

# Annex 3

## Glossary of terms

This glossary explains the terminology used throughout the FORS Standard. It is important to note that these definitions are specific to FORS and may not match the definitions or interpretations used by other organisations.

Term	FORS meaning (words in <i>italics</i> are also terms defined in this glossary)
Accreditation	FORS <i>operators</i> having met the FORS <i>Bronze, Silver or Gold requirements</i>
Action points	A record of an incidence of non-compliance with the FORS <i>requirements</i>
Air quality	The concentration of harmful gases and pollutants in the air locally and near ground level
Audit	A verification process of fleet activities to ensure compliance to the <i>FORS Standard</i>
Bronze	The first level of FORS <i>accreditation</i>
Car	A passenger <i>vehicle</i> with up to eight passenger seats
Case study	A <i>requirement</i> at FORS <i>Gold</i> to demonstrate operational improvements and the benefits of FORS membership
Class V and Class VI mirror	Close-proximity mirrors required on vehicles over 3.5 tonnes in order to meet part of the FORS <i>Bronze requirement V6</i>
CO <sub>2</sub>	Carbon dioxide – a major source of greenhouse gas that is emitted from vehicles and is contributing to climate change
Declaration	A formal statement provided by a FORS operator to confirm a <i>requirement</i> has been met
Demonstration	The specific outputs that demonstrate how a requirement is to be met at <i>audit</i>
Direct vision	What a <i>driver</i> can see through windows rather than using mirrors or cameras
Driver	A person employed to drive or ride any <i>vehicle</i> that is in scope of FORS <i>accreditation</i>
Driver CPC	Driver Certificate of Professional Competence – a qualification for professional <i>PCV</i> and <i>HGV drivers</i>

DVSA	Driver and Vehicle Standards Agency – an executive agency of the Department for Transport, responsible for safe operating standards on Britain's roads
Emissions	The harmful gases from <i>vehicle</i> exhaust systems released into the air
FORS	The acronym for the Fleet Operator Recognition Scheme
FORS Approved Training	Training that meets the <i>requirements</i> set out in Annexes 1 and 2 and has been approved by FORS/Transport for London
FORS Audit Declaration	Declaration signed by the individual being audited to certify that the information supplied at <i>audit</i> is a true reflection of the company's activities, <i>policies</i> and <i>procedures</i> that are in place and evidenced at the time of the <i>audit</i>
FORS eLearning	Part of FORS Professional – a comprehensive series of online training modules designed to offer <i>drivers</i> and managers concise, accessible training
FORS operator	A FORS member - individual or organisation - that operates one or more vehicles as part of their business or work activity
FORS Practitioner	An individual who has completed all of the FORS Practitioner workshops. The qualification is valid for five years and is maintained by attending the FORS Practitioner Recertification workshop
FORS Professional Development	Either <i>FORS Approved Training</i> or <i>FORS Professional Training</i>
FORS Professional Training	A comprehensive package of training for managers and drivers, developed and delivered or licensed by FORS to help operators meet the <i>FORS Standard</i>
FORS Professional training register	A register of individuals who have completed either <i>FORS Professional Training</i> or <i>FORS Approved Training</i>
FORS Standard	The FORS Standard details the requirements that fleet operators must meet to gain and maintain FORS <i>accreditation</i>
Gold	The highest level of FORS <i>accreditation</i>
HGV	Heavy good <i>vehicle</i> – a goods <i>vehicle</i> over 3.5 tonnes gross <i>vehicle</i> weight
Indirect vision	What a <i>driver</i> can see through mirrors and cameras rather than the <i>vehicle</i> windows
Initial audit	The first FORS <i>audit</i> at each level of <i>Bronze</i> , <i>Silver</i> or <i>Gold</i>

Infringement	Action that breaks the terms of a law and leads to an offence such as warnings, prohibition notices and fixed penalties
KPI	Key performance indicator – a performance measure used to demonstrate FORS <b>Silver</b> and <i>Gold accreditation</i>
May	Indicates an element within the <i>FORS Standard</i> that is optional or an emerging practice
Minibus	A passenger <i>vehicle</i> with more than eight, but not more than 16 passenger seats
MOCA	Multi-operating centre accreditation – a type of accreditation for FORS <i>operators</i> with more than one <i>operating centre</i> to be accredited and the same <i>policies</i> and <i>procedures</i> throughout
NOx	Nitrogen oxides – a term for nitrogen dioxide (NO <sub>2</sub> ) and nitrogen monoxide (NO) – gases formed by vehicle engines which cause air pollutants that are harmful to human health
Operating centre	The site or depot where vehicles operate from, where there is infrastructure that supports daily management, control and day-to-day operational deployment of a fleet  Note: The definition of a FORS operating centre is not the same as defined for operator licensing
P2W	Powered two-wheeler – a powered two-wheeler <i>vehicle</i> , including motorcycles and mopeds
Particulate Matter	A <i>vehicle</i> emission that is a mixture of solid and liquid particles suspended in the air and are harmful to human health, eg dust, pollen, soot, smoke and droplets
PCV	Passenger carrying <i>vehicle</i> – a passenger <i>vehicle</i> with more than eight passenger seats
PDP	Professional development plan – a plan that identifies and documents progressive <i>FORS Professional Development</i> for drivers and all other staff involved in the fleet operation
Policy	A document that determines the rules and strategic direction of the organisation
Procedure	A document setting out the detailed steps required to meet the <i>requirement</i>
Purpose	The reason why the specific outcome is required
Requirement	The specific outcome to be achieved, based on legal compliance, safety, efficiency and the environment
Re-approval audit	A periodic audit of a FORS <i>operator</i>

Shall	Indicates an element in the <i>FORS Standard</i> that is mandatory to demonstrate the <i>requirement</i> has been met
Should	Indicates an element in the <i>FORS Standard</i> that is recommended as good practice
Silver	The second level of FORS <i>accreditation</i>
Small operator	An organisation with fewer than five vehicles or fewer than five employees
SORN	Statutory Off Road Notification – a method to stop taxing and insuring a <i>vehicle</i> when it is taken off the road
SUD	Safe Urban Driving – a FORS Professional training course designed to improve the safety of vulnerable road users and includes an on-cycle hazard awareness module
Van	A goods <i>vehicle</i> up to 3.5 tonnes gross vehicle weight
Vehicle	An <i>HGV, PCV, van, car, P2W or wheeled plant</i>
Vehicle tax	A tax which must be paid for most types of vehicles used on public roads (also known as Vehicle Excise Duty or Road Tax)
Vulnerable road user	Road users that require extra care such as cyclists, pedestrians, <i>P2W</i> riders, horse riders
Wheeled plant	A <i>vehicle</i> specifically designed for engineering operations that is not classified as <i>HGV</i>
WRRR	Work-related road risk – a method of managing the risks created and faced whilst driving for work