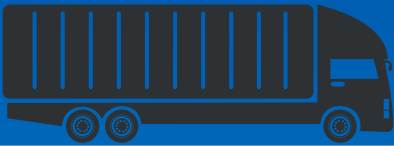


PROUDLY CELEBRATING



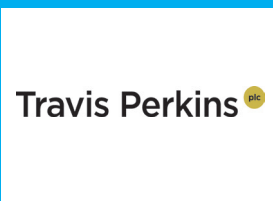
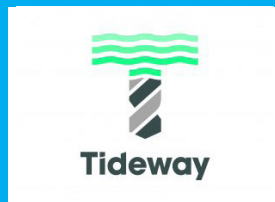
10 YEARS

2018 REVIEW



GSAG

The Governance and Standards Advisory Group (GSAG) is established by the FORS Community Partnership (FCP) to support and advise it on matters concerning the requirements set out in the FORS Standard. We would like to thank the following organisations who made up GSAG and in 2018 we welcomed First Choice Minibus Services Ltd, Flannery Plant Hire, GS Plus, Thames Tideway and UPS:



In addition, we are grateful to the support throughout 2018 of the FORS Executive Group: City of London, Transport for London, North East Combined Authority, HS2, Skanska and Tideway.

CONTENTS

| | |
|-----------------------------------|----|
| Welcome to the FORS 2018 review | 2 |
| Case study: Coventry University | 3 |
| 2018: membership | 4 |
| 2018: 10 year milestones | 6 |
| Progressive performance | 8 |
| FORS Helpline | 10 |
| FORS audits | 11 |
| FORS Standard version 5 | 12 |
| Environment: everybody's business | 14 |
| FORS Professional | 16 |
| FORS Members' Conference | 18 |
| 2018: compliance and enforcement | 20 |
| Supporting the FORS 'brand' | 22 |
| FORS Regional Briefings | 23 |
| Looking forward | 24 |

Welcome to the 2018 FORS review

Safety, efficiency and environment are the three words that encapsulate what FORS stands for, and what FORS members seek to achieve.

John Hix, Director, FORS Community Partnership



Naturally then, improving safety, boosting efficiency and safeguarding the environment are at the heart of the new version of the FORS Standard developed in 2018 for implementation in 2019.

A big thank you to all the FORS community that came together in various working groups, technical committees and review panels to develop the new and updated requirements that make up what is now version 5 of the FORS Standard. As well as making the requirements and corresponding demonstrations clearer, we have strengthened the environmental credentials of the scheme with the inclusion of additional training, travel planning and vehicle technology. You can read more about that on page 12 of this review.

In 2018 we celebrated 10 years of FORS – a remarkable achievement, made even more remarkable by the fact that many of the first companies to achieve FORS accreditation back in 2008 are still members today.

We noted some of our other 10 year milestones at the FORS Members' Conference, including the 5,000th member – J Suttle Transport.

The conference itself has become a major event with 38 exhibitors showing off their latest products and services and over 450 members gathering to hear about the evolution of the FORS Standard.

Whilst FORS Online and the FORS Helpline are important contacts and communication channels, we have worked hard to ensure there are plenty of opportunities for members to meet FORS staff. We have had great feedback from our series of 15 Regional Briefings attended by over 345 FORS members and Associates. We are doing these again throughout 2019.



Case study: Coventry University

Coventry University was the first university to become a FORS member, obtaining its FORS Bronze accreditation in early July 2018, with a fleet of 26 vans, two fleet cars and a minibus.



For Coventry University, the need to benchmark its own fleet safety mindset was key when identifying FORS as a best practice partner.

Since joining the scheme, the university has benefited from FORS Professional training opportunities and is working towards achieving FORS Silver accreditation.

As the first educational institution to join the scheme, Coventry University is paving the way for other universities, showing that FORS is reaching and bringing benefits to a wide range of organisations and proving its capability to operate and deliver tangible benefits to any field.



Coventry University's driver Luke Forster

"Our vehicle fleet is at a size now where we needed to introduce an operational standard, something to which we could benchmark our vehicles and especially our drivers. Quite simply, the requirements laid down by FORS provided us with a logical, manageable pathway to best practice."

Stephen Beasley, Coventry University's Grounds and Distribution Manager



2018: membership

In the year that it celebrated its 10th anniversary, FORS also reached a major membership milestone when Dorset based J Suttle Transport became the 5,000th accredited member.

Overall the number of accredited members grew by 10 per cent in 2018 and by the end of the year there were 5,120 Bronze, Silver and Gold members. What's more, the proportion of companies at Silver and Gold significantly increased – Silver by 34 per cent and Gold by 24 per cent.

