



SUMMER 2022

# STANDARD MAGAZINE

## USED TRUCKS

Why more and more firms are opting to buy on the secondhand market

## DANGER ZONE

How to set up a drink and drug awareness scheme from scratch

## ELECTRIC SWITCH

We highlight what's on offer for van buyers wanting to go green

**PLUS:** ALL YOU NEED TO KNOW ABOUT THE NEW FORS STANDARD V6

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**DAF**

## HELLO & WELCOME

Welcome to the second edition of our new look magazine. Inside we explore the many and varied ways to make our transport system safer and greener

I was chatting to my old colleague Trevor Gehlcken the other day – he's the new editor of this magazine by the way. Among his other jobs is road testing commercial vehicles for Fleet News and, having been a writer there on and off since 1990, he knows more than a thing or two about fleet management.

He was eulogising about his latest test van which was a Volkswagen Transporter Sportline, blinged up to the eyeballs with about every goodie imaginable and topping out at over £50,000. I asked him why he was testing a van which was so obviously not a fleet type of variant – and his answer really got me thinking about how health and safety at work can be improved in some pretty unusual ways. 'Thinking out the box' is how it would be described nowadays.

His suggested strategy was this – a fleet manager buys, say, 50 standard Transporters and one Sportline. A fuel saving competition is set up at work and the driver who achieves the best economy figure at the end of the month (the figures being extrapolated from the firm's telematics system) gets to drive the swanky van for the following month. He reckons the extra price of the Sportline would be recouped via less fuel used in a matter of months. And after that it's savings all the way.

But it's not just a matter of saving cash – the drivers will be taking it a little slower and will therefore be driving more safely, even if they don't realise it. The sad thing is that it would be impossible to measure the safety savings of traffic incidents and damage that had been avoided by this kind of driving.

But my old mate has really hit the nail on the head here when it comes to health and safety at work. It's no good transport managers simply issuing a load of H&S edicts from their offices and expecting workers to jump to attention. They won't. For a safety strategy to be a success, everyone from the chairman and managing director right down to the person who sweeps the floors must take part – and feel that their efforts are being appreciated too. That's very important.

Some workers may be reluctant to get into this new way of thinking but if the benefits are carefully pointed out – and if there are a few carrots as well as sticks (such as in the scenario

outlined above) – then after a while everyone in the firm will click and it's amazing how fervent workers can get about it all, once this has happened. Needless to say, anyone who doesn't want to join in can be advised to get a job elsewhere!

And, of course, this is where FORS really comes into its own. There is nothing the expert staff at FORS like better than to pitch in and help a company that wants to improve safety at work but has no idea about how to start doing it.

FORS has every tool imaginable to improve road safety and it must give its staff a real glow to watch as a particular firm with a bad track record gradually over the months and years becomes a safety star.

So, having said my piece, I welcome readers to the second edition of the new-look FORS Standard magazine, which again is packed with all the news and features that transport managers need to help run their fleets more safely and in a greener way – which in turn will lead to a whole heap of cost savings too.

**Read on and enjoy!**

Matthew Eisenegger  
**Publisher**





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Specialist independent truck rental firm ND Brown goes silver again **p12**

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Ogilvie Construction joins the growing ranks of FORS champions **p14**

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Bridgestone has launched a new tyre management scheme **p14**

Safety takeover

Global safety provider CameraMatics has bought out Telematicus **p14**

# FORS CONFERENCE RETURNS AFTER TWO-YEAR HIATUS

The big event turns the spotlight on working together towards a safe and sustainable future

**T**he fifth annual FORS Conference will take place on Tuesday 12 July at the Manchester Central Convention Complex, after a two-year hiatus owing to the Covid pandemic.

This year's event promises to attract a significant and influential audience of stakeholders from the transport sector and will include an exhibition area where FORS Affinity Partners and FORS Associates will showcase their products and services. The exhibition space provides a fantastic opportunity for transport professionals to share knowledge and expertise, as well as network with like-minded businesses.

FORS has also announced that Drivetech is the Conference's headline sponsor. Drivetech is a leading UK and global supplier of driver and fleet safety training, including eLearning, full on-road coaching, workshops and bespoke 'driver days'. The company is also a FORS audit provider strategically located throughout the UK.

Chaired by Andy Salter, MD of DVV Media and former editor of Commercial Motor magazine, the Conference will explore how FORS

can work together with operators towards a safe and sustainable future. The agenda will feature speakers and panel presentations from a variety of industry experts – including Andy Rhodes from HS2, Wayne Allen from Galaxy Insulation & Dry Lining Limited, transport expert Steven Norris and more – looking at areas such as decarbonisation, how FORS promotes business growth and how it remains an essential partner for transport operations of any size.

In addition, Sopra Steria – the new FORS administrator – will share its vision about the scheme and will provide an update on current developments, including the implementation of Version 6 of the FORS Standard.

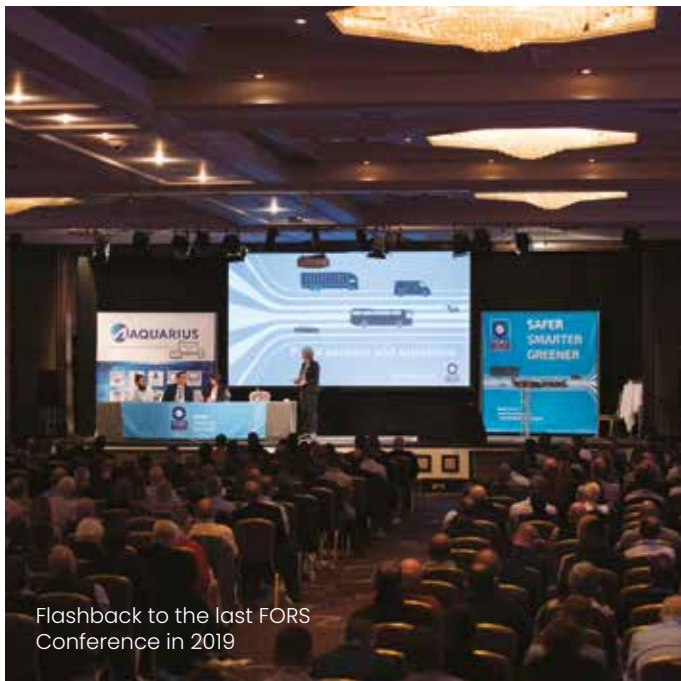
Speaking of the Conference, Ian Henderson, FORS Concession Director, said; "This Conference is important on so many levels as it gives us the chance to connect in person and share ideas to shape the future. We really want this to be a collaborative event and look forward to welcoming everyone on the day. I would also like to thank Drivetech for its role as headline sponsor. We appreciate the company's support and commitment to FORS and

industry best practice."

Colin Paterson, Head of Marketing at Drivetech, added: "The FORS Conference is becoming a go-to event in the transport calendar and we are delighted to be supporting it. The agenda, the panel of speakers and the list of exhibitors is impressive and includes a few stakeholders who, like us, have the drive and ambition to deliver a safer, cleaner and more efficient transport community. We

are also extremely pleased and proud to be an official FORS audit provider and in a position to affect best practice at the front line of vehicle operations."

• The FORS Annual Conference 2022 is free to attend for all FORS accredited operators. Further details about the event, as well as the opportunity to confirm attendance, can be found at: <http://www.fors-online.org.uk/cms/fors-annual-conference-2022> •



Flashback to the last FORS Conference in 2019



**Ian Henderson**

FORS Concession Director

Conference gives us the chance to connect in person and share ideas to shape the future



**Colin Patterson**

Head of Marketing at Drivetech

The FORS Conference is becoming a go-to event in the transport calendar

## This year's event promises to attract a significant and influential audience of stakeholders from the transport sector

CONFERENCE AGENDA	
08:00	<b>Exhibition opens</b>
08:00 - 09:40	<b>Networking breakfast / product and service providers exhibition</b>
09:45	<b>Conference starts</b>
09:45 - 09:55	<b>Welcome and introduction – Andy Salter, Conference Chairman</b>
10:00 - 10:10	FORS update – Change on the Horizon – Ian Henderson, FORS
10:10 - 10:25	The importance of FORS in today's world – Andrew Rhodes, HS2
10:25 - 10:40	'How FORS helps my business' – Wayne Allen, Galaxy Insulation & Dry Lining Ltd
10:40 - 11:00	<b>Panel discussion</b>
11:00 - 11:30	<b>Networking coffee break/product and service providers exhibition</b>
11:30 - 11:45	Safeguarding you and FORS – Graham Holder, FORS
11:45 - 12:15	Green and efficient sustainable future – Steven Norris, Key industry expert
12:15 - 12:25	Fleet decarbonisation road map – Bob Moran, Department for Transport (DfT)
12:25 - 12:35	Working together to eliminate risk for safer world – Charlie Norman, Drivetech
12:35 - 12:55	<b>Panel discussion</b>
12:55 - 14:15	<b>Networking lunch/product and service providers exhibition</b>
14:15 - 14:40	FORS Standard v6: Bronze, Silver & Gold explained – Helen Bonner, Steer & Graham Holder, FORS
14:40 - 15:10	Working together with our community – GSAG panel
15:10 - 15:25	FORS update – 'Enabling Business' – Mark Oldfield, Sopra Steria
15:25 - 15:35	<b>Chairman's conclusion – Andy Salter, Conference Chairman</b>
15:35 - 16:00	<b>Product and service providers exhibition</b>
16:00	<b>Exhibition closes</b>



## New safety system aims to cut out blind spot incidents



**Left:** Volvo Trucks' new safety system uses a dual radar on each side of the truck to detect other road users – such as cyclists

the blind spot zone, the system, called Side Collision Avoidance Support, informs the driver via a red light on the relevant side mirror. If the driver indicates a lane change via the turn signal, the red light starts to flash and a warning sound emits from the side of the potential collision. The driver is alerted and can brake the truck, allowing, for example, a cyclist to pass.

