



# THE STANDARD

Produced in association with FORS, the Fleet Operator Recognition Scheme

## PUTTING AN AUTONOMOUS STOP TO ACCIDENTS



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## Welcome

Jump into a new vehicle today and you'll see many technologies that are designed to prevent accidents and keep drivers, passengers and road users safe. But it's important to consider the safety – as well as wellbeing and general health – of the drivers, especially those who are subjected to hours behind the wheel every day.

This issue of *The Standard* considers the physical and mental states of drivers and offers advice and guidance on how to maintain and improve general health. It also outlines what employers should be looking out for to keep their staff firing on all cylinders.

Going back to the in-vehicle technologies, we also have a focus on automated braking and advances in the field of accident prevention. Part of the discussion includes the latest on Transport for London's Direct Vision Standard. TfL has recently released star ratings for Euro 6 trucks and these ratings are now available from the

manufacturers – search for 'DVS' on the FORS website ([fors-online.org.uk](http://fors-online.org.uk)) for more.

The Direct Vision Standard has been developed to address the disproportionate number of fatalities involving HGVs and vulnerable road users. TfL has worked closely with the freight industry as well as road user groups in order to devise a framework that stands the best chance or reduce accidents and fatalities on the road. To make it work will require input and support from all areas of the industry, including vehicle manufacturers, operators and drivers but there is real hope that the standard will succeed.

Stay healthy – and drive safely,

**Matthew Eisenegger**



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# FORS freezes fees for third year

There will be no increase to FORS membership subscription or audit fees in 2018. This announcement means it is the third year in succession that FORS members will enjoy a price freeze from the transport industry's leading best practice accreditation scheme.

The latest price freeze follows last autumn's announcement at the FORS Members' Conference that the FORS Gold evidencing fee of £235 will be scrapped for smaller operators.

The axing of the fee – for operators with one to three vehicles, effective from 1 January this year – is aimed at encouraging smaller operators to progress to FORS Gold and, with it, going on to attain



the very highest standards of operational best practice.

"We plough a lot of investment into evolving the scheme and into developing a wide range of meaningful member benefits," said FORS director, John Hix. "We recognise too the ever-

increasing costs that operators must bear, and our price freeze, we hope, goes some way to easing the pressure."

Recent milestones for the scheme also underline its expanding membership, both in terms of numbers and

its geographical reach. The 250th FORS Gold member – Heathrow Haulage – joins an 'elite' group of FORS members displaying exemplary levels of operation, while haulier RLT Ltd. in Buxton becomes the 900th FORS Silver member, reflecting the expanding nature of FORS as a truly nationwide accreditation scheme.

"FORS really is gaining traction with operators up and down the UK," added Hix. "Over two-thirds of our membership is outside the M25, with a growing number overseas. It proves to me that the fundamental FORS message of operational best practice resonates with operators regardless of their location and irrespective of their fleet makeup."

## FORS 250th Gold member revealed

Heathrow Haulage Ltd, a Tarmac subcontractor, has become the 250th company to achieve FORS Gold accreditation, increasing its MPG by almost five per cent in just six months.

The Hillingdon-based company subcontracts asphalt and aggregate material for Tarmac and decided to progress to FORS Gold to further highlight its commitment to best practice and road safety standards, after seeing the improvements made to its business at both Bronze and Silver level.

"We discovered FORS through our work with Tarmac and were informed of the benefits FORS made to other subcontractors, who had seen a noticeable decrease in fuel usage," says director James O'Mahoney. "Achieving FORS Bronze accreditation encouraged us to aim for FORS Silver, and seeing the improvements made to both fuel use and business operations while working towards these levels encouraged us to continue utilising the FORS tools and practices up to Gold."

"The results are clear – our vehicle is now using less fuel, which is very helpful to



James O'Mahoney

our bottom line."

As well as a tangible fuel saving, FORS Gold requires members to evidence understanding of safety best practice, for which Heathrow Haulage maintained a zero-accident record, with zero PCNs (penalty charge notices) received. "After becoming FORS accredited we really took advantage of the toolkits offered. The safety guidance has without a doubt helped keep our accident number at zero," claims O'Mahoney.

For the sub-contracting business, which

operates one vehicle and two drivers, accessing driver training and guidance online has also proved invaluable. "The drivers have become a lot more knowledgeable and confident since using FORS. Having the eLearning resources such as the Cycle Safety module available to our drivers from home, has encouraged them to regularly complete the modules, which helps keep their road safety knowledge up-to-date and ensures our drivers are fully aware of vulnerable road users."

## Celebrating 10 years of best practice

For ten years, FORS has helped drive-up operating standards in the transport industry. Over 4,850 FORS members from across the transport sector, their customers, vulnerable road users and the wider public, have benefitted from increased safety, better efficiency and a sharper focus on the environment.

FORS members are setting the benchmark; FORS Bronze, Silver and Gold accreditation goes beyond legal minimum requirements, representing a progressive commitment to best practice – today, and for decades to come.



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## Date for your diary

FORS has confirmed the 2018 FORS Members' Conference will be held on Tuesday 16th October – the third annual staging of what is now a key event in the transport industry's events calendar.

Swift feedback from delegates and exhibitors following last October's conference signalled a clear mandate for another event, thus prompting an early announcement from FORS in confirming a date for 2018.

"The call for another FORS Members' Conference has been unequivocal," says FORS director, John Hix. "The response from conference goers was immediate and wholly positive and we had little doubt that an announcement to confirm a third event would be forthcoming sooner rather than later. I'm very pleased to be able to make that call now.

"Our theme last October, 'Compliance: what does it mean to you?', obviously resonated with delegates," he adds. "Provoking passionate debate in the conference room while reinforcing the key FORS messages of safety, efficiency and environmental protection. We will expect a similar fervent conference this year."

After two highly successful conferences, FORS continues to earn a reputation for delivering an insightful, well-organised forum for debate, while attracting influential organisations and key individuals from across the transport sector.

Further details including headline sponsors, conference speakers, theme of the day and a full agenda for the FORS Members' Conference 2018, will follow.

● **For a review of the 2017 FORS Members' Conference, turn to page 30**

## New FORS workshop to aid member development

FORS is helping its members to progress through the FORS accreditation levels by introducing a new FORS Going for Silver and Gold workshop.

This new Going for Silver and Gold workshop further demonstrates the FORS commitment to helping operators achieve operational excellence.

The workshop will help those wishing to progress from FORS Bronze accreditation to Silver, or from Silver to Gold accreditation for the first time, as well as those wanting a refresher on meeting the Silver and Gold requirements.

There are currently 915 FORS Silver and 257 FORS Gold members, each aiming to achieve exemplary levels

of operational best practice. As FORS members look to continually improve and demonstrate their commitment to going above and beyond basic legal compliance, this number is set to increase.

Focusing on the benefits of Silver and Gold accreditation, the workshop will show how to upload evidence, areas under scrutiny from the FORS compliance team, and the most common reasons for failure. It also provides FORS members with detailed information needed to evidence the FORS Silver and Gold requirements.

"We always encourage our members to be the best that they can possibly be and progressing through the accreditation levels helps to show that they are meeting

the highest standards across the industry," explains Anne Johnson, FORS operations director.

"In order to help our members better understand the requirements needed to progress from FORS Bronze to Silver, and from Silver to Gold, we have launched this workshop to help answer any questions they may have and to help them through the accreditation process."

A full list of FORS Going for Silver and Gold workshop availability has recently been released to FORS members.

● **To find out more about becoming a FORS member or progressing through the accreditation levels visit the website at: [www.fors-online.org.uk](http://www.fors-online.org.uk)**

## Pothole menace continues unabated

Breakdowns which could be attributed to potholes increased by 11% in the last quarter of 2017 compared to the same period in 2016, according to the RAC's Pothole Index.

Data shows that 2,830 RAC individual member breakdowns were logged between October and December 2017 where vehicles had broken down due to damaged shock absorbers, broken suspension springs or distorted wheels, likely due to poor quality road surfaces.

The number of these potential pothole breakdowns was up from 2,547 in the same quarter of 2016. It suggests that the surface quality of some UK roads has already been impacted by the higher rainfall and increased days of frost during the last quarter of 2017 compared with the same



period in 2016.

The RAC believes the condition of many roads is therefore hanging in the balance with the potential for a further sharp rise in the number of potholes by the spring after the weather was particularly bad over the rest of the winter.

There was also a sharper increase in pothole-related

breakdowns between the third and fourth quarters of 2017 than there was in the year before. While an increase is always expected between the two seasons as the weather turns colder, breakdowns rose by 45% between the last two quarters of 2017, compared to 38% in 2016.

RAC chief engineer David Bizley said: "After several years in which the surface quality of our roads appeared to be improving, the latest analysis of RAC breakdown data suggests that for the third successive quarter we have gone backwards.

"The higher rainfall in the last quarter compared to 2016 and the snowy and icy conditions that much of the country experienced into December are likely to be significant factors."



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## News

### FORS '2017 Review' highlights major boost to member benefits

The FORS annual report and assessment of the previous 12 months' activity – the 2017 Review – has been published. Chief among the review's highlights is the huge increase in member benefits resulting from investment in new products and services.

Today, FORS membership provides significantly more benefits than ever before, with products and services introduced in 2017 alone, including: new, funded, training courses, workshops and eLearning modules; a new FORS driver licence checking service in association with FORS Affinity Partner Licence Bureau; a new FORS audit toolkit to help with initial FORS Bronze accreditation and a new FORS fleet management system – FOR FMS – developed by software specialist and FORS Affinity Partner FleetCheck.