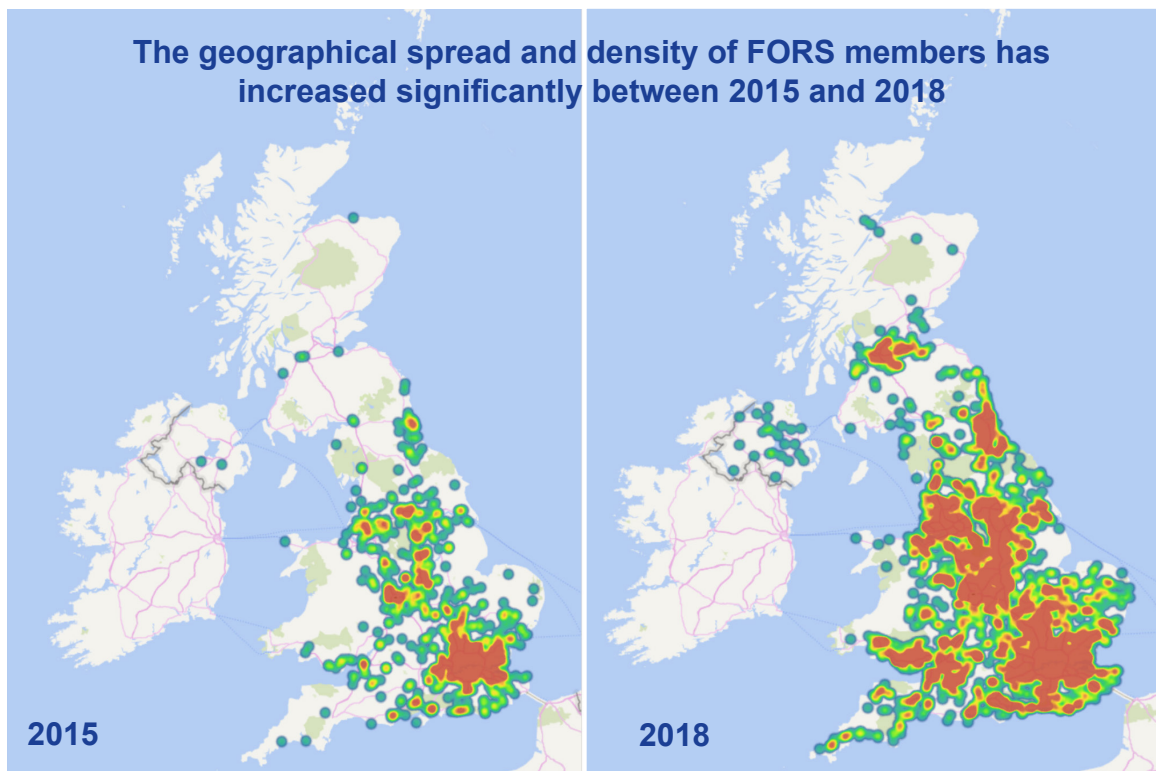
FORS continues to see strong regional growth. Since FORS went national in 2015, notable growth has been evident in the South West (41 per cent), North East (36 per cent) and Scotland (23 per cent), alongside continued growth throughout the rest of the UK.



John Suttle, Director at J Suttle Transport

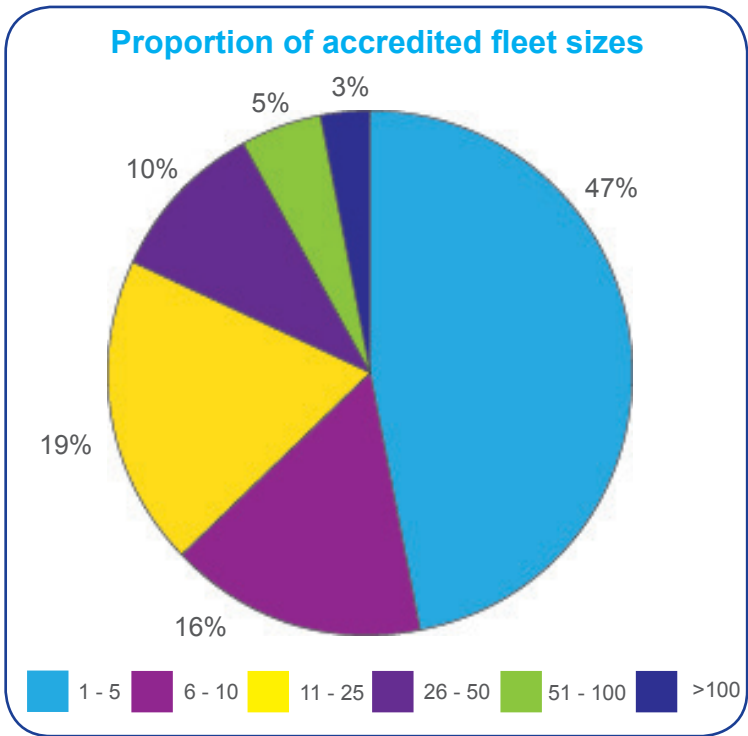
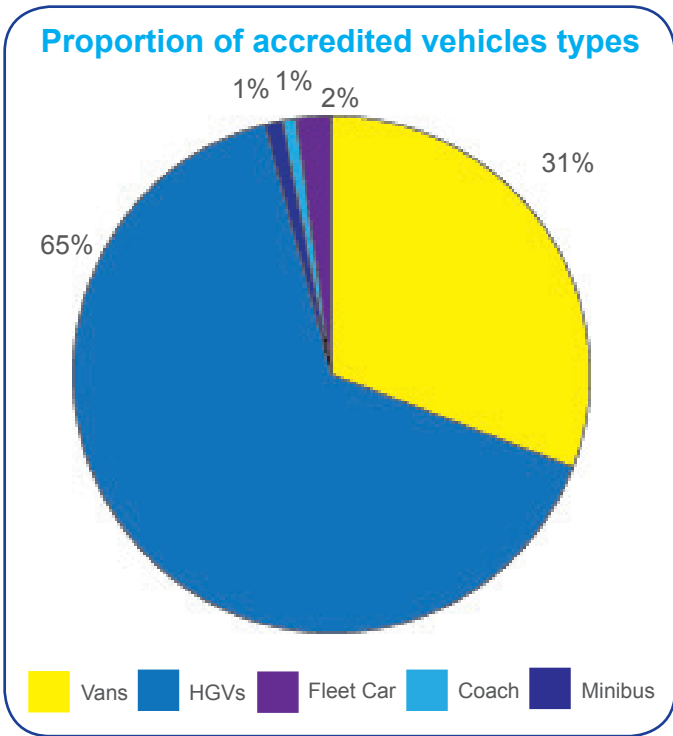
There is an increasingly diverse range of organisations within FORS and in 2018 we welcomed Coventry University as the first university to gain accreditation.

We held membership and audit fees at 2015 prices and in our member satisfaction survey, 78 per cent of respondents said that the fees were acceptable or good value.