“At Volvo Trucks, our long-term vision is zero accidents and safety is at the core of everything we do. This new system is another example of our efforts to accomplish these aims,” added Wrigge Berling.

The new system will be available globally on the Volvo FH range, FM and FMX with diesel, gas and electric drivelines, starting in September this year. The Volvo FL and FE models will get the new safety system in 2023. •

**V**olvo Trucks is introducing a new safety system to detect other road users entering the blind spot on both sides of a truck.

In busy traffic situations, it is difficult for even the most experienced driver to perceive everything around the vehicle. To increase safety and ease stress on

**“Our long-term vision is zero accidents and safety is at the core of everything we do”**

the driver, Volvo Trucks is offering its new system, which uses a dual radar on each side of the truck, to detect when other road users, such as cyclists, enter the risk area.

“An accident can happen in a split second. Our extensive accident research is based on decades of studying real-life situations and this new safety system helps the driver to prevent potential collisions,” says Anna Wrigge Berling, Traffic & Product Safety Director at Volvo Trucks.

When someone is in

## RL Automotive aligns safety and savings

As transport managers strive to balance commercial considerations with safety, compliance and the general ‘green’ issues of the day, digital analysis and sustainable technology developer, RL Automotive, has introduced a new tyre management platform with a range of monitoring systems.

AutoAlign, recently

launched in the UK following a £2m/24-month development project and part funded by UK’s Clean Air Programme, is a real-time vehicle monitoring module designed to combat the problem of wheel misalignment. This condition, says RL Automotive, is unknowingly suffered by a third of all commercial vehicles and

around half of all cars and vans in the UK.

On UK roads today, there are 18.7 million vehicles operating with incorrect wheel alignment – a potentially dangerous and costly condition which can go undetected for months.

Currently, wheel alignment inspection is not part of scheduled maintenance or MOT tests.

However misalignment results in excessive fuel costs and uneven tyre tread

**“AutoAlign launched following a £2m/24-month development project”**

abrasion, which in turn can lead to tyre failure, accidents and excessive particulate emissions. •

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## Wellbeing specialist joins growing ranks of FORS Affinity Partners

**H**ealth and wellbeing among transport staff is a subject which is often overlooked by companies. So FORS is especially proud to welcome its first wellbeing-focused Affinity Partner, health and wellbeing provider, Incorpore.

For more than 20 years Incorpore has been providing employers across the UK with employee benefit solutions, designed to improve the health, fitness and mental wellness of their employees. In 2019 the company launched the YourFitnessClub programme to provide a similar resource for groups such as teachers' unions, the police and members of the armed forces – and now FORS accredited operators can join too.

YourFitnessClub provides a range of discounted health

and wellbeing products and services. Discounted gym memberships are available at over 450 locations across the UK, including PureGym and Nuffield Health,

**“MyActiveDiscounts offers users savings on hundreds of products”**

with facilities including swimming pools, gyms, group exercise classes and personal trainers. For those who prefer to work out from home, online workout options can be streamed from any smart device, laptop, phone or tablet.

MyActiveDiscounts offers users savings on hundreds of products, including healthy food deliveries, sportswear and footwear as well as family activities and spa days.

Nutritional practitioners are also available to work with YourFitnessClub members. And finally for members suffering with back pain or other injuries, YourFitnessClub provides online consultations and video appointments with physiotherapists.

A FORS spokesman said: “We always welcome the introduction of new Affinity Partners, as each brings their own brand of expertise

to our accredited operators and provides real business benefits. The association with YourFitnessClub through Incorpore is particularly welcome at a time when so many suffer with challenges to mental and physical health.” •

**Below:** FORS accredited operators can now join the YourFitnessClub programme



## Silver for ND Brown

ND Brown, the specialist independent truck rental firm, has again been awarded FORS Silver Vehicle Hire and Accreditation. Owned and operated by the same management team since its inception, ND Brown's efforts are focused on supplying the utility, civil engineering, municipal and highway maintenance industries with trucks for both short and long-term self-drive hire. The firm now has over 740 commercial vehicles on its fleet and a new depot in Sevenoaks, Kent is due to open later in the year. •

## Quartix offers help with transition to electric vehicles

FORS Associate Quartix, one of the leading global suppliers of subscription-based vehicle tracking systems, has announced the launch of Quartix EVolve, a new service designed to help companies manage their transition to electric vehicles.

EVolve uses a fleet's recent GPS data to suggest the most feasible electric vehicle migration plan and a list of charging point installations needed. The service takes the latest public information about EV vehicles and chargers and then uses an AI solution to create a set

of recommendations based on the fleet's trips, types of vehicles and distances travelled.

The result is a comprehensive

recommendation which outlines the potential impact on Total Cost of Ownership, as well as emission reductions and fuel spend savings. •



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## Ogilvie Construction is latest FORS Champion

**F**ORS is going from success to success as it signs up even more companies to its programme aimed at better safety and sustainability in the transport sector.

Ogilvie Construction, one of Scotland's largest independent construction companies, has become the latest major organisation to embrace FORS as a key tool for maintaining best practice in its transport supply chain.

As a FORS Champion, the Stirling-based company ensures its commercial transport activities, including sub-contracted HGV operators, are committed to delivering the highest levels of

safety, efficiency and environmental protection – above and beyond the legal requirement.

Today, all commercial vehicles operating on behalf of Ogilvie Construction have FORS stipulated as a contractual requirement.

Ogilvie Construction is part of the Ogilvie Group and one of Scotland's most consistently successful family-owned businesses. The company is over 65-years-old and employs more than 600 people across its various business operations in the UK. With projects all over Scotland, Ogilvie Construction is an established construction business enjoying an

excellent reputation in the commercial, public, industrial, retail and residential building sectors.

Construction logistics and daily truck movements to all

**“All commercial vehicles operating on behalf of Ogilvie Construction have FORS stipulated as a contractual requirement”**

its sites mean Ogilvie carries a considerable responsibility to protect vulnerable road users, the wider public, its own employees and sub-contractors. Group Health and Safety Manager, Stewart Morrison, said: “We have a

duty of care out on the road and our FORS Champion status gives us far greater transparency and control right across our transport activities. FORS helps us standardise and simplify. It provides a very logical roadmap to best practice for our transport partners to follow.

“A good number of our sub-contracted operators were already FORS Bronze members,” he said, “but, today, we now have the peace-of-mind of knowing that all vehicles operating to, from and on an Ogilvie construction project, will now be required to meet benchmark standards of safety and competency.” •

## Global safety provider acquires new firm



CameraMatics has an ambitious growth strategy

on reducing risk for insurers and running high profile projects, including being the technology partner of choice for O2 and its O2Drive campaign. The driver app runs off iOS and Android smartphones and helps drivers manage risk, environmental impact and vehicle running costs.

With an ambitious growth strategy, CameraMatics has grown rapidly in Europe and North America with 170% year-on-year growth. TeleMaticus represents the first acquisition made by the company in its pursuit of an all-in-one vehicle operations cloud that empowers drivers to better manage their emissions and insurers to give them better deals. •

Global driver safety provider and FORS Associate CameraMatics has acquired Telematicus, in a move that will enable CameraMatics to further develop its green fleet management capabilities and to better support the

insurance industry to give customers better deals and a better service.

Telematicus was founded in 2009 and quickly became a visible and respected player working within the insurance industry focused

## Bridgestone launches Fleetcare package

Bridgestone, a global leader in tyres and sustainable mobility solutions, has launched Fleetcare, an integrated tyre and fleet management solution designed to fast forward business for fleets.

An evolution of Bridgestone's Total Tyre Care, Fleetcare combines Bridgestone's best-in-class tyre range and tyre management solutions with fleet management solutions from FORS Associate Webfleet, Europe's number one telematics solution for fleets.

With Fleetcare, fleet owners have now the opportunity to reduce their total cost of ownership thanks to a complete package from a single mobility partner. •



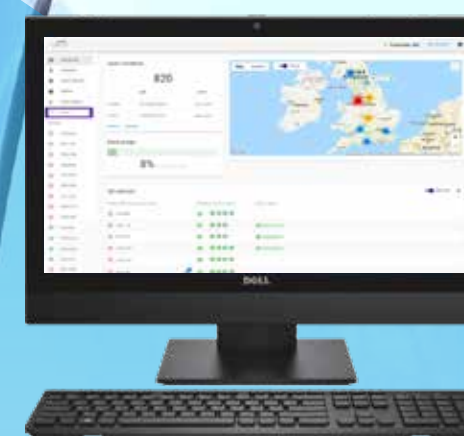
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**Right:** Ford's E-Transit Custom production will start in 2023

Words: **Steve Banner**

# THE BIG ELECTRIC SWITCH

As Britain inches slowly closer to the cut-off date after which petrol- and diesel-engined vans won't be allowed to be sold any more, the various commercial vehicle manufacturers are launching an increasing number of new electric models

**E**lectric vans will be appearing on Britain's streets in increasing numbers over the next few years as pressure to cut emissions intensifies. As a consequence, every light commercial manufacturer is adding them to its portfolio as ranges between recharges lengthen and charging times shorten.

