



# Fleet Operator Recognition Scheme Standard



Find out more at  
[fors-online.org.uk](https://fors-online.org.uk)

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Please read the FORS Standard in conjunction with:

- [FORS Terms and Conditions](#)
- [FORS Accreditation Guide](#)

Please check the FORS website ([www.fors-online.org.uk](http://www.fors-online.org.uk)) to ensure that you are using the latest version of this document.



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FORS accreditation means a fleet operator has demonstrated they have met the requirements of the FORS Standard at audit. It is not a guarantee that all FORS requirements or legal obligations will be met between audits.

FORS Operators are therefore reminded that FORS accreditation and FORS audit reports are not to be used as defence in a court of law, at public inquiry or during any enforcement investigation.

# 1. Introduction

## 1.1 The Fleet Operator Recognition Scheme

The Fleet Operator Recognition Scheme (FORS) is a voluntary accreditation scheme for fleet operators.

Its purpose is to raise the level of quality within fleet operations, and to demonstrate which operators are achieving the FORS Standard. Contained within this document are the requirements for achieving recognition in order to be awarded FORS accreditation to Bronze, Silver or Gold levels.

FORS encourages operators to take a closer look at their operation and identify areas of strength to be exploited and areas for improvement to be addressed. A successful Bronze audit provides an operator with reassurance that their operation is being run safely, efficiently and in an environmentally sound manner. The FORS logo allows potential customers to readily distinguish FORS Operators from other operators. Users of fleet operator services **may** ask that their suppliers are FORS accredited.

## 1.2 Scheme enquiries

For all enquiries about FORS Administration, please contact:

[enquiries@fors-online.org.uk](mailto:enquiries@fors-online.org.uk)

For all enquiries about FORS Governance, please contact:

[enquiries@fors-governance.org.uk](mailto:enquiries@fors-governance.org.uk)

For more information about FORS, please check the FORS website:

[www.fors-online.org.uk](http://www.fors-online.org.uk)

## 2. FORS Standard

### 2.1 The FORS Standard

The FORS Standard defines requirements that must be met by fleet operators if they wish to become FORS Bronze, Silver or Gold accredited.

### 2.2 Scope of the FORS Standard

The scope of the FORS Standard relates to the management of the fleet operation and its vehicles and drivers. Where applicable, FORS Operators **shall** adhere to employment law and specific regulations relating to health and safety, general data protection and preventing illegal working.

### 2.3 Eligibility

FORS Operators must be a legal entity. This **may** be a limited company, charity, voluntary group, partnership, public authority, or sole trader. The correspondence address must be directly connected to the operation of the legal entity. A Companies House check **may** be conducted for sole traders to ensure a limited company has not been incorporated without informing the relevant authorities.

The FORS Standard is relevant to all vehicle types that are operated on the public highway. The following terminology and vehicle definitions are used:

- Heavy goods vehicle (HGV) – a goods vehicle over 3.5 tonnes gross vehicle weight or alternatively fuelled vehicle over 4.25 tonnes gross vehicle weight. This includes wheeled plant, for example mobile cranes, concrete pumps and volumetric mixers. However, this does NOT include the following examples: earth moving machinery, excavators, hoists, elevating work platforms, reach stackers and forklifts
- Van – a goods vehicle up to and including 3.5 tonnes gross vehicle weight, including alternatively fuelled vehicles with a gross vehicle weight of up to 4.25 tonnes
- Passenger Carrying Vehicle (PCV) – a passenger vehicle with more than eight passenger seats
- Car – a passenger vehicle with up to eight passenger seats
- Powered Light Vehicle (PLV) – a powered two, three or four wheeled vehicle for either passenger or cargo use. For example; cargo bikes, motorcycles, scooters, mopeds, quad bikes, and microcars (this includes the sub-category of electric cycles known as Electric Assist Pedal Cycles)<sup>1</sup>

The FORS Standard is applicable to all types of drivers. Driver is defined as a person driving or riding any vehicle for an organisation that is in scope of FORS accreditation.

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<sup>1</sup> These definitions may change if developments in legislation or vehicle design occur.

## 2.4 Understanding the FORS Standard

There are three accreditation levels within the FORS Standard – Bronze, Silver, and Gold. Each level builds on the requirements of the levels beneath it, i.e. to meet Silver or Gold, the requirements in the previous levels need to be met.

Bronze requirements are grouped into four key areas:

- Management
- Vehicles
- Drivers
- Operators

Silver and Gold requirements are not divided into any sub-sections but build on these key areas of the FORS Standard.

Within each section, there are several pieces of information:

- **Requirement** – details the specific outcome to be achieved. Requirements are based on:
  - Legal compliance
  - Safety
  - Efficiency
  - Environment
  - Security and Terrorism
- **Purpose** – details the reason why the specific outcome is required
- **Demonstration** – details the specific outputs that demonstrate how the requirement is to be met

## 2.5 Terminology

Certain language is used within the FORS Standard relating to organisations, audits and the requirements. A full glossary of terms is at Annex 4.

Terms relating to the requirements of the FORS Standard are:

- **Shall** – to indicate an element that is mandatory to demonstrate the requirement has been met
- **Should** – to indicate an element that is recommended as good practice
- **May** – to indicate an element that is optional or an emerging practice

## 2.6 Effective date

Version 7.1 of the FORS Standard is effective from 2 January 2025.

## 2.7 Temporary vehicles and drivers

Temporary vehicles and drivers that are under the control of the FORS Operator are subject to the same requirements of the FORS Standard as permanently owned vehicles and employed drivers. Temporary vehicles and drivers specifically include:

- Leased and hired vehicles
- Sub-contracted and agency drivers
- Any person that drives on the organisation's business irrespective of whether the vehicle is owned, leased or hired

## 2.8 Related requirements

A call-out box is used at the end of each requirement to show how the demonstration of that particular requirement links to other supporting requirements within the FORS Standard. A call-out box and an example of how this is used is shown below.

### Example M8 – Health and safety

If a health and safety policy was not in place, the action point would be annotated against requirement M8.

If a health and safety policy was in place but not reviewed in the past 12 months, the action point would be annotated against requirement M1.

The policy, procedures, risk assessments, method statements, records and data relevant to health and safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## 2.9 FORS Professional Development

FORS Professional Development is a programme of training and development for managers, drivers and other staff employed in the fleet operation.

It includes both FORS Professional Training and FORS Approved Training.

The mandatory training requirements are set out in Annex 1 (for drivers and PLV riders) and Annex 2 (for managers).

## 2.10 FORS tools

The following FORS requirements **shall** be evidenced using FORS mandatory templates. These are:

- FORS progression data report (S2)
- FORS vehicle safety equipment report (S6)

Other supporting templates and tools to assist with evidencing specific requirements are also available at [www.fors-online.org.uk](http://www.fors-online.org.uk).

## 2.11 Non-UK operations

The FORS Standard is internationally applicable. However, some terminology may be UK specific. In countries where UK specific terminology may not be relevant, operators are required to comply with the nearest contextual equivalent. Operators shall justify this equivalence at audit.

## 2.12 Small operators

A small operator is an organisation with fewer than five vehicles and fewer than five employees. Although we encourage all operators to produce and maintain documented evidence of meeting the FORS Standard, small operators may demonstrate verbally that they meet certain Bronze requirements (see table 1).

### Example M8 – Health and safety

If there are only two employees in the company, it would not be necessary to document the policy and procedures. Instead this may be explained verbally at the time of audit.

**Table 1: Policy demonstration and small operator examples**

Example organisation size	Policy demonstration
Five or more vehicles and five or more employees	<b>Shall</b> have written policies in place
Five vehicles or more and fewer than five employees	<b>Shall</b> have written policies in place
Fewer than five vehicles and more than five employees	<b>Shall</b> have written policies in place
Fewer than five vehicles and fewer than five employees	<b>Should</b> have written policies in place but <b>may</b> demonstrate policy requirements verbally

## 3. Bronze accreditation



### 3.1 Management

#### M1 FORS documentation

##### Requirement

To manage, review, revise and retain all documentation relevant to the FORS Standard.

##### Purpose

To ensure that the policies, procedures, risk assessments and method statements required by the FORS Standard are properly documented, approved by senior management, regularly reviewed and accessible.

##### Demonstration

FORS Operators **shall** have written documentation covering the policy areas as set out in Annex 3.

Policy document(s) **shall** be approved and signed by a senior manager as a visible and active commitment to running a quality fleet operation. They **shall** be readily accessible to staff and, where they are held centrally, they **shall** be available and accessible to all operating centres.

FORS documentation **may** be written into one or more documents. Where policies and procedures are held within other documents, they **shall** be appropriately referenced and easily accessible to staff.

Other supporting documents **shall** be provided according to the type of operations being undertaken and include, but are not limited to, risk assessments, safe systems of work and method statements.

FORS documentation set out in Annex 3 **shall** be reviewed:

- At least every 12 months
- More frequently if needed (for example, changes to legislation, incidents and accidents, or changes to working practices)

To ensure the most current document versions are used, an effective version control method **shall** be used. As a minimum, this **shall** include:

- The version number
- The review date
- The reviewer's name

FORS documentation reviews **shall** be recorded.

FORS documentation **may** be made available in hard copy or electronically.

Operators **may** demonstrate this requirement using documentation attributed to regulatory requirements or other accreditation schemes, where relevant.

FORS documentation **shall** be:

- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Aligned to the risk assessments listed in requirement M8

## M2 Records

### Requirement

To manage and retain all records relevant to the FORS Standard.

### Purpose

To ensure that fleet management records are available to provide evidence of fleet management activities and that all information is current and accessible.

### Demonstration

FORS Operators **shall** have and maintain a procedure that retains all documents, records and data relevant to the FORS Standard. Information **shall** be in an accessible format, legible, easily retrieved and retained for the required duration.

Records **shall** be available for inspection or audit and retained in a legible condition for the relevant time period. The time period for retaining records are:

- 12 months for drivers' hours records
- 24 months for working time records
- 15 months for statutory annual vehicle tests (after their expiry date)
- 14 weeks for vehicle nil defects records or until the next vehicle safety
- 15 months for records relating to vehicle safety inspections, defects and maintenance

All other records relevant to the FORS Standard **shall** be retained until the next FORS audit.

## M3 Responsible person

### Requirement

To appoint a trained, experienced and (where necessary) qualified person responsible to run the fleet operation.

### Purpose

To ensure that a person with direct accountability for the fleet operation is appointed and has the knowledge and skills to maintain continuous and effective management of fleet activities.

### Demonstration

FORS Operators **shall** appoint a responsible person with direct accountability for the fleet operation. Evidence of the responsible person's appointment **shall** include:

- Formal appointment through job title, contract of appointment and naming on the organisational chart
- Responsibilities through a job description

The responsible person **shall** demonstrate:

- Competence through relevant qualifications and FORS Professional Development
- Continuous and effective control of all aspects of the fleet operation
- Responsibility to decide the use of the vehicles, trailers and relevant staff to ensure a safe, legal and efficient fleet operation

The responsible person **may** be an owner, director, manager or supervisor, depending on the business sector, fleet size and the vehicle type.

Organisations that operate:

- HGVs or PCVs under a standard national or international operator licence **shall** present the relevant qualifications and FORS Professional Development for their nominated transport manager
- HGVs or PCVs under a restricted operator licence **shall** demonstrate the responsible person's knowledge, skills and experience to run the fleet through FORS Professional Development
- Non-operator licensed fleets, **shall** demonstrate the responsible person's knowledge, skills and experience to run the fleet through FORS Professional Development

Where the organisation operates two or more operating centres, the appointment of assistants reporting to the responsible person **should** be considered.

The responsible person's training and qualifications **shall** be:

- Recorded in Professional Development Plans in accordance with requirement D4

## M4 Staff resources

### Requirement

To provide adequate staff resources to run the fleet operation.

### Purpose

To ensure there is sufficient competent staff to run the fleet operation legally, safely and efficiently.

### Demonstration

FORS Operators **shall** have documentation in place that describes how the organisation is resourced and demonstrates the communication links between management and staff. Documentation **shall** include:

- The nature of the business and the specifics of the fleet operation
- An organisation chart of all staff involved in the fleet operation
- Job descriptions describing individual responsibilities, accountabilities of the role, and the knowledge, skills and experience required to conduct the role
- The recruitment and selection procedure for new drivers and fleet-related staff

The organisation chart **shall** include:

- The relevant people in the fleet operation, listing total number of drivers
- Their job title or role
- How the roles are linked and which appointment the role reports to

Prior to appointment to the role, drivers **shall** be checked to validate their:

- Employment history
- Qualifications and licensing
- Fitness to drive
- Ability or eligibility to work

Checks **shall** include requiring drivers to make a declaration of any collisions at work that involve engagement with an insurance company and/or the police.