It is sometimes said that FORS is only for big fleets. However, if you look at the membership profile you will see that over 45 per cent of members have five vehicles or less and 20 per cent of members are single vehicle operators. In terms of vehicle types, around 60 per cent are heavy goods vehicles (HGVs), 30 per cent are vans and the rest are buses, minibuses and cars.

3,622 1,201 297
Accredited members: 5,120



The first 10 FORS accredited organisations still with FORS today

ALTRAD BEDFORDS Bywaters Hanson headlam plc
TRAD SCAFFOLDING CONTRACTORS recycling made easy

LAWSONS Martek phs Group Tube Lines West Horsley Dairy
Family Values - Professional Service

2018: 10 year milestones

In the last decade, FORS has grown to become the 'go-to' best practice accreditation scheme in the transport sector, promoting safety, efficiency and environmental protection.

2008

- FORS Bronze Standard version 1 published
- FORS launch at the CV show

2013

- Rebrand from 'Freight' to 'Fleet'

2012

- FORS included in TfL contracts
- 1st FORS Silver accredited member
- 1st FORS Gold accredited member

2009

- FORS Silver and Gold Standard published

2011

- 1st FORS Practitioner qualification published
- Safe Urban Driving launched

- FORS Standard version 2 aligned to UKAS

2010



2014

FORS wins Prince Michael International RoadSafety Award

2016

- FORS Professional launches
- 1st FORS Members' Conference
- FORS wins "What Van?" Risk Management Award

2015

FCP Governance and Standard Advisory Group launched

2017

- FORS Executive Group launched
- FORS Light Vehicle Working Group launched
- 1st FORS Affinity Partner introduced

2018

- FORS 5,000th member
- FORS Security and counter terrorism eLearning

2019

FORS Standard version 5

Progressive performance

If you don't measure it, you can't manage it! That's why the FORS Standard requires operators to monitor performance.

Once again many are reporting real improvements in fuel use, safety and penalty charge notices.

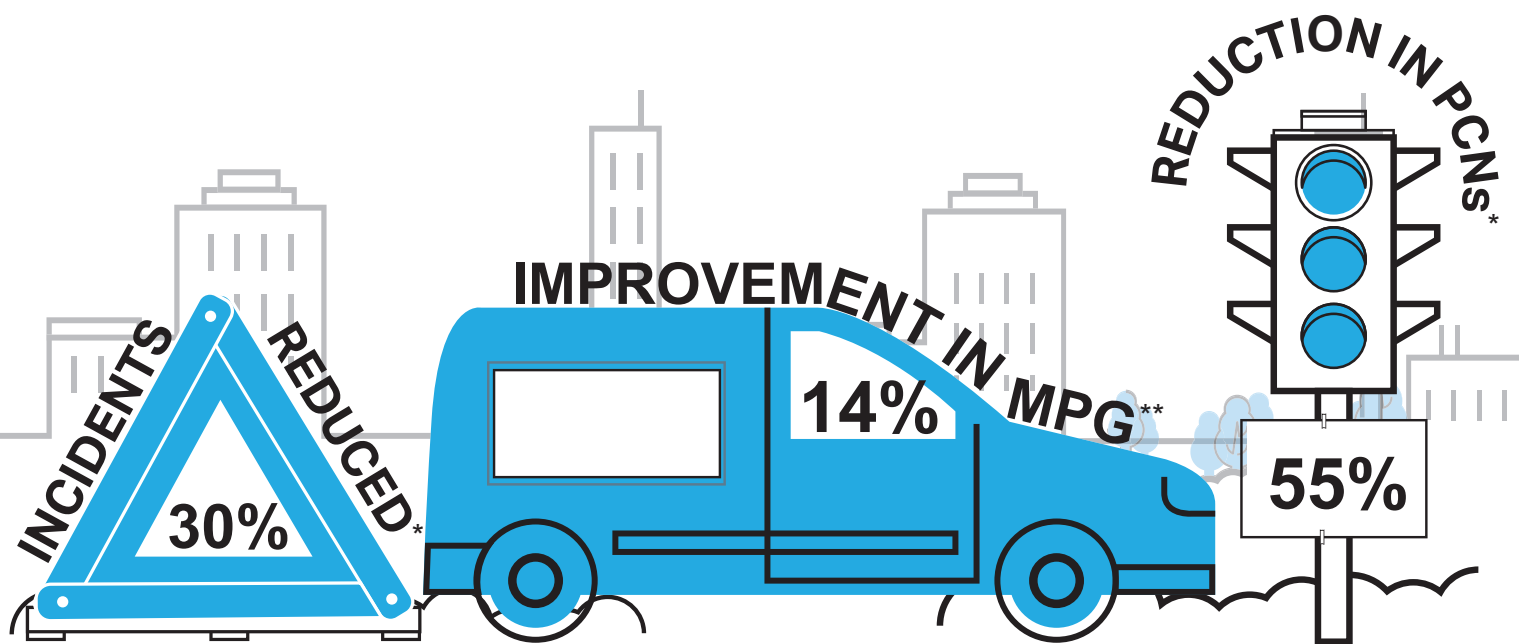
FORS offers a wealth of training, guidance and toolkits all geared towards improving safety and efficiency. As you will see from the case study testimonials on the opposite page, the results are impressive.

Using data from 138 Gold case studies submitted in 2018 that report on fuel use, overall, members have reported a staggering 14 per cent improvement in mpg performance.

315 Silver and Gold members operating 5,525 vehicles presented data that could be directly correlated to show a year on year comparison. This revealed a 30 per cent reduction in the number of slight and serious collisions and a 55 per cent reduction in the number of PCNs relating to the London Lorry Control Scheme and London Congestion Charge.