Among those businesses leading the charge is global automotive giant Stellantis. It embraces Citroen, Peugeot and Vauxhall and has a well-established joint venture with Toyota.

As a consequence, Toyota's Proace City Electric is virtually identical to Citroen's e-Berlingo, Peugeot's e-Partner and Vauxhall's Combo-e.

Each model comes with an electric motor delivering up to 100kW, powered by a 50kWh lithium-ion battery which

sits under the cargo bed. Range between recharges is around 170 miles.

Load cube is up to 4.4cu m and gross payload capacity is up to 800kg. Charging times are approximately 7.1 hours if users plug the van into a wallbox, falling to around 4.5 hours if they have access to a three-phase supply.

Going up the size chart, Toyota's deal with Stellantis means that it also markets the Proace Electric. With a load cube of up to 5.8cu m and a gross payload capability of up to 1.2 tonnes, it is a rebadged version of Citroen's e-Dispatch, Peugeot's e-Expert and Vauxhall's Vivaro-e. Stellantis also embraces Fiat Professional and an electric Scudo, which shares the same basic design, is being rolled out too.

Businesses that are happy with a range

of no more than 150 miles or so can specify a 50kWh battery pack. Those that need to cover around 210 miles between recharges can choose a 75kWh pack.

While the basic concept may be the same, each of the aforementioned models addresses slightly different sectors of the market. Vivaro-e, for instance, is marketed with the choice of two different lengths, with a load cube of up to 6.6cu m.

Going even further up the weight scale, Fiat Professional is energetically promoting the merits of its new Ford-Transit-size E-Ducato.

Operators can choose between two different battery packs – one at 79kWh, which is said to offer a range of up to 230 miles and one at 47kWh, believed to be good for up to 146 miles.

Stablemates Citroen, Peugeot and Vauxhall take a somewhat different approach with the e-Relay, e-Boxer and Movano-e. Each one now comes with a 75kWh battery which should deliver up to 154 miles, as well as a 37kWh option good for up to a more modest 73 miles.

The Stellantis brands and Toyota are not without their rivals. Equipped with an 80kW electric motor, Nissan's long-established eNV200 is still available, with a claimed range of up to 187 miles, a 4.2cu m load box and a gross payload capability of up to 705kg.

The latest version of Renault's Kangoo Van E-Tech is set to arrive this summer, with much the same range as the Nissan's, and a 90kW motor.

Dropping down the size and weight scale, Renault also offers the car-derived Zoe Van E-Tech. Admittedly it only has a

1.0cu m load area and a maximum gross payload capacity of 457kg, but its 80kW motor delivers lively performance – and at up to 245 miles its claimed range is impressive.

By contrast, the admittedly far bigger Master Van E-Tech with a 57kW motor can realistically only manage 75 miles.

So where does all this leave Mercedes-Benz and Volkswagen Commercial Vehicles?

The former's portfolio includes the Vivaro-e etc rivalling eVito, now available with a 66kWh battery pack. It offers up to 162 miles, says Mercedes-Benz.

Its larger eSprinter stablemate has a motor the same size but a maximum range of no more than 96 miles, for fleets happy to accept a 50mph speed restriction.

Specify an 80kW DC charger though and buyers can get 80% of their battery's capacity back in 30 minutes, according to Mercedes-Benz.

Volkswagen has quietly dropped the electric ABT e-Transporter conversion, but will soon be rolling out the exciting-looking ID. Buzz Cargo. A Vivaro-e etc challenger, it could deliver up to 250 miles before being plugged in again, although payload capability looks unlikely to be impressive.

A number of manufacturers of less well-known marques are moving into the electric van sector too.

Among them is DFSK, with the EC35. Distributed in Britain by Innovation Automotive and roughly the same size as the Nissan e-NV200, it features a 39kWh battery and a range said to be up to 166 miles – but only if the van is →





limited to 50mph.

If that is too slow, then buyers can choose a variant that is good for 62mph but the range will drop to a touch over 100 miles.

Mention should also be made of Maxus, formerly known as LDV.

Its electric line-up includes the eDeliver 9, with a hefty 150kW electric motor and a range reckoned to be up to 219 miles. Load cube is up to 11cu m while gross payload capacity goes up to 1.2 tonnes.

All of the models mentioned above present a challenge to Ford. However, it is clearly determined to hang on to its leadership of the UK van market no matter how its vehicles are powered.

Now promoting its light commercial activities under the Ford Pro banner, it has just teased prospective customers with a few details of its new Ford E-Transit Custom. In doing so it is doubtless hoping to build on the

soaraway success of the Transit Custom on this side of the Channel.

With a claimed range of up to 236 miles, a DC fast-charging capability plus the ability to haul a trailer – a facility more and more battery vans are offering – E-Transit Custom will be built in Turkey. Production should start in the second half of 2023, with an electric Transit Courier due to break cover in 2024.

Already listed in the Ford price guide is the E-Transit. It should be able to complete up to 196 miles between charges, says the manufacturer, and customers can choose either a 135kW or a beefier 198kW motor.

E-Transit can claw back from 15% to 80% of the 68kWh battery pack's capacity in little more than half-an-hour from a 115kW DC fast-charger, the manufacturer adds, although most electric van experts warn that too heavy a reliance on fast charging is likely to shorten battery life. •



**Above:** The Maxus electric line-up includes the eDeliver 9, with a hefty 150kW electric motor

## Leading the charge is global automotive giant Stellantis. It embraces Citroen, Peugeot, Vauxhall and Toyota

**Below:** The exciting-looking ID Buzz Cargo will soon be launched by Volkswagen



## FORS – COMING TO A VENUE NEAR YOU

One of the many benefits afforded to FORS accredited operators is access to Regional Operator Briefings, where FORS comes to you to share latest updates and, perhaps more importantly, listen to you!

**T**he Standard caught up with Graham Holder, FORS Head of Quality Assurance & Certification, and lead presenter at the briefings, to bring you up to speed on developments. Here's what he had to say.

"Regional Operator Briefings for 2022 are well underway at key locations across the UK, designed to update the growing FORS community with upcoming changes to, for example, the FORS Standard, and also the wider aspects of being a part of the FORS community.

"The first six of nine Regional Operator Briefings took place during May and June in Bristol, Cambridge, Southampton, Birmingham, Manchester and Edinburgh. Those that attended were introduced to Sopra Steria, the new Concessionaire responsible for the management of FORS, and the direction in which FORS will take in the future. FORS operator distribution and statistics at each level of accreditation were presented, along with updates concerning FORS Professional training and Quality Assurance.

"The main purpose of the briefings was to present a full breakdown of the introduction of version 6 of the FORS Standard, due to go live on 1 July. You can read more about version 6 on pages 24–25.

"All the Regional Operator Briefings offer the ideal opportunity to provide an open forum to ask questions, to share likes, dislikes ideas and innovations; all with the end goal of how FORS can improve its many products and services. We're looking forward to engaging with the hundreds of FORS accredited operators have signed-up for a briefing in 2022, and which will see a further three events delivered throughout the autumn, including Leeds and London. It's such a superb opportunity to see operators face-to-face to engage with them properly.

**Please contact the Enquiries Team**  
**[enquiries@fors-online.org.uk](mailto:enquiries@fors-online.org.uk)**



**Above:** Graham Holder, lead presenter at the briefings

## WE WANT YOUR VIEWS



**H**elp shape the future of FORS by completing our short survey for accredited operators. The survey covers your reasons behind joining FORS, your experience achieving your accreditation and how you feel about the benefits FORS brings to your organisation. As a measure of our gratitude, we will enter

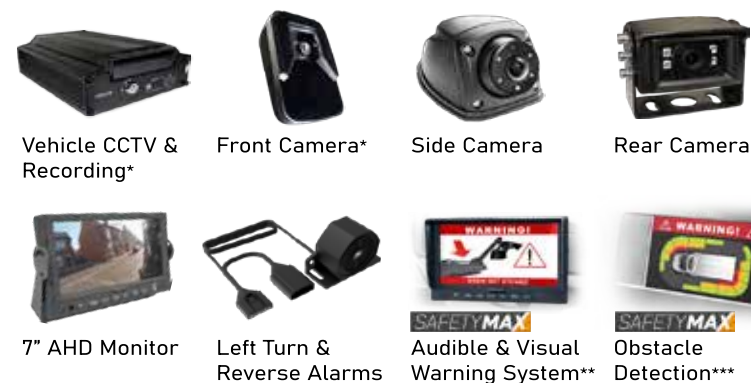
all respondents into a prize draw for a chance to win one of two £200 Amazon vouchers. Please make sure you enter your email address if you wish to go into the draw and email [enquiries@fors-online.org.uk](mailto:enquiries@fors-online.org.uk) if you'd like a copy of the Ts and Cs. While the survey records your name, we'll be looking at the results collectively and

your individual answers will not be shared outside of FORS. We may contact you directly if there are further actions we can take to enhance your experience. However, please be assured this will never affect your accreditation status. If you have any questions, please contact our friendly Enquiries Team at [enquiries@fors-online.org.uk](mailto:enquiries@fors-online.org.uk)



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SUMMER 2022 STANDARD MAGAZINE







**Left:** Daily walkaround checks now cover other vehicle-specific components

Words: **Trevor Gehlcken**



# UPDATED FORS STANDARD – V6 – HERE'S WHAT YOU NEED TO KNOW

Language is clarified and ambiguity removed, along with other important changes

**T**he new FORS Standard v6 is due to come into force on 1 July – and while the changes represent evolution rather than revolution, there are nevertheless some fundamental differences which FORS operators need to be aware of.