Checks **should** include requiring drivers to make a declaration of any collisions out of work that involves engagement with an insurance company and/or the police.

The organisation chart **shall** also include the person with continuous and effective responsibility for:

- The fleet operation in accordance with requirement M3
- Health and safety in accordance with requirement M8
- Technical engineering advice in accordance with requirement V1
- Managing fuel and emissions (Champion) in accordance with requirement O2
- Managing road risk (Champion) in accordance with requirement O3
- Managing specialist operations in accordance with requirement O5
- Managing Security and Counter-terrorism (Champion) in accordance with requirement O6

The recruitment and selection procedure **should** be proportionate to, and mitigate the risks associated with, the vehicle types to be driven or operated.

FORS Operators **should** document the organisational structure at operational team level where naming each individual is not practicable.

Small operators **may** describe organisational structure verbally where the roles of senior management and daily operations personnel are understood by all.

Job descriptions and the organisation chart **shall** be:

- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## M5 Communication

### Requirement

To communicate fleet management policies and procedures to all staff involved in the fleet operation.

### Purpose

To ensure that staff either directly or indirectly involved in the fleet operation are aware and have knowledge of the policies and procedures relevant to the FORS Standard.

### Demonstration

FORS Operators **shall** communicate operational information and organisational policies and procedures through a staff or driver handbook and supporting documentation.

Communications **shall** include the responsibilities relevant to drivers and staff involved in the fleet operation as outlined in the following documents:

- Policies and procedures listed at requirement M1
- Risk assessments listed at requirement M8

A procedure **shall** be in place for drivers to make an annual declaration acknowledging that they are aware of their individual responsibilities.

Any changes in the fleet operation or its policies and procedures **shall** be communicated using supporting documentation such as:

- Method statements
- Safe systems of work

- Toolbox talks
- Verbal briefings
- Bulletins
- Campaigns
- Memos, letters and notices

All information **should** be communicated in a format that is readily accessible and easily understood by drivers and operational staff.

Staff and driver communication **shall**:

- Be recorded and retained in accordance with requirement M2

## M6 Vehicle fleet

### Requirement

To document details of the vehicle fleet and how vehicles are distributed across the organisation and manage future vehicle fleet replacement challenges.

### Purpose

To ensure continued and effective control of the fleet operation and that resources, training, staffing, and vehicle replacement preparations are adequate for the fleet size and type.

### Demonstration

FORS Operators **shall** maintain a register of the number, type and distribution of all vehicles in scope of FORS accreditation.

The vehicle fleet register **shall** include:

- All vehicle and trailer registration marks or unique identification
- Total number and type of vehicles and trailers held and operated by the organisation
- Total number and type of vehicles owned by the organisation
- Total number and type of vehicles on lease, rent or loan
- Fuel type of all vehicles held and operated by the organisation
- Number of operating centres and their addresses
- Number and type of vehicles and trailers based at each operating centre
- The parking arrangements for vehicles and trailers

- Any dormant or previously used operating centres in the past two years.

FORS Operators **should** manage the transition to lower environmental impact vehicles. This **should** include conducting a fleet review to understand:

- The projected procurement cycles of vehicles within the fleet
- Estimated total cost of ownership of lower environmental impact vehicle alternatives compared to petrol and diesel
- Any financial support available for the procurement of these vehicles
- Practical considerations for the integration of lower environmental impact vehicles into the fleet, including fuelling and charging requirements, running times, requirement for electricity grid upgrades on charging sites, and any required operational changes

FORS Operators **should** use this information to create a fleet replacement plan in preparation for any relevant regulatory phase-out dates of petrol and diesel vehicles.

FORS Operators **may** use the fleet replacement plan template to help evidence this requirement.

The vehicle fleet register **shall** be:

- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## M7 Regulatory licensing

### Requirement

To hold all regulatory licences and permits relevant to the fleet operation.

### Purpose

To ensure that all FORS Operators requiring regulatory or operational approval hold a valid licence or permit that is relevant to the operation.

### Demonstration

FORS Operators **shall** have a procedure in place to ensure the organisation is correctly licensed or permitted to operate vehicles relevant to the operation.

Licences and permits include, but are not limited to:

- Operator licence
- Waste carrier licence (upper or lower tier)
- Passenger service permit
- Not for profit passenger transport permit
- Private hire licence
- Regional or city vehicle permits relating to safety or environmental requirements, where applicable

The procedure **shall** ensure sufficient discs, plates and permits are obtained and displayed where required. The procedure **should** include licence or permit withdrawal and return when a vehicle is removed from service.

Licences and permits **shall** be:

- Held in the name of the correct legal entity of the organisation

- In date or within their review date
- Specific for the operating centre being audited
- Reviewed to ensure any conditions and undertakings are being met
- Reviewed for changes for notification to the relevant licence or permit authority within the stated timescales

Any regulatory licence or permit relevant to the fleet operation that is revoked, suspended or curtailed **shall** be reported to FORS in accordance with FORS Terms and Conditions.

Where an operator licence is held, the responsible person **shall** make a declaration of any enforcement sanctions within the past 12 months and any impending regulatory action.

Licences and permits **should** have sufficient vehicle margin to allow for any flexibility required in the operation.

Regulatory and operational licences and permits can differ across countries outside the UK.

The procedure, records and data relevant to operational licensing **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## M8 Health and safety

### Requirement

To maintain safe and healthy working conditions.

### Purpose

To reduce the risk of work-related accidents, injuries and cases of ill health and help ensure the health, safety and welfare of anyone affected by the fleet operation.

### Demonstration

FORS Operators **shall** have a policy and procedures to reduce the probability and severity of work-related accidents, injuries and cases of ill health. The policy **shall** be supported by risk assessments or method statements and state the organisation's commitment to health and safety.

The policy **shall** also:

- Name the person with continuous and effective responsibility for health and safety
- Describe how health and safety is managed, stating who does what, when and how
- Outline the procedure for reporting workplace accidents, occupational diseases and dangerous occurrences (near-misses)
- Be clearly displayed in the workplace

Health and safety risk assessments or method statements **shall**, where applicable, include:

- Slips, trips and falls
- Manual handling
- Lone working

- Substances hazardous to health
- Access to vehicles and working at height
- Working around moving vehicles
- Reversing, manoeuvring and turning
- Coupling, uncoupling and towing trailers

Operational and driving at work risks **shall** be assessed with control measures documented as a procedure, risk assessment or method statement. Operational and driving at work risks include:

- D2 Seat belts, speed, distraction and adverse weather
- D5 In-vehicle communications
- V5 Safe loading and load restraint
- O1 Routing, including prescribed passenger routes, designated routes to and from construction sites, and notified routes for abnormal indivisible loads (AIL)
- O4 Passenger safety
- O5 Specialist operations
- O6 Security and counter-terrorism

Risk assessments and method statements **shall** include personal protective equipment (PPE) requirements for drivers, particularly PLV riders.

The policy, procedures, risk assessments, method statements, records and data relevant to health and safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## M9 Complaints

### Requirement

To review and act upon any complaint made against the fleet operation.

### Purpose

To ensure that complaints are investigated and used to improve operational performance through the resolution of any issues identified.

### Demonstration

FORS Operators **shall** have a policy and supporting procedure to manage complaints, grievances and objections made against the organisation or their drivers.

These include, but are not limited to:

- Complaints from customers
- Complaints from passengers
- Reports from members of the public
- Reports from the FORS Quality Assurance Team
- Grievances from members of staff

A procedure **shall** be in place that includes the action to be taken in the event of a complaint and how consequences are dealt with.

All complaints **shall** be recorded and investigated within 10 working days to identify whether control measures have failed and if operational improvements can be made. Any improvement action taken **shall** also be recorded.

The complaints procedure that covers the fleet operation **may** be included within an organisation-wide complaints procedure.

The policy, procedure and records relevant to complaints **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## M10 Transport infringements

### Requirement

To record, investigate and take action against all transport-related infringements.

### Purpose

To ensure operational risk exposure is minimised, costs are controlled, and drivers operate legally, safely and professionally.

### Demonstration

FORS Operators **shall** have a policy and supporting procedure in place to record, investigate and monitor all transport-related breaches and offences.

The procedures **shall** include the actions to take in the event of:

- Moving traffic offences
- Fixed Penalty Notices (including Graduated)
- Penalty Charge Notices
- Roadworthiness Prohibitions
- Drivers' hours and tachograph infringements
- Notices of intended prosecution or action
- Notices and the outcomes of public inquiries

The procedures **shall** also include compliance with transport related schemes, such as:

- Road user charges, such as congestion charge and tolls

- Safety zones, clean air zones and low emission zones
- Out of hours restrictions
- Other permit schemes and traffic management orders

Transport-related infringements **shall** be recorded and investigated to identify whether control measures have failed and if operational improvements can be made. Any corrective action taken **shall** also be recorded.

Investigations of infringements **shall** be conducted by a person with competence to:

- Review and monitor infringements
- Identify direct and root causes
- Take corrective action to prevent recurrence
- Deal with any consequences
- Review the effectiveness of any corrective action taken

Corrective action **should** include:

- Changes to operational procedures
- Refresher or remedial training
- Continued professional development
- Disciplinary action

The policy, procedure and records relevant to transport infringements **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Aligned to driver licence checks in accordance with requirement D1
- Recorded in Personal Development Plans in accordance with requirement D4
- Developed in accordance with the FORS Professional Development requirements at Annexes 1 and 2

## M11 Transport updates

### Requirement

To keep up-to-date with developments in the fleet and road transport industry.

### Purpose

To ensure that the organisation is prepared for and manages any change that **may** affect the fleet operation, such as legislation or industry practice.

### Demonstration

FORS Operators **shall** evidence a way of keeping up-to-date with industry developments and changes. Updates **shall** be specific to the fleet operation and vehicle type.

Evidence of keeping up-to-date with industry developments **should** include, but are not limited to:

- Reading FORS communications
- Subscription to updates and alerts from relevant government agencies, enforcement bodies, publications and campaigns
- Scheme bulletins, such as Construction Logistics and Community Safety (CLOCS)
- Membership of a relevant professional body or trade association
- Subscription to industry media and trade press services

Any industry change that is relevant to the fleet operation **shall** be communicated to drivers and other transport staff in accordance with requirement M5.

## 3.2 Vehicles

### V1 Serviceability and roadworthiness

#### Requirement

To maintain vehicles, trailers and specialist equipment in a serviceable and roadworthy condition.

#### Purpose

To ensure that all vehicles, trailers and specialist equipment operate on the roads safely, within the law and with consideration of the environment.

#### Demonstration

FORS Operators **shall** have a policy and supporting procedure in place to inspect, service and repair vehicles, trailers and specialist equipment. The policy and supporting procedures **shall** include information on:

- Effective management and supervisory responsibilities
- Systems for both planned and unplanned maintenance
- Maintenance to achieve optimum safety, environmental and performance standards
- Daily walkaround checks and defect reporting
- First use inspections, including leased, hired or loaned vehicles
- How safety critical defects and prohibitions are managed and investigated
- How unroadworthy vehicles are removed from service

- How unroadworthy vehicles are brought back into service when passed fit

A supporting procedure **shall** be in place to ensure that checks are completed on safety recalls that are likely to affect the safe operation of vehicles, trailers, and specialist equipment.

An inspection and maintenance plan **shall** be in place that includes all vehicles, trailers and specialist equipment in scope of FORS accreditation. The inspection and maintenance plan **shall** include a minimum of 15 months' history and a rolling six months' forward plan of:

- MOT and statutory annual tests
- Safety inspections
- First-use inspections
- Maintenance and servicing
- Brake performance assessments
- Calibration tests
- Lifting equipment examinations
- Work equipment inspections
- Any remedial work required or repairs carried out

For operator licence holders, all inspections and maintenance **shall** align with the operator licence and meet the requirements of the Driver and Vehicle Standards Agency (DVSA) Guide to maintaining roadworthiness.

The inspection and maintenance plan **shall** be supported by individual vehicle maintenance records. It **shall** be reviewed and updated when any vehicles, trailers or specialist equipment are changed.

Examples of specialist equipment include, but are not limited to:

- Speed limiters
- Digital and analogue tachograph units
- Carrying equipment such as tanks, hoppers, mixers and refrigeration units
- Lifting equipment such as cranes, winches, skip loaders, tipping bodies and tail lifts
- Accessibility equipment such as ramps, lifts, rails and anchors

Where safety inspections and maintenance are:

- Undertaken in-house - the person with responsibility for technical engineering advice **shall** declare that the maintenance facilities and staff competencies are adequate for the size of the fleet and type of vehicles operated
- Contracted out - a formal written contract with a maintenance provider **shall** be evidenced including for equipment such as ramps, lifts, rails and anchors

The person undertaking safety inspections **shall** be technically competent and operationally aware of the safety standards that apply to the type of fleet they examine.