Using comparable data from Silver and Gold members operating 3,440 HGVs, recorded reductions in tailpipe emissions between 2017 and 2018 were:

- Nitrogen oxides: 12 per cent reduction
- Hydrocarbons: 10 per cent reduction
- Particulate matter: 11 per cent reduction



*Audit evidencing data drawn from 315 Silver and Gold members operating 5,525 vehicles.

**MPG improvements drawn from 138 Gold member case studies.

58% reduction in incidents, 98% fewer PCNs and 28% less CO₂

"Our drivers are managed closely against key competence indicators linked to risk and road safety, especially with due regard for vulnerable road users."

Dean Previdi, Plant and Transport Supervisor,
Balfour Beatty Track Partnership

25% reduction in incidents, 69% fewer PCNs and 8% improvement in MPG

"Since achieving our first FORS Bronze accreditation we have significantly reduced our fuel usage, carbon footprint, accident frequency and distance covered, while at the same time increasing our mpg. This has not only benefited us as a company but more importantly, members of the public, other road users and the environment"

Matthew Bennett, Fleet Transport Manager, Blu-3 (UK) Limited

32% reduction in incidents and 44% fewer PCNs

"Committing to the FORS Standard has given us a blueprint to help us advance our compliance systems and procedures, ensuring we meet all best practice criteria within the industry"

Paul Ayres, Head of Technical and IMS, Mick George Ltd

50% reduction in incidents, 21% fewer PCNs and 24% improvement in MPG

"FORS eLearning training has developed driver knowledge of both vulnerable road users and fuel-efficient driving and has contributed to maintaining the company's high safety record and improving our mpg."

Danny Lyons, Managing Director, Dancon Services Ltd

FORS Helpline:

It has been another busy year for the Helpline.

35,670



CALLS RECEIVED



Welcome to the FORS Helpline, how can we help?

21,154



E-MAILS SENT

Q: Where do I find information on the new training requirements for version 5?

A: Please check the training cards at Annexes 1 (for drivers) and 2 (for managers) of version 5 of the FORS Standard. Transitional provisions are in place for a number of new training requirements. Full details are set out in Annex 6 of the FORS Standard.

Q: Which vehicles do I need to declare under my FORS scope of accreditation?

A: All vehicles at an operating centre used for servicing and delivery must be registered and will fall under the scope of FORS accreditation – this includes: HGVs, vans, passenger carrying vehicles, cars, powered two-wheelers (motorcycles and mopeds) and wheeled plant.

Q: Which safety eLearning modules do you have to undertake to achieve Bronze accreditation from 14 January 2019?

A: You need to complete one safety eLearning module from the following options: Cycle Safety, Van Smart, Smart Driving and Bridge Smart. From 14 January 2019, Security and Counter Terrorism eLearning module is a separate mandatory requirement under Bronze D4 and must be undertaken within the past 24 months.

Q: My supplier doesn't want to become FORS Bronze accredited. I am renewing my Gold, so how do I evidence Gold requirement G9 Contracted services?

A: It is recognised that some organisations, for example smaller ones, do not have the 'buying power' to influence the terms and conditions applied by suppliers. Therefore it is sufficient to demonstrate that reasonable endeavours have been taken to implement the contract clause.

FORS audits:

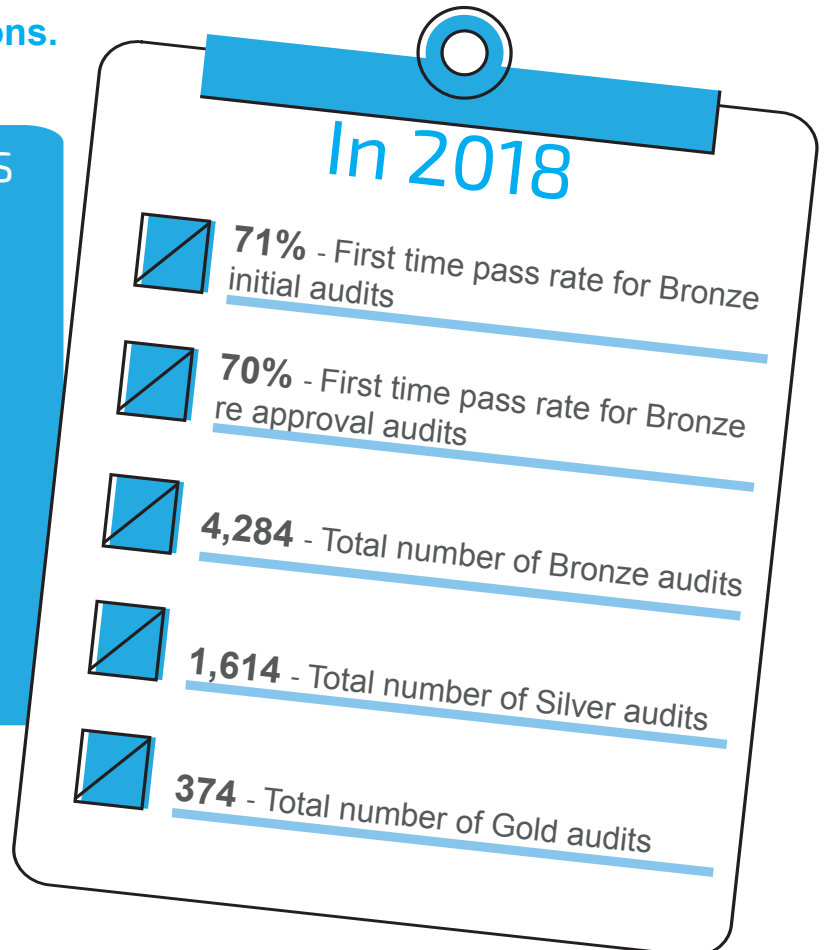
At the heart of FORS accreditation are the FORS Bronze, Silver and Gold audits. In 2018 the core team of over 50 auditors delivered 4,284 Bronze initial, re-approval, follow-up and enhanced site audits. The team of seven senior auditors approved 1,988 Silver and Gold submissions.

