

The Fleet Operator Recognition Scheme (FORS)

NRSP
NATIONAL ROAD SAFETY PROGRAM

PARTNERSHIP
PROGRAM



Transport
for London

arob
AUSTRALIAN ROAD RESEARCH BOARD

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Housekeeping



Webinar is = 45 mins

Question time = 15 mins



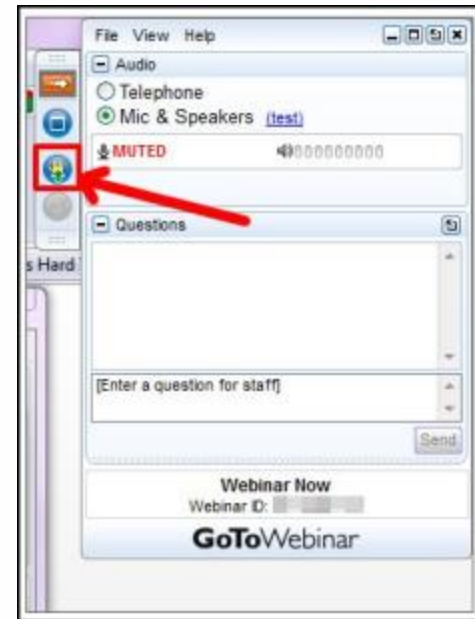
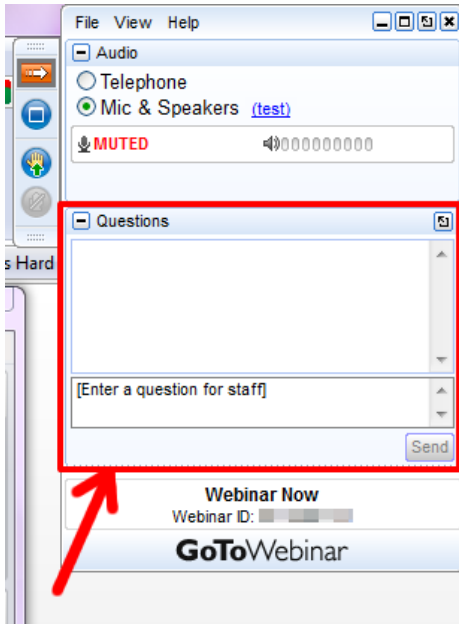
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GoTo Webinar functions



Please type your questions here

Today's presenter

Peter Binham

Freight and Fleet Programme Manager for
Transport for London (TfL)

www.fors-online.org.uk

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FORS

Fleet Operator
Recognition Scheme

Peter Binham

Agenda

1. Introductions
2. What is FORS
3. How it is run
4. Operator benefits
5. Client benefits
6. Lessons learnt
7. Summary

Introductions

Introductions

Transport for London

Buses, Underground, Tramlink, DLR, London River Services, Victoria Coach Station, Licensing and regulating taxi services, London Transport Museum, Cycle hire, cycle superhighways & grid...



