



FORS Fleet Management System

How FORS FMS supports your FORS accreditation

Introducing FORS FMS

FORS Fleet Management System (FORS FMS) has been tailored to support companies looking to gain and maintain their FORS accreditation by demonstrating compliance with the Bronze, Silver and Gold requirements of the FORS Standard version 5. This guide provides an explanation on how FORS FMS can help for each of the requirements but must be used in conjunction with the FORS Standard and associated documents available at www.fors-online.org.uk

Key benefits

- Suite of bespoke FORS reports to support your accreditation requirements
- Online storage for all your FORS policies and procedures
- Automated reminders to ensure all your FORS documents are reviewed on time
- Auditor dates, deadlines and key tasks identified and actioned
- Integrated drivers' walkaround check app
- Automated data input of FORS driver training records
- Data integration with leading telematics providers, FORS Driver Licence Checking Service, FORS Fuel Expert and all fuel card providers
- Direct links to the DVLA for vehicle details, MOT and road tax renewal dates
- Step by step checklist for your FORS Bronze, Silver and Gold accreditation

Why we recommend FORS FMS

FORS is delighted to be able to offer a fleet management system tailored specifically to support you to gain and maintain your accreditation.

This guide has been written to provide you with specific information about how the FORS Fleet Management System (FORS FMS) will assist you to demonstrate compliance with the different requirements of the FORS Standard. Straightforward references provide links to each requirement and will not only help you to visualise how FORS FMS supports the process of accreditation but also provides you with an insight into the incredible range of functionalities you'll have at your fingertips.

Embarking upon the FORS journey can feel challenging, but with the help of this guide we hope to address any concerns you may have at this stage and give you total confidence in what lies ahead.

Paul Wilkes
FORS Business Service Manager



Bronze Accreditation

How FORS FMS can help

Management

M1 FORS Documentation

The Policy Manager module helps you to get started with your policies and procedures, providing legally drafted Driver Handbook and Driving Policy documents. The system enables you to upload signed documents, store, edit, communicate and regularly review your policies, whether you're starting from scratch or simply improving the organisation of your existing documents. In addition, an interactive checklist will help you to log/forward-plan your actions, ensuring that nothing is overlooked.

M2 Records

The system provides you with a central platform with access from multiple sites, to store and organise every document and item of data required by the FORS Standard. Once uploaded, linking a document to the appropriate driver, vehicle or policy is straightforward, making access easy and enabling you to forward-plan document reviews/renewals. Maintenance records are easily stored for all vehicles, ensuring you have a robust audit trail of service, maintenance and repair, not only for your current vehicles, but for those that have been disposed of.

Your company's driving policies and risk assessments can be uploaded to the system for instant access, and you'll be automatically prompted when a scheduled document review is approaching. You'll also be able to record essential document audit details such as authorship, version numbers and creation/review dates.

M3 Responsible person

Details of the individual(s) with fleet or transport management responsibility can be kept within the staff section of FORS FMS. Training and qualifications are easily stored within driver records, which are easily exported for reporting purposes, and review reminder can be triggered for time-limited certifications.

M4 Staff resources

Company structure can be documented in FORS FMS, with individual role types and responsibilities stored against employee records, providing ease of review and makes updating simpler.

M5 Communication

FORS FMS can be used to score and circulate any documents such as Health and Safety policies, company induction training, driver handbook acceptance and any additional training given to any or all staff. Courses, toolbox talks and educational material can be uploaded to the system, together with communications and/or review dates.

M6 Vehicle fleet

FORS FMS can be used to maintain a vehicle register including the distribution of vehicles across the operating centres. Direct links to DVLA ensures that key information is accessible with minimal manual entry.

M7 Regulatory licensing

You can store a copy of your O-Licence, and record all associated details including identification of authorised vehicles, operating centre(s), margins available, notified changes to your licence and renewal dates. FORS FMS also provides unlimited means of recording and tracking other types of organisational licences and certificates.

M8 Health and safety

Risk assessments and policies associated with all aspects of vehicle and personal safety can be uploaded to FORS FMS, along with their planned review dates and evidence that instructions have been communicated to staff. You can also build records in the system of any training and education connected with safety, including toolbox talks, and allocate these to driver records so that you have an accurate, instantly accessible staff communication history.

M9 Complaints

FORS FMS provides a complete and robust means of complaint recording, resolution and follow-up. Upon receipt of a complaint, whether it originates from an internal employee, a member of the public, the Traffic Commissioner, HSE or the courts, you can record all of the details, linking the record to the appropriate staff member. Actions can be easily tracked and progressed via the system, and reports can be generated to help you highlight trends associated with individual drivers, locations or common failings.