The 2017 FORS Review also describes in detail the continued growth in membership – notably with 264 operators progressing from FORS Bronze to Silver and 59 operators progressing from FORS Silver to Gold. While end-of-2017 figures showed total membership increase to 4,654, FORS continues to grow and, to date in 2018, FORS membership now stands at 4,755 operators. It is the investment

back into FORS Professional, however, the scheme's dedicated training programme, where members are reaping the most tangible benefits – for drivers and managers alike. In 2017, FORS introduced a new FORS Practitioner Workshop (Managing noise in logistics), and a new FORS Practitioner Recertification course.

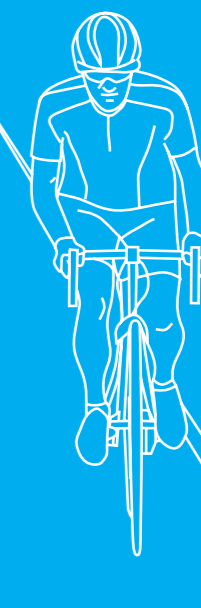
New eLearning modules include Smart Driving, Smart Deliveries, two LoCITY eLearning modules, TruckSmart, Security & Counter Terrorism, Road Risk Champion and Collision Investigator.

"No other organisation has invested so much into training as FORS," said FORS director, John Hix. "The body of training materials at the disposal of drivers and managers is vast.

"With much of it free or funded, the value of dedicated training for members cannot be underestimated – the result is tangible benefits in everyday operation and for operators of all types."



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# Truck drivers get new advice on the dangers of sleep apnoea

The DVLA has introduced new guidelines for drivers with obstructed sleep apnoea (OSA).

Around 1.4 million people in the UK are believed to suffer from untreated OSA.

In the case of severe OSA, people with the condition can wake up hundreds of times a night without realising. As a result, they are likely to wake up still feeling sleepy, not understanding why.

This increases risk when they drive as feeling tired when they wake up means they will fall asleep at the wheel, which is dangerous for both themselves and other road users.

Professor John Stradling, a member of the OSA Partnership Group, said: "While awareness of OSA, and the very effective treatment available for the condition, has grown in recent years, there is an understandable reluctance from those who rely on their driving licence to come forward for treatment."

## Natural caution

"We understand that there is a natural caution if you think you might lose your job

as a result, and therefore the OSA Partnership Group has been working with healthcare professionals to encourage fast tracked treatment for vocational drivers, and also with the DVLA to try to simplify the process of reporting DVLA."

In January 2016, a new EU Directive changed the DVLA requirements for reporting OSA and this caused considerable confusion to both healthcare professionals and patients.

However, following discussions between the OSA Partnership Group and the DVLA, there have been some changes to the guidance provided for medical professionals when assessing whether a patient should drive, and whether they should contact the DVLA.

## The changes mean:

- If a driver is diagnosed with OSA, but does not have excessive sleepiness having, or likely to have, an adverse effect on driving, they may continue to drive as normal and do not need to notify the DVLA.

- If a driver has sleepiness that does have an adverse effect on driving, and it is suspected



that they might have OSA, they should stop driving but do not have to notify the DVLA until the diagnosis has been confirmed.

- Once a diagnosis of OSA is confirmed, the driver must stop driving and must notify the DVLA. In this case, the OSA Partnership Group suggests this is done in writing rather than by email or phone.

The treatment for OSA is very

effective so, providing it is used correctly, by the time the DVLA send through the paperwork to be completed, the driver has already been treated, and the symptoms have resolved. In this case, the DVLA should not revoke their licence.

Prof Stradling added: "Anyone who has excessive sleepiness due to OSA should be aware that they can get treatment."

## 'Intelligent' cat's eyes promise better safety for drivers

Intelligent cat's eyes, which light up in response to changing traffic lights, are to be used for the first time at a motorway junction to improve safety for drivers.

Highways England is installing around 170 of the LED road studs at one of England's busiest motorway junctions – used by more than 90,000 vehicles every day.

The intelligent cat's eyes are being introduced as part of a £3 million project to improve journeys and safety at Switch Island in Merseyside, where the M57, M58 and three A roads all join together. The

LED road studs light up when traffic lights turn green so drivers can clearly see which lane they should follow. Cables under the road surface connect them to traffic lights through a nearby automatic controller unit.

The studs can be visible up to 1,000 metres away – far greater than traditional reflective cat's eyes – and have been proven to help stop drivers drifting between lanes, reducing the risk of collisions.

Highways England has already installed the LED studs at Hindhead Tunnel in Surrey to guide drivers through the tunnel

but the Switch Island scheme will be the first time they have been linked to traffic lights at a motorway junction.

Phil Tyrrell, project manager at Highways England, said: "We're always looking for new ways to further improve journeys and safety for drivers and I hope the new intelligent cat's eyes will help better guide drivers around Switch Island."

"The innovative light-up road studs along with the other improvements we're introducing will make it much easier to navigate the junction."



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## Renault and Oberaigner combine on Master 4x4

French vehicle manufacturer Renault has expanded its product line-up with the addition of the Master 4x4. Taking the existing rear-wheel-drive Master as a starting point, vehicle converter Oberaigner has reconfigured the drive system to power all four wheels, providing improved grip over poor and off-road surfaces.

In a complete chassis overhaul there is a new front axle drive, transfer case, propeller shaft and engine cross member. The fuel tank and fittings, main gearbox flange, transfer case cross member and bearing and the transmission support have also been replaced and upgraded.

The new model will be available in a variety of specifications – including van, chassis cab and minibus, with

single and twin rear wheel versions. There are also medium- and long-wheelbase options, further extending the applications of the vehicle. With a switchable 4x4 platform, Renault and Oberaigner say that fuel economy and noise levels are superior to those vehicles with permanent four-



wheel-drive, while the vehicle also boasts improved payload and productivity than its rivals.

The vehicle is available from both Renault and Renault Trucks.

## FORS retains CILT award sponsorship for fourth year

The Freight Transport Best Practice award category at the Chartered Institute of Logistics & Transport (CILT) Annual Awards for Excellence on 18 October 2018 is to be sponsored by FORS, it has been confirmed.

It will be the fourth year in succession that FORS has supported this important annual event, staged again this year at the Royal Lancaster Hotel in London.

The CILT Annual Awards for Excellence 'recognises the achievements of individuals and business to promote the highest professional standards in logistics and transport'.

FORS continues to support the Freight Transport Best Practice category which was won in 2017 by McGee Group (Holdings) Ltd in Colnbrook, Berkshire.

"The calibre of the shortlisted companies at last year's awards was extremely high, with Kuehne & Nagel, Wincanton and National Express among 15 major players to emerge as winners," recalls FORS director, John Hix. "McGee demonstrated a clear focus on the FORS key competencies of safety, efficiency and environmental practice in the Freight Transport Best Practice category and moreover, the steps it has taken to improve them. We expect equally high standards from nominees this year and we're very pleased to be in support of the awards once again."

The 2018 CILT Annual Awards for Excellence is again expected to attract leading transport professionals from across industry. Category nominations are open now.

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# When the going gets tough...

People deal with the fallout of a traumatic incident in a variety of ways. Fortunately, says **Steve Banner**, there is a large support network in place to help those affected

It's the nightmare all truck drivers secretly dread. The day when an unwary cyclist wobbles out in front of them, an elderly pedestrian steps off the pavement an inch from their front bumper oblivious to the oncoming danger, or a child runs out into the road; and they can't stop in time. Then there is always the risk that a suicidal individual will attempt to end it all by throwing themselves under their front wheels.

The consequences for anybody hit by a truck are likely to be serious. But what about the consequences for the driver? He or she may have done nothing wrong and is likely to be deeply affected by the incident; especially if somebody was killed.

People react differently to traumatic events and all sorts of responses are likely during the first few days after the collision, says the Employee Assistance Professionals Association (EAPA) ([www.eapa.org.uk](http://www.eapa.org.uk)). They include shivering, confusion, disorientation and helplessness, an inability to speak, bursting into tears for no apparent reason and mood changes.

Thereafter drivers may suffer nightmares about the incident, flashbacks which involve re-visiting it and feelings of withdrawal, isolation and guilt; even though what happened was not their fault. He or she may also find it difficult to concentrate and want to avoid visiting places or doing things that trigger reminders of what happened. Painful though these reactions may be, they should not come as a surprise.

"It is important to recognise that these symptoms are a natural response to an occurrence which is atypical," says Caroline Ribeiro-Nelson. An EAPA executive member and an experienced psychotherapist, consultant and trainer, she is the author of an invaluable EAPA factsheet entitled Managing traumatic events in the workplace, which is well worth perusing.

"Individuals require time to process the experience in order to work through, manage and make sense of what has happened, enabling them to recover and return to their previous state," she continues. "Most people will see a decrease in their symptoms during the first two to four weeks."

So what should their employer do? The Health and Safety Executive points out that the Health and Safety at Work Act 1974 imposes a legal duty on employers to ensure, so far as is practical, the health, safety and welfare of their employees. Transport companies have a duty of care transport companies have towards the people who work for them.

This includes ensuring that managers listen to the



**The Health and Safety at Work Act 1974 imposes a legal duty on employers to ensure the health, safety and welfare of their employees**

concerns of a driver who has received a serious shock, allowing the individual time off to recover if necessary and transferring them to other duties if they are clearly unfit to get back behind the wheel. It also involves demonstrating understanding and making allowances. Workplace performance may suffer as a result of the aforementioned loss of concentration and there may be periodic outbursts of anger.