... and Freight & Fleet



Peter Binham, Freight and Fleet Programme Manager

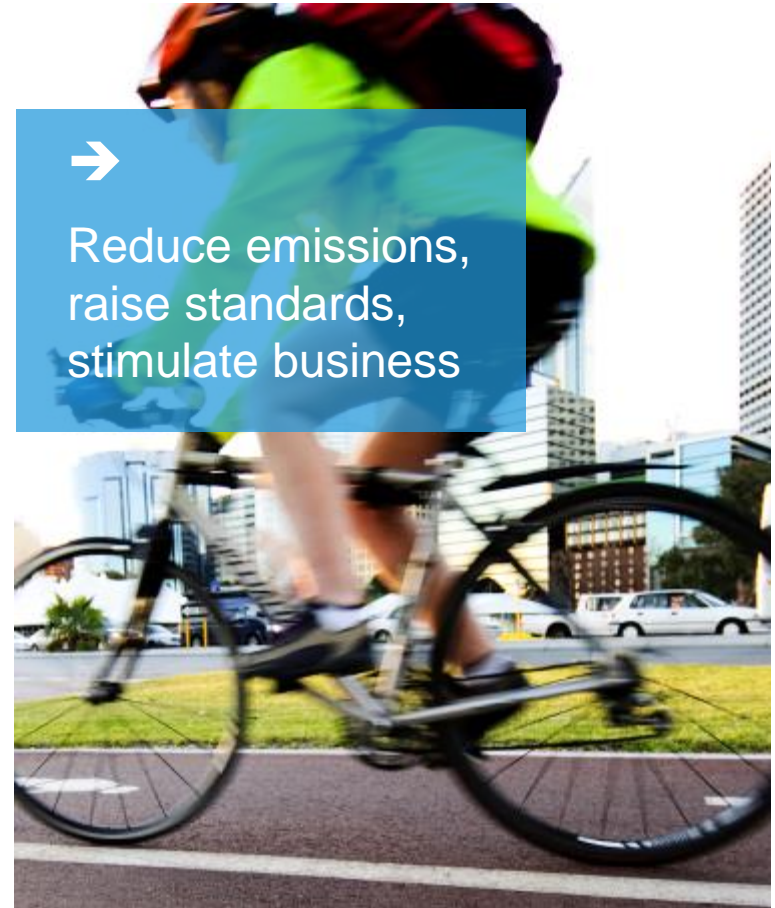
What is FORS

What is FORS













- ➔ FORS is a unique industry led accreditation scheme aimed at transforming road fleet activity
- ➔ Developed by TfL in 2007
- ➔ Now a national scheme, run by the FORS Community Partnership
- ➔ Open to any commercial vehicle/operator (vans, HGVs and coaches)
- ➔ Helps operators to ensure and demonstrate lawfulness and best practice

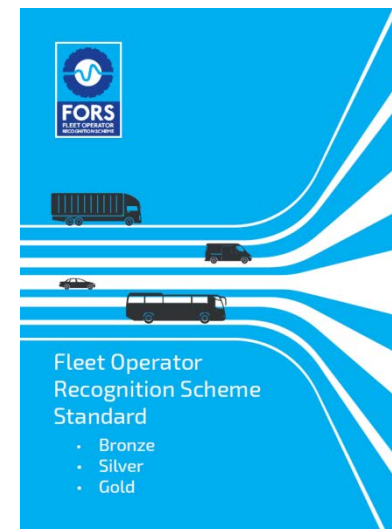
FORS is designed to improve:

- ➔ Safety, Efficiency, Environmental Protection & Compliance



FORS Standards

MANAGEMENT	VEHICLES	DRIVERS	OPERATIONS
 Responsibilities & authority	 Road worthiness	 Training and assessment	 Routing and scheduling
 Competent Person	 Insurance	 Driving at work	 Transport control
 Communication	 Fleet performance	 Fitness and health	 Fines and charges



