



# 2019 REVIEW



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# Welcome to the 2019 FORS review

Safer, smarter and greener was the theme from the 2019 FORS Members' Conference, so we thought it would be fitting to write the 2019 review around those three important aspects of fleet operations.

With version 5 of the FORS Standard going live on 14 January 2019, it's been a busy year delivering training and providing support for new and existing members undertaking the version 5 audit. Now, more and more of you are making the progression from Bronze, to Silver and on to Gold. A staggering 126,144 people have completed the FORS Security and Counter Terrorism eLearning module. In 2019, 52,823 LoCITY eLearning and 6,358 LoCITY classroom courses have been completed, reinforcing the scheme's commitment to the environment.



In 2019, 5,031 Bronze audits were conducted and the overall pass rate for the year was a very creditable 73 per cent. This compares to 71 per cent last year. The 'unified audit' was introduced, meaning if you choose, you can have a unique Bronze, Silver and Gold accreditation date and there is a combined Silver and Gold upload for Gold applicants.

## FORS Benefits

66 per cent of FORS satisfaction survey respondents said they received indirect benefits from being a FORS member

One third said increased work winning over competitors and improved customer satisfaction were the biggest indirect benefits

Data taken from 450 respondents to the 2019 FORS Satisfaction Survey

As well as the annual conference, the FORS regional briefings have become a regular feature in the programme of events. This year we held 14 briefings across eight locations throughout the UK. We greatly appreciate the engagement and feedback we get from these events.

Enjoy reading about the great work FORS members do and the standards they are achieving. FORS is a truly remarkable initiative and FORS members are remarkable operators – safer, smarter and greener.







## Championing Safer Supply Chains

With an increasing number of organisations specifying FORS in their supply chains, in 2019 we surveyed our members to find out how many of you were working on contracts which specify FORS. You told us of nearly 200 different organisations that are currently specifying FORS in their procurement contracts.

Around 100 of these are already signed up as FORS Champions. We actively work with these Champions to understand how they are specifying FORS and to ensure that they understand the most appropriate level of accreditation to apply to their supply chain.

**Don't take risks with your transport responsibilities**

You have the responsibility to make the right choice for your next transport provider.

Safety, efficiency and environmental protection are key considerations for any project requiring the use of commercial vehicles.

FORS – the Fleet Operator Recognition Scheme – is the go to transport industry accreditation scheme with over 5,000 members across the UK and Europe.

For a safer, smarter, greener future, get on board with FORS.

[www.fors-online.org.uk](http://www.fors-online.org.uk) Call: 08448 09 09 44 @FORS\_online



In 2019 we held several specifier engagement events across the country to update existing and potential specifiers on the benefits of specifying FORS and to demonstrate the support that is available to them.

A new support tool introduced in 2019 is the Specifier Toolkit. Available on FORS Online, the toolkit pinpoints all the guidance documents and support material needed to help companies to specify FORS, including a series of contractual clause options that FORS has developed. FORS has also developed the FORS Overseer Dashboard to enable specifiers to monitor the FORS accreditation status of their supply chain. This dashboard

has been designed for organisations that oversee a FORS supply chain or local region, as well as those who manage several FORS accredited operating centres. The dashboard makes it easier to look up and monitor FORS accredited organisations.

For organisations with very large supply chains, we've created a 'Who's on Board' Application Programming Interface (API). This API will allow a connection between the FORS database and the Specifiers IT system. This allows their supply chain to have their FORS accreditation status checked automatically against the FORS database and alerts them of any non-compliance.

In the last few months of 2019 we have also assisted specifiers in finding suitable accredited FORS operators by advertising opportunities directly to our Silver and Gold members. Look out for more of this in 2020.



Data taken from 450 respondents to the 2019 FORS Satisfaction Survey



## Double Award-Winning Security and Counter Terrorism eLearning

Throughout 2019, the FORS Professional Security and Counter Terrorism eLearning module and toolkit have been helping to improve vehicle and personal safety and to reduce the threat of terrorism. Both the eLearning module and toolkit are designed to help increase awareness of the threats posed by terrorist incidents.



The Security and Counter Terrorism eLearning module was developed in partnership with the Metropolitan Police, the Department for Transport, High Speed 2 and the Driver and Vehicle Standards Agency (DVSA).



Since its launch, more than 126,000 individuals have benefitted from the eLearning and 2,611 have used the toolkit. The Security and Counter Terrorism eLearning gained national recognition in 2019 and is an award-winning eLearning course, having been named Counter Terrorism Education Project of the Year at the Counter Terrorism Awards 2019 and awarded Silver in the Best Public Service Programme category at the Training Journal Awards.

The judges of the Counter Terrorism Awards 2019 praised the eLearning module for its role in raising awareness of security and terrorist threats, specifically in terms of theft of vehicles or loads and the use of vehicles as weapons.