If the symptoms go on for longer than four weeks says Ribeiro-Nelson then that could indicate the onset of post-traumatic stress disorder. That may require clinical intervention or the assistance of an independent professional counsellor who can help the driver come to terms with what has happened. Counselling may of course be of value earlier on, in the days immediately following the incident.

Counselling can be provided face-to-face or via a telephone helpline. The EAPA can help businesses find a counsellor.

Another source of help is the transport firm's insurance company. All businesses must have employer's liability cover and insurers offer a wide variety of risk management services that may be able to provide assistance.

Even if they have never had a driver involved in a fatal accident, employers should be aware that it might happen one day; so they need to plan ahead.

It makes sense to provide employees with information on the sort of symptoms they may experience if something traumatic happens to them in the form of a leaflet, a poster or on the firm's intranet. An EAPA specialist should be able to assist.

One thing is certain. Symptoms of trauma should not be ignored, either by the employer or the employee – and neither of them should be afraid to seek help.

The individual behind the wheel may have done nothing wrong and is likely to be deeply affected by the incident; especially if somebody was killed





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## Safe storage



# On the right rack

As it joins the FORS family, **Matthew Eisenegger** delves into the Bri-Stor story and finds out why getting the right van storage is essential

**B**ri-Stor Systems Ltd, part of the Bri-Stor Group, is the UK's largest manufacturer of light commercial vehicle conversions and van storage, supplying the UK market for over 35 years. A recent addition to the list of FORS associates, Bri-Stor manufactures a wide range of products, including modular and bespoke van conversions, interior van racking and van roof equipment

Occupying a 30-acre site at Hixon in Staffordshire and employing more than 400 people Bri-Stor has the capacity to work with over 2,500 vehicles at a time, with the company's facilities incorporating assembly, fitting workshops and vehicle commissioning centres.

### Load security

Having a load secured to the vehicle properly is sometimes overlooked and having loose tools and equipment not stowed can have disastrous effects if the vehicle is involved in a road traffic accident. But it is also important to consider the

factor of improving efficiency. If the tools for the job are in one place all of the time they can be quickly selected without having to search for them. All of this time saved adds up to improved levels of



“If the tools for the job are in one place all of the time they can be quickly selected without having to search for them”



time and financial efficiency and, ultimately, extra profitability.

Although vehicle racking is the backbone of Bri-Stor's business, the product range extends to roof storage systems and van accessories such as additional lighting and flashing beacons. Full mobile workshops are also available, complete with vices, benches and hand wash facilities. Welfare vehicles for outdoor crews are also an integral part of the Bri-Stor business and one particular conversation saw a

van fitted with both ladies and gents toilet and wash facilities.

Bri-Stor considers no job too big or too small – regardless of whether the customer has a single vehicle or a fleet of hundreds. For smaller jobs, it can offer bespoke work with attention to detail, while for large operators, there are turnkey solutions, aided by a brand new facility that can oversee full-scale vehicle wraps using the latest wrapping technology.

## Six key benefits to the correct vehicle conversion

### 1: health and safety

An organised and efficient in-van conversion encourages safe working practices on- and off-site. The fire risk is reduced and there is operator peace of mind, knowing that the system had been crash-tested.

### 2: productivity

Because the conversion has been designed with efficiency in mind, there is a place for everything. This discourages disorder in the van and also the carriage of excess items that would damage the vehicle or risk overloading.

### 3: weight

The ability to increase payload is increased thanks to a lightweight

construction of the racking systems. Using lightweight steel not only provides the potential for more items to be carried, it also gives the possibility of better fuel consumption.

### 4: recyclability

At the end of its life or service with one operator or vehicle, the racking can be transferred to another vehicle or parts can be recycled in other applications. Therefore there is an 'end-to-end' service for operators and they don't need to worry about what happens to the systems when changing vehicle.

### 5: flexibility and adaptability

Inter-changeable parts mean that a

conversion can be specified and altered according to the requirements of the operator or customer. It also means that should the design need to be altered part-way through its service, it can be done so easily and quickly.

### 6: protection of residual values

Aside from load-locks, night heaters and roof vents, in-van storage systems can be installed with minimal drilling or impact on the bodywork.

In most cases, floor rails and lashing points can be used to house and hold the racking system.

In addition, the steel racking, polypropylene lining and the phenolic floor are all water-resistant.

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# The learning game

Research statistics show training levels leave room for improvement, says **Steve Banner**

Only 24% of truck drivers have completed the full ongoing 35 hours of Certificate of Professional Competence (CPC) training they must finish by September 2019. What's more, nearly half the drivers affected – 49% – are still at least 14 hours short.

Those are some of the key findings of research recently conducted by leading road transport training provider and Transport for London's primary CPC training contractor, Fleet Source.

"If drivers fail to complete their 35 hours by the 2019 deadline and continue to drive professionally thereafter then they could be fined up to £1,000," warns Fleet Source managing director, Nick Caesari.

Delivering CPC training to drivers working for FORS accredited and registered operators throughout the UK, Fleet Source is now offering two new seven-hour FORS-approved CPC courses; TruckSmart and LoCITY Driving. The former addresses the importance of the driver's role in ensuring that a truck is fit to be on the highway.

The topics it deals with include daily walk-around checks, safe loading and the correct use of different types of load restraint, defect reporting and the roles and responsibilities of the various regulatory and enforcement bodies. It also considers the penalties that can be imposed on a driver if a truck is deemed to be un-roadworthy.

LoCITY considers how best to minimise a vehicle's environmental impact. That means looking at fuel-efficient driving techniques, how onboard technology can be used to improve driving performance and how vehicle checks and maintenance can help reduce emissions.

Other topics discussed are the benefits of journey planning and the impact of alternative fuels. Far from being hostile to training, the research referred to earlier reveals that drivers welcome it. Over 52% say that they feel it helps them do a better job and upwards of half say they would like to see new industry courses introduced.

Contrary to popular belief, they are not necessarily averse to one-day classroom-based training. Some 40% of them prefer it to half-day courses, online modules, videos and toolbox talks; although all of these routes can of course have a role to play. Eighty-three per cent of the drivers approached by the survey's researchers have been driving professionally for 10 years or more. Drivers think that the most important CPC training topic is vehicle roadworthiness. However an impressive 96% of respondents say that they are concerned about vulnerable road users around their vehicles and the most widely-attended courses concentrate on this area.

"Given the number of cyclists, pedestrians and motorcyclists on our roads it is essential that drivers are



able to operate safely and reduce any risk they may present in today's busy traffic environment," says Caesari. "When choosing CPC courses, employers should consider the roles, responsibilities and opinions of drivers to ensure they are receiving relevant training that is important to them and that they continue to see value in the courses they are attending."

The survey revealed that drivers are not always certain about how to recognise a legitimate representative of an enforcement body. Only 28% says they are totally confident that they can identify a highways traffic officer and only 11% are absolutely sure that they know what identification an undercover police officer should carry.

"It is clear that training is needed that will help drivers to be 100% confident that the person they are being approached by is who they say they are," Caesari says. "Being educated on this subject can help protect drivers and the public from risks."

Further research Fleet Source has conducted reveals that 74% of truck drivers are being offered little or no training to assist them in protecting their vehicle against the risk of being taken for use in a terrorist attack.

FORS has been quick to address this omission with its Security and Counter Terrorism e-learning initiative. Some 5,000 people have completed the training in four months. Taking around 20 minutes, it has been produced in conjunction with TfL, the Department for Transport, the Metropolitan Police, High Speed 2 and the Driver and Vehicle Standards Agency.

With the UK's largest fleet compliance auditing team, Fleet Source is the FORS Community Partnership's certification body working alongside AECOM and the Chartered Institute of Logistics and Transport. It now conducts FORS audits annually across the UK and Europe.

Together with CILT, Fleet Source runs FORS Practitioner, a series of ten management workshops covering everything from managing work-related road risk to collision procedures and analysis. Managing driver fitness and health and reducing fuel use and minimising environmental impact are other areas embraced.

Says Caesari: "We believe that employees who are trained and able to demonstrate their competence will be an asset to any company."

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# Automated braking: the next step

Technology is at the forefront of making roads safer for vulnerable road users. To support direct vision, cameras, sensors and audible warning systems, could automated braking systems make roads completely safe?



Bob Gowans

Civil engineering companies and hauliers need to sign up to CLOCS (Construction Logistics and Community Safety) as part of any approved supplier list to work for a building contractor in London. It focuses on logistic planning, loading/unloading, access, routing and supply chain compliance.

FORS membership is based on showing that a haulier adheres to rules set out by CLOCS and is open to the wider haulage industry as well. To meet the CLOCS/FORS standard vehicles need to minimise vehicle blind-spots using nearside close-proximity and front projection mirrors, close-proximity sensors, cameras and audible warning systems.

## Direct Vision Standard

Fleets use products such as camera systems that can produce a 360° birds-eye view around the vehicle, the four-way camera recording system, and side-scan sensor systems that detects cyclists in the blind spot when a vehicle is turning left.

For many operators, using low cab vehicles is not the ideal solution on construction sites or operating in landfill, so they rely on technology to watch, listen and warn vulnerable road users.

Yet this may not be enough because it now looks like operators will have further responsibilities by finding out how its trucks rate according to Transport for London's (TfL) Direct Vision Standard.

DVS rated HGVs by what direct vision is available from each cab, with zero the lowest rating and five the highest. From 2020, any truck rated zero will be banned from entering London, unless they meet the requirements for a new safety permit scheme, which

is still under consultation. Operators have put truck manufacturers on notice regards DVS and want the right technology to ensure all trucks meet that initial standard.