Routes to accreditation





3677
OPERATORS



98,070
VEHICLES



807
OPERATORS



17,659
VEHICLES



217
OPERATORS



18,529
VEHICLES



LONDON

27%



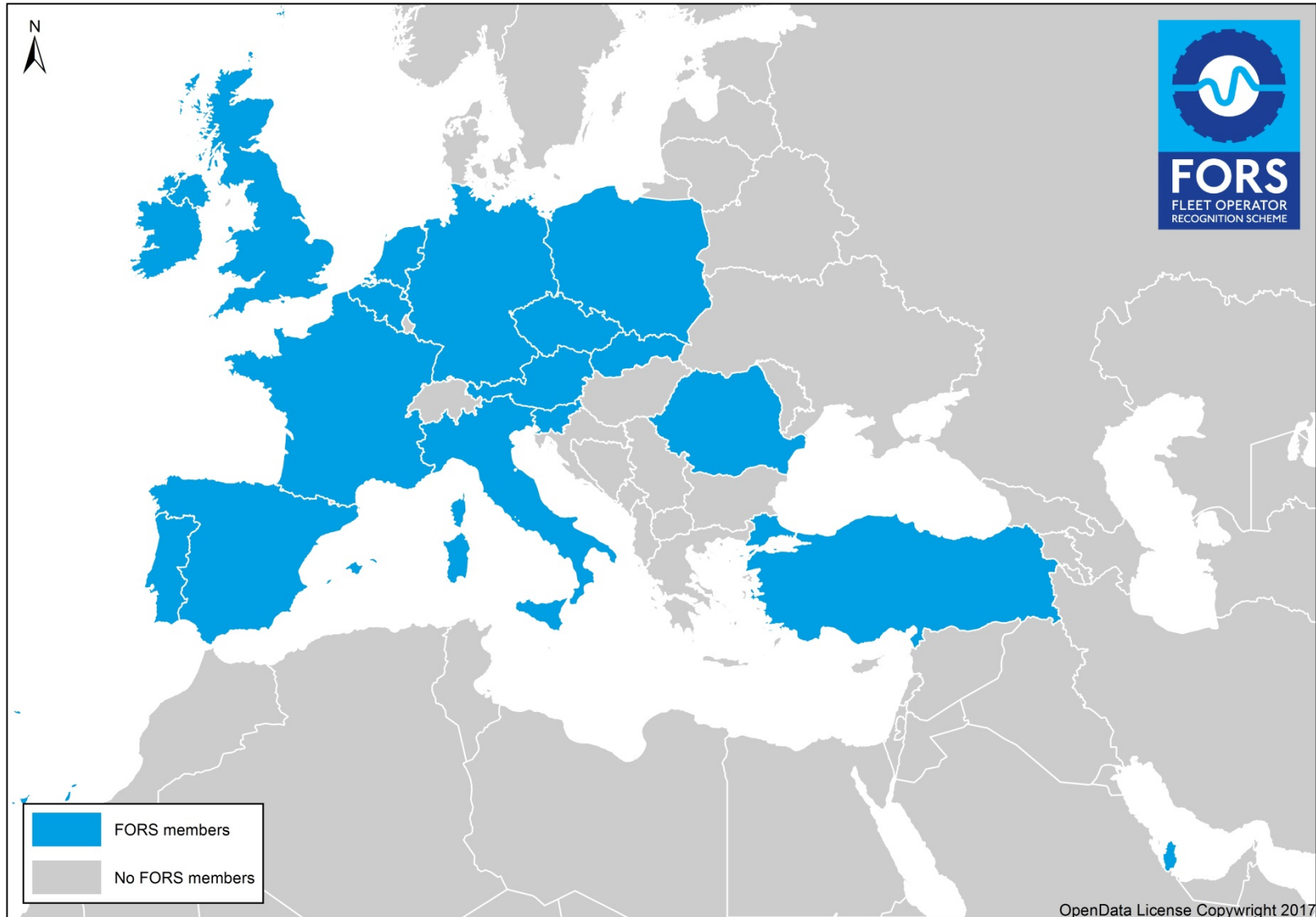
UK

72%



EUROPE

1%



3

How it is run

The FORS Community Partnership



AECOM





FORS FLEET OPERATOR
RECOGNITION SCHEME

www.fors-online.org.uk

FORS Governance Group



SKANSKA



AECOM





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FORS Executive Group

SKANSKA



Transport
for London



neca
north east combined authority



Tideway



FORS
PROFESSIONAL
TRAINING, INFORMATION, KNOWLEDGE



Questions

Operator Benefits



Improving driving standards

FORS FLEET OPERATOR
RECOGNITION SCHEME

www.fors-online.org.uk

FORS operators:

Are less likely to be involved in...

- **76%** Licence/insurance offences
- **64%** Most Serious Infringements (MSI) offences
- **50%** drivers hours offences

Have demonstrated...

- **41%** reduction in injury collisions
- **25%** reduction in total collisions



Client Requirements

Responsible Procurement



→ Many customers now expect fleet operators to provide a demonstration of a commitment to sustainable fleet activities.

FORS Accreditation shows this commitment and is a contractual requirement





The TfL position

TfL must employ, and must be seen to employ, the safest fleet operators in London

To mitigate the risk of a vulnerable road user being killed or seriously injured by one of our suppliers, in February 2012, we introduced Work Related Road Risk (WRRR) clauses into our new **and** existing contracts –
Mike Brown TfL Commissioner



FORS FLEET OPERATOR RECOGNITION SCHEME

www.fors-online.org.uk



Improving manager skills



Developing road
transport policy



Managing work
related road
safety



Managing driver
fitness and
impairment



Managing driver
assessment and
training



Post-collision
procedures and
analysis



Safe and efficient
fleet management



Reducing fuel use
and minimising
environmental
impacts



Minimising
transport fines
and charges



Monitoring and
measuring road fleet
performance

Driver CPC Training

- Vansmart Driving
- Staying Legal
- O-Licence Compliance
- LoCity
- Collision Investigation
- Safe Urban Driving



E-learning modules:



Road
Safety



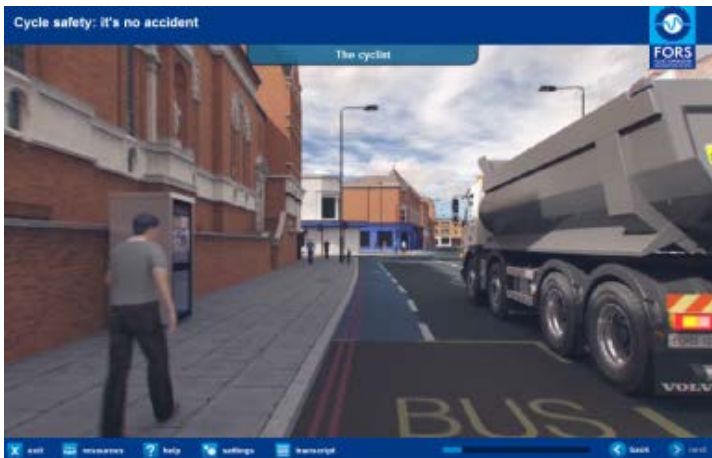
Cycle
Safety



Van
Safety



Fuel
Efficiency



FORS Professional training register

binham



Show entries

Filter:

Name	Organisation	Module name	Type	Completed date
Peter Binham	Transport for London	Cycle Safety	FORS Online	Jun 2017
Peter Binham	Transport for London	Smart Driving	FORS Online	Jul 2017
Peter Binham	Transport for London	Safe Urban Driving	Classroom	Feb 2015
Peter Binham	Transport for London	Safe Urban Driving	Classroom	Mar 2015
Peter Binham	Transport for London	Workshop 1 – Developing fleet management policy	Classroom	Aug 2014
Peter Binham	Transport for London	Workshop 2 – Managing work related road risk	Classroom	Aug 2014
Peter Binham	Transport for London	Workshop 3 – Managing driver fitness and health	Classroom	Aug 2014
Peter Binham	Transport for London	Workshop 4 – Managing driver training and development	Classroom	Sep 2014
Peter Binham	Transport for London	Workshop 5 – Collision procedures and analysis	Classroom	Sep 2014
Peter Binham	Transport for London	Workshop 6 – Safe and efficient fleet management	Classroom	Sep 2014
Peter Binham	Transport for London	Workshop 7 – Reducing fuel use and minimising environmental impacts	Classroom	Sep 2014
Peter Binham	Transport for London	Workshop 8 – Minimising transport fines and charges	Classroom	Oct 2014
Peter Binham	Transport for London	Workshop 9 – Measuring and monitoring road fleet performance	Classroom	Oct 2014
Name	Organisation	Module name	Type	Completed date









Showing 1 to 13 of 13 entries

Previous Next

Improving Training

- Raise quality of training
- Recognise approved quality training
- Promote

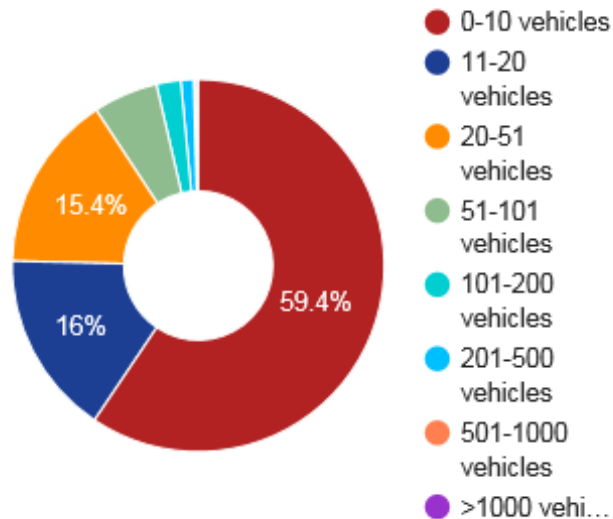


Skills Training Centre Name: Yvonne Beddow Phone: 0208 619 0939 Email: yvonne@skillstrainingcentre.co.uk	
AE Driver Name: Elaine Harries Phone: 0845 373 5000 Email: elaine.harries@actionexpress.co.uk	
Anglia Compliance & Training Ltd Name: Joe Cowley Phone: 07403 756919 Email: info@angliacompliance.co.uk	
BikeRight! Name: Liz Clarke Phone: 01612307007 Email: driver@bikeright.co.uk	
Collett & Sons Name: Andy Mullen Phone: 07852 040 520 Email: andy.mullen@collett.co.uk	
Cycle Confident Name: Andrada Jichici Phone: 02030316730 Email: contact@cycleconfident.com	
Cycle Training UK (3.5 hours practical on-cycle training only)Name: Maresha Ahmad Phone: 0207 232 4382 Email: maresha@cycletraining.co.uk	
David Bratt & Sons (Haulage) Ltd Name: Stephen J Bratt Phone: 0161 439 8124 Email: steve.bratt@davidbratt.com	