## New FORS eLearning – making the streets safer for pedestrians

In 2018, across Great Britain, there were over 22,000 pedestrians involved in an incident with a vehicle. To raise awareness of the issue, FORS has developed a new eLearning module called Pedestrian Safe.

Through the 20-minute eLearning module, operators get to understand that all pedestrians are vulnerable, and the associated risks faced by different types of pedestrian. Pedestrian Safe helps operators to learn what actions they can take to keep pedestrians safe.

The module teaches drivers to avoid making incorrect assumptions around pedestrian behaviour, how to check driving conditions, leaving appropriate time before setting off and how to keep their focus whilst driving. Whilst the training is aimed at drivers, managers are also encouraged to complete the training.

Pedestrian Safe is the first FORS eLearning module to be developed as 'Mobile First' which means that it will be easier for drivers to complete the



module on a mobile device. However, the eLearning module is also compatible and easy to use on a computer as normal.



## Spotlight on...

### Auditing and Compliance

The FORS audit toolkit is designed to help operators prepare for their Bronze audit. In 2019, the first time pass rate for initial Bronze audits was a very creditable 73 per cent, a reflection that the FORS Standard is accessible but not just a 'tick box' exercise.

Seventy four qualified FORS auditors were active across the UK and Europe during 2019 and delivered a staggering 5,031 audits. 2019 saw the introduction of a second audit body, DriveTech, to undertake FORS Bronze audits alongside the existing audit provider, Fleet Source.

Furthermore, under the FORS Internal Audit Fleet Accreditation (IAFA) process there were an additional 69 auditors working within their own companies to deliver FORS audits as part of those

organisations' internal quality assurance programmes.

Of course, operators must uphold the requirements at all times, and meeting the requirements of FORS at the time of the audit is only part of the story. Across the year the FORS compliance team investigated 607 cases of possible non-compliance received from a wide range of sources.

The vast majority were easily resolved, but where the complaints were upheld, seven organisations had their FORS accreditation terminated and 41 were suspended. Of the companies suspended, seven were reinstated following a satisfactory response or through undertaking one or more enhanced audits.

## FORS Membership in 2019

By the end of 2019 there were 5,005 accredited members, and the number of companies progressing to Silver increased significantly by 17 per cent.

Seventy one per cent of the respondents to the 2019 Member Satisfaction Survey said they intend to maintain their accreditation longer than 12 months, representing a six per cent increase on last year's findings. Of these members, 57 per cent said they intend to maintain their accreditation for at least the next five years.

In 2019 we held membership and audit fees at 2015 prices and 80 per cent of survey respondents said that the fees were acceptable or good value.





# Training Smarter in 2019

Through its growing FORS Professional training portfolio, FORS continues to offer a range of driver and manager online eLearning and classroom courses to support professional development.



Professional development is at the heart of the FORS Standard, and version 5 saw the introduction of mandatory security and counter terrorism training at Bronze, as well as more environmental training at Silver and Gold. This additional training addresses growing concerns over security and air quality respectively. With 97,355 drivers trained through FORS in 2019 in security and counter terrorism awareness and 60,465 drivers trained on FORS environmental training courses, FORS members are already making a real difference.

In total in 2019, over 600 people qualified as FORS Practitioners, and over 352,622 drivers and managers undertook our eLearning modules. We firmly believe that a smarter workforce translates into safer and greener operators.

Training remained a core FORS benefit in 2019 – either fully funded, meaning no charge, or discounted, meaning a small charge to members.

Discounted training was introduced in 2019 on Collision Management, Fleet Management Essentials and a number of additional FORS Practitioner workshops to complement the fully-funded programme of manager and driver training.

2019 saw the introduction of 'Collision Management', a one-day course to replace the previous Road Risk Champion and Collision Investigator courses. Your feedback was that generally the same people attended both courses, so we amended the content whilst maintaining the learning outcomes to make the training more time-efficient for delegates. This training meets the nominated Road Risk Champion training requirement at Silver S5.

FORS developed and launched a new one-day fleet management training course, Fleet Management Essentials, specifically for managers responsible for fleets that do not require an Operator Licence, such as car and van fleets. This training was added to run alongside the existing heavy goods vehicle and passenger carrying vehicle Fleet Management Essentials for members who do hold an Operator Licence. This training meets the responsible person training requirement at Bronze M3.

"FORS Safe Urban Driving course where you go out on the bikes has changed the way I drive for the better, not bad for an old chap that has been driving for over 30 years!"

Kevin Smith, General Manager  
Invicta Couriers Ltd

In 2019 FORS introduced Continuing Professional Development (CPD) awards by the Chartered Institute of Logistics and Transport (UK) across the entire FORS Professional suite of training courses. All driver training also continues to benefit from Driver CPC hours.



