FORS
FLEET OPERATOR
RECOGNITION SCHEME

Fleet Operator Recognition Scheme Standard

Version 6.0

19 October 2021

Please read the FORS Standard in conjunction with the following documents:

- [FORS Rules and Procedures](#)
- [FORS Terms and Conditions](#)
- [FORS Compliance and Enforcement Guidance](#)
- [FORS Vehicle Safety Equipment Guide](#)
- [FORS Professional Training Guidance](#)
- [FORS Approved Training Guidance](#)

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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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 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.

FORS accreditation is voluntary and is therefore separate from Operator Licensing. FORS members are reminded that a FORS membership certificate or FORS audit report will not be accepted as evidence by Traffic Commissioners or Driver and Vehicle Standards Agency (DVSA) for Operator Licensing compliance.

1.2   Scheme enquiries

For all enquiries about FORS governance, please contact:
enquiries@fors-governance.org.uk

For all enquiries about FORS administration, please contact:
enquiries@fors-online.org.uk

For more information about FORS, please check the FORS website:
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. Refer to the FORS Rules and Procedures for details about eligibility and vehicle scope of accreditation.

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

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. 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

*   Van – a goods vehicle up to and including 3.5 tonnes gross vehicle weight

*   Passenger carrying vehicle (PCV) – a passenger vehicle with more than eight passenger seats

*   Car – a passenger vehicle with up to eight passenger seats

*   Powered two-wheeler (P2W) – a powered two-wheeler vehicle, including motorcycles and mopeds

Gross vehicle weights for vehicles types in the FORS definitions do not account for the weight derogations for alternative fuel (low carbon) technologies. For example, if a diesel van in the 'up to 3.5 tonnes' weight category is modified to install a zero emission powertrain, the new powertrain may increase the van's gross weight to over 3.5 tonnes. However for the purposes of FORS definitions that van would remain classified in the 'up to 3.5 tonnes' weight category.

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.

Whilst the FORS Standard is specifically relevant to the above vehicle types, applications are encouraged from fleet operators of other vehicle types that are used for business purposes.

All vehicles used for servicing and delivery are in scope of FORS accreditation and shall be registered. Organisations may register vehicles that are not used for servicing and delivery. These vehicles will be included in the audit and their drivers will be in scope of the FORS requirements.

Organisations may choose which operating centres to include in their FORS accreditation. However, all vehicles used for servicing and delivery in the chosen operating centres shall be included in the scope of accreditation.

2.4   Understanding the FORS Standard

There are four key areas to the FORS Standard:
*   Management
*   Vehicles

- Drivers
- Operations

Within each section, there are several pieces of information:

- Requirement – details the specific outcome to be achieved. Requirements are based on:

  o   Legal compliance

  o   Safety

  o   Efficiency

  o   Environment

  o   Security and counter 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 6.0 of the FORS Standard is effective from 1 July 2022.

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 permanent 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 vehicle ownership

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.

> 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

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

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

2.9   FORS Professional Development

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

It includes both FORS Professional Training and FORS Approved Training.

The mandatory FORS Professional Development requirements are set out in Annex 1 (for drivers of HGVs, vans, PCVs, cars, powered two-wheelers) and Annex 2 (for managers). A definition of FORS Professional Training and FORS Approved Training is included in the glossary at Annex 4.

2.10   FORS templates

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

- FORS progression data report (S2)

- FORS vehicle safety equipment report (S6)

Supporting templates and toolkits are also available to assist with evidencing specific requirements. These are:

- FORS Fleet Tools

- FORS Collision Manager (S2)

- FORS Noise Assessment template (S7)

- FORS Sustainable Operations template (G3)

2.11   Resources

A table of resources to help you meet the requirements of the FORS Standard is included at Annex 5. This includes toolkits, guidance and training provided by FORS, and other relevant resources that are freely available.

2.12   Summary of changes

A summary of changes between versions 5.1 and 6.0 of the FORS Standard is included at Annex 6.

2.13   FORS Standard Version 5.1 transitional arrangements

For information on Version 5.1 implementation date and transitional periods, please see Annex 7.

2.14 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 M4 – Staff resources
If there are only two employees in the company, it would not be necessary to show the links between these people in an organisation chart. 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	**Shall** have written policies in place
Five vehicles or more and fewer than five employees	**Shall** have written policies in place
Fewer than five vehicles and more than five employees	**Shall** have written policies in place
Fewer than five vehicles and fewer than five employees	**Should** have written policies in place but **may** 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 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 **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, a version control method **shall** be used so that each document shows:

* The version number

* The review date

* The reviewer's name

* The approver's name

FORS documentation reviews **shall** be recorded in the minutes of senior management meetings.

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

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

Small operators **may** demonstrate this requirement verbally.

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 inspection

- 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 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, letter 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, such as vans, minibuses, cars and motorcycles **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 **should** include requiring drivers to make a declaration of any collisions, both at work and off-duty, which involve 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 counter terrorism (Champion) in accordance with requirement O7

The recruitment and selection procedure **shall** include a competence-based interview and driving assessment where relevant.

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

Large operators **may** document the organisational structure at operational team level where naming each individual is not practicable.

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

Communications with drivers **shall** also include a declaration, for drivers to acknowledge 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.

Purpose

To ensure continued and effective control of the fleet operation and that resources, training and staffing 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 registration marks (VRMs) or vehicle identification numbers (VINs) for trailers. This information **shall** be uploaded to FORS online when requesting a Bronze audit

- Total number and type of vehicles and trailers held and operated by the organisation

- Fuel type of all vehicles 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

- 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 (from July 2020)

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

- Passenger service permit

- Section 19 - not for profit passenger transport

- Section 22 - community bus 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

- 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, such as the Traffic Commissioner within 28 days

Any regulatory licence or permit relevant to the fleet operation that is revoked, suspended or curtailed **shall** be reported to FORS.

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.

It should be noted that regulatory and operational licences and permits can differ across countries outside of Great Britain and Northern Ireland.

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 Operational security

- O7 Counter terrorism

Risk assessments and method statements **shall** include personal protective equipment (PPE) requirements for drivers, particularly P2W drivers.

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 compliance 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 PG9

- Drivers' hours offences

- 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, such as the London Lorry Control Scheme

- 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 PDPs 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:

- FORS bulletins, FORS eNews and FORS social media platforms

- Subscription to Driver and Vehicle Standards Agency (DVSA) Moving On, Health and Safety Executive and The Highway Code updates and alerts

- Scheme bulletins, such as Construction Logistics and Community Safety (CLOCS)

- Membership of a relevant professional body

- Membership of a relevant 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 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

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 six months' forecast of:

- MOT and statutory annual tests

- Safety inspections

- First-use inspections

- Maintenance and servicing

- Brake tests

- Calibration tests

- Lifting Operations and Lifting Equipment Regulations (LOLER) examinations

- Provision and Use of Work Equipment Regulations (PUWER) inspections

- Any remedial work required or repairs carried out

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

For operator licence holders, the inspection and maintenance plan **shall** evidence the safety inspection interval as required by the operator licence conditions.

