



FORS Members' Conference report 16 October 2018

10 years of evolving best practice



Introduction

The transport industry once again gathered at the National Conference Centre as the third annual FORS Members' Conference took place on 16 October 2018. The conference was an ideal opportunity for members new and old to find out the latest developments within FORS and to talk to those directly involved in making the decisions that could affect transport companies now and in the future.

The audience – comprising 450 FORS accredited members – was also present to hear from voices who were outside the FORS sphere, who gave an external perspective on what role FORS has in the industry. There were a number of presentations highlighting the achievements over the past decade of FORS, but equally plenty of mission-critical information about the future and how the scheme is evolving for the better.

This year's event saw an expanded exhibition, with delegates and speakers given the opportunity to interact with 35 exhibitors and three Affinity Partners during the breaks. There was plenty to see on the stands and there were also two surgeries running to answer delegate questions about LoCITY and FORS. Once the chairman of proceedings for the day, Brian Weatherley, had welcomed guests to the event, he said he was delighted to see such a big crowd because it confirmed the fantastic support that FORS has received and is receiving inside and outside of the UK. He reminded the audience that FORS is being led for the industry, by the industry, delivering best practice at every turn. Weatherley added that FORS, in its 10th anniversary year, had accumulated 5,050 accredited members running over 107,000 vehicles across 9,900 operating centres.



Brian Weatherley, FORS Members' Conference chairman

10 years and counting

The opening presentation was given by John Hix, FORS concession director, and Paul Wilkes, business services manager at FORS. They took a trip down memory lane, recounting many of the FORS milestones that had been achieved since 2008, when version 1 of the FORS Standard – or specification as it used to be called – was published.

Hix recalled that the first company to register was PHS, but that Hanson was the first company to achieve Bronze accreditation. "Silver and Gold were launched in 2009 with just two requirements – today there are eight at Silver and nine at Gold," added Wilkes.

The duo highlighted the creation of FORS Practitioner and Safer Urban Driving training in 2011 as well as the name change in 2013 to the Fleet Operator Recognition Scheme from the Freight Operator Recognition Scheme. "By 2014, FORS was growing beyond the scope and remit of Transport for London (TfL), so a tender was put out to run it on a national basis," recalled Hix.



John Hix and Paul Wilkes, FORS

"The FORS community partnership vision is to positively position the value of FORS to transport service buyers who want their supply chain to do more than the minimum – and fleet operators who want to be safer, greener and more efficient," said Hix. "One of the big challenges was to make the scheme no longer dependent on the public purse and it no longer is."

Wilkes added: "One of our greatest strengths is the lead given to FORS by the Governance and Standards Advisory Group (GSAG), established in 2015. They preside over the FORS Standard and the group is made up of key specifiers including Tideway, Transport for London (TfL), High Speed 2, First Choice, Travis Perkins and Tarmac."

Hix then reminded the audience that in July 2018, J Suttle Transport became the 5,000th FORS accredited company, but added that all new and old operators should be proud of their achievements. "The number and proportion of companies progressing through the scheme is even more encouraging than the overall number. More than 60 per cent of members have 10 vehicles or fewer and 20 per cent are single vehicle operators. Those statistics mean our membership mirrors the national fleet profile, so don't let anybody tell you FORS is just for big fleets because our membership says it's for all fleets."

It's an organisation that is growing internationally, too, commented Wilkes. "FORS has 40 organisations in 16 countries outside of the UK, including one in the Middle East."

Reassuring the audience that FORS wasn't standing still, Hix revealed that an accreditation scheme for driver agencies is being piloted, while it is "looking to pilot, with a vehicle lease company, an accreditation scheme for those who want to provide lease vehicles".

How training is changing

The next speaker was Emma Jennings, director of education at CILT, who gave a reflective presentation about the workforce of the future. Asking the audience if they thought they would live to 100, she revealed that for a 57-year-old male there was an 11 per cent chance, while a 27-year-old female had a 27 per cent likelihood.



Emma Jennings, CILT

The point she was making was that careers are going to be longer in the future. "This will put pressure on pensions and our social care systems. The idea of working hard and then living a peaceful retirement on the golf course or in the Algarve is not a realistic prospect for people in their 20s and 30s," she warned.