## **FORS Benefits**

In 2019, FORS provided 6,745 free Practitioner training places, equivalent to £1.94 million in value

Data taken from 2019 analysis of FORS Performance and Benefits Realisation Data



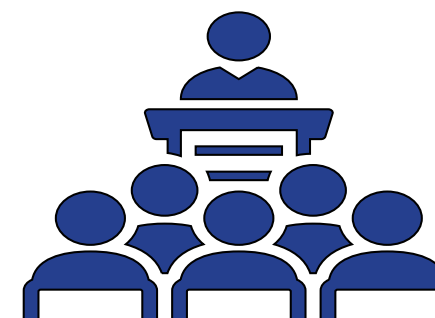
**49,575**

DRIVER COURSES UNDERTAKEN



**1,878**

QUALIFIED FORS PRACTITIONERS



**9,054**


MANAGER COURSES UNDERTAKEN




**352,626**

eLEARNING COURSES UNDERTAKEN

## **Did you know?**

 In 2019 FORS trained 448 members through in-house FORS Practitioner workshops. This is when the trainer comes to your offices on a date that suits you. Useful if you want to train large groups, or don't want to travel. More information and prices are available on FORS Online

 Where the training requirement stipulates that it can be FORS Approved training, members with a course on that topic can apply for FORS Approval against the FORS Professional objectives. Information on how to apply is on the FORS Online





## FORS Fleet Tools – a smart new addition to FORS Online

With well over 80,000 hits per month, FORS Online, the scheme's website is a key resource for all FORS members. FORS Online has a wealth of information to help operators to attain and maintain their accreditation. In 2019 we introduced FORS Fleet Tools, a free online bank of toolkits designed to help operators to collate and manage fleet data.

The tools comprise of a fuel tracker, to help record and track fuel use, a Penalty Charge Notice (PCN) tracker to monitor, manage and help reduce PCNs, and an incident tracker to track and monitor incidents involving drivers or vehicles.



Developed in collaboration with FORS Affinity Partner FleetCheck, FORS Fleet Tools make it easier for members to manage their accreditation at Bronze, Silver or Gold, evidence and demonstrate how they meet the FORS requirements, identify areas of improvement within their fleet and monitor progress against efficiency and cost-saving goals. Already over 650 members are taking advantage of these free online tools.



## FORS Fleet Management Software goes from strength to strength

FORS Fleet Management Software (FMS) has continued to go from strength to strength during 2019. There are now over 140 companies using FORS FMS which equates to over 4,000 vehicles. Analysis in 2019 has shown that 78 per cent of FORS FMS users pass their Bronze audit first time.



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.

"FORS FMS has made my life so much easier. Just having everything in one place has saved me a ridiculous amount of time. I no longer spend ages endlessly sorting through paper. I couldn't live without it now!"

Mervyn Rolf, Logistics Manager  
Swift Scaffolding



## Smarter delivery - Going for Bronze, Silver, and Gold webinars

In July, FORS launched a series of free to attend Going for Bronze live webinars.

The new online format covers topics from the original classroom workshop yet allows delegates from across the UK to attend from their own workspace.

The one-hour webinar covers all elements of the FORS Bronze accreditation process, from booking an audit all the way through to completing the audit itself.

"This webinar was extremely informative and well - constructed content"

Ian Hadley, Transport Manager  
Chris Bowen Specialist Transport

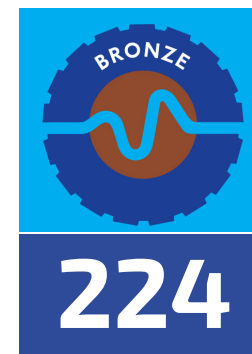
Following the success of the Bronze webinar, FORS released two additional webinars, Going for Silver and Going for Gold, to help members navigate the transition into these levels of accreditation.

"Very informative webinar, we are going for our FORS Silver shortly, this has been a great help to me, and I will certainly be tuning in for more webinars in future."

Sue Moxham, Logistics Administrator  
Gerard Kirby & Sons UK Ltd

The one-hour webinars cover the Silver and Gold application processes respectively, how to upload evidence, what the FORS compliance team check for, what the most common pitfalls are and how to avoid them. The webinar guides FORS members through the tools available to help them prepare for their application.

In addition to the Going for Bronze, Silver, and Gold webinars, FORS offers 'Introduction to FORS' and 'Demystifying FORS and CLOCS' webinars.



