and part of a new business model that deals with drones, robots and single shot loading,” adds the Mercedes-Benz man, alluding to a much more efficient delivery process.

Robots in this guise

One company that took notice of what Mercedes-Benz was doing was Starship Enterprises, which is now working with the brand's parent company, Daimler. The startup, created by the founders of Skype, builds delivery robots and currently has over 100 of them running around six cities in five countries – US, the UK, Germany, Switzerland and Estonia. The purpose of the robots is to get around

the issue of last mile delivery, which causes a bottleneck in delivery and accounts for up to 50% of transport costs.

“The robot travels on the pavement at up to 4mph and takes up about as much room as a pedestrian,” explains Henry Harris-Burland, vice president of marketing at Starship Technologies. “It has sophisticated obstacle detection technology so it won't bump into you, it will move around you.”

Henry describes the robot as ‘99% autonomous’ because there are ‘situations a robot finds itself in that technology can't solve right now’.

Instead, the units are monitored by a team of humans in a control room who can take control at any time.

100 robots are running around six cities in five countries – US, the UK, Germany, Switzerland and Estonia

The Mercedes-Benz Vision Van – equipped with delivery drones and full connectivity



Not behind the wheel



Capable of carrying up to 10kg – roughly three shopping bags – the robots have completed tens of thousands of miles on the pavement and met millions of people during their lives so far.

“Theoretically, it could be stolen but there hasn’t been one theft yet – helped because it has nine cameras, a siren if you try and tamper with it or pick it up and two-way audio, allowing us to scream at the thief,” says Henry.

The robots are carried by ‘Robovan’ – which is where Daimler comes in. “This parcel delivery vehicle is loaded up with Starship Robots, travels around the neighbourhood, dropping them off to deliver parcels (communication is via text message) and picking them up after that have delivered the goods. From our economic modelling, we can increase driver efficiency by up to 300%,” claims Henry.

To get to this point hasn’t been easy for Starship Technologies, and Henry is aware that other challenges lie ahead.

“It is an emerging industry – there are about 10 other companies building delivery robots right now. We need regulation – for the majority of places we operate in, we need to seek permissions and get approvals. We have a national law in Estonia; state-wide laws in Idaho, Florida and Wisconsin and there are tens of cities that require permits because of the laws,” he explains.

“But with growth in e-commerce, there are going to be more vans and cars out on the road. With

delivery robots we want to take them off the road, reduce congestion and pollution and replace them with robots.”

Driverless deliveries

Autonomy using slightly larger vehicles was seen elsewhere in London in June, as a 10-day real-world trial took place. Using a vehicle called CargoPod, the initiative was part of the GATEway Project (Greenwich Automated Transport Environment), which is led by research company TRL, together with Ocado Technology – a division of Ocado, the world’s largest online-only supermarket.

CargoPod, developed by Oxbotica, is guided by its state-of-the-art autonomy software system Selenium, which aims to provide ‘real-time, accurate navigation, planning and perception in dynamic environments’. The pod carries up to 128kg of groceries and during the trial operated around a residential environment, completing grocery orders to 100 customers.

“The GATEway project is unique in that it considers the effect of automated vehicles on the movement of goods as well as the movement of people. This trial with Ocado Technology provides an ideal platform to help us understand how and where these vehicles could best operate and whether people would accept, trust and like them as an automated delivery service in the city,” says Simon Tong, principal research scientist (TRL) and technical lead for the project. “We envisage that cities could benefit massively if deliveries could be made by quiet, zero emission, automated vehicles when congestion is minimal.”

Autonomy is growing

For larger vehicles and operators, while autonomous vehicles aren’t on the fleet, they are certainly on the radar. “Platooning is an interesting concept going forward for delivery. On the light commercial side, there will be autonomous vehicles, inline and then truck platooning will follow,” believes Christophe Domke, director commercial vehicles, mobility practice, Frost & Sullivan.

“The concept has big potential but there are challenges – mainly not on the technology but on the legislative and the business case. If you have truck platoons, the first truck has a driver, but there is no need for a driver in the second, third, fourth, and so on. However they need to be present by law. So why should fleet managers invest in these vehicle units and still have to pay the driver? There are big business case challenges there.”

CargoPod, developed by Oxbotica, is guided by its state-of-the-art autonomy software system



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SAFETY IS NO ACCIDENT

Safety is a top issue at FORS, in particular, reducing injuries of vulnerable road users. It's at the top of the agenda for Volvo Trucks too. We've visited their vehicle accident and safety research department in Gothenberg, to get the up to date picture ►



Safety is no accident



Peter Wells, leader of Volvo Trucks' accident research team

Volvo Trucks has been at the forefront of safety innovations in heavy trucks ever since the firm set up an accident investigation unit in Gothenberg in the sixties.