Where safety inspections and maintenance are:

- 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

- Contracted out - a formal written contract with a maintenance provider **shall** be evidenced

Safety inspections and maintenance facilities and technical engineering staff **should** be accredited by a relevant industry body, such as the Institute of Road Transport Engineers (IRTE) National Workshop Accreditation scheme.

FORS accreditation signage **shall** be removed from a vehicle prior to its onward sale or disposal. For security reasons, organisational livery **should** also be removed.

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 equipment

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

*   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, which 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

- Professional indemnity

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

V11 reminders or 'last chance' warning letters from the Driver and Vehicle Licensing Agency (DVLA) **should** not be relied on as a means of reminder.

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

Any untaxed vehicles **shall** be declared as Statutory Off Road Notification (SORN).

> 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

- 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

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

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.

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 P2W

Requirement

To load vehicles safely and within the legal limits.

Purpose

To ensure that any motorcycle and moped 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 motorcycle and moped types for the load to be carried

- The load types to be carried by each motorcycle or moped

- Safe loading and unloading practices

- Compliance with load documentation such as risk assessments and method statements

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

- Motorcycle or moped gross weight limits

- Nature of the load

- Load weight and dimensions

- Loading and unloading instructions

- Load distribution

- Load restraint system such as top boxes, paniers and side bags

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 vehicles 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.

Goods vehicles over 3.5 tonnes gross vehicle weight **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 **should** include:

- Tyre selection considering vehicle type and operating conditions

- Tyre monitoring of trends in wear, damage and age

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 **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, this **shall** be conducted through a service that directly accesses current Driver and Vehicle Licensing Agency (DVLA) data.

For drivers that are not licensed in Great Britain, checks **shall** be conducted through the equivalent licensing authority where such a service is available at no cost.

Where a no-cost 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

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

- Digital tachograph driver cards

- Driver Qualification Cards (DQC) for Driver Certificate of Professional Competence

The procedure **shall** include a requirement for drivers to sign an annual declaration and report 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 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

Drivers **shall** be required to declare they have access to, and 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** promote and encourage legal, safe and professional 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 identify 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

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

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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 as set out at Annex 1 (for drivers) and Annex 2 (for managers).

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 or performance management

- 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 10 per cent 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 read a vehicle number 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

- Vehicle registration plate used

- Outcome of the check

- 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

Any driver failing an eyesight check **shall** be referred to an optician for an eyesight test.

A procedure **shall** be in place for drivers to inform management of any health or eyesight condition that affects driving ability and to inform the Driver and Vehicle Licensing Agency (DVLA) 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

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 Road Transport (Working Time) Regulations 2005, including the average 48-hour working week limit, where relevant

- 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, which 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 P2W 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

A procedure for obtaining, processing and analysing the relevant drivers' hours records **shall** be in place. Where relevant, the procedure **shall** include information on:

- The recording method and the supply of log books, print rolls or charts

- 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

- Secondary employment and any impact this has on working time and drivers' hours

The policy **should** also include:

- Travel to and from work and 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 which are electrically powered and operate within a 100km radius.

There are also a number of exemptions from Great Britain 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

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   Fuel, emissions and air quality

Requirement

To monitor fuel consumption and vehicle emissions.

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

- Engine-idling is minimised to reduce fuel waste and unnecessary emissions

- Fuel usage data is collected and monitored by VRM, including AdBlue where relevant

- Fuel spillages are minimised and managed

Total fuel used across the fleet **shall** be monitored and recorded by vehicle and fuel type. Where relevant, this **shall** include AdBlue usage and **should** include the diesel to AdBlue ratio.

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 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

- Abnormal indivisible loads (AIL)

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 hazardous and non-hazardous waste, a procedure **shall** be in place and **shall** include:

- 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. The procedure **shall** include:

- 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

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   Operational security

Requirement

To minimise the risk of theft of vehicles, fuel, equipment and loads.

Purpose

To protect the fleet operation against criminal and unauthorised activity minimising loss, damage and risk.

Demonstration

FORS operators **shall** have a policy and supporting procedures in place to help safeguard against 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 policy **shall** outline the commitment to raising awareness, security and vigilance across the organisation and describe how:

- Vehicles, keys and operating centres are secured and controlled

- Eligibility to drive vehicles is determined and controlled

- Visitors are controlled

- Overnight parking facilities are identified

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

- 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 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

- Consistent with requirement O7

O7   Counter terrorism

Requirement

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

Purpose

To minimise the risks posed by potential security and terrorist threats and to ensure staff are prepared to deal with extremist and terrorist action.

Demonstration

FORS operators **shall** have a policy and supporting procedures in place to help safeguard against potential security and terrorist threats.

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

*   Different forms of threat that exist in terms of vehicle security and terrorism

*   Security improvements 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

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

*   Identifying suspicious behaviour or activity

*   Dealing with vehicle-borne improvised explosive devices

*   Dealing with bomb threats and suspect devices

The procedures for countering terrorism **should** be aligned to the procedures for protecting against other security threats, such as theft and crime.

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 security and counter terrorism **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

*   Consistent with requirement O6

The Counter Terrorism Champion **shall** be identified in the organisation chart in accordance with requirement M4.

4   Silver and Gold accreditation

4.1   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 distance travelled and fuel[1] used by vehicle type

*   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

Fuel usage and distance travelled **shall** be used to calculate and report CO_2, NO_X and Particulate Matter emissions.

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:

*   Performance indicators and the operational targets to be achieved

*   Activities required to achieve or maintain operational targets

*   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, 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 performance indicators.

Road traffic collision and incident data **should** be entered into the FORS Collision Manager tool.

> The FORS progression data report and operational performance action plan **shall** be:
>
> *   Retained in accordance with requirement M2
>
> *   Communicated in accordance with requirement M5

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1   Or energy used for electrically-powered vehicles

S3   Fuel, emissions and air quality

Requirement

To commit to reducing fuel consumption and vehicle emissions.

Purpose

To improve operational performance and minimise negative impacts on the environment.

Demonstration

FORS operators **shall** have a policy and supporting procedures in place that commit to reducing fuel consumption and minimising environmental impact.

The commitment to reducing fuel consumption and minimising environmental impact **shall** be a development on the FORS Bronze requirement O2 and include:

- Evidence of the Fuel and Emissions Champion's competence

- Details of fleet performance management that enables effective and efficient analysis

- The fuel efficiency and emissions reduction initiatives that are in place or are included in the operational performance action plan

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

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

- Evidence of a review with the insurance provider within the previous 12 months to assess the road risk profile and claims handling

The review with the insurance provider **may** be evidenced through a diary or calendar entry, email confirmation or a dated insurance report.

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 Annex 2 (for managers). This means the requirements at both Bronze and Silver apply.

FORS operators **shall** maintain and implement 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 **should** 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 10 per cent 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 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.

Purpose

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

Demonstration

FORS operators **shall** ensure that all HGVs are fitted with enhanced safety equipment designed to reduce the risk of close-proximity collisions involving vulnerable road users.