Developing transferable skills – such as communication, time-management, leadership, project management – was important, but it was as important to have one eye on the future, said Jennings. "We expect our medical professionals to keep up to date on the latest medical advances, so why should it be any different in the transport sector?" she asked.

She revealed to the audience that millennials make up 50 per cent of the workforce today and by 2025 that figure will be 70-75 per cent. "They want bitesize, mobile, on-demand learning that enables them – where possible – to learn by doing," she said. "With 38 per cent of the UK population having a degree – up to 60 per cent in London – it is no longer the differentiator it once was. Nowadays even a Master's degree might not be enough to get the job you want."

Jennings referenced UK productivity being 18 per cent below the average of G7 countries and said the government was trying to close that gap by encouraging companies to invest more in their people. "People are our most valuable asset and the best organisations spend between three and five per cent of turnover on staff development, but in the UK in 2016, average spend on development per employee was just £1,068." She urged people to find out how much their organisation spends on development and make sure they know the importance of it.

Ground-up recruitment plans

Next up the audience heard from Peter Kay, head of learning at Tarmac, who stressed that apprenticeships are not just for young people. He explained that – like FORS – his company had gone through a great deal of change (including ownership) in the past 10 years and although Tarmac has a history of 150 years, it is now a new company. These changes had, he said, "given us the opportunity to look at learning in a different way. We have 300 sites in the UK, which gives us challenges when training the workforce, but also opportunities because of UK coverage and the ability to attract people from all over the country".

Historically, Kay explained, Tarmac had focused on experience when it comes to recruitment, but things are changing. "We're now looking at the young talent and what drives them – how do they engage with – and support – others? What is their drive to succeed?"

In the three years to 2017, 204 graduates and apprentices had been recruited by Tarmac as well as 253 young employees in 'earn and learn' positions. Kay said that a link with Derby University was useful in attracting apprentices and developing the workforce – with 70 employees having gained degrees from the university.



Peter Kay, Tarmac

"We needed to attract talent and apprenticeships were a great way of doing it," he said. "We developed four apprenticeships standards that are relevant to our industry and in a career pathway from base level to junior management – with a senior management level to be added in due course."

Finally, he urged the audience to think about the roles that would add value to the business, now and in the future, and work together on the standards and support staff in their education.

Asking the awkward questions

Andrew Drewary, road risk manager at CILT – and a collision investigator for 18 years – has analysed more than 30,000 collisions, so was well placed to offer advice on how to deal with conversations with drivers in the event of a collision or incident.

One of the main issues that came out of his analysis was driver health and the amount of times that, when interviewed properly, drivers are willing to open up. "You need to educate yourselves in how to deal with this issue," he told the audience. "It needs to be a collaboration between employer and employee and it is something that will become greater and more important in the future given that the average age of drivers is increasing year on year."

"Ignoring driver health is still one of the main reasons for failures for a FORS audit. Ten years down the line, we have to ask why this is still the case." Drewary said he believed it is partly because safety is not a main priority and perceived as expensive and not cost-effective. "It's proven that if it is managed in the right way, safety will save you money in the long term and put money onto the bottom line. From a health perspective, the law states: 'It is a criminal offence not to report to the DVSA any medical condition that affects your ability to drive safely'."

He urged delegates to be proactive and find out about the health of drivers – as difficult as it may

be. "Ignorance is no defence. If a driver has a medical condition and hasn't notified the DVSA or you, but it is on their GP medical records, you need to know about it. If it is recorded, it is there for people to find out about. The police, when looking at more serious collisions, are looking at factors such as the age of the driver and looking into their medical records if they feel the health of the driver is something they need to look into. Insurers are also looking into these factors and we are being asked to as well."

He added that if the driver is driving illegally, the company vehicle is being driven illegally too. "Understanding what you need to speak to your drivers about is vitally important – not just to stay within the confines of the law, but also for what your insurer needs to know."

Drewary asked operators to consider their actions when assessing a situation.

"If your driver turns up from work and they are smelling of alcohol you wouldn't let them out on the road. If they turn up drinking an energy drink, some wouldn't question it. But if they turned up yawning, very few would worry about it. That decision could prove costly."