Volvo established an exceptional working relationship with the Swedish police, jointly investigating crashes involving trucks in the area around Gothenberg. Those early days focused on passive safety like strong cabs and seat belts, then the active safety – avoiding an accident in the first place – started with ABS, and so on it went, to the raft of 'assistance systems' we have now. As part of our visit to look at Volvo's safety, we met Peter Wells, who is the leader of that accident research team today. In presenting the findings of the 2017 *Volvo Trucks Safety Report*, there was both good and bad news.

More work to do

The headline findings were that the number of serious accidents involving trucks are going down, as are crashes with all other classes of motor vehicles, but the numbers of vulnerable road users (VRUs) involved is increasing.

Worryingly, it's the only category to post an increase. The efforts of legislators at TfL, with the CLOCS regulations, and the response of truck makers like Volvo, must be partially slowing the advance of VRU casualties, but 'more needs to be done', according to the report. However, FORS seems to be bucking the trend, with members demonstrating a notable reduction in this type of accident.

One of the report's findings that shocked us was the figures on seat belt usage in trucks. We had assumed that if they are fitted, drivers wear them.

Not according to their research. To our surprise, Peter singled it out as being woefully short of the mark. In Sweden, the benchmark country for safety-conscious countries, they reported that only 60% of truck drivers wore their seat belts.

Britain did a little better, and France came top of the list, most likely due to vigorous enforcement by the police there.

To us, putting a belt on is as natural as shutting the door. For many, it seems, it's not the case.

New schemes

Changing old habits is notoriously difficult. But getting them established while children are still

young, can be easier. Thanks to Volvo Trucks, a new safety scheme is on the way to a primary school near you. Trialled in Sweden, where it started life as 'Stop Look Wave', Volvo claims it to have been an international success, with over 100,000 children taking part, learning how to interact safely with commercial vehicles in traffic. Carl Johan Almqvist, traffic and product safety director at

Volvo Trucks, said: "With 'Stop Look Wave' we're giving young children the world over the opportunity to better understand how trucks operate in traffic. In an easy to understand way, we aim to make them aware of the risks, and how best to avoid them." This initiative has now been followed by 'See and Be Seen', a new programme directed at cyclists from 12 years old and above.

The project shows children and young cyclists where they can, or cannot be seen, by a truck or bus driver. Volvo's UK HQ at Warwick will be providing their dealer network with marketing and training materials, with a project which started in July this year, and local schools the target.

Technology

The raft of safety technology in new heavy trucks today is actually in front of the legal standards for cars. A new Volvo FH tractor rolling off the production line must have AEBS (advanced emergency braking system) and LDW (lane departure warning), so the average truck is now safer than the average car.

But Volvo is still busy analysing the details of accidents and working out ways to limit the consequences. Intervening in a vehicle's steering is currently illegal, as the Vienna Convention on Road traffic (1968) specifically prohibits it.

There are exclusions for the autonomous vehicle trials that are under way in Europe and for low speed parallel park assist. It's an aspect of the convention that we expect to see modified before



long, to catch up with technology. Looking at the so-called B1 accident (head-on collision), and the B2 (% impact with the oncoming vehicle hitting the side of the truck), Volvo's research is looking at a momentary intervention of steering control.

Added to the selective braking that we already deploy with ESP (electronic stability program), it is expected to improve the outcome of such accidents.

It looks like this could be a valuable addition to ESP, as a driver's reaction in crisis is often the wrong one.

Especially with tractor-trailer combinations, the right amount of pre-emptive steering input not only helps the driver to avoid doing the wrong thing, it sets up the truck to survive and remain stable after the collision has been either avoided or mitigated.

When it's delivered, it will be called OCAS (oncoming collision avoidance system) and Volvo say that it will be tuned to operate in concert with their dynamic steering – currently an option.

Virtually there

For the development of OCAS, Volvo Trucks turned to the simulator. "The big advantage is repeatability and accuracy," says Claes Avedal, senior safety specialist, product planning, at Volvo Trucks. He added: "We can mimic any real situation here and create complex ones too. For good research findings, being able to replicate events accurately is essential, and the range of testing that it helps with is very wide."