Vulnerable road user safety equipment **shall** include:

- Blind spot vision aids that provide the driver with a full view of the near-side vehicle blind spot

- An audible warning system that alerts other road users of left-turn and reversing manoeuvres

Evidence that HGVs are fitted with enhanced vulnerable road user safety equipment **shall** be provided 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

Regional or city vehicle permits relating to safety requirements **may** also be included as evidence, where applicable, so long as they meet or exceed the FORS Standard.

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

- An in-cab audible warning system to alert the driver of other road users in the near-side blind spot

Where the driver has full view of the near-side blind spot area by direct vision, such as a left-hand drive vehicle, the camera system and in-cab display screen is not required.

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

Camera systems **should** also:

- Monitor front and off-side blind spots

- Be able to digitally record incidents and assist in driver training and development

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. 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.

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, such as 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.

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

- Included in Professional Development Plans in accordance with requirement D4

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.

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, such as:

- Department for Transport 'Think!' campaign

- Driver and Vehicle Standards Agency (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.

Campaigns **may** use a mix of communication methods such as:

- Workplace posters

- Toolbox talks

- Driver action cards

- In-cab signage

Internal campaigns **shall** be:

- Consistent with requirement M5

- Retained in accordance with requirement M2

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

4.2   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 Covenant

- Job seeker 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   Sustainable operations

Requirement

To progress further to reduce the environmental, safety and congestion impacts of the fleet operation.

Purpose

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

Demonstration

FORS operators **shall** undertake a review of the fleet operation to further improve environment performance, road safety and efficiency.

The review **shall** include a considered evaluation for using:

- Vehicles designed for more efficient operations

- Ultralow and zero emission capable vehicles

- Safer vehicles that are best in class for direct vision

The review **shall** inform fleet replacement decisions.

At the time of audit, at least 50 per cent of vehicles in the fleet **should** be ultra low emissions, this means either:

- Euro VI and Euro 6 for diesel vehicles

- Euro 4 or above for petrol vehicles

- Alternative fuelled vehicles emitting less than 75g of CO_2/km from the tailpipe

The fleet replacement plan **should** demonstrate progression towards a 100 per cent ultra low emission fleet.

Where a tolerance has been accepted at requirement S6, all HGVs (irrespective of age) **shall** be fitted with blind spot vision aids that 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

Fitment of blind spot vision aids for vehicles registered before 1 January 2015 **may** be planned and evidenced in line with the operator's fleet replacement cycle. This **shall** be fully justified at audit.

The review **shall** also evaluate the use of sustainable ways of working that minimise the impact of the fleet operation. Sustainable ways of working include:

- Technology to optimise operations

- Collaborating to share resources and infrastructure

- Renewable energy sources

- Retiming fleet activities to avoid peak congested periods

- Improving first time delivery performance

- Consolidating loads and activities

- Rail or water as an alternative to road transport

The review **should** include a cost benefit analysis with the benefits communicated in terms of emissions, road risk and reduced road miles.

The review **may** include projects, research or trials of future technology, operational concepts and vehicle design.

FORS operators **may** also provide evidence of promoting sustainable initiatives within communities and industry, which could include:

- Engagement with schools, colleges and local communities

- Supporting road safety initiatives, such as 'Exchanging Places'

- Supporting other operators to attain FORS accreditation, such as through the development of case studies

> The sustainable operations review **shall** be:
>
> - Documented and reviewed in accordance with requirement M1
>
> - Retained in accordance with requirement M2

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 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 plan **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 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 10 per cent 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

Annexes

- Annex 1 – FORS Professional Development for drivers

- Annex 2 - FORS Professional Development for managers

- Annex 3 - FORS documentation

- Annex 4 - Glossary

- Annex 5 - Resources

- Annex 6 - Summary of changes

- Annex 7 - Implementation and transitional provisions

Annex 1
FORS Professional Development for drivers

- Annex 1.1 - FORS Professional Development for HGV (including wheeled plant) drivers

- Annex 1.2 - FORS Professional Development for PCV drivers

- Annex 1.3 - FORS Professional Development for van drivers

- Annex 1.4 - FORS Professional Development for car drivers

- Annex 1.5 - FORS Professional Development for P2W drivers

FORS training links:

- [FORS Professional Development overview](#)

- [FORS Professional and FORS Approved Training](#)

ANNEX 1.1
FORS PROFESSIONAL DEVELOPMENT FOR HGV
(INCLUDING WHEELED PLANT) DRIVERS

The FORS mandatory driver training listed below is required in order to meet FORS Bronze requirement D4, FORS Silver requirement S5 and FORS Gold requirement G5. At Silver, both Bronze and Silver mandatory training requirements apply. At Gold, Bronze, Silver and Gold mandatory training requirements apply. For drivers of more than one vehicle type, FORS operators must check the FORS mandatory training requirements for all vehicle types.

Level	Training topic	Training required	Completed within the past
Bronze D4	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	One FORS Professional safety eLearning module	12 months
	Security and counter terrorism – training on personal and vehicle security and the potential threat of terrorism	FORS Professional Security and Counter Terrorism eLearning module or FORS Approved counter terrorism awareness training course or eLearning module	24 months
Silver S5	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	FORS Professional Safe Urban Driving (SUD) training course or FORS Approved WRRR training course that includes on-cycle hazard awareness or FORS Approved WRRR training course that includes immersive interactive learning meeting the '*Initial*' WRRR approval criteria	5 years (for *Initial* 5 years)
		FORS Professional Safe Urban Driving (SUD) training course or FORS Approved WRRR training course that includes on-cycle hazard awareness or FORS Approved WRRR training course that includes immersive interactive learning meeting the '*Refresher*' WRRR approval criteria	5 years (for *Refresher* 5 years)
	Fuel, emissions and air quality – training on reducing fuel consumption and vehicle emissions	FORS Professional LoCITY Time to clean up eLearning module	24 months

Gold G5	**Fuel, emissions and air quality** – training on reducing fuel consumption and vehicle emissions	FORS Professional LoCITY Driving training course or FORS Approved environmental awareness training course	5 years
SPECIAL NOTES FOR HGV DRIVERS			

- **Drivers of both HGVs and vans** – FORS HGV driver mandatory training requirements cover the FORS van driver mandatory training requirements
- **Bronze D4 WRRR safety eLearning** – D4 safety eLearning is not required if S5 WRRR training (with or without on cycle) has been undertaken in the past 12 months
- **Silver S5 WRRR –** Immersive interactive learning is training delivered through drama-based multi-media, virtual reality or other mixed reality training methods. Initial and Refresher approval criteria are defined in the FORS Approved guidance
- **Gold G5 Fuel, emissions and air quality** – S5 LoCITY Time to clean-up eLearning module is not required if G5 LoCITY Driving (or FORS approved) training course has been undertaken in the past 24 months
- **Non-UK based operators** with difficulty completing the mandatory eLearning modules - FORS may consider approval of alternative training

The terms 'Initial WRRR approval criteria', 'Refresher WRRR approval criteria' and 'immersive interactive learning' are described in the Glossary of terms at Annex 4. Refer to the FORS Approved guidance for further details.