Andrew Drewary, CILT

The 2018 FORS Standard in review

Before getting to the finer details of the new FORS Standard, Glen Davies, FORS technical adviser, and Graham Holder, FORS head of compliance, shared the thinking behind the changes.

Davies said that this year the focus has been on recognition because most organisations and people in the industry want recognition. Typically from enforcement bodies and regulators but also client specifiers, the insurance industry, associate suppliers,



Glen Davies, FORS

local authorities and the general public. Holder then detailed the role and the importance of the FORS Technical Advisory Group, a 30-strong group which included members from GSAG and passenger and van sector sub-groups, regulatory bodies, contractual specifiers, the insurance industry and road safety and environmental groups.



Graham Holder, FORS

“Version 5 has been written to address a lot of the challenges that have emerged in the past two years. Road safety has dominated the last two revisions of the FORS Standard, so we really needed to pick up on emissions and air quality to ensure there was at least some parity within the framework with regards to vehicle choice,” explained Davies. “Skills and driver shortage is a perennial problem in the industry, so we’ve built into the FORS Standard a way that the industry can answer the tricky question itself.”

The threat of terrorism was another key industry issue addressed in FORS Standard version 5, as well as regional policy areas – such as ultra low-emission vehicles (ULEV), Direct Vision Standard (DVS) and Safety Permit Scheme – and there is more clarity of scope making it more relevant to all road fleet types.

Out of the blind spot

Aline Tuerk, delivery planning manager for freight at TfL, then took to the stage to talk about how far direct vision had come in the past 10 years and the plans and expectations for the future. “Ten years ago, the policy context was around cycling; improvements to HGV safety had only very slowly started to be talked about,” she recalled. “At the same time, London had a problem with HGVs having collisions with vulnerable road users.” She explained that HGVs are disproportionately involved in fatalities with pedestrians and cyclists in London, with trucks making up four per cent of road kilometres, but have been involved in over 70 per cent of cyclist and 20 per cent of pedestrian fatalities over the past three years.

She explained that the origin of DVS was in 2012 where, through Construction Logistics and Community Safety (CLOCS), research was commissioned to identify blind spots being a particular issue with construction vehicles.

Tuerk stated that there is clear evidence for the benefits of direct vision and referenced research carried out by the University of Leeds and Arup that showed that under indirect vision, the driver has a slower response of 0.7 seconds. “While this might sound like a small amount of time, at a speed of 50mph it’s an extra stopping distance of nearly five metres. Even at five mph, it’s an extra 1.5 metres,” she said. The research also looked at simulated collisions that showed that indirect vision resulted in increased incidence of simulated pedestrian collisions by 23 per cent.

Talking about the future, Tuerk revealed plans for London to implement the standard via an HGV safety permit scheme that would apply to all trucks over 12 tonnes.

“We propose that the permit issuing begins in October 2019 and there will be one year for operators to comply before we start enforcing the scheme,” she explained. “We have set an ambitious but realistic star rating threshold whereby under the permit scheme, all HGVs with zero stars would be banned unless they could prove they have a safe system. The idea of the development of a safe system came from our first consultation where we were asked to look at vehicle safety more comprehensively and address the fact that a potential drastic ban of vehicles needed a mitigation measure until the market caught up.”



Aline Tuerk, TfL

Progress with construction industry safety

Derek Rees, programme director of CLOCS, addressed the audience about where the scheme had come from and what the plans for the future were. Emphasising the severity of the safety issue facing the industry, he revealed that 463 people had been killed or seriously injured in collisions involving HGVs in 2016. Of that number 121 had died within 30 days of the collisions.

"Most people see it as a cyclist issue, but nearly 40 per cent of the incidents involve motorcyclists and 40 per cent pedestrians, whereas cyclists make up 21 per cent," he explained. "People also see it as a London challenge, but evidence suggests that it is a nationwide problem, with all regions across the country having the same challenge to face." Rees revealed that some regions are reducing the rate of casualties, but in other places it is increasing. In Wales, for example, the rate worsened by 46 per cent between 2012 and 2016; likewise in the West Midlands the number of casualties has increased. London and the South West were identified as areas where safety has increased.