Apart from vehicle dynamic testing, infrastructure

design, product and systems development, and driver behaviour are all on the list. Loading a modified FH cab into the simulator takes about a day, but the faster testing times are well worth it.

We've been to more safety-related press events run by Volvo Trucks than any other truck maker. It's one of their proudest core values. With the much-vaunted autonomous truck still clearly being years away, these extra systems will have a vital role to play for a long time to come.

BELOW: simulators have the advantage of repeatability and accuracy



Checks and balances

FORS has announced a strategic partnership with driver licence checking specialist, Licence Bureau. The move comes in a drive to help FORS members manage requirements around risk-based licence checking thus ensuring they run a safe, compliant and legal workforce. There are preferential rates for FORS members, too

FORS has just launched its FORS Driver Licence Checking Service in partnership with licence checking specialist, Licence Bureau. The partnership also means the Hemel Hempstead-based company becomes the first FORS Affinity Partner; those companies that provide FORS branded products or services which add value by enabling operators to comply with legal or contractual requirements and / or improve on safety,

emissions, security and operational efficiency.

Companies can request a quote for the FORS Driver Licence Checking Service from the FORS website, with preferential rates available for all FORS members.

Three million and counting

Licence Bureau was established 14 years ago with Managing Director, Malcolm Maycock, spearheading the business and having now established his position as a leading figure in this important field of compliance. By February 2018, Licence Bureau will have accessed and checked in excess of three million drivers' licences with

about after very careful consideration by Licence Bureau and FORS. It was critical for us to design a service that will benefit the operating community. Naturally," he went on, "we are delighted to be working with FORS. We have great expertise in this field and our business is growing. I know we can help FORS members accurately process and manage driver licence checks, keep their records up to date and improve the overall safety of their fleets," he said, adding, "and all with a cost saving for FORS members, too."

Paul Wilkes, Business Services Manager, FORS, said: "Regular, appropriate and risk-based licence checking is an important part of the FORS Standard and we are delighted to be launching this opportunity with our Affinity Partner Licence Bureau, to offer FORS members this crucial service at a discounted rate."

How it works

Checking licences, in fact all of Licence Bureau's services, are managed and accessed via a Compliance Managed Services (CMS) online portal. FORS members gain a unique login to the site, which also allows access by other individuals in the Transport Office, thus enabling tailored information and alerts to operators' specific requirements.

A company dashboard lets the user see at a

glance headline figures and risks. From here, users are able to easily click through the site to interrogate reports and management information.

Automatic training sessions can be arranged. For example, a FORS member may decide that for medium-risk drivers, a Driver Risk Assessment and targeted e-learning is appropriate, where a high-risk driver may qualify for on-the-road training.

Basic requirement

Commercial vehicle drivers must have the correct licence categories and qualifications, and may require additional certifications depending on the vehicle type. Fleet managers need their drivers' consent to check their information, and once this is obtained can check their suitability through the DVLA.

The DVLA offers a basic driving licence information service, which can be used by individuals to view their own driving record, check penalty points or disqualifications and to create a licence 'check code' to share the record with someone else. A 'check code' is then valid for 21 days and can be used to verify driving licence details.

Added value

Through Licence Bureau, however, the FORS Driver Licence Checking Service is different. It means the driver does not need to provide access for each

check as the system completes the task automatically, saving time when regularly checking licences.

Intuitively built to help manage licences, the system notifies the user of any exceptions required and allows the user to add actions and thus provide the audit trail required for compliance checks.

"It's about minimising hassle for operators," added Malcolm. "Compliance is our business, and we cover all aspects of driver licensing, allowing FORS members to concentrate on the important business of meeting, and exceeding, their own customers' expectations. We've devised a highly effective management tool," he said, "and, crucially, we provide operators with the peace-of-mind of knowing their drivers are compliant and operating within the law."

Need to know

FORS requirement 'D1 Licensing and qualifications' states that operators shall ensure that licences and qualifications of all drivers (including agency drivers) are checked using a risk-based verification system that directly accesses the DVLA database. This should be done prior to a new driver starting and then at least once every six months thereafter. However, it is also important that drivers immediately report endorsements and disqualifications (of both driving and vocational licences) to their manager so they can be recorded. **For more information, go to:** <https://www.fors-online.org.uk/cms/licence-checking-service/>



Malcolm Maycock

DVLA alone. Malcolm is Chairman of the ADLV – Association for Driving Licence Verification, and is a regular adviser to numerous industry bodies, including the Driver & Vehicle Licensing Agency (DVLA).

He said: "This partnership agreement has come



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