Safety inspections, maintenance facilities and technical engineering staff **should** be trained in the techniques of vehicle examination, diagnosis and reporting, and possess a sound working knowledge of the relevant manuals produced by the DVSA.

Inspectors **should** obtain relevant technical qualifications and achieve technical accreditation such as IRTEC (Inspection Technician Accreditation) or similar, meeting a recognised quality standard for the vehicles they inspect. A safety inspector **may** prove technical competence by being qualified by experience.

FORS accreditation signage **shall** be removed from a vehicle prior to its onward sale or disposal.

The policy, procedure, records and data relevant to vehicle inspection and maintenance **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## V2 Daily walkaround checks

### Requirement

To check vehicles, trailers and specialist equipment for defects immediately before they are used.

### Purpose

To ensure that all vehicles, trailers and specialist equipment operate on the roads safely, within the law and with consideration of the environment.

### Demonstration

FORS Operators **shall** have a daily walkaround check and defect reporting procedure in place for all vehicles, trailers and specialist equipment. This **shall** include the undertaking of walkaround checks by drivers before vehicles are used on the road each day, with a minimum of one check within each 24 hours.

The walkaround check procedure **shall** include an inspection of the whole vehicle, trailer and any specialist equipment. In particular, the walkaround check **shall** cover the serviceability of:

- Wheels and tyres
- Brakes and steering
- Lights and markers
- Mirrors and window glass
- Obstructions to driver vision
- Bodywork condition
- Fluid levels and any leakages
- Vehicle safety features

Where relevant, the walkaround check **shall** also cover any vehicle specific components such as:

- The load and any load restraint systems such as lashing points, anchor points, bulkheads and curtains
- Carrying equipment such as tanks, hoppers, mixers and refrigeration units
- Lifting equipment such as cranes, winches, skip loaders, tipping bodies and tail lifts
- Accessibility equipment such as ramps, lifts, rails and anchors
- Trailer couplings and service connections
- Charging cables or fuelling equipment for alternatively fuelled vehicles

Any defects **shall** be recorded and reported if they are found during:

- The daily walkaround check
- While the vehicle is in use
- On return to the operating centre

The details recorded **shall** include:

- Vehicle registration mark
- Vehicle identification number for trailers, where relevant
- Date
- Driver's name
- Details of the defect or symptom
- Who the defect was reported to

Defects that affect roadworthiness or safety **shall** be repaired before the vehicle, trailer or specialist equipment is used on the road.

Drivers who are expected to repair minor defects, such as light bulb or fuse replacement, **shall** be competent to undertake this task.

Where there is a change in vehicle or trailer during the day, the driver taking charge **should** conduct their own walkaround check.

If it is unsafe to conduct a walkaround check, there **shall** be a defect reporting system in place, that details the initial walkaround check and any defects reported during the day for the various drivers of a particular vehicle.

Drivers **shall** be made aware of their legal responsibilities regarding vehicle condition and the procedures for reporting defects

The procedure, records and data relevant to walkaround checks and defect reporting **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## V3 Insurance

### Requirement

To hold a minimum of third party insurance or self-insurance for the fleet and any other insurance necessary to provide financial protection to the operation.

### Purpose

To ensure that all vehicles within the scope of FORS accreditation are insured to the minimum legal requirement and to provide financial protection in the event of injury, theft, damage or loss.

### Demonstration

FORS Operators **shall** have insurance certificates or evidence of self-insurance that covers all drivers, vehicles, trailers, specialist equipment and conditions of use that are within the scope of FORS accreditation.

Other insurance certificates **shall** be in place where they are relevant to the fleet operation. These include:

- Employers' liability
- Public liability
- Goods in transit

An annual evaluation of insurance requirements **should** be conducted with a broker or underwriter to ensure the insurance cover is adequate for the fleet operation and to ensure best value.

To ensure the insurance is valid and the fleet operation remains financially protected, insurance certificates **shall** be retained in accordance with requirement M2

## V4 Vehicle tax

### Requirement

To tax all vehicles operating on public roads.

### Purpose

To ensure that the appropriate rate of vehicle tax has been paid for all vehicles used on public roads.

### Demonstration

FORS Operators **shall** have a procedure in place to ensure vehicle tax and vehicle tax exemptions are in place for all vehicles in scope of FORS accreditation.

The vehicle tax procedure **shall** include a register or planner that includes:

- Vehicle tax requirements
- Vehicle tax expiry dates
- Vehicle tax payments
- Vehicle tax exemptions

Reminders or warnings from a licensing or tax authority **should** not be relied on as a means of renewal planning.

If vehicle tax payment is not required, an exemption **shall** be applied for.

Any untaxed vehicles **shall** be declared as unroadworthy and reported to the licensing or tax authority – Statutory Off Road Notification (SORN) in the UK.

To ensure vehicle tax is valid and the relevant payments are made by the dates required, vehicle tax requirements **shall** be retained in accordance with requirement M2

## V5 Load safety

Bronze requirement V5 is divided into five sub-requirements applicable to the different vehicle types.

### V5.1 Load safety for HGV

#### Requirement

To load vehicles and trailers safely and within the legal limits.

#### Purpose

To ensure that vehicle and trailer loads are restrained so that they do not endanger the driver, any passengers or other road users.

#### Demonstration

FORS Operators **shall** have a policy, equipment, training and documentation in place for safe loading and load restraint. The policy **shall** include:

- Correct vehicle and trailer types for the load to be carried
- The load types to be carried by each vehicle and trailer type
- Load restraint and safe loading and unloading practices
- Compliance with load documentation such as risk assessments and method statements
- Safe coupling of trailers to towing vehicles
- Information on the location and use of weighbridges
- The method used to monitor compliance with maximum weights and dimensions

Where relevant, the load documentation **shall** include:

- Vehicle gross and axle weight limits

- Nature of the load
- Load weight and dimensions
- Loading and unloading instructions
- Load distribution
- Load restraint
- Use of lifting equipment
- Any other special precautions that are necessary

The correct equipment **shall** be issued to maintain safe loads.

The dimensions, laden weight and axle weights **shall** be determined before vehicles are driven on public roads. An onboard overload protection system **should** be considered.

If the overall vehicle height is 9 feet 10 inches (three metres) or above, a height indicator **shall** be displayed in the cab showing the overall height of the vehicle and load in feet and inches.

Documentation, records and data relevant to load safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in the health and safety policy in accordance with requirement M8
- Included in Professional Development Plans in accordance with requirement D4

## V5.2 Load safety for PCV

### Requirement

To load vehicles and trailers safely and within the legal limits.

### Purpose

To ensure that luggage and vehicle equipment are restrained and within the vehicle weight limits so that they do not endanger the driver, any passengers or other road users.

### Demonstration

FORS Operators **shall** have a policy, equipment, training and documentation in place for safe stowage. The policy **shall** include:

- Safe stowage of passenger luggage and ancillary vehicle items
- Compliance with stowage documentation such as risk assessments and method statements
- Correct trailer types for any luggage or cargo to be carried
- Safe coupling of trailers to towing vehicles

Where relevant, the stowage documentation **shall** include:

- Vehicle gross and axle weight limits
- Maximum passenger carrying capacity
- Luggage distribution and restraint in the stowage area
- Luggage distribution and restraint on-board including access to emergency exits
- Location and restraint of ancillary equipment

- Any other special precautions that are necessary

The correct equipment **shall** be issued to maintain safe loads.

Maximum passenger and luggage weight limits **shall** be considered.

If the overall vehicle height is 9 feet 10 inches (three metres) or above, a height indicator **shall** be displayed in the cab showing the overall height of the vehicle and load in feet and inches.

Documentation, records and data relevant to stowage safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in the health and safety policy in accordance with requirement M8
- Included in Professional Development Plans in accordance with requirement D4

## V5.3 Load safety for vans

### Requirement

To load vehicles and trailers safely and within the legal limits.

### Purpose

To ensure that any vehicle and trailer loads are restrained so that they do not endanger the driver, any passengers or other road users.

### Demonstration

FORS Operators **shall** have a policy, equipment, training and documentation in place for safe cargo. The policy **shall** include:

- Correct vehicle and trailer types for the cargo to be carried
- The cargo types to be carried by each vehicle and trailer
- Safe loading and unloading practices
- Compliance with cargo documentation such as risk assessments and method statements
- Safe coupling of trailers to towing vehicles
- The method used to monitor compliance with load restraint and maximum weights and dimensions

Where relevant, cargo documentation **shall** include:

- Vehicle gross and axle weight limits
- Nature of the cargo
- Cargo weight and dimensions

- Loading and unloading instructions
- Cargo distribution
- Cargo restraint system such as partitioning, racking, shelving, netting or sheeting

The correct equipment **shall** be issued to maintain safe loads.

If the overall vehicle height is 9 feet 10 inches (three metres) or above, a height indicator **shall** be displayed in the cab showing the overall height of the vehicle and load in feet and inches. A height indicator **should** be displayed in vehicles with an overall vehicle height of less than 9 feet 10 inches (three metres).

Documentation, records and data relevant to load safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in the health and safety policy in accordance with requirement M8
- Included in Professional Development Plans in accordance with requirement D4

## V5.4 Load safety for cars

### Requirement

To load vehicles and trailers safely and within the legal limits.

### Purpose

To ensure that any vehicle and trailer loads are restrained so that they do not endanger the driver, any passengers or other road users.

### Demonstration

FORS Operators **shall** have a policy, equipment, training and documentation in place for safe cargo. The policy **shall** include:

- Correct vehicle and trailer types for the items to be carried
- The items to be carried by each vehicle and trailer
- Safe loading and unloading practices
- Compliance with vehicle manufacturer's handbook and any supporting load documentation
- Safe coupling of trailers to towing vehicles

Where relevant, the vehicle manufacturer's handbook and any supporting load documentation **shall** include:

- Vehicle weight limits
- Nature of the load items
- Load weight and dimensions
- Loading and unloading instructions
- Load distribution
- Load restraint system such partitioning, netting and roof racks

The correct equipment **shall** be issued to maintain safe loads.

Documentation, records and data relevant to load safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in the health and safety policy in accordance with requirement M8
- Included in Professional Development Plans in accordance with requirement D4

## V5.5 Load safety for PLV

### Requirement

To load vehicles safely and within the legal limits.

### Purpose

To ensure that any powered light vehicle loads are restrained so that they do not endanger the rider or other road users.

### Demonstration

FORS Operators **shall** have a policy, equipment, training and documentation in place for safe loads. The policy **shall** include:

- Correct vehicle types for the load to be carried
- The load types to be carried by each vehicle
- Safe loading and unloading practices
- Compliance with vehicle manufacturer's handbook and any supporting load documentation

Load documentation **shall** include:

- Nature of the load
- Load weight
- Loading and unloading instructions
- Load distribution
- Load restraint system

Load documentation **may** include delivery notes, risk assessments or method statements.

The correct equipment **shall** be issued to maintain safe loads.

Documentation, records and data relevant to load safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in the health and safety policy in accordance with requirement M8
- Included in Professional Development Plans in accordance with requirement D4

## V6 Vehicle safety equipment

### Requirement

To fit larger vehicles with safety equipment that helps protect vulnerable road users.

### Purpose

To minimise the probability and severity of collisions involving vulnerable road users.

### Demonstration

FORS Operators **shall** ensure that HGVs and PCVs designed to carry more than 16 passengers are fitted with blind spot warning signage.

Blind spot warning signage **shall** be fitted:

- Prominently to the rear of the vehicle
- To visually warn other road users of the near-side close-proximity blind spot hazard
- So as not to cause offence to other road users
- So they are clearly visible to other road users

Blind spot warning signage **should** not give instruction or direction to other road users.

HGVs **shall** be fitted with safety equipment designed to reduce the risk of close-proximity collisions involving vulnerable road users. This includes:

- Side under-run protection to both sides of the vehicle
- Class V and VI close-proximity mirrors

Side under-run protection **shall** be fitted:

- Unless defined as exempt in the Safer Lorry Scheme Traffic Regulation Order
- Unless the shape and characteristics of the vehicle mean that it meets the requirements for side under-run protection

Class V and Class VI close-proximity mirrors **shall** be fitted:

- Where they can be mounted with no part of the mirror being two metres from the ground, regardless of the adjustment position
- In such a way that they are appropriately adjusted and fully visible from the driving position

Class V and Class VI close-proximity mirror field of view **may** be achieved using a camera monitoring system.

Evidence that vehicles are fitted with blind spot signage and safety equipment **shall** be provided.

Evidence **shall** include:

- A vehicle safety equipment report and/or a permit scheme record or register
- A selection of photographs of safety equipment fitted
- Invoices from safety equipment suppliers

Vehicle equipment relevant to vulnerable road user safety **shall** be:

- Communicated in accordance with requirement M5
- Included in daily walkaround checks in accordance with requirement V2

## V7 Tyre management

### Requirement

To monitor tyre usage and maintain tyres in a serviceable and roadworthy condition.