ANNEX 1.2
FORS PROFESSIONAL DEVELOPMENT FOR PCV DRIVERS

The FORS mandatory driver training listed below is required in order to meet FORS Bronze requirement D4, FORS Silver requirement S5 and FORS Gold requirement G5. At Silver, both Bronze and Silver mandatory training requirements apply. At Gold, Bronze, Silver and Gold mandatory training requirements apply. For drivers of more than one vehicle type, FORS operators must check the FORS mandatory training requirements for all vehicle types.

Level	Training topic	Training required	Completed within the past
Bronze D4	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	One FORS Professional safety eLearning module or FORS Approved safety training course or eLearning module	12 months
	Security and counter terrorism – training on personal and vehicle security and the potential threat of terrorism	FORS Professional Security and Counter Terrorism eLearning module or FORS Approved counter terrorism awareness training course or eLearning module	24 months
Silver S5	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	FORS Professional Safe Urban Driving (SUD) training course or FORS Approved WRRR training course	5 years
Gold G5	**Fuel, emissions and air quality** – training on reducing fuel consumption and vehicle emissions	FORS Approved environmental awareness training course	5 years
SPECIAL NOTES FOR PCV DRIVERS			

- **Bronze D4 WRRR safety eLearning** – D4 safety eLearning is not required if S5 WRRR training (with or without on cycle) has been undertaken in the past 12 months

ANNEX 1.3
FORS PROFESSIONAL DEVELOPMENT FOR VAN DRIVERS

The FORS mandatory driver training listed below is required in order to meet FORS Bronze requirement D4, FORS Silver requirement S5 and FORS Gold requirement G5. At Silver, both Bronze and Silver mandatory training requirements apply. At Gold, Bronze, Silver and Gold mandatory training requirements apply. For drivers of more than one vehicle type, FORS operators must check the FORS mandatory training requirements for all vehicle types.

Level	Training topic	Training required	Completed within the past
Bronze D4	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	One FORS Professional safety eLearning module	12 months
	Security and counter terrorism – training on personal and vehicle security and the potential threat of terrorism	FORS Professional Security and Counter Terrorism eLearning module or FORS Approved counter terrorism awareness training course or eLearning module	24 months
Silver S5	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	FORS Professional Van Smart (VS) training course or FORS Approved WRRR training course that includes on-cycle hazard awareness or FORS Approved WRRR training course that includes immersive interactive learning meeting the '*Initial*' WRRR approval criteria	5 years (for *Initial* 5 years)
		FORS Professional Van Smart (VS) training course or FORS Approved WRRR training course that includes on-cycle hazard awareness or FORS Approved WRRR training course that includes immersive interactive learning meeting the '*Refresher*' WRRR approval criteria	5 years (for *Refresher* 5 years)
	Fuel, emissions and air quality – training on reducing fuel consumption and vehicle emissions	FORS Professional LoCITY Time to clean up eLearning module	24 months

Gold G5	**Fuel, emissions and air quality** – training on reducing fuel consumption and vehicle emissions	FORS Professional LoCITY Driving training course or FORS Approved environmental awareness training course	5 years

SPECIAL NOTES FOR VAN DRIVERS

- **Bronze D4 WRRR safety eLearning** – D4 safety eLearning is not required if S5 WRRR training (with or without on cycle) has been undertaken in the past 12 months
- **Silver S5 WRRR –** Immersive interactive learning is training delivered through drama-based multi-media, virtual reality or other mixed reality training methods. Initial and Refresher approval criteria are defined in the FORS Approved guidance
- **Gold G5 Fuel, emissions and air quality** – S5 LoCITY Time to clean-up eLearning module is not required if G5 LoCITY Driving (or FORS approved) training course has been undertaken in the past 24 months
- **Non-UK based operators** with difficulty completing the mandatory eLearning modules - FORS may consider approval of alternative training

The terms 'Initial WRRR approval criteria', 'Refresher WRRR approval criteria' and 'immersive interactive learning' are described in the Glossary of terms at Annex 4. Refer to the FORS Approved guidance for further details.

ANNEX 1.4
FORS PROFESSIONAL DEVELOPMENT FOR CAR DRIVERS

The FORS mandatory driver training listed below is required in order to meet FORS Bronze requirement D4, FORS Silver requirement S5 and FORS Gold requirement G5. At Silver, both Bronze and Silver mandatory training requirements apply. At Gold, Bronze, Silver and Gold mandatory training requirements apply. For drivers of more than one vehicle type, FORS operators must check the FORS mandatory training requirements for all vehicle types.

This training applies for passenger vehicles with up to eight passenger seats.

Level	Training topic	Training required	Completed within the past
Bronze D4	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	FORS Approved safety training course or eLearning module	12 months
	Security and counter terrorism – training on personal and vehicle security and the potential threat of terrorism	FORS Professional Security and Counter Terrorism eLearning module or FORS Approved counter terrorism awareness training course or eLearning module	24 months
Silver S5	**Work-related road risk (WRRR)** – training on road risk and the safety of vulnerable road users	FORS Approved WRRR training course	5 years
Gold G5	**Fuel, emissions and air quality** – training on reducing fuel consumption and vehicle emissions	FORS Approved environmental awareness training course	5 years
SPECIAL NOTES FOR CAR DRIVERS			

- **Bronze D4 WRRR safety eLearning** – D4 safety eLearning is not required if S5 WRRR training (with or without on cycle) has been undertaken in the past 12 months

ANNEX 1.5
FORS PROFESSIONAL DEVELOPMENT FOR P2W DRIVERS

The FORS mandatory driver training listed below is required in order to meet FORS Bronze requirement D4 and FORS Silver requirement S5. At Silver, both Bronze and Silver mandatory training requirements apply. For drivers of more than one vehicle type, FORS operators must check the FORS mandatory training requirements for all vehicle types.

Level	Training topic	Training required	Completed within the past
Bronze D4	**Work-related road risk (WRRR)** – training on road risk and knowledge of The Highway Code	Compulsory Basic Training (CBT) and the theory test: motorcycles and mopeds	12 months
	Security and counter terrorism – training on personal and vehicle security and the potential threat of terrorism	FORS Professional Security and Counter Terrorism eLearning module or FORS Approved counter terrorism awareness training course or eLearning module	24 months
Silver S5	**Work related road risk (WRRR)** – training on road risk and an official test of competency	Attainment of a full motorcycle driving licence relevant to the vehicle power output	N/A
SPECIAL NOTES FOR P2W DRIVERS			

Bronze D4 WRRR safety training
- On-road motorcycle skills training such as the FORS Professional Beyond CBT training course **should** be undertaken
- Attainment of a full motorcycle driving licence relevant to the vehicle power output may be used as an alternative to meet Bronze D4

Annex 2

FORS Professional Development for managers

FORS training links:

- [FORS Professional Development overview](#)

- [FORS Professional and FORS Approved Training](#)

- [FORS Practitioner workshops](#)

The FORS mandatory manager training listed below is required in order to meet FORS Bronze requirement M3, FORS Silver requirement S5 and FORS Gold requirement G5. At Silver, both Bronze and Silver mandatory training requirements apply. At Gold, Bronze, Silver and Gold mandatory training requirements apply.