M10 Transport infringements

FORS FMS includes a dedicated Incidents section where you can record complaints and/or reports of driver infractions, together with full details of the incident, witnesses/contributors, dates and any necessary follow-up. FORS FMS also gives you complete control of penalties and fines associated with occupational driving. Easily assign PCNs to the correct drivers and track them right through to completion, ensuring that nothing is overlooked and costs are kept to a minimum. Smart reporting enables you to identify repeat offenders and emerging trends, and the ability to upload your company's policy surrounding transport-related fines ensures you and your staff are fully aware of driver responsibility/accountability relating to these offences.

M11 Transport updates

Users can opt to receive emailed communications about regulatory information and industry best practice, ensuring that they are always up to date with the latest legislation and guidance. This channel of communication helps build an audit trail of updates given to relevant transport staff and drivers as required.

Vehicles

V1 Serviceability and roadworthiness

Every record connected to the maintenance of your vehicles is stored in FORS FMS, for both current and historic vehicles. This ensures you have a complete audit trail of fleet maintenance, including MOTs, servicing, PMIs, Vehicle Excise Duty (VED), tyre maintenance, tachograph calibrations, LOLER inspections and more, for as long as you are a registered user of the system. Advance 'traffic light' alerts give you a reliable means of forward-planning maintenance events, and if you operate with an O-licence you can instantly create downloadable maintenance planners as required.

V2 Daily walkaround checks

The FORS FMS Mobile App (available on Android) allows you to create customised inspection sheets that your drivers access via their phone or mobile device. Performing a vehicle check via the App is straightforward; drivers are guided easily through the check sequence, and can submit descriptions of defects with supporting images. All data is imported straight to the system, with check dates, times and durations, giving the fleet manager a complete insight and enabling prompt defect resolution, and reporting on inspections completed/overdue and open/actioned defects is made easy.

V3 Insurance

FORS FMS includes an Insurance section where you can record all details of your fleet insurance policies, including insurance providers, policy numbers and start/end dates, and documents can be scanned and uploaded for reference. Advance alerts are generated for renewals, giving you peace of mind that your insurance cover is always current and up to date. Meetings with your insurer and/or broker can be easily recorded, and the system enables you to build a detailed history of claims.

V4 Vehicle tax

FORS FMS automatically imports the VED renewal date from DVLA when a vehicle is added to the system, and proactive alerts are generated in advance of expiries, enabling you to ensure vehicles are re-taxed on time. SORN declaration can be marked against the vehicle record, again with advance alerts of expiry dates so there's no danger of oversight.

V5 Load safety

Risk assessments and policies associated with drivers' loading of vehicles can be uploaded to FORS FMS, along with their planned review dates and evidence that instructions have been communicated to staff. You can also build records in the system of any training linked to vehicle loading, securing

and towing, including driver CPC and toolbox talks, and allocate these to driver records so that you have an accurate, instantly accessible training chronicle of each staff member.

For companies operating PCVs, policies and other relevant documents can be uploaded to FORS FMS, giving clear guidance on safe loading, luggage distributions and on-board items. Authorship, ownership and review dates are logged, enabling the company to have complete control over the policies and ensuring that they don't become out of date.

V6 Vehicle safety equipment

FORS FMS gives you a means of recording every item of safety equipment fitted to a vehicle and/or provided to drivers, together with review dates and other essential information to ensure the equipment is always up to date. The provision of a vehicle inspection routine is also helpful in this area as the drivers always have both the opportunity and the means of reporting defects or concerns linked to any aspect of vehicle safety or safety equipment.

V7 Tyre management

Tyre pressure and tread depths can be imported to the system, either by manual input (via a pre-built safety checksheet) or by the driver using the FORS FMS App (available on Android).

Once recorded, you'll receive proactive alerts for tyre replacements, as the system will recognise when the treads are approaching a pre-defined minimum depth. The uploaded maintenance invoices will ensure you have an audit trail of approved tyre disposal routines. As for fuel, simple import routines make sure that you have total visibility of fuel consumption, and can use this data to educate your drivers about your company's fuel purchasing/efficiency policies.

Drivers

D1 Licensing

FORS FMS includes a comprehensive licence recording, checking and verification platform, giving you full knowledge of the licence statuses of each of your drivers, and enabling you to monitor drivers who may pose a risk of licence issues and/or poor driving behaviour. Details of licences and all associated driver, category and entitlement information is uploaded to the system, and endorsements are logged with recommended risk based re-check intervals linked to endorsement statuses.