### Purpose

To ensure the management and use of tyres is undertaken in a safe, efficient and environmentally responsible manner.

### Demonstration

FORS Operators **shall** have a policy and procedure in place to manage tyre selection, condition and replacement against vehicle usage.

The tyre management policy **shall** meet the requirements of the tyre management system as outlined in the DVSA Guide to maintaining roadworthiness.

In accordance with requirements V1 and V2, tyre condition **shall** be visually checked for damage, wear and pressures as part of the daily walkaround check and fully examined at periodic safety inspections. A procedure **shall** be in place to rectify any defects identified.

Where tyre maintenance is:

- Undertaken in-house - the person with responsibility for technical engineering advice **shall** declare that the technical facilities and staff competence are adequate for the size of the fleet and type of vehicles operated
- Undertaken by a tyre fitting service - a formal written contract or other supporting documentation, such as invoice or proof of an active account, **shall** be evidenced

Tyre recycling and disposal **shall** be conducted in accordance with local waste regulations.

Tyre reports **shall** be reviewed and retained, and the quality of any contracted work **shall** be monitored.

Policy, procedure, records and data relevant to tyre management **shall** be:

- Documented and reviewed in accordance with requirement M1
- Reviewed to identify trends and retained in accordance with requirement M2
- Communicated in accordance with requirement M5, in particular tyre safety, tread depth tolerance and pressures

## 3.3 Drivers

### D1 Licensing

#### Requirement

To verify that all drivers hold a valid licence for the category and type of vehicle they are tasked to drive and manage any risks associated with endorsements or restrictions.

#### Purpose

To ensure that drivers are licensed to operate vehicles on the public highway and any risks that have been identified are monitored and managed.

#### Demonstration

FORS Operators **shall** have a procedure to check and verify all driver licences, categories, expiry dates, endorsements and restrictions.

For drivers licensed in Great Britain, checks **shall** be conducted through a service that directly accesses current Driver and Vehicle Licensing Agency (DVLA) data.

For drivers who are not licensed in Great Britain, checks **shall** be conducted through the equivalent licensing authority where such a service is available.

Where a licensing check service is unavailable, driving licence checks **shall** be conducted by a person or agent with competence to interpret driving licence:

- Entitlement categories
- Category and photocard expiry dates
- Endorsements, penalty points and their meaning
- Restriction codes, their meaning and the conditions needed to be able to drive

Driving licence checks **shall** be conducted at least every six months. This frequency of checks **shall** be increased for higher risk drivers using an approved risk scale. A typical approved risk scale is:

- 0 - 5 penalty points on the driving licence – six monthly checks
- 6 - 8 penalty points on the driving licence – quarterly checks
- 9 or more penalty points on the driving licence – monthly checks.

For HGV and PCV drivers, licence checks **should** be conducted at least every three months.

Where relevant, the procedure **shall** include checks on the following:

- Digital tachograph driver cards
- Driver Qualification Cards (DQC) for Driver Certificate of Professional Competence

A procedure **shall** be in place for drivers to make an annual declaration of their responsibility to report any licence endorsements, driving infringements and restrictions to the responsible person, whether incurred on or off duty.

The procedure, records and data relevant to driver licensing **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## D2 Driving standards

### Requirement

To require all drivers to have knowledge of and comply with the rules of the road.

### Purpose

To ensure a safe standard of driving, consideration for other road users and to reduce the risk of death and injury.

### Demonstration

FORS Operators **shall** have a policy in place on the driving standards required within the organisation and provide drivers with access to the current version of the following documents:

- The Highway Code for UK-based operations
- Official road user guide or code of practice for non-UK based operations

Drivers **should** also have access to the current version of the official road user guide or highway code for any other country they operate in.

Alongside the requirements of the FORS Standard, the driving standards policy **shall** be supported by a risk assessment or method statement and include:

- Driver responsibilities and professionalism
- Wearing seat belts where fitted and required
- Adherence to speed limits, traffic signs and road markings
- Distractions such as smoking, eating and drinking whilst driving
- Sharing the roads safely, particularly with vulnerable road users

- Fuel efficient driving techniques, air quality and emissions
- Driving on different road types such as urban, rural and motorways
- Driving in adverse weather conditions
- Actions in the event of a breakdown and road traffic collision

A procedure **shall** be in place for drivers to make an annual declaration that they have access to, read and understood, the following information:

- Driving standards policy
- Current version of The Highway Code
- Official road user guide or code of practice for non-UK based operations

Any driver incentive scheme that is operated **shall** not promote or encourage illegal, unsafe or unprofessional behaviour.

The driving standards policy requirements **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in Professional Development Plans in accordance with requirement D4

## D3 Staff induction

### Requirement

To inform drivers and other staff involved in the fleet operation of the fleet operation policies, procedures and FORS accreditation, from the start of their employment.

### Purpose

To ensure that staff have sufficient job-specific information to conduct their duties legally, safely and professionally whilst addressing any job concerns and identifying any development needs.

### Demonstration

FORS Operators **shall** have an induction procedure and checklist in place to integrate all fleet-related staff (permanent and temporary) into the organisation.

Induction **shall** include the organisation's policies and procedures and be relevant to the member of staff's working environment. Induction **shall** comprise:

- FORS, the level of accreditation, its requirements and general obligations
- Health and safety policy in accordance with requirement M8
- The importance of vulnerable road user safety, air quality and emissions
- Appraisal, professional development and performance management procedures
- Training needs and FORS Professional Development identified in accordance with requirement D4
- Familiarisation training on vehicles, routes and sites

- Any specific requirements of principal contracts, where relevant.

Staff induction responsibilities **may** be shared between managers, supervisors, human resources, or a mentor but **should** be signed off by the line manager.

On completion of staff induction, a declaration **shall** be made by:

- The person responsible for conducting the induction, stating that the member of staff has been familiarised with the organisation's policies and procedures
- The member of staff, stating that they are fully familiar with the organisation's values, policies and procedures

The procedure, checklist and records relevant to staff induction **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in Professional Development Plans in accordance with requirement D4

## D4 Professional development

### Requirement

To professionally develop drivers and all other staff involved in the fleet operation, through progressive FORS Professional Development.

### Purpose

To ensure all staff have the knowledge, skills and attitude to conduct their duties legally, safely and professionally.

### Demonstration

The mandatory FORS Professional Development requirements **shall** be completed by all drivers and managers, as set out at Annex 1 (for drivers and PLV riders) and Annex 2 (for managers).

All required eLearning for drivers **shall** be completed as part of staff induction.

FORS Professional Development **shall** be listed in a Professional Development Plan (PDP). The PDP **shall** identify and document the training needs for drivers and all other staff involved in the fleet operation.

The PDP **shall** include the following information:

- Who needs the training
- The training need identified
- The method of training delivery
- How the training need was identified – such as induction, appraisals, performance management or in response to infringements
- Planned and completed training

The export function in the FORS Professional training register **may** be used to evidence training.

PDPs **shall** be:

- Relevant to the fleet type and sector
- Relevant to the operating environment and the risks identified
- Updated when new training needs are identified, such as changes in responsibilities, vehicles, equipment or risks
- Progressive and aligned to Driver Certificate of Professional Competence where relevant

To allow for ongoing driver turnover and recruitment, a tolerance in the number of drivers that have undertaken FORS Professional Development **may** be accepted. This tolerance **shall** be fully justified at audit.

PDPs **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## D5 In-vehicle communication

### Requirement

To not cause or permit a driver to use a hand-held mobile phone or any other hand-held communication device while driving.

### Purpose

To ensure that drivers are not distracted, exercise proper control of the vehicle and have full view of the road and traffic ahead.

### Demonstration

FORS Operators **shall** have a policy on the use of hand-held mobile phones and interactive communication devices while driving. The policy **shall** be supported by a risk assessment or method statement and include:

- Unlawful use of hand-held mobile phones and hand-held communication devices
- The responsibilities of office staff making and receiving calls to and from drivers
- The actions for office staff to end a call if they suspect the driver is driving
- The fact there is no expectation for drivers to answer any call until it is safe to do so

A non-exhaustive list of interactive communication devices includes:

- Navigation devices
- Camera monitor systems
- Tablet computers, laptops and e-readers
- Personal digital assistants (PDAs)
- Two-way radios
- Head-up displays (HUD)

The policy **should** not allow the use of hands-free mobile phones, interactive communication devices or headphones. Where a policy does, the conditions of use for hands-free mobile phones and communication devices **shall** include:

- Any conditions of use for hands-free mobile phones and communication devices
- Sending and receiving work-related calls, messages and data safely
- Any restrictions on making and receiving personal calls

If the use of hands-free mobile phones, communication devices or headphones is permitted, a risk assessment or method statement **shall** be completed and the control measures identified included in the policy. This includes:

- Any device being used is fully hands-free
- Safe stowage of the device so as not to limit field of view or cause distraction
- Any messages being limited to a basic level and for a minimum duration
- The responsibility to remain in full control of the vehicle and the risk of distraction from driving

The policy relevant to hand-held mobile phones and communication devices **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## D6 Health and eyesight

### Requirement

To require that drivers are fit to drive, are not impaired and meet the minimum eyesight standard for driving.

### Purpose

To ensure drivers maintain a level of skill and ability to exercise proper control of the vehicle and interact safely with other road users.

### Demonstration

FORS Operators **shall** have a policy and supporting procedures in place on fitness to drive and the eyesight standards for driving. The policy and supporting procedures **shall** include:

- Minimum medical standards for driving
- Illness and prescribed and over-the-counter medication
- Health effects of driving such as posture and in-cab air quality
- Impairment through drugs and alcohol
- Fatigue-related illnesses such as sleep apnoea
- Mental health problems such as stress, depression and anxiety
- Minimum vision standards for driving and the use of glasses and contact lenses
- A driver health and fitness declaration
- Driver eyesight checks and tests

A driver eyesight check procedure **shall** be in place that requires drivers (with glasses or contact lenses, if required) to correctly read a UK vehicle registration plate made after 1 September 2001 from a distance of 20 metres, or a suitable alternative check.

Records of eyesight checks **shall** include the:

- Driver's name
- Date
- Name of the person supervising the check
- Outcome of the check and details of any follow-on actions

The frequency of eyesight checks **should** be dependent on the individual and operating conditions but **shall** be conducted:

- Pre-employment or the start of a specific contract
- Every six months
- After involvement in a blameworthy road traffic collision

A procedure **shall** be in place for drivers to make an annual declaration of their responsibility to report any health or eyesight condition that affects driving ability and to inform the DVLA or relevant driving licence authority of reportable medical conditions that affect driving entitlement.

A drugs and alcohol procedure **shall** be in place that includes the actions to take on suspecting driver impairment through drugs or alcohol.

This **should** include drug and alcohol testing that is conducted:

- Pre-employment or the start of a specific contract
- Routinely, randomly or unannounced
- After involvement in a road traffic collision, incident or near-miss, where reasonably practical

The policy, procedures and records relevant to fitness to drive and eyesight standards **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## D7 Working time and drivers' hours

### Requirement

To manage drivers' working time and driving hours.

### Purpose

To ensure that drivers are not subjected to excessive work, not fatigued whilst driving and comply with the rules on working time and drivers' hours.

### Demonstration

FORS Operators **shall** have a policy and supporting procedures in place on working time, drivers' hours and their alignment. The policy and supporting procedures **shall** include:

- Planning daily and weekly work schedules and rest breaks to minimise fatigue
- How the risks associated with long journeys and night driving are managed
- Compliance with the relevant drivers' hours and working time regulations
- How total working and driving time is monitored and enforced
- The requirement to report any fatigue or sleep-related issues

The working time and drivers' hours policy and supporting procedures **shall** include adherence to the relevant rules that will depend on the specific vehicle and journey type:

- For HGV and PCV drivers, EU drivers' hours and mobile working time rules **may** apply - these rules require tachograph records to be kept

- For van, car and PLV drivers (and drivers of HGVs and PCVs that are out of scope or exempt from the EU rules), GB domestic drivers' hours rules **may** apply - these rules require written records to be kept

Whether either EU or GB domestic drivers' hours are in scope, a procedure for obtaining, processing and analysing the relevant drivers' hours record and vehicle unit data **shall** be in place. The procedure **shall** include information on:

- The frequency of downloading vehicle unit and driver card data
- Drivers' hours recording method (i.e. digital, analogue tachograph or logbook)
- Monitoring and managing driver and company tachograph card expiry dates
- Dealing with lost or defective tachograph cards
- Identifying and dealing with driver infringements to prevent recurrence
- Identifying and dealing with missing mileage and unknown event reports
- Secondary employment and any impact this has on working time and drivers' hours

The policy **should** also include:

- Drivers' commute to and from work
- Drivers with no fixed or habitual place of work
- Overnight accommodation or alternative transport arrangements, where relevant

**Exemptions to drivers' hours rules:** there are a number of exemptions to the EU drivers' hours and mobile working time rules, such as for vehicles up to 7.5 tonnes that are electrically powered and operate within a 100km radius.