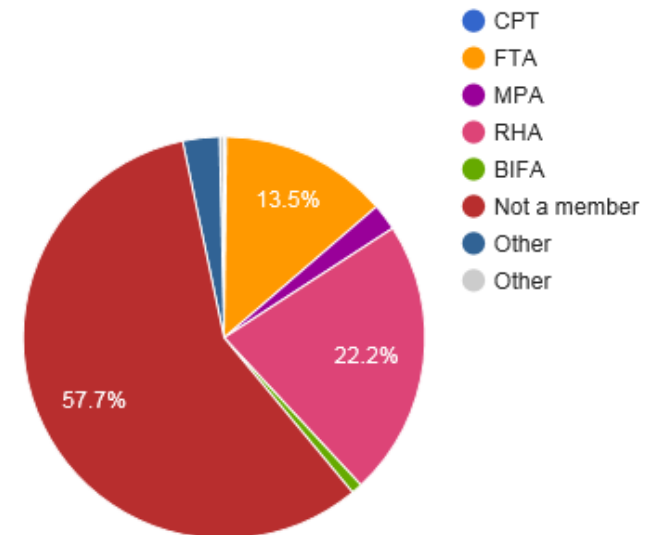
Client Benefits

Communicate and engage with hard to reach

Number of accredited companies by fleet size

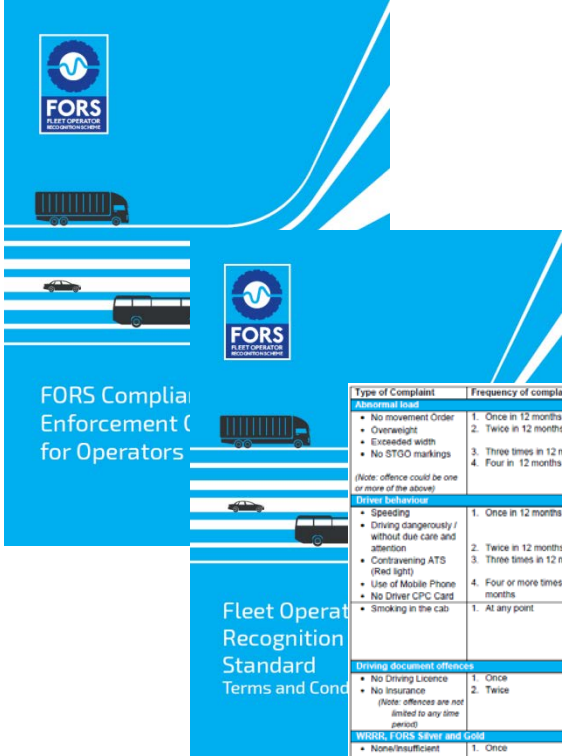


Company trade associations affiliation



Enforcing the Standards

- Ability to remove operators who:
 - Provide false information at audit
 - Fail to maintain the standard
 - Damage the reputation of the scheme
- Termination/Suspension/Action Plans
- Document Compliance Matrix



Type of Complaint	Frequency of complaint	Compliance outcome
Abnormal load		
• No movement Order	1. Once in 12 months	1. Formal Warning letter
• Overweight	2. Twice in 12 months	2. Enhanced audit without suspension
• Exceeded width	3. Three times in 12 months	3. Suspension
• No STGO markings	4. Four in 12 months	4. Termination
<i>(Note: offence could be one or more of the above)</i>		
Driver behaviour		
• Speeding	1. Once in 12 months	1. Letter from FORS. Response dependent on company explanation
• Driving dangerously / without due care and attention	2. Twice in 12 months	2. Formal Warning letter
• Contravening ATS (Red light)	3. Three times in 12 months	3. Enhanced audit without suspension
• Use of Mobile Phone	4. Four or more times in 12 months	4. Suspension
• No Driver CPC Card	1. At any point	1. Letter will be sent from FORS. Reasonable response is required. Letter will highlight the breach in legislation
• Smoking in the cab		
Issuing document offences		
• No Driving Licence	1. Once	1. Suspension
• No Insurance	2. Twice	2. Termination
<i>(Note: offences are not limited to any time period)</i>		
WIPRR, FORS Silver and Gold		
• Non/insufficient Approved on Cycle training	1. Once	1. Letter from FORS. Action taken dependent on company response
• No FORS eLearning (Note 1: All breaches identified by the TFL WIPRR compliance team will receive a letter from the FORS compliance team. Note 2: Repeat breaches will be dealt with but this is dependent on the breach being outside the 10%)	2. Two / three times in six months 3. Four times or more in six months 4. Continued incidents after enhanced audit has been completed	2. Formal Warning letter sent 3. Enhanced Audit without suspension 4. Suspension/Possible termination dependent on circumstances