In turn truck manufacturers have told operators to start ordering what they need by the end of the year, or face potential backlogs as demand for DVS-compliant vehicles will start to increase. They have also warned of a potential price hike if significant modifications are required.

From 2024, HGVs would require a three-star rating. News that hauliers will need to contact their truck's manufacturers directly to find out how their vehicle has fared is TfL's preferred method for establishing vehicle ratings.

The literature produced by TfL cites direct vision as the easiest way to reduce blind spots on a truck, and to this end truck manufacturers have been busy. The focus is on making cab-forward chassis more versatile to meet a potential demand from general haulage and construction, and not just refuse collectors and local authorities. Tottenham-based FORS member O'Donovan Waste Disposal was an early adopter of this by fitting a skip loader body to a Mercedes-Benz Econic, which is now available as a tractor unit using the low-frame Antos chassis.

## Low-entry cab legislation

Even Dennis-Eagle recognised it cannot survive on refuse vehicles alone and developed construction specifications for its low-entry cab. It launched a low-entry 8x4 chassis with the Elite 6 cab last year. Scania has now joined the low-entry cab market with its L-series.

However, a low-entry cab is not a catchall solution, either for direct vision or differing market sectors, and its technology that makes the difference, argues Tom Brett, Brigade Electronics' UK managing director. "The glass panel door on the nearside helps to improve visibility until someone sits in the passenger seat or a bag is placed there," he says. "A dirty glass panel or severe weather conditions may also affect visibility.

"Large windscreens that are supposed to improve driver visibility to the front are also reduced when an oversized sunvisor is pulled down so the driver is unable to view the front projection mirror (class VI) creating a blind spot."

Operators source 360° cameras to provide a complete aerial view of the truck, specific location cameras, ultrasonic obstacle detection sensors and reversing alarm systems to support direct vision.

Brett adds: "The 360° camera systems and ultrasonic proximity sensors are essential to provide the driver with full vision around the vehicle and alert him in the event that he has not seen an obstacle. After all, if you are not looking, you will not see."

## Brake expectations

As TfL inches towards deciding the parameters of the DVS and what technical equipment is required for trucks in London, finding ways to reduce human error is where many people are looking next as automation creeps into truck technology.

Active Brake Assist 4 (ABA4), available from Mercedes-Benz since 2016, is an automated braking system that was developed from established ABS technology used for adaptive cruise control that slows the vehicle on the road when it detects a slower or stationary vehicle in front of it.

It is available now, with other manufacturers also in the process of developing their own automated braking systems. When the forward-facing radar identifies vulnerable road users ABA4 simultaneously issues an audible warning and automated partial braking, approximately 50% of the braking capacity associated with an emergency stop, to reduce the trucks speed.

It is part of a safety package available on Actros, Antos and Arocs that also includes Proximity Control Assist and driver's airbag, with Roll Control Assist available for rigid.

Bob Gowans, product and sales technical manager, explains ABA4 uses short- and long-range radars at the front of the cab.

"The short radar detects pedestrians up to a distance of 80m and motorcycles, mopeds and cyclists are detectable up to a distance of 160m,"



he says. "It has a wide opening angle of 120°, while the automatic warning and braking reactions of the pedestrian detection system are effective up to a vehicle speed of more 15 to 50km/h."

In just 18 months, the number of operators choosing the safety package on a truck where it's an option has gone up from 2% to 30%. This included Liam Quinn, who runs Quinn's Transport in Yorkshire. Having witnessed a demonstration of ABA4 he quickly ordered one. "I was left in no doubt that this technology can save lives, either by preventing an accident altogether, or dramatically reducing the effects of a collision," he says.

The OnCity Urban Turning Assist developed by Wabco, launched at IAA 2016 show in Hanover, Germany, is also a collision avoidance system that uses LiDAR technology.

Unlike Mercedes-Benz, Wabco fit the radar to the nearside of the truck and uses a 180 degree field of vision. Jorge Solis, Wabco president for the OEM division, says: "OnCity detects and distinguishes moving and stationary objects, including pedestrians and cyclists.

"It visually and acoustically alerts the driver regarding a potential collision with unprotected road users both right before and during a turning manoeuvre. It can autonomously apply the brake to prevent collisions should the driver fail to take corrective action."

**ABOVE: electronics offer a range of solutions to improve truck safety**

“The 360° camera systems and ultrasonic proximity sensors are essential”

# Mandatory load security training

It took a rise in roadside prohibitions for unsafe loads to bring operators into line, but should mandatory ADR-style training take load security to the next level?

By **Kevin Swallow**

**W**hen it comes to load security, the Freight Operator Recognition Scheme (FORS) is at the forefront. As part of the audit, an operator must demonstrate a safe loading procedure to ensure freight is safely stowed onto a commercial vehicle.

There is good reason for establishing a clear procedure and best practice. In 2016 a Northumberland-based haulier had its Operator's Licence curtailed for three months for repeated load security issues. North East traffic commissioner Kevin Rooney said the unnamed haulier of good reputation had been let down by its drivers who'd received four prohibition notices for load security issues in two years.

The case came as a direct consequence of the Driver and Vehicle Standards Agency (DVSA) tackling load security head-on since 2013. It brought a swift improvement acknowledged in a presentation called 'Safe Transport is Good Business' delivered by the Health and Safety Executive (HSE).

The presentation highlighted two targeted roadside campaigns in one place four years apart. Half of the vehicles stopped in 2011 had 'inadequate load securing' and another quarter had 'no load securing' at all. In 2015, only a quarter of trucks stopped had 'inadequate load securing' with a one in 10 trucks having an 'unstable load'.

HSE campaign tirelessly to make operators aware of load security but still load security training is not mandatory. The only compulsory training for load security in road transport is the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009, better known as ADR. Responsibility and accountability follows an auditable trail from the packer via the loader, consignor and carrier to the unloader.



## Training time

For general haulage operators any 'approved' load security and loading training is delivered through Driver CPC (DCPC). However, according to several DCPC training providers approached to contribute to this article who include 'loading' as either part of or as a standalone module said 'load security' isn't in demand as transport bosses usually prefer to repeat a seven hour refresher on driver's hours.

One of the biggest issues with load security is the tail wagging the dog. Many businesses use third-party hauliers to move their goods and harbour strong opinions on how their goods are loaded and restrained.

Tim Wigham is the boss of SM&T Wigham in Penrith, Cumbria. "The problem is that supervising loading doesn't exist anymore. The driver sits in the cab, behind a barrier or in the canteen while a forklift driver puts the load on the trailer," he says. "First access to the trailer is to secure the cargo but you cannot do much about it if it's been poorly loaded."

In general haulage there is not one restraint system for all loads. "We have three systems; internal van straps, bungee straps and individual straps," explains Wigham. "One of our drivers was stopped by DVSA and given a prohibition because a part of the load was only strapped using internal van straps as instructed by the customer."

"DVSA disagreed and said we had to use an individual strap to secure it. Now the customer has gone along with DVSA and reviewed its procedures," he adds.

Will Pringle drives a prime mover and drawbar-combination hauling hay, straw, concrete products and machinery for Philip Judge International based at Stow-on-the-Wold in Gloucestershire. Load security is paramount. Training for new drivers takes place over three days, with recruits sending experienced drivers images of any load they've secured to make sure it's done properly. "Load security training should be part of DCPC. We have all seen a strap that's come free lying on the road, you need to maintain the equipment and replace anything that frays," notes Pringle.

"Most drivers and hauliers turn their nose up at DCPC because it's not practical, its classroom based. Load security need to be taught because there are more drivers with less experience than there ever has been. In heavy haulage everyone does it properly, why shouldn't that apply to road haulage?"

## The need to take responsibility

Suitable training is about accountability said David Cox, business development manager for the RTITB (Regulatory Body for Workplace Transport Training). It runs courses on Vehicle Mounted Hydraulic Lorry Loader (often called lorry loader) and the Banksman Slinger/Signaller qualifications for the heavy haulage operators.

"Most general haulage training is familiarisation training with the haulier," he explains. "The question is who delivers the training? Is it someone with 25 years' experience or someone with a professional qualification?"

While not discounting experience, Cox suggests training should be delivered by someone with a proper qualification recognised as a legal entity. "If there is an incident and the police start an investigation the first question with load security is about what training has been delivered and what qualification does it have. It's an audit trail."

"A company might have proper introductory training in place but it might forget to manage and supervise it, or pick up on bad practice where it occurs to deliver corrective training."

Cox suggests that shared responsibility before a load goes on the road like the system applied to ADR can be rolled out across the industry. "A driver should strap everything and not leave it to friction and then check it down the road to see if anything has moved."

## Trailer blazers

Load security is often a topic that crops up on the trailer and body builder Bon-Bur website via its webchat. Richard Owens, group marketing manager, says it's often drivers asking about the systems their employers use. The company sits on the load restraint steering group involving the Department for Transport (DfT). The manufacturer includes a load security system by default as an optional extra when customers receive a quote about its products and the majority do fit a load restraint system.

Now Don-Bur is considering offering a DCPC course with its products, something that could be a 'unique selling point that upskills the industry', Owens says. "If you sell 200 trailers to a customer you'd want the drivers to know how it works. Often training relies on the purchaser to ensure their employees are trained – it's not the responsibility of the manufacturer. More operators are giving load security more prominence when talking about specifying products."