Level	Training topic	Training required	Completed within the past
Bronze M3	**Responsible person** – training on maintaining continuous and effective management of fleet activities	Transport Manager Certificate of Professional Competence or FORS Professional Fleet Management Essentials or FORS Approved Training course on fleet management	5 years
Silver S5	**Fuel and Emissions Champion** – training on fuel performance management and emissions monitoring	FORS Practitioner Workshop 7 'Reducing fuel use and minimising environmental impacts' or FORS Approved Training course on fuel and emissions	5 years
	Road Risk Champion – training on road risk management and collision investigation	FORS Practitioner Workshop 2 'Managing work-related road risk' or FORS Professional Road Risk Champion training course or FORS Approved Training course on managing road risk **AND** FORS Practitioner Workshop 5 'Collision procedures and analysis' or FORS Professional Collision Investigator training course or FORS Approved Training course on collision investigation	5 years

Level	Training topic	Training required	Completed within the past
Gold G5	**FORS Practitioner – training on all aspects of fleet management** For the responsible person, or nominated person responsible for the fleet operation	Initial Gold audit: working towards qualifying as a FORS Practitioner Re-approval Gold audit: qualified FORS Practitioner	N/A 5 years
SPECIAL NOTES FOR MANAGERS			

- **Bronze M3 O'Licence holders** – a list of FORS Approved courses can be found on the FORS Approved training page here
- **Bronze M3 Non O'Licence holders** – working towards FORS Practitioner meets this requirement. Any two workshops from workshops 1/2/3/4/5/6 will meet this training objective. Holding the FORS Practitioner qualification meets this requirement
- **Working towards qualifying as a FORS Practitioner** - means attending FORS Practitioner workshops
- **Qualified 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
    - if the responsible or other nominated manager leaves the business, a period of 12 months from the date of appointment of the replacement responsible person or nominated manager may be permitted for them to achieve the FORS Practitioner qualification. This must be fully justified at audit
- **Non-UK based operators** with difficulty completing the mandatory responsible person, Fuel and Emissions Champion and Road Risk Champion training - FORS may consider approval of alternative training

FORS Practitioner workshops, which are valid for 5 years, are as follows:

- Workshop 1: Developing fleet management policy
- Workshop 2: Managing work related road risk
- Workshop 3: Managing driver fitness and health
- Workshop 4: Managing driver training and development
- Workshop 5: Post-collision procedures and analysis
- Workshop 6: Safe and efficient fleet management
- Workshop 7: Reducing fuel use and environmental impact
- Workshop 8: Minimising transport fines and charges
- Workshop 9: Monitoring and measuring fleet performance
- Workshop 10: Managing noise in logistics

FORS Practitioner Recertification: five year recertification available to qualified FORS Practitioner

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	Fuel, emissions and air quality	Yes	Yes	
O3	Road traffic collisions	Yes	Yes	
O4	Passenger safety	Yes		Yes
O5	Specialist operations – where relevant	Yes	Yes	Yes
O6	Operational security	Yes	Yes	Yes
O7	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 *vehicle* but which is bigger than can be accommodated within standard *vehicle* regulations and which cannot reasonably be divided into two or more parts
Accreditation	FORS *operators* having met the FORS *Bronze*, *Silver* or *Gold* *requirements*
Action points	A record of an incidence of non-compliance with the FORS *requirements*
Air quality	The concentration of harmful gases and pollutants in the air locally and near ground level
Audit	A verification process of fleet activities to ensure compliance to the *FORS Standard*
Bronze	The first level of FORS *accreditation*
Car	A passenger *vehicle* with up to eight passenger seats
Case study	A *requirement* at FORS *Gold* to demonstrate operational improvements and the benefits of FORS membership
Class V and Class VI mirror	Close-proximity mirrors required on vehicles over 3.5 tonnes in order to meet part of the FORS *Bronze requirement* V6
CO_2	Carbon dioxide – a major source of greenhouse gas that is emitted from vehicles and is contributing to climate change
Declaration	A formal statement provided by a FORS operator to confirm a *requirement* has been met
Demonstration	The specific outputs that demonstrate how a requirement is to be met at *audit*
Driver	A person driving or riding any *vehicle* for an organisation that is in scope of FORS *accreditation*
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 *PCV* and *HGV 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 ail
First-use Inspection	A *vehicle* safety inspection conducted by maintenance staff. It is required for newly acquired *vehicles* and *vehicles* being brought back into service
FORS	The acronym for the Fleet Operator Recognition Scheme
FORS Approved Training	Training that meets the *requirements* 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 *audit* is a true reflection of the company's activities, *policies* and *procedures* 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 *drivers* and managers concise, accessible training
FORS operator	A FORS member - individual or organisation - that operates one or more vehicles as part of their business or work activity
FORS Practitioner	An individual who has completed all of the FORS Practitioner workshops. The qualification is valid for five years and is maintained by attending the FORS Practitioner Recertification workshop
FORS Professional Development	Either *FORS Approved Training* or *FORS 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 *FORS Standard*
FORS Professional training register	A register of individuals who have completed either *FORS Professional Training* or *FORS Approved Training*
FORS Progression data report	A table within the *Silver/Gold* application pages, which enables operators to upload the required fleet performance data
FORS Standard	The FORS Standard details the requirements that fleet operators **must** meet to gain and maintain FORS *accreditation*

Gold	The highest level of FORS *accreditation*
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 vision	What a *driver* can see through mirrors and cameras rather than the *vehicle* windows
Initial audit	The first FORS *audit* at each level of *Bronze, Silver or Gold*
Initial WRRR approval criteria	Mandatory *WRRR* training criteria needed to be met to achieve *FORS Approved* status for a *driver*'s first five year qualifying period. Training providers **must** apply to have a course approved to achieve *FORS Approved* status for either initial or refresher *WRRR* 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 **Silver** and *Gold accreditation*
LOLER	Lifting Operations and Lifting Equipment Regulations
May	Indicates an element within the *FORS Standard* that is optional or an emerging practice
Minibus	A passenger *vehicle* with more than eight, but not more than 16 passenger seats
MOCA	Multi-operating centre accreditation – a type of accreditation for FORS *operators* with more than one *operating centre* to be accredited and the same *policies* and *procedures* throughout
NOx	Nitrogen oxides – a term for nitrogen dioxide (NO_2) and nitrogen monoxide (NO) – gases formed by vehicle engines which 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
P2W	Powered two-wheeler – a powered two-wheeler *vehicle*, including motorcycles and mopeds
Particulate Matter	A *vehicle* 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 *vehicle* – a passenger vehicle with more than eight passenger seats
PDP	Professional development plan – a plan that identifies and documents progressive *FORS Professional Development* for drivers and all other staff involved in the fleet operation
Policy	A document that determines the rules and strategic direction of the organisation
Procedure	A document setting out the detailed steps required to meet the *requirement*
Purpose	The reason why the specific outcome is required
PUWER	Provision and Use of Work Equipment Regulations
Refresher WRRR approval criteria	Mandatory WRRR training criteria needed to be met to achieve *FORS Approved* status for a driver's subsequent five year qualifying periods. Training providers **must** apply to have a course approved to achieve *FORS Approved status* for either initial or refresher *WRRR* 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 FORS *operator*
Shall	Indicates an element in the FORS Standard that is mandatory to demonstrate the *requirement* has been met
Should	Indicates an element in the *FORS Standard* that is recommended as good practice
Silver	The second level of FORS *accreditation*