Questions

Addressing Priorities

- Air quality
- Vans
- Buses
- Motorcycle
- Non-urban operations
- Security and Terrorism
- Embedding Priorities





HGVs represent less than 4%
of the miles driven in London



20% of pedestrian fatalities in
2015 involved an HGV



78% of cyclist fatalities in
2015 involved an HGV

Why are HGV lorries so dangerous and how can the industry make London's streets safer for cyclists?

Lorry drivers have no more excuses when it comes to cycling blind spots

News > London

Sixth London cyclist dies in 13 days in lorry crash in Camberwell



Key findings

- Work related road safety is not considered as important as on-site health and safety
- Lack of awareness and ownership of road risk
- Blind spots on construction vehicles can be 50% greater than other HGVs
- Construction vehicles disproportionately represented
- Collision data lacking

Transport Research Laboratory
Creating the future of transport



PUBLISHED PROJECT REPORT PPR640

Construction logistics and cyclist safety
Summary report

S Helman, E Delmonte, J Stannard

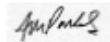
Prepared for: Transport for London (TfL)

Quality approved:

J Stannard
(Project Manager)



A Parkes
(Technical Referee)



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Key recommendations

- A nationally recognised standard on work related road risk
- Health and Safety Executive should extend reporting to include on-road collisions
- Vehicle manufacturers should work to improve vehicle design
- Blind-spots need to be better understood
- The issues should be addressed by stakeholders from across the industry

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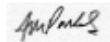
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Looking out
for vulnerable
road users

**Construction Logistics
and Community Safety**
Beyond the hoardings

www.clocs.org.uk



CLOCS objectives



**Improving vehicle
safety through
manufacture and
design**



**Addressing the safety
imbalance between on
site and work related
road safety**



**Encouraging best
practice in the
construction logistics
industry**



FORS FLEET OPERATOR
RECOGNITION SCHEME

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Quality operation: fully aligned



FORS Silver
Any FORS silver accredited
operator will also be CLOCS
compliant

Clients: Take ownership of road safety in your supply chains

The CLOCS Standard enables a fair and consistent approach to managing safety beyond the site gate, aiming for zero harm across all construction operations.

- CLOCS is a fair national standard for operators to adhere to
- Work together to raise safety standards and ensure compliance
- Become an integral part of raising road safety standards and protecting vulnerable road users

Ensure your fleet operators meet the CLOCS Standard

For CLOCS visit
www.clocs.org.uk

Operators: Demonstrate compliance to CLOCS through FORS

FORS is an accreditation scheme delivering safety, environmental and efficiency benefits for fleet operators by encouraging the adoption of best practice industry standards.

- Demonstrate compliance with the CLOCS Standard through FORS
- Show your commitment to being a safe and compliant operator
- Become an integral part of raising road safety standards and protecting vulnerable road users

Discover how your operation can benefit from FORS - register now!

To register with FORS
www.fors-online.org.uk

Lessons Learnt

Lessons learnt

- Create demand
- High level support
- Enforcing standards
- Industry buy-in
- Fleet not Freight
- Auditing geographical coverage
- Willingness to pay
- Schemes own identity



Industry decision makers want one standard

“ 85% of industry want one common standard ”



Commercial Motor
November 2015

Summary



FORS FLEET OPERATOR
RECOGNITION SCHEME

www.fors-online.org.uk

- ➔ FORS is a success
- ➔ Benefits both operators and clients
- ➔ Compete on quality and cost
- ➔ Operational confidence
- ➔ Evolves to address issues / priorities
- ➔ International opportunity

www.fors-online.org.uk





Thank you

peterbinham@tfl.gov.uk

Questions



Thank you for your participation today

Please stay tuned for our next NRSPP
webinar that is coming up:

XXXXXXXX