People attended  
Going for Bronze  
webinar



People attended  
Going for Silver  
webinar



People attended  
Going for Gold  
webinar



## Spotlight on...

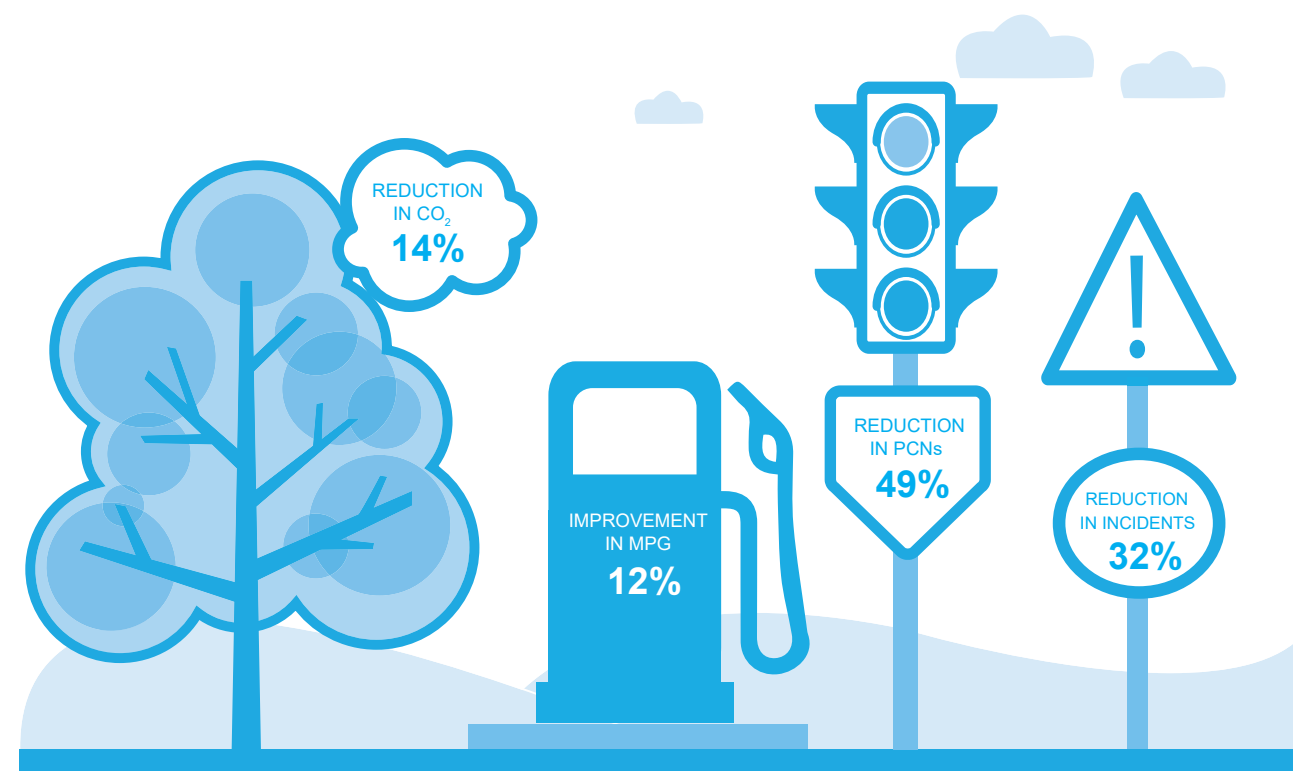
### Performance matters

FORS's vision is for our members to operate in the safest, smartest and greenest way possible, with the least impact on society and the environment. FORS members have long since recognised the commercial and performance benefits of running a compliant and environmentally friendly fleet, working to standards above the legal minimum to achieve operational best practice. Implementing best practice measures brings many benefits such as an efficient and economically viable business, improved employee job satisfaction and good customer relations.

At FORS Silver, members actively monitor and benchmark operational performance data and at FORS Gold members go on to demonstrate meaningful improvements against their benchmark data.

Amongst FORS Gold members there was a 12 per cent improvement in fuel usage in 2019 and a 14 per cent reduction in the amount of CO<sub>2</sub> generated. Coupled to that, in 2019 FORS Gold members also reported a 32 per cent reduction in the number of incidents they were involved in, and a staggering 49 per cent reduction in the number of PCNs they received.

FORS places great emphasis on training drivers in safe and efficient driving techniques, and equipping fleet managers with the knowledge and skills to operate and manage safe and roadworthy vehicles. This increased awareness of best practice coupled with the implementation of the FORS Standard has undoubtedly helped FORS Gold members achieve measurable improvements in operating performance.



Based on data taken from 181 FORS Gold case studies submitted in 2019

## Spotlight on...

### FORS Regional Members' Briefings

In 2019, FORS ran 12 Regional Members' Briefings across the country in locations which included Birmingham, Bristol, Croydon, Manchester, Leeds, Glasgow and Newcastle.

In total 291 delegates attended the briefings which ran in February, October and November.

Lasting four hours each, the February briefings covered compliance issues, implementation of version 5 of the FORS Standard and requirements of the FORS levels of accreditation. Delegates were given the opportunity to choose what accreditation levels they wished to cover in greater detail.

The later briefings also gave an update from the FORS Members' Conference which took place in October and explained the new concept of 'mixed accreditation'.

This is where an operating centre is Bronze, but it may also hold Silver



accreditation for an agreed part of its fleet at that operating centre, and must progress to become fully Silver within a five-year period.

Feedback from the briefings was generally positive and your comments will be taken on board in our future developments.

For example, you said that given the significant changes in version 5 of the FORS Standard, we should make sure that version 6 minimises impact on our members and should offer more options for alternative types of training and the use of alternative vulnerable road user safety equipment. Other recurring comments included requests to simplify the FORS website and to ensure auditor consistency.