D2 Driving standards

FORS FMS can be used to store and circulate any documents including written policy on driving standards and driver declarations including the rules of The Highway Code.

D3 Staff Induction

FORS FMS gives you the means of recording company induction training focussing on health and safety, road safety and the safety of vulnerable road users, as well as driver handbook circulation/acceptance and any additional education given to any or all staff. Courses, toolbox talks and educational material can be uploaded to the system, together with communication and/or review dates.

D4 Professional development

With FORS FMS you have a robust means of ensuring that your drivers are adequately trained and that any qualifications or certifications remain current and valid. Driver eLearning records conducted via FORS are automatically imported, and you can create records in the system for all other training and education connected with driving activity, including toolbox talks.

D5 In-vehicle communication

Policies associated with the use of handheld devices whilst driving can be uploaded to FORS FMS, along with the planned policy review dates and evidence that instructions have been communicated to staff.

D6 Health and eyesight

The system gives you a wide scope to implement, control, organise and ensure ongoing review with automated reminders of your drivers' fitness and health are completed. In addition, you can create a health checklist to record and track details of individual driver medical and eyesight checks, together with any resulting issues that may impact a person's ability to drive, or that need to be disclosed to the DVLA.

D7 Working time and drivers' hours

FORS FMS can be used to score and circulate any documents such as drivers' hours and working time.

Operations

O1 Routing

Your company's policy regarding vehicle utilisation can be uploaded to FORS FMS by the appointed owner, together with planned review dates to generate advance alerts. You can also give guidance to your drivers about route selection via training sessions, toolbox talks, a driver handbook and/or other documentation, all of which can be stored, circulated and reviewed via the system. If a telematics system is used for route optimisation purposes, the data can, in most cases, be integrated with FORS FMS for a complete and highly insightful overview of driving efficiency.

O2 Fuel, emissions and air quality

The system has simple fuel import routines to make sure that you have total visibility of fuel consumption, and can use this data to educate your drivers about your company's fuel purchasing/efficiency policies.

Your company's policy regarding vehicle operation can be uploaded to FORS FMS by the appointed owner, together with planned review dates to generate advance alerts. You can also give guidance to your drivers about engine idling to ensure they are fully aware of the reasons why it should be kept to a minimum. This can be delivered via training sessions, toolbox talks, a driver handbook and/or other documentation, all of which can be stored, circulated and reviewed via the system. If vehicles are fitted with telematics devices, the data can (in most cases) be integrated with FORS FMS, and you can generate reports to evidence the monitoring of engine idling instances within your fleet.

O3 Road traffic collisions

The system includes a dedicated 'Incidents' section where you can record reports of driver infractions and other issues, as well as near misses. Here you can log full details of the incident, witnesses/contributors, dates, costs and any necessary follow-up. Furthermore, collisions and other road traffic collisions resulting in vehicle damage can be recorded in the 'Incidents' section which again provides full scope to record all the essential information about the incident, including insurance details and claim progression.

O4 Passenger safety

FORS FMS can be used to record your policy for each vehicle type as required. As well as any risk assessments or method statements to support this.

O5 Specialist operations

FORS FMS provides unlimited means of recording and tracking all types of organisational licences and certificates. You can upload your policies relating to transport of

hazardous/dangerous goods and abnormal loads to the system, with all relevant dates, references, owner(s), advisers and evidence of internal policy circulation.

O6 Operational security

Detailed information about assigned drivers, out-of-hours vehicle activity (via telematics integration), base site and allocated equipment can be recorded within the system, giving you the optimum insight into where your vehicles are, who is responsible for them (both currently and historically) and any patterns of activity that require investigation. Documents providing guidance to your drivers regarding theft and unauthorised access can be stored and reviewed within the policy section.

O7 Counter terrorism

The free FORS Counter Terrorism Toolkit can help you to write the policy you are required to have in place for O7. This policy, along with all other policies, can be stored within FORS FMS with review dates and automated alerts generated to ensure policies remain compliant and current.



Silver Accreditation

How FORS FMS can help

S1 FORS Bronze

FORS FMS can help you obtain and maintain your Bronze accreditation. The system enables you to store, edit, communicate and regularly review your policies with an automatic reminder when reviews are due. In addition, an interactive checklist will help you to log/forward-plan your actions, ensuring that nothing is overlooked. (Please refer to the Bronze section)

S2 Performance data

FORS FMS has extensive reporting capabilities which make it easy to monitor performance indicators over the entire fleet. Baseline data reports covering the entire FORS registered fleet can be run over selected time periods and stored so that they can be used to benchmark the data year on year. Data from your fuel, incidents and collisions can be automatically imported into the system.