**Safe stowage of cargo is essential in the transport industry, but load security remains an issue**

**In general haulage there are three types of load restraint systems: internal van straps, bungee straps and individual straps**



# Emission-free transport



Fuso's electric eCanter has become the first battery-driven light truck to go into series production



Harmful exhaust emissions affect the health of people and shorten their lives. So why not eliminate such emissions altogether and switch to environmentally-friendly exhaust-pipe-free electric vans and trucks instead? **Steve Banner** investigates

# The road to emission-free transport

“Lack of availability of electric models is no longer a convincing argument as more and more battery-powered vehicles appear”

Renault's new electric Kangoo Van Z.E 33, for example, can travel 168 miles between recharges



One of the biggest arguments against moving to electric vehicles is their limited range between battery recharges. It is an argument that is starting to lose its validity, however, as ranges are extended thanks to improved battery technology.

Renault's new electric Kangoo Van Z.E 33, for example, can travel 168 miles between recharges according to official New European Driving Cycle (NEDC) figures, says the manufacturer. That is an increase of more than 50% on the range offered by the previous model, thanks to a new lithium-nickel-manganese-cobalt battery with greater energy density.

Sister company Nissan is doing even better, with the soon-to-be-available latest version of its e-NV200 van. It comes with an upgraded 40kWh battery which delivers 174 miles between recharges, according to the NEDC.

## OEM optimism

Renault is the first to admit that the NEDC findings are optimistic. As a consequence, it also quotes an estimated summer range of 124 miles and winter range of 75 miles for Kangoo. Less impressive admittedly, but better than what was available in the past and certainly sufficient for a driver to tackle short-haul urban delivery runs.

Furthermore, the use of regenerative braking, Eco Mode buttons – which ensure battery energy is not expended unnecessarily – and training drivers not to accelerate harshly should mean those ranges can be extended.

Lack of availability of electric models is no longer a convincing argument as more and more battery-powered vehicles appear.

Citroen and Peugeot offer electric variants of Berlingo and Partner respectively. Renault is busy introducing a battery Master, Iveco has had an electric Daily on sale for some time, while LDV has come up with the EV80. LDVs are made in China rather than Birmingham these days and EV80 is in effect a battery-powered version of the old Maxus. China's renowned expertise in battery technology, however, means that it is worth a look.

## China's cobalt consumption

Cobalt is a key material for batteries and China recently signed a huge three-year agreement with Glencore which will involve the latter supplying over 50,000 tonnes of the stuff. More than 60% of the world's raw cobalt ore is mined in the Democratic Republic of Congo and Glencore is the country's largest producer.

Also worth investigating when they arrive over the next two or three years will be electric variants of the new Volkswagen Crafter and Mercedes-Benz's Vito and new Sprinter.

There is no denying that battery light commercials remain pricier than their diesel-fuelled counterparts, but help is at hand. The government's Plug-In Van Grant cuts the cost by 20% or up to £8,000 and operators can avail themselves of a variety of useful concessions.

They include not having to pay Vehicle Excise Duty or the London congestion charge. Furthermore, the electricity consumed by a van such as Kangoo Z.E 33 typically costs less than 3p a mile calculates Renault.

## Technology charges ahead

Charging times may be a concern, but a lot depends on the charging facilities you use. Plug a Partner into a fast-charge facility says Peugeot and its battery can be back to 80% of its capacity in no more than half-an-hour.

It will take you far longer to recharge your battery if you plug your van into a standard domestic three-pin socket – as long as 30 hours in some cases – but purpose-built charging stations can be installed that can shrink the duration to no more than six hours.

A grant is available from the Office of Low Emission Vehicles that can cut the cost of a domestic station to less than £400. More and more public charging points are being installed. Chargemaster's network now embraces over 6,500.

Another concern centres around the reliability of the batteries and how much it is likely to cost to replace them. Renault has addressed this so far as Kangoo Van Z.E is concerned by offering customers the option of renting the battery pack rather than purchasing it with the vehicle. If you rent the battery the hire agreement guarantees that it will retain at least 75% of its original charge capacity. If it falls below that figure then Renault will repair or replace it. Rental rates start at £49 a month.

Buy the van complete with the battery and it will

cost you several thousand pounds more. However the battery is guaranteed to retain at least 70% of its original capacity for five years/60,000 miles.

While the quietness of electric vans can be viewed as a benefit in noisy urban areas in particular, it also creates a hazard. Pedestrians and cyclists use their ears as much as their eyes, and a battery-powered light commercial can be on top of them before they realise it.

As a consequence manufacturers have started to fit devices which generate targeted noise at low speeds; not that this will be of much use of course if a vulnerable road user is wearing headphones.

## Bigger batteries

Moving up the commercial vehicle weight scale, Fuso's electric eCanter has become the first battery-driven light truck to go into series production. With a claimed range of over 60 miles between recharges, the 7.5-tonner is now in service with three leading fleet operators – DPD, Hovis and Wincanton – in and around London on two-year unlimited mileage contracts.

Like Mercedes-Benz, Fuso is part of Daimler. Mercedes has just put ten 18- and 25-tonne eActros rigs on trial with customers in Germany with the aim of getting the model into series production by 2021. Like the eCanter, eActros is aimed at businesses on local distribution work. At up to 125 miles however, its range is somewhat longer. Power comes courtesy of a pair of lithium-ion batteries with an output of 240kWh.

Renault Trucks will start selling electric trucks from 2019 onwards after a decade of testing battery 12- to 16-tonners with fleets. "We excitedly await production availability for our UK customers," says UK commercial director, Nigel Butler. Electric Volvo trucks will debut in 2019 too.

The use of electric heavy trucks on long-haul intercity work remains problematic because of the sheer weight of the battery pack that would be required. While remaining a concern, battery weight has less of an impact on lighter, short-haul vehicles than it once did.

Tesla has, of course, launched a concept battery-powered artic in the USA with a claimed 500-mile range and with a total cost of ownership said to be 20% lower than that of comparable diesel trucks.

One suspects, however, that it will be quite some years before it is spotted on the M6 ferrying cans of baked beans and suchlike from one end of the UK to the other.



Citroen and Peugeot both offer electric vans



Mercedes-Benz will offer an electric version of the Aoprinter



The Mercedes-Benz eActros is currently on test with customers

# FORS Members' Conference review

“

The industry is split into segments and we hope the majority of people fall into the category of those who are doing things properly

”

The second annual FORS Member Conference attracted delegates from across the freight transport industry and beyond. The audience comprised 390 FORS-accredited members who packed into the conference room to hear thoughts, advice and guidance about the FORS standard itself. The agenda also included presentations on how the scheme has helped operators and was continuing to help raise quality standards and encouraged compliance and more efficient operations.

## The importance of compliance

Kevin Richardson, chief executive of the Chartered Institute of Logistics and Transport (CILT), delivered the keynote address. His talk centred on what compliance really means and why people and businesses should look to go beyond legal compliance. He outlined the true definition of compliance as ‘meeting the requirements of an external body’ – in essence, doing something that you have to, not something that you’ve chosen to. Richardson admitted he’d encountered many people who boast that they meet legal requirements as if doing the minimum was to be lauded.

The chief executive urged the audience to strive to do the best they can, because it can deliver real benefits for businesses – and other people. “Compliance is one side of the coin; on the other is ethics,” he said. “These are the moral principles and code of conduct and behaviour – the rules of right and wrong.”

## The growth of GSAG

The Governance and Standards Advisory Group (or GSAG for short) is an industry-led group that aims to bring credibility, integrity and expertise to the FORS initiative. As Steve Agg, the group’s chairman, pointed out, it brings benefits to operators, specifiers and the world at large. Agg set out the GSAG terms of reference for the audience, which included: monitoring the operational compliance against the FORS Standard; to be a credible and technically competent body able to input



the development of the FORS Standard and to recommend changes, improvements and additions that will help the development and growth of FORS.

Another part of FORS governance is the Executive Group. “The Group exists as part of the scheme’s governance structure outside of GSAG to ensure that there can be no commercially driven conflict of interest within the GSAG group,” explained Agg. “It is required to endorse and make recommendations with regard to FORS fees, namely for subscriptions and audits as well as for the scope of accreditation, as it impacts on the number of suits required to meet accreditation levels.”

## A quest for recognition

There was a lot of interest in what the David Wood from the Driver and Vehicle Standards Agency (DVSA) had to say, especially when it came to the subject of Earned Recognition. With overall responsibility for the project, Wood admitted that the directive had “created a bit of a stir in the industry”, but added that he believed it was now moving in the right direction.

“The industry we recognise is split into segments and we hope that the majority of people fall into the

category of those who are doing things properly. We need to focus on the bad operators – those who are doing things wrong. The vision of compliance is to introduce more efficient and effective interventions without compromising standards or outcomes,” he said.

Wood described Earned Recognition as DVSA’s own accreditation scheme and said the goal was for a better relationship between operators and the agency, with more trust on both sides. He also spoke about the need to simplify audits – to make it easier for all parties. “Within the scheme there is a third-party audit and we are working with FORS to get them approved to deliver the audits,” he revealed.

## Here to help on compliance

With the theme of this year’s FORS Members’ Conference focusing squarely on compliance, all eyes and ears were on Graham Holder, FORS head of compliance, when he delivered his presentation.

Explaining how to ensure compliance and enforce the FORS Standard within the business, Holder reassured delegates that he and his team were here to support the community and assist on best

practice measures. “All 4,700 FORS members are our eyes and ears on the ground. They are the people who enable us to carry out the actual activities to ensure that companies are compliant ▶



ABOVE: the audience comprised 390 FORS-accredited members

LEFT: Kevin Richardson, chief executive of the Chartered Institute of Logistics and Transport

“Counter Terrorism Policing would not have had the success it has without the support of all our communities”

with the scheme,” he said. Referring to the FORS Compliance and Enforcement Guidance manual he described how it is split into two sections. “The first is written information on why, what, when and how. “The second section is broken into three appendices – one that gives fictitious scenarios with possible outcomes depending on the scenario; one process chart and the third one is the set standard guidelines, broken down into tables, which helps people understand why compliance is so important.”