Our 2019 delegates confirmed that these events are a useful addition to the FORS events calendar, so watch out for more dates in 2020.

#### FORS Benefits

24 per cent of members reported a reduction in the cost of their annual fleet insurance as a result of joining FORS

47 per cent reported a decrease greater than £1,000

26 per cent reported a decrease greater than £5,000

Data taken from 450 respondents to the 2019 FORS Satisfaction Survey





## FORS in the News

FORS maintains a significant media presence in both the trade and sector press. In 2019 FORS saw an increase in activity over 2018 across several different media channels.

The number of LinkedIn followers increased by a staggering 92 per cent over the previous 12 months and there was a 50 per cent increase in the number of editorials in comparison to 2018.

**With FORS, we are ahead of the game**  
Kevin Gundel, Transport Manager and Owner, Gundel Transport

FORS is the go-to best practice accreditation scheme for operators of any description, with over 5,000 members across the UK and Europe.

Using the comprehensive FORS benefits package of audits, training and toolkits, FORS members are able to demonstrate best practice, consistently delivering high levels of efficiency, environmental protection and, above all, safety.

For a safer, smarter, greener future, get on-board with FORS.

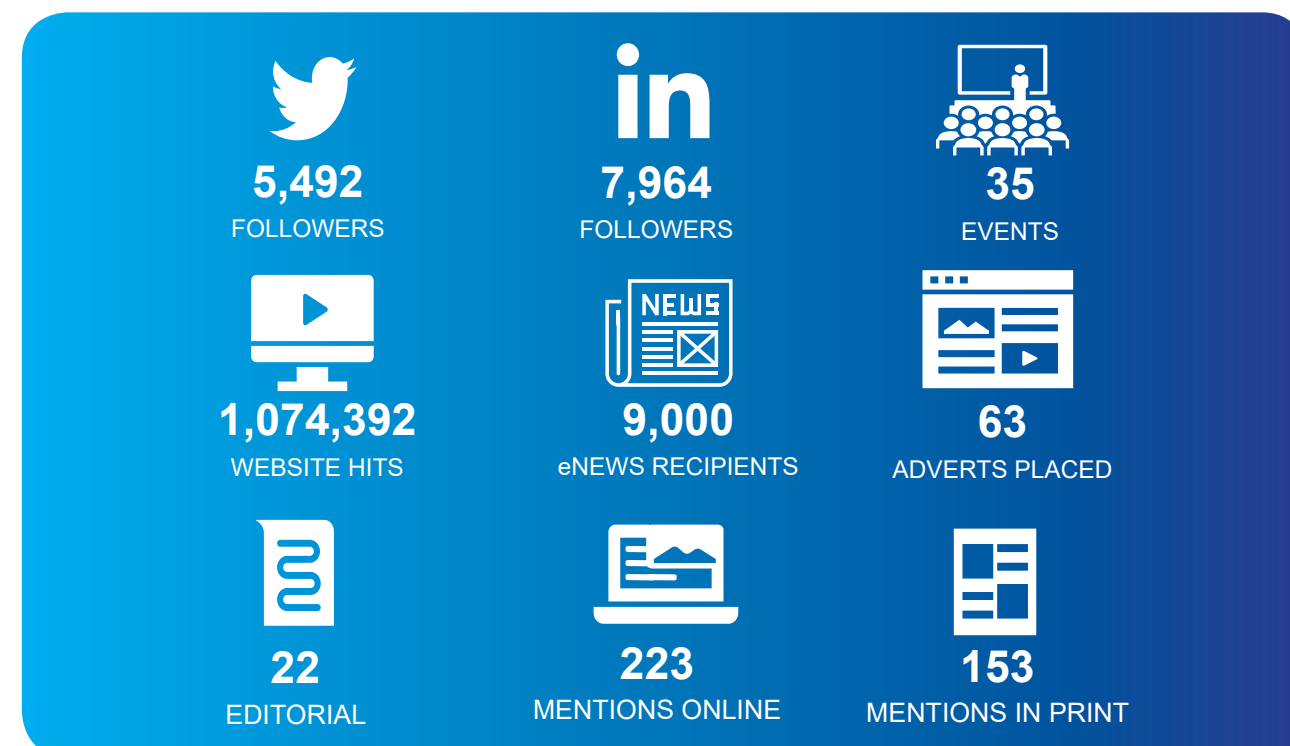
www.fors-online.org.uk Call: 08448 09 09 44 @FORS\_online

FORS has also had more mentions in the press and online in comparison to 2018. With over a million website hits and 35 events across the country FORS has increased its visibility throughout 2019.

**"High safety standards are key-"**  
FORS helps us aim even higher  
Jason Thorton, Business Services Manager, First Choice Bus

FORS, the Fleet Operator Recognition Scheme – delivers best practice through safety, efficiency and environmental protection, with 5,000 members across the UK and Europe.