There are also a number of exemptions from GB domestic drivers' hours rules, such as for goods vehicles that are driven for less than four hours in a day.

A full list of exemptions is available at <https://www.gov.uk/drivers-hours>

The policy, procedures and records relevant to working time and drivers' hours **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Managed in accordance with requirements M10 and D4

## 3.4 Operations

### O1 Routing

#### Requirement

To adhere to compliant, safe and efficient routes.

#### Purpose

To ensure that the operation is as efficient as possible whilst minimising safety, environmental and congestion impacts on the road network.

#### Demonstration

FORS Operators **shall** have a procedure in place to plan and adhere to compliant, safe and efficient routes.

The procedure **shall** specifically include adherence to any route scheduled by the FORS Operator or any route authorised by a competent authority, including:

- Prescribed passenger routes for PCVs
- Designated routes to and from construction sites
- Permit-controlled routes, such as the London Lorry Control Scheme
- Notified routes for abnormal indivisible load (AIL) movements

A risk assessment **shall** be in place for prescribed passenger routes, designated routes to and from construction sites, and notified AIL routes, providing instructions to drivers. This **may** be communicated as a method statement.

The risk assessment or method statement **shall** include:

- Origin, destinations and any specific hazards identified

- Any route permits and approvals required
- Community considerations such as schools, hospitals and cycle routes
- The impact on working time and drivers' hours
- Vehicle dimension and weight restrictions, particularly at bridges and structures
- Vehicle emissions standards and restrictions
- Parking, loading and unloading restrictions
- Any road user charging schemes or tolls

Any deviations from designated, permitted or controlled routes **should** be justified with unauthorised deviations being investigated.

Routes **should** be used that minimise distance driven and fuel used, and minimise the use of routes that are subject of local air quality exceedances. Distances travelled across the fleet **shall** be recorded by vehicle type.

Any client specified route or schedule requirement that conflicts with compliance, safety or environmental objectives **shall** be raised with the client for discussion and resolution.

Instructions to drivers **may** include specific route information and turn-by-turn directions. If this is provided using navigation technology, the device **shall** be customised for the vehicle weight and dimensions and subject to a risk assessment or method statement.

The procedure, risk assessments and method statements relevant to routing and scheduling **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Developed considering any load constraints in accordance with requirement V5

## O2 Emissions, air quality and environmental impact

### Requirement

To monitor and manage fuel consumption and emissions and commit to reduce negative environmental impacts.

### Purpose

To understand operational performance levels and the impacts on the environment.

### Demonstration

FORS Operators **shall** have a policy and supporting procedures in place to monitor fuel consumption and environmental impact.

The policy and procedures **shall** outline the organisation's commitment to environmental performance, name the Fuel and Emissions Champion and describe how:

- Environmental regulations and standards are complied with
- The vehicles and fuel type selected are suitable for the tasks to be undertaken
- Fuel usage data is collected and monitored by VRM, including AdBlue where relevant and the diesel to AdBlue ratio
- Fuel spillages are minimised and managed
- Engine-idling is minimised to reduce fuel waste and unnecessary emissions, and eliminated in accordance with relevant regulations
- Basic due diligence is conducted to ensure that any low carbon fuels used are reputably sourced (such as through an assurance scheme)

FORS Operators **should** calculate well-to-wheel fleet emissions annually, making use of the FORS Emissions Calculator or a FORS Approved alternative.

The policy, procedures and records relevant to fuel and emissions **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in Professional Development Plans in accordance with requirement D4

The Fuel and Emissions Champion **shall** be identified in the organisation chart in accordance with requirement M4.

## O3 Road traffic collisions

### Requirement

To document and investigate road traffic collisions, incidents and near-misses.

### Purpose

To determine the contributory and root causes of road traffic collisions, incidents and near-misses to prevent recurrence and minimise road risk.

### Demonstration

FORS Operators **shall** have a policy and supporting procedures in place to record and investigate road traffic collisions, incidents and near-misses.

The policy and procedures **shall** outline the organisation's commitment to collision management, name the Road Risk Champion and describe how:

- Road risk is managed stating who does what, when and how
- Incidents are managed safely, legally and reported to the relevant authorities promptly
- Incident facts are collated accurately, recorded correctly and reported to the insurer
- Vehicles involved are repaired to a safe and legal state prior to being returned to the road
- Drivers involved are assessed for wellbeing and competency to ensure they are able and fit to return to driving duties
- Incidents are investigated to determine primary and contributory factors
- Incident facts are monitored to determine and implement remedial actions

Collision management procedures **should** be split into minor, serious and major collision types, with the appropriate people being involved at each level.

Road traffic collision data across the fleet operation **shall** be monitored, recorded and, where contractually required, reported to the client.

Claims review meetings **should** be held with the insurance provider to assess the road risk profile, the claims handling procedure and inform the performance management procedure.

The policy, procedures, records and recommendations relevant to managing road risk and road traffic collisions **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in Professional Development Plans in accordance with requirement D4

The Road Risk Champion **shall** be identified in the organisation chart in accordance with requirement M4.

## O4 Passenger safety

### Requirement

To carry passengers in such a manner that no danger is likely to be caused.

### Purpose

To ensure passenger safety and comfort.

### Demonstration

FORS Operators **shall** ensure that the permitted number of passengers for the vehicle is not exceeded.

FORS Operators **shall** have a passenger safety policy in place for each particular vehicle type. The policy **shall** be supported by a risk assessment or method statement.

For all vehicles designed to carry one or more passengers, the passenger safety documentation **shall** include information on:

- Maximum permitted number of passengers
- Passenger embarkation and disembarkation
- Passenger safety instructions, including wearing seat belts and not distracting the driver
- Special considerations when carrying children, the disabled and elderly
- Safe parking procedures
- Evacuation and emergency procedures
- Actions to take in passenger conflict situations

Where vehicles are accessible to disabled people, the passenger safety documentation **shall** include instructions to the driver on:

- Gangways and emergency exits not being obstructed
- Restraint systems being safely stowed when not in use
- Wheelchairs being secured in the vehicle
- Instructions on securing and releasing accessibility restraint being readily visible to wheelchair passengers
- All on-board instruction notices to passengers being clearly visible and clean
- Serviceability of emergency equipment, such as first aid kit and fire extinguisher

Where vehicles are accessible to disabled people, the driver of the vehicle **shall** be familiar and competent with any operated equipment.

Where eligible, drivers and staff who come into contact with passengers within their role, such as escorts and conductors, **shall** be vetted as a pre-employment check through the Disclosure and Barring Service (DBS). The DBS check **shall** be conducted every three years.

Documentation, records and data relevant to passenger safety **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## O5 Specialist operations

### Requirement

To conduct specialist operations safely and in accordance with the law.

### Purpose

To ensure that the risks associated with specialist operations are managed so that they do not endanger the driver, any passengers or other road users.

### Demonstration

FORS Operators **shall** have in place a policy and supporting procedures for any specialist operations. Procedures **shall** be supported by risk assessments or method statements. Specialist operations include, but are not limited to:

- Dangerous goods
- Hazardous and non-hazardous waste (upper-tier)
- Abnormal indivisible loads (AIL)
- Longer semi-trailers (LSTs)

The person with continuous and effective responsibility for the specialist operation **shall** be formally appointed, trained, experienced and, where necessary, qualified. This **should** be relevant to the specialism of the operation such as:

- Dangerous Goods Safety Advisor (DGSA)
- Waste carrier competence
- Special Types General Order (STGO) competence

For the carriage of dangerous goods, a procedure **shall** be in place and include:

- Dangerous goods vehicle approval certification

- Control measures relevant to the transportation of dangerous goods
- Dangerous goods documentation, consignment notes and data sheets
- Driver training and ADR (International Carriage of Dangerous Goods by Road) certificates
- Emergency actions and contact details

For upper-tier hazardous and non-hazardous waste, a procedure **shall** be in place that includes:

- Waste carrier licensing
- Control measures relevant to the transportation of waste
- Waste documentation, consignment notes and data sheets
- Waste operations and driver competence
- Emergency actions and contact details

For abnormal indivisible loads (AIL), a procedure **shall** be in place for vehicles operating under the conditions of STGO or vehicle special order movements that includes:

- Notifying the police and the relevant highway and bridge authorities where required
- Compliance with all movement conditions relevant to the weight and dimensions of the vehicle and load
- The carriage of the vehicle movement approval with the load documentation
- The use of marker boards for over-width and over-length projections
- STGO and abnormal indivisible load (AIL) driver competence

For Longer Semi Trailers (LST), formal notification to operate LSTs **shall** be evidenced. A procedure **shall** be in place that includes:

Suitable and sufficient assessment of specified risk factors

- Planning and documenting routes, and communicating them to drivers
- Monitoring and investigating route diversions
- Driver training requirements and competence
- Adequate and consistent monitoring of the operation and record keeping

The policy, procedures, risk assessments and competences specific to specialist operations **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Verified in accordance with requirement D1
- Included in Professional Development Plans in accordance with requirement D4

## O6 Security and counter-terrorism

### Requirement

To recognise the current terrorist threat level and raise awareness, operational security and vigilance across the whole organisation.

### Purpose

To protect the fleet operation against risks posed by potential operational, security, and terrorist threats. Ensure that staff are prepared to deal with unauthorised activity and minimise loss, damage and risk.

### Demonstration

FORS Operators **shall** have a policy and supporting procedures in place to help safeguard against potential terrorist threats, security breaches, unauthorised vehicle access and theft of vehicles, loads, fuel and equipment. Procedures **shall** be supported by risk assessments or method statements.

The fleet security and counter-terrorism policy **shall** outline the commitment to raising awareness, security and vigilance across the organisation, name the Security and Counter-terrorism Champion, and describe the:

- Different forms of threat that exist in terms of vehicle security and terrorism
- Security improvement and contingency plans that are needed
- Security measures that are to be complied with and reviewed
- Level of staff communications and awareness training required
- Safe and sensitive management of security incidents

- Reporting procedure to the relevant authorities
- Security and control of vehicles, keys and operating centres
- Determining and control of eligibility to drive vehicles
- Control of visitors
- Identification of overnight parking facilities

The procedures for counter-terrorism and fleet security **shall** be supported by risk assessments or method statements and include instructions to drivers on:

- Identifying suspicious behaviour or activity
- Dealing with bomb threats and suspect devices
- Safety and security of the vehicle and keys
- Security measures when stopping for breaks and rest
- Leaving a vehicle engine running for operational purposes
- Preventing hijack attempts through unauthorised passengers and hoax enforcement officers
- Reporting theft and suspicious activity
- The procedure to be taken upon discovery of a vehicle-borne improvised explosive device

An emergency and business continuity plan **should** be in place to enable a simultaneous response to a security incident and a return to 'business as usual' as soon as possible.

The policy, procedures and risk assessment relevant to fleet security **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Included in Professional Development Plans in accordance with requirement D4

The Security and Counter-terrorism Champion **shall** be identified in the organisation chart in accordance with requirement M4.

# 4. Silver Progression

## S1 FORS Bronze

### Requirement

To maintain the requirements of the FORS Bronze accreditation awarded.

### Purpose

To ensure that minimum operating standards are maintained and FORS obligations are upheld.

### Demonstration

FORS Operators applying for initial FORS Silver accreditation **shall**:

- Be FORS Bronze accredited with at least 45 calendar days before its expiry date

FORS Operators applying for re-approval of FORS Silver accreditation **shall**:

- Be FORS Bronze accredited with at least 45 calendar days before its expiry date
- Be FORS Silver accredited with at least 45 calendar days before its expiry date



## S2 Performance data

### Requirement

To actively monitor and manage operational performance.

### Purpose

To improve operational performance, reduce costs and minimise impact on the environment.

### Demonstration

FORS operators **shall** complete the FORS progression data report for all vehicles in scope of FORS accreditation that includes the following operational performance indicators:

- Total road traffic collision and incident data by vehicle type
- Total Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reportable incident data
- Total transport related fines and penalty charges
- Total distance travelled and fuel used by vehicle type, and total fleet well-to-wheel emissions

Fleet well-to-wheel emissions data (GHG, NOx and Particulate Matter) **shall** be calculated and reported using the FORS Emissions Calculator or a FORS Approved alternative.

On initial FORS Silver accreditation, the FORS progression data report **shall** cover a minimum of a three-month baseline period prior to the date of submission.

At FORS Silver re-approval, the FORS progression data report **shall** cover the 12 months prior to the date of submission.