## Operator experience

Having heard from those at the front line of FORS and its development, the floor was then handed over to others who were keen to highlight how the scheme works from them.

Graham Bellman, group fleet director at Travis Perkins, praised the FORS scheme and underlined the importance of it as well as CLOCS.

“As a business, we have 4,250 commercial vehicles – including 1375 lorry-mounted cranes – but 46% of our fleet is a one-vehicle branch,” he explained. “We deal with a lot of regulatory authorities and we can have all the systems in the world, but we employ people and the more we can do to help and educate them, the better.

“One of our cornerstones is keeping people safe, which fits in well with the FORS ethos. Another is making decent returns and it shouldn’t be frowned upon,” said Bellman.

## Project management and the need for FORS

The audience heard from two representatives of two of the biggest current projects in the country – namely the Thames Tideway scheme and HS2 – about contractual compliance and the importance of having compliant operators onboard major developments. Gordon Sutherland, traffic and

the FORS Standard in its contract requirements. Tideway involves upgrading London’s sewer system, which dates from the 1860s. Designed for 4m people, the capital now holds more than double that number so a ‘super sewer’ was devised.

Addressing the risks to vulnerable road users, for its contractors, Tideway insists on membership of the FORS Bronze at time of first site access date and Silver within six months after that date. Meanwhile, companies who use owner-drivers should be checked to ensure each owner-driver has their own FORS membership.

Talking about HS2, Neil Cox, transport manager (compliance and environment), echoed what Sutherland said with regards safety and the need to have compliant suppliers. He explained in detail about the different stages of the proposed high-speed rail link including Phase 1 (London to Birmingham) the 216km-long route that includes 49.5km of tunnels and 128 tonnes of excavated material. “Although 95% of the material will be re-used, it is still a lot of soil to be moved offsite,” he admitted. “That means it will be one of the largest supply teams in the UK – operators need to be of a certain standard to work on the project, hence being interested in FORS.”

The bigger challenge is Phase 2 (Birmingham to Crewe (2a) and Leeds (2b) and Crewe to Manchester (2b)), which measures 555km with 73.5km of tunnels. He told the audience it would require 18.3 million tonnes of concrete but connect eight of the UK’s 10 largest cities.

## Drugs under the spotlight

While drink-driving has not been eliminated, a bigger issue for many forces is drug driving. To explain the issues that exist, Gareth Salisbury, UK sales manager at D.Tec International – and Paul Montford, casualty reduction officer, Merseyside Police – took to the stage just before the lunch break to explain more.

Salisbury reminded the audience of an amendment, on the 2nd March 2015, to the Road Traffic Act 1988 with section 5(a) being added. This amendment refers to: ‘Driving or being in charge of a motor vehicle with concentration of specified controlled drug above specified limit’. The key change is that police officers now have a visible deterrent with the availability of ‘type-approved’ roadside drug screeners.

## The impact of bridge strikes

Giving the delegates something to think about

after the networking lunch, Mark Wheel, a senior engineer at Network Rail, spoke about the issue of bridge strikes and the knock-on effects that they have on traffic (both on road and on train tracks). Giving some statistics about vehicle impacts on bridges, Wheel said he believed they need more attention by the industry than they are currently given, adding he was keen to explore the development of a sustainable approach to bridge strike prevention.

Totalling some 1,800 a year, bridge strikes represent a major safety issue, the audience was told, affecting underline and overlain bridges and costing Network Rail nearly £13m a year in compensation. “Based on some recent calculations that adding in the cost of damage to vehicles, the road network and safety vehicles, it comes to a cost of around £23m to UK plc,” Wheel admitted.

## FORS: not just a badge

To end proceedings on the day, Jonathon Backhouse, Director, Backhouse Jones, brought everyone back to where it started – the need to

recognise the importance and responsibilities of FORS.

“People have said ‘we need to get FORS to get the work’, but it needs to be seen as more than just getting the badge,” he reasoned. “Why did you become part of FORS and why ARE you a part of it? If the answer is ‘Because otherwise I can’t work for the big people on big projects’, while it is a good motivation because it is revenue-based, it is not the right reason.

The reason you should want to be involved in FORS is because you want to have a system that provides a much more compliant operation – and that is what FORS is designed to deliver.” He urged audience members to stop thinking about FORS as merely being a badge to obtain work, because it is only really that if the operators are culturally embedded and wedded to it.



ABOVE: the audience had the chance to put questions to the panel

# We need to talk about terror

One of the presentations that has become much more relevant in light of recent events around the world was about Terror attacks. Wayne Watling, counter-terrorism and HGV counter terror focus desk at the Metropolitan Police, urged the audience to help him and his colleagues become extra eyes and ears while out on the road.

Watling detailed the counter terrorism strategy (known as CONTEST) – where the police force pursue, prevent, protect and prepare – with the aim to “Reduce the risk to UK and its interests overseas from international terrorism so that people can go about their daily lives freely and with confidence.”

He reminded the audience that the

terrorism threat level has been at ‘severe’ – meaning an attack is highly likely – since 2014 and revealed that between the killing of Fusilier Lee Rigby in 2013 and the recent Westminster attack, thirteen plots have been foiled by the Police and Security Services. “Since then there have been another six that have been foiled,” he added.

“The level of threat is complex and ranges from lone actors intent on carrying out crude but effective attacks, to sophisticated networks pursuing ambitious and coordinated plots,” continued Watling. “The Police and Security Services are currently carrying out hundreds of investigations and making arrests on a

near daily basis. Around 550 cases are being handled at any one time.”

He stressed the point that communities defeat terrorism. “Counter Terrorism Policing would not have had the success it has without the support of all our communities. One third of arrests – around 200 people – in the past year have come from information in the communities.”

Watling said that he and his team are keen to increase business engagement – taking part in exhibitions and talking to operators. He also urged people to follow the latest government guidelines of ‘Run, hide and tell’. “Be vigilant, our behaviours can reduce threats to the organisation – be ‘security savvy,’” he concluded.



The FORS members' conference returns to the National Conference Centre in Solihull on Tuesday October 16, 2018

# Cities follow London lead on cleaner air

What London does today, other cities will do tomorrow, especially when it comes to Clean Air Zones

Soon, London won't be the only major UK city with its own local air-quality laws. Several other major metropolitan authorities are looking to set-up clean-air zones too.

**Brian Weatherley** investigates

There's no doubting that when it comes to creating local regulations for HGVs London leads the way, whether it's on night-time access, the protection of vulnerable road users or low-emission zones. Yet London is only the lightning rod for change in our major cities.

What London does today, other cities will do tomorrow, especially when it comes to Clean Air Zones (CAZs).

In 2008, Transport for London (TfL) first introduced a low-emission zone (LEZ), based roughly on the Greater London Area ringed by the M25. It required commercial vehicles to have a minimum emissions standard of Euro-IV levels on particulates if they wished to enter it without paying a daily charge.

The LEZ has since paved the way for the forthcoming Ultra Low Emission Zone (ULEZ) which will operate 24 hours a day, seven days a week within the same area as the current Congestion Charging Zone (CCZ), and which comes into force on 8 April 2019. For the record the ULEZ standards – which require an HGV to have a Euro-VI engine in order to gain free entry into the ULEZ – are in addition to the Congestion Charge and the Low Emission Zone requirements.

## Consultation on extension

Although the initial boundary for the ULEZ will be the CCZ, TfL has been holding a consultation on further extending the scope of its air-quality regulations. In addition to tightening up the standards of the existing LEZ from 2020 it's also

looking at expanding the ULEZ boundary for light vehicles from central London to inner-London up to, but not including, the North and South Circular roads in 2021 – so that all vehicles in this area are subject to emissions standards.

However, TfL isn't the only major metropolitan body looking to tackle the impact of exhaust emissions, and especially NOx, from road transport by restricting HGV access into urban areas. So what's driving this growth in CAZs? Put simply, the UK Government hasn't been doing enough to improve urban air quality and has lost a number of significant court cases based on its previous policies. Consequently, several major UK towns and

cities now have a legal requirement to improve their air-quality and as a result of this regulatory burden more than 20 local authorities in England could end-up introducing their own CAZs.

## First phase

Under the first phase planned for 2019, Birmingham, Derby, Leeds, Nottingham and Southampton will set-up CAZs that apply to vans, buses and HGVs. While full details and timings have yet to be confirmed it's expected they'll require the same Euro-VI minimum engine standard for free entry as London, otherwise a daily entry charge may be levied. A second phase, expected in 2020,

could see CAZs covering vans, buses, and HGVs also being established in Middlesbrough and Sheffield. Moreover, further CAZs applying to buses and HGVs are projected for Bath, Bristol, Coventry, Manchester and Newcastle. Once again, while as yet there are no definitive criteria for these other schemes, a minimum Euro-VI standard for free-entry seems likely.

England's biggest cities aren't alone in having to improve their local air-quality. Other local authorities required to take action include Basildon and Guildford. Indeed, any town or city with traffic hot-spots that create high levels of air pollution, and in particular NOx, are legally-bound to act and an



## Cities follow London's lead on cleaner air

“Something in the region of 175,000 vehicles would be below Euro-VI by the end of 2020. And each of those vehicles will either have to pay or will not go in”

emissions-based standard for vehicular access is the obvious way to reduce pollution.