The alterations have been made to reflect recent changes in regulation and industry best practice, especially after the Covid-19 pandemic.

The effective date of 1 July means that your operation will be audited against version 6 if you:

- Bronze audit date is on or after 1 July 2022
- Silver and Gold application submission date is on or after 1 July 2022.

The new Standard only features minor changes from the current FORS Standard and has been revised to:

- Recognise progress and innovation

that FORS operators have led the way on

- Reduce repetition and duplication across specific requirements
- Clarify language and remove ambiguity where needed
- Consider the impact of the pandemic on operational practices.

These changes help ensure you can more easily demonstrate commitment to reducing road risk, environmental impact and operational efficiency. A full list of the changes are listed at Annex 6 of the new Standard.

There are no changes to the mandatory driver and manager training requirements listed at Annexes 1 and 2 respectively.

## **Bronze**

At FORS Bronze, there are changes to the requirements across all four sections of the Standard. The main revisions are:

- **Management:** there is a new table at Annex 3 to support M1 FORS Documentation. This identifies all of the policies, procedures and risk assessments required for accreditation. At M5 Communications, drivers are now required to declare that they acknowledge their individual responsibilities. M7 Regulatory licensing now recognises the emergence of regional and city vehicle permits for safety and environmental standards and FORS operators are required to report any sanctions to licences or permits that may affect their accreditation
- **Vehicles:** the first use inspection procedures at V1 Serviceability and roadworthiness must now include any vehicles that are leased and loaned. V2 Daily walkaround checks now cover other vehicle-specific components

and drivers who are expected to repair minor vehicle defects must demonstrate competence. For PCVs, V5.2 Load safety now requires maximum passenger and luggage weight limits to be considered. V6 Vehicle safety equipment has been updated in line with Construction and Use regulations in that close proximity mirror fields of view may be achieved using a camera monitoring system

- **Drivers:** the frequency of driving licence checks for higher risk drivers at D1 Licensing shall be increased using an approved risk scale. This was previously recommended as a 'should' but is now mandatory. The driving licence checking procedure must also include a requirement for drivers to sign an annual declaration. Also increased from a 'should' to a 'shall' is the requirement to include information on driver secondary employment at D7 Working time and drivers' hours
- **Operations:** O4 Passenger safety now makes it absolutely clear that all vehicles designed to carry one or more passengers are in scope of this demonstration. This includes a van or HGV with one passenger seat. Passenger safety instructions must also include information on not distracting the driver.

## The alterations have been made to reflect recent changes in regulation and industry best practice

### **Silver**

The main changes at FORS Silver are:

- S2 Performance data: an action plan is required to be documented that includes performance indicators, operational targets and the methods and tools that are employed to monitor performance data
- S3 Fuel, emissions and air quality: initiatives can either be in place or included in the performance action plan at S2. Demonstration of delivery against the action plan will be required at Silver re-approvals
- S5 Professional development: shall



be relevant to the specific roles and responsibilities of drivers, the responsible person and all other staff in the fleet operation. This has changed from 'should'

- S8 Internal communications at Silver re-approval: there is a requirement to demonstrate internal communications conducted for the previous 12-month period in line with the communications plan.

### **Gold**

At Bronze and Silver, there is no change to the structure of the numbering. However, Gold has been restructured to accommodate the revisions to version 6. An overview of the numbering changes at Gold are:

- FORS Silver unchanged
- G2: Performance data has been removed and becomes Recruitment and retention from G4. The performance data requirements are now incorporated at S2 Performance data
- G3: FORS case study has been removed and becomes Sustainable operations from G6
- G4: Recruitment and retention is renumbered as G2 and becomes Staff travel from G8
- G5: professional development unchanged
- G6: becomes contracted services requirement from G9
- G7: promoting FORS has been removed
- G8: staff travel moved to G4 and G8 removed
- G9: contracted services moved to G6 and G9 removed •

**Above:** Drivers are now required to declare that they acknowledge their individual responsibilities

**Below:** Drivers who are expected to repair minor vehicle defects must demonstrate competence





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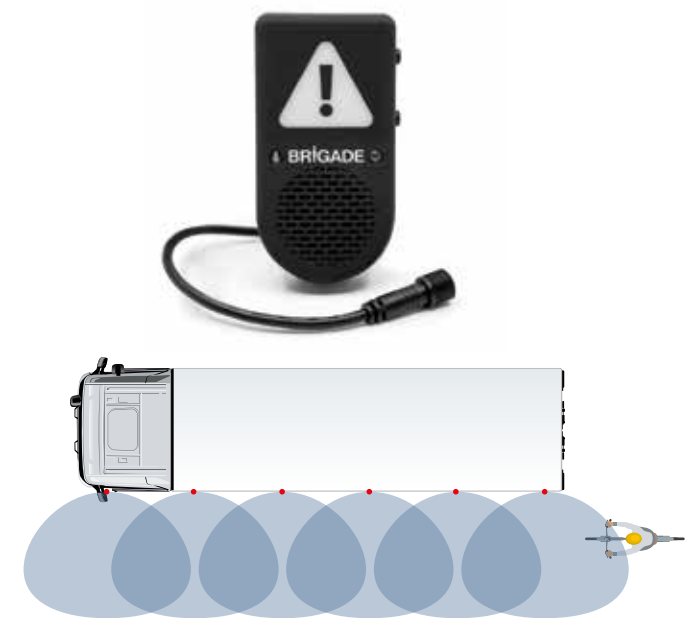


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Words: **Steve Banner**

# GOING UP- GOING DOWN

A unique set of circumstances has put the UK used truck market in a hitherto unknown situation. Here we explain just what's going on and assess where the future might lead

**C**haracterised by sky-high prices and a chronic shortage of stock in recent months, the overheated used truck market may have started to cool down at last.

"The stock situation has eased and things are quieter than they were," says Mark Robbins, Used Vehicle Sales Manager at Iveco dealership South West Truck & Van. "Maybe customers have decided to wait until prices go down."

Clean, late-year, low-mileage trucks

are continuing to command premium prices, but older high-mileage examples appear to be going off the boil.

So says Paul Young, Regional Asset Manager at PACCAR Financial Europe, who regularly disposes of significant volumes of ex-contract DAFs in the UK. PACCAR is DAF's US-owned parent company.

"A well-known rental company recently disposed of a number of five-year-old 18-tonne box vans," he observes. "They made around £24,000

each," he continues. "Four months ago they would have fetched around £35,000."

Some rigids are continuing to command strong prices, however, with tippers well to the fore.

At the time of writing, independent dealer D C Commercials was offering a 2019 Volvo FL 250 4x2 tipper that had covered 63,399km for a shade under £70,000 and a 2017 DAF CF 440 eight-wheeler tipper grab with 182,340km to its name for nearly £80,000.

**Above:**

Clean, late-year, low-mileage DAFs are continuing to command premium prices

**Right:**

DAF sells used trucks under the First Choice scheme



**They made around £24,000 each. Four months ago they would have fetched around £35,000**

- Paul Young / PACCAR Financial Europe -

A 2018 DAF CF 440 8x2 bin wagon with a Heil refuse collection body, a trade bin lift and 95,000km recorded was on offer for a touch under £65,000.

Where prices are dipping, the reason could be that talk about rising inflation, higher interest rates and the possibility of a recession has made buyers nervous, driving down demand. What it does not reflect is an improvement in the availability of second-hand vehicles, giving customers more choice, says Young.

"More and more new vehicles are coming through, so in theory I should be seeing more used ones back as fleets dispose of them to make room for their replacements," he observes. "But I'm not."

"We're certainly not getting offered any part-exchanges," Robbins observes. As a consequence, he has been buying at auction in a bid to boost stock levels and has acquired one or two 17-plate ex-Enterprise Flex-E-Rent Eurocargo 7.5-tonners at what he

views as sensible prices.

"We're short on rigid stock," he says. "We've got Iveco Stralis tractor units but the low-mileage examples have gone."

At the time of writing, he had a couple of 6x2 examples in stock – one on a 66 plate, one on a 17 plate – that had covered almost 471,000km and just over 495,000km respectively. "We're more used to having them at 200,000km to 300,000km or so," he says.

Operators are requesting contract extensions on their existing trucks →





**Above:** Tom Morris, Mercedes-Benz Head of Used Trucks

## It's a situation that's arisen due to a very specific set of circumstances affecting, not only our own industry, but also wider economies

- Tom Morris / Mercedes-Benz -

even though new ones are arriving, says Young, presumably because they have got work for both.

"Around 60% to 65% of our contracts are being extended at present," he reports. "As a consequence I will only have 1,000 trucks to dispose of this year compared with the 2,000-ish I usually have."

Chris Hall, Used Truck Sales Executive at Scania dealership West Pennine, said: "We've got customers who are taking delivery of new vehicles but are asking to hang on to the ones they've already got for another 12 months, because they've got so much work on.