An operational performance action plan **shall** be documented that includes:

- Operational performance indicators and the operational targets to be achieved
- Activities required to achieve or maintain operational targets, including the actions taken to manage fuel consumption and reduce emissions
- Methods of data capture and active monitoring

Data capture and monitoring tools **should** include:

- Fleet management system
- Vehicle telematics
- Insurance reports
- Fuel card reports
- Penalty Charge Notice (PCN) management

FORS Operators accredited under Multi-operating Centre Accreditation (MOCA) **may** elect to progress to Silver at individual operating centres. In this case, operational performance data for the relevant operating centres **shall** be provided.

The FORS progression data report available on FORS Online **shall** be used to submit the required operational performance indicators.

The FORS progression data report and operational performance action plan **shall** be:

- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Aligned with requirement S3

## S3 Environmental impact

### Requirement

To develop and implement long-term plans that minimise the negative environmental impacts of operations.

### Purpose

To ensure that FORS Operators are prepared to meet increasing requirements on the industry to minimise the negative environmental impacts of their operations.

### Demonstration

FORS Operators **shall** have a policy and supporting procedures in place to plan and implement emissions performance improvements.

The policy and procedures **shall** be a development on the FORS Bronze requirement O2 and include evidence of the Fuel and Emissions Champion's competence.

FORS Operators **shall** undertake a review of the fleet operation, assessing the potential for initiatives that could minimise environmental impact and improve efficiency. Including the use of lower environmental impact vehicles as outlined in the fleet replacement plan in requirement S10 but **shall** also evaluate other sustainable ways of working that minimise the impact of the fleet operation. Examples include, but are not limited to:

- Technology to optimise operations, including vehicle efficiency improvements
- Collaborating to share resources and infrastructure
- Use of renewable energy sources

- Retiming fleet activities to avoid peak congested periods
- Improving first time delivery performance
- Consolidating loads and activities
- Providing training to enable improvements in fuel efficiency
- Using e-cargo bikes to replace van movements
- Replacement of internal combustion engine forklifts to electric

FORS Operators **shall** use this review to identify key action areas that offer the best combination of cost effectiveness and environmental impact improvements. These action areas **shall** be incorporated into the operational performance action plan and include:

- The planned actions that will be taken to improve environmental performance over a four-year timeframe (from the date of initial submission)
- How progress will be monitored
- The target outcomes to be achieved at the end of the four-year period with interim targets for years one to three

FORS Operators **shall** demonstrate that this plan is actively maintained and include:

- A record of the actions taken and a review of progress against each target
- Any changes to targets or planned actions (with original targets recorded)
- Justification for not meeting planned targets

FORS operators **should** link these action areas to their fleet emissions data to track improvement over time.

The policy, procedures and records relevant to fuel and emissions **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Consistent with the FORS Professional Development requirements at Annexes 1 and 2
- Performance managed in accordance with requirement S2
- Reflective, where relevant, of the fleet replacement plan in requirement S10

## S4 Road risk

### Requirement

To investigate and analyse road traffic collisions, incidents and near-misses.

### Purpose

To determine any trends in road traffic collisions, incidents and near-misses to prevent recurrence and minimise road risk.

### Demonstration

FORS Operators **shall** have a policy and supporting procedures in place that commit to managing work-related road risk.

The commitment to managing work-related road risk **shall** be a development on the FORS Bronze requirement O3 and include:

- Evidence of the Road Risk Champion's competence
- Details of road risk data management to enable effective and efficient analysis
- The road risk initiatives, campaigns and training that are in place or are included in the operational performance action plan
- A declaration that a review with the insurance provider has been conducted within the last 12 months

The policy, procedures and records relevant to road risk **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Consistent with the FORS Professional Development requirements at Annexes 1 and 2
- Performance managed in accordance with requirement S2

## S5 Professional development

### Requirement

To professionally develop drivers and other staff involved in the fleet operation, through progressive FORS Professional Development.

### Purpose

To ensure all staff maintain the knowledge, skills and attitude to conduct their duties safely, professionally and with consideration to the environment.

### Demonstration

The mandatory FORS Professional Development requirements **shall** be completed as set out at Annex 1 (for drivers and PLV riders) and Annex 2 (for managers). This means the requirements at both Bronze and Silver apply.

FORS Operators **shall** maintain and implement Personal Development Plans (PDPs) that identify and document progressive FORS Professional Development relevant to the specific roles and responsibilities of drivers, the responsible person and all other staff involved in the fleet operation.

The amount of Driver Certificate of Professional Competence (CPC) training to be completed by drivers every five years be seen by responsible persons and other staff involved in the fleet operation as a guide for their own professional development.

To introduce new talent into the profession, fleet operations **should** make an effort to include driver licence acquisition training, according to their means, within their FORS Professional Development.

To allow for ongoing driver turnover and recruitment, a tolerance in the number of drivers that have undertaken FORS Professional Development **may** be accepted. This tolerance **shall** be fully justified at audit.

FORS Professional Development **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Developed in accordance with the FORS Professional Development requirements at Annex 1 (for drivers and PLV riders) and Annex 2 (for managers)
- Evidenced using the FORS Professional training register

## S6 Vehicle safety equipment

### Requirement

To ensure HGVs have enhanced safety equipment fitted to help protect vulnerable road users (VRUs).

### Purpose

To minimise the probability and severity of collisions involving vulnerable road users.

### Demonstration

FORS Operators **shall** ensure that all HGVs in fleet have enhanced safety equipment that reduce the risk of close-proximity collisions involving vulnerable road users.

Vehicles **shall** demonstrate enhanced safety equipment through one of the following four options:

- 1) Being rated to the Direct Vision Standard of 3-Stars or above, with the addition of:
  - An audible warning system that alerts users of a left-turn and reversing vehicle manoeuvres.
  - A camera system that monitors the rear vehicle blind spot.
- 2) Being fitted with the Progressive Safe System as part of the Direct Vision Standard.
- 3) Being fitted with safety equipment as part of the GSR (General Safety Regulations) 2 Standards, with the addition of:
  - An audible warning system that alerts other road users of left-turn and reversing manoeuvres.
  - Blind spot warning signage.

- 4) Being fitted with the enhanced safety equipment listed below:
  - Blind spot vision aids.
  - An audible warning system that alerts users of a left-turn and reversing vehicle manoeuvres.
  - A camera system that monitors the rear vehicle blind spot.

Blind spot vision aids **shall** include:

- A camera system that monitors the near-side vehicle blind spot.
- An in-cab display screen to provide the driver with a view of the near-side blind spot.
- A close proximity sensor and driver audible alert system to alert the driver of other road users in the near-side blind spot.

For articulated vehicles, sensors used **shall** be suitably positioned on the tractor unit to provide sufficient coverage but preventing activation solely on articulation of the trailers.

Left-hand drive vehicles **shall** apply vision aids to account for the blind spot on the right-hand side of the vehicle instead of or in addition to those on the left-side.

Rigid goods vehicles 7.5 tonne and over gross vehicle weight **shall** be fitted with a camera system that monitors the rear vehicle blind spot.

An audible system that warns other road users of a left-turn and reversing vehicle manoeuvre **shall** be fitted. The audible system:

- **Shall** activate when the left-turn indicator is engaged.
- **Should** be fitted with a manual switch to mute the sound when required e.g. when operating between 23:30 and 07:00 in urban areas.

- **May** be supplemented with a visual warning to vulnerable road users.

Vehicles operating in countries that drive on the right-hand side of the road **should** be fitted with an audible system that warns other road users of a right-turn vehicle manoeuvre.

Evidence that HGVs are installed or manufactured with any of the aforementioned road user safety equipment **shall** be provided by using the FORS Vehicle Safety equipment report, supported by:

- Permit scheme records or register.
- A selection of photographs of safety equipment fitted.
- Invoices from safety equipment suppliers.

HGVs **should** be installed with the following additional safety equipment:

- Camera systems that monitor front and off-side blind spots.
- A Digital Video Recording or streaming system for training and development.
- Moving Off Information Systems (MOIS) that use sensors to alert drivers of VRUs at the front of the vehicle.
- Blind Spot Information System (BSIS) that alerts drivers of VRUs down the nearside.

To allow for older vehicles in the fleet replacement cycle, a tolerance in the number of vehicles fitted with camera systems **may** be accepted for vehicles registered before 1 January 2015 where there is not a contractual or permit requirement. This tolerance **shall** be fully justified at audit and considered in a fleet replacement plan. If this tolerance is permitted, older vehicles not fitted with camera systems **shall** be fitted with an alternative blind spot vision aid such as a Fresnel Lens.

## S7 Noise pollution

### Requirement

To conduct and comply with a noise impact assessment at operating centres and noise sensitive locations.

### Purpose

To minimise noise pollution and its impact on local communities.

### Demonstration

FORS Operators **shall** assess the noise impacts of operational activities, driver behaviour and equipment used at operating centres and relevant customer locations.

The noise impact assessment **shall** include:

- A review of the noise sensitivity at operating centres
- The noise levels of vehicles and operational equipment
- Potential and predicted noise pollution and who could be affected
- Noise pollution reduction measures such as vehicle specification, equipment and procedures
- A code of practice to communicate appropriate driver behaviour

The organisation chart at Bronze requirement M4 **shall** be updated to include the person with continuous and effective responsibility for noise pollution measures (Champion).

FORS Operators **may** use the FORS Noise Assessment Template to help evidence this requirement.

The noise assessment **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## S8 Internal communications

### Requirement

To actively promote FORS and the requirements of the FORS Standard across the organisation.

Internal campaigns **shall** be:

- Consistent with requirement M5
- Retained in accordance with requirement M2

### Purpose

To raise awareness of road risk, environment impact, efficiency and terrorist threat and achieve long-term behaviour change.

### Demonstration

FORS Operators **shall** have an annual campaign plan in place to communicate topical issues that are relevant to FORS and the fleet operation.

At FORS Silver re-approval, relevant internal communications for the previous 12 months **shall** also be demonstrated.

Internal communications campaigns **should** utilise relevant materials and resources published by FORS, industry bodies, campaign groups and government agencies. In the UK, agencies include:

- Department for Transport 'Think!' campaign
- DVSA
- Health and Safety Executive
- Highways authorities

Each campaign **should** have clear objectives and measures of success and be managed by the relevant person with continuous and effective responsibility for the campaign issue.

## S9 Sub-contracted services

### Requirement

To require FORS accreditation throughout sub-contracted services that are delivered on behalf of FORS-specifying clients.

### Purpose

To ensure that all fleet operators, drivers and vehicles working on behalf of FORS-specifying clients comply with consistent operating standards.

### Demonstration

Where FORS accreditation is specified in contracts, FORS Operators **shall** incorporate a flow down clause in the terms of sub-contract agreements that require the provision of fleet operations, vehicles and drivers at FORS Silver level of accreditation.

Sub-contract services include the providers of:

- Hired services to deliver the client contract
- Temporary drivers
- Temporary vehicles

Sub-contracted services **should** be monitored to ensure FORS Silver level of accreditation has been achieved, implemented and complied with.

Sub-contracted service agreements and compliance records **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2

## S10 Fleet transition

### Requirement

To manage the transition to lower environmental impact vehicles by reviewing the composition of the fleet.

### Purpose

To understand the opportunities and challenges in the transition to cleaner vehicles to manage future changes and minimise the environmental impact of the fleet.

### Demonstration

FORS Operators **shall** conduct a fleet review to understand:

- Projected procurement cycles of vehicles within the fleet
- Estimated total cost of ownership of petrol and diesel internal combustion engine vehicles and their lower environmental impact vehicle alternatives
- Financial support available for the procurement of these vehicles
- Practical considerations for the integration of lower environmental impact vehicles into the fleet, including fuelling and charging requirements, running times, requirement for electricity grid upgrades on charging sites, and any required operational changes

FORS Operators **shall** document the review findings in the fleet replacement plan to help prepare for any regulatory phase out dates for the procurement of new petrol and diesel vehicles.

FORS Operators **may** use the fleet replacement plan template to help evidence this requirement.

The fleet review and fleet replacement plan **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Consistent with the vehicle fleet details at requirement M6

The fleet replacement plan can contribute toward requirement S3.

# 5. Gold Progression

## G1 FORS Silver

### Requirement

To maintain the requirements of the FORS Silver accreditation awarded.

### Purpose

To ensure that good practice and minimum operating standards are maintained.

### Demonstration

FORS Operators applying for initial FORS Gold accreditation **shall**:

- Be FORS Bronze accredited with at least 45 calendar days before their expiry date
- Be FORS Silver accredited with at least 45 calendar days before their expiry date

FORS Operators applying for re-approval of FORS Gold accreditation **shall**:

- Be FORS Bronze accredited with at least 45 calendar days before its expiry date
- Be FORS Silver accredited with at least 45 calendar days before its expiry date
- Be FORS Gold accredited with at least 45 calendar days before its expiry date



## G2 Recruitment and retention

### Requirement

To actively attract, recruit and retain drivers and other staff involved in the fleet operation.

