



# WELCOME TO FORS!

We're pleased to have you come on board  
and join the FORS Community.

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



# Thank you for registering. What's next?

To help you achieve Bronze accreditation, we've packed all the information you need to know into this useful guide. Once you've reached Bronze status, you'll be able to progress to Silver, then the highest level of Gold. Alternatively, you can choose to do a unified audit to achieve Silver and Gold status concurrently.

Thank you for taking the first step towards making your fleet safer, more efficient and more environmentally friendly. With FORS you'll be able to achieve and demonstrate exemplary levels of best practice for the fleet industry, enabling you to win more business.

## Contents

Useful documents.....	3
What happens next?.....	4
How to prepare for audit.....	4
How to book a Bronze audit .....	5
How to pay for your Bronze audit and subscription .....	5
Affinity Partners & other benefits .....	6
Help available .....	6
Final notes.....	7



## Useful documents

To begin with, please familiarise yourself with the below documents. These documents will be referenced throughout your FORS journey.

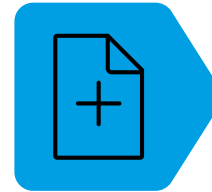
Please click the icons below to access each document:



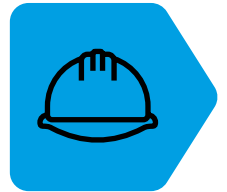
[FORS Standard](#)



[FORS Accreditation Guide](#)




[FORS Terms & Conditions](#)



[Vehicle Safety Equipment Guide](#)



## Useful checklist

- Read the **[Bronze audit toolkit](#)** to help prepare for my audit.
- Request an audit on FORS Online.
  -  Add **audit protection** when booking your audit and get a free follow-up audit - if you need one.
- A FORS Audit Provider will get in touch within two working days of the audit request. Confirm the date and time with them.
- Complete audit, and receive the audit result within 10 working days.
- Complete follow-up audits if required.
- Explore the benefits of being a FORS Accredited Operator:
  - Add signage to all FORS-accredited vehicles and spread the word through marketing activity.
  - Check out Affinity Partners and Associate offers.
  - Bid for work that requires FORS Bronze accreditation.
  - Look into progressing to Silver, then Gold!

## How to prepare for your audit



### Bronze audit toolkit

The FORS Bronze audit toolkit is designed to guide you towards a successful audit and offers tips and guidance for every stage of the process. It also provides guidance on the remote audit process. Click the icon next to the title to access the Bronze audit toolkit.

### Training for drivers and managers

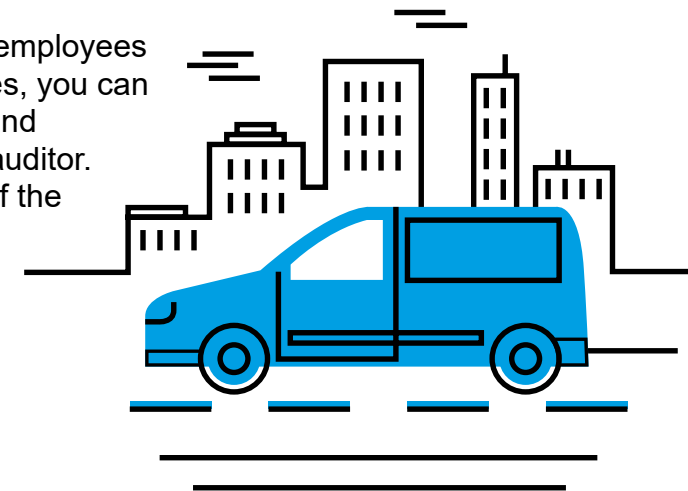
As part of the preparation process, you'll need to ensure that your drivers and managers have completed their required training by the time of your audit. You can find the requirements in Annex 1 and 2 at the end of the [FORS Standard](#).

Drivers can complete the required eLearning by registering individually and completing it through the website, or in a group session by downloading the group material from your dashboard. It can then be uploaded via your dashboard when completed.

Any completed FORS Professional or FORS Approved training courses will appear on the [FORS training register](#).