S3 Fuel, emissions and air quality

Simple import routines make sure that that you have total visibility of fuel consumption and you can run scheduled reports on this information so that this data can be used to educate your drivers about your company's fuel purchasing/efficiency policies.

S4 Road risk

FORS FMS includes a dedicated Incidents section where you can record complaints and/or reports of driver infractions, together with full details of the incident, witnesses/contributors, dates and any necessary follow-up. FORS FMS also gives you complete control of penalties and fines associated with occupational driving. Easily assign PCNs to the correct drivers and track them right through to completion, ensuring that nothing is overlooked and costs are kept to a minimum. Smart reporting enables you to identify repeat offenders and emerging trends, and the ability to upload your company's policy surrounding transport-related fines ensures you and your staff are fully aware of driver responsibility/accountability relating to these offences.

S5 Professional development

Driver eLearning records conducted via FORS are automatically imported and you can create records in the system for all other training and education connected with driving activity including classroom based and toolbox talks.

These can then be allocated to driver records so that you have an accurate, instantly accessible history of each driver's professional training and development. Review dates can be created with proactive alerts so you can ensure time-limited qualifications are maintained.

S6 Vehicle safety equipment

Every record connected to the maintenance of your vehicles is stored in FORS FMS for both current and historic vehicles. You can record the installation of all vehicle safety equipment and schedule maintenance with proactive alerts to confirm it is regularly serviced.

S7 Noise pollution

All documentation required by the FORS Standard can be kept in one place, so you can keep records of all assessments related to noise pollution and in the locations they have been done, and then use the tools provided to circulate these policies and any other associated literature to the relevant staff members.

S8 Internal communications

As part of FORS FMS, operators have access to a messaging section to send out group emails or SMS texts. There is also an automated email service to allow for key messages to be sent day/weekly/monthly.

S9 Sub-contracted services

Any sub-contractors working on behalf of a FORS member can be added to the FORS FMS platform, including the ability for these sub-contractors to use the FORS FMS Mobile app (available on Android) to complete their daily pre-use checks.



Gold Accreditation

How FORS FMS can help

G1 FORS Silver

FORS FMS can help you obtain and maintain your Silver accreditation. The system enables you to store, edit, communicate and regularly review your policies with an automatic reminder when reviews are due. You can record essential audit details such as author, version number, creation/modification dates and upload the minutes of management review meetings. (Please refer to the Silver section)

G2 Performance data

FORS FMS has extensive reporting capabilities which makes it easy to monitor performance indicators over the entire fleet. Baseline data reports covering the entire FORS registered fleet can be run over selected time periods and stored so that they can be used to benchmark the data year on year to help you demonstrate meaningful improvements in performance.

Integration with telematics providers allows that information to be imported to FORS FMS to give readily available monitoring of vehicles.

G3 FORS case study

A lot of the information stored in FORS FMS can be used as part of your case study. Comprehensive reports showing improvements in fuel usage, a reduction in emissions or incidents and driver training records can be easily retrieved and downloaded. Documentation and photographic evidence can be kept in one place so that creating your case study using the FORS template, can be done in a timely manner with minimum effect on resources.

G4 Recruitment and retention

Your recruitment and retention policy can be captured and stored on FORS FMS for review when needed.

G5 Professional development

With FORS FMS you have a robust means of ensuring that your employees are adequately trained, their qualifications or certifications remain current and valid and that their professional development plans are monitored. Driver eLearning records conducted via FORS are automatically imported, and you can create records in the system for all

other training and education connected with driving activity, including classroom training and toolbox talks. These can then be allocated to driver records so that you have an accurate, instantly accessible history of each driver's professional training and development and certificates can be uploaded as evidence.

G6 Sustainable operations

Any evidence can be uploaded and stored within the documentation section to show you are implementing the procedures and these are available for review as required. The FORS Helpline can also guide you with this requirement if you need assistance.

G7 Promoting FORS

The FORS Helpline can guide you with this requirement if you require assistance.

G8 Staff travel

All policies and procedures, including those specific to travel behaviour, can be stored within FORS FMS with review dates and automated alerts generated to ensure policies remain compliant and current.

G9 Contracted services

All policies and procedures can be stored within FORS FMS with review dates and automated alerts generated to ensure policies remain compliant and current.



Call 08448 09 09 44 (8.30am-5pm)
Email: enquiries@fors-online.org.uk



Powered by FleetCheck
Award winning fleet management system,
completely aligned to the specific needs of
the commercial vehicle operator.