"As a consequence we're really struggling to get stock. We thought the situation might have eased but we can't get anything in at present and I think it will be several months before things start to improve."

The concern has to be that when those trucks remaining in service are eventually returned, they will be coming back with far higher mileages than was originally envisaged. That could make selling them a challenge, given that used buyers are notoriously mileage-sensitive and that the export market is no longer quite the handy escape valve for high-mileage second-hand stock

that it once was.

Kenya has taken thousands of second-hand British commercial vehicles over the years, but is banning all used truck imports from the end of June 2023 onwards, says Young. Sri Lanka, which had developed into a useful export market, is in dire economic straits, split apart by civil strife and the Foreign Office has advised Britons not to travel there.

So what will happen to all those high-mileage examples? Some will be broken for spares – a number of franchised dealers are selling recycled parts – but another option could be to



**Above:** Mercedes-Benz is rolling out a used truck scheme under the Certified banner

## We've got customers who are taking delivery of new vehicles but are asking to hang on to the ones they've already got for another 12 months

- Chris Hall / West Pennine -

package them in such a way that they appeal to UK buyers.

Volvo is now prepared to warrant selected used trucks that have covered up to one million kilometres. Trucks are far better built and more durable than they were 40 years ago, says Volvo, and should be able to go that distance if they have been serviced in line with manufacturer recommendations.

Hall believes that buyers are more willing to consider high-mileage trucks just so long as they are ex-contract, have been subject to a repair and maintenance agreement and are accompanied by a full service history.

The stock squeeze is not preventing some manufacturers revamping their approved used trucks programmes, even though they may be short of vehicles to approve.

Mercedes-Benz is rolling out just such a scheme under the Certified banner.

It includes nothing that is more than five-and-a-half years old or has recorded more than 550,000km. The tyres have at least 6mm of tread left on them and the next service is not due for at least 20,000km.

The vehicle is warranted by Mercedes-Benz for at least 12 months, and its MoT has at least five months to run.

"I'm not so naive as to think that the unprecedented demand for pre-owned vehicles we're seeing at the moment is going to last," says Mercedes-Benz Head of Used Trucks, Tom Morris. "It won't, because it's a situation that's arisen due to a very specific set of circumstances affecting, not only our own industry, but also wider economies, on an international scale."

Certified has instead been designed for the future, to manage the route to market for ex-contract second-hand vehicles and help underpin their residuals. "It's about sustainability and longevity," says Morris. •



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# TWO OUT OF THREE TRUCKS ARE OUT OF ALIGNMENT

Mis-alignment causes increased costs for truck owners both in fuel and tyre replacement. Now there's a quick efficient fix for the problem.

Industry research has shown that two out of three trucks have misaligned wheels, resulting in unnecessarily increased fuel and tyre costs. FORS Associate AES helps operators tackle mis-aligned HGVs with sustainable Josam wheel alignment solutions.

AES UK Director Tom Coad, explains: "Our easy-to-use I-track system measures multiple axles with just a half rotation of the wheel and readings are sent to a tablet to allow instant diagnosis within four minutes. Then, the operator can make the adjustments in the inspection pit or ramp with their tablet at the side displaying live readings."

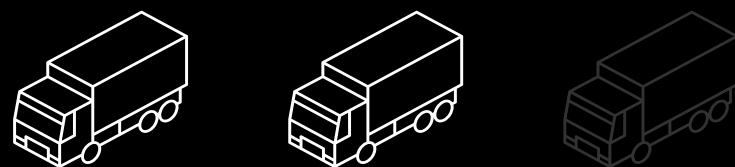
Diagnosing a truck quickly, with the

right equipment, is the easy part of wheel alignment. Where most time is spent – and is often the most difficult – says AES UK, is on the adjustments or corrective measures. Having the right equipment is one thing, but having the correct training, commercial vehicle expertise and back-up support is what needs to go alongside it, the company adds.

AES helps OEMs, fleet operators and independent workshops get their alignment jobs on track with industry standard Josam equipment.

Here's what one customer, Kevin Down, had to say: "The time saving has allowed me to double my output on a daily basis compared to the laser system, particularly on twin-steered

vehicles. The ease of use and accuracy of the Cam-aligner allows me to make adjustments with precision and demonstrate to my customers with before and after print-outs." •



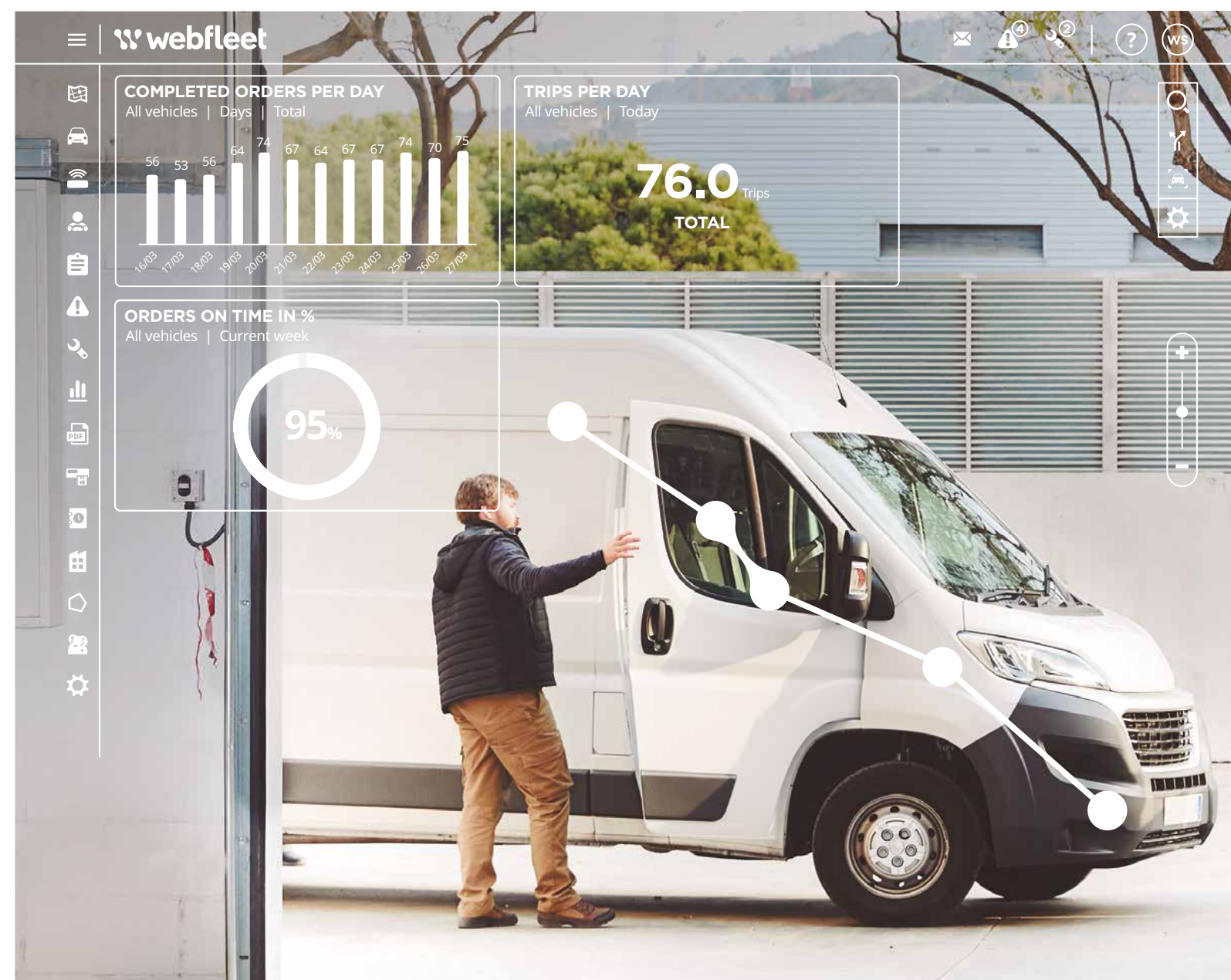
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Words: **Steve Banner**

# LEADING FROM THE FRONT PAYS DIVIDENDS

Well-known industry figure Steve Bridge brings his unique style of management to the fore at van and truck dealer eStar

**S**teve Bridge leads from the front. It brings results. As Managing Director of eStar, he has just seen the Mercedes-Benz van and truck dealership ranked within the top 50 Inspiring Workplaces in the EMEA (Europe, Middle East and Africa) region. It was placed at number 48 by the Inspiring Workplaces Group's

independent expert panel in the first-ever EMEA list it has compiled.

The panel measures six key elements that it believes are fundamental to the creation of an inspiring workplace: culture and purpose, leadership, wellbeing, inclusion and diversity, communication and employee experience.

Bridge said: "To win this ranking

within 18 months of establishing eStar is an exceptional achievement and a fantastic recognition of all the hard work and team work that we have achieved together."

Owned by industry leaders Sid Sadique and Ali Sharifi, eStar employs 330 people at depots in Liverpool, Trafford Park in Manchester, Stoke-on-Trent, Deeside and Warrington in Cheshire.



Steve Bridge – believes in managing from the front



eStar is pumping almost £4 million into two new sites on the Alchemy Business Park in Knowsley

Bridge became eStar Truck & Van's MD in February 2021 after over 20 years working for Mercedes-Benz in the UK, latterly as Managing Director of Mercedes-Benz Vans. "I'm still sitting at the same table, but in a different seat," he smiles.