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
SUD	Safe Urban Driving – a FORS Professional training course designed to improve the safety of vulnerable road users and includes an on-cycle hazard awareness module
Van	A goods *vehicle* up to 3.5 tonnes gross vehicle weight
Vehicle	An HGV, PCV, van, car, P2W or wheeled plant
Vehicle tax	A tax which **must** be paid for most types of vehicles used on public roads (also known as Vehicle Excise Duty or road tax)
Vulnerable road user	Road users that require extra care such as cyclists, pedestrians, *P2W* riders, horse riders
WRRR	Work-related road risk – a method of managing the risks created and faced whilst driving for work

Annex 5

Resources to help you

Generic resources

FORS REQUIREMENT	FORS RESOURCES
All	Exclusive FORS Associates offers and discounts
All	FORS Audit Toolkit
All	FORS Professional Practitioner workshops
All	FORS Professional Practitioner Recertification
All	FORS eNews
All	FORS Fleet Management System (FORS FMS)
All	Effective Driver Management – An Industry Code of Practice (ICOP)
All Bronze requirements	Going for Bronze
All Silver requirements	Going for Silver
All Gold requirements	Going for Gold

Management resources

FORS REQUIREMENT	FORS RESOURCES
M1	FORS Practitioner WS1 - Developing fleet management policy
	LoCITY Fleet Manager Toolkit
	FORS Professional Van Smart Toolkit
	FORS Professional TruckSmart Toolkit
	FORS Professional Anti-Idling and Congestion-Cutting Toolkit
	European Agency for Safety and Health at Work
M3	FORS Professional Fleet Management Essentials Courses

M4	FORS Professional Fleet Management Essentials Courses
	Check someone's driving licence information - GOV.UK
	View a job applicant's right to work details - GOV.UK
	Check if a health condition affects your driving - GOV.UK
M5	LoCITY Fleet Manager Toolkit
	FORS Professional Van Smart Toolkit
	FORS Professional Truck Smart Toolkit
	FORS Professional Anti-Idling and Congestion-Cutting Toolkit
M6	FORS Professional Fleet Management Essentials Courses
M7	FORS Professional Fleet Management Essentials Courses
	Check if a health condition affects your driving - GOV.UK
M8	FORS Practitioner WS2 - Managing work-related road risk
	FORS Practitioner WS10 - Managing noise in logistics
	FORS Professional Truck Smart Toolkit
	FORS Pofessional Toolbox Talk - Health and Safety - Personal safety in or around vehicles
	FORS Professional Toolbox Talk - Health and safety
	FORS Professional Toolbox Talk - Health and safety - Vehicle manoeuvring
	FORS Collision Manager
	Managing risks and risk assessment at work - HSE
	Slips and trips - HSE
	Risk at Work - Manual handling - HSE
	Control of Substances Hazardous to Health (COSHH) - HSE
	Working at height - HSE
	Vehicle-based access to vehicles - HSE
	Vehicles at work - HSE
	Safe manoeuvring - HSE
	Traffic management on site - HSE
	Coupling and uncoupling - HSE

FORS REQUIREMENT	FORS RESOURCES
	European Agency for Safety and Health at Work
	FORS Professional Managing Abnormal Indivisible Loads course
M10	FORS Professional Smart Driving eLearning
	FORS Professional Smart Deliveries eLearning
	FORS Practitioner WS8 - Minimising transport fines and charges
M11	Department for Transport (DfT)

Driver resources

FORS REQUIREMENT	FORS RESOURCES
D1	FORS Driver Licence Checking Service
	Driver and Vehicle Standards Agency (DVSA) - GOV.UK
	Check someone's driving licence information - GOV.UK
	Check your Driver CPC periodic training hours - GOV.UK
	FORS Professional Fleet Management Essentials Courses
D2	FORS Practitioner WS2 - Managing work-related road risk
	FORS Professional Fleet Management Essentials Courses
	FORS Professional Smart Driving eLearning
	FORS Professional Toolbox Talk - Driving standards
	The Highway Code - GOV.UK
	FORS Professional Van Smart Toolkit
D3	FORS Professional Fleet Management Essentials Courses
	FORS Practitioner WS4 - Managing driver training and development
	European Agency for Safety and Health at Work
D4	FORS Practitioner WS4 - Managing driver training and development
	FORS Professional Fleet Management Essentials Courses

	Van Smart (eLearning/Toolkit)
	FORS Professional Cycle Safety eLearning
	FORS Driver Licence Checking Service
	FORS Professional Smart Driving eLearning
	Security and Counter Terrorism (eLearning/Toolbox Talk)
	Bridge Smart (eLearning/Toolkit)
D5	FORS Professional Fleet Management Essentials Courses
	FORS Professional Smart Driving eLearning
	FORS Professional Toolbox Talk - In-vehicle communication
	Brake - road safety charity
D6	FORS Professional Fleet Management Essentials Courses
	FORS Practitioner WS3 - Managing driver fitness and health
	FORS Professional Smart Driving eLearning
	FORS Professional Toolbox Talk - Health and eyesight
	Check if a health condition affects your driving - GOV.UK
	RoSPA
D7	FORS Professional Fleet Management Essentials Courses
	FORS Professional Toolbox Talk - Drivers' hours and working time
	Drivers' hours - GOV.UK
	Tachographs: rules for drivers and operators - GOV.UK
	Drivers' hours and tachographs: goods vehicles - GOV.UK
	FORS Professional Time Smart Drivers' Hours Course

Vehicles resources

FORS REQUIREMENT	FORS RESOURCES
V1	FORS Practitioner WS6 - Safe and efficient fleet management
	FORS Professional Fleet Management Essentials Courses
	FORS Professional Van Smart Toolkit
	FORS Professional Truck Smart Toolkit
	Keeping commercial vehicles safe to drive (roadworthy) - GOV.UK
V2	FORS Practitioner WS6 - Safe and efficient fleet management
	FORS Professional Fleet Management Essentials Courses
	FORS Professional Van Smart Toolkit
	FORS Professional Truck Smart Toolkit
	FORS Professional Toolbox Talk - Daily walkaround checks
	Driving a van: daily walkaround check - GOV.UK
	Carry out HGV daily walkaround checks - GOV.UK
	Carry out PSV daily walkaround checks - GOV.UK
V3	FORS Practitioner WS6 - Safe and efficient fleet management
	FORS Professional Fleet Management Essentials Courses
V4	FORS Practitioner WS6 - Safe and efficient fleet management
	FORS Professional Fleet Management Essential Courses
	Tax your vehicle - GOV.UK
	When you need to make a SORN - GOV.UK
V5	FORS Practitioner WS6 - Safe and efficient fleet management
	FORS Professional Fleet Management Essentials Courses
	FORS Professional Toolbox Talk - Load safety
	Safe driving: loading and unloading - HSE