In addition, some 80 Whole Fleet Accreditation auditors undertook a further 739 Bronze audits for 11 companies. These are auditors approved and quality assured by FORS to undertake audits within their own fleets and represent a significant proportion of the total number of FORS audits.

Whilst there were nearly 1,000 desk based follow-up audits, the overall first time pass rate rose to a very credible 71 per cent compared to around 64 per cent in 2017. The challenge for everybody is to maintain this significant achievement.

TOP 5 REASONS MEMBERS FAILED AN AUDIT IN 2018

- **D4** - Professional development
- **V9** - Vehicle manoeuvring
- **M6** - Document review
- **D7** - Driver fitness and health
- **V1** - Inspection and maintenance plan



FORS auditors

KNOWLEDGEABLE

87%* of members rated their last FORS auditor's knowledge as either good or very good

PROFESSIONAL

86%* of members rated their last FORS auditor's professionalism as either good or very good

IMPARTIAL

84%* of members rated their last FORS auditor's impartiality as either good or very good

*Data drawn from 370 respondents to the 2018 FORS satisfaction members survey.

FORS Standard version 5:

2018 saw the publication of the fifth version of the Standard at the FORS Members' Conference on 16 October 2018. The FORS Standard is not a static document, because best-practice is not static, and therefore it is reviewed and updated on a two-yearly cycle in order to keep fully abreast of transport legislation and emerging best practice, and to reflect the development and evolution of the scheme itself, taking member feedback into account.

A formal review process was established so that there is a balance between evolving the FORS Standard and FORS members being able to implement the amended and new requirements.

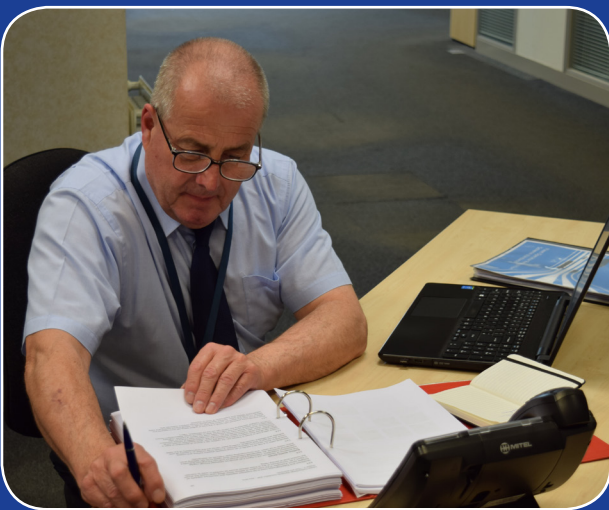
Publishing and implementing a new version of the FORS Standard is a challenging task and so the review process was managed by the Chartered Institute of Logistics and Transport (CILT), part of the FORS Community Partnership (FCP), under the direction of a Technical Advisory Group of the FORS Governance and Standards Advisory Group (GSAG) – a group made up of FORS members, specifiers and stakeholders who provide advice and guidance on the development of FORS.



Garry Lewis, Transport Standards Manager at Tarmac and GSAG member, stated "FORS shows that legal compliance isn't good enough in today's world, it needs to be about bringing in best practice. FORS has become the leading Standard for road transport safety and environmental issues, taking us past legal compliance to help drive us forward."

Graham Bellman, Group Fleet Director at Travis Perkins group and GSAG member, stated "FORS's single biggest achievement is putting transport distribution and supply chain on the map, moving us to an industry with a professional image and a national standard, helping not only us as operators but also our suppliers."

Through its 50 requirements, version 5 addresses the growing need for air quality improvements and sets out requirements to help operators mitigate threats of terrorism. It is also a more inclusive Standard with requirements suitable for a broader range of operations and vehicles such as powered two-wheelers, and new provisions for bus and coach operators.



FORS Standard version 5 underlines the importance of personal development and the role training plays in raising operational standards within the industry with the introduction of additional mandatory training requirements.

New training, aimed at both managers and drivers, spans across all three levels of accreditation and includes:

- Bronze D4: Counter Terrorism eLearning for drivers
- Silver S5: LoCity Time to clean up eLearning for drivers
- Gold G5: LoCity Driver training classroom course and FORS Practitioner for managers

Version 5 came into effect on 14 January 2019 for both new and existing members, meaning anyone with audits from that date is being audited against version 5.

A new audit form has been developed to increase the accuracy and continuity of audit performance. As well as the version 5 FORS Bronze Audit Toolkit, a special version 5 frequently asked questions page has been made available to assist members getting it right first time at audit.

Gordon Sutherland, GSAG member and Road Transport Logistics manager for FORS Champion Thames Tideway, said "The tangible benefits of FORS are that companies are seeing fewer penalty charge notices and fewer incidents. The drivers are more confident with less staff turnover as a result, and that is a huge achievement in itself."

Environment: everybody's business

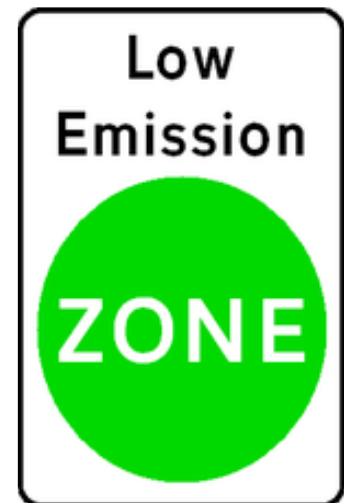
FORS is probably best known for innovating best practice in safety, in particular the safety of vulnerable road users. However, right from the very start, FORS has set the bar on operating to the best environmental standards and over the years these requirements have evolved as the focus on waste management, air quality and climate change has intensified. Here's a quick rundown on how FORS has developed its 'green' credentials.