The dealership was created in September 2020 after Sadique stepped in to acquire most of the assets of previous dealer Roanza Truck and Van after it went into administration.

A Mercedes-Benz customer for many years, Sadique set up Riverside Truck Rental in 2006 and zero-emission truck specialist Electra Commercial Vehicles in 2017. He went on to team up with brothers Steve and Paul Rooney in the acquisition of Kent Mercedes-Benz dealership Sparshatt Truck & Van in 2018.

"So far as eStar is concerned we spent the first year stabilising things in a market area that was in some disarray," says Bridge. "In the second year, we're growing a culture and defining what our values are."

They are clearly set out in the Inspiring Workplaces accolade and it is undoubtedly helping enormously with staff retention.

"There's a legend that technicians are hard to recruit and hard to hang onto, but that's not really the case," Bridge says. "If you give them the right working conditions and you make it clear that you value them – they do the hardest job in the building after

## We have to train sales people to be more consultative, less desperate to sell and more desperate to listen

all – then why would they want to move anywhere else?"

Running a large commercial vehicle dealership at a time of escalating inflation, rocketing fuel prices and in the wake of the coronavirus pandemic is not for the faint-hearted or inexperienced says Bridge, a 37-year motor industry veteran who has worked through three recessions. "Despite all the challenges we faced, we stayed open throughout the pandemic, even though at one stage we had 29 employees off at one site with positive Covid-19 tests," he says.

Now he and his colleagues are having to explain to customers that the prices of the vans and trucks they need are rising sharply. What is more, they may have to wait until well into 2023 before their vehicles arrive depending on what they have ordered.

"Having to have these conversations is certainly character-building," he says. "What I'm advising customers to do is get their names on the list and

I will do the best I can to accelerate delivery."

The company will supply several hundred vans and trucks this year and could supply considerably more if they were available.

Testing times are not preventing eStar from investing. It is pumping almost £4 million into two new sites on the Alchemy Business Park in Knowsley, Liverpool, as well as improving its Trafford Park branch.

Due to be completed by the end of the year, the Knowsley depots will eventually house the teams currently based in eStar Liverpool (Wavertree) and eStar Warrington. (Risley). Not far from a huge Amazon distribution centre, Trafford Park is getting a new reception and waiting area which should be finished by September.

One of the new Knowsley outlets (45,586sq ft) will be dedicated to trucks and will be eStar's head office. The other (22,946sq ft) will concentrate on vans.



**Below:** Last year saw the Deeside operation gain the EvoBus aftersales franchise

**Why split vans and trucks?** “I think there will be more of a separation between the two over the next five years and I want us to follow the same approach at Trafford Park,” Bridge replies. “If you are a van buyer then your retail expectations are increasingly becoming the same as those of a car buyer.”

In another development, last year saw the Deeside operation gain the EvoBus aftersales franchise. This means it is authorised to service and repair Mercedes-Benz and Setra coaches, buses and minibuses.

“North Wales is a key route for many passenger transport operators,” Bridge points out. “Knowing they can receive the support they need from eStar means they can continue to focus on their business and keep their customers moving.”

Perhaps the biggest longer-term challenge eStar and other dealerships now face is the gradual transition to battery-electric and hydrogen fuel cell power trains. It’s a challenge Bridge is embracing.

“We’re putting in a dozen charging

points at Knowsley, from 22kW to 110kW, and my aim is to install 60 across the two sites,” says Bridge. “What’s more, we’ve just put the first hydrogen fuel cell refuse truck into service with St Helens Council in conjunction with Faun-Zoeller.”

Based on an Econic, the Faun Bluepower has been developed in collaboration with Daimler Truck.

“Among other things, the transition means we have to train sales people to be more consultative, less desperate to sell, and more desperate to listen,” he observes. They need to understand what the customer’s range and charging requirements will be and the charging arrangements that will have to be put in place.

“It’s going to be a big change for them,” he observes.

So how would Bridge define his approach to management?

“I like to be visible and lead by example, but without doing people’s jobs for them,” he says. “You’ve got to get your people right first – and fortunately we’ve got an amazing management team at each of our sites.” •



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# MEET THE TEAM

In the first of a series of Meet the Team features, The Standard magazine talks to individuals who represent the face of FORS – those people who front up the scheme and who you will interact with personally

*Aimee Mitchell*

**A**imee Mitchell is just one of the difference-makers at FORS. Living in Cheshire, the 37-year-old is Head of Business Operations – and she’s certainly passionate about her role.

When The Standard magazine first met Aimee at a networking event in London, we were struck by her calm, distinctly professional demeanour. So, we were more than a little surprised to learn that, in her spare time, Aimee is a keen skydiver and axe-thrower (though not necessarily at the same time!) – and more besides. First impressions, as it turns out, account for nothing!

**Q So, Aimee, skydiving? Really?**

**A** Yes, really. I also enjoy scuba diving, axe-throwing, anything with a bit of adrenaline. And I absolutely love Escape Rooms. It’s the problem solving, the thinking outside the box, the goal-setting – all things which translate to my day job.

**Q We’ll come on to the day job later, but first, tell us a bit about your career to date.**

**A** I left college with English and Theatre Studies qualifications and went straight into TV special effects and make-up. That didn’t last too long, but I can still

do a pretty mean Halloween make-over for the kids. My first ‘proper’ job was in car insurance before a move to an accident management company, where I was placed in charge of a UK network of expert repairers. This was where I really learned about managing teams and how to interact with customers. Fronting up the company is a key skill.

**Q What next?**

**A** I then took a career break – five years, in fact – when I had my two children. I then decided to follow a new career path, moving into IT and joining a web company, where we helped small businesses with their export ambitions. I then joined Atos – a global IT firm – on a temporary basis working on the Met Police contract. I hit my stride then and in six months, I went from temp to full-time Team Leader. Some 12 months later, I was appointed as Operations Manager responsible for the Ministry of Justice contract.

**Q That’s impressive. When did you join Sopra Steria (the new FORS concessionaire)?**

**A** That was in June 2019 and just nine months before the outbreak of the pandemic. I joined as Head of Service Desk, heading-up the IT support function

for approximately 40 contracts, including the Health & Safety Executive, and clients in local government, police and the nuclear energy sector. It was a huge challenge, given that we needed to shift from traditional office based to home-working, but we achieved it and with no impact to our customers.

**Q And now FORS?**

**A** Yes and what an exciting challenge it’s presented. Since December last year, it’s been an extremely steep learning curve. My first task was to ensure a successful transition from the previous concession managed by AECOM. I’m really pleased with how that’s gone. Not unsurprisingly, there were a few bumps along the way, but we flattened them out and I’m very proud that the team has delivered the change-over with no drop in service levels to FORS accredited operators. I’m equally pleased that we brought across 21 individuals from AECOM and they’ve all remained. Their expertise and experience will prove invaluable as we enter the next ‘transformation’ stage.

**Q The transformation stage? Tell us more about that.**

**A** That’s about how FORS evolves over the coming months and years. It’s about engaging with the transport community,

listening to operators, drawing on the experience of our GSAG partners (Governance & Standards Advisory Group) and we’re really pleased to have the RHA and Logistics UK on-board with GSAG now. It’s also about changing our mindset. We can’t sit still. We have to change the way we think. Transformation is also about decarbonisation and the huge challenge that presents the transport sector.

**Q So, you’re Head of Business Operations. What’s your role?**

**A** My role is to ensure that all of our delivery teams are working to peak performance to ensure that our operators receive the best service possible. This isn’t just about meeting internal targets, this is about driving a culture of continuous service improvement with the customer at the heart, recognising where we have room for growth but also celebrating what we do well. I have a large and multi-skilled team, but every one of them is passionate about FORS and what it stands for, which makes my role a whole lot easier.

**Q You’re now six months in. How’s it going?**

**A** I’m really enjoying it. It’s a big challenge, especially familiarising myself with the transport industry. It’s an ongoing endeavour, but I’m learning fast and I have a great team around me who boast a wealth of industry knowledge. Almost all of my previous roles have been as ‘a fixer’, but now I find myself with a great product and an opportunity to make it even better. FORS is undoubtedly a force for good and my teams and I are very well motivated to deliver an even better service. My motivation comes from when I worked alongside the Met Police. We provided IT support and they saw us as a true partner and as an extension of their own back office function. That’s what I want to achieve with FORS and it’s the driving force behind everything I do – to make FORS the best experience possible for accredited operators.