For a safer, smarter, greener future, get on board with FORS.



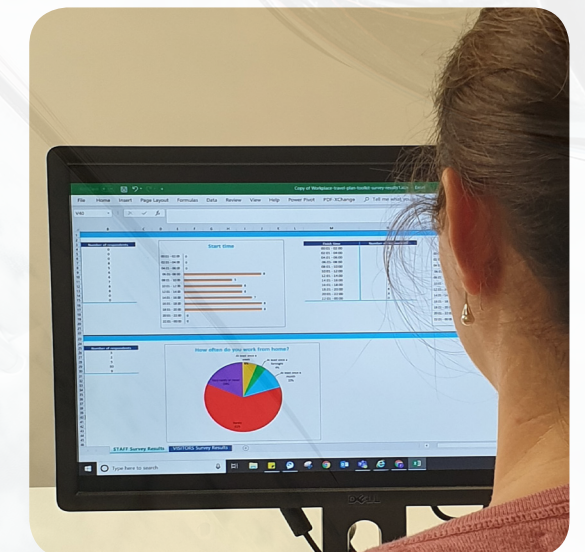
## FORS Travel Plan Toolkit – making greener journey choices

In version 5 of the FORS Standard, we introduced a new requirement for Gold members to have a Workplace Travel Plan in place for their organisation. The Gold requirement 'G8 Staff travel' was introduced to encourage the promotion of sustainable staff travel behaviour and to minimise the negative impact of staff travel to and from the workplace. In order to help members meet this requirement, FORS released a Workplace Travel Plan Toolkit in January 2019.

The toolkit, comprising of a template with step-by-step guidance, takes operators through each item that must be included within their Workplace Travel Plan.

The toolkit includes a staff and visitor survey, a template to present the results, examples of objectives and targets, incentives and initiatives, and more.

Smaller operators (those with fewer than five vehicles and fewer than five employees) still need to produce a Workplace Travel Plan, however a significantly shorter version can be submitted. This is also set out in the toolkit.



## Helping members to boost their green credentials in 2019

With a fleet's environmental impact encompassing far more than just emissions, there is a lot that can be done to make road transport smarter and greener.

In 2019, FORS packaged up its environmental offer and benefits into an infographic showing how FORS helps its diverse membership base of trucks, vans, cars, passenger carrying vehicles and powered two-wheelers achieve environmental best practice.

FORS progressive model means members are always seeking to do more to reduce emissions, fuel consumption and lessen their environmental impact, as they move from entry level FORS Bronze up to FORS Silver and FORS Gold.





# FORS helps operators to **save money** and **reduce environmental impact**



**FORS fleets improve mpg and have reduced running costs**

FORS MEMBERS  
IMPROVE MPG UP TO  
**12%\***

IMPROVING MPG BY JUST **5%** =  
**£2,200** SAVINGS PER HGV PER YEAR\*\*

**FORS operators understand good fuel management**



FUEL MONITORING AND ROUTE PLANNING  
**TRAINING**



TECHNOLOGY  
**IN-VEHICLE**



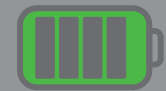
INVEST IN  
EFFICIENT VEHICLES



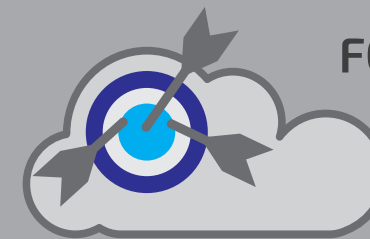
**ADOPT A SUSTAINABILITY MINDSET**



**ALTERNATIVE FUELS**



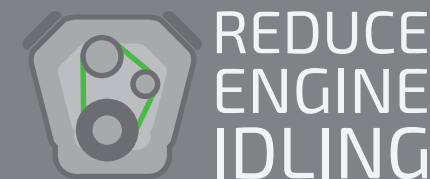
**Many organisations now specify FORS in service contracts**



**FORS HELPS MEET AIR QUALITY TARGETS**



**FORS members drive smarter, and are trained to:**



**DRIVE DEFENSIVELY**



**Poor tyre management wastes money**



Want to know more? Visit: [fors-online.org.uk](https://fors-online.org.uk)

\* Based on data taken from 181 FORS Gold case studies submitted in 2019

\*\* Average savings for a 40-tonne artic, travelling 70,000 miles a year, fuel prices at 110.59 pence per litre



**SAFER  
SMARTER  
GREENER**



## FORS Fuel Expert – go green and stay in control

Early in 2019, FORS launched FORS Fuel Expert (FFE) in partnership with FORS Affinity Partner, Fuel Card Services (FCS), offering members access to up to 16 different fuel cards from a range of major brands. The scheme offers members the chance to save up to four pence per litre (ppl) off the national average pump price and up to 10ppl off motorway pump prices, along with the chance to reduce overall fuel consumption. Since the launch over nine million litres of fuel have been purchased.