The FORS Fuel and Emissions Champion was first introduced in the FORS Standard way back in 2012 as a Gold requirement. Today this is at Bronze 'O2 Fuel, emissions and air quality'. Fuel use must be monitored, engine idling minimised and the organisation's commitment to environmental performance must form part of its policy documentation.

At Silver, operators must commit to recording CO₂ and NOx emissions, reducing fuel use and minimising environmental impact.

Version 3 of the FORS Standard featured the addition at Gold of 'Mode shift and alternative fuels' – this asked operators to assess the opportunity to use non-road based transport and electric or alternatively fuelled vehicles. Today in version 5, Gold requirement 'G6 Sustainable operations', deals with mode shift, alternative fuels, ultra-low and zero emission capable vehicles as well as using technology to optimise operations, consolidation, collaboration and re-timing fleet activities.

In addition new requirement 'G8 Staff travel' encourages the promotion of sustainable and cost-effective staff travel behaviour. The previous Gold requirement on noise pollution is now a Silver one and requires operators to assess the noise impacts of their operations, driver behaviour and equipment.



100% reduction in incidents, 80% fewer PCNs and 10% improvement in MPG

“FORS has helped us to reduce emissions by raising both future awareness of the environmental issues at hand and helping us to learn from our actions of the past.”

Steve Williams, Transport Manager, Byrne-Bros

At the FORS Members' Conference, Mark Thomas from the Environment Agency warned members about unscrupulous companies drawing in haulage firms to carry illegal waste. FORS Bronze '05 Specialist operations' requires procedures to be in place to ensure correct waste carrier licensing, control measures and driver competence.



Training is key and FORS Practitioner workshop 7: Reducing fuel use and environmental emissions remains as popular as ever to help members improve their fleet's efficiency and environmental performance.

At Silver drivers must now complete every two years the LoCITY Time to clean up eLearning module, and at Gold, every five years undertake a classroom course on reducing fuel consumption and vehicle emissions.



26% reduction in incidents, 25% fewer PCNs, 1% improvement in CO₂

"By achieving the FORS Gold accreditation, we have raised the profile of the company and the quality of our customer base. FORS Gold has enabled us to expand our business and become a high-profile bulk haulage operator."

Paul Smart, Paul Smart Transport Ltd

It is clear then that the environment matters and it is everybody's responsibility - it is not only about renewing the fleet with the latest Euro specified engines.

FORS takes a holistic view on mitigating the impacts of transport activity on our environment – be it tyre disposal, waste licensing, fuel management and making the most of every trip and alternative fuels.

25% reduction in incidents, 28% reduction in CO₂ and 28% improvement in MPG

"We have seen a great improvement in our fleet's fuel usage and CO₂ emission output since making use of the FORS fuel tracker."

Tapinder Singh, Wilson James Ltd (Heathrow)

FORS Professional

FORS Professional is a great way to support managers and drivers with their continued professional development and improve their knowledge, competence, skill and effectiveness within their role.

FORS Professional's comprehensive portfolio of training courses and practical guidance is delivered through a set of classroom-based courses and eLearning modules.

In 2018, over 30,500 drivers completed FORS Professional training courses, and over 206,000 drivers and managers undertook our range of eLearning modules.

In addition, over 5,600 managers attended at least one FORS Practitioner workshop. In April 2018, FORS proudly celebrated its 1,000th FORS Practitioner – Scott Sharkey, Transport Planner at FORS Silver member Lee Smith Haulage. Impressively, by the end of the year, FORS had reached 1,300 qualified FORS Practitioners. As an added benefit introduced in 2018, each Practitioner workshop is now worth 2.5 CPD hours.



Group delivery is proving a very popular method of offering training to drivers with over 1,200 requests from FORS members for group eLearning material, translating into 32,407 eLearning modules undertaken through group delivery.



FORS Professional is helping to mitigate the threat of terrorism with its Security and Counter Terrorism eLearning module launched in late December 2017 which members started to complete from January 2018. In one year alone, the module has been undertaken by over 26,700 individuals.

FORS also addresses the issue of bridge strikes with the launch of the Bridge Smart toolkit in the latter part of the year, which includes both an online and group delivery option for the eLearning module, as well as a comprehensive guidance document and posters.

With an average of five bridge strike incidents every day according to Network Rail, this is a welcome addition to the FORS Professional portfolio to help drive up road safety standards.

Bridge Smart is now part of the suite of mandatory safety eLearning modules available to FORS members.



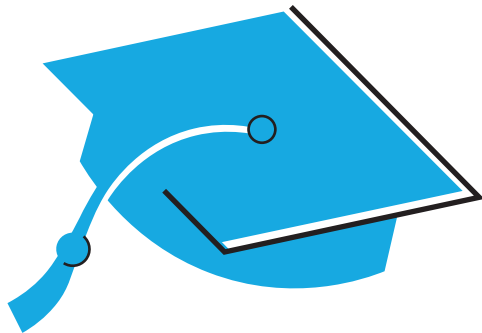
Members receiving their FORS Practitioner certificate in Northern Ireland

With the new requirements for powered two-wheelers in version 5, FORS also introduced 'Preparing for your Compulsory Basic Training' eLearning module for anyone wanting to learn to ride a motorcycle, or for anyone renewing their compulsory basic training.

FORS also added a one day classroom-based course for new delivery riders looking to navigate London's busy streets.

All FORS Professional training is fully approved to meet FORS, CLOCS and Transport for London's (TfL) Work Related Road Risk (WRRR) requirements.

FORS Practitioner



1,300

Qualified FORS Practitioner



1,625

Number of managers trained in 2018



eLearning

206,059

Modules undertaken in 2018

Driver training



30,500

Number of drivers trained in 2018

FORS Members' Conference

The third FORS Members' Conference took place in October 2018, drawing a crowd of around 450 delegates taking part in a day of dynamic presentations and lively interactive debate.