"CLOCS was established because everyone wanted one standard and because there was a problem within the construction industry with regards to fatality numbers," said Rees. "But over the past 20 years, fatalities have been reduced from 154 in 1990 to 32 in 2016. A further success is the number of CLOCS Champions, which has more than doubled in the past two years – to 620 organisations." He added that every one of these Champions has a CLOCS-approved implementation and communication action plan. "Every CLOCS Champion is monitoring sites because it is critical to inform and support the progress of 12,000 construction sites."



Derek Rees, CLOCS

Rees revealed that while the new CLOCS standard hasn't been published, it recognises the progress that the FORS Standard has made and he ensured that CLOCS would follow suit and be updated every two years.

Finally, he drew attention to the changes in the new CLOCS standard for regulators, clients, principal contractors and fleet operators. "This update gives what everyone wanted, which is one national standard for national operations. And the default evidence is FORS, because that is the simplest, smartest and easiest way for fleet operators to demonstrate it."

In charge of a clean up operation

As national prevention and disruption team officer at the environment agency, Mark Thomas has many roles. One of them, he told the audience, was to identify opportunities to reduce environmental crime. "I'm currently working on this project to improve waste duty of care compliance specifically within the haulage industry," explained Thomas, a former driver and transport supervisor. "I understand the constraints companies like yours face and I believe that by working together and raising awareness, FORS members can be prevented from becoming victims of waste crime," he told the audience.

"The Environment Agency recognises FORS as a national accreditation scheme that aims to drive up standards and, as such, we've been working with it for a number of months," he revealed. He drew the delegates' attention to new items in the upgraded FORS Standard relating to further environmental protection and standards to raise the bar on waste duty of care.

"The waste industry has been infiltrated by organised criminality," he warned. It is easy for legitimate businesses to become victims of organised crime. Thomas drew attention to a case study where hoteliers and a haulier were fined for illegally dumping waste to extend a hotel car park. The impacts of their actions were wide-reaching – water contamination, air quality issues, an increase in flies and odours. In addition, people could see the waste from their homes and businesses.

The Environment Agency visited three haulage companies – two of which were FORS members. Between them, all three had more than 80 vehicles and were therefore very useful to the organised crime group who had a lot of waste to be dumped.



Mark Thomas, Environment Agency

He reminded the audience that for the illegal deposit of waste materials there is an unlimited fine and also the risk of prison. In addition, from the 1 April 2018, the disposal of waste at an illegal waste site attracts a landfill tax and anyone who disposes of material – or who is knowingly involved in its disposal – may be liable to pay tax at a standard rate of £88.95 a tonne. Those involved can also be liable for a penalty of 100 per cent of the tax due or face a criminal prosecution. Vehicles can also be seized and in the past year there have been 200 vehicles seized in the past 12 months that have been involved in illegal waste crime.

“We’re seeking to embed another vital element of environmental protection, namely the waste duty of care, which will form part of the FORS audit process in the future. We seek to promote best practice by signposting members to key documents and resources and to use their influence to drive up standards of environmental protection following the introduction of FORS Standard version 5. We look to you to help us improve environmental protection and compliance and to assist us in putting the brakes on waste crime.

FORS Awards

Just before lunch there was a special award to recognise the contribution made to the transport sector by Garry Lewis, transport standards manager at Tarmac, for his commitment to improving driving standards within the Tarmac supply chain. Lewis has been instrumental in getting Tarmac FORS accredited across the whole business as well as across the supply chain. Working closely with the Tarmac hauliers through a number of area managers, Lewis manages all aspects of the FORS accreditation and is also a founder member of GSAG. His dedication towards a safer, greener and more efficiency industry translates into over 800 Tarmac hauliers being FORS accredited at either Bronze, Silver or Gold. One of them became the 250th haulier to achieve FORS Gold and as a result saw fuel efficiency improve by 4.6 per cent in just six months, while achieving a zero accident record over the past 12 months. The impressive figures across the whole Tarmac fleet are largely down to Lewis’ dedication to the cause and the willingness to work with FORS to achieve the results.