**Q And finally, do you have a favourite phrase or buzzword?**

**A** Actually, I do. I heard it on a training course: “Are we hitting our KPIs yet missing the point?” That really resonated with me. We’re not just here to tick the boxes, we’re here to get it right. •



**My role is to ensure that all of our delivery teams are working to peak performance to ensure that our operators receive the best service possible**



**Above:**  
Aimee Mitchell – Head of Business Operations at FORS

**Below:**  
Aimee enjoys scuba diving in her spare time



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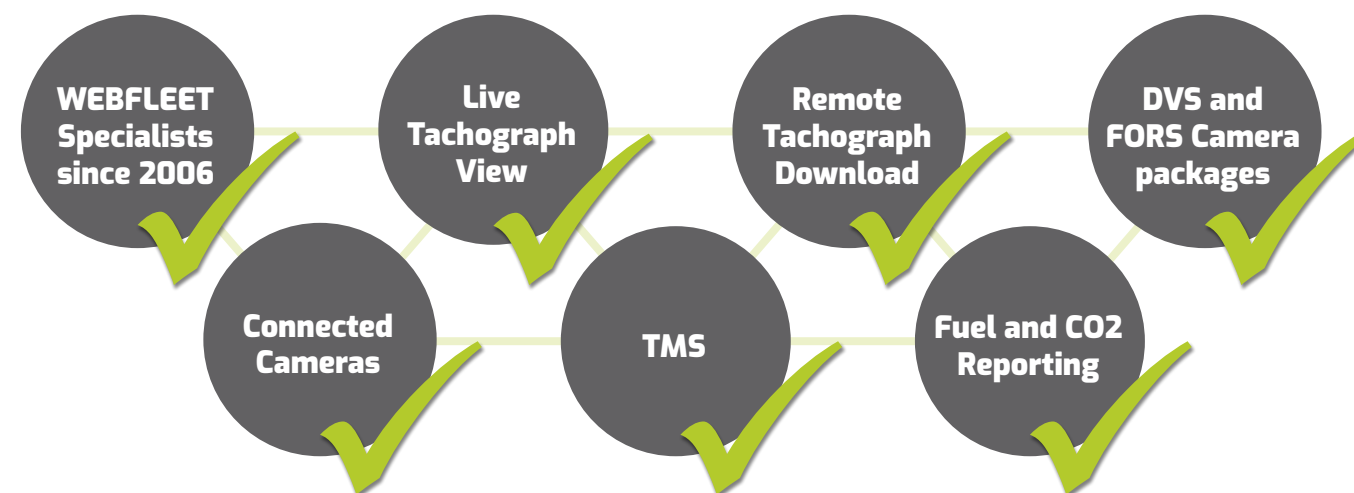
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Summary							
Total	Fuel consumption: 28,482.10 l		Distance: 109,851.3 km	CO2 emission: 75,476.8 kg	Braking events: 943	Steering events: 2343	
Quarter	Fuel consumption	Distance	CO2 emission	Braking events	Steering events	Average fuel consumption	
001 -	Fuel consumption:		Distance: 5,295.0 km	CO2 emission:	Braking events: 3	Steering events: 1	
I 2022		5,295.0 km		3	1		
002 -	Fuel consumption:		Distance: 1,797.5 km	CO2 emission:	Braking events: 6	Steering events: 84	
I 2022		1,797.5 km		6	84		
003 -	Fuel consumption:		Distance: 1,291.0 km	CO2 emission:	Braking events: 0	Steering events: 5	
I 2022		1,291.0 km		0	5		
004 -	Fuel consumption:		Distance: 1,848.3 km	CO2 emission:	Braking events: 6	Steering events: 10	
I 2022		1,848.3 km		6	10		
006 -	Fuel consumption:		Distance: 835.1 km	CO2 emission:	Braking events: 3	Steering events: 18	
I 2022		835.1 km		3	18		



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SUMMER 2022 STANDARD MILEAGE 41



# HELP AT HAND FOR HIDDEN PROBLEM

Up to two workers a day on Britain's construction sites are committing suicide.

Now a new campaign has been launched to help those in need of support Words: Trevor Gehlcken

**For too long, the construction and infrastructure industry has treated mental health as the poor cousin of physical health**

**D**espite an increasing number of measures being taken on Britain's construction sites to keep workers safe, up to two people a day are taking their own lives.

This shocking news comes from the Office of National Statistics and highlights what has, up until now, been a largely hidden problem.

But for people contemplating suicide, help is available – and now a new campaign intends to highlight this fact and bring the problem to an end.

Working with the Lighthouse Club and construction contractor Balfour Beatty, Ford is seeking to actively promote wellbeing awareness among its van customers. With Ford accounting for almost one in three new commercial vehicles sold throughout 2021 – and higher into the construction industry – putting mental safety on an equal footing with physical safety on building sites is an important step for this group of customers. By helping to make the support more visible, more workers will be able to seek assistance from available resources.

Mandy Dean, Director, Commercial Vehicles, Ford of Britain and Ireland, said: "This campaign is hugely important to Ford and highlights the importance of mental wellbeing alongside physical wellbeing on construction sites.

"As the UK's best-selling commercial vehicle



Trained counsellors will be visiting construction sites offering help and advice

**Below:** The initiative sets out to provide counsellors with a means to get to construction sites, with onsite posters matching the vest's colours

brand, it is likely the majority of construction workers are also Ford customers and operators, so we feel we have a duty to support them through this partnership with the Lighthouse Club, raising awareness and getting support to those in need of it."

The 'Make it Visible' campaign follows on from Ford's 'Elephant in the Transit' launch in 2018, building awareness of male suicide and promoting the front seats of vehicles as a safe space to talk.

This latest initiative sets out to provide counsellors with a means to get to construction sites, with onsite posters matching the vest's colours. These posters will direct workers to a safe place to talk off-site, so more can seek help easily.

Bill Hill, CEO of the Lighthouse Construction Industry Charity, said: "We are delighted to be partnering with Ford to deliver the campaign.

"These highly distinguishable vans will be visiting sites across the country to deliver visible support to the boots on the ground workforce. The vehicles are manned by the Lighthouse Club's on-site team who are all Mental Health First Aiders,

with relatable experiences in the construction industry. I am convinced that this initiative will have a positive impact on workforce wellbeing and ultimately save lives."

The campaign kicked off at this year's Commercial Vehicle Show in Birmingham, supported by a fully-liveried Transit Custom van in matching high-visibility tones.

Heather Bryant, Health, Safety, Environment and Sustainability Director at Balfour Beatty, said: "For too long, the construction and infrastructure industry has treated mental health as the poor cousin of physical health. We must change this incredibly outdated perception – and at Balfour Beatty, we are continuing to lead the change.

"The 'Make it Visible' campaign helps to build on the work we have done with the charity 'Mates in Mind', by specifically helping us to reach those, including our valued supply chain partners, who may not be aware of the resources available to them while also providing a dedicated, safe space to talk." •

**Working with contractor Balfour Beatty, Ford is seeking to actively promote wellbeing awareness among its van customers**





# BEGINNING THE JOURNEY TO A DRINK AND DRUG FREE ENVIRONMENT

The dangers of drink and drugs in the transport industry are immense. Here we explain how managers can start tackling the problem

In the last article, we explored how different industries approached the challenges of managing the risks of having an impaired member of staff carrying out their duties, especially within the context of a safety-critical environment. Here, we look at the early stages of implementing a Drugs and Alcohol Policy and Programme that is designed to protect both an organisation and its employees from the perils associated with substance misuse in the workplace.

When we consider an organisation's staff and their behaviour, we usually start from a position of 'positive intent' and assume that people are intrinsically conscientious in their duties – that is to say that they would not intentionally choose to endanger themselves, their colleagues or the public through their actions, including working while being impaired. We of course remain conscious of the fact that an employee may be wilfully participating in risky behaviour and we would look to account for this in a solid workplace policy.

Assuming, however, that employees do not want to attend work under the influence, endanger others and generally feel less than positive, it is reasonable to conclude – and important to consider – that there may be something else underlying the matter. This could be anything from a lack of education around substance use/misuse, to workplace performance concerns, or even deeper, personal problems which have led to the employee using one of many maladaptive coping strategies. Regardless of the cause, the route to managing the associated problems is broadly similar – Engage, Educate, Inform and Manage.

## Engage and Educate

OdiliaClark often sees a very mixed response from the workforce and indeed the unions. These responses are often based on preconceived ideas around 'drugs and alcohol' testing, which can often carry quite negative connotations.

It is important for people to understand that a good programme is not about penalising the minority. It should be about protecting the majority, with channels and support available for those that need it, but routes of action available to the organisation when support is not a viable one. A programme should be framed by the perspective of wellbeing and safety and the emphasis should be on a non-punitive approach based on education, supported by an ever-present deterrent that ensures compliance across the organisation.

Early engagement with the workforce and unions is therefore key in encouraging the support for and approval of a programme. A good programme should ensure that:-

- The workforce (including management) is given appropriate education and training on the organisation's stance on and approach to substances in the workplace
- Appropriate employee support programmes are available and suitably informed
- The right type of testing (which is dignified yet robust, rigorous, and transparent) is deployed and

**Below:** Drink and drug testing is crucial to protect workers in safety-critical environments



Words: David Whiffin



**Above:** Early engagement with the workforce is key in encouraging the support for and approval of a programme

- Relevant post-finding support can be made available to those who need it.

## Inform

Once the unions have been engaged and everyone understands the organisation's intent and approach, it is time to start setting out the structure of any programme and informing the workforce about what they can expect.

The clearest, most succinct way to achieve this is through a formal policy, which is one of the most important steps of the programme. And is also one of the FORS Bronze requirements. It should clearly communicate to stakeholders at all levels, including external suppliers and regulators, every element of the programme, from what is expected of the workforce, the testing process and any detection levels that may be set. A policy should be linked to both the organisation's disciplinary and grievance procedures, informing staff of what will happen at various stages throughout the testing process and clearly detail the support mechanisms in place.

A question we are often asked is: 'how long should a policy be?'. There is no correct answer – it should be as long as it needs to be to cover all the elements required. The policy should absolutely set limits for both drugs and alcohol and present flowcharts of how key elements such as the process of testing and back to laboratory (confirmatory testing) work. A page of 'FAQs' is always well received, as staff can sometimes feel afraid to ask some questions due to a fear of stigma.