The event saw record crowds of FORS members from across the UK engage in a broad range of diverse speeches, celebrating the diversification of the scheme, as it continues to meet the ever-changing landscape of the road transport industry.

Chaired by renowned transport industry expert, Brian Weatherley, the conference explored '10 years of Evolving Best Practice' and launched the latest FORS Standard, version 5, outlining requirements operators must meet if they wish to attain and maintain FORS accreditation.



The event has grown since its inception three years-ago, with 450 FORS members attending the one-day event at the National Conference Centre in Solihull. Speakers left attendees in no doubt as to the role evolving compliance must play to help meet the safety, environmental and efficiency challenges of all road transport operators.

Lively interactive panel discussions followed presentations from key industry experts, including Transport for London (TfL), CLOCS, the Environment Agency, and the CILT, covering crucial industry themes such as driver training and health and fitness, driver shortage, the proposed Direct Vision Standard legislation, and the effect of illegal waste dumping.





Conference delegates were also able to speak to LoCITY and FORS representatives at special 'surgery' sessions to ask any questions specific to individual member operations.

“The conferences have got better each year, with more information, more FORS Associates represented at the exhibition and more members attending. It is a valuable way to keep up to date with FORS activity, and network with other members and customers.”

Feedback from post Conference survey



In a bespoke exhibition, no fewer than 35 FORS Associates and three FORS Affinity Partners presented products and services designed to help operators meet the FORS requirements, with co-headline sponsors FORS Associates VisionTrack and Camatics taking centre stage.



2018: compliance and enforcement

The FORS compliance and enforcement team is in place to react to complaints about FORS members. These arise from a range of sources including enforcement agencies, FORS specifiers and members of the public. In addition, the team conducts weekly reviews of all Applications and Decisions published by the Traffic Commissioner.

In 2018 the team received 726 complaints against FORS accredited companies which resulted in 692 alleged breaches of the FORS Standard being investigated. We suspended 20 organisations and terminated nine.

The compliance team works to guidelines set out in the FORS Compliance and Enforcement Guidelines. This document provides information on how your FORS accreditation may be affected if you breach the FORS Standard or the FORS Terms and Conditions. The guidelines were updated in 2018 and amendments included:

- The ability to suspend a company that fails to respond to a formal notification requesting information

Complaints received summary

| Complaint channel | Number of reports in 2018 |
|---|---------------------------|
| Application and Decisions | 201 |
| Fleet operator | 2 |
| FORS team | 22 |
| General public | 143 |
| Police / DVLA | 1 |
| Self-reported complaint by fleet operator | 23 |
| Transport for London | 23 |
| Transport for London RTEO (Road Traffic Enforcement Officers) | 3 |
| Transport for London Work Related Road Risk compliance team | 281 |
| Appeals process | 3 |
| Other | 24 |
| Total complaints | 726 |

- Introduction of specific operating centre sanctions rather than the whole company being affected by a regional issue (unless the reported non-compliance is a company-wide issue)
- The requirement for companies to maintain compliance with UK (and country of origin) transport, safety and environmental legislation

If you do receive an enquiry from the compliance team, please make contact with us as soon as you can within the required timeframe so that the matter can be dealt with swiftly and you don't put your accreditation in jeopardy unnecessarily.

9
Organisations terminated

20
Organisations suspended

726
Complaints handled

| Number of branches investigated by type | | | |
|---|---|-----|------------|
| Type | Reasons | Qty | Total |
| Driver training | Safe Urban Driving | 68 | 271 |
| | eLearning | 203 | |
| Vehicle found not to have the requisite safety equipment fitted | Such as no under-run side protection, or audible left turn warning system, and also blind spot minimisation | 17 | 29 |
| | Vulnerable road user signage | 12 | |
| Driver conduct | Driver behaviour | 6 | 46 |
| | Driving dangerously | 40 | |
| Applications and Decisions | Licence revoked | 20 | 190 |
| | Other sanctions | 170 | |
| Road traffic offences | Police / Driver and Vehicle Licensing Agency (such as abnormal loads, tachograph offences, no insurance or valid licence) | 24 | 35 |
| | Other offences such as speeding, not wearing a seat belt or using mobile phone while driving | 11 | |
| FORS logos | Incorrect FORS logo | 6 | 57 |
| | Displaying FORS logo whilst the company is not accredited | 51 | |
| Other reported complaints | Such as unsafe load, parking illegally, engine idling | 61 | 61 |
| Letters sent in response to appeals process | Appeal against suspension | 3 | 3 |
| | | | 692 |

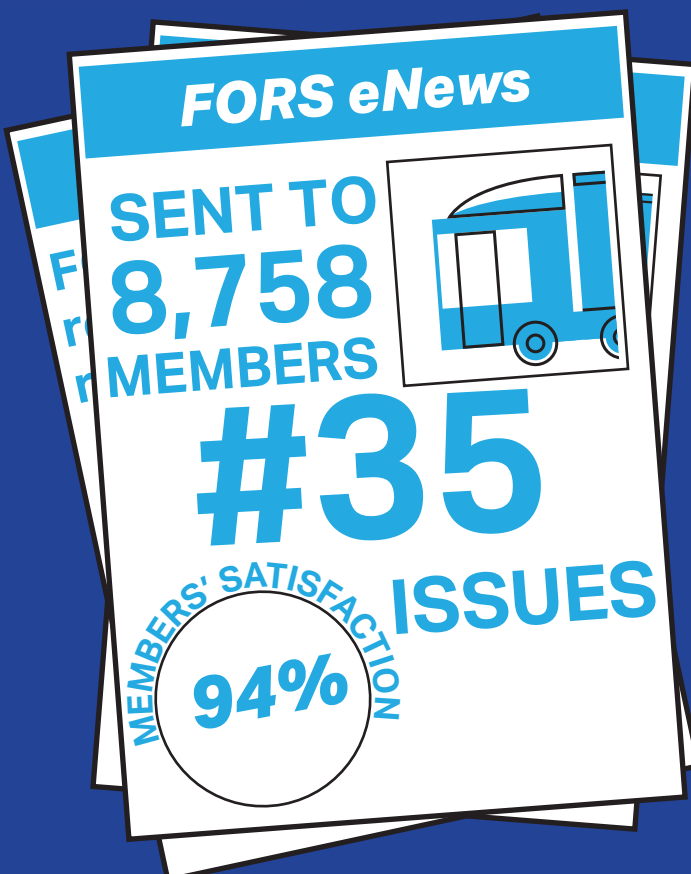
Supporting the FORS 'brand'