Sonia Hayward, FORS, Garry Lewis, Tarmac and John Hix, FORS

“Road safety is such an important issue, not only for us in the industry but for all road users. My work with FORS since its inception has always been motivated by improving safety for everyone who uses our roads, so I am thrilled to receive this award from FORS.”
Garry Lewis, Tarmac

Speaker of the house

After lunch, delegates were given an insight into what parliament thinks and does about the transport and logistics sectors, from former Member of Parliament Robert Ffello. Now a consultant, Ffello is the founder of the Parliamentary Freight Transport Group and was at the FORS Conference to impart some advice on how the freight industry and operators can best get the attention of Westminster and engage with the decision-makers who can make a difference.

“Road transport wasn’t seen as a priority for a long time. A lot of former government transport ministers confided that it was the job that meant that the PM wanted to put you into government, but didn’t really want you to have a job where you might make a mistake or cause problems,” he revealed. “In all honesty, I think there is a grain of truth in that and when you look at some of the budget cuts that the Department of Transport has had over the years, then you start to question how much of a priority road transport is for Westminster.”



Robert Ffello

He admitted that many MPs see road transport solely through the eyes of passenger transport – cars, bikes and buses – and that road freight was viewed as a nuisance and a source of pollution and safety problems. He bemoaned the lack of emphasis on freight in the Transport Select Committee – with none of the nine current enquiries relating to road freight.

“In 2015-17 there were 31 select committee enquiries of which there were a handful relating to road haulage issues. I’m proud to say that I was the driving force behind them, but it shows that without someone pushing freight issues, they are not high on the agenda,” he said.

Ffello explained that the Parliamentary Freight Transport Group was designed to raise the profile of the industry in parliament, featuring those from both sides of the Houses of Parliament and the House of Lords. “We got representatives from the largest multinational businesses to the smallest companies at the other end of the spectrum. It was widely respected by all aspects of the freight sector and, more importantly, by government itself.

He said the most important thing to do was build relationships with MPs. “If I was in your position, I would meet with the MPs who have an interest, based on questions they’ve tabled; I’d organise events in parliament to attract interest of those MPs and find hooks that would attract their interest. But beyond that, relationship is key. It is very easy to criticise MPs and peers, but building the relationships pays dividends. This also applies to Mayors and councillors.”

Details of the new FORS Standard version 5

Arguably the most important and intense part of the conference saw Glen Davies and Paul Wilkes return to discuss the key changes to the FORS Standard at all levels. Davies explained that there were seven new requirements, 15 that have been merged into six, one split into two, 27 renamed and one requirement moving from Gold to Silver. Davies warned the audience not to jump straight into the FORS Standard, but to take the time to read the information around it. “These notes cover the scope of the new FORS Standard, have details about the terminology used throughout, and news about the arrangement around temporary vehicles and drivers, related requirements, templates and resources.”

To start, Wilkes explained the changes to the management section of the Bronze Standard. “Alongside a name change, FORS documentation (M1) now provides a single list of all the policies and procedures that must be evidenced at audit. The policy requirements have been extracted throughout the other requirements to provide a simple list,” he said.



Paul Wilkes, FORS

Wilkes then moved onto vehicle fleet (M6), which he said had been an overlooked requirement in previous revisions. "It has been a requirement of the FORS process but not actually included in the FORS Standard. M6 now requires operators to maintain a register of the number, type and distribution of all vehicles in scope of FORS accreditation. That includes vehicle registration marks and trailer identification numbers. All risk assessments required through the FORS Standard are listed under health and safety (M8) – divided into health and safety risks and operational risks."

It was then Davies's turn to run through the Bronze vehicles section, where the biggest changes are seen in load safety (V5). "It has now been split into five different requirement, depending on the vehicle type that is accredited – HGVs, passenger-carrying vehicles, vans, cars or powered two-wheelers.



Glen Davies, FORS

"For vehicle safety equipment (V6) the challenge is how we gradually introduce the Direct Vision Standard into the requirement, which is potentially London-only from next year," he explained. "We did have to make reference to it, but we couldn't make it nationally applicable, so therefore we do have a requirement specific to London." Davies also detailed that tyre management (V7) was a new requirement split from fuel and tyre management (M11).