Controlling and reducing emissions and helping improve the environmental credentials of our members is a key FORS principle. The inclusion of FORS Fuel Reporting in FFE means members can access robust fuel consumption and MPG reports, helping to lower their emissions by better understanding their fuel use. This helps members achieve emission reduction goals, a key requirement at FORS Silver, and a guiding principal throughout FORS Standard version 5.

FORS Fuel Reporting also includes CO<sub>2</sub> Count Certificates, which offer statistics on greenhouse gases generated by a company's vehicles. For every CO<sub>2</sub> Count



### FORS Fuel Expert

Saving you money every mile every day

Certificate issued, FCS donates to Cool Earth's community-led deforestation projects.

CO <sub>2</sub> count certificate					
Invoice No:	0000001				
Invoice Date:	31/01/2012				
Account No:	000002				
Customer Name:	McPherson Ltd				
	Volume from Invoice Summary Litres	Kilograms of Carbon Dioxide Kg CO <sub>2</sub>	Kilograms of Methane Kg CH <sub>4</sub>	Kilograms of Nitrous Oxide Kg NO <sub>x</sub>	Total Direct Greenhouse Gases CO <sub>2</sub> +CH <sub>4</sub> +N <sub>2</sub> O Kg CO <sub>2</sub> e
Diesel	268.11	712.60	0.32	4.95	717.88
Petrol	0.00	0.00	0.00	0.00	0.00
Gasoil	0.00	0.00	0.00	0.00	0.00
LPG	0.00	0.00	0.00	0.00	0.00
TOTAL	268.11	712.60	0.32	4.95	717.88

This data calculation will help you keep a close eye on your vehicles' emissions against your recent invoice. For more detailed information, a transactional breakdown of these figures, drawings download and report, please see your e-services account

We acknowledge that data conversion factors originate from Defra website: [Data of vehicle and version details for data](#)

protecting the rainforest with

defra coolearth

This support is transforming the future of villages in both the Asháninka and Awajún communities in Peru, which makes an immediate impact on the front line of sustainability.



## Local Authorities are using FORS to meet the Green Challenge

With local authorities now responsible for meeting tough air quality targets, with Clean Air Zones and Low Emission Zones in place in many cities, the need for cleaner and efficient road transport has never been greater.

As part of its remit to drive up standards across road transport nationally, FORS has been working closely with local authorities and service providers to help reduce the emissions of all commercial

vehicles. FORS progressive accreditation is now being built into local authority service contracts, giving local authorities a clear standard which all commercial vehicles operating on its behalf must meet. This ensures road transport supply chains are operating as efficiently and safely as possible.

Version 5 of the FORS Standard implemented in January 2019 offers the 'greenest' set of requirements yet.

### FORS green requirements at a glance:

<b>V7 – Tyre management</b>	Disposal in accordance with local regulations
<b>01 – Routing</b>	Minimise distance driven and fuel used. Minimise the use of routes that are subject to local air quality exceedances
<b>02 – Fuel, emissions and air quality</b>	Monitor fuel and environmental impact. Name the Fuel and Emissions Champion. Minimise engine idling. Monitor fuel use
<b>S2/G2 – Performance data</b>	Silver - Report fuel usage and calculate CO <sub>2</sub> , NO <sub>x</sub> and Particulate Matter emissions Gold - demonstrate year on year improvements
<b>S3 – Fuel, emissions and air quality</b>	Commitment to reducing fuel consumption and minimising environmental impact
<b>S5/G5 - Professional development</b>	Silver – LoCITY environmental driver eLearning. Fuel and Emissions Champion training Gold – Environmental awareness driver training. FORS Practitioner qualification for managers at reapproval
<b>S7 – Noise</b>	Assess noise impacts of operational activities, driver behaviour and equipment used
<b>G6 – Sustainable operations</b>	Evaluate use of vehicles designed for more efficient operations and ultra low and zero emission capable vehicles
<b>G8 – Staff travel</b>	Implement workplace travel plan aligned to local authority guidance



## Spotlight on...

### How FORS works for small operators

FORS defines a 'small operator' as a company with fewer than five vehicles and fewer than five employees.

While we recommend documenting policies and risk assessments as good practice whatever your company size, we do recognise that small operators may not always have the resource needed to put together written policies. If you are a small operator, you can confirm verbally the 17 policies outlined in 'M1 FORS documentation' along with the 16 risk assessments contained in 'M8 Health and Safety'.

Where a requirement aligns to a legal obligation, operators of all sizes are required to provide documented evidence that the policy is working, they are meeting their legal obligation and the correct documentation is being kept.

Taking 'V1 Serviceability and roadworthiness' as an example, a small operator may verbally explain the policy they have in place to maintain their vehicles, trailers and specialist equipment in a roadworthy condition. To demonstrate how this policy is enacted we would expect to see evidence of a vehicle maintenance planner and individual vehicle maintenance records.