### Purpose

To sustain the fleet operation and help promote transport and logistics as a profession of choice.

### Demonstration

FORS Operators **shall** have a recruitment and retention policy in place that:

- Meets the resource needs of the organisation and minimises staff turnover
- Raises awareness of the career options in the transport and logistics profession
- Attracts new talent into the road transport sector
- Is inclusive, accessible and fair

Where relevant, the recruitment and retention policy **shall** include a training programme to attract new drivers and staff that might not have road transport skills or experience.

For fleet operations with over 50 HGVs or PCVs, the training programme **shall** include driving licence acquisition training. As an indicator, this **should** be at a rate of one per cent of vehicles held every 36 months.

Driver and staff retention and turnover **shall** be represented as a percentage statistic over a 12-month period.

To achieve recruitment and retention targets, engagement **should** be undertaken with:

- Schools, colleges and universities
- The Armed Forces
- Jobseeker and job match services
- Industry schemes and campaigns

The recruitment and retention policy **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Developed in accordance with the FORS Professional Development requirements at Annexes 1 and 2

## G3 Decarbonisation strategy

### Requirement

To develop, maintain, and implement a decarbonisation strategy that sets out long-term, planned emissions performance improvements.

### Purpose

To ensure that the negative environmental impact of fleet operation can be reduced over time.

### Demonstration

FORS Operators **shall** develop, implement and maintain a decarbonisation strategy. This **shall** be a development on the emissions action areas outlined at requirement S3 and include:

- An emissions baseline using the total well-to-wheel emissions data calculated as part of requirements O2 and S2
- Self-defined emissions performance targets for years: 2028, 2030, 2035 and 2040
- The planned actions to achieve these targets

The decarbonisation strategy **shall** use well-to-wheel emissions to set and measure performance targets. Where an emissions baseline and decarbonisation strategy is already maintained this can be used, although **shall** be updated, if necessary, to include well-to-wheel emissions data.

The decarbonisation strategy **shall** be actively maintained and updated to include:

- An annual record of the actions taken and an assessment of their impact
- Demonstration that progress has been made toward emissions performance targets
- Justification of any actions that have not been progressed and explanation of how the decarbonisation strategy has been revised to reflect lessons learned from this

The decarbonisation strategy **shall** include a commitment to ensure the accuracy of environmental performance data gathered.

This **shall** be a development on the emissions calculating and reporting elements at S2 including, but not limited to:

- Actions to investigate the typical lifecycle emissions of vehicles in their fleet
- Making efforts to understand Greenhouse Gas Protocol Scope 3 emissions or indirect environmental impacts of their fleet operations

FORS Operators **may** demonstrate leadership in decarbonisation by enhancing their targets to achieve Net Zero by 2050 (or earlier).

Where FORS Operators are unable to meet the above requirement in full, this **shall** be fully justified at audit, explaining why the requirement cannot be met and providing a plan that outlines a pathway to achieve it.

The decarbonisation strategy **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Consistent with the FORS Professional Development requirements at Annexes 1 and 2
- Performance managed in accordance with requirement S2
- A development on requirement S3
- Reflective where relevant of the fleet replacement plan in requirement G7
- Communicated with staff in accordance with requirement G8

## G4 Staff travel

### Requirement

To encourage the promotion of sustainable and cost-effective staff travel behaviour.

### Purpose

To minimise the negative impact of staff travel to and from the workplace.

### Demonstration

FORS Operators **shall** have in place a workplace travel plan that is aligned to the relevant local authority guidance. The workplace travel plan **shall** include:

- A workplace audit and staff survey
- Objectives and staff travel targets to achieve
- Incentives and initiatives to reduce reliance on car use
- An action plan and monitoring strategy

Staff travel incentives and initiatives **should** include:

- Appointing a Staff Travel Champion
- Cycle facilities and a 'Cycle to Work' scheme
- Step challenges and a 'Step to Work' scheme
- Workplace cycle training and maintenance
- Car sharing schemes
- Using online conferencing to reduce travel for meetings
- Taking part in wider initiatives such as Bike Week, Cycle to Work Day, Ride to Work week and Liftshare Week

The workplace travel **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

## G5 Professional development

### Requirement

To develop, motivate and engage drivers and all other staff involved in the fleet operation to further their professional development.

### Purpose

To ensure the fleet operation has the behaviours and culture to achieve sustainable performance improvements.

### Demonstration

The mandatory FORS Professional Development requirements for managers and drivers **shall** be completed as set out in Annex 1 (for drivers and PLV riders) and Annex 2 (for managers). This means the requirements at Bronze, Silver and Gold apply.

FORS Operators **shall** maintain and implement PDPs that develop, motivate and engage all staff involved in the fleet operation.

The PDP **shall** include:

- FORS Professional Development relevant to individual roles and responsibilities
- Continued professional development that encourages personal growth
- Personal objectives aligned to the priorities, objectives and culture of a FORS Gold accredited organisation

To allow for ongoing driver turnover and recruitment, a tolerance in the number of drivers that have undertaken FORS Professional Development **may** be accepted. This tolerance **shall** be fully justified at audit.

On initial FORS Gold accreditation, the responsible person, or other nominated manager involved in the fleet operation, **shall** be working towards qualifying as a FORS Practitioner.

At FORS Gold re-approval, the responsible person, or other nominated manager involved in the fleet operation, **shall** be qualified as a FORS Practitioner.

For managers and supervisors, the PDP **should** include professional development on people leadership and management skills.

An appraisal procedure **should** be in place to monitor and measure individual performance against personal objectives.

FORS Professional Development **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5
- Developed in accordance with the FORS Professional Development requirements at Annexes 1 and 2
- Evidenced using the FORS Professional training register

## G6 Contracted services

### Requirement

To require a minimum of FORS Bronze accreditation for contracted suppliers and services.

### Purpose

To ensure that all fleet operators, drivers and vehicles working on behalf of the FORS Operator comply with consistent operating standards.

### Demonstration

At initial Gold audit, FORS Operators **shall** have a written plan for incorporating a flow down clause requiring a minimum of FORS Bronze accreditation in the terms of new contract agreements for the provision of services that support the fleet operation.

At Gold re-approval audit, FORS Operators **shall** incorporate a flow down clause requiring a minimum of FORS Bronze accreditation in the terms of new contract agreements for the provision of services that support the fleet operation.

Suppliers and contracted services **should** be monitored to ensure the FORS Standard has been adopted, implemented and complied with.

Suppliers and contracted services include, but are not limited to:

- Maintenance services and parts
- Tyre services
- Vehicle recovery operators
- Bulk fuel providers

It is understood that it **may** be difficult to influence some suppliers. In such cases, best endeavours **should** be demonstrated.

The FORS list of accredited operators **should** be explored when placing contracts for transport suppliers.

This requirement is in addition to S9.

Contracted service agreements and compliance records **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2

## G7 Managing fleet transition

### Requirement

To manage the transition to lower impact vehicles and set specific targets for procurement of ultra-low and zero emission fleets.

### Purpose

To ensure that the negative environmental impacts of the fleet operation can continue to be minimised over time with a transition to the use of cleaner vehicles.

### Demonstration

FORS Operators **shall** further develop their fleet replacement plan to include (at minimum):

- A commitment to reducing the negative impacts of poor air quality by procuring all new vehicles in the fleet at ultra-low emissions. This means, at a minimum, either:
  - Euro VI and Euro 6 for diesel or hybrid vehicles
  - Euro 4 or above for petrol vehicles
  - Zero tailpipe emission vehicles or alternative fuelled vehicles emitting less than 75g of CO<sub>2</sub>/km from the tailpipe
- Setting a target date to achieve a 100 per cent ultra-low emissions fleet
- Setting target dates to begin procuring zero emission vehicles that are set ahead of relevant regulatory phase out dates for petrol and diesel combustion engine vehicles

FORS Operators **shall** demonstrate progress against their fleet replacement plan. Where fleet replacement is not possible, this **shall** be fully justified at audit.

Where a tolerance has been accepted at requirement S6, all HGVs (irrespective of age) **shall** meet the requirements as outlined at requirement S6.

The fleet review and fleet replacement plan **shall** be:

- A development on requirement S10
- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

The fleet replacement plan **may** contribute toward requirement G3.

## G8 Environmental impact engagement

### Requirement

To demonstrate engagement in sustainable fleet topics.

### Purpose

To support industry knowledge sharing of the challenges and opportunities available in the transition towards operations with a low environmental impact.

### Demonstration

FORS Operators **shall** have a policy and procedure in place to actively engage in the transition to low environmental impact operations, understanding the latest developments and advocating for their uptake. Actions to demonstrate this **should** be proportionate to the size of operation including, but not limited to:

- Speaking at events or seminars or contributing to publications or websites
- Demonstrating efforts to address clean transition challenges, such as through participation in trials, surveys or working groups to help inform vehicle development, infrastructure rollout or policy change
- Subscription to newsletters that include information and news on developments such as clean vehicle transition
- Attending events, webinars or other learning opportunities and sharing insights at these events where possible

This **shall** be evidenced in an environmental engagement document that summarises the actions taken.

FORS Operators **should** promote engagement in the transition to low environmental impact operation to staff within the organisation and internal stakeholders at all levels of fleet operation. Any strategies and initiatives to do this **shall** be recorded in the environment engagement document.

FORS Operators **may** include actions that promote sustainable initiatives within communities and industry, such as:

- Engagement with schools, colleges and local communities – especially in support of closing sustainable operation skills gaps
- Supporting road safety initiatives
- Promoting sustainable initiatives that have been implemented

The policy and procedures **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5




## **6. Annexes**

- **Annex 1.1 - FORS Professional Development for drivers**
- **Annex 1.2 - FORS Professional Development for PLV riders**
- **Annex 2 - FORS Professional Development for managers**
- **Annex 3 - FORS documentation**
- **Annex 4 - Glossary**

# Annex 1.1

## FORS PROFESSIONAL DEVELOPMENT FOR DRIVERS

The FORS mandatory driver training listed below is required to meet Bronze requirement D4, Silver requirement S5 and Gold requirement G5.



Level	Training requirement
<b>Bronze D4</b> 	<p><b>Work-related road risk (WRRR)</b> – covering road risk and the safety of vulnerable road users. Within the past <b>12 months</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional safety eLearning module</li> <li>♦ FORS Approved safety eLearning module</li> <li>♦ FORS Professional or Approved WRRR training as required at S5</li> </ul> <p><b>Security and counter-terrorism</b> – covering operational security and the threat of terrorism. Within the past <b>24 months</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional Security and Counter-terrorism eLearning module</li> <li>♦ FORS Approved counter-terrorism awareness training course or eLearning module</li> </ul>
<b>Silver S5</b> 	<p><b>Work-related road risk (WRRR)</b> – covering road risk and the safety of vulnerable road users. Within the past <b>five years</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional Safe Driving training course</li> <li>♦ FORS Approved WRRR training course that includes on-cycle hazard awareness</li> <li>♦ FORS Approved WRRR training course that includes immersive interactive learning</li> </ul> <p><b>Fuel, emissions and air quality</b> – covering reducing fuel consumption and vehicle emissions. Within the past <b>24 months</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional LoCITY Time to clean up eLearning module</li> <li>♦ FORS Professional LoCITY Driving training course</li> <li>♦ FORS Approved environmental awareness training programme or eLearning module</li> </ul>
<b>Gold G5</b> 	<p><b>Fuel, emissions and air quality</b> – covering reducing fuel consumption and vehicle emissions. Within the past <b>five years</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional LoCITY Driving training course</li> <li>♦ FORS Approved environmental awareness training programme</li> </ul>

Any FORS Professional or FORS Approved driver training completed must be relevant to the driver's vehicle type.

## Annex 1.2

# FORS PROFESSIONAL DEVELOPMENT FOR PLV RIDERS

The FORS mandatory PLV rider training listed below is required to meet Bronze requirement D4 and Silver requirement S5.




Level	Training requirement
<b>Bronze D4</b> 	<p><b>Work-related road risk (WRRR)</b> – covering vehicle control and knowledge of The Highway Code. Within the past <b>12 months</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional PLV rider competence training</li> <li>♦ FORS Approved PLV rider competence training</li> <li>♦ FORS Approved PLV eLearning module</li> <li>♦ Compulsory Basic Training (CBT) and the theory test for motorcycles and mopeds</li> <li>♦ Full motorcycle driving licence acquisition relevant to the vehicle power output</li> </ul> <p><b>Security and counter-terrorism</b> – covering operational security and the threat of terrorism. Within the past <b>24 months</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional Security and Counter-terrorism eLearning module</li> <li>♦ FORS Approved counter terrorism awareness training course or eLearning module</li> </ul>
<b>Silver S5</b> 	<p><b>Work-related road risk (WRRR)</b> – covering road risk and personal safety as a vulnerable road user. Within the past <b>five years</b> any one of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Professional PLV rider competence training</li> <li>♦ FORS Approved PLV rider competence training</li> <li>♦ Full motorcycle driving licence acquisition relevant to the vehicle power output</li> </ul>

Any FORS Professional or FORS Approved driver training completed must be relevant to the driver's vehicle type.