Bronze driver highlights covered by Wilkes included professional development (D4), which states that members must have completed the security and counter terrorism eLearning module within the past 24 months and in-vehicle communication (D5). In this area, Wilkes admitted there had been some debate about what to include, having historically followed the legal requirements, such as allowing the use of hands-free mobile devices. "Good practice is now moving towards the banning of the use of hands-free devices and many organisations already do this. But we felt this was too high a hurdle for Bronze operators to comply with especially as we are moving into other fleet sectors such as van and car. That said, we use the term 'should', which means it's not mandatory, but it is recommended."

Another heavily debated area was health and eyesight (D6) around a specific recommendation. "A drugs and alcohol procedure should include drug and alcohol testing that is conducted: pre-employment or the start of a specific contract; routinely, randomly or unannounced; and after involvement in a road traffic collision, incident or near-miss," confirmed Wilkes.

Wilkes also added that in the Bronze Operations section, passenger safety (O4) is a brand new requirement, applicable to passenger-carrying vehicles and any other vehicle that has a seat – and that counter terrorism (O7) now requires operators to have a policy and supporting procedures in place and to name a Counter Terrorism Champion.

Changes to the Silver requirements were then covered including: professional development (S5); vehicle safety equipment (S6); noise pollution (S7) (previously Gold); internal communications (S8) and sub-contracted services (S9). Finally, Gold requirements alterations include: FORS case study (G3); professional development (G5); sustainable operations (G6); staff travel (G8) and contracted services (G9).

For more information on the changes, as well as details about the new FORS mandatory training requirements, vehicle requirements and transitional provisions, members should consult the [version 5 FORS Standard](#).

Safeguarding you and FORS

Bringing official proceedings to a close, Graham Holder returned to the stage, this time alongside Alan Harvey, head of auditing at FORS, to explain details of the new version of the FORS Compliance and Enforcement Guidance operator manual.

“As with any quality management systems we should always strive to provide the very best system at all times. We’ve listened to all feedback provided during FORS Practitioner workshops, members regional briefings and we’ve strived to ensure that your voice is heard,” said Harvey.



Alan Harvey, FORS

“Compliance and enforcement within FORS is mandated through the operator manual. Introduced in 2017, it sets out guidance for breaches of compliance and also provides detailed information regarding possible sanctions and a system of fair and consistent compliance and enforcement.”

Holder detailed the amendments including those around non-response to communications, other legislation and the appeals process. Concentrating on the appeals process, Harvey explained the protocol to be adhered to if an issue cannot be amicably resolved. He explained there is a five-day period to deal with written submitted complaints, at which point, any unresolved issues will be referred to senior personnel within both parties for another five days. If there are then no further progress, the matter can be referred to GSAG who will respond within 10 days.

Holder said that he and his team had covered just over 1,000 issues since June 2017, the outcomes being broken down into: terminated, suspended, probation, enhanced audit and formal warning. “There have been 34 cases that have been terminated and suspended, 12 which have not returned as active FORS members. We’re not particularly bothered by that because they weren’t up to the required standard and they didn’t meet the standard or want to meet it, so have been evicted.

The remainder have worked hard, corrected issues that were found and are now active on full membership again.

There was then a detailed look at changes to the Bronze audit form as well as more information about the Multi Operating Centre Accreditation (MOCA) and the Internal Audit Fleet Accreditation (currently known as Whole Fleet Accreditation (WFA)).

Exhibition excellence

As well as the Conference, a main part of the day was the exhibition, where delegates had the chance to meet with systems and technology suppliers during the breaks in proceedings. With close to 40 FORS Associates exhibiting, there were plenty of people to see and lots to learn from them.



FORS Associates exhibiting and networking

One of the headline co-sponsors of the day was VisionTrack, the cloud-based video telematics systems provider. Lee Stephens, technical support manager was full of praise for the event. “Events such as these are great because they bring in the right people. The day has been a huge success and we’ll continue to support it because it is the perfect event for us,” he said. “We’ve had a lot of questions about remote downloads and accessing data and monitoring the vehicle from a distance – this is a trend that we see continuing to increase as the technology evolves.”