Likewise, moves to improve air quality are being taken in Scotland, Wales and Northern Ireland. As part of its 'Cleaner Air for Scotland: The Road to a Healthier Future (CAFS)' strategy the Scottish Government has confirmed that improving air quality is at the heart of its transport and decision-making policy. Working with local authorities it plans to introduce LEZs in four of Scotland's biggest cities between 2018 and 2020, "... and into all other Air Quality Management Areas by 2023 where the National Low Emission Framework (NLEF) appraisals advocate such mitigation." The first four Scottish pilot CAZs are expected to be in Glasgow, Edinburgh, Dundee and Aberdeen.

### Framework for Wales

Similarly the Welsh Government is consulting on a CAZ framework for Wales, which could be announced by the end of the summer – indeed, Cardiff might have a CAZ by 2021. Air-quality policy and legislation in Northern Ireland will also be reviewed.

But regardless of who follows London first, over the next four years truck operators throughout the country are likely to see a number of new local emission-based urban-access restrictions popping-up. And while the exact requirement for free HGV-access into those proposed CAZs has yet to be announced it makes obvious sense that, with London having already adopted a minimum Euro-VI emission standard for its ULEZ, other metropolitan and local authorities will apply the same standard for



Martin Flach

trucks and buses.

That's good news as since 2014 there's been full availability of Euro-VI truck chassis. However, if there's a sudden surge in demand for new trucks as operators buy to comply with new CAZs it could be a real problem – as Iveco UK's Alternative Fuels Director Martin Flach reports: "We've done some calculations where we've looked at the number of Euro-VI vehicles already in the market and also the replacement cycle based on the normal 45,000 vehicles per annum over the next 2-3 years. The point we end up with is that something in the region of 175,000 vehicles would be below Euro-VI by the end of 2020. And each of those vehicles will either have to pay to go into those [new] LEZs or will not go in."

### Don't wait

Flach's message for operators thinking of replacing an older truck with a cleaner Euro-VI model is unequivocal: "Don't wait until the last minute. There's no way the manufacturing industry can produce 175,000 trucks in one year for the UK!" His final remark provides food-for-thought too. "Euro-VI for CAZs is only ever going to be the start of the journey. We've heard in Paris, Madrid and Athens they've all announced they'll be no diesels allowed in those cities post-2025 – and it's going to come whether we like or not in the UK. Exactly when, how or what the regulations will be who knows at this moment? But it's only going to get tougher."



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# Controlling London's lorries

It's more-than 30 years since the original scheme to control night-time lorry movements in London was introduced. Now moves are underway to bring the LLCS into the 21st century.

**Brian Weatherley** reports



There's a new generation of low-noise bodywork, fridges, tail-lifts and roll-cages, along with a growing acceptance of the need for quiet delivery practices



Since 1986 the London Lorry Control Scheme (LLCS) has regulated the movement of HGVs over 18-tonnes on specific roads in the nation's capital between 21:00 to 07:00 on weekdays and from 13:00 Saturday to 07:00 Monday morning. Why? To minimize the noise disturbance to residents caused by passing truck-traffic. The LLCS is currently administered by London Councils on behalf of 31 London boroughs, the City of London and on the Transport for London Road Network.

Most major trunk roads in London aren't covered by the scheme as they're part of the so-called 'Excluded Road Network' or ERN. It's those routes known as 'Restricted Roads' that fall within its scope and in order to drive on them during the scheme's operating hours hauliers must first obtain route approval and a 'permission' for a specified truck via the LLC website <https://www.londoncouncils.gov.uk/services/london-lorry-control>. Failure to do so could result in a Penalty Charge Notice being levied on the company and driver separately.

But much has changed since the LLCS was first introduced. Today's trucks are demonstrably quieter than those in 1986. There's also a new generation of low-noise bodywork, fridges, tail-lifts and roll-cages, along with a growing acceptance in the industry of the need for quiet delivery practices, including staff training. Consequently, there've been calls to update the LLCS and last year the London Councils' Transport and Environment Committee published the results of a review of the scheme's effectiveness and its impact on the delivery of goods and services



in London. Contributors to the review included the Mineral Products Association, the Federation of Small Business, the Noise Abatement Society (which has been working closely with the supermarkets and logistics companies in London to develop low-noise delivery initiatives) and residents' representatives.

The review generated several key outcomes, not least the acknowledgement that there's still confusion over the LLCS's role. The review's summary of recommendations confirms: "Poor levels of understanding about the purpose, benefits and rules make it unpopular with the freight industry; it's still often thought of as a 'lorry ban', although it is not intended to prevent any necessary freight operations from being completed."

Clearly, more needs to be done to communicate the scheme's aims to hauliers.

The review considered how technology might improve the scheme's operation, especially how the development of 'noise standards' for vehicle

and infrastructure design could transform the way it operates, thereby "...encouraging good behaviour, rather than punishing bad." It further proposed that the current largely-manual enforcement regime could be updated through the use of CCTV and ANPR.

It also looked at the scheme's current restricted-routes network, hours-of-control, weight limit, traffic signs and vehicle exemptions, noting calls from stakeholders to reassess them in-line with the advancements in vehicle design and the requirements to support London's growing economy.

So what happens now? On creating a noise standard London Councils reports: "The NAS is one of our key partners in the LLCS review Working Group and discussions have begun with them about the feasibility of developing a noise standard, taking into account both historic and developing technologies." There's certainly a logic to noise

becoming the main criteria for allowing vehicular access on restricted roads, rather than the current 18-tonne limit—especially as the scheme's was created to minimize HGV noise nuisance.

However, creating any standard won't be easy, as it will inevitably have to take account of background sound sources, rather than just the truck. Despite that "far-reaching" task, London Councils insists "We will develop this recommendation further in the coming months and are keen to explore the option of including noise monitoring technology with the ANPR enforcement solution trial commencing in the spring."

Inevitably, some of the planned revisions are 'long-term' and won't be implemented until 2019. Nevertheless, London Councils maintains "...there are actions that need to be undertaken over the coming months with respect to research into HGV movements and any proposed pilots with respect to changes in the hours of control, weight limits and

## Controlling London's lorries

the existing ERN", before adding "London Councils continue to hold working group and local authority discussions during the review processes to ensure the project remains on target. Communication bulletins will continue to be provided to all key stakeholders outlining current developments and future work."

Commenting on the review Glen Davies, FORS Technical Advisor and the CILT (UK)'s lead on city logistics reckons that ultimately the LLCS should be fit for 21st century vehicles and 21st operations. "The arbitrary vehicle size of 18-tonnes doesn't really make any sense. A 16-tonne skip-loader can probably make more noise than an 18-tonne curtain-sider, but there's no restriction on it."

He also wants the scheme's administrators to consider ways to take more HGVs out of congested peak-time periods. "Evidence shows that if operators have more flexibility on [access] time they can operate much more efficiently and get better [delivery] reliability. Also, they're not interfacing with traffic at the most dangerous periods, and by using less fuel there are fewer emissions. There are benefits for all. I'm not saying relaxation on this—but certainly an understanding that companies might want to operate on the 'shoulders' of the day, they might want to get into London, do their business and get out again before the working day starts properly."



Encouragingly, Davies sees an opportunity for the review to deliver real improvements to the LLCS too. "I think there's a lot more understanding of the importance of freight. The work that's been done by TfL over the last 12 years or so has really put freight on the map and there is a better understanding. It's not just all about restricting trucks. These days it's making sure that residents are served."

FORS has launched a Quiet Deliveries Workshop for Managers and Davies reports: "We're reviewing the standard this year and trying to define what quiet deliveries might look like through the technical advisory group that advises on the FORS Standard."

## Quicker route approval

For those who need quicker route approval than that currently provided by the LLCS's free website service, PIE Mapping (the London-based technology company that provides high-tech solutions for urban logistics and transport companies) has, through its relationship with the LLCS, been able to extract and digitise data directly from the London Councils and incorporate it into its own London Lorry Route Approver (LLRA) <http://londonlorryrouteapprover.com/user/login.php>

Consequently, routes generated by PIE's LLRA tool are automatically approved. To use the LLRA operators pay a single fee at the start of their subscription package which lasts for 12-months. There are no hidden/additional

costs. PIE says "Going through the councils requires the customer to wait for the council to process and approve the route. With the London Lorry Route Approver a customer with an active subscription is able to generate an approved route immediately."

To avoid having to print-off a hard copy of an approved route for drivers, PIE has also developed an app for mobile devices that will be available on both iOS and Android. It allows drivers to view an approved route on their mobile device just like a conventional sat-nav, providing audible instructions and an arrival time. Use of the app will be charged on a per-user/per-month basis ensuring that smaller fleets can benefit just as easily.

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# Health and safety is no accident

The dreaded topic of 'elf & safety' is guaranteed to raise a mixture of dread and boredom among many transport professionals. But adherence to the law and the application of common sense can keep officialdom off everyone's backs

**H**ealth and safety is a complex issue for transport undertakings. And dealing with it has generated a broad spectrum of responses. There are some companies that make drivers wear fall-restraint gear before they climb on any trailer...including low-loaders...and others where concerns about falls from height are dealt with by not allowing drivers to apply load restraints on the premises, but instead drive out and onto the public highway before strapping down, because the road is not a workplace!

But, whatever precautions or dodges might be employed, the very nature of transport means that an injury or accident is always possible.