V5.1	[FORS Practitioner WS6 - Safe and efficient fleet management](#)
	[FORS Professional Fleet Management Essentials Courses](#)
	[FORS Professional Truck Smart Toolkit](#)
	[European Agency for Safety and Health at Work](#)
V5.2 and V5.3	[FORS Practitioner WS6 - Safe and efficient fleet management](#)
	[FORS Professional Fleet Management Essentials Courses](#)
	[European Agency for Safety and Health at Work](#)
V5.4	[FORS Practitioner WS6 - Safe and efficient fleet management](#)
	[FORS Professional Fleet Management Essentials Courses](#)
	[European Agency for Safety and Health at Work](#)
	[FORS Professional Van Smart Toolkit](#)
V5.5	[FORS Practitioner WS6 - Safe and efficient fleet management](#)
	[FORS Professional Fleet Management Essentials Courses](#)
	[European Agency for Safety and Health at Work](#)
	[FORS Driver Licence Checking Service](#)
V6	[FORS Practitioner WS6 - Safe and efficient fleet management](#)
	[FORS Professional Fleet Management Essentials Courses](#)
	[FORS Professional Van Smart Toolkit](#)
	[FORS Professional Cycle Safety eLearning](#)
	[FORS Vehicle Safety Equipment Guide](#)
	[FORS Vehicle Graphics Service](#)
	[Direct Vision Standard and HGV Safety Permit - GOV.UK](#)
	[Safer Lorry Scheme - GOV.UK](#)
	[FORS Professional TruckSmart Toolkit](#)

V7	FORS Practitioner WS6 - Safe and efficient fleet management
	FORS Professional Fleet Management Essentials Courses
	LoCITY Fleet Manager Toolkit
	FORS Professional Van Smart Toolkit
	FORS Professional Truck Smart Toolkit
	FORS Professional Toolbox Talk - Tyre management FORS Tyre managemeng guide
	FORS Professional Anti-Idling and Congestion-Cutting Toolkit
	FORS Collision Manager
	LoCITY

Operations resources

FORS REQUIREMENT	FORS RESOURCES
O1	LoCITY Fleet Manager Toolkit
	FORS Professional Smart Driving eLearning
	FORS Professional Toolbox Talk - Routing
	FORS Professional Anto-Idling and Congestion-Cutting manager toolkit
	Preferred routes for high and heavy abnormal load movements - GOV.UK
	ESDAL abnormal load notification - GOV.UK
	FORS Professional Managing Abnormal Indivisible Loads Course
O2	FORS Practitioner WS7 - Reducing fuel use and minimising environmental impacts
	FORS Practitioner WS8 - Minimising transport fines and charges
	LoCITY Fleet Manager Toolkit
	FORS Professional Anti-Idling and Congestion-Cutting manager toolkit
	DfT Eco-Driving for HGVs

	Business and the environment - GOV.UK
	Diesel engine exhaust emissions - HSE
	European Agency for Safety and Health at Work
O3	FORS Practitioner WS5 - Collision procedures and analysis
	FORS Practitioner WS7 - Reducing fuel use and minimising environmental impacts
	Collision Management - Road Risk Champion and Collision Investigator Classroom training / eLearning /Toolkit
	FORS Professional Toolbox Talk - Incidents and insurance
	FORS Collision Manager
O5	FORS Professional TruckSmart Toolkit
	ESDAL abnormal load notification - GOV.UK
	Transporting dangerous goods - GOV.UK
	Transporting abnormal loads - GOV.UK
	Hazardous waste - GOV.UK
	FORS Professional Managing Abnormal Indivisible Loads course
O6 and O7	Security and Counter Terrorism (eLearning / Toolbox Talk)
	Terrorism in the UK - Metropolitan Police

Silver resources

FORS REQUIREMENT	FORS RESOURCES
S2	FORS Practitioner WS2 - Managing work-related road risk
	FORS Practitioner WS7 - Reducing fuel use and minimising environmental impacts
	FORS Practitioner WS8 - Minimising transport fines and charges
	FORS Practitioner WS9 - Measuring and monitoring road fleet performance

	LoCITY Fleet Manager Toolkit
	RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
	Diesel engine exhaust emissions - HSE
	European Agency for Safety and Health at Work
S3	FORS Practitioner WS7 - Reducing fuel use and minimising environmental impacts
	LoCITY Fleet Manager Toolkit
	FORS Professional Toolbox Talk - Tyre management FORS Tyre management guide
	FORS Professional Anti-Idling and Congestion-Cutting manager toolkit
	Business and the environment - GOV.UK
S4	FORS Practitioner WS2 - Managing work-related road risk
	FORS Practitioner WS5 - Collision procedures and analysis
	FORS Professional Smart Driving eLearning
	Collision Management - Road Risk Champion and Collision Investigator Classroom training / eLearning /Toolkit
	FORS Collision Manager
S5	FORS Practitioner WS4 - Managing driver training and development
	Safe Urban Driving
	FORS Professional Van Smart Toolkit
	FORS Driver Licence Checking Service
S6	FORS Vehicle safety equipment report
	FORS Vehicle safety equipment guide
S7	FORS Noise Assessment template
	Quiet equipment and vehicles: making the right choice
	Terrorism in the UK - Metropolitan Police
	Regulations: noise emissions from outdoor equipment - GOV.UK
	Noise Abatement Society

Gold resources

FORS REQUIREMENT	FORS RESOURCES
G3	FORS Sustainable Operations Template
	LoCITY Fleet Manager Toolkit
	LoCITY
	ACT TravelWise
G4	ACT TravelWise
G5	FORS Practitioner workshops 1-10
	FORS Driver Licence Checking Service

Annex 6

Summary of changes

Version 6.0 requirement		Summary of change between Version 5.1 and Version 6
M1	FORS documentation	New table created as Annex 3 which highlights which requirements **shall** have a policy and/or procedure and/or risk assessment/method statement Clarification that operators are able to demonstrate M1 using policy documentation attributed to other schemes Reminder that small operators **may** demonstrate M1 verbally
M2	Records and information	No change
M3	Responsible person	No change
M4	Staff and resources	Pre-appointment checks for drivers **should** include a declaration by drivers of any collisions, both at work and off-duty, which involve engagement with an insurance company and/or the police
M5	Communication	Communications with drivers **shall** include a declaration for drivers to acknowledge awareness of their individual responsibilities
M6	Vehicle fleet	Clarification on the process for providing vehicle registration marks or vehicle identification numbers for trailers The date from which dormant or previously used operating centres **shall** be included in the vehicle fleet register, has been updated
M7	Regulatory licensing	Regional/city vehicle permits relating to safety or environmental requirements added as an option, where applicable, to the current list of licences and permits FORS operators **shall** report to FORS any licence or permit revocations, suspensions or curtailments that are relevant to FORS