There is no doubt that FORS is a firmly established mark of safety and quality operations. Our marketing and communications

campaigns help support and reinforce FORS's position as the 'go to' fleet accreditation scheme.



47 PRESS RELEASES SENT



FORS Regional Briefings

The new FORS Regional Briefing events proved to be a popular platform for members to hear about current FORS developments, including version 5 of the FORS Standard.

In 2018 FORS took to the road with two series of free Regional Briefings, one in the spring and one in the autumn.

In total there were 16 events at 10 different locations around the country: Birmingham; Manchester; Peterborough; London; Cardiff; Glasgow; Bristol; Newcastle; Edinburgh and Belfast.

“ FORS continues to develop and improve the way in which it is managed and communicated to its members. The Members' Regional Briefing is a welcome addition to this process providing a forum for gaining clarification and enabling feedback directly to the FORS Compliance Team ”

Feedback from post briefing survey

“ The FORS Standard is a powerful tool for any company that operates a fleet of vehicles and should be looked upon as an essential addition to any company's operating systems ”

Feedback from post briefing survey



Over 345 members and associates attended. As well as hearing first-hand about FORS, members' views of the scheme were also discussed, including concerns about driver 'overload' and the idea of having two levels of accreditation within one depot.

Look out for more FORS Regional Briefings in 2019.

2

Series: in the spring and autumn

10

Different locations

347

Members attended the two series

Looking forward

2019 sees operators being accredited to version 5 of the FORS Standard, so please make use of all the tools and support available on FORS Online.

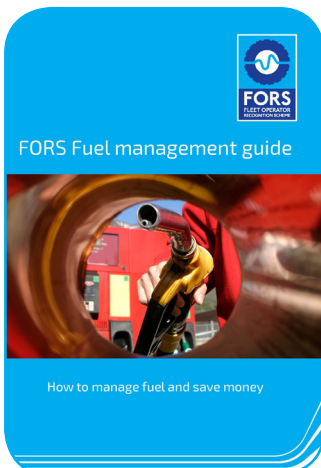
In particular, there is the Bronze Audit Toolkit, especially useful if you are going through the accreditation process for the first time. FORS also launched the FORS Overseer Dashboard for organisations with multi-centre accreditation and those specifying FORS to help them manage their supply chain compliance.

In addition to the version 5 FORS Vehicle Safety Equipment Guide, there is also a toolkit to help you develop your own workplace travel plans, as well as free guidance on how to create your own counter terrorism policies and procedures. All designed to help you meet the requirements of the FORS Standard.

We will be introducing a brand new Fleet Management Essentials course for non-O licensed fleets and we are looking to add to the portfolio of FORS Affinity Partners – providing great value products and services to support your business.

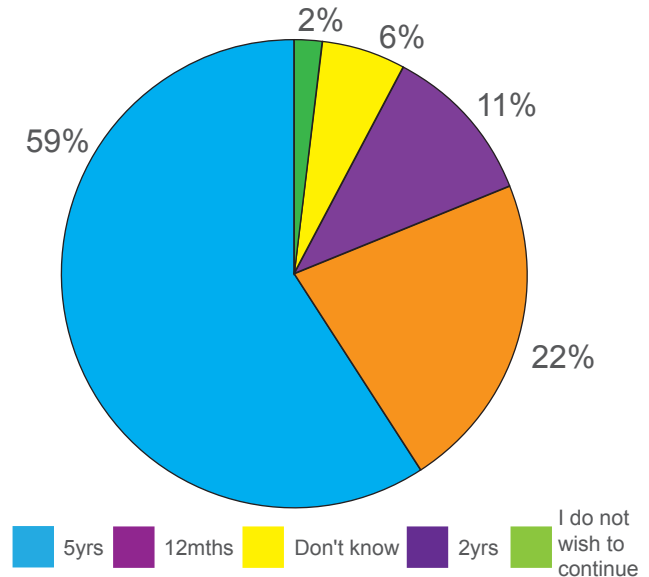
FORS is also going to release a handy guide on tyre management, to complement the recently published FORS Fuel Management Guide.

Look out too for new accreditation arrangements for suppliers of temporary driving staff and for vehicle hire and lease companies.



Maintaining FORS accreditation

85 per cent of members intend to maintain their accreditation for 12 months or more. Nearly 60 per cent intend to maintain it for at least the next five years*.



*Data drawn from 370 respondents to the 2018 FORS satisfaction members survey.

Plans are also in hand to allow members to align their Bronze, Silver and Gold audit dates under a 'unified audit' process.

In 2019, you can also look forward to receiving four editions of our magazine 'The Standard', jam-packed with industry news and information on the latest best practice innovations.

Finally, we hope to see you at one of the 2019 Regional Briefings and at the FORS Members' Conference in the autumn, where we will have another great line up of speakers and exhibitors.



We would like to thank all our members, champions and associates for supporting FORS throughout 2018

The FORS team





08448 09 09 44
enquiries@fors-online.org.uk
www.fors-online.org.uk



@FORS_online