The incident could be anything from a black fingernail caused by a cab door slamming shut, to a fatality caused by a pedestrian being hit by a forklift. The questions are: how can the risks be reduced, and, after an incident, what happens next?

Pretty much any accident is going to have consequences: sometimes trivial, sometimes not. But the seriousness of those consequences will be determined to a great extent by the robustness of systems which the employer has in place, and the degree to which they were actually followed.

● The key legislation is The Reporting of Injuries,

Diseases and Dangerous Occurrences Regulations (RIDDOR), which were last updated in 2013 and can be downloaded in full here: <http://www.legislation.gov.uk/ukxi/2013/1471/contents/made>

## Reportable accidents

One myth is that all accidents must be reported by law. This isn't the case: usually an accident only need be reported if it is work-related and results in a reportable injury.

A work-related accident is one where the way the work was carried out was a significant factor, or any plant, machinery, substances or equipment used in the work were involved or the condition of the site or premises where the accident happened played a significant part. Where there is a work-related accident which results in the death of anyone (whether they are connected to the business or not), then this must be reported, unless it is a suicide.

Other reportable accidents include those which cause specified injuries to workers, injuries which result in the incapacitation of a worker for more than seven days and injuries to non-workers which result in their being taken directly to hospital for treatment.

The 'specified injuries' are: fractures (other than fingers, thumbs and toes), amputations, any injury likely to lead to permanent loss or reduction in sight, serious burns (including scalds) which cover more than 10 per cent of the body or cause significant damage to eyes, respiratory system or other vital organs, scaling requiring hospital treatment, loss of consciousness caused by head-injury or asphyxia.

Also reportable are other injuries which result from working in an enclosed space which lead to hypothermia or heat-induced illness, or requires resuscitation or admittance to hospital for more than 24 hours.

Incapacitation accidents must be reported if they result in an employee or self-employed person being away from work or unable to perform their normal duties for more than seven consecutive days after the date of injury.

## How to report accidents

The report must be made by a 'responsible person'. Employers, the self-employed and people in control of work premises are 'responsible persons'.

● A downloadable form can be accessed here:

<https://extranet.hse.gov.uk/lfservlet/external/F2508IE>

● Serious/fatal incidents can be reported by telephone to the HSE Incident Contact Centre: **0345 300 9923**

Note that this is an 'office hours only' service: it is not an emergency service. If the emergency services are required they should be contacted first in the normal way.

## Recordable accidents

If an accident result in a worker being incapacitated for more than three consecutive days, then that must be recorded. Recording the accident in the company Accident Book will usually be sufficient.

● **Accident Books can be ordered here:** <http://www.hse.gov.uk/pubns/books/accident-book.htm>

## Dangerous occurrences

Certain, specified 'near-miss' incidents must be reported. These are where the incident has the potential to cause injury or death. This assessment does not require any complex analysis, measurement or tests, but a reasonable judgement must be made as to whether the circumstances gave rise to a real, rather than notional, risk.

Dangerous occurrences at transport companies can include the collapse, overturn or fall of lifts or lifting equipment such as vehicle inspection ramps, and plant or equipment such as cranes and tipper bodies contacting overhead power lines.

There are also specific incidents for mines and quarries.

The report must be made by a 'responsible person'. Employers, the self-employed and people in control of work premises are 'responsible persons'.

● **A downloadable form can be accessed here:** <https://extranet.hse.gov.uk/lfservlet/external/F2508DOE>

## Preventing accidents

Training and planning are the keys to avoiding workplace accidents. In the transport sector two of the most common accident causes involve falls from vehicles and/or trailers, and people on foot being hit by vehicles and plant.

Work should be organised to minimise the need for people to climb onto vehicles, and pedestrians and vehicles should be segregated wherever



possible. For example, sliding sussie rails can be specified on many trucks and trailers. These eliminate the need for drivers to climb onto the back on the tractor unit, using steps that are almost inevitably coated in grease. There are more falls from tractor catwalks than there are from loadbeds.

In the real world: it's impossible to eliminate all these risks. But where tasks such as loading/unloading, trailer coupling and load securing cannot be avoided, a competent employer will undertake risk assessments.

● **There's an example of a risk assessment for the yard of a small transport operation here:** <http://www.hse.gov.uk/risk/casestudies/pdf/roadhaulage.pdf>

Staff also need to be formally trained to ensure that they are competent to carry out the tasks allocated to them. Some of this can be incorporated into Driver CPC training through an approved provider.

Workers need to be encouraged to report near-misses and work with managers to avoid them happening again. All too many companies have a culture where mistakes and near-misses are covered up for fear of retribution. This does nothing to prevent them occurring again.

Rules should be established to ensure that set safe processes are always followed: even when under pressure of time. Instances of experienced drivers being crushed by vehicles and trailers after basic mistakes have been made in parking and coupling always seem to occur around the Christmas rush. So, it's important that regular checks are made that the rules are being followed... even at busy times.

**Training and planning are the keys to avoiding workplace accidents**



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The current system of drivers' medicals linked to driving licences is full of loopholes. We reveal them, examine the consequences of unfit drivers operating large vehicles in an urban environment and look at what employers can do to minimise the risks

**D**river's health remains one of the great taboo topics of the transport industry. There can be few other occupations where the combination of long hours, continued periods of physical inactivity and poor access to even basic welfare facilities such as decent catering and toilets is quite so damaging.

And that's before the long-term effects of night working and/or sleeping in the cab which apply to many drivers are taken into account. Add the accumulative physical and mental wear-and-tear suffered by an aging workforce in a pressured environment and the consequences are inevitable.

Most drivers and operators tend to push considerations of health into the background. There's a medical to pass prior to vocational licence acquisition, and licence holders are required to sign a fitness-to-drive statement every five years and a medical is required every five years after the age of 45. Then, the medical must be taken every year after the age 65.

## Beyond the medical

But these checks and drivers signing these statements is not enough to prove an individual is medically fit to drive a truck.

There are holes in the current licence regime which allow unfit drivers to game the system and retain

their licence entitlement.

One dodge is for drivers who have not had a new licence issued since October 2012 to apply for a new licence as they approach their 45th birthday on the grounds that the photograph has become outdated.

## Reset the clock

If this request is made before the driver has to undergo a medical, the DVLA seems to 'reset the clock'.

In this case, it puts off the medical from the date of issue of the new licence!

Some drivers report that they have been able to repeat the trick every four years until the age of 64.

The other issue is that the driver is not obliged to go to his or her own GP for the medical examination. Many drivers are indeed reluctant to do so, because GPs tend to charge well into three figures for what is a basic process. In contrast, the medicals are available through specialist agencies for as little as £50. Such are the wonders of the free market.

But the physical examination element of the medical is fairly rudimentary.

Unless the person undertaking the examination is familiar with the candidate's medical history, much of its effectiveness relies on the driver making an

honest disclosure about their physical and mental health. Sadly, not all drivers will do this. And, given that the agency doctor conducting the medical may never have seen the candidate before and is unlikely to see them again, the scope for dishonesty is huge.

The consequences can be catastrophic. In December 2014, a DAF refuse collection vehicle operated by Glasgow City Council ran out of control killing six people and injuring 15 more in the space of just 19 seconds. Driver Harry Clarke had collapsed at the wheel.

With no fault found in the vehicle, attention focussed on the driver's health. Initially, it was feared that he had suffered a heart attack, but medical investigations revealed something far darker.

Clarke had a neurocardiogenic syncope: in plain language his blood pressure had suddenly fallen and he had fainted. It is a difficult condition to diagnose, but further investigations revealed that the bin lorry incident wasn't the first time that Clarke had passed out at the wheel of a large vehicle.

His medical and employment history showed that Clarke had a history of dizziness and vertigo dating back to 1976. In 1989, he had suffered his first fainting episode, and had experienced dizziness

and chest tightening while driving in 1994.

In 2003, he had been advised not to drive an oil tanker, and he'd had another episode while at the wheel of a First Bus PCV in 2010. He left First Bus while under suspension and investigation for that incident, and had subsequently obtained employment with the council: first as a school bus driver and then on the bins.

He had completed several health declarations around the time he took up post with the council, at the behest of both his employer and the DVLA. None of them mentioned the numerous complaints about dizziness, fainting, vertigo, and depression which he had filed with his GP, and none of the forms were checked against his medical records. A BUPA doctor who conducted one of Clarke's medicals said she would have stopped him from driving had she known his medical history.

Glasgow City Council could not find references from Clarke's previous employers when it searched its records after the incident.

At the public inquiry into the event, Clarke, with the repeated support of the presiding officer, refused to answer most of the questions directed at him. The authorities declined to prosecute him, and victims' legal representatives were refused leave to launch a private prosecution.

However, his driving licence was subsequently revoked on medical grounds. But it didn't stop him driving. Early last year he faced prosecution for driving his car on public roads just nine months after the incident. He was found guilty of culpable and reckless driving, but escaped jail, being given community service and, in an incredible example of a non-punishment, a three-year driving ban.

Glasgow City Council has also escaped any legal punishment, but faces financial consequences. Victims and families have launched claims against it which the Council said it would not contest, but will cost it many millions of pounds.

Such claims could bring down many a private company.

## So, how might they be avoided?

Employers should assume nothing. When recruiting new drivers, ensure that they did not leave a previous employment for medical reasons. Put all driving staff through regular medicals which assess mental and physical fitness to drive. Educate staff about the dangers of conditions such as sleep apnoea, and ensure that they do not face sanction for presenting with such problems and are assisted in accessing prompt and effective treatment.

“ When recruiting new drivers, ensure that they did not leave a previous employment for medical reasons ”

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