		Where an operator licence is held, FORS operator **shall** declare any enforcement sanctions within the past 12 months and any impending regulatory action
M8	Health and safety	Clarification around operational and driving at work risks to be assessed under O1, including prescribed passenger routes, and designated routes to and from construction sites, and addition of notified routes for abnormal indivisible loads (AIL)
M9	Complaints	No change
M10	Transport infringements	No change
M11	Transport updates	Removal of reference to LoCITY scheme bulletin
V1	Serviceability and roadworthiness	Policy and supporting procedures for first-use inspections **shall** include information on leased and loaned vehicles, as well as hired vehicles required in Version 5.1
V2	Daily walkaround checks	In addition to trailer coupling and load restraint required in Version 5.1, where relevant, the walkaround check **shall** also cover other specific components listed

Drivers expected to repair minor defects **shall** be competent to undertake these tasks |
V3	Insurance	No change
V4	Vehicle tax	No change
V5.1	Load safety for HGVs	No change
V5.2	Load safety for PCVs	Maximum passenger and luggage weight limits **shall** be considered
V5.3	Load safety for vans	No change
V5.4	Load safety for cars	No change
V5.5	Load safety for P2W	No change
V6	Vehicle safety equipment	Class V and Class VI close-proximity mirror fields of view **may** now be achieved using a camera monitoring system

Removal of reference to London's Direct Vision Standard vehicle safety scheme |

V7	Tyre management	No change
D1	Licensing	Frequency of driving licence checks for higher risk drivers **shall** be increased using an approved risk scale - recommended (**should**) in Version 5.1 Driver licence checking procedure **shall** include a requirement for drivers to sign an annual declaration
D2	Driving standards	No change
D3	Staff induction	No change
D4	Professional development	No material change; language changed for clarity only
D5	In-vehicle communication	No change
D6	Health and eyesight	No change
D7	Working time and drivers' hours	Procedure for obtaining, processing and analysing the relevant drivers' hours **shall** also include information on secondary employment and its impact - recommended in Version 5.1 (**should**)
O1	Routing	The procedure in place to plan and adhere to compliant, safe and efficient routes **shall** include adherence to any route scheduled by the FORS operator or any route authorised by a competent authority Any route scheduled by the FORS operator, or authorised by a competent authority, **shall** include abnormal indivisible loads (AIL) movements In addition to the requirement in Version 5.1 for the risk assessment to include prescribed passengers routes and designated routes to and from construction sites, the risk assessment **shall** also include any notified AIL routes
O2	Fuel, emissions and air quality	No material change; language changed for clarity only
O3	Road traffic collisions	No change

O4	Passenger safety	Clarification that all vehicles designed to carry one or more passengers are in scope of this demonstration In addition to the passenger safety instructions in Version 5.1 to include wearing seat belts, the safety documentation **shall** include information on not distracting the driver
O5	Specialist operations	No change
O6	Operational security	No change
O7	Counter terrorism	No change
S1	FORS Bronze	No change
S2	Performance data	Requirement changed from actively monitoring and benchmarking to actively monitoring and managing operational performance An operational performance action plan **shall** be documented, including performance indicators/ operational targets, and methods/tools employed to monitor data Penalty Charge Notice (PCN) management **should** be included within data capture and monitoring tools
S3	Fuel, emissions and air quality	The commitment to reducing fuel consumption and minimising environmental impact **shall** include the fuel efficiency and emissions reduction initiatives that are in place or are included in the operational performance action plan now required for S2
S4	Road risk	Change to language regarding managing work related road risk: • Added reference to the operational performance action plan now required for S2 • Changed language from "evidence of a review meeting with the insurance provider" to "evidence of a review with the insurance provider" for clarity

S5	Professional development	Professional development **shall** be relevant to the specific roles and responsibilities of drivers, the responsible person, and all other staff in the fleet operation - recommended (**should**) in Version 5.1 The amount of CPC training completed by drivers **should** be seen as a guide for the professional development of all other staff Driver licence acquisition training **should** be introduced
S6	Vehicle safety equipment	Regional or city vehicle permits relating to vehicle safety requirements **may** be included as evidence, where applicable, so long as they meet or exceed the FORS Standard
S7	Noise pollution	Removal of customer locations from noise impact assessment Clarification that FORS operators **may** use the FORS Noise Assessment template to help evidence this requirement
S8	Internal communications	Silver re-approval: FORS operators **shall** demonstrate internal communications for previous 12 months List of relevant materials that **should** be used to assist internal communications campaigns updated
S9	Sub-contracted services	No change
G1	FORS Silver	No change
G2	Recruitment and retention (previously G4)	G2 Performance data – requirement removed Data elements of the demonstration incorporated at S2 Recruitment and Retention (G4 in version 5.1) – No change

G3	Sustainable operations (previously G6)	G3 Gold case study – requirement removed Some elements of the demonstration are incorporated into new G3 as recommended good practice Sustainable Operations (G6 in version 5.1) The review of fleet operation to improve operational performance **shall** inform fleet replacement decisions At least 50% of the fleet **should** meet 'ultra-low emission' engine standards The fleet replacement plan **should** demonstrate progression towards 100% ultra low emission fleet FORS operators **may** also provide evidence of promoting sustainable initiatives
G4	Staff travel (previously G8)	Staff Travel (G8 in version 5.1) – No change
G5	Professional development	No change
G6	Contracted services (Previously G9)	Rewording of the requirement for clarity Where it is difficult to influence suppliers, FORS operators **should** demonstrate best endeavours The FORS list of accredited operators **should** be explored when placing contracts for transport suppliers

The following requirements from Version 5.1 have been removed and some elements incorporated into Version 6.0 where appropriate:

G2 Performance data – requirement removed
Data elements of the demonstration incorporated at S2

G3 Gold case study – requirement removed
Some elements of the demonstration are incorporated into new G3 as recommended good practice

G7 Promoting FORS – requirement removed
Elements of community engagement, and supporting other operations, incorporated into new G3 as optional

Annex 7

Implementation and transitional provisions

Implementation

Version 6.0 of the FORS Standard applies to organisations with audit dates on and after 1 July 2022.

Transitional provisions

There are a small number of provisions in place to support the transition between Version 5.1 and 6.0.

The provisions listed below apply **with immediate effect** from the date of publication of this document until the date of implementation, 1 July 2022.

Bronze - V6 Vehicle safety equipment

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

Silver - S6 Vehicle safety equipment

- Regional or city vehicle permits relating to vehicle safety requirements **may** also be included as evidence where applicable, so long as they meet or exceed the FORS Standard

Silver - S7 Noise pollution

- The noise impact assessment is not required to include customer locations

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- Driver and Vehicle Standards Agency
- DriveTech
- First Choice Minibus Services
- Highways England
- High Speed Two (HS2)
- Institute of Couriers
- Leaseplan UK
- LoCITY
- Lothian Buses
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- Metropolitan Police
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- North East Combined Authority
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Notes