FORS Associate VisionTrack - co-headline sponsor

The other co-sponsor was Direct Commercial Ltd, the commercial motor underwriter. One of the company's products is Camatics, which uses VisionTrack technology. The result of fitting the technology is that Camatics customers have seen claims costs drop by 18 per cent and the number of claims their fleets sustain fall by 24 per cent.

Audience participation

At the end of each of the three conference sessions, the speakers were brought back on stage for questions from the floor, resulting in some lively debate in the room.



FORS members participating in the panel session

Peter Kay was asked about protection against employees leaving once they've got their training. Kay responded by saying that creating a climate to want to stay with a company and making sure staff are supported was a good starting point to help minimise driver turnover. Following that, Andrew Drewary was asked about the lack of information available to operators about a driver's health. Sharing the frustration from the audience, Drewary said that it needs to be a process of education between driver and operator to understand why the information needs to be shared. "The driver knows they have a medical condition, but they don't often know what the consequences are," he added.

Alina Tuerk was asked about the problems facing operators having to purchase new trucks knowing that new legislation is coming. Tuerk admitted the upcoming legislation makes the situation regarding DVS more complex when it comes to procurement of fleet vehicles, but advised that manufacturers had plenty of information regarding star ratings for individual truck models. Responding to another concern about the responsibilities of the driver spending up to four seconds looking at seven or eight different points around the cab and being overloaded, she rejected the view that the driver was overloaded, saying that DVS would increase the size of the window area where a driver can have a continuous view of their surroundings. "More information about cognitive overload will be presented in January 2019," she promised.



Speakers participating in the morning panel session

One delegate asked whether enough was being done for VRUs or if there was anything that could be done to educate people outside the transport industry. The latter question was met with a round of applause from the audience before Derek Rees encouraged operators to take it upon themselves to help out and speak to them about their own experiences. "If everyone in this room went to the local community on a regular basis and helped them understand, I think we could make big progress," he said.

The final panel session started with a request for clarification on the difference between S9 and G9 and why S9 was asking for Silver while G9 was asking for a minimum of Bronze. The answer is that FORS Silver requirement S9 Sub-contracted services is only relevant where the sub-contractors are directly employed to deliver on the operator's behalf to a site where FORS Silver is required. This is typically a requirement written into the contract an operator has with their client and therefore should already be in place. Whereas FORS Gold requirement G9 Contracted services is relevant to all other services employed by an operator to help run their fleet operation eg maintenance services, parts deliveries, bulk fuel deliveries and tyre services. It is not about services for the site where an operator is delivering. New contracts of this type will need to be FORS Bronze minimum.

Successful surgeries

Alongside the exhibition, there were two surgeries running throughout the conference breaks. Here, attendees could get answers to questions from experts regarding FORS as well as LoCITY, the five-year industry-led collaborative programme that brings together fleet operators, policy makers and vehicle manufacturers to improve London's air quality. FORS spoke to around 30 members on a one-to-one basis at the surgeries about questions specific to their operations, including in relation to training, progression to Silver and Gold, and suitable route to accreditation for their own operation.



Darren Terry, FORS compliance and enforcement officer



Vicky Sims, TfL addressing DVS questions

In conclusion

In his closing remarks, chairman Weatherley reminded the audience of the opening comments of John Hix, who reminded the audience that FORS was not just for big fleets, it was for everyone who aspires to raise their levels of compliance and go beyond the minimum limit. He also echoed the thoughts of the speakers who campaigned for education and learning. "The moral of those presentations was simple: you have to invest in tomorrow's teams."

Talking about DVS, he reminded those present in the room that "It's coming soon, it's coming your way and you need to embrace it. FORS and CLOCS are very good ways of addressing the DVS."

"Your message for the day should be that FORS isn't standing still. It is growing, developing and doing that by being proactive and responsive. It is constantly looking for ways to assist you deliver the very best practice – through FORS Professional training and guides. You and FORS are making a very big difference to this industry."

FORS also launched the 'FORS Winter guide for HGV drivers' which is available to download [here](#).



Brian Weatherley, conference chairman with the FORS team

Thank you to our speakers, our headline co-sponsors and our exhibitors