A company with less than five employees does not need to show the links between their staff in an organisation chart as outlined in 'M4 Staff resources'. They can explain how the team works verbally at the time of audit. For 'V7 Tyre management' small operators can verbally describe how they manage their tyre replacement and removal policy by producing evidence of the tyre company used and a copy of

their waste carrier certificate or invoice to confirm payment for environmental disposal of used tyre casing.



The important message for all our small operators is that the written evidence that you must demonstrate to us in order to gain your Bronze accreditation, is only evidence that you are legally required to keep under the Operator Licensing regulations and Guide to Maintaining Roadworthiness.

Don't forget to access the wealth of tools and support available on FORS Online, all of which are designed to help you meet the FORS Standard. Alternatively, give the FORS Helpline a call as our agents are on hand to answer all of your queries, not only relating to the accreditation process but they are also trained to advise you on how to meet the requirements.

## Spotlight on...

### FORS Members' Conference

Now a firm feature of the autumn events calendar, the fourth annual FORS Members' Conference took place at the National Conference Centre in Solihull on 15 October 2019.

The event, which is free to attend, welcomed over 450 FORS members from across the UK and explored how operators can be Safer, Smarter and Greener.

This year's conference was hosted by Jo Godsmark, director at BigChange, and an active member of the CILT (Chartered Institute of Logistics and Transport) Outsourcing and Procurement Forum. Jo is chair and a trustee of the international Transaid charity, which FORS is proud to have supported through the conference.

Delegates heard from 15 speakers, who presented on topics ranging from second generation tachographs, tyre pressure monitoring and mental health to compliance and the future of FORS.

During breaks and lunch, delegates were able to visit the exhibition of 40 FORS Associates and four Affinity Partners promoting their products and services, all designed to help operators to meet the requirements of the FORS Standard.

The Headline Sponsor this year was FORS Associate and tachograph analysis software specialists Aquarius IT.

To read the full post-conference report and view photos, check FORS Online.

"With 95 per cent of collisions caused by human error, and growing concerns over air quality issues, there is still a lot we need to do. Everyone in the room today recognises this and continues to work towards improved road safety and environmental protection."

Jo Godsmark, Director  
BigChange

"This is our first time at the FORS Conference, and I was deeply impressed by the focus on efficiency and innovation. It feels like the industry is really trying to improve itself and that FORS is playing a key role in this. We will definitely be coming back."

Karla Harding,  
Head of Quality and Compliance,  
Simply Waste Solutions





## Looking forward

FORS is always evolving and since 2015 the FORS Community Partnership (FCP) has served FORS well, looking after the three core elements of the scheme; governance of the Standard; administration of the scheme; and certification of operators. In 2020 this will change.

Over the course of 2019, TfL ran a series of 'industry days' to ask stakeholders how they think the scheme could be strengthened. In response to that, two main changes have been agreed that will create the 'future model' for FORS.

Firstly, to create clear separation between the governance, administration and audits, the scheme governance will be procured by TfL through a separate service contract likely to be in place by mid 2020. Whoever is successful in bidding to do the scheme governance will be responsible for GSAG, and therefore responsible for the Standard.

Secondly, to encourage more audit providers, it is intended that by 2022 audit bodies will be able to set their own fee for the audits, rather than fees being set centrally – or in other words a move to a more market-based system of audit fees, with multiple audit providers. Whilst AECOM will remain in charge of the FORS concession until at least 2022, these changes do mean that from the middle of 2020 the FCP will no longer be needed to oversee all three elements of the scheme.

We will work to ensure these changes do not impact on members or the smooth running of the scheme, and work on version 6 of the FORS Standard has already commenced. Whilst there will be some new elements introduced, our intention is to keep significant changes to a minimum, and wherever possible make

compliance more straightforward. One area that will be looked at is vehicle safety equipment.

Technology is moving quickly and a GSAG working group will be considering whether the time is now right to make the current FORS requirements for blind spot minimisation more performance based, rather than specifying the different types of equipment. That is not to say throw out all your old equipment, it's about accepting the new technology in terms of what it can do rather than what it is.

Speaking of new technology, GSAG has recommended the introduction of new methods of immersive training such as augmented and virtual reality to be an alternative to the on-cycle element of the Safe Urban Driving and Van Smart driver training courses. The quality levels to be achieved and the training course approvals process have yet to be agreed, but the wheels are in motion in this exciting new era of driver training.

Look out also for a new package of manager training on drivers' hours called Time Smart – fatigue management and managing drivers' hours, with trainer packs and a toolkit of resources, which will be released shortly.

Lastly, in response to requests for more flexibility we will be introducing 'mixed accreditation'. This is where a depot may be allowed to have some, but not all its drivers and vehicles at the silver level to address the needs of a specific contract. Strict time conditions will apply, and operators must commit to move the whole depot up to the higher level of accreditation over an agreed period.

## GSAG members helping shape FORS in 2019

The FORS Community Partnership would like to thank the following organisations who made up the FORS Governance and Standards Advisory Group (GSAG) in 2019.







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