## Annex 2

# FORS PROFESSIONAL DEVELOPMENT FOR MANAGERS

The FORS mandatory manager training listed below is required to meet Bronze requirement D4, Silver requirement S5 and Gold Requirement G5.

Level	Training requirement
<b>Bronze M3</b> 	<p><b>Responsible person</b> – training on maintaining continuous and effective management of fleet activities. Within the past <b>five years</b> any of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ Transport Manager Certificate of Professional Competence</li> <li>♦ FORS Professional Fleet Management Essentials</li> <li>♦ FORS Approved training course on fleet management</li> <li>♦ Any two FORS Practitioner modules from FP02 to FP07 (for non O Licence fleets only)</li> </ul>
<b>Silver S5</b> 	<p><b>Fuel and Emissions Champion</b> – training on fuel performance management and emissions monitoring. Within the past <b>five years</b> any of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ FORS Practitioner modules FP07 – Managing fuel and emissions and FP16 – Introduction to decarbonisation</li> <li>♦ FORS Approved Training course on fuel and emissions</li> </ul> <p><b>Road Risk Champion</b> – training on road risk management and collision investigation. Within the past <b>five years</b> any of the following <b>shall</b> be completed:</p> <ul style="list-style-type: none"> <li>♦ Any two FORS Practitioner modules from FP02 – Managing work-related road risk, FP05 – Collision procedures and analysis and FP15 – Road traffic collision investigation</li> <li>♦ FORS Approved Training course(s) on managing road risk and collision investigation</li> </ul>
<b>Gold G5</b> 	<p><b>FORS Practitioner</b> – training on all aspects of fleet management. Within the past <b>five years</b> the Responsible Person or a nominated employee <b>shall</b> have attained or recertified as:</p> <ul style="list-style-type: none"> <li>♦ FORS Practitioner or FORS Advanced Practitioner</li> </ul>

Any FORS Professional or FORS Approved manager training completed must be relevant to the operation i.e., if an O Licence is held Bronze M3 mandatory training must be O Licence related.

# Annex 3

## FORS documentation

Documents covering the policy areas listed below are required in order to meet FORS Bronze requirements M1 and M8.

Requirement		Policy	Procedure	Risk assessment or method statement
M2	Records		Yes	
M7	Regulatory licensing		Yes	
M8	Health and safety (As listed at M8)	Yes	Yes	Yes
M9	Complaints	Yes	Yes	
M10	Transport infringements	Yes	Yes	
V1	Serviceability and roadworthiness	Yes	Yes	
V2	Daily walkaround check		Yes	
V4	Vehicle tax		Yes	
V5	Load safety	Yes	Yes	Yes
V7	Tyre management	Yes	Yes	
D1	Licensing		Yes	
D2	Driving standards	Yes		Yes
D3	Staff induction		Yes	
D5	In-vehicle communication	Yes	Yes	Yes
D6	Health and eyesight	Yes	Yes	

D7	Working time and drivers' hours	Yes	Yes	
O1	Routing		Yes	Yes
O2	Environmental Impact	Yes	Yes	
O3	Road traffic collisions	Yes	Yes	
O4	Passenger safety	Yes		Yes
O5	Specialist operations – where relevant	Yes	Yes	Yes
O6	Security and counter-terrorism	Yes	Yes	Yes

# Annex 4

## 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 italics are also terms defined in this glossary)
Abnormal indivisible load (AIL)	A load to be transported on a road <i>vehicle</i> but is bigger than can be accommodated within standard <i>vehicle</i> regulations and cannot reasonably be divided into two or more parts
Accreditation	FORS <i>Operators</i> having met the FORS <i>Bronze, Silver</i> or Gold <i>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
Assurance Schemes	Certification schemes to ensure standards of renewable fuel providers such as the Renewable Fuels Assurance Scheme
Audit	A verification process of fleet activities to ensure compliance to the <i>FORS Standard</i>
Blind spots	The areas around a vehicle that are not directly visible to the driver
Blind spot elimination	The complete elimination or reduction as far as practical and possible of blind spots using a combination of direct and indirect vision aids

Blind spot information system	Equipment that provides an audible output to alert drivers of other road users near to the vehicle in a driver blind spot. This could be achieved through different technologies (e.g. radar, or ultrasonic). Some technologies may also provide visual outputs to drivers, and some may only provide audible alerts where a collision is imminent.
Bronze	The first level of FORS <i>accreditation</i>
Car	A passenger <i>vehicle</i> with up to eight passenger seats
Carbon offsetting	Using schemes that draw <i>emissions</i> out of the atmosphere (such as tree planting) to negate <i>emissions</i> produced from operations
Class V and Class VI mirror	Close-proximity mirrors required on vehicles over 3.5 tonnes GVW
CO <sub>2</sub>	Carbon dioxide – a major source of greenhouse gas that is emitted from vehicles and is contributing to climate change
Decarbonisation	Refers to changing operations or systems to those that produce fewer <i>emissions</i> (this refers to all greenhouse gas emissions)
Declaration (operator)	A written statement that is validated either by a physical (wet) signature or electronic confirmation, provided by a FORS Operator to confirm a <i>requirement</i> has been met
Declaration (driver)	A written statement that is validated either by a physical (wet) signature or electronic confirmation, provided by a driver to confirm a <i>requirement</i> has been met. In doing so the driver confirms that they understand the statement, and have read it, or been read it by a responsible person
Demonstration	The specific outputs that demonstrate how a requirement is to be met at <i>audit</i>
Driver	A person driving or riding any vehicle for an organisation that is in scope of FORS <i>accreditation</i>
Direct vision	What a driver can see through windows rather than using mirrors or cameras

Driver CPC	Driver Certificate of Professional Competence – a qualification for professional <i>PCV</i> and <i>HGV</i> drivers
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 vehicle exhaust systems released into the air
Emissions baseline	The reference point against which an organisation's <i>emissions</i> data can be measured to understand progress made with emissions reductions
First-use Inspection	A <i>vehicle</i> safety inspection conducted by maintenance staff. It is required for newly acquired <i>vehicles</i> and <i>vehicles</i> being brought back into service
Fleet transition	Fleet transition refers to the change in the makeup of fleet toward lower environmental impact vehicles
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 audit
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 fleet operator- individual or organisation - that is accredited to Bronze. Silver or Gold level of FORS
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</i> Approved Training or <i>FORS</i> Professional Training
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</i> Standard
FORS Professional training register	A register of individuals who have completed either <i>FORS Professional Training</i> or <i>FORS Approved Training</i>
FORS Progression data report	A table within the <i>Silver/Gold</i> application pages, that enables operators to upload the required fleet performance data
FORS Standard	The FORS Standard details the requirements that fleet operators <b>must</b> meet to gain and maintain FORS accreditation
Gold	The highest level of FORS <i>accreditation</i>
Greenhouse Gas Emissions	Any <i>emissions</i> that contribute to the ‘greenhouse effect’ trapping heat in the atmosphere and causing climate change
HGV	A goods vehicle over 3.5 tonnes gross vehicle weight. For the purpose of FORS, this includes wheeled plant, for example mobile cranes, concrete pumps and volumetric mixers. This does NOT however include for example earth moving machinery, excavators, hoists, elevating work platforms, reach stackers and forklifts
Immersive interactive learning	Training where participants gain an interactive experience through drama-based multi-media, virtual reality or other mixed reality training methods
Indirect environmental impacts	<i>Emissions</i> or negative environmental impacts from the value chain of fleet operations, for example in the production of the vehicles that the operator uses

Indirect vision	What a <i>driver</i> can see through mirrors and cameras rather than the vehicle windows
Initial audit	The first FORS <i>audit</i> at each level of <i>Bronze</i> , <i>Silver</i> or <i>Gold</i>
Initial WRRR approval criteria	Mandatory <i>WRRR</i> training criteria needed to be met to achieve FORS <i>Approved</i> status for a <i>driver's</i> first five-year qualifying period. Training providers <b>must</b> apply to have a course approved to achieve <i>FORS Approved</i> status for either initial or refresher <i>WRRR</i> training
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>
Lifecycle emissions	Refers to <i>emissions</i> produced at all stages of a <i>vehicles'</i> life including the gathering of materials, production, use and end-of life disposal
LOLER	Lifting Operations and Lifting Equipment Regulations
Lower environmental impact vehicles	A category of vehicles with less negative environmental impact, including ultra-low emission vehicles and zero-emission vehicles
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 operating <i>centre</i> to be accredited and the same <i>policies</i> and <i>procedures</i> throughout
Net Zero	Zero contribution to total greenhouse gas <i>emissions</i> through a combination of <i>emissions</i> reduction and <i>carbon offsetting</i>

Non-exhaust emissions	<i>Emissions</i> produced by a vehicle that do not come from the use of fuel; these are produced primarily by the rubbing of breaks, the wearing of tyres, and the disturbance of road matter in the air
NOx	Nitrogen oxides – a term for nitrogen dioxide (NO <sub>2</sub> ) and nitrogen monoxide (NO) – gases formed by vehicle engines that cause air pollutants that are harmful to human health
On-cycle hazard awareness training	Training where participants gain first-hand experience as a cyclist
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
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, e.g. dust, pollen, soot, smoke and droplets
PCV	Passenger carrying <i>vehicle</i> – a passenger vehicle 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
Powered Light Vehicle (PLV)	Powered two, three or four wheeled vehicles for either passenger or cargo use, for example; cargo bikes, motorcycles, scooters, mopeds, quad bikes, and microcars (this includes the sub-category of electric cycles known as Electric Assist Pedal Cycles)
Procedure	A document setting out the detailed steps required to meet the <i>requirement</i>
Purpose	The reason why the specific outcome is required
PUWER	Provision and Use of Work Equipment Regulations

Regulatory phase out dates	The planned dates set by Government to stop the sale of new petrol/diesel vehicles
Refresher WRRR approval criteria	Mandatory WRRR training criteria needed to be met to achieve <i>FORS</i> Approved status for a driver's subsequent five-year qualifying periods. Training providers <b>must</b> apply to have a course approved to achieve <i>FORS</i> Approved status for either initial or refresher <i>WRRR</i> training
Requirement	The specific outcome to be achieved, based on legal compliance, safety, efficiency and the environment
Re-approval audit	A periodic audit of a <i>FORS Operator</i>
Shall	Indicates an element in the <i>FORS</i> Standard that is mandatory to demonstrate the <i>requirement</i> has been met
Should	Indicates an element in the <i>FORS</i> Standard that is recommended as good practice
Silver	The second level of <i>FORS accreditation</i>
Small operator	An organisation with fewer than five vehicles and fewer than five employees
SORN	Statutory Off Road Notification – a method to stop taxing and insuring a vehicle when it is taken off the road
Tailpipe emissions	Emissions produced by an internal combustion engine in transit ( <i>CO<sub>2</sub></i> , <i>NO<sub>x</sub></i> , and <i>PM</i> ), not including emissions from the production of fuel e.g. electricity for battery electric vehicles
Total cost of ownership	The purchase price of a vehicle plus the costs of operation including predicted cost of fuelling and anticipated maintenance
Van	A goods vehicle up to 3.5 tonnes gross vehicle weight
Vehicle	An <i>HGV</i> , <i>PCV</i> , <i>van</i> , <i>car</i> , <i>PLV</i> or wheeled plant
Vehicle tax	A tax that <b>must</b> be paid for most types of vehicles used on public roads (also known as Vehicle Excise Duty or road tax)

Vulnerable road user (VRU)	Road users that require extra care such as cyclists, pedestrians, PLV riders, horse riders
Well-to-wheel emissions	<i>Emissions</i> produced in the supply and use of fuel (including electricity) to power a vehicle, including <i>tailpipe emissions</i> of any internal combustion engines
WRRR	Work-related road risk – a method of managing the risks created and faced whilst driving for work

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- DHL UK
- Driver and Vehicle Standards Agency
- EKFB
- Flannery Plant Hire
- Greenwich Services Plus
- National Highways
- High Speed Two (HS2)
- Logistics UK
- Mineral Products Association
- North East Combined Authority
- O'Donovan Waste
- Road Haulage Association
- Serco
- Sopra Steria
- Tarmac
- Thames Tideway
- Transport for Greater Manchester
- Transport for London
- Travis Perkins plc
- UPS
- Wolseley UK
- ZEMO Partnership

# Notes



**Find out more at**  
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