### Guidance for smaller fleets

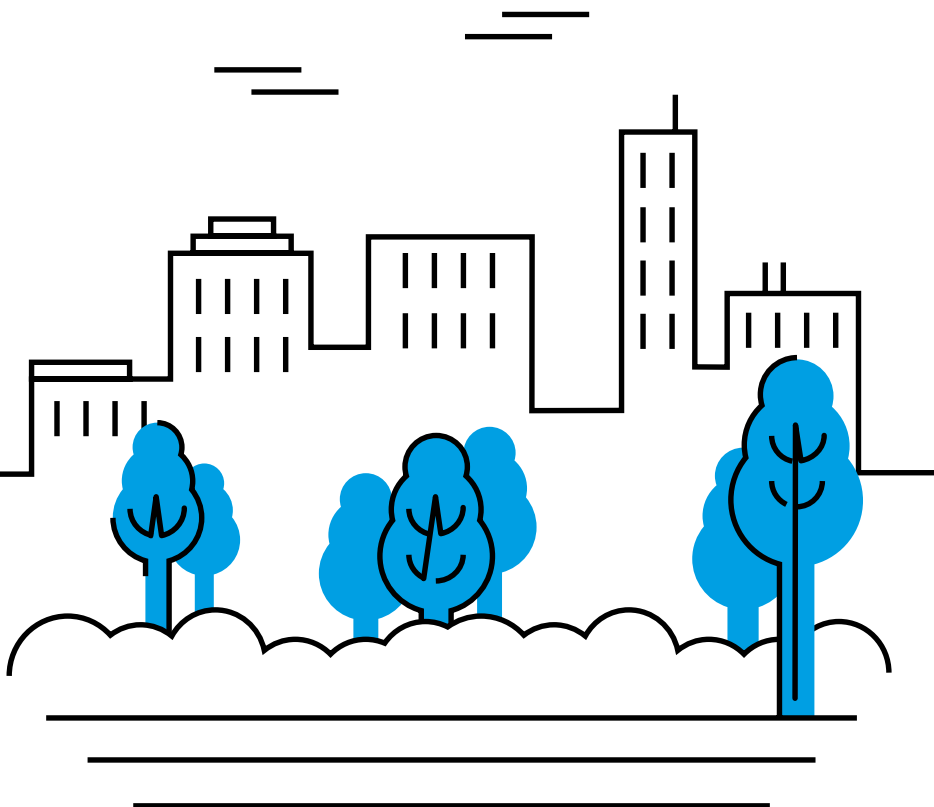
If you have fewer than five employees AND fewer than five vehicles, you can demonstrate your policies and procedures verbally to the auditor. Find out more in step one of the Bronze audit toolkit.



## How to book a Bronze audit

When you're ready to book your Bronze audit, go to your [FORS Online dashboard](#) and select 'Manage Bronze audits'. On the next page, click 'Request audit' and complete the pop-up form.

🔒 Add **audit protection** when booking your audit and get a free follow-up audit - if you need one.



## How to pay for your Bronze audit and subscription

The invoice for your subscription fee should have come through to your primary contact's email address from **payments@FORS-online.org.uk**. You'll get reminders from the system until the invoice is paid.

Once the time and date of your audit are confirmed with your Audit Provider, an invoice for the audit fee will be sent to your primary contact's email address. You then have 30 calendar days to pay the invoice.

There are various ways you can pay your invoices:

### By bank transfer

Bank Name: SOCIETE GENERALE

Account Name: Sopra Steria Limited

Sort Code: 23-63-91

Bank Account Number: 19034684

Remember to quote your FORS ID number when completing your payment.

### By phone

Please ring **08448 09 09 44\*** and quote your FORS ID or invoice number when completing the payment.

**You can also use the PayPal link on the invoice.**

\*Calls are charged as local calls and cost 5p per minute from landlines, mobile charges vary by service provider. Most calls last less than five minutes.

## Affinity Partners & other benefits

Now you're part of the scheme, you can take advantage of exclusive discounts and offers on products or services.

Affinity Partners supply a FORS-branded product or service directly through the scheme. The product or service is directly aligned with FORS' core principles and the FORS Standard. You can view all the offers [here](#).

FORS Associates are suppliers that provide an exclusive offer or discount on products and services aligned to the requirements of the FORS Standard. You can view all the offers available on [FORS Online](#).

Your staff have access to FORS Employee Benefits offers too. These include various discounts and exclusive offers ranging from Kwik Fit Club, health and wellbeing benefits and discounts on well-known brands. You can view the offers [here](#).

## Help available

If you need any help, you visit our [Frequently Asked Questions](#) or contact our dedicated helpline. The helpline team is reachable on the phone and by email, five days a week from 08:30 until 17:00.

**0844 809 0944\***, [enquiries@fors-online.org.uk](mailto:enquiries@fors-online.org.uk)

We want to hear about you and your progression, so expect a call from the team to see if you need any help too!

*\*Calls are charged as local calls and cost 5p per minute from landlines, mobile charges vary by service provider. Most calls last less than five minutes.*





## Final notes

We're always looking for ways we can improve our service. If you would like to provide feedback, please email [enquiries@fors-online.org.uk](mailto:enquiries@fors-online.org.uk) with your comments or [complete our short survey](#).

We hope you enjoy being part of FORS and helping to drive up standards in the fleet industry.

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