Once drafting is complete, organisational buy-in becomes key – ensuring senior level sign-off of the policy demonstrates that the organisation has bought into the programme and stands behind its importance. The formal policy should then be released and communicated to the workforce, with a 'go live' date for the programme to commence.

We always recommend that there be at least a four-week gap between release of the policy and any 'go-live' date. This allows time for the organisation to educate managers and staff on the policy and for those that have questions or need support to come forward before the policy comes into force.

Pete Whitten, Director of Wellbeing Services at OdiliaClark says: "Launching a policy is only just the beginning of a programme and the post-launch support routes are key. Employees may not want the organisation to know they may have a problem, they may only want someone to talk their problems through with. Others may, for example, be social cannabis users who have no idea of the rules and regulations. With the process of testing on the horizon, staff often find the motivation needed to get the help they may have needed for years."

By this point, the union is now engaged and sees the benefits, the organisation has an open and transparent approach and workforce education is now in progress, whether that be through e-Learning packages, information posters or in-person workforce engagement sessions.

## Manage

All that is left to do now is to develop a plan and commence testing, ensuring good management of the process.

Next quarter, we will begin to look at the management of a programme, including the equipment used in testing, testing plans and key elements of the process used in testing. •

*If you want to know more about policy or substance misuse in the workplace contact OdiliaClark on [info@odiliaclark.com](mailto:info@odiliaclark.com).*



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# IS BAD DRIVING COSTING YOUR FLEET 50% EXTRA PER YEAR?

Aside from theft prevention, there are other elements of telematics systems that also provide financial and operational benefits to businesses that rely on drivers

A fleet that is driven efficiently and safely is better financially and environmentally. Assessing the use of telematics for fleet tracking, the Department for Transport's Energy Saving Trust states that: "In one study of company drivers, a telematics system identified a 50% difference in fuel economy being achieved in identical vehicles over similar journeys. Much of the excess fuel use was down to driving style, including excessive speed and harsh acceleration. By improving fuel economy and reducing time spent idling, a business can reduce its emissions and costs."

According to a research paper published by FORS Associate AA / DriveTech: "As an example, assuming each vehicle's total cost of ownership (TCO) is around £700 per month and a driver population of 1,000, that means a spend on a fleet of £8.4 million a year, of which £3.9 million is affected by driver behaviour." The research found direct correlation between the number of max throttle events per 100km and the number of insurance claims.

It's results like this that ABAX fleet tracking solutions customers see too. FORS Associate ABAX telematics can examine data on driver behaviour. The service will highlight harsh acceleration, harsh braking and excessive acceleration. A company's bad habits can be removed with the help of specific tips on how to improve driving.

On average, ABAX users save 18.5% on fuel costs and are able to analyse driving behaviour for a safer, greener fleet that spends at least £22.30 less per vehicle,

per month. With the sky-rocketing price of petrol and diesel, this saving is only likely to increase.

**No business is too small to benefit**  
Smaller fleets can still benefit from the likes of ABAX telematics technology to make both environmental and financial savings.

In fact, according to research from Sewells UK Van Fleet Market, 41% of van fleets greater than 25 and 53% of van fleets greater than 50 are using telematics. This compares to less than 10% for smaller fleets – leaving up to 90% missing out on the benefits.

In a landscape that requires businesses to navigate an increasing number of barriers and challenges that are outside of their control, telematics can offer visibility, traceability and peace of mind when it comes to finances and operations.

Whatever the size of organisation, asset tracking and reporting needn't be arduous for fleet managers. The right

technology is a powerful tool in their toolkit and one which can give quick and easy access to vital data – and provide insights into where improvements could be made. In turn, that can translate to fleet optimisations and cost-savings, which in current times all organisations are searching for.

ABAX telematics units are self-installable, provide HMRC compliant data and offer live-tracking solutions, all allowing firms to access actionable location and usage data on all their assets – and via one easy-to-use interface. Grey, mixed, large and small fleets can all be tracked in an efficient and cost-effective manner, while also providing vital reporting data on demand. •

**Below:** Bad driving can add 50 per cent to a fleet's running costs. Telematics can help bring this figure down



# LAW FIRM WARNS OVER CHANGES TO HIGHWAY CODE

Law firm Backhouse Jones is urging transport operators to encourage staff to reread the Highway Code, as some important changes were made in January which drivers may still not be aware of.

## The main changes are these:

Hierarchy of users – there is a new hierarchy of road users so that those who can do the greatest harm – for example lorry drivers – have the greatest responsibility to avoid hurting others. It places those road users most at risk in the event of a collision at the top of the hierarchy. Pedestrians, particularly children and vulnerable people, are defined as most likely to be injured, followed by cyclists, motorcyclists and horse riders.

## New priority for pedestrians at junctions

At a junction, drivers, motorcyclists, horse riders and cyclists should give way to pedestrians crossing or waiting to cross a road into which or from which you are turning. You should give way to pedestrians waiting to cross a zebra crossing (currently you only have to give way if they're already on the crossing), and to pedestrians and cyclists waiting to cross a parallel crossing.

## Priority for cyclists

Drivers should not cut across cyclists, horse riders or horse-drawn vehicles going ahead when you are turning into or out of a junction or changing direction or lane. This applies whether they are using a cycle lane, a cycle track, or riding ahead on the road and you should give way to them.

## Slow traffic

Safe passing distances and speeds when overtaking cyclists or horse riders are indicated. When you are stuck in traffic or moving slowly, new rules state that you should allow pedestrians and cyclists to cross in front of you.

## Roundabouts – cyclists get priority, as they travel slower

Flashing lights – there are restrictions on flashing lights and using the horn to communicate to pedestrians or cyclists on zebra or parallel crossings. •

• Transport managers needing any additional clarification can contact Backhouse Jones on 01254 828 300

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## SvTech profile

By Richard Drinkwater of SV Tech

SvTech was formed in 1993 by William 'Bill' Drinkwater, of Southworth Chassis Engineering, who was the first to realise the huge potential within the CV market for vehicle uprating and downplating as a integral tool for vehicle converters.

He established SvTech as an engineering consultancy in support of vehicle manufacturers and converters alike, utilising his knowledge garnered over 30 years' in the business at that time.

Now, nearly 30 years later he is still active in offering engineering support to major clients, though in truth, some of us would like him to slow down a bit!

His knowledge and expertise allows the firm to support vehicle converters with brake calculations, tractor to rigid conversions and weight distribution calculations, though this market is reducing in size as many converters are now closing down due to the lack of manufacturer support. Understandably, manufacturers want firms to buy new vehicles, as opposed to converting older ones for tailored purposes and we have seen a reduction in their support for the traditional converter.

SvTech specialises in vehicle rerating and while originally much of our work was on the downplating side originally, it has been the uprating of vehicles that has been our mainstay over the past 15 years.

As we approach our 30th anniversary, SvTech believes that uprating will be necessary for the foreseeable future as manufacturers make ever heavier vehicles and will look to incorporate electric options in their ranges. •



### DVSA reveals that 88.5% of almost 11,000 LCVs stopped at the roadside annually are overloaded

With plans to pull over more LCVs on the roadside and potentially to enforce HGV-like legislation on the LCV market, it's about time you checked your van's laden weights, especially the individual axle weights, as SvTech has discovered many more vans have overloaded rear axles than previously thought. Any overload could invalidate your insurance, and if severe enough, could affect your braking and handling.

SvTech is seeing an increasing amount of van uprates at the moment, especially under 3500kg, where we are uprating from 2800kg to 3000/3200kg and from 3200kg up to 3500kg. This additional 300kg of payload is proving vital for many van owners, as it is very easily to overload these vehicles.

Whilst we uprate 3500kg vans by up to 500kg, there are some issues to take into consideration when going above 3500kg. A van over 3500kg needs a speed limiter fitted and, if carrying goods commercially, the van will need a tachograph to be fitted.

In addition, it means that the van can only be driven by someone who either passed their test before 1997 or by someone with a C1 entitlement on their driving licence.

These factors often make the uprate over 3500kg unviable or impractical for some fleet operators, however if the van is being regularly overloaded, SvTech would recommend uprating. We offer fleet discounts and can advise on the next steps. Please contact us to discuss your fleet needs.

"SvTech can help with uprating your LCV to give you more payload, keeping you safe and legal. Most makes and models are catered for."

#### Caution

It's important to remember that if a driver doesn't possess the C1 entitlement, and they overload a 3500kg van, in the event of being stopped, it would also be considered as a licence offence, which can hold strict penalties. It's worth weighing the van in an unladen and fully laden state to ascertain your limits.

Fleet discounts are available for uprates on 5 or more vehicles.

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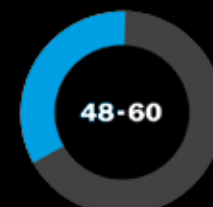
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**What is DVS?**  
The Direct Vision Standard is new safety legislation from Transport for London.  
From 1<sup>st</sup> March 2021, HGVs over 12T will need a Safety Permit to enter Greater London.  
Visit tfl.gov.uk for more info.

**When?**  
Apply for permit now!  
0 - star vehicles need a Safe System to apply  
1-5 star vehicles can apply  
1<sup>st</sup> March 2021